Account Manager Guide for Broadway Season Seat Members: Exchanges

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



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

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StevenTanger Center Performing Arts	

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.

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	Transfer			Q. Find an event
		and the second se		
1	COME	Come From	Away on 1/1/22 at 8:00)PM (Saturday)
1	COME	Come From	Away on 1/1/22 at 8:00 2022 - 08:00 PM)PM (Saturday)

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.

StevenTanger	Welcome Page Quick Links My Events Contact Us	Buy An Event or Series Pay An Invoice
	COMP FRSM AUXILIA	Exchange Tickets Select Hit bickets for this event that you would like to exchange. Once selected, click Next to view the ovalla events Select All [2] Select All [2] Select COGE-R. Row K, Sect 9 Ser LOGE-R. Row K, Sect 9 Ser LOGE-R. Row K, Sect 10
	Come From Away on 1/V/22 at 8:00PM (Soturday) 🗈 Sot - Jan 01 2022 - 05:00 PM Tanger Center	

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

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		Evebango Ti	ekete
	COME	Listed below are the eve To edit the tickets you or	creess ints you are eligible to exchange into. Select the event to continue to select your seats. re exchanging, click Edit.
		Available Events	Sort By Event Date $\ arphi$
			Come From Away on 12/28/21 at 7:30PM (Tuesday)
	A NEW MUSICAL	COME FR & M AWA	M Tue - Dec 28, 2021 - 07:30 PM
	Come From Away on 1/1/22 at 8:00PM (Saturday)		Tanger Center
	 Sat - Jan 01, 2022 - 08:00 PM Tanger Center 		Come From Away on 12/29/21 at 7:30PM (Wednesday)
	TICKETS SELECTED FOR EXCHANGE	COME FR SM AWA	N
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	Sec LOGE-R, Row K, Sect 10		Come From Away on 12/30/21 at 7:30PM (Thursday)
		COME FR S M AWA	N 10 The Dec 20 2021 0120 DM
			Tonger Center
			Come From Away on 12/31/21 at 8:00PM (Friday)
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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.



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

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New Tickets	Seat 16-17	^		
Event selected for exc	hange Come From Away on 1/1/22 at 8:0	인 타	dit O Note: Revie current sec your paym	aw your selections, your its won't be exchanged until ent is successful.
COME FROM AWAY	Oty: 2 Tickets Ё Sat + Jan 01, 2022 + 08:00 PM ⊚ Tanger Center			Next
Tickets selected for exch	ange	~		
Sec LOGE-R, Row K,	Seat 9			

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.)

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1	elivery & Shipping Select Delivery Method	~		Come From Away on 12/29/21 at 7:30PM (Wednesday) Section GTR, Row J, Seat 16-17 \$22.96	I)
			Continue	Total Value	\$22.96
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				Ticket Subtotal	\$22.96
				Total Amount Due: Activate Go to Sett	Win \$22.96 ings to activate Windows.
TICKETMASTER PRIVACY	Y POLICY // TERMS OF USE		OP	© 1999-2021 Tici	ietmaster. All rights reserved.

OR

Review the details of your exchange Summary 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. Cost of New Seats: \$81.14 New Event 2 Edit Section LOGE-R, Row G, Seat 1-2 \$81,14 Come From Away on 12/29/21 at 7:30PM (Wednesday) Applied Credits: \$81,14 Qty: 2 Tickets Total cost of new seats: \$81,14 ME FROM AWAY Wed • Dec 29, 2021 • 07:30 PM
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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.

New Tickets	G, Seat 1-2	^	Review the detail Below is a final review of your exch event as well as the cost summary	Do You Want to Start Over? If you continue to move away, you will lose these seats which are currently addr cart.	ed in the
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Sec LOGE-R, Row K, Sec	eat 10		Event selected for exchange	2 fate	Note

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.

