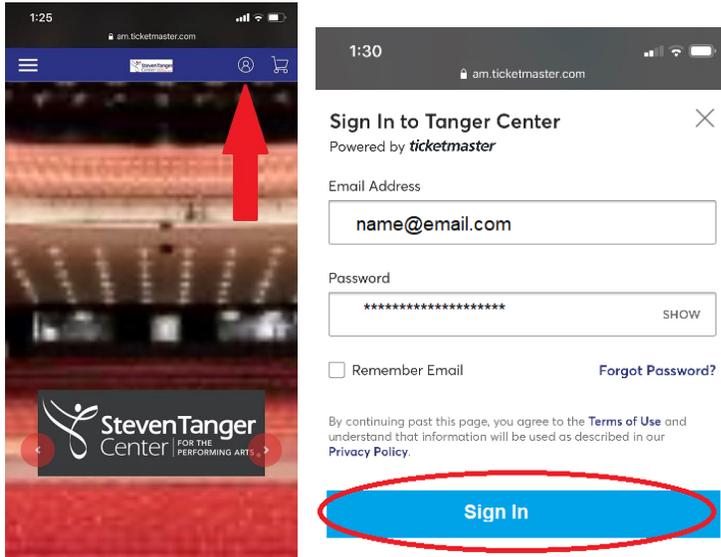


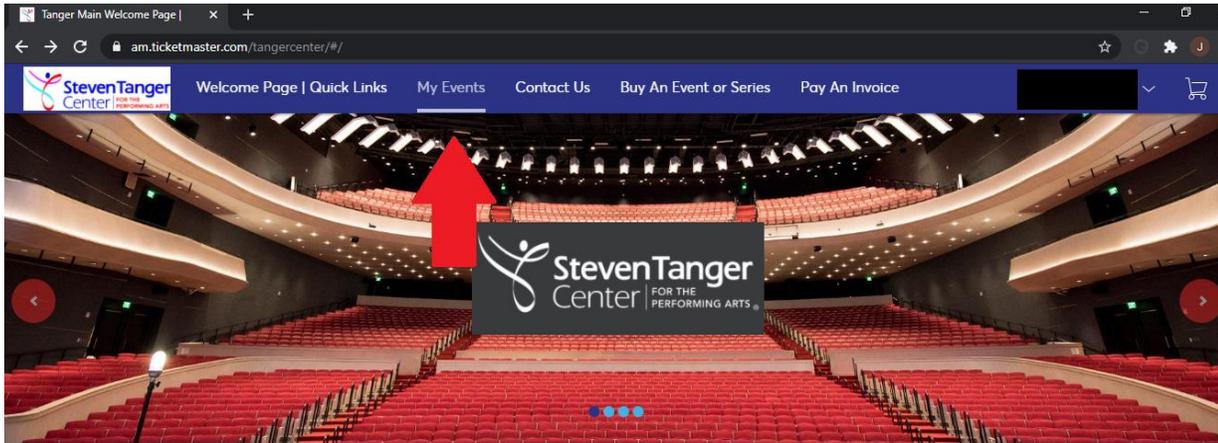
Account Manager Guide for Broadway Season Seat Members: Exchanges

1. In your browser, go to am.ticketmaster.com/tangercenter. In the upper right corner, click on the person icon to sign in.

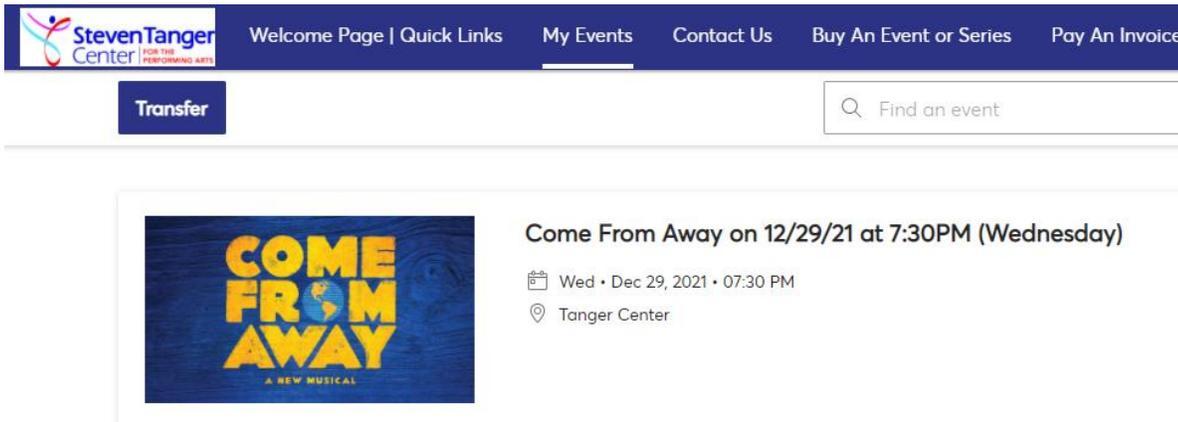


<< -- Forgot your password? That's OK! Just click "Forgot Password?" to reset.

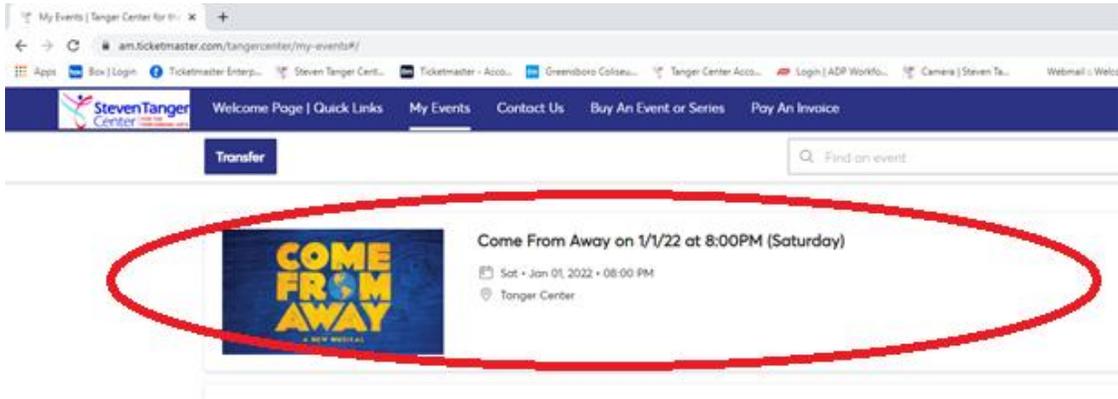
2. Once you have logged in, click "My Events."



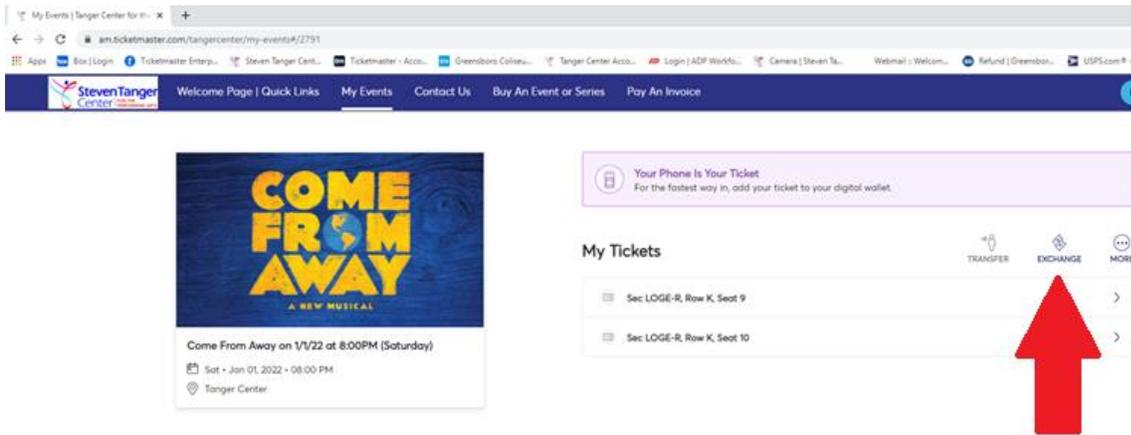
3. From here, you will see your tickets for each of the six Broadway season shows along with their **rescheduled dates**.



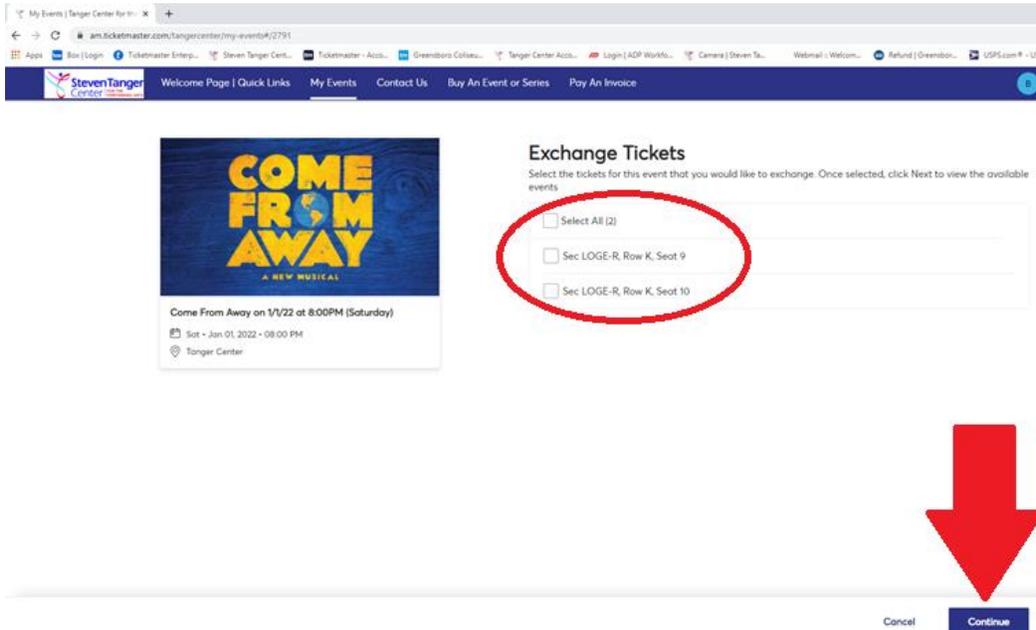
4. Click on the show that you wish to exchange seats for. *In the example below, we will use Come From Away.*



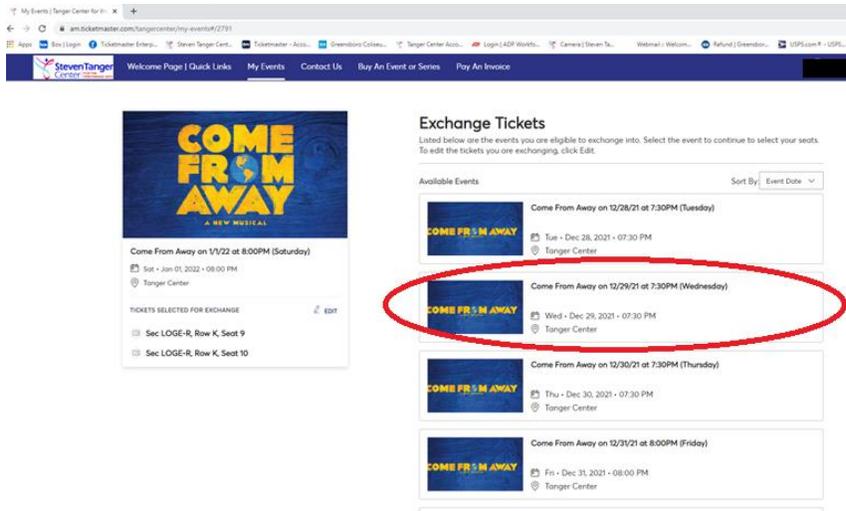
5. Above the ticket listing, you will see an option to "Exchange," which you will click.



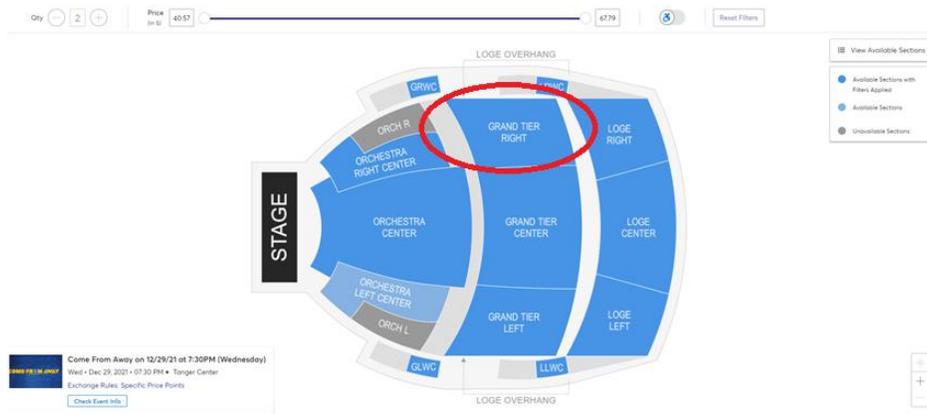
6. You will then select the ticket(s) that you wish to exchange for this particular show.



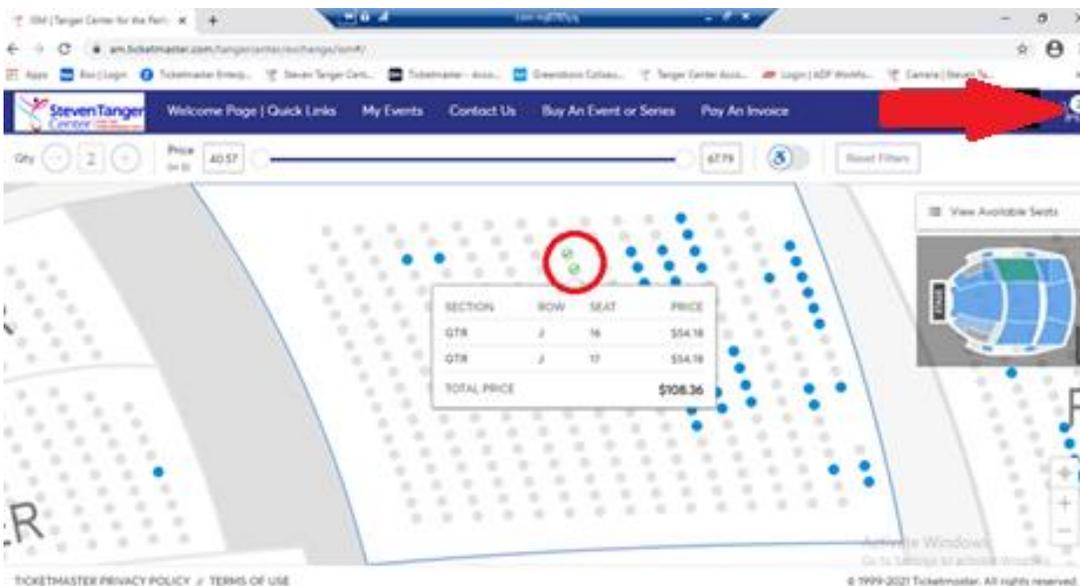
7. You will then select the performance that you would like to exchange into. *In the example below, we will use Wednesday evening.*



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.*



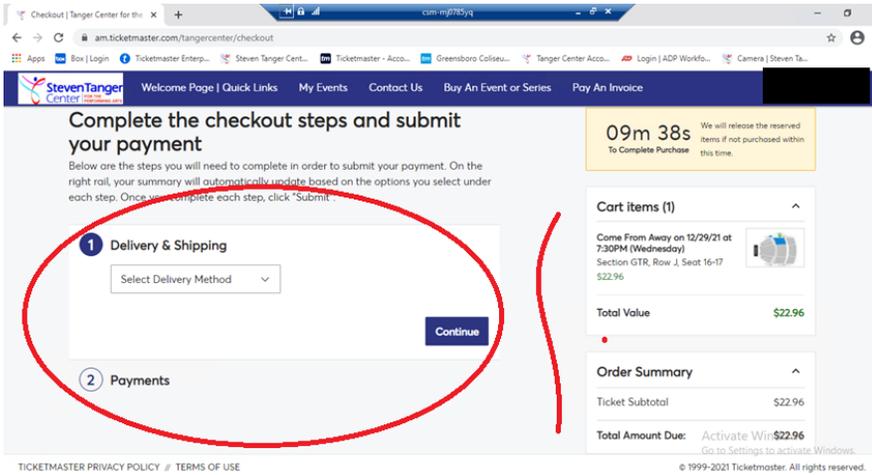
10. Next, you'll be able to review your order.

The screenshot shows the Ticketmaster shopping cart interface. The main heading is "Review the details of your exchange". Below this, there is a section for the "New Event" which includes a poster for "COME FROM AWAY", the event date "Wed - Dec 29, 2021 - 07:30 PM", and the venue "Tanger Center". The quantity is "Qty: 2 Tickets". Under "New Tickets", the selected seats are "Section GTR, Row J, Seat 16-17". To the right, a "Summary" box displays the "Cost of New Seats" as \$108.36, "Applied Credits" as \$85.40, and a "Total Amount Due" of \$22.96. A note at the bottom right states: "Note: Review your selections, your current seats won't be exchanged until you activate Windows." The "Next" button is not yet visible.

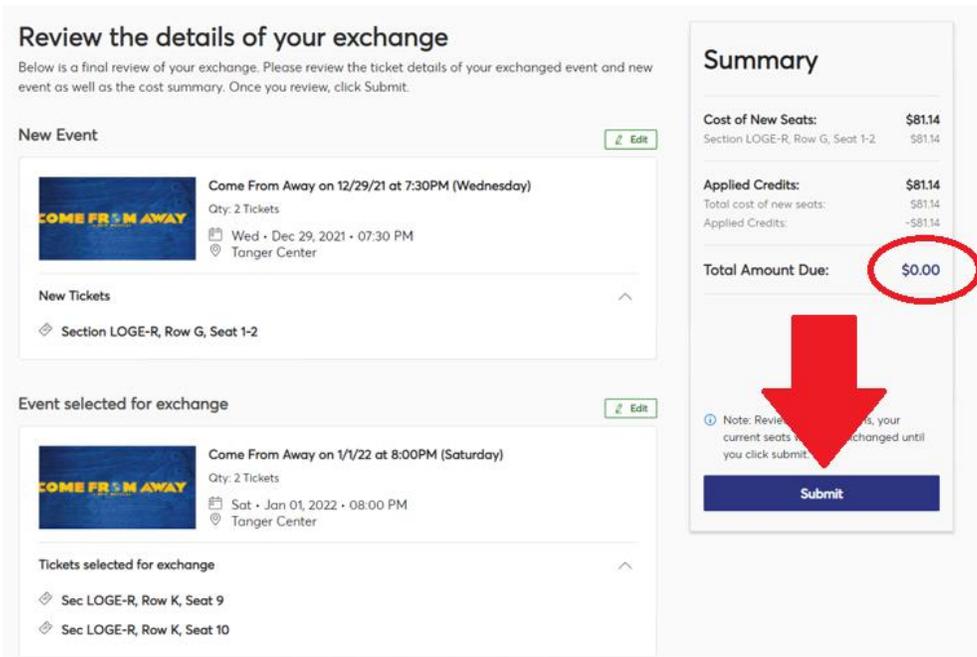
11. Once you are satisfied with your order, you will click "next."

This screenshot shows the same Ticketmaster shopping cart interface, but with the "Event selected for exchange" section updated. The event is now "Come From Away on 1/1/22 at 8:00PM (Saturday)" on "Sat - Jan 01, 2022 - 08:00 PM" at "Tanger Center". The quantity remains "Qty: 2 Tickets". Under "Tickets selected for exchange", the selected seats are "Sec LOGE-R, Row K, Seat 9" and "Sec LOGE-R, Row K, Seat 10". The "Next" button in the bottom right corner is now visible and highlighted with a red circle. A note above it reads: "Note: Review your selections, your current seats won't be exchanged until your payment is successful." The "Total Amount Due" is partially visible at the top right.

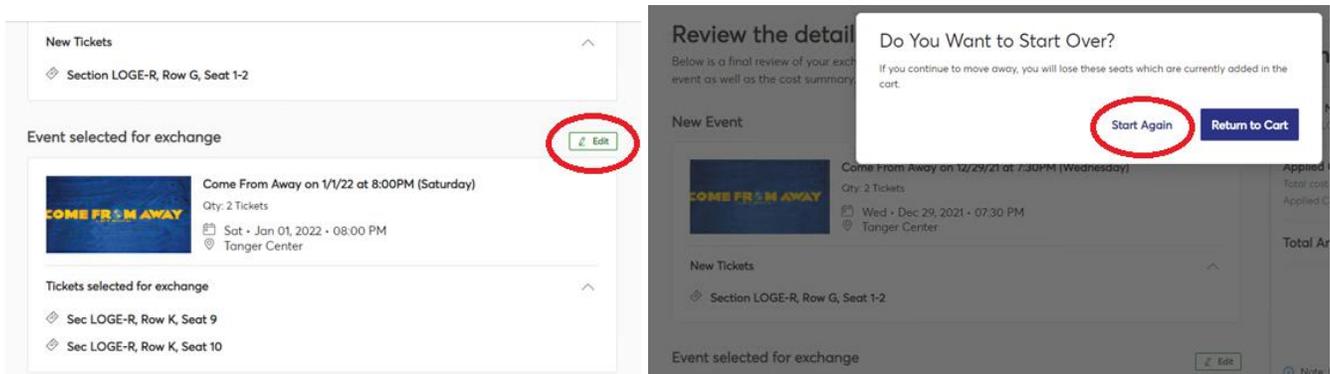
12. Should you owe any money for your exchange, continue the checkout process. If you do not owe money, you can simply click "submit" to finalize the exchange. (Remember that you have a limited amount of time to check out and it is noted in the upper right corner.)



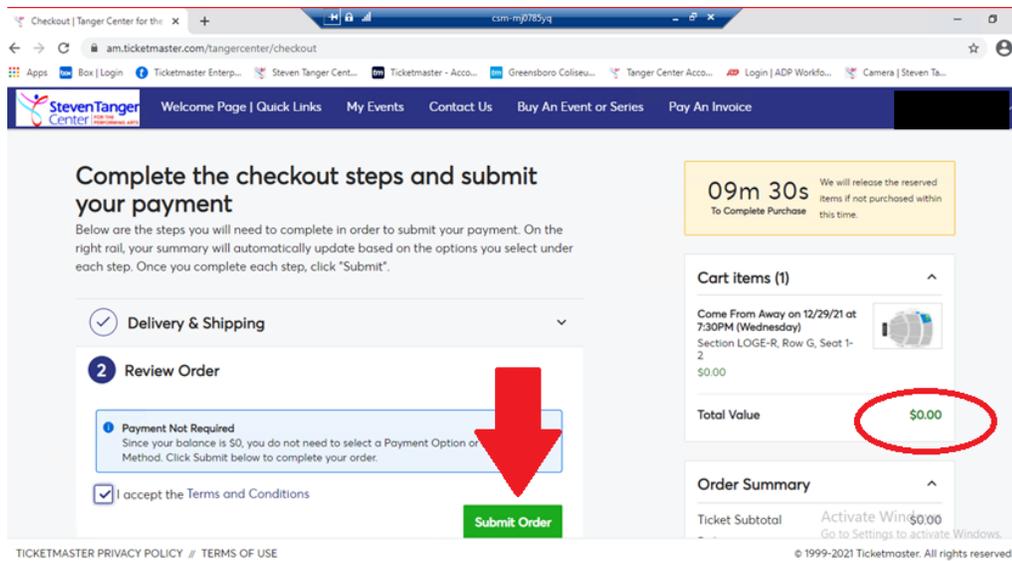
OR



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.



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.



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.

