

EXCHANGES: SINGLE GAME TICKETS & PASSES

Ticket Exchanges can be used as a corrective measure. For Single Tickets and Season Passes, there is no direct route for an exchange, but the same result can be achieved by voiding the tickets in the original order and then comping the tickets in a new order. This preserves the revenue received from the fan in the original event and allows a new ticket to be issued at no additional charge.

Here are a few examples of when to exchange tickets:

- If a fan purchases the wrong event
 - If a fan needs to change seats
 - Customer Service: Gives flexibility to accommodate fans with extenuating circumstances
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EXCHANGING A TICKET: GENERAL ADMISSION

- 1) Find and select the event with the original ticket purchase
- 2) Select **Order List**
- 3) Locate the order you would like the xchange and click **Order Details**

Event Details



Event Date 10/25/2024 7:00 PM
~10/25/2024 10:30 PM EDT

Event Type Ticketed Event

Venue HomeTown Super Complex

Seating Type General Admission

Seat Map None

Event Organizer
dadmin support@hometownticketing.com

Ticket Redemption Method:
Scan

Event Policy:
No Refunds Allowed.

Event Options
Edit Duplicate Delete

Box Office Tools
Order List Guest List Event Reports Start Check-In Create Order

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Order List

Export Order List Download E-mail List Bulk Resend Email

HomeTown vs Opponent- Filter by school- Filter by department- Show Product Orders?-

Search by name, e-mail, phone, last 4 of Credit Card, transaction ID Search

1-4 of 4 orders

Order #	Time	Name	E-mail	Phone	Sales Account	Status	
11570	05/13/2024 4:28 PM	HomeTown Fan	training@hometownticketing.com	3307036033	Default	Complete	Order Details
11569	05/13/2024 4:12 PM	HomeTown Fan	training@hometownticketing.com	3307036033	Default	Complete	Order Details
11568	05/13/2024 4:07 PM	HomeTown Fan	training@hometownticketing.com	3307036033	Default	Complete	Order Details
11567	05/13/2024 4:03 PM	HomeTown Fan	training@hometownticketing.com	1234567890	Default	Complete	Order Details

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EXCHANGING A TICKET: GENERAL ADMISSION

- 4) Void the Original Ticket(s)
 - If all of the tickets in the order need to be exchanged, click **Void Entire Order**
 - If specific tickets within the order need to be exchanged, click **Void Ticket** for each ticket to be exchanged
- 5) Return to the **Dashboard** and select the new event in which to exchange the ticket(s)
- 6) From the Event Details page, select **Create Order**

Box Office Tools

Order List Guest List Event Reports Start Check-In **Create Order**

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Order #11577

Return To Order List

Order #	11577
Time	05/14/2024 3:40:45 PM EDT
Customer	HomeTown Fan
Address	, OH
E-mail	training@hometownticketing.com Edit
Phone	(none) Edit
Payment Info	Comp: Box Office
Sales Account	Default
Transaction ID	
Status	Complete
Customer message	None

Items

Qty	Description	Unit Price	Total Price
1	Adult General Admission	\$0.00	\$0.00
1	Student General Admission	\$0.00	\$0.00
			Grand total \$0.00

No products listed for this order.

[Void entire order](#)

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Tickets

[Download all tickets](#) [Re-send receipt e-mail](#) [Send tickets by text](#)

Ticket ID	Description	First Name	Last Name	Phone	Actions
613100418460	HomeTown vs Opponent - Watroba Soccer HomeTown Super Complex 05/17/2024 8:00 AM EDT Adult General Admission	HomeTown Edit	Fan Edit	Edit	Void ticket
444517793175	HomeTown vs Opponent - Watroba Soccer HomeTown Super Complex 05/17/2024 8:00 AM EDT Student General Admission	HomeTown Edit	Fan Edit	Edit	Void ticket

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EXCHANGING A TICKET: GENERAL ADMISSION

- 7) Enter the **Contact Information** for the purchaser
- 8) Select **Comp Box Office** as payment method
- 9) Select the number of tickets
 - Note: If you are exchanging a Season Pass, you will be prompted to enter **Guest Details** for each ticket
- 10) Submit order by clicking **Create Order & Tickets**

Pro-Tip

Add a note to the Internal message/notes field as a reminder that the order is an exchange.

Create Order

event HomeTown vs Opponent - May 17, 2024 8:00 AM

Credit Card/Cash/Comp Quick Cash Entry

* marked fields are required to be filled in.

First name HomeTown

Last name Fan

E-mail address training@hometownticketing.com

Confirm E-mail address training@hometownticketing.com

Phone number

8 **Payment method *** Comp: Box Office

Promo Code

Payment Information

Your credit card information is transmitted over a secure connection and is not stored after the order is processed.

Internal message/notes

Order Options Send receipt & tickets to above e-mail address

General Admission Tickets

Event has general admission tickets. Select quantities to add to order.

Qty	Ticket Name
- 1 +	Adult General Admission : \$10.00
- 0 +	Student General Admission : \$0.00

10 Complimentary

Create Order & Tickets

EXCHANGING A TICKET: RESERVED SEAT

- 1) To exchange a ticket on a Reserved seating event, follow the steps on Slides 2-3 and then return to the original event.
- 2) From the Event Details page, select **Create Order**
- 3) Enter the **Contact Information** for the purchaser
- 4) Select **Comp Box Office** as payment method

Box Office Tools

[Order List](#)[Guest List](#)[Event Reports](#)[Start Check-In](#)[Create Order](#) 2

Create Order

event HomeTown vs Opponent - May 17, 2024 8:00 AM

[Credit Card/Cash/Comp](#) [Quick Cash Entry](#)

* marked fields are required to be filled in.

First name

Last name

E-mail address

Confirm E-mail address

Phone number

4 **Payment method ***

Promo Code

Payment Information

Your credit card information is transmitted over a secure connection and is not stored after the order is processed.

Internal message/notes

Order Options Send receipt & tickets to above e-mail address

General Admission Tickets

Event has general admission tickets. Select quantities to add to order.

Qty	Ticket Name
<input type="text" value="1"/>	Adult General Admission : \$10.00
<input type="text" value="0"/>	Student General Admission : \$0.00

Complimentary

[Create Order & Tickets](#)

EXCHANGING A TICKET: RESERVED SEAT

- 5) Select the new seats on the seat map
 - Note: If you are exchanging a season pass, you will be prompted to enter *Guest Details* for each ticket

- 6) Submit order by clicking *Create Order & Tickets*

