# Job Aid 12.2: Año Nuevo Will Call List

This Job Aid describes how to use the **Will Call List** for Año Nuevo guided walks. The list can be filtered, downloaded and printed to show a list of visitor reservations for a specific date and/or for a specific tour and/or session. Each reservation may be accessed to check in the visitor, modify, transfer, or cancel a reservation, print or email the sales receipt/conformation to the visitor.

The actions in this Job Aid must be performed in the R2S2 **Tickets** section.

Access the Will Call List
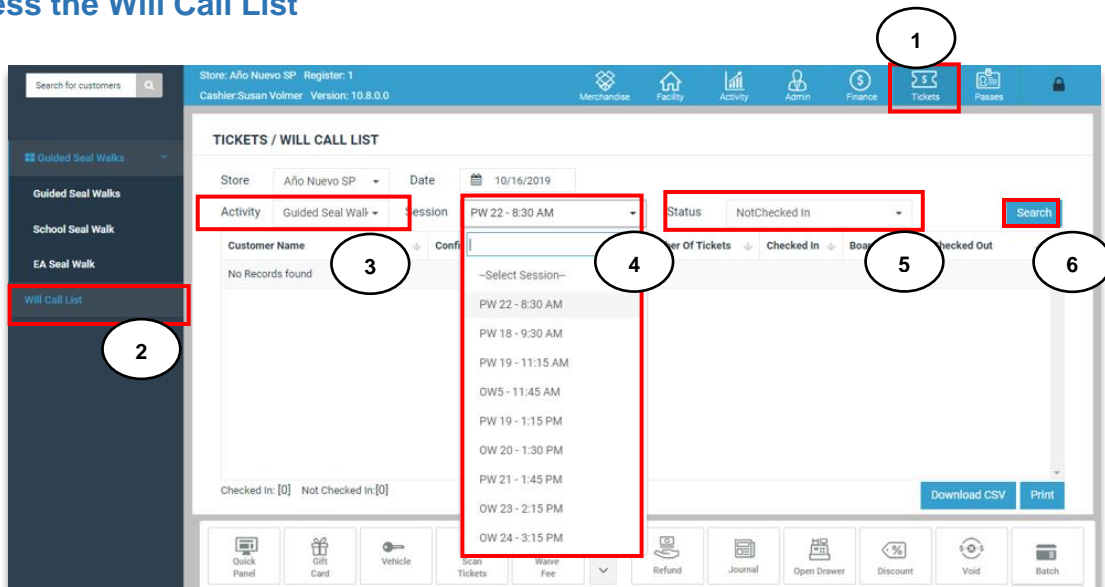
1. Click **Tickets** from the top navigation pane.
2. Click **Will Call List** from the submenu on the left.
3. Click the **Activity** dropdown and select the Tour (if different from default value).
4. Click the **Session** dropdown and select the session or tour time.
5. Click the **Status** dropdown and select the status. (optional)
6. Click **Search**. The *Will Call List* displays reservations for the selected date, tour, and session as shown on the next page.

Job Aid 12.2: Año Nuevo Will Call List

The **Customer Name**, **Confirmation Number**, **Number of Tickets** or **Status (Checked In, Not Checked In)** columns may be sorted in ascending or descending order.

7. Click on the arrow at the end of a column to sort that column.
8. Click on the **Download CSV** button to download the list into your browser.

After opening the report in **Excel**, you may **Save** or **Print** the report.

Modify a Reservation from the Will Call List

1. Click the **Will Call List** reservation to display the visitor's reservation details.
2. Click/tap the **Modify** button and the ticket selection screen appears as shown on the next page.

Job Aid 12.2: Año Nuevo Will Call List

3. Select the desired new tour time from the available tours in the dropdown menu in the **PreCart**, in this case the 5:00 PM tour.
4. Click **Go To Shopping Cart**.

*The **Shopping Cart** displays the previous (cancelled) tour time and the modified (new) reservation. In this example, the tour was changed from 11:15 AM to 5:00 PM.*

5. Click the **Exact Change** (+) button to process the modification.

Job Aid 12.2: Año Nuevo Will Call List

Print Receipt from Will Call List

Customer Name	Confirmation Number	Number Of Tickets	Checked In	Boarded	Checked Out
CUSTOMER SYSTEM	3158989	2	no	0	0
CUSTOMER SYSTEM	3158990	2	no	0	0
CUSTOMER SYSTEM	3158992	2	no	0	0

1. Click a row in the **Will Call List** to display the visitor reservation details for that reservation in the center panel.

2. Click the **Print Conf**. button to display the **Print Preview** shown below.
3. Click **Print All Copies** to print the receipt for the visitor OR
4. Click **Email All Copies** to send an email confirmation to the visitor.

This concludes Job Aid 12.2: Año Nuevo Will Call List.