

## Account Manager Guide – Renewing Your Season Seats

1. Visit <https://oss.ticketmaster.com/aps/dpac/EN/account/login> to log in to your DPAC account manager.
2. After logging in, you will see your season invoice(s). Click 'continue' next to the invoice labeled "1819 SunTrust Broadway Season" to begin the renewal process (**IMAGE A**).

**IMAGE A**

Account Details		
 Total Due:	USD 721.26	<a href="#">Continue</a>
Overdue Amount:	USD 0.00	
Next Payment Due Date: ( due 05/10/18 )	USD 721.26	<a href="#">Continue</a>

3. On the next screen, you will see your current performance time and seats. Click the red 'continue' button.
4. You will now have the option to upgrade your parking to the East Deck Parking garage, or make a donation to Triangle Rising Stars. (**IMAGE B**). If you are making a donation or upgrading parking, enter the quantity you would like and click 'add to invoice' at the bottom of the screen. Otherwise, click 'skip.'

**IMAGE B**

Additional Options				
Would you like to upgrade your parking or donate to Triangle Rising Stars?				
<p>Complimentary parking is still offered as a Season Seat Member perk in nearby city owned parking decks. To upgrade your parking, select your performance time and quantity of passes to upgrade your parking to the East Parking Deck located directly adjacent to DPAC and the Aloft Hotel. Parking packages and price listed include parking for each of the 8 season shows. 7 show package members will have parking opted out of in June.</p> <p>Donate to Triangle Rising Stars for as little as \$5!</p>				
Add Parking and Donations				
Select your Quantity or click skip				
	Type	Qty	Price	Total
	Triangle Rising Stars Donation DPAC Multiple Dates	<input type="text" value="0"/>	US \$5.00	US \$0.00
	18-19 East Deck Parking Tuesday DPAC Multiple Dates	<input type="text" value="0"/>	US \$56.00	US \$0.00

5. On the next screen, you have the option to select the **full eight show package**, indicate your **opt out** preference, sign up for **auto renew**, and **request a seat change**. (**IMAGE C**). If you are requesting a seat change, you may indicate your preferences on this page. When you are finished, click the red 'continue' button at the bottom of the page.

**IMPORTANT:** Please note that there are five mandatory questions that must be answered. They are questions 1, 2, 4, 5, and 16, and are denoted by a red asterisk. Until these questions are answered, the 'continue' button at the bottom of the screen will be inactive, and you will be unable to proceed through the renewal process.

**IMAGE C**

The screenshot shows a web form titled "Renew My Invoice" with a sub-header "Seat Change & Season Choices". Below the header is a text box with the instruction "Select season preferences and request seat changes". The main section is titled "Please Answer the Following Questions" and contains four questions:

- 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. \**  
Options:  Renew my seats for the full 8 show package,  Renew my seats for the flexible 7 show package
- 2. How would you like to receive your season seats? \***  
Options:  Traditional Printed Tickets,  E-Tickets - Print at home or scan from mobile
- 3. Would you like to sign up for Auto Renew? \***  
*Your same great seats will be renewed each year using the payment and ticket delivery method you select this year. You can cancel or change your payment method at any time.*  
Options:  No Selection
- 4. Do you require accessible parking? \***  
Options:  Yes,  No

6. On the next screen, you will be able to indicate your **payment preference**: Single Payment (pay in full), 12 Month Payment Plan, or 4 Month Payment Plan. (**IMAGE D**). Select your preferred payment method, and click 'continue.'

IMAGE D

**Select Your Payment Plan**  
Choose between paying in full or opting into a payment plan below

**Grand Total** **US \$721.26**

**Note:** The invoice below represents a consolidated view and includes your renewable and additional items, as well as any donations..

**Select a payment plan for your invoice**

Please select a payment plan for your invoice items.

Payment Plan	Number of Payments	Plan Description
<input type="radio"/> Single Payment	1	Make one payment for the full value of the order
<input type="radio"/> 12 Month Payment Plan <a href="#">+ Show Details</a>	12	Pay 12 monthly installments beginning July 1, 2018
<input type="radio"/> 4 Month Payment Plan <a href="#">+ Show Details</a>	4	Pay 4 monthly installments beginning July 1, 2018

Method of Payment

cancel continue

7. On the next screen, you may select the payment card you would like to use for your method of payment. (IMAGE E). You may choose from existing cards on your account, add a new credit card, or enter multiple credit cards. After entering your payment information, click 'complete' to complete your renewal.

IMAGE E

**Method of Payment**

**Payment Options**

Select your payment method. Note this selection will be charged automatically according to the payment plan you chose on the previous page.

Payment Option:

cancel Complete