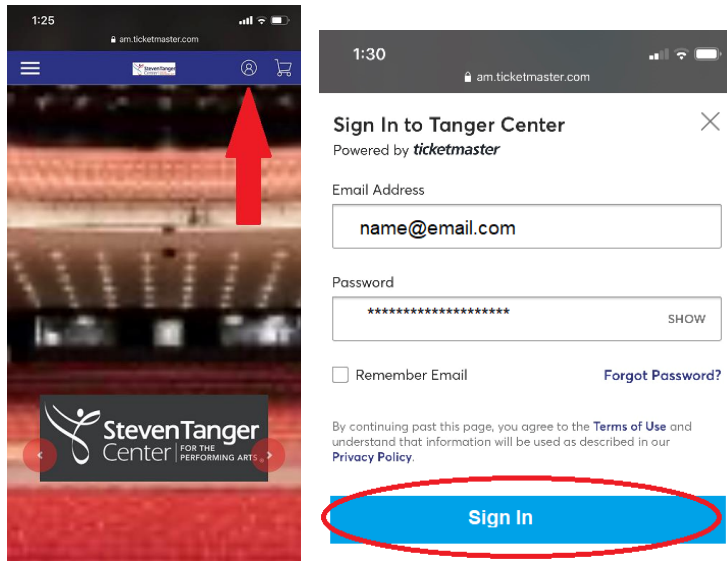


## Account Manager Guide for Broadway Season Seat Members: Exchanges

1. In your browser, go to [am.ticketmaster.com/tangercenter](https://am.ticketmaster.com/tangercenter). In the upper right corner, click on the person icon to sign in.



1:26 am.ticketmaster.com

1:30 am.ticketmaster.com

Sign In to Tanger Center  
Powered by *ticketmaster*

Email Address  
name@email.com

Password  
\*\*\*\*\* SHOW

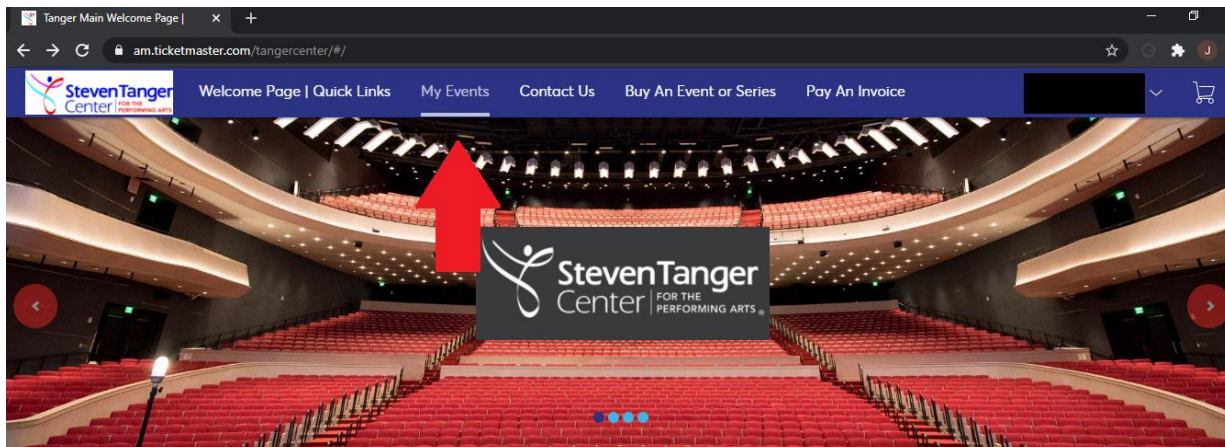
☐ Remember Email [Forgot Password?](#)

By continuing past this page, you agree to the [Terms of Use](#) and understand that information will be used as described in our [Privacy Policy](#).

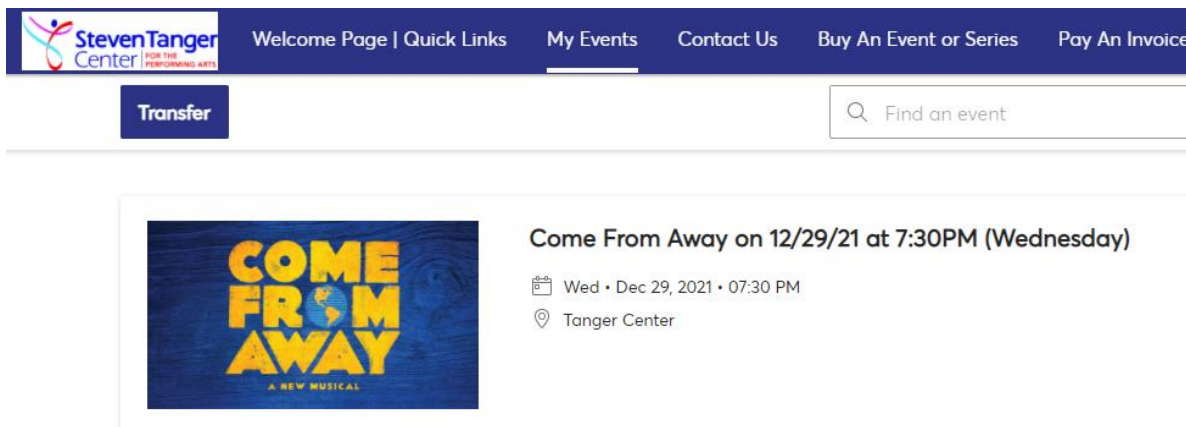
Sign In

<< -- Forgot your password? That's OK! Just click "Forgot Password?" to reset.

2. Once you have logged in, click "My Events."



3. From here, you will see your tickets for each of the six Broadway season shows along with their **rescheduled dates**.



Steven Tanger Center FOR THE PERFORMING ARTS

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

Transfer

Find an event

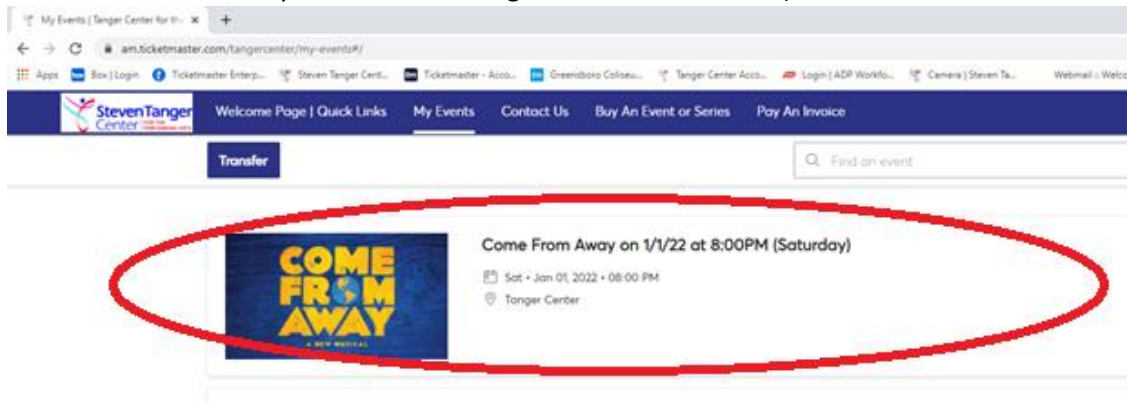
**COME FROM AWAY**  
A NEW MUSICAL

**Come From Away on 12/29/21 at 7:30PM (Wednesday)**

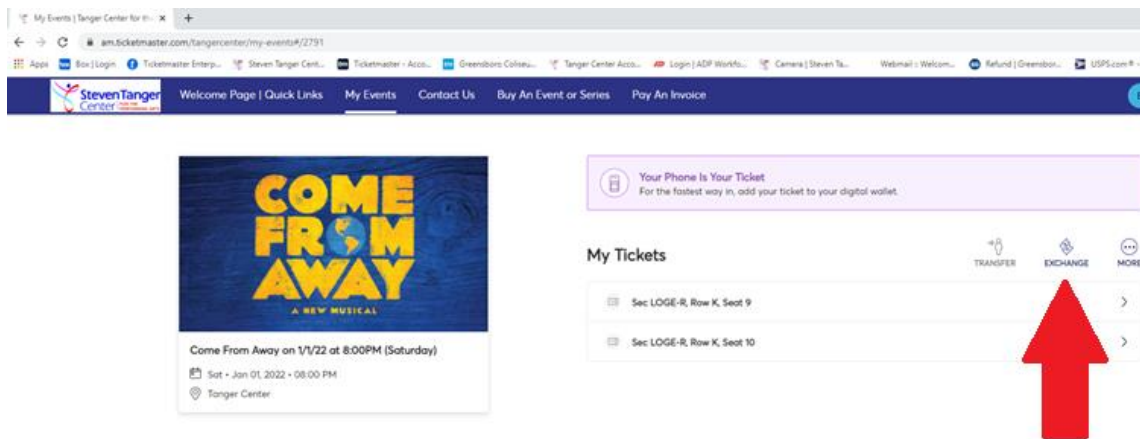
Wed • Dec 29, 2021 • 07:30 PM

Tanger Center

4. Click on the show that you wish to exchange seats for. *In the example below, we will use Come From Away.*

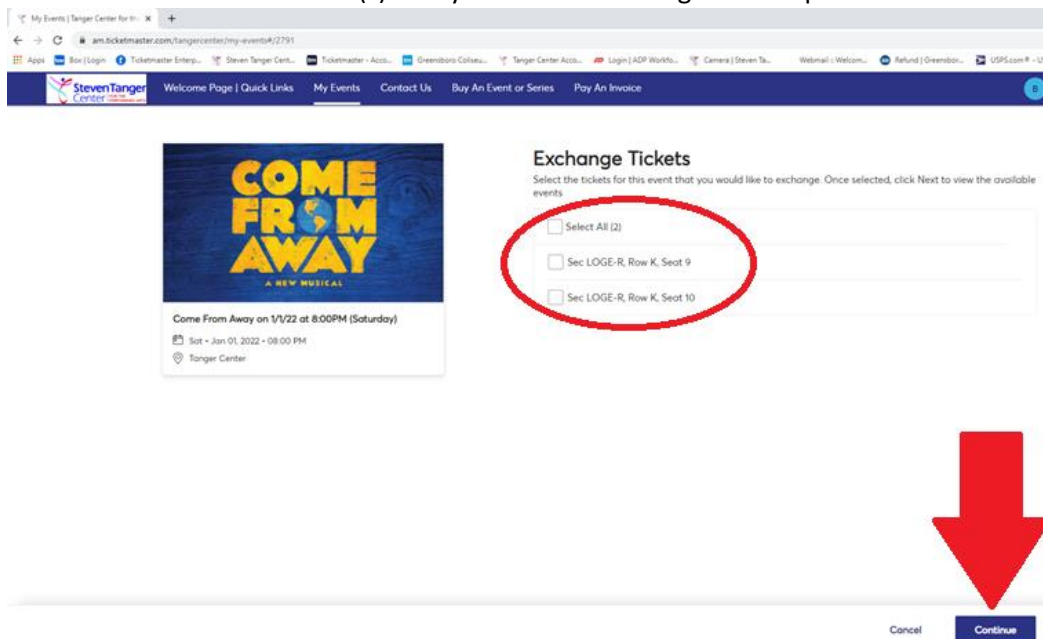


5. Above the ticket listing, you will see an option to “Exchange,” which you will click.

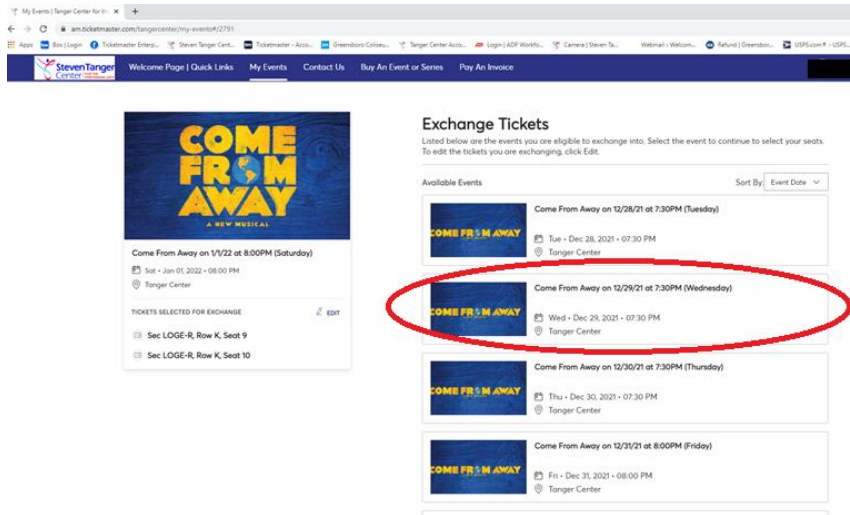


*Depending on your browser, this exchange icon can sometimes be under “more.”*

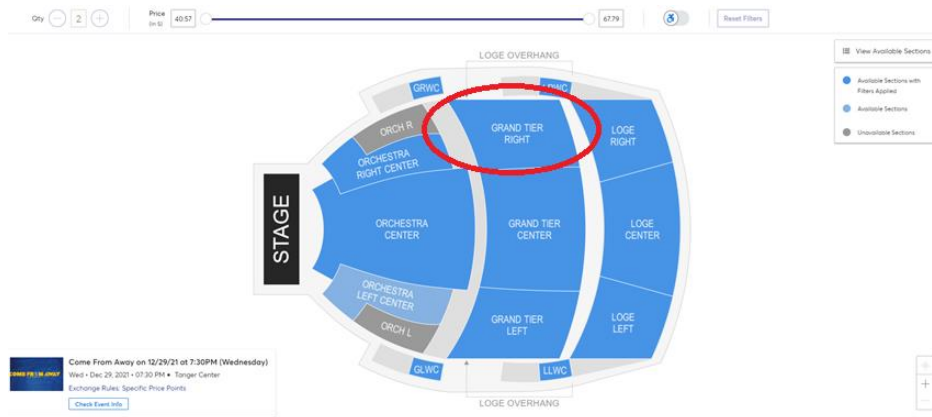
6. You will then select the ticket(s) that you wish to exchange for this particular show.



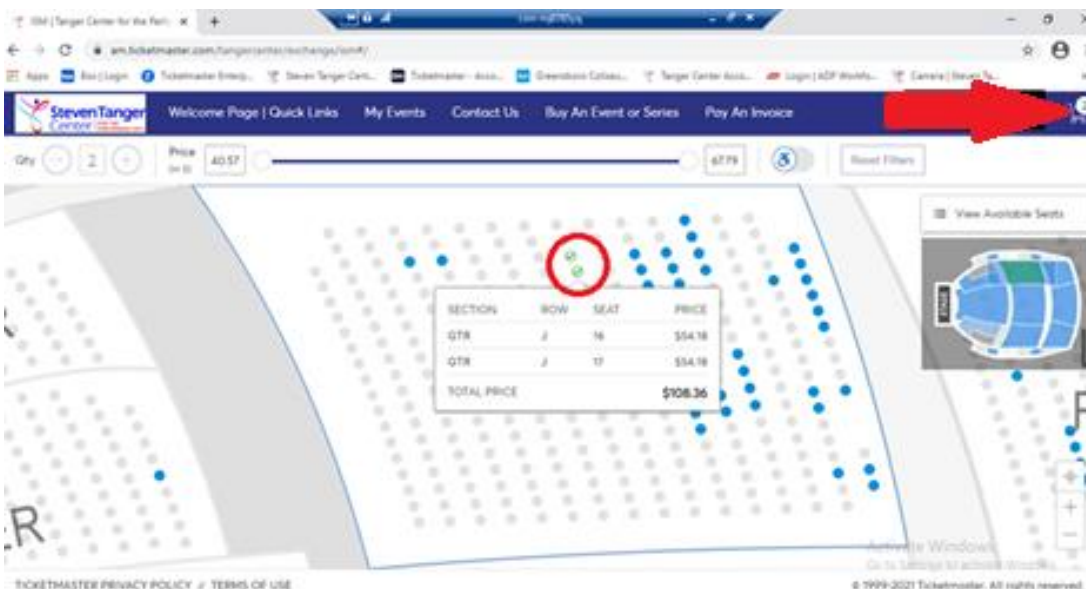
7. You will then select the performance that you would like to exchange into. *In the example below, we will use Wednesday evening.*



8. Select the seating section where you'd like to find your new tickets. *In the example below, we will use Grand Tier Right.*



9. You'll be zoomed into the section of your choice where you can select your new seats. Select from the seats available for this performance by clicking on the corresponding dot. *Note that a price difference may apply if you are selecting higher priced seats or a higher priced performance.*



10. Next, you'll be able to review your order.

The screenshot shows the 'Review the details of your exchange' page on the Ticketmaster website. The page is divided into two main sections: 'New Event' and 'Summary'.

**New Event:**

- Event:** Come From Away on 12/29/21 at 7:30PM (Wednesday)
- Qty:** 2 Tickets
- Date/Time:** Wed • Dec 29, 2021 • 07:30 PM
- Venue:** Tanger Center
- New Tickets:** Section GTR, Row J, Seat 16-17

**Summary:**

Cost of New Seats:	
Section GTR, Row J, Seat 16-17	\$108.36
<b>Applied Credits:</b>	
Total cost of new seats:	\$108.36
Applied Credits:	-\$85.40
<b>Total Amount Due:</b> \$22.96	

**Event selected for exchange:** (This section is partially visible and appears to be empty or showing a different event).

**Notes:**

- Activate Windows
- Note: Review your selections; your current seats won't be exchanged until your payment is successful.

11. Once you are satisfied with your order, you will click "next."

This screenshot shows the same 'Review the details of your exchange' page, but with different event details and a highlighted 'Next' button.

**New Tickets:** Section GTR, Row J, Seat 16-17

**Event selected for exchange:**

- Event:** Come From Away on 1/1/22 at 8:00PM (Saturday)
- Qty:** 2 Tickets
- Date/Time:** Sat • Jan 01, 2022 • 08:00 PM
- Venue:** Tanger Center

**Tickets selected for exchange:**

- Sec LOGE-R, Row K, Seat 9
- Sec LOGE-R, Row K, Seat 10

**Next Button:** A blue button labeled 'Next' is circled in red, indicating the next step in the process.

**Notes:**

- Note: Review your selections; your current seats won't be exchanged until your payment is successful.



12. Should you owe any money for your exchange, continue the checkout process. If you do not owe money, you can simply click “submit” to finalize the exchange. (Remember that you have a limited amount of time to check out and it is noted in the upper right corner.)

Checkout | Tanger Center for the... | am.ticketmaster.com/tangercenter/checkout

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

### 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"

1 Delivery & Shipping

Select Delivery Method

Continue

2 Payments

09m 38s To Complete Purchase

We will release the reserved items if not purchased within this time.

#### Cart items (1)

Come From Away on 12/29/21 at 7:30PM (Wednesday)  
Section GTR, Row J, Seat 16-17  
\$22.96

Total Value \$22.96

#### Order Summary

Ticket Subtotal \$22.96

Total Amount Due: Activate Win \$22.96  
Go to Settings to activate Windows.

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OR

### 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

Come From Away on 12/29/21 at 7:30PM (Wednesday)  
Qty: 2 Tickets  
Wed • Dec 29, 2021 • 07:30 PM  
Tanger Center

#### New Tickets

Section LOGE-R, Row G, Seat 1-2

#### Event selected for exchange

Come From Away on 1/1/22 at 8:00PM (Saturday)  
Qty: 2 Tickets  
Sat • Jan 01, 2022 • 08:00 PM  
Tanger Center

#### Tickets selected for exchange

Sec LOGE-R, Row K, Seat 9  
Sec LOGE-R, Row K, Seat 10

#### Summary

Cost of New Seats: \$81.14  
Section LOGE-R, Row G, Seat 1-2 \$81.14

Applied Credits: \$81.14  
Total cost of new seats: \$81.14  
Applied Credits: -\$81.14

Total Amount Due: \$0.00

Note: Review your current seats. If you click submit, your current seats will be exchanged until you click submit.

Submit

13. **FYI:** If you have gotten to your cart and realize you made a mistake, click “Edit” on the second event box to start the process over again.

### 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

Come From Away on 12/29/21 at 7:30PM (Wednesday)  
Qty: 2 Tickets  
Wed • Dec 29, 2021 • 07:30 PM  
Tanger Center

#### New Tickets

Section LOGE-R, Row G, Seat 1-2

#### Event selected for exchange

Come From Away on 1/1/22 at 8:00PM (Saturday)  
Qty: 2 Tickets  
Sat • Jan 01, 2022 • 08:00 PM  
Tanger Center

#### Tickets selected for exchange

Sec LOGE-R, Row K, Seat 9  
Sec LOGE-R, Row K, Seat 10

#### Do You Want to Start Over?

If you continue to move away, you will lose these seats which are currently added in the cart.

Start Again Return to Cart

14. If you have an even exchange, a “payment screen” will pull up, but the balance will read as zero, so you can simply submit the order.

Checkout | Tanger Center for the

am.ticketmaster.com/tangercenter/checkout

Steven Tanger Center

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

### 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

2 Review Order

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

☒ I accept the Terms and Conditions

**Submit Order**

**09m 30s** To Complete Purchase  
We will release the reserved items if not purchased within this time.

**Cart items (1)**

Come From Away on 12/29/21 at 7:30PM (Wednesday)  
Section LOGE-R, Row G, Seat 1-2  
\$0.00

**Total Value** **\$0.00**

**Order Summary**

Ticket Subtotal **Activate Win\$0.00**  
Go to Settings to activate Windows.

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15. Once you are finished, you will get a confirmation page with your performance and seat details. Your seats will now be in your online account.

