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## How do I exchange tickets?

You exchange tickets in your TicketAgent desktop application.

- [Click here](#) for step-by-step instructions for processing an exchange.
  - [Click here](#) to view a video tutorial.
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## Can patrons exchange their own tickets?

No. Your organization processes all exchanges.

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## Can I limit the ability for my staff to process exchanges?

Yes. Exchanges are controlled by separate permission settings granted within Member Home.

To process exchanges, the following permission must be checked: **TicketAgent Point-of-Sale Access > Modules > Orders > Exchanges**.

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## Am I charged fees for exchanging tickets?

No. Vendini does not assess additional fees for exchanging or refunding tickets.

The only instance in which you would be charged service fees for an exchange is if you use the Vendini Merchant Account to process credit card sales and you've added an exchange fee or there is an additional cost for the new tickets. If these new charges are paid via credit card, you would be assessed fees for the credit card processing.

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### How long after an event can I exchange tickets?

Members using the Vendini Merchant Account to process credit card sales, can exchange and refund tickets up to 48 hours after the event date. If you use your own merchant account, the default setting is 30 days.

If you want to increase or decrease this time frame, contact our support team.

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### Can I exchange one package for another package?

Exchanges are done on the event level. To exchange one package for another package, exchange the events from Package A to the events in Package B.

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### I want to change the payment method on an order. Can I do that via an exchange?

No. Change the method of payment on any order by editing the order in TicketAgent. (To change the tender type FROM a credit card to another method of payment, or from another method of payment TO a credit card, you'll have to refund the order and repurchase the tickets.)

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### A patron wants to exchange his tickets for more expensive tickets. How does this work?

When you process the exchange for the more expensive tickets, you'll see the funds due from the patron.

**From**

Order: [36584768](#)  
**Mr. Smith Goes to Washington**  
**Saturday June 3, 2017 7:00PM**  
 ORCH RIGHT, Row: K, Seat: 6 - VIP \$10.00

**EXCHANGE CREDIT: \$10.00**

Release inventory for resale

**To**

**Mr. Smith Goes to Washington**  
**Saturday June 3, 2017 7:00PM**  
 ORCH CENTER, Row: K, Seat: 101 Adult \$20.00

Discount:  -\$

Hold at venue box office - Will Call: \$0.00

**SUBTOTAL: \$20.00**  
**EXCHANGE CREDIT: -\$10.00**  
**PATRON OWES: \$10.00**

- If you want to waive the patron's balance, enter a discount for that amount in the Discount field. Then click Apply.
- To charge the patron the additional funds, click Next and enter the payment information on the next screen. Vendini does not store credit card information, so if the patron initially paid via credit card, that information must be re-entered.

A patron wants to exchange his tickets for less expensive tickets. How does this work?

When you process the exchange for the less expensive tickets, you see the funds due to the patron.

**From**

Order: [36584650](#)  
**Mr. Smith Goes to Washington**  
**Saturday June 3, 2017 7:00PM**  
 ORCH CENTER, Row: P, Seat: 104 - Adult \$20.00

**EXCHANGE CREDIT: \$20.00**

Release inventory for resale

**To**

**Mr. Smith Goes to Washington**  
**Saturday June 3, 2017 7:00PM**  
 ORCH CENTER, Row: F, Seat: 102 VIP \$10.00

At Door Sale: \$0.00

**SUBTOTAL: \$10.00**  
**EXCHANGE CREDIT: -\$20.00**  
**REFUND TO PATRON: \$10.00** [Waive Balance](#)

If you click Waive Balance, then the patron isn't refunded. (If you click this and then change your mind, click Remove to reverse it.)

	\$0.00
<b>SUBTOTAL:</b>	<b>\$10.00</b>
<b>EXCHANGE CREDIT:</b>	<b>-\$20.00</b>
<b>BALANCE DUE:</b>	<b>\$0.00</b>
Waived \$10.00 <a href="#">Remove</a>	

Your reports reflect the amount of the waived balance as a Misc Item. Patrons will be able to see the cost of their new tickets on their order confirmation, but they aren't otherwise notified if you waive the balance.

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## Can I charge patrons an “exchange fee”?

Yes. To do this, you'll create a Miscellaneous Line Item that Applies as Needed in TicketAgent. Then, you'll have the option to apply the fee during the exchange.

<b>From</b>	
Order: <a href="#">36585020</a>	
Mr. Deeds Goes to Town	
Sunday June 4, 2017 7:00PM	
ORCH LEFT, Row: P, Seat: 9 - Adult	\$20.00
<b>EXCHANGE CREDIT: \$20.00</b>	
<input type="text" value="Release inventory for resale"/>	
<b>To</b>	
Mr. Deeds Goes to Town	
Sunday June 4, 2017 7:00PM	
ORCH LEFT, Row: H, Seat: 7 - Adult	\$20.00
Exchange fee (\$3/ticket)	<input type="button" value="Apply"/>
Hold at venue box office - Will Call: \$0.00	
<b>SUBTOTAL: \$20.00</b>	
<b>EXCHANGE CREDIT: -\$20.00</b>	
<b>PATRON OWES: \$0.00</b>	

## What is an "exchange credit"?

An exchange credit is defined as the total value of items returned (or exchange OUT) during an exchange (ie, tickets, misc fees, etc.) that is used toward the purchase of another event (an exchange IN). This value is applied as tender Exchange Credit.

This ensures that the original tender of the revenue (eg. credit card, cash, check, etc.) always stays with the date it was received (and for the event it was received), rather than moving the tender when an exchange is processed.

If you process exchanges in the system, you see Exchange Credits appear on Receipt reports as a method of payment for tickets.

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What does an exchange look like on reports?

### Gross / Net Receipts

Each exchanged order covers three lines on Gross and Net Receipts reports:

Activity	Tender	Delivery	Qty	Net Face	Disc	ConvFee	Ship	All-in	Tax	MiscItem	MiscItem	Total
SALE	CASH	At Door	1	\$20.00	—	—	—	—		—	—	\$20.00
RETURN	EXCHANGE CREDIT	At Door	(1)	(\$20.00)	—	—	—	—		—	—	(\$20.00)
EXCHANGE	EXCHANGE CREDIT	At Door	1	\$20.00	—	—	—	—		—	—	\$20.00
			1	\$20.00	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$20.00

- Sale: This is the initial sale.
- Return: This is the exchange. The patron's tickets have been returned for Exchange Credit.
- Exchange: This is the "purchase" of the new tickets, with Exchange Credit as the method of payment.

### Summary Receipts

Under the Receipts section of the report, you'll see the Net Ticket Face Value of tickets exchanged in and exchanged out.

### Ticket Type

This report notes all three aspects of the exchange.

Face		Section	Activity	Unique Orders	Comps	Sold		Total
Type	Value					Qty	Discount	
1 unique orders								
ADULT	\$20.00	ORCH RIGHT	EXCHANGE	1	—	1	\$0.00	\$20.00
ADULT	\$20.00	PREMIUM ORCH LEFT	SALE	1	—	1	\$0.00	\$20.00
ADULT	\$20.00	PREMIUM ORCH LEFT	RETURN	1	—	(1)	\$0.00	(\$20.00)
					—	1	\$0.00	\$20.00

## Why can't I exchange tickets sold via a Custom Payment Method?

You can, if you allowed for exchanges when you created the Custom Payment Method. To check this:

1. Log in to Member Home.
2. Open the Account menu. Click Information.
3. Click Custom Payment Methods.
4. Locate your Custom Payment Method. Is the Allow Exchanges box checked? If not, check the box and click Update to save your changes.

## I exchanged tickets into a new event, but the original seats are still marked as "sold." Why?

It's likely that the seats weren't released during the exchange. If they chose to not release seats during the exchange, then the seats are still marked as sold, but to "No Name Specified."

To resolve this, contact our support team.

## Does a barcode stay with a patron after an exchange? Or is a new barcode be assigned to the new ticket?

The barcode on the order confirmation stays the same. The barcode info on the individual ticket does change after an exchange.