

# Ticketmaster Account Manager User Guide

Account Manager lets you manage your premium tickets quickly and efficiently. Try logging in today!

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*Policies and Procedures subject	to change

### Login Guide

Account Manager Link https://oss.ticketmaster.com/html/ home.html?l=EN&team=aacenter

Login Information If you do not have the login information, please contact Premium Services at 214-665-4289 or platinumservices@aacntr.com.



#### American Airlines Center AccountManager

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#### Manage Your Platinum Account

My Platinum Account Manager lets you manage your season tickets quickly and easily. Now you can forward tickets to a friend or client!

Features • Forward tickets to friends via email • Sell tickets on Platinum TicketExchange • Pay invoices online • Manage all tickets at a glance

continue
sword?
) for your account, please contact customer service at (214) 665-422
er Account Manager account.



Account Manager allows you to purchase platinum level tickets during pre-sales for concerts and family shows.

When concerts and family shows are announced, you can purchase platinum level tickets through Account Manager during the appropriate pre-sale period.



**Concert Announcement** 



Adele American Airlines Center November 1, 2016 7:30PM

Platinum Tickets: \$145.50

#### **Purchase Tickets Through Account Manager!**

In order to protect all credit card information used to purchase platinum tickets for concerts and family shows, Premium Services will now be utilizing Ticketmaster Account Manager for all orders.

Please <u>login</u> and select the offer to the left of your screen. Tickets will be processed within 24 hours after the deadline. You can then view your seat locations on Account Manager.

Platinum tickets for this performance are \$145.50 each. The deadline to purchase tickets is Tuesday, December 2 at 12:00 PM.



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**Step 1:** Log into Account Manager.

**Step 2:** Select the offer on the left side of the screen under "Platinum Premier Pre-Sale".

Hello, Emily Evans	Your Invoice ( an invoice pa	yment is due)	Net	w Invoices   Completed Invoice
You are currently in Account 202 edit my profile	▼ Stars 0407 91193			
Need Help?	Account Details			
<ul> <li>Watch out AccountManager tour.</li> <li>FAQ</li> </ul>	(1) Total Invoice Amount:		USD 200.00	Pay Now
view all quick links	Overdue Amount:		U SD 0.00	
*	Next Payment Due Date: ( due 05	/28/2016 )	USD 200.00	Pay Now
Click To View/Print Transaction	Outstanding Balance:		USD 200.00	Pay Now
History	Amount Paid to Date:		U SD 0.00	
Platinum Premier Pre-Sale	Manage My Tickets			
You are eligible to request seats for the event(s) listed below.	My Ticket Options			
Premium ROFR test Expires Tue, May 31, 2016 8:00 PM	TRANSFER Transfer tickets to friends.	PRINT Print your ticket.	SELL List your tic	kets for sale.
view all offers				manage my tickets
view history	My Upcoming Events			
Address Book	and Dr. AM			

#### Step 3: Accept Offer.



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All orders must be submitted before the deadline. If you decline the offer, you will not have the opportunity to purchase platinum tickets.

Hello, Emily Evans	Platinum Premier	Pre-Sale Offe	rs		view histor
Platinum Premier	If the pre-sale order is not a Event	submitted by the deadlin Even	ne date, the offer will a nt Date	utomatically expire. Venue	Offer Expiration
Should you have any questions, please do not hesitate to either call the Premium Services Hotline: 214-665- 4289 or email platinumservices@aacntr.com.	CANA P WW CENTE	remium ROFR test	Thu, Jun 30, 2016 8:00 PM	American Airlines Center	Tue, May 31, 2016 8:00 PM
	Right of First Refusal <ul> <li>Accept Offer</li> <li>Decline offer</li> </ul>	>			

**Step 4:** Select Number of Tickets and Pricing.

You can only purchase tickets in one price code.

**Note:** A \$5 facility fee will be included on each ticket purchased.

vent       Levent Date       Venue       Offer Expiration         Image: State of the stat	pre-sale order is not subm	nitted by the deadli	ine date, the offer will au	tomatically expire.	
Permium ROFR test       Thu, Jun 30, 2016       American Airlines Centre       The, May 31, 2016         Support       Support       Support       Support         Appleted of First Refusal       Accept Offer       Image: Support       Support         Accept Offer       Image: Support       Image: Support       Support         Accept Offer       Image: Support       Image: Support       Support         Accept Offer       Image: Support       Image: Support       Image: Support         Accept Offer       Image: Support       Image: Support       Image: Support         Accept Offer       Image: Support       Image: Support       Image: Support       Image: Support         Accept Offer       Image: Support       Image:	Event	Eve	nt Date	Venue	Offer Expiration
Right of First Refusal          Accept Offer       Image: Control of	C N T E C Premi	um ROFR test	Thu, Jun 30, 2016 8:00 PM	American Airlines Center	Tue, May 31, 2016 8:00 PM
Accept Offer  Please note: This event has purchase restrictions. See below for details. 1. Select number of tickets and Section Number of tickets and Section Interview of a number of tickets. Other ticket types may be available (e.g. Child) for this event. Please contacts of inquiries. Interview of a number of 10 Tickets Interview of 10 Tickets Interview of 10 Tickets Interview of 10 Tickets<	Right of First Refusal				
Please note: This event has purchase restrictions. See below for details.   1. Select number of tickets and Section   Mainternets:   Image:	Accept Offer 12				
Note: Price usplayed is the full price ticket. Other ticket types may be available (e.g. Child) for this event. Please contacts in quiries.	Please note: This evo 1. Select number of t	ent has purchase tickets and Secti	e restrictions. See bel on	ow for details.	
Image: Select Delivery:       Location       Price per Seat         iest B       50.00         State       State         Select Delivery:       Select Delivery Method •         Request Notes (Optional):	Note: Price displayed is us for inquiries.	s the full price ticke	t. Other ticket types may	y be available (e.g. Child) for this	s event. Please contac
Location Price per seat test A \$20.00 \$0.00 2. Select Delivery: Select Delivery Method • Request Notes (Optional): Additional Comments: 3. Select your payment method. Payment Option: Select Payment Option • Total Amou \$0.00 Continue	Minimum of 1 and a	Maximum of 10	lickets	<b>D</b>	
test A \$20.00   test B \$10.00   \$0.00     \$0.00		Location		Price per Seat	
Itest b   Structure   <		O test	A )	\$20.00	
S0.00  2. Select Delivery: Select Delivery Method ▼  Request Notes (Optional):  Additional Comments:  3. Select your payment method.  Payment Option: Select Payment Option ▼  Total Amou  \$0.0  Continue  Applicable delivery and fee charges may apply upon approv		lesi	ь	310.00	
2. Select Delivery:       Select Delivery Method ▼         Request Notes (Optional):				\$0.00	
Request Notes (Optional): Additional Comments: 3. Select your payment method. Payment Option: Select Payment Option • Total Amou \$0.0 Continue Applicable delivery and fee charges may apply upon approv				0000	
Additional Comments: 3. Select your payment method. Payment Option: Select Payment Option • Total Amou \$0.0 Continue Applicable delivery and fee charges may apply upon approv	2. Select Delivery:	Select Deliver	ry Method 🔻		
3. Select your payment method. Payment Option: Select Payment Option ▼ Total Amou \$0.0 Continue Applicable delivery and fee charges may apply upon approv	2. Select Delivery: Request Notes (Option	Select Deliver	ry Method 🔻		
3. Select your payment method. Payment Option: Select Payment Option ▼ Total Amou \$0.0 Continue Applicable delivery and fee charges may apply upon approv	2. Select Delivery: Request Notes (Option Additional Comments:	Select Deliver	ry Method 🔻 ]		
3. Select your payment method. Payment Option: Select Payment Option • Total Amou \$0.0 Continue Applicable delivery and fee charges may apply upon approv	2. Select Delivery: Request Notes (Option Additional Comments:	Select Deliver	ry Method ▼		
Payment Option: Select Payment Option ▼ Total Amou \$0.0 Continue Applicable delivery and fee charges may apply upon approv	2. Select Delivery: Request Notes (Option Additional Comments:	Select Deliver	ry Method 🔻		
Total Amou \$0.0 continue Applicable delivery and fee charges may apply upon approv	<ol> <li>Select Delivery:</li> <li>Request Notes (Option Additional Comments:</li> <li>Select your payments</li> </ol>	Select Deliver	ry Method 🔻 ]		
\$0.0 continue Applicable delivery and fee charges may apply upon approv	<ol> <li>Select Delivery:</li> <li>Request Notes (Option Additional Comments:</li> <li>Select your payme Payment Option:</li> </ol>	Select Deliver nal): ent method. Select Payme	ny Method •		
Applicable delivery and fee charges may apply upon approv	<ol> <li>Select Delivery:</li> <li>Request Notes (Option Additional Comments:</li> <li>Select your payme Payment Option:</li> </ol>	Select Deliver hal): ent method. Select Payme	ry Method ▼		Total Amou
Applicable delivery and fee charges may apply upon approv	<ol> <li>Select Delivery: Request Notes (Option Additional Comments:</li> <li>Select your payme Payment Option:</li> </ol>	Select Deliver	ry Method ▼		Total Amou \$0.0
1441-11-11 Territor Standard and Abberr	<ol> <li>Select Delivery:</li> <li>Request Notes (Option Additional Comments:</li> <li>Select your payme Payment Option:</li> </ol>	Select Deliver nal): ent method. Select Payme	ny Method		Total Amou \$0.0
	<ol> <li>Select Delivery:</li> <li>Request Notes (Option Additional Comments:</li> <li>Select your payme Payment Option:</li> </ol>	Select Deliver hal): ent method. Select Payme	ry Method •	icable delivery and fee chames n	Total Amou \$0.0 continue

**Step 5:** Select TicketFast as the Delivery Method.

TicketFast allows you to print or transfer tickets from your online account once the order has been processed.

#### Platinum Premier Pre-Sale Offers view history If the pre-sale order is not submitted by the deadline date, the offer will automatically expire. Event Event Date Venue Offer Expiration Premium ROFR test Thu, Jun 30, 2016 American Airlines Center Tue, May 31, 2016 8:00 PM 8:00 PM Right of First Refusal Accept Offer 22 Please note: This event has purchase restrictions. See below for details. 1. Select number of tickets and Section Note: Price displayed is the full price ticket. Other ticket types may be available (e.g. Child) for this event. Please contact us for inquiries Minimum of 1 and a Maximum of 10 Tickets 2 . I ocation Price per Seat test A \$20.00 test B \$40.00 2. Select Delivery: Ticket Fast Request Notes (Optional) Additional Comments: How many would you Select your payment method. Payment Option: Select Payment Option . Total Amount \$40.00 contin Applicable delivery and fee charges may apply upon approval. O Decline offer

home

# **Step 7:** Select Payment Method.

Click "Add a New Card" if card is not on file.

**Note:** Only one credit card can be charged.

ed by the dead			
-	lline date, the offer will au	itomatically expire.	Office Function the
EV	ent Date	Venue	Offer Expiration
n ROFR test	Thu, Jun 30, 2016 8:00 PM	American Airlines Center	Tue, May 31, 201 8:00 PM
t has purchas kets and Sect	se restrictions. See bel ion	ow for details.	
aximum of 10	et. Other ticket types may Tickets	y be available (e.g. Child) for this	event. Please conta
Location		Price per Seat	
e tes	it A	\$20.00	
tes	t B	\$10.00	
		\$40.00	
Ticket East	-		
Ticket Fast			
Ticket Fast	<b>▼</b>		
Ticket Fast	<b>.</b>		
Ticket Fast	•		
Ticket Fast ):	<b>*</b>		
Ticket Fast ): method.	T Card		
Ticket Fast ): Credit/Debit nation	T Card		
Ticket Fast ): c method. Credit/Debit nation elete a card by	T Card T Card T Clicking on the links below	м.	
Ticket Fast : : : : : : : : : : : : :	Card T	м.	
Ticket Fast ): Credit/Debit nation elete a card by	Card T	м.	
Ticket Fast method. Credit/Debit nation	Card Card Cicking on the links below	и.	Total Ame \$40.1
Ticket Fast ): Credit/Debit nation elete a card by	Card •	v	Total Amu \$40.0

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Platinum Premier Pre

If the pre-sale order is not submi

Right of First Refusal

Accept Offer 12

Please note: This even

1. Select number of tid Note: Price displayed is to us for inquiries. Minimum of 1 and a M

2. Select Delivery:

Request Notes (Optiona Additional Comments:

Select your paymen
 Payment Option:

Credit Card Inform You may add, edit or d Add a New Card

O Decline offer

Premiu

#### Enter your credit card information and select "continue."

#### Credit Card Information

You may add, edit or delete a card by clicking on the links below.

Add a New Card

Please enter the first and last name, street address and zip exactly as it appears on your credit card statement.

First Name *	(*)^	" = Required
Last Name *		
Address *		
Postal / Zip Code *		
Card Type *	American Express 🔻	
Card Number *		
Expiration Date *	<b>T</b>	
CVV *		
		Total Amount
		\$40.00
		continue
	Applicable delivery and fee	charges may <del>apply upon</del> approval.
Decline offer		
		home

Step 8: Submit Request.

After confirming the information is correct, click "submit request."

You will receive an email notification with the summary of your order.

»	REVIEW		CONFIRMATION	
Almost Done!				
American Airlines Center	will charge <mark>a</mark> per ticket Fac	ility Fee of \$4.00. This will be	included in the price of the ticket.	
Event Details				
Event	Lo	cation	Price	Total
Premium ROFR test Thu, Jun 30, 2016 8:00 PM    American A	A A virlines Center		2 x \$20.00	\$40.00
Delivery: Ticket Fast				
			Item Total Fee Total	\$40.0 \$0.0
			Total Amount	\$40.0
Request Notes				
The following is a summa	ry of your question respons	ses.		
Add	itional Comments:			
Payment Details				
card holder	credit card	expiration date	billing address	
Emily Evans	Mastercard	05/19	4€ 75	

#### Step 9: Print Tickets.

You can view your seat locations and manage all tickets 24 hours after the deadline.

All tickets purchased through the pre-sale must be printed electronically.

1-1 201C -					<u> </u>	() instru
	Mon	Tue	Wed	Thu	Fri	Sat
1 (2016 Stars PO) () (2016 Stars PO) ()	2	3	4	5	6	7 (2016 Stars PO (2016 Stars PO
8	9	10	11	12	13 (Rihanna: PLAT) () (Rihanna: Rese) ()	14
15 (The Cure: PLA) () (The Cure: The) () v more events	16	17	18 Florence And 0 Florence And 0	19	20	21
22	23	24	25	26	27	28
29	30	31				



Account Manager allows you to purchase additional parking passes in The Lexus Garage.

# **Garage Parking** Parking Link:

https://oss.ticketmaste r.com/aps/aacenter/E N/promotion/home

**Additional Lexus** 

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Step 1: Select the event you would like to purchase.

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#### < 0 LEXUS RESERVE PARKING Offer Starts : October 23, 2015 7.00 AM Purchase additional Lexus Reserve Parking Passes. Limit 4 passes per Customer. Offer Expires : October 23, 2020 11:59 PM item date & time venue Ticket limits : Maximum of 4 ticket(s) NO Fri, Jul 15, 2016 find tickets Janet Jackson: Reserve Parking American Airlines Center IMAGE 8:00 PM NO Fri, May 13, 2016 find tickets Rihanna: Reserve Parking American Airlines Center IMAGE 7:30 PM NO Sun, May 15, 2016 find tickets The Cure: Reserve Parking American Airlines Center 7:00 PM IMAGE NO Florence And The Machine : Wed, May 18, 2016 American Airlines Center find tickets 7:30 PM **Reserve Parking** NO Sat, Jun 18, 2016 find tickets Selena Gomez: Reserve Parking American Airlines Center 7:30 PM IMAGE Wed, Jun 22, 2016 Steely Dan: Reserve Parking American Airlines Center find tickets 7:15 PM Demi Lovato & Nick Jonas: Mon, Sep 12, 2016 American Airlines Center find tickets **RESERVE** Parking 7:00 PM Sun, Oct 2, 2016 Mana: RESERVE Parking find tickets American Airlines Center 8:00 PM Fri, Oct 14, 2016 7:30 PM find tickets Keith Urban: RESERVE Parking American Airlines Center

#### Step 2: Promo code – reserve

#### Access an Offer

Close 🖂

Please enter the promo code associated to this offer. Once validated, you'll be able to continue with your purchase.



# **Step 3:** Select number of tickets.

- You can purchase up to 4 parking passes per event.
- Choose the price of the parking pass.
- Click "find seats."

#### Please note: This event has purchase restrictions; a maximum of 4 tickets can be purchased. By logging in or creating an account you Hello, Guest may have access to additional sea Keith Urban: RESERVE Parking Fri, Oct 14, 2016 7:30 PM American Airlines Center Keith Urban: RESERVE Parking Search for Tickets Promotional Offer: If you have received a promo code, take advantage the offer by entering the promo code Access an Offer RESERVE go has been accepted X LEXUS RESERVE PARKING Max of 4 ticket(s) Select number of tickets Adult Select your section \$20.00 Note: Tickets may not be available in all price levels and sections Have questions? Click here for our FAQ's. \*Please Note: Seats are not reserved until you proceed to the Shopping Cart. By clicking on the button below, or otherwise using this website, you agree to the Terms of Use find seats If you'd like another item, search again

#### Step 4: Confirm the information is correct and then select "add to cart."

Hello,	Guest	

Your order will expire in	
19:54	

4.	Keith Urban: F	RE
2 m 2	Fri, Oct 14, 2016	7::
		1000

```
ESERVE Parking
                       30 PM
American Airlines Center
       Keith Urban: RESERVE Parking
```

```
Ticket Results
```

American Airlines Center AccountManager

1

Below are the available seats that best match your search. Please note that any applicable fees will be displayed in the cart.

Location	Туре	Price	Total	
1 [S] 00851 - 00854	Adult	4 × \$20.00	\$80.00	add to cart
you don't want these ti	ckets, give them up a	nd search again.		

Terms of Use **Privacy Policy** 

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#### **Step 5:** Enter your Account Manager information. Select "continue."

elow to see if you have access to any special offers.	
r E-mail Address	
Password	Forgot Your Password?
or Create an accou	unt.
or Create an accor	Forgot Your Password? unt.

If you do not know your login information contact Premium Services at 214-665-4289 or <u>platinumservices@americanairlinescenter.com</u>.

#### **American Airlines Center** AccountManager

18:27

Cost Summary

Item Total

Fee Total

**Delivery Total** 

**Total Amount** 

**Step 6:** Select TicketFast as the Delivery Method.

- **TicketFast allows you to** print or transfer tickets from your online account once the order has been processed.
- Select "checkout."

#### Your order will expire in 18:27 minutes Shopping Cart Hello, Emily Evans You are currently in Account 202 Cart Items Your order will expire in item details type price total Keith Urban: RESERVE Parking Adult 4 x \$20.00 \$80.00 Fri. Oct 14, 2016 7:30 PM [S] 00851 - 00854 American Airlines Center RESERVE 80.00 0.00 Select Delivery 0.00 Ticket Fast (USD 0.00 ) 🗸 USD 80.00 change seats | remove checkout Cost Summary continue shopping Item Total \$80.00 **Delivery Tota** \$0.00 Fee Total \$0.00 USD 80.00 **Total Amount** checkout continue shopping

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- **Step 7:** Select Payment Option.
- Click "Add a New Card" if card is not on file.
- Enter the credit card • information you would like to use.

account

Select "next step." •

#### AccountManager home | faq | contact us | view cart | log out Your order will expire in 9:44 minutes Hello, Emily Evans » PAYMENT You are currently in Account 202 Your order will expire in Pay in Full 9:44 step 1: payment information step 2: review and submit Cost Summary Select your payment method. Payment Option: Credit/Debit Card V Item Total 80.00 **Delivery Total** 0.00 Fee Total 0.00 Add a New Card **Total Amount** USD 80.00 view cart details Please enter the first and last name, street address and zip exactly as it appears on your credit card statement First Name \* Account Address Last Name Please note: All items will be delivered via the method of delivery selected. Address \* Items may also be managed within Ticket Management, Please be advised that any changes made to the address Postal / Zip Code \* will update the primary address on the Card Type \* American Express 🗸 Emily Evans Card Number \* 2500 Victory Avenue Dallas, TX 75219 Expiration Date \* - V - V CVV \* change address Store my credit/debit card and billing information for future use on My American Airlines Center Account Manager. What is the benefit?



\* = Required

Total Amount \$80.00

next step

Step 8: Submit Request.

•

After confirming the information is correct, click the terms of use. Then click "submit request."

You will receive an email notification with the summary of your order.

#### **American Airlines Center**

AccountManager

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Hello, Emily Ev	ans		DAVMENT				wiii expir	e in 7.00 minute
You are currently in Acco	ount 202	X	PATMENT			CONFIRMATI	UN	
Your order will	l expire in	Pay in Full						
7:0	0	step 1: p	ayment information	n		step 2: review and	l submit	
Cost Summary		Cart Items					e	edit cart items
Item Total	80.00	item		details	type	price		total
Delivery Total Fee Total Total Amount	0.00 0.00 USD 80.00	Keith Urban: RESE Fri, Oct 14, 2016 7:3 American Airlines C RESERVE	RVE Parking 30 PM enter	1 [S] 00851 - 008	Adult 54	4 x \$20.00		\$80.00
submit	order	Delivery: Ticket Fas	t					
Account Addres	20					Iten	n Total	\$80.00
						Fe	e Total	\$0.00
Please note: All items via the method of deliv Items may also be ma	will be delivered /ery selected. naged within	~				Total A	mount	USD 80.00
Ticket Management. P that any changes mad	Please be advised le to the address	Payment Details	S (Credit/Debit Ca	rd)			edit pa	yment details
account.	address on the	card holder	credit car	d expi	ration date t	billing address		
Emily Evans 2500 Victory Avenue Dallas, TX 75219		Emily Evans	Mastercard		05/19			
c	hange address	✓ I agree to the terms of I	use. All orders are s	ubject to credit card	f approval and billir	ng address verification. If you h	ave any q	uestions regarding
		your order, please conta	act customer service	at 214-665-4289.				Total Amount
							US	D 80.00
						« previous step	sut	omit order

#### Step 9: Print Parking.

You can then print or transfer the parking passes purchased.

October 20	016 🔫					E III Advanced Op
Sun	Mon	Tue	Wed	Thu	Fri	Sat
2 MANA: Platinu Ø Mana: RESER Ø	) )	4	5	6	7	8
9	10	11	12	13	Keith Urban: P Keith Urban: R Ø	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31			<i></i>		



Account Manager allows you to pay any outstanding invoices in your account.

#### Go to the invoice section on the home screen.

#### Step 1: Select "Pay Now."

Your Invoice ( an invoice payment is due )		New Invoices   Completed Invoice
▼ Stars 0407 91193		
Account Details		
Total Invoice Amount:	USD 200.00	Pay Now
Overdue Amount:	U SD 0.00	
Next Payment Due Date: ( due 05/28/2016 )	U SD 200.00	Pay Now
Outstanding Balance:	U SD 200.00	Pay Now
Amount Paid to Date:	U SD 0.00	

#### **Step 2:** Select the invoice you would like to pay. Click "continue."

#### Renew My Invoice

Process a new invoic	e (Select a new invoice)		View completed invoice
• Stars 0407			US \$200.00
Invoice Items	Seats	Qty	Total
Stars vs. Avalanche	Section 1217 Row BAR Seat 3 - 4 <u>View Seat Map</u>	2 Adult	US \$200.00
			continue
⊙ Mavs 0408			US \$300.00
© WWE 0402			US \$570.00

#### Step 3: Select "Single Payment." Click "continue."

1. PAYMENT PLANS	2. BILLING	3. CONFIRMATION
Ticket Payment Plan Select a payment plan for items you're	renewing and the items you've added	
• Renewal Items and Ac	lditional Items Total	US \$201.00
Note: This amount is specific ONLY to	the ticketing items in your invoice and includes	any additional items also nurchased at this
Note: This amount is specific ONLY to time. It does not include any donations	o the ticketing items in your invoice and includes on your invoice.	any additional items also purchased at this
Note: This amount is specific ONLY to time. It does not include any donations	o the ticketing items in your invoice and includes on your invoice.	any additional items also purchased at this
Note: This amount is specific ONLY to time. It does not include any donations	the ticketing items in your invoice and includes on your invoice.	any additional items also purchased at this
Note: This amount is specific ONLY to time. It does not include any donations Select a payment plan	the ticketing items in your invoice and includes on your invoice. <b>for your invoice</b>	any additional items also purchased at this
Note: This amount is specific ONLY to time. It does not include any donations Select a payment plan Payment Plan	the ticketing items in your invoice and includes on your invoice. <b>for your invoice</b> Number of Payments	any additional items also purchased at this Plan Description
Note: This amount is specific ONLY to time. It does not include any donations Select a payment plan Payment Plan <ul> <li>Single Payment</li> </ul>	the ticketing items in your invoice and includes on your invoice. <b>for your invoice</b> Number of Payments 1	any additional items also purchased at this Plan Description Make one payment for the full value of the order

cancel



#### Step 4: Select Payment Option.

- Enter the credit card information.
- Click the authorization statement. Click the terms of use.
- Select "renew tickets."
- You will receive an email notification with the summary of your order.

Method of Pa	yment	
Select your payment m previous page.	ethod. Note this selection will be charge automatically according to the payn	nent plan you chose on the
Payment Option: En	ter a new Credit Card 🔹	
Enter your name	e and billing address exactly as it appears on your credit card statement.	
		* = Required
First Name *		
Last Name *		
Address *		
Zin Code t		
zip code -		
Card Type *	Select your answer *	
Card Number *		
Expiration Date *	1 v 2016 v	
CIN *		
City	what's this?	
I would like to sto	re my account information for future transactions.	
<ul> <li>I authorize Ameri this charge may r</li> </ul>	can Airlines Center to charge my account one time for US \$201.00. I understa tot appear on my account for a few days.	and that, due to processing time
Learne to the Ter	ms of Like. All orders are subject to credit card approval and billion address w	arification After processing
please contact cu	istomer service at 214-865-4289 if you have any questions regarding your or	der.
Payments		
Tayments		
Define the amount you	wish to pay today, if you choose to pay more than the minimum amount, ful	ure installments will be adjuste
accordingly. Note: The	scheuules below offer a preview to tuture charges. The exact amount charg	eu may be siigntly different.
Today's payment	Today's Total Pay	ment: US \$201.0
Summary of I	Darma anta	
Summary of I	ayments	
	Amount Due T	oday: US \$201
	Order	Total: US \$201.

DAVMENT DI AN



# Manage My Tickets

Account Manager allows you to print from your computer and transfer tickets to guests.

**Please note:** Once you print or transfer from your online account, the original hard copy of tickets/parking will be deactivated.

### Manage My Tickets

Select "manage my tickets" and a calendar of events will appear.



Choose the date of the event. Tickets and parking are separate.

May 2016 🔻					<b>m i</b>	Advanced C
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1 2016 Stars PO () 2016 Stars PO ()	2	3	4	5	6	7 (2016 Stars PO (2016 Stars PO
8	9	10	11	12	13 Rihanna: PLAT 0 Rihanna: Rese 0	14
15 (The Cure: PLA) () (The Cure: The) () where events	16	17	18 Florence And 0 Florence And 0	19	20	21
22	23	24	25	26	27	28
29	30	31				2

#### **Manage My Tickets: Print-at-Home**

You can print all tickets and parking through Account Manager.

- Select "Print-At-Home."
- Check off the tickets you would like to print.



### Manage My Tickets: Print-at-Home

Transfer & Resale       manage         & back to May       Image         Image       The Cure: PLATINUM         15       American Airlines Center - 7:00 PM         Image       Mobile Entry         Select an action below to manage your seats. (1)         Image       Image         Image       Image	ticket Below are you
C back to May          Image: Select an action below to manage your seats. (1)         Print-at-Home	Below are you
The Cure: PLATINUM American Airlines Center - 7:00 PM         Image: Select an action below to manage your seats. (1)         Select an action below to manage your seats. (1)         Image: Print-at-Home	Below are you
Select an action below to manage your seats. ()	Below are you
Select an action below to manage your seats. ()	Paviau vaur aslav
🔒 Print-at-Home 🥟 Transfer tickets	Review your selec
	Selected Tickets
	The Cure: PLA
Section 218, Row G (You have 6 seat(s)	Sull, May 15, 2
seat details current entry method to event ticket status	Section 218
Seat 7 Printed by Box Office	Seat 7
Seat 8 Printed by Box Office	Seat 8
Seat 9 Printed by Box Office	
Seat 10 Printed by Box Office	
Seat 11 Printed by Box Office	

- Click "print" in the top right hand corner.
- A confirmation box will pop up. Select "Continue to print."

Below	are your selected seats to print.	Close
Review y	your selected seats below. Note: You may discard a seat by dese	lecting the checkbox
Selected	1 Tickets (1 events; 2 tickets)	
The C Sun, I	:ure: PLATINUM May 15, 2016 7:00 PM    American Airlines Center	
Se	ection 218, Row G	
	Seat 7	
	Seat 8	

#### **Manage My Tickets: Print-at-Home**

- After confirming the information is correct, click on the terms of use.
- Click the "submit" button.

Please note: Once you print from your online account, the original hard copy of tickets/parking will be deactivated.

#### » PRINT CONFIRMATION Print Tickets Below is a summary of the 2 item(s) you have selected to print. Note: You must print tickets at least prior to the start of the event. If you have any questions, please contact customer service at 214-665-4289. If any of the tickets below are currently on a Card (Membership or Credit Card), they will no longer be valid. Please use the printed ticket for entry Items Selected to Print edit items item details fee fee total Section 218 2 x \$0.00 The Cure: PLATINUM \$0.00 NO Row G Sun, May 15, 2016 7:00 PM IMAGE Seat 7 - 8 American Airlines Center Print Fee Total \$0.00 Total Due \$0.00 I agree to the terms of use. By using this Print service you agree that your personal information will be used and disclosed as permitted by the My American Airlines Center Privacy Policy, which allows the American Airlines Center, Ticketmaster and others to send you event-related information and other special offers. If you have any questions please contact 214-665-4289. Total Amount \$0.00 submit

You can transfer all tickets and parking through Account Manager.

- Select "Transfer tickets."
- Check off the tickets you would like to transfer.



		A	top right
Manage My Tickets	select a	in event 👻	
Transfer & Resale	manage more	tickets transfer (2)	<ul> <li>A confirm</li> </ul>
back to May			pop up.
The Cure: PLATINUM American Airlines Center - 7:00 PM	(ir	ticket detail 🖪 ticket history	to transf
Select an action below to manage your seats. 🕄 Print-at-Home 🎢 Transfer tickets		Below are your sele Review your selected sea	ected seats to transfer. Its below. Note: You may discard
Section 209, Row A You have 6 seat(s)		- The Cure: DLATINUM	
eat details current entry method to event	ticket status	Sun, May 15, 2016 7:0	0 PM    American Airlines Center
Seat 7 Printed online confirmation no: 160103-23211		Section 209, Row A	A contraction of the second seco
Seat 8 Printed online confirmation no: 160103-23211		Seat 7	
Seat 9 Printed online confirmation no: 151211-25274		Seat 8	
Seat 10 Printed online confirmation no: 151211-25274			
Seat 11 Printed online confirmation no: 151211-25274			

- Click "transfer" in the top right hand corner.
- A confirmation box will pop up. Select "Continue to transfer."

You may discard a seat by deselecting the checkbox.

cance

Close X

Continue to transfer

#### Choose Transfer Recipient

After confirming the information is correct, add the recipient's email address under "Enter a New Contact".

Optional Message

You have the option to enter a message to the recipient, however, it is not required.

#### Email Reminder

You can set a reminder to your email address if the items have not been claimed.

#### Item Price

You have the option to display the item price on the offer.

Click the "next step" button.

	step 1: define recipient		step	2: review & submit	
Below is	a summary of the 2 item(s) you have	e selected to transfer.			
Items	You Are Transferring				edit item
	item	details	number of items	fee	fee tot
NO IMAGE	The Cure: PLATINUM Sun, May 15, 2016 7:00 PM American Airlines Center	Section 209 Row A Seat 7 - 8	2	2 x \$0.00	<b>S</b> 0.0
				Transfer Fee Total	\$0.
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Enter ar Email Define h hasn't ar Notify m Please I prior to	a New Contact anal Message n optional message for the transfer red l Reminder now many hours or days prior to the et coepted your offer. the if my ticket(s) are unclaimed No ret No ret: All ticket(s) must be claimed prior the event cut off time if ticket(s) are un-	vent a reminder email eminder <b>*</b> ] prior to tl or to the event start tin claimed.	is sent to you. This remin ne event start time. ne. An email reminder wil	der email is only sent if I be sent to the recipier	the recipien
Enter ar Optio Enter ar Email Define h hasn't ar Notify m Please I prior to 1	a New Contact mal Message n optional message for the transfer red l Reminder now many hours or days prior to the er coepted your offer. The if my ticket(s) are unclaimed <u>No re</u> Note: All ticket(s) must be claimed pri the event cut off time if ticket(s) are un Price	sipient. vent a reminder email eminder • prior to th or to the event start tin sclaimed.	is sent to you. This remin ne event start time. ne. An email reminder wil	der email is only sent if I be sent to the recipien	the recipien at 24 hours
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- After confirming the information is correct, click on the terms of use.
- Click the "complete transfer" button.

Please note: Once you transfer items from your online account, the original hard copy of tickets/parking will be deactivated.

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## **Frequently Asked Questions**

#### What if I print more than one copy of my ticket?

• You can print as many times as you wish. However, the most recent ticket printed will be the only one with a valid barcode. All other tickets will be deactivated.

#### What if my tickets are lost or stolen?

• Please contact customer service at 214-665-4289.

#### What are the benefits of using TicketFast®?

- It's convenient!
- TicketFast<sup>®</sup> allows you to get your tickets right away with no will call lines or mail delivery to wait for.
- Print them at your convenience using any standard ink-jet or laser printer.