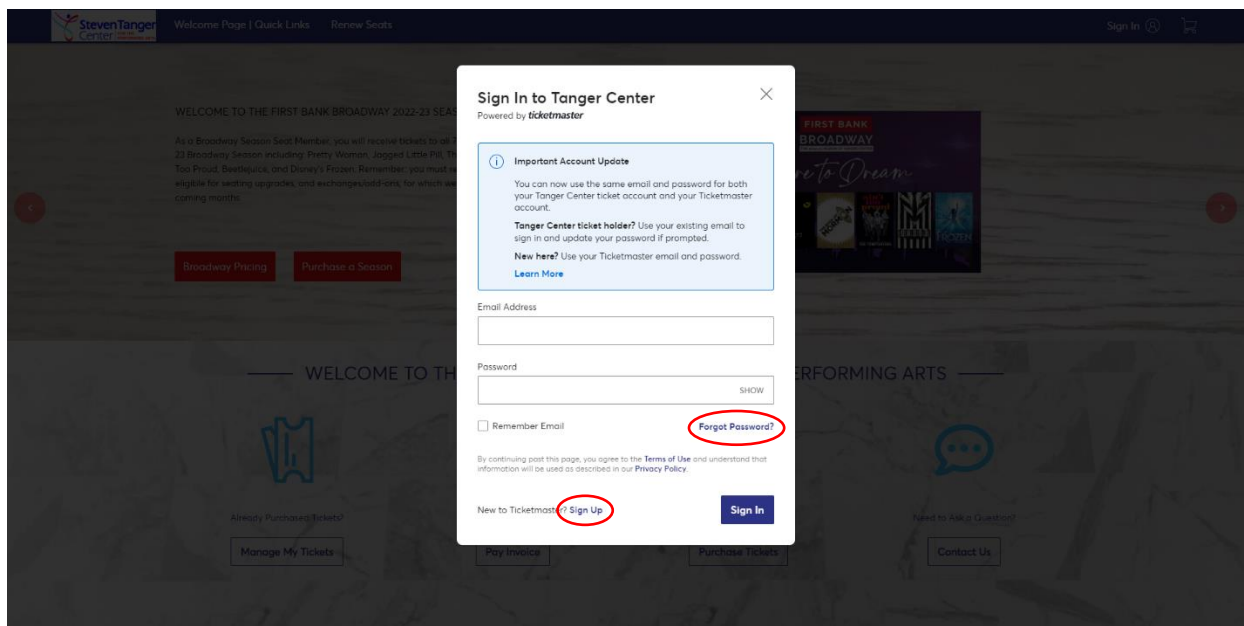
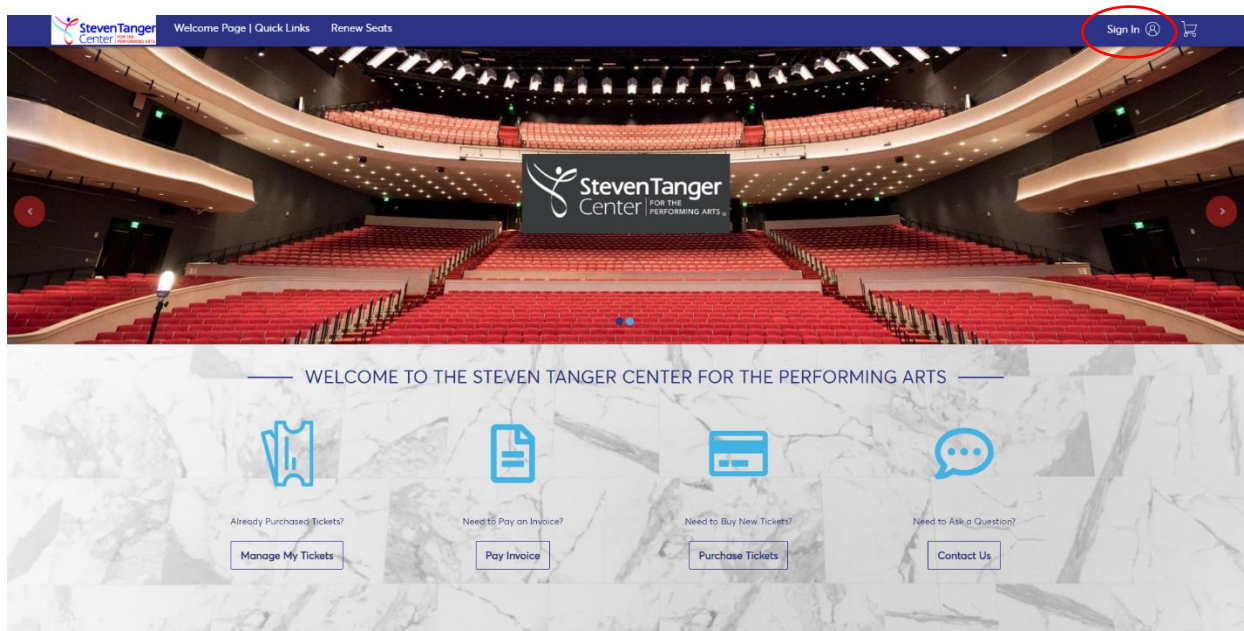
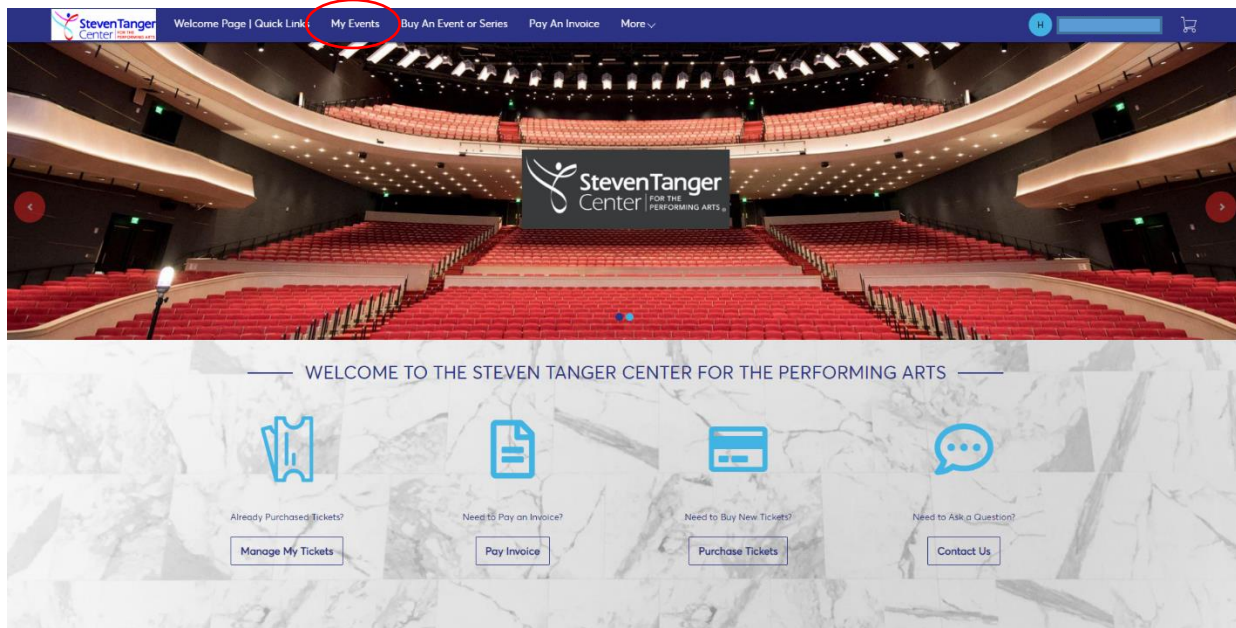


# Instructions for Exchanging Broadway Season Seats through Account Manager

- 1.) Navigate to <https://am.ticketmaster.com/tangercenter/> and sign into your Account Manager in the upper right hand corner of the screen.
  - a. Your email address used to log in should match the one on file for your Tanger Center account. This is also the email at which you should be receiving communications from the Tanger Center regarding upcoming events.
  - b. If you have never accessed your Account Manager before, select “Sign Up” at the bottom of the sign in page.
  - c. If you have forgotten your password, click “Forgot Password” and follow the steps to reset your password through an email or text message link.

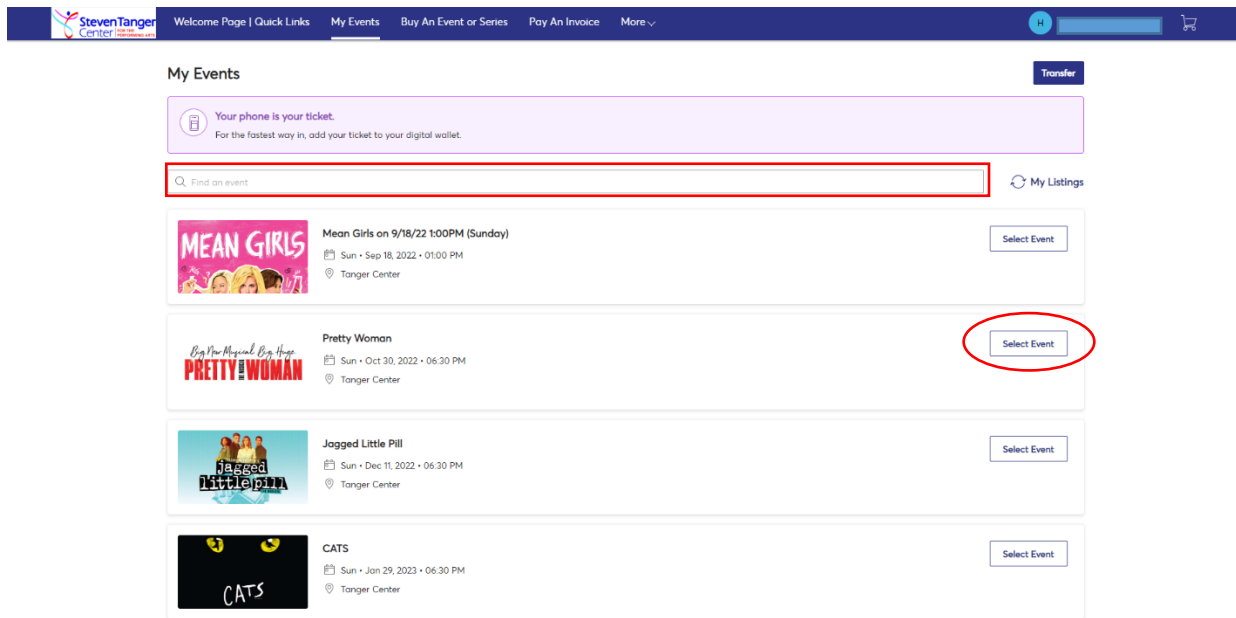


2.) Click “My Events” in the top navigation bar of the website.

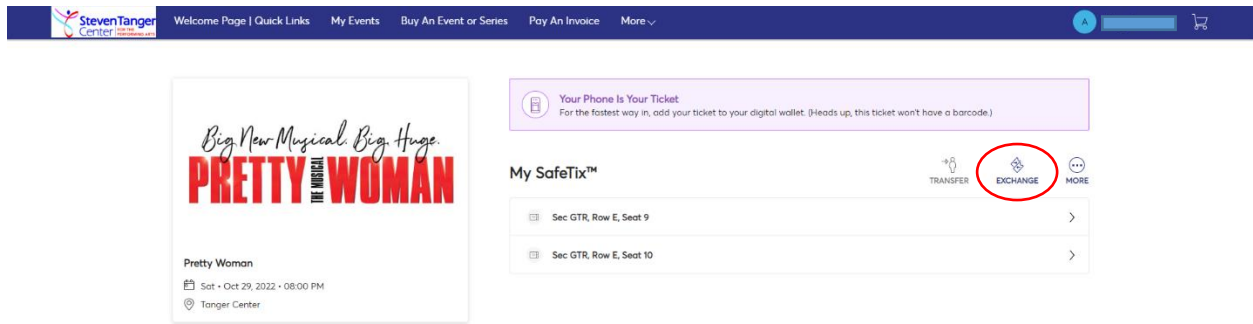


3.) Search or scroll down to the name of the event you would like to exchange.

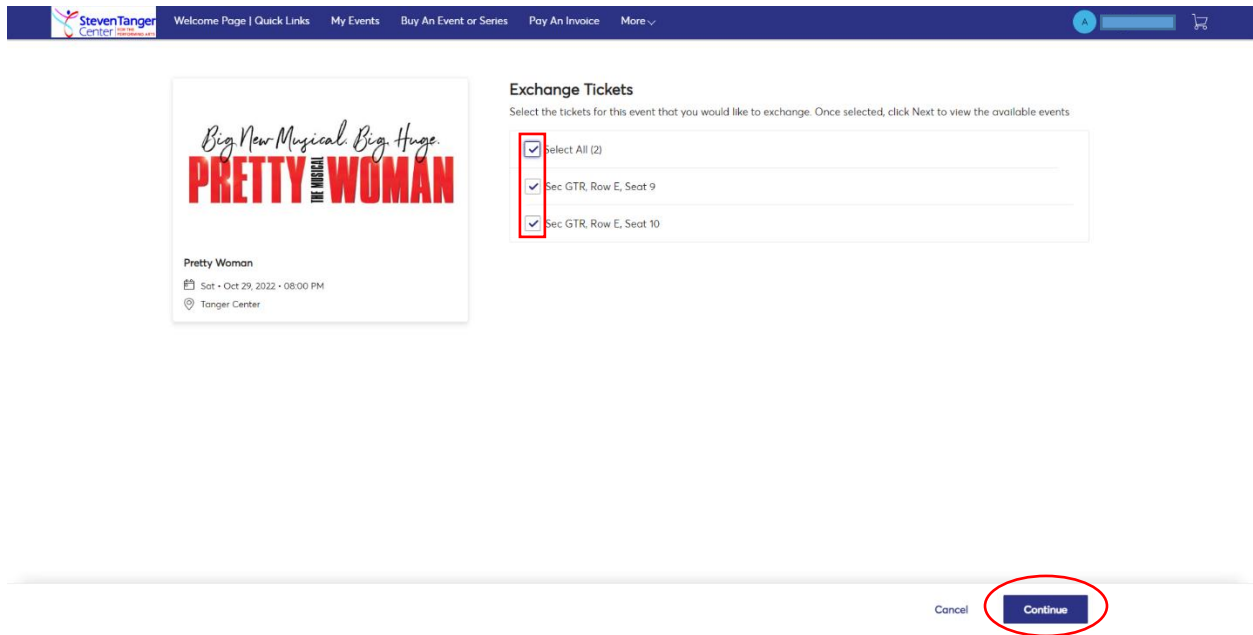
a. Click “Select Event” beside the name of your preferred event.



4.) Select “Exchange” from the options given.



5.) Check the box next to each seat you would like to exchange OR click “Select All.”  
a. Click “Continue” when all desired seats have been selected.



- 6.) Determine the night of the week into which you would like to exchange your seats and click “Select Event” on the item line.

The screenshot shows the Steven Tanger Center website's 'Exchange Tickets' page. On the left, a card for 'Pretty Woman' displays the event details: 'Sat • Oct 29, 2022 • 08:00 PM' at 'Tanger Center'. Below this, it lists 'TICKETS SELECTED FOR EXCHANGE': 'Sec GTR, Row E, Seat 9' and 'Sec GTR, Row E, Seat 10'. On the right, a list of 'Available Events' is shown, sorted by 'Event Date'. Each event entry includes the 'Pretty Woman' logo, the date and time, the venue, and a 'Select Event' button. The first 'Select Event' button is circled in red.

- 7.) Select any section of the map to begin viewing the available seating inventory.
- Drag the map to view available seats in different sections of the auditorium.
  - Blue circles on the map indicate open seats. When a seat is added to your cart, a green check mark will take the place of the blue circle.
  - Ticketmaster will not allow you to leave a single seat in a row. Please select seating in a different row or reduce the number of seats being purchased if you are given an error in this case.
  - Once all desired seats have been added to your cart, select “Continue.”

The screenshot shows the Steven Tanger Center website's seating map and shopping cart. The seating map displays the auditorium layout with sections labeled 'D TIER', 'HT', and 'LOGE RIGHT'. A legend indicates that blue circles represent 'Available Seats with Filters Applied', green circles represent 'Available Seats', and grey circles represent 'Unavailable Seats'. A red circle highlights a green checkmark on the map, indicating a selected seat. On the right, the 'Shopping Cart' is displayed, showing the event details: 'Pretty Woman', 'Sun • Oct 30, 2022 • 06:30 PM', 'Section LOGE-R, Row L, Seats 4 - 5', and 'Adult Season Renewal 2'. The 'Total Amount' is \$61.92, and the 'Continue' button is circled in red.

- 8.) Review the seats you intend to exchange and ensure that you have selected the correct performance date and time.
- Use the “Edit” tools to change the seats you have selected if there is an error.
  - Click “Submit” to continue to checkout.

**Review the details of your exchange**

Below is a final review of your exchange. Please review the ticket details of your exchanged event and new event as well as the cost summary. Once you review, click Submit.

**New Event** Edit

**Pretty Woman**  
QTY: 2 Tickets  
Sun • Oct 30, 2022 • 06:30 PM  
Tanger Center [Show Map](#)

**New Tickets**

Section LOGE-R, Row L, Seat 4-5

**Event selected for exchange** Edit

**Pretty Woman**  
QTY: 2 Tickets  
[Show Map](#)

**Tickets selected for exchange**

Sec GTR, Row E, Seat 9  
Sec GTR, Row E, Seat 10

**Summary**

**Cost of New Seats:** \$61.92  
Section LOGE-R, Row L, Seat 4-5 \$61.92

**Applied Credits:** \$61.92  
Total cost of new seats: \$61.92  
Applied Credits: -\$61.92

**Total Amount Due:** \$0.00

Note: Review your selections, your current seats won't be exchanged until you click submit.

**Submit**

- 9.) If the seats you have selected are an even exchange, you will not need to pay a balance.
- Your tickets will only be available via mobile delivery in your Account Manager. Your existing printed tickets will be voided.
  - Read and accept the Terms and Conditions of purchasing tickets through the Account Manager.
  - Click “Place Order” to complete your exchange.

**Complete the checkout steps and submit your payment**

Below are the steps you will need to complete in order to submit your payment. On the right rail, your summary will automatically update based on the options you select under each step. Once you complete each step, click “Submit”.

**Delivery & Shipping** ✓

Pretty Woman: Not available

**Payments** ✓

**Payment Not Required**  
Since your balance is \$0, you do not need to select a Payment Option or Payment Method. Click Submit below to complete your order.

**Order Summary** \$0.00

☐ I accept the [Terms and Conditions](#)

**Place Order**

**Cart items**

**1 Items Summary** \$0.00

**Pretty Woman**  
Section LOGE-R, Row L, Seat 4-5  
\$0.00

**Total Value** \$0.00

- 10.) If the seats you have selected are more expensive than your original seats, you will need to pay the difference in price to complete your exchange.
- Select a card on file and verify the three digit CIN number OR click “Add/Edit Payment Method.”
    - Account Manager is compatible with Visa, Mastercard, American Express, and Discover cards.
  - Read and accept the Terms and Conditions of exchanging tickets through the Account Manager.
  - Click “Pay Today” to complete your exchange.

Steven Tanger Center for the Performing Arts

Welcome Page | Quick Links | My Events | Buy An Event or Series | Pay An Invoice | More

Delivery & Shipping

Pretty Woman Not available

Order Summary \$64.06

☐ I accept the Terms and Conditions

Pay Today - \$64.06

Payments

Payment Options

Pay In Full

Payment Method

Card

Visa Visa

Security Code \*

CVV

3-digits on back of card

Payment Amount \*

\$64.06

Full this payment

Add / Edit Payment Method

Cart Items

1 Item Summary \$64.06

Pretty Woman

Section ORC, Row G, Seat 1-2

\$64.06

Total Value \$64.06

- 11.) An automatically generated order confirmation will be emailed to you.

View your invoice payment confirmation.

My Account

My Account

Account Number

**Your Invoice Payment Was Successful**

Tap on the button below to download a printable version of your invoice.

Download Full Invoice

**Invoice Summary**

Les Miserables Invoice

Please note that all exchanges need to be completed by **5pm on the Sunday prior to the start of each show run** in the 2022-2023 Broadway Series. Deadlines are listed below. We are unable to accommodate exchange requests after the show has opened.

Pretty Woman: October 23rd, 2022

Jagged Little Pill: December 4th, 2022

Cats: January 22nd, 2023

Book of Mormon: February 19th, 2023

Ain't Too Proud: March 12th, 2023

Beetlejuice: April 16th, 2023

Frozen: May 14th, 2023