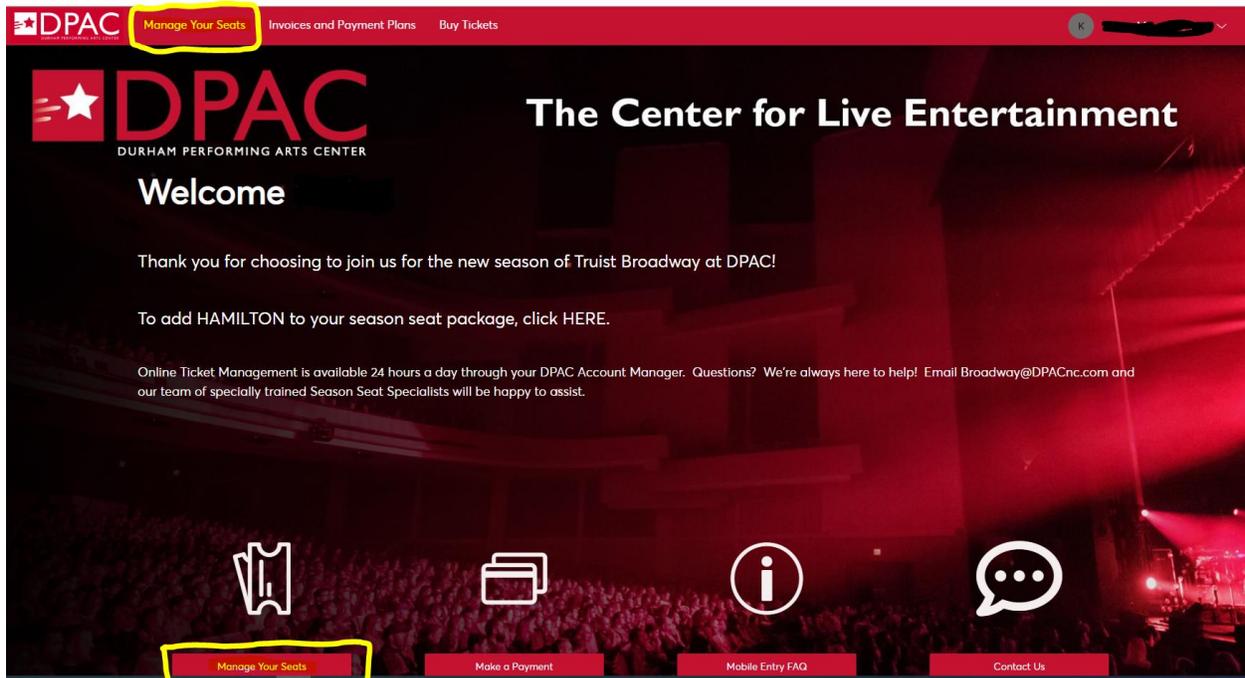
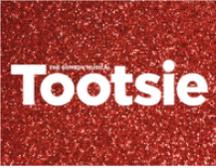


Account Manager Guide – Exchange seats Online

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.

 <p>10 TONY AWARDS <small>nominee</small> BEST MUSICAL® TRUIST BROADWAY TICKET CENTER at DPAC</p>	<h3>The Band's Visit</h3> <p>Tue • Oct 05, 2021 • 07:30 PM Durham, NC — DPAC</p>	Select Event
 <p>TRUIST BROADWAY TICKET CENTER at DPAC</p>	<h3>Tootsie</h3> <p>Tue • Oct 19, 2021 • 07:30 PM Durham, NC — DPAC</p>	Select Event

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

 <p>10 TONY AWARDS <small>nominee</small> BEST MUSICAL® TRUIST BROADWAY TICKET CENTER at DPAC</p>	<p>Your Phone Is Your Ticket For the fastest way in, add your ticket to your digital wallet.</p>
<h3>The Band's Visit</h3> <p>Tue • Oct 05, 2021 • 07:30 PM Durham, NC — DPAC</p>	<h3>My Tickets</h3> <p>Sec 3, Row X, Seat 109</p> <p>TRANSFER SELL MORE</p> <p>EXCHANGE</p>

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



10 TONY AWARDS nominees BEST MUSICAL®

TRUIST  BROADWAY

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.

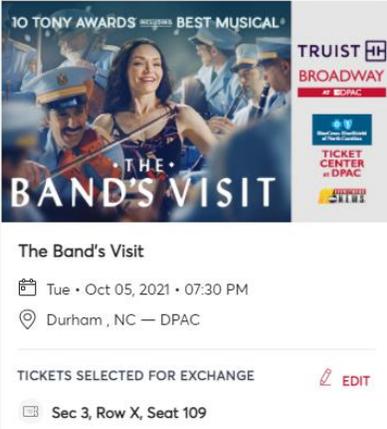
Select All (1)

Sec 3, Row X, Seat 109

Cancel

Continue

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



10 TONY AWARDS nominees BEST MUSICAL®

TRUIST  BROADWAY

TICKET CENTER at DPAC

THE BAND'S VISIT

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

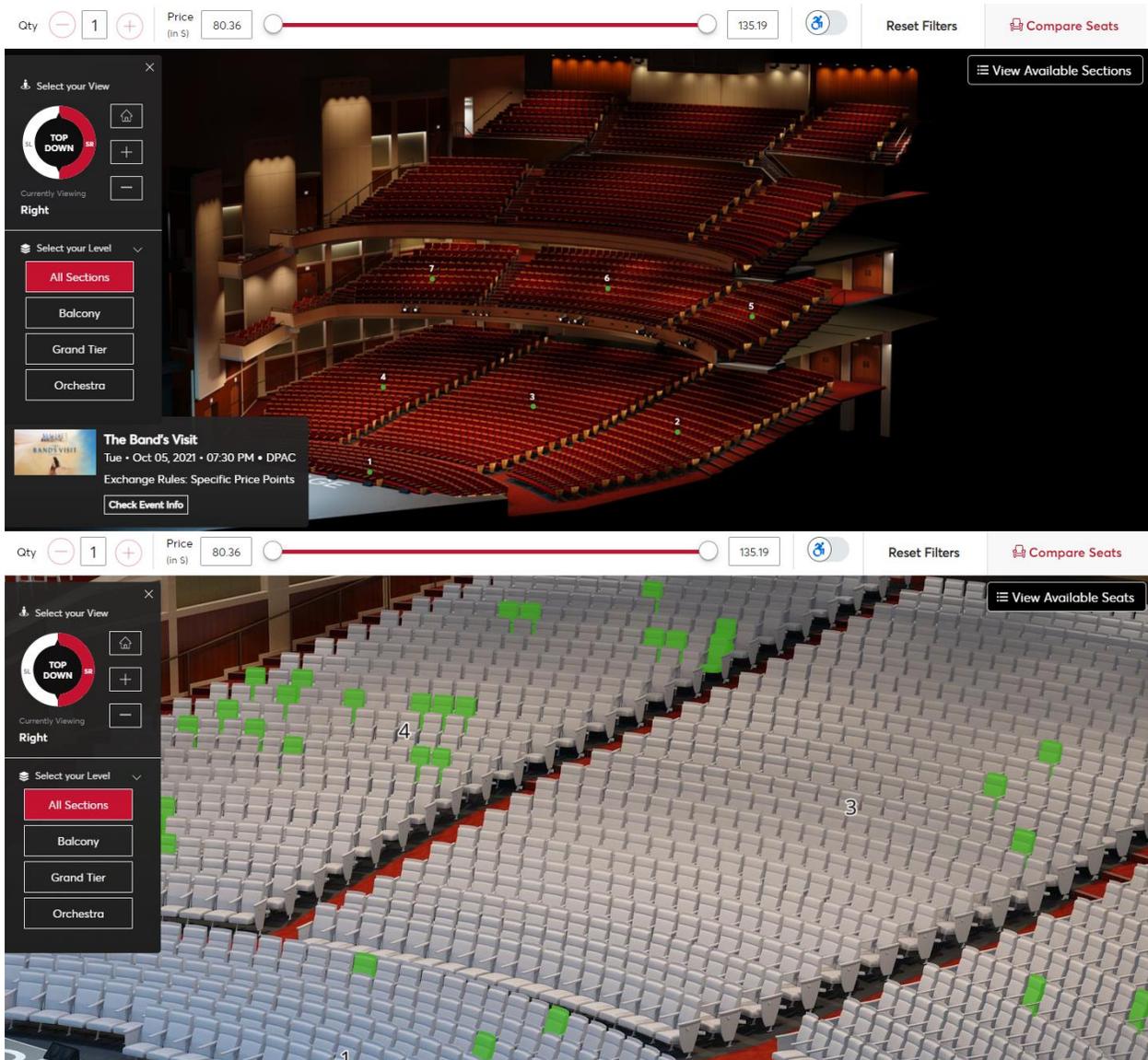
Listed below are the events you are eligible to exchange into. Select the event to continue to select your seats. To edit the tickets you are exchanging, click Edit.

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

- 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.

The screenshot displays a virtual venue interface for a theater. At the top, there is a navigation bar with a quantity selector set to 1, a price slider ranging from 80.36 to 135.19, and buttons for 'Reset Filters' and 'Compare Seats'. Below this is a 360-degree view of the theater's interior, showing rows of orange seats and a stage with a 'VIRTUAL VENUE' backdrop. A 'Selected Seats' panel is overlaid on the right, showing details for Section 3, Row T, Seat 116, priced at \$106.70. Below the panel, a 'Cart' section lists the item 'The Band's Visit' for Tuesday, October 5, 2021, at 07:30 PM, with a 'New Season Seat Member: 1' for \$106.70. The total price is \$106.70, and a 'Continue' button is visible. At the bottom, another 'Total Price: \$106.70' is shown with 'Compare Seat' and 'Remove From Cart' buttons.

- 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](#)

- 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

2 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**