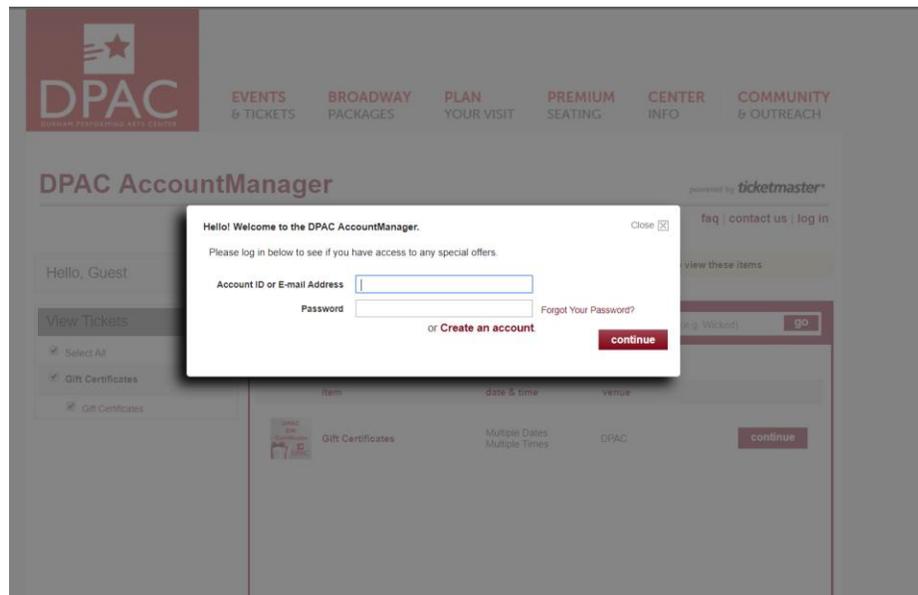


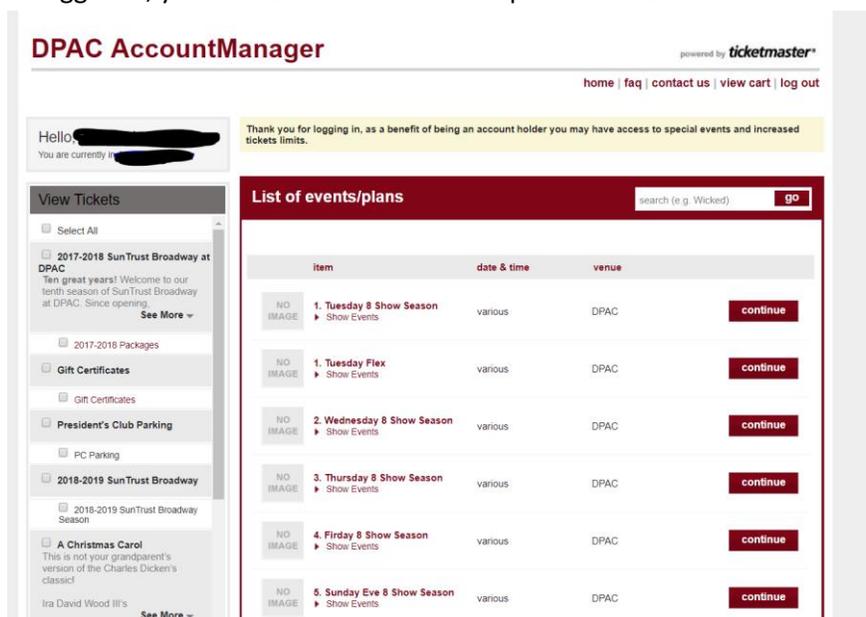
Account Manager Guide – Buy Season Seats

- 1) Once you have clicked the email link, log into your DPAC account manager by entering your email address or account number and password. Guests who have made purchases through DPAC have online account managers.

Note: If you do not remember your password, click “Forgot Your Password” to reset it. If you do not have a DPAC account manager, click “Create an account”.



- 2) After you have logged in, you will see a list of available plans for the 2018-2019 SunTrust Broadway season.



3) Select the red "continue" button to the right of your preferred performance date.

DPAC AccountManager powered by **ticketmaster**

home | faq | contact us | view cart | log out

Hello, [redacted]
You are currently in [redacted]

Thank you for logging in, as a benefit of being an account holder you may have access to special events and increased tickets limits.

List of events/plans search (e.g. Wicked) **go**

item	date & time	venue	
NO IMAGE 1. Tuesday 8 Show Season ▶ Show Events	various	DPAC	continue
NO IMAGE 1. Tuesday Flex ▶ Show Events	various	DPAC	continue
NO IMAGE 2. Wednesday 8 Show Season ▶ Show Events	various	DPAC	continue
NO IMAGE 3. Thursday 8 Show Season ▶ Show Events	various	DPAC	continue
NO IMAGE 4. Friday 8 Show Season ▶ Show Events	various	DPAC	continue
NO IMAGE 5. Sunday Eve 8 Show Season ▶ Show Events	various	DPAC	continue

View Tickets

- Select All
- 2017-2018 SunTrust Broadway at DPAC
Ten great years! Welcome to our tenth season of SunTrust Broadway at DPAC. Since opening... See More
- 2017-2018 Packages
- Gift Certificates
- Gift Certificates
- President's Club Parking
- PC Parking
- 2018-2019 SunTrust Broadway
- 2018-2019 SunTrust Broadway Season
- A Christmas Carol
This is not your grandparent's version of the Charles Dicken's classic!
Ira David Wood III's See More

4) You will then be redirected to a seat map. Select the area you would like to be seated in to view and choose your preferred seats.

DPAC AccountManager powered by **ticketmaster**

home | faq | contact us | view cart | log out

Hello, [redacted]
You are currently in [redacted]

NO IMAGE
1. Tuesday 8 Show Season
In a future screen you will be prompted to choose between our 8 or 7 show package
Show Events

Select New Seats Instructions | Map Disclaimer

Pricing Options

Price per Seat (USD)

360.63 to 1246.20

Item Limit
There is a 4 item and a 1 transaction purchase limit.

STAGE
BALCONY
GRAND TIER
ORCHESTRA

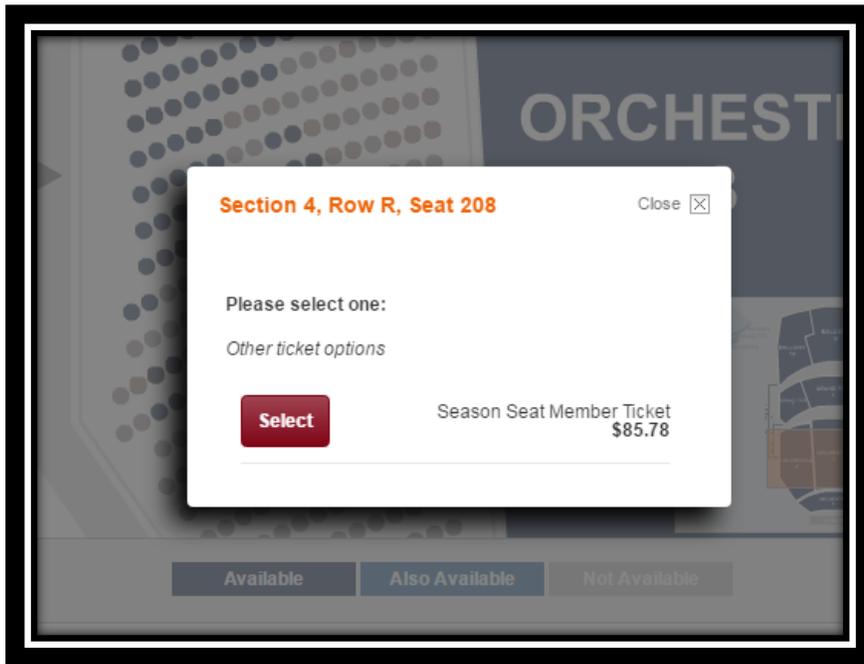
BALCONY 9
BALCONY 10
BALCONY 8

GRAND TIER 6
GRAND TIER 5

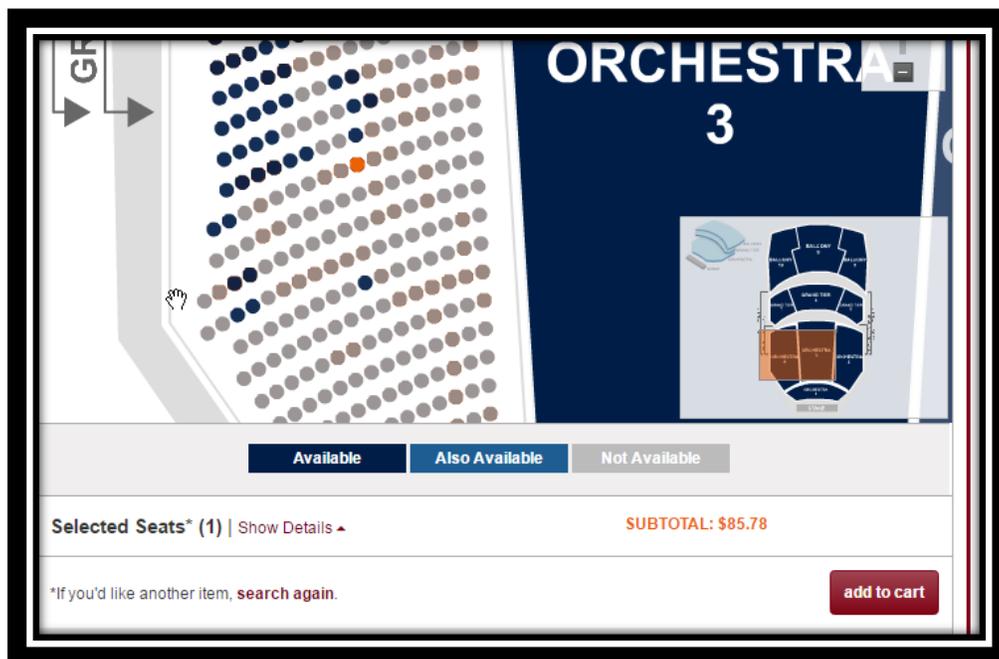
ORCHESTRA 4
ORCHESTRA 3
ORCHESTRA 2
ORCHESTRA 1

STAGE

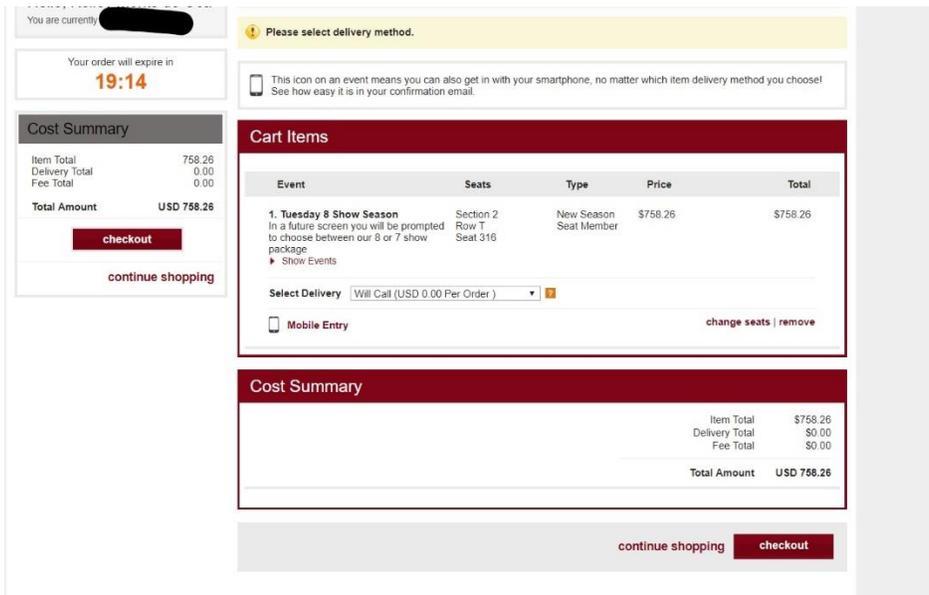
5) Available seats will appear as blue dots. To view the exact pricing of any seat you are interested in, simply click on a blue dot.



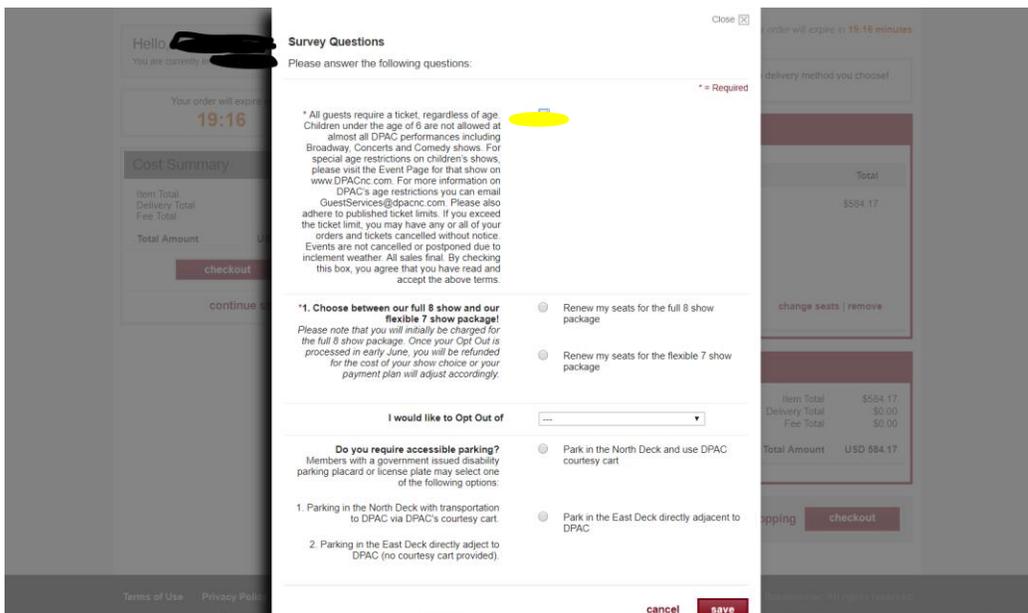
6) Click the “add to cart” button at the bottom of the screen to place the seat in your cart.



- 7) You will be directed to your shopping cart to continue the buy process. Note: you have 20 minutes to complete your purchase before your order expires and the seats you have selected are released from your cart.
- 8) You will be asked to select a delivery method. Select US Mail, Will Call, or ManageOnline. Select “checkout” at the bottom right to proceed.



- 9) You will then be asked to answer a series of survey questions. You must select the option to acknowledge that you are aware that all guests require a ticket, regardless of age. This option also states that children under the age of six are not permitted at almost all DPAC performances.



10) You must then select whether you wish to purchase the full eight-show package, or the flexible seven show package.

The screenshot shows a survey form titled "Survey Questions" with a "Close" button in the top right. The form asks the user to answer the following questions:

- * All guests require a ticket, regardless of age. Children under the age of 6 are not allowed at almost all DPAC performances including Broadway, Concerts and Comedy shows. For special age restrictions on children's shows, please visit the Event Page for that show on www.DPACnc.com. For more information on DPAC's age restrictions you can email GuestServices@dpacnc.com. Please also adhere to published ticket limits. If you exceed the ticket limit, you may have any or all of your orders and tickets cancelled without notice. Events are not cancelled or postponed due to inclement weather. All sales final. By checking this box, you agree that you have read and accept the above terms.**
- *1. Choose between our full 8 show and our flexible 7 show package!**
Please note that you will initially be charged for the full 8 show package. Once your Opt Out is processed in early June, you will be refunded for the cost of your show choice or your payment plan will adjust accordingly.

Below the questions, there is a section titled "I would like to Opt Out of" with a dropdown menu. Underneath, there is a question: "Do you require accessible parking? Members with a government issued disability parking placard or license plate may select one of the following options."

1. Parking in the North Deck with transportation to DPAC via DPAC's courtesy cart.
2. Parking in the East Deck directly adjacent to DPAC (no courtesy cart provided).

At the bottom of the form, there are two radio button options:

- Renew my seats for the full 8 show package
- Renew my seats for the flexible 7 show package

At the bottom right of the form, there are "cancel" and "save" buttons. The background of the page is dimmed, showing a "Cost Summary" on the left and a "Total Amount" of USD 584.17 on the right.

11) Should you wish to select the flexible seven-show package, you must select the performance that you wish to opt out of.

The screenshot shows a survey form titled "Survey Questions" with a "Close" button in the top right. The form asks the user to answer the following questions:

- * All guests require a ticket, regardless of age. Children under the age of 6 are not allowed at almost all DPAC performances including Broadway, Concerts and Comedy shows. For special age restrictions on children's shows, please visit the Event Page for that show on www.DPACnc.com. For more information on DPAC's age restrictions you can email GuestServices@dpacnc.com. Please also adhere to published ticket limits. If you exceed the ticket limit, you may have any or all of your orders and tickets cancelled without notice. Events are not cancelled or postponed due to inclement weather. All sales final. By checking this box, you agree that you have read and accept the above terms.**
- *1. Choose between our full 8 show and our flexible 7 show package!**
Please note that you will initially be charged for the full 8 show package. Once your Opt Out is processed in early June, you will be refunded for the cost of your show choice or your payment plan will adjust accordingly.

Below the questions, there is a section titled "I would like to Opt Out of" with a dropdown menu. Underneath, there is a question: "Do you require accessible parking? Members with a government issued disability parking placard or license plate may select one of the following options."

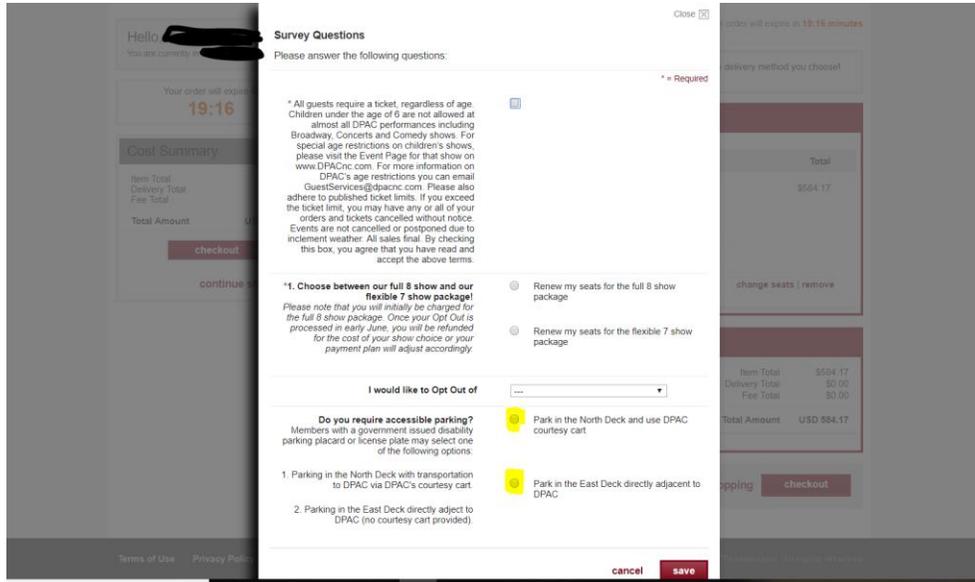
1. Parking in the North Deck with transportation to DPAC via DPAC's courtesy cart.
2. Parking in the East Deck directly adjacent to DPAC (no courtesy cart provided).

At the bottom of the form, there are two radio button options:

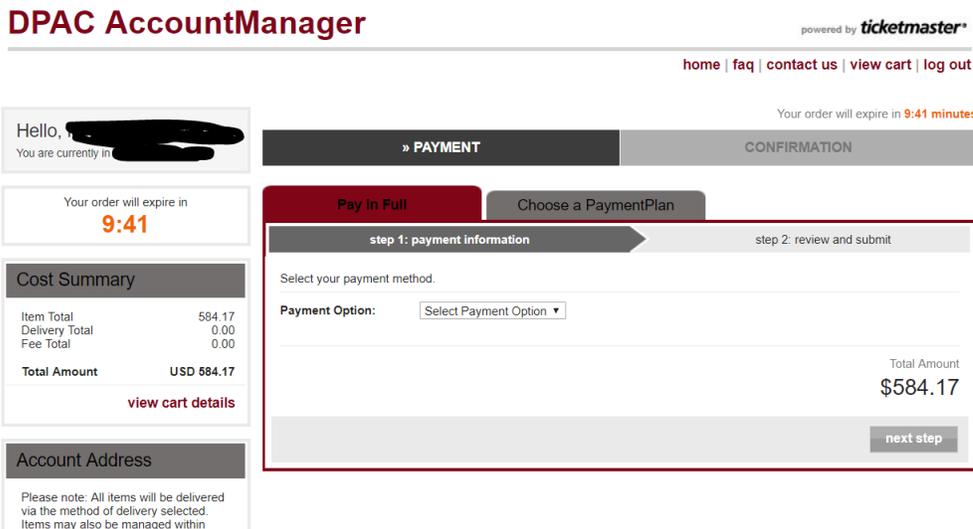
- Renew my seats for the full 8 show package
- Renew my seats for the flexible 7 show package

At the bottom right of the form, there are "cancel" and "save" buttons. The background of the page is dimmed, showing a "Cost Summary" on the left and a "Total Amount" of USD 584.17 on the right.

12) Should you require accessible parking, please select between accessible options in the North Deck and East Deck. Once finished with the survey questions, select “save” in the bottom right to proceed.



13) You will then be asked to select your payment method, either paying in full or selecting a 12-month payment plan. You can choose between these options by selecting either the red tab to pay in full or the grey tab to establish a payment plan.



14) If you select a 12-month payment plan, you will be required to pay the July 1st payment upon checkout.

Cost Summary

Item Total	584.17
Delivery Total	0.00
Fee Total	0.00
Total Amount	USD 584.17

[view cart details](#)

Account Address

Please note: All items will be delivered via the method of delivery selected. Items may also be managed within Ticket Management. Please be advised that any changes made to the address will update the primary address on the account.



[change address](#)

Please select a Payment Plan for your items.

payment plan	number of installments	plan description:
<input checked="" type="radio"/> 12 Month Payment Plan	12	Pay 12 monthly installments beginning July 1, 2018. First payment due at the time of order

Today's Payment

	Amount Due
<input checked="" type="radio"/> Minimum Amount Due Today	\$48.68
<input type="radio"/> \$ <input type="text" value=""/> .00	update

(Cannot be less than the Minimum Amount Due Today but not greater than the Total Order Amount)

Payment Installments

(1) Jul 1, 2018	\$48.68
(2) Aug 1, 2018	\$48.68
(3) Sep 1, 2018	\$48.68
(4) Oct 1, 2018	\$48.68
(5) Nov 1, 2018	\$48.68
(6) Dec 1, 2018	\$48.68
(7) Jan 1, 2019	\$48.68
(8) Feb 1, 2019	\$48.68
(9) Mar 1, 2019	\$48.68
(10) Apr 1, 2019	\$48.68
(11) May 1, 2019	\$48.68
(12) Jun 1, 2019	\$48.69
	\$584.17

Today's Total Payment
\$48.68

[choose this plan](#)

15) Review your order. At the bottom of this page, click the check box agreeing to the terms of use and then click the "submit order" button.

I agree to the **terms of use**. All orders are subject to credit card or bank account approval and billing address verification. If you have any questions regarding your order, please contact customer service at 919-680-2787.

Total Amount
USD 94.78

[« previous step](#) [submit order](#)

16) You will then see a summary of your order that will include a confirmation number for your order.

The screenshot shows an "Order Summary" page with a dark red header. Below the header, there is a thank-you message and instructions on how to print or manage the tickets. A "print tickets" button is visible. The "Financial Summary" section lists account and confirmation numbers, and a breakdown of costs: Item Total (\$85.78), Delivery Total (\$0.00), Fee Total (\$9.00), and a Total Amount of USD 94.78. The "Cart Items" section contains a table with one item: "Mamma Mia! - Sun 5/7 1pm" at a price of \$85.78. Delivery information and a "Mobile Entry" option are also present.

Order Summary

Thank you for purchasing your items online. In order to print your TicketFast items now, click the 'print items' button below.

In order to print and/or manage your items at a future date, log in to your account and click on 'manage my items'. Select your event and you will be guided through the process of managing your items.

[print tickets](#)

Financial Summary

Account Number	562657	Item Total	\$85.78
Confirmation Number	932731	Delivery Total	\$0.00
		Fee Total	\$9.00
		Total Amount	USD 94.78

Cart Items

Event	Seats	Type	Price	Total
Mamma Mia! - Sun 5/7 1pm Sun, May 7, 2017 1:00 PM DPAC	Section 4 Row R Seat 208	Season Seat Member Ticket	\$85.78	\$85.78

Delivery: Ticket Fast

Mobile Entry