

# Customer View

From the [Account Manager portal](#), 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 | <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.

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 **Get Tickets**.

← Select Different Tickets

- You have chosen to exchange (2) tickets for a total of \$800.00 **1**
  - 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

**2**

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

8:00 PM

**2**

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.

ORCH\_D=>X13

**4**

**Number of Packages \***

Limit 10 per order.

2

Package Adult : \$100.00~\$400.00 \*

**5**

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<br>Package                                                                            | 2<br>Venue  | 3<br>Seat                                                | 4<br>Price | 5<br>Subtotal |
|-----------------------------------------------------------------------------------------|-------------|----------------------------------------------------------|------------|---------------|
| 2023 Season Package<br>May 5, 2023 8:00 PM<br>Package Adult<br><a href="#">Remove</a> 6 | Training #3 | Section: ORCH_D<br>Row: U<br>Seat: 401<br>Orchestra Left | \$300.00   | \$300.00      |
| 2023 Season Package<br>May 5, 2023 8:00 PM<br>Package Adult<br><a href="#">Remove</a>   | Training #3 | Section: ORCH_D<br>Row: U<br>Seat: 402<br>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:

2 [Request Change](#)

3 [Exchange](#)

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

|          |                     |                                      |             |              |                 |          |
|----------|---------------------|--------------------------------------|-------------|--------------|-----------------|----------|
| RESERVED | 2023 Season Package | Mean Girls<br>(Jul 14, 2023 8:00 PM) | Training #3 | ORCH_D•U•401 | X-Package Adult |          |
| RESERVED | 2023 Season Package | Wicked<br>(Sep 9, 2023 8:00 PM)      | Training #3 | ORCH_D•U•401 | X-Package Adult |          |
| RESERVED | 2023 Season Package | Aladdin<br>(May 5, 2023 8:00 PM)     | Training #3 | ORCH_D•U•402 | X-Package Adult | \$300.00 |
| RESERVED | 2023 Season Package | Lion King<br>(Jun 9, 2023 8:00 PM)   | Training #3 | ORCH_D•U•402 | X-Package Adult |          |
| RESERVED | 2023 Season Package | Mean Girls<br>(Jul 14, 2023 8:00 PM) | Training #3 | ORCH_D•U•402 | X-Package Adult |          |
| RESERVED | 2023 Season Package | Wicked<br>(Sep 9, 2023 8:00 PM)      | Training #3 | ORCH_D•U•402 | X-Package Adult |          |

## Venue Notification

The Venue will receive an email notification regarding the Exchange including:

- 1 The Order for which the exchange took place.
- 2 Voided Tickets.
- 3 New Tickets.





Leah Finch exchanged tickets on order 258576123.

Voided Ticket(s)

| 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     |

New Ticket(s)

| Package             | Venue       | Section/Row/Seat | Price Code      | Ticket Price | Ticket Fee |
|---------------------|-------------|------------------|-----------------|--------------|------------|
| 2023 Season Package | Training #3 | GT_D•A•412       | X-Package Adult | \$100.00     | \$0.00     |
| 2023 Season Package | Training #3 | GT_D•A•411       | X-Package Adult | \$100.00     | \$0.00     |

Follow us on:



Phone: 1-800-514-3849

Address: 909 Aviation Pkwy #900, Morrisville, NC 27560

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HOW DID WE DO?



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