

Account Manager: Exchange Package Tickets

From Account Manager, under the My Invoice section, locate the correct Order and Click **Exchange**.

My Invoices			
Order ID	Item	Amount	Actions
254074812	Total Invoice Amount	\$207.10	Past Invoices
	Amount Paid To Date	\$0.00	Payment History
	Overdue Amount	\$0.00	
	Next Payment Amount	\$207.10	Pay Now
254074985	Total Invoice Amount	\$800.00	Past Invoices
	Amount Paid To Date	\$0.00	Payment History
	Overdue Amount	\$0.00	
	Next Payment Amount	\$800.00	Pay Now Exchange

1. Select the **Package Tickets** to exchange.
2. Click **Continue**.

Choose What Tickets To Exchange							
The following tickets are available for exchange. Select Tickets to exchange.							
1	<input checked="" type="checkbox"/>	Package	Venue	Section/Row/Seat	Price Code	Ticket Price	Ticket Fee
	<input checked="" type="checkbox"/>	2023 Season Package	Training #3	ORCH_C-A-306	Package Adult	\$400.00	\$0.00
	<input checked="" type="checkbox"/>	2023 Season Package	Training #3	ORCH_C-A-305	Package Adult	\$400.00	\$0.00
	Continue 2						

1. Review the **Tickets you've selected to exchange**.
2. Click green **Get Tickets** button on the package you wish to select (same or different).

← Select Different Tickets

Choose Your New Event

BROADWAY RICHMOND	BROADWAY RICHMOND	BROADWAY RICHMOND	BROADWAY RICHMOND	BROADWAY RICHMOND	BROADWAY RICHMOND	BROADWAY RICHMOND	BROADWAY RICHMOND
2023 - 2024 Broadway in Richmond: Thurs Series, 6 Shows Oct 12, 2023 7:30 PM	2023 - 2024 Broadway in Richmond: Sat Mat Series, 6 Shows Oct 14, 2023 2:00 PM	2023 - 2024 Broadway in Richmond: Sun Eve Series, 6 Shows Oct 15, 2023 6:30 PM	2023 - 2024 Broadway in Richmond: Tues Series, 6 Shows Oct 17, 2023 7:30 PM	2023 - 2024 Broadway in Richmond: Wed Series, 6 Shows Oct 11, 2023 7:30 PM	2023 - 2024 Broadway in Richmond: Fri Series, 6 Shows Oct 13, 2023 8:00 PM	2023 - 2024 Broadway in Richmond: Sun Mat Series, 6 Shows Oct 15, 2023 1:00 PM	2023 - 2024 Broadway in Richmond: Sat Eve Series, 6 Shows Oct 14, 2023 8:00 PM
Get Tickets	Get Tickets	Get Tickets	Get Tickets	Get Tickets	Get Tickets	Get Tickets	Get Tickets

1. Click to **View Seating Chart** (only if you need to see the chart).
2. **All performances within the Package** display.
3. Choose your **Seat Selection Method** (Seating Chart is recommended, not shown here).
4. Choose the **Section to exchange to** (not visible on Seating Chart method).
5. Select the **Number of Tickets by Price Code** (not visible on Seating Chart method).
6. Click **Add Tickets**.

[← Select Different Event](#)

- You have chosen to exchange (2) tickets for a total of \$800.00
 - 2023 Season Package, ORCH_C•A•306, Package Adult, \$400.00
 - 2023 Season Package, ORCH_C•A•305, Package Adult, \$400.00

2023 Season Package

[Visit the Training #3 venue](#) [View Seating Chart](#) **1**

Aladdin
Friday, May 5, 2023 **2**
8:00 PM

Lion King
Friday, June 9, 2023
8:00 PM

Mean Girls
Friday, July 14, 2023
8:00 PM

Wicked
Saturday, September 9, 2023
8:00 PM

Tickets for this event

Section Price Level Best Available **3**

Section *
Note: Tickets may not be available in all price levels and sections. **4**

Number of Packages *
Limit 10 per order. **5**

Package Adult : \$100.00-\$400.00 *

Package Child : \$125.00-\$200.00 *

* Does not include convenience or handling fees.

6

Add Tickets

Shopping Cart

1. **Package Name.**
2. **Venue.**
3. **Seat:** New Package Ticket information.
4. **Price:** Package Ticket Price.
5. **Subtotal:** Package Ticket Subtotal.
6. Click to **Remove** any one ticket.
7. Click to **Clear Shopping Cart.**
8. **Cart Summary:** Total
9. Click to **Exchange.**

[← Select Different Event](#)

- You have chosen to exchange (2) tickets for a total of \$800.00
 2023 Season Package, ORCH_C•A•306, Package Adult, \$400.00
 2023 Season Package, ORCH_C•A•305, Package Adult, \$400.00

⌚ 09:42 Please complete your purchase by the time shown or your tickets and items in your cart will be released for others to purchase.

Shopping Cart

1 Package	2 Venue	3 Seat	4 Price	5 Subtotal
2023 Season Package May 5, 2023 8:00 PM Package Adult Remove 6	Training #3	Section: ORCH_D Row: U Seat: 401 Orchestra Left	\$300.00	\$300.00
2023 Season Package May 5, 2023 8:00 PM Package Adult Remove	Training #3	Section: ORCH_D Row: U Seat: 402 Orchestra Left	\$300.00	\$300.00

[Clear Shopping Cart](#) 7

Cart Summary

Total: **\$600.00** 8

[Exchange](#) 9

Ticket Exchange Confirmation

1. Order Number.
2. New Tickets.
3. Voided Tickets.

Ticket(s) exchanged successfully.

Order Number: [254074985](#) 1

New Ticket(s) 2

Package	Venue	Section/Row/Seat	Price Code	Ticket Price	Ticket Fee
2023 Season Package	Training #3	ORCH_D•U•401	X-Package Adult	\$75.00	\$0.00
2023 Season Package	Training #3	ORCH_D•U•402	X-Package Adult	\$75.00	\$0.00

Voided Ticket(s) 3

Package	Venue	Section/Row/Seat	Price Code	Ticket Price	Ticket Fee
2023 Season Package	Training #3	ORCH_C•A•306	Package Adult	\$100.00	\$0.00
2023 Season Package	Training #3	ORCH_C•A•305	Package Adult	\$100.00	\$0.00

If you click the Order ID:

1. **Details for Order** display.
2. Click to **Request Change**.
3. Click to **Exchange**.
4. **Original Tickets Voided**.
5. **New Tickets in Reserve Status**.

Details for Order: 254074985 **1**

[View All Orders](#)

Customer User Name:	leah@etix.com	Confirmation Code:	83856655
Organization:	Training	Balance:	\$600.00 Transaction History
Customer Name:	Leah Finch	Total:	\$600.00
Address1:	909 Aviation Pky	Order Fee:	\$0.00
Address2:		Delivery Fee:	\$0.00
City, State/Province:	Morrisville, NC 27560	Delivery Method:	Print at Box Office
Country/Territory:	United States	Last Printed Time:	
Passcode or Member Code:		Order Date:	December 16, 2021 10:37:26 AM EST

Order Tickets:

[Request Change](#) [Exchange](#)

Status 4	Package	Performance	Venue	Section/Row/Seat	Price Code	Total
VOID (Exchanged)	2023 Season Package	Aladdin (May 5, 2023 8:00 PM)	Training #3	ORCH_C•A•306	Package Adult	\$400.00
VOID (Exchanged)	2023 Season Package	Lion King (Jun 9, 2023 8:00 PM)	Training #3	ORCH_C•A•306	Package Adult	
VOID (Exchanged)	2023 Season Package	Mean Girls (Jul 14, 2023 8:00 PM)	Training #3	ORCH_C•A•306	Package Adult	
VOID (Exchanged)	2023 Season Package	Wicked (Sep 9, 2023 8:00 PM)	Training #3	ORCH_C•A•306	Package Adult	
VOID (Exchanged)	2023 Season Package	Aladdin (May 5, 2023 8:00 PM)	Training #3	ORCH_C•A•305	Package Adult	\$400.00
VOID (Exchanged)	2023 Season Package	Lion King (Jun 9, 2023 8:00 PM)	Training #3	ORCH_C•A•305	Package Adult	
VOID (Exchanged)	2023 Season Package	Mean Girls (Jul 14, 2023 8:00 PM)	Training #3	ORCH_C•A•305	Package Adult	
VOID (Exchanged)	2023 Season Package	Wicked (Sep 9, 2023 8:00 PM)	Training #3	ORCH_C•A•305	Package Adult	
RESERVED 5	2023 Season Package	Aladdin (May 5, 2023 8:00 PM)	Training #3	ORCH_D•U•401	X-Package Adult	\$300.00
RESERVED	2023 Season Package	Lion King (Jun 9, 2023 8:00 PM)	Training #3	ORCH_D•U•401	X-Package Adult	
RESERVED	2023 Season Package	Mean Girls (Jul 14, 2023 8:00 PM)	Training #3	ORCH_D•U•401	X-Package Adult	
RESERVED	2023 Season Package	Wicked (Sep 9, 2023 8:00 PM)	Training #3	ORCH_D•U•401	X-Package Adult	
RESERVED	2023 Season Package	Aladdin (May 5, 2023 8:00 PM)	Training #3	ORCH_D•U•402	X-Package Adult	\$300.00
RESERVED	2023 Season Package	Lion King (Jun 9, 2023 8:00 PM)	Training #3	ORCH_D•U•402	X-Package Adult	
RESERVED	2023 Season Package	Mean Girls (Jul 14, 2023 8:00 PM)	Training #3	ORCH_D•U•402	X-Package Adult	
RESERVED	2023 Season Package	Wicked (Sep 9, 2023 8:00 PM)	Training #3	ORCH_D•U•402	X-Package Adult	