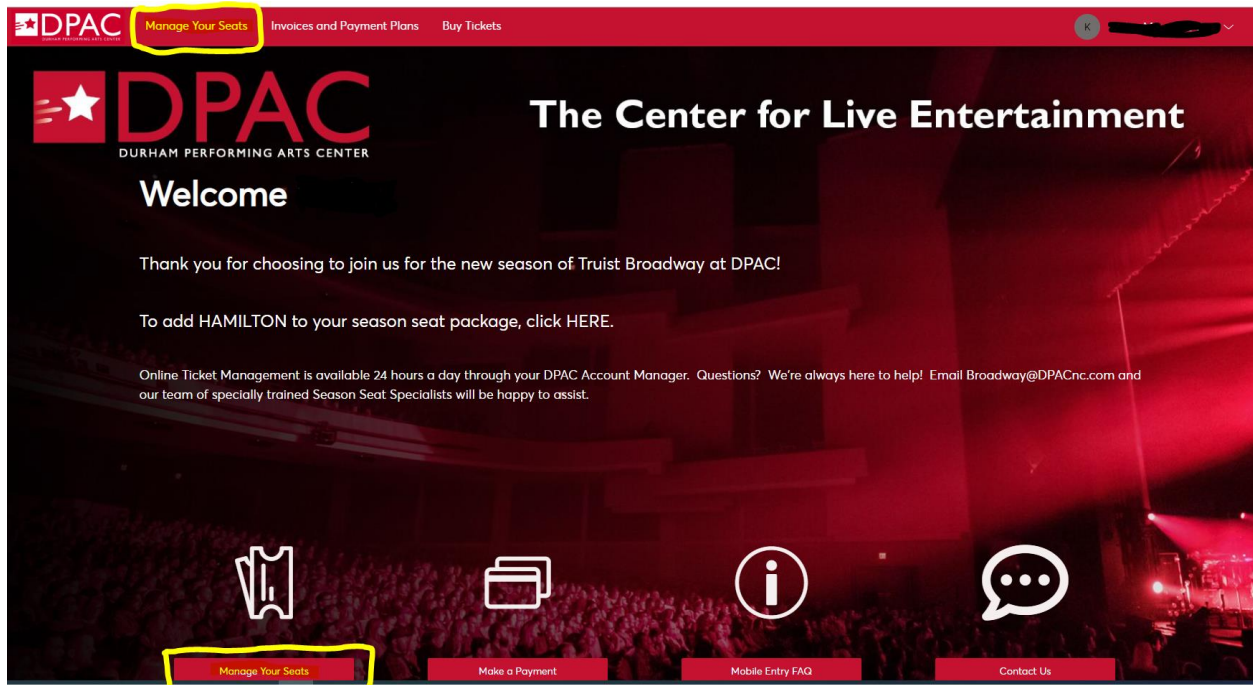



## Account Manager Guide – Exchange seats Online

1. Log into your online Account Manager by entering your email address and password  
\*Note: If you do not remember your password, click “Forgot Password?” to reset it.
2. After you have logged in, click on the option that reads “Manage Your Seats” near the top or bottom of the screen.



3. You will be directed to a page that lists all of your upcoming events. Please select the performance you would like to exchange.



10 TONY AWARDS nominee BEST MUSICAL®

TRUIST HH BROADWAY DPAC

TICKET CENTER at DPAC

THE BAND'S VISIT

### The Band's Visit

Tue • Oct 05, 2021 • 07:30 PM

Durham, NC — DPAC

[Select Event](#)



TRUIST HH BROADWAY DPAC

TICKET CENTER at DPAC

TOOTSIE


### Tootsie

Tue • Oct 19, 2021 • 07:30 PM

Durham, NC — DPAC

[Select Event](#)

4. Next, please select the “MORE” option and select “EXCHANGE”



10 TONY AWARDS nominee BEST MUSICAL®

TRUIST HH BROADWAY DPAC


TICKET CENTER at DPAC

THE BAND'S VISIT

**The Band's Visit**

Tue • Oct 05, 2021 • 07:30 PM

Durham, NC — DPAC

**Your Phone Is Your Ticket**  
For the fastest way in, add your ticket to your digital wallet.

### My Tickets

Sec 3, Row X, Seat 109


TRANSFER

SELL

MORE

EXCHANGE

5. Select the seat locations you want to exchange and select “Continue”.



**10 TONY AWARDS** nominee **BEST MUSICAL**

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**TICKET CENTER at DPAC**

**THE BAND'S VISIT**

**The Band's Visit**

Tue • Oct 05, 2021 • 07:30 PM

Durham, NC — DPAC

### Exchange Tickets


Select the tickets for this event that you would like to exchange. Please note that the system does not allow you to downgrade and you may not be able to exchange multiple blocks of tickets at the same time.

- ☒ Select All (1)
- ☒ Sec 3, Row X, Seat 109

Cancel

Continue

6. Next, please select the performance you would like to exchange into.



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**The Band's Visit**

Tue • Oct 05, 2021 • 07:30 PM

Durham, NC — DPAC

**TICKETS SELECTED FOR EXCHANGE** [EDIT](#)

☒ Sec 3, Row X, Seat 109

### Exchange Tickets

Listed below are the events you are eligible to exchange into. Select the event to continue to select your seats. To edit the tickets you are exchanging, click Edit.

Available Events

Sort By: **Event Date** ▼



#### The Band's Visit

Tue • Oct 05, 2021 • 07:30 PM

Durham, NC — DPAC

Select Event



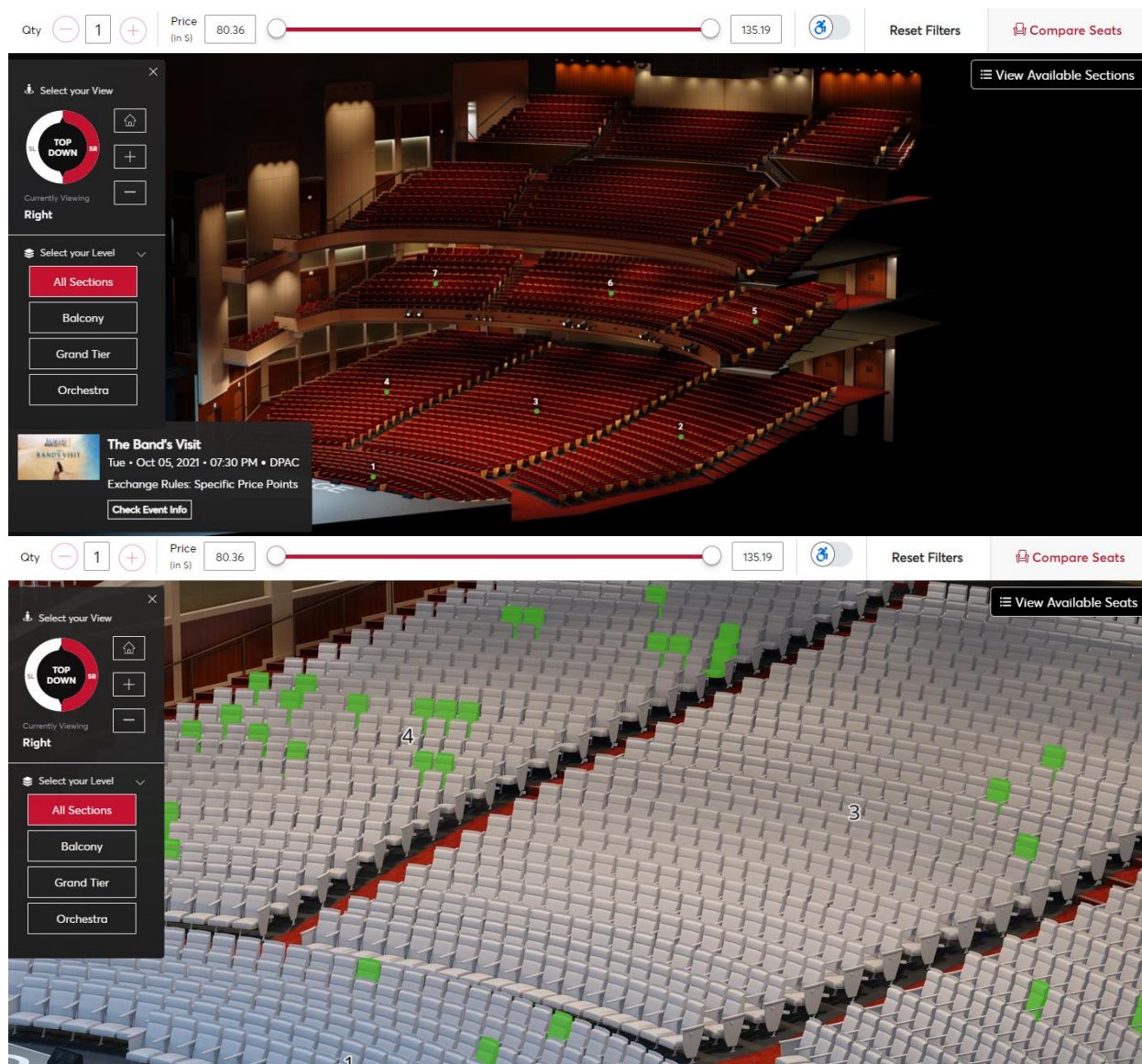
#### The Band's Visit

Wed • Oct 06, 2021 • 07:30 PM

Durham, NC — DPAC

Select Event

7. You will then be redirected to a seat map of the desired performance. Select the area you would like to be seated in to view and choose your exact seats. You may also use the filters at the top to search based on quantity of seats and price.





8. When you select the seat(s) you would like to exchange into, a view of the stage from those seats will appear along with the seat details. Click “Add to Cart” then click the cart and select “Continue” if you are ready to checkout.

Qty 

-

 1 

+

Price (in \$) 80.36  135.19

Reset Filters

Compare Seats

< Back

VIRTUAL VENUE

ticketmaster

360°

Selected Seats

Details View History

Section	Row	Seat	
3	T	116	\$106.70

Total Price: \$106.70

Compare Seat Add to Cart

Qty 

-

 1 

+

Price (in \$) 80.36  135.19

< Back

VIRTUAL VENUE

ticketmaster

360°

Cart

The Band's Visit

Tue • Oct 05, 2021 • 07:30 PM

New Season Seat Member: 1

Section 3, Row T, Seat 116

Total \$106.70

Continue

Total Price: \$106.70

Compare Seat Remove From Cart

9. You will be able to review the details of your exchange including any change in price. You can click “edit” to return to the map and select different seats. Click “Continue” to go to checkout.

## Review the details of your exchange

Below is a final review of your exchange. Please carefully review your new date, time, and seating location before clicking Continue. If you are on a payment plan, you will have the option to continue your payment plan in the next screen.

### New Event

[Edit](#)

#### The Band's Visit

Qty: 1 Ticket

Tue • Oct 05, 2021 • 07:30 PM  
DPAC

#### New Tickets

Section 3, Row T, Seat 116

### Event selected for exchange

[Edit](#)

#### The Band's Visit

Qty: 1 Ticket

Tue • Oct 05, 2021 • 07:30 PM  
DPAC

#### Tickets selected for exchange

Sec 3, Row X, Seat 109

## Summary

**Cost of New Seats:** **\$106.70**  
Section 3, Row T, Seat 116 \$106.70

**Applied Credits:** **\$80.36**  
Total cost of new seats: \$106.70  
Applied Credits: -\$80.36

**Total Amount Due:** **\$26.34**

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

Continue

10. Select delivery method, enter payment information, and select the box next to “I accept the Terms and Conditions” before clicking “Submit” to complete the exchange. Your exchange will not be complete until you click the “submit” button.

## 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



### Payments

Payment Option

Select Payment Option

Payment Method

Edit / Add

Select Payment Method

☐ Split this payment

☐ I accept the Terms and Conditions

Submit Order

09m 45s

To Complete Purchase

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

### Cart items (1)

The Band's Visit  
Section 3, Row T, Seat 116  
\$26.34



**Total Value** **\$26.34**

### Order Summary

Ticket Subtotal \$26.34  
Delivery \$0.00

**Total Amount Due:** **\$26.34**  
**Payment Due Today** **\$26.34**