

## Account Manager: Request Change

From the Account Overview page, scroll down to **My Orders**. Select the **Order ID** needing the change.

Order ID	Date	Item	Qty	Total
232274065	Nov 19, 2021 8:00 PM	The Little Mermaid- DEMO PERFORMANCE ONLY	16	\$1,200.00
	Jun 17, 2022 8:00 PM	Lion King - DEMO PERFORMANCE ONLY		
	Jun 24, 2022 8:00 PM	Mean Girls - DEMO PERFORMANCE ONLY		
	Sep 9, 2022 8:00 PM	Wicked - DEMO PERFORMANCE ONLY		
	Nov 19, 2021 8:00 PM	The Little Mermaid- DEMO PERFORMANCE ONLY		

Click **Request Change**.

Status	Package	Performance	Venue	Section/Row/Seat	Price Code	Total
<input type="checkbox"/>	RESERVED	Reopening Friday Package	The Little Mermaid- DEMO PERFORMANCE ONLY (Nov 19, 2021 8:00 PM)	Etix University PAC	ORCH_C-O-301	Reopening Package \$300.00
<input type="checkbox"/>	RESERVED	Reopening Friday Package	Lion King - DEMO PERFORMANCE ONLY (Jun 17, 2022 8:00 PM)	Etix University PAC	ORCH_C-O-301	Reopening Package
<input type="checkbox"/>	RESERVED	Reopening Friday Package	Mean Girls - DEMO PERFORMANCE ONLY (Jun 24, 2022 8:00 PM)	Etix University PAC	ORCH_C-O-301	Reopening Package
<input type="checkbox"/>	RESERVED	Reopening Friday Package	Wicked - DEMO PERFORMANCE ONLY (Sep 9, 2022 8:00 PM)	Etix University PAC	ORCH_C-O-301	Reopening Package

1. Select the **Package Name**.
2. Select the **Request Type** which informs the venue of the type of change the customer is requesting. If more than one type applies, the customer can add multiple notes. The request type options include Change Date/Time, Upgrade Seat Location, Downgrade Seat Location, Add Seat(s) to Subscription, Remove Seat(s) from Subscription, Request ADA Seats, Release ADA Seat, Other.
3. Input the **additional required information**. These fields change based on the Request Type.
4. Input **Request Details**. *For Example, if the customer selects "Upgrade Seat Location" as the note type, they could input more details surrounding the Request Details such as "Last season my seats were located in the Rear Orchestra (Price Level 6). This season I would like to move to the Front Orchestra (Price Level 4)."*
5. Click **Submit Request**.

Overview **My Tickets** ▾ Browse Events Help Account ▾ Make a Payment

## Change Request

Package \* **1**

Request Type \* **2**

Number of Seats to Add \* **3**

Ticket exchange request details display here.

Request Details \* **4**

**5**

A green message appears at the top of the page confirming the request was successfully submitted. Submit additional requests as needed or go back to the home page.

Your request has been successfully submitted. [Return to Order Details](#)

### **Tips for Request Details**

When filling in the request details box, the customer should add enough specifics so the subscription office staff knows what to do if better seats are not available.