

## Account Manager: Exchange Package Tickets

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

Order ID	Item	Amount	Actions
254074812	Total Invoice Amount	\$207.10	<a href="#">Past Invoices</a>
	Amount Paid To Date	\$0.00	<a href="#">Payment History</a>
	Overdue Amount	\$0.00	
	Next Payment Amount	\$207.10	<a href="#">Pay Now</a>
254074985	Total Invoice Amount	\$800.00	<a href="#">Past Invoices</a>
	Amount Paid To Date	\$0.00	<a href="#">Payment History</a>
	Overdue Amount	\$0.00	
	Next Payment Amount	\$800.00	<a href="#">Pay Now</a> <a href="#">Exchange</a>

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.

<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](#)


1. Review the **Tickets you've selected to exchange**.
2. Click **Get Tickets**.

← Select Different Tickets

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

### Choose Your New Tickets



2023 Season Package

May 5, 2023 8:00 PM

[Get Tickets](#)

1. Click to **View Seating Chart**.
2. **All performances within the Package** display.
3. Choose your **Seat Selection Method**.
4. Choose the **Section to exchange to**.
5. Select the **Number of Tickets by Price Code**.
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 \*** ORCH\_D=>X13 **4**  
Note: Tickets may not be available in all price levels and sections.

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

2 Package Adult : \$100.00-\$400.00 \*  
0 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 <a href="#">Remove</a> 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 <a href="#">Remove</a>	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](#)

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

Order Tickets:

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

Status <b>4</b>	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 <b>5</b>	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	