

# TICKET EXCHANGE USER GUIDE



# STEP 1.

## 1. Log into [My Account](#)

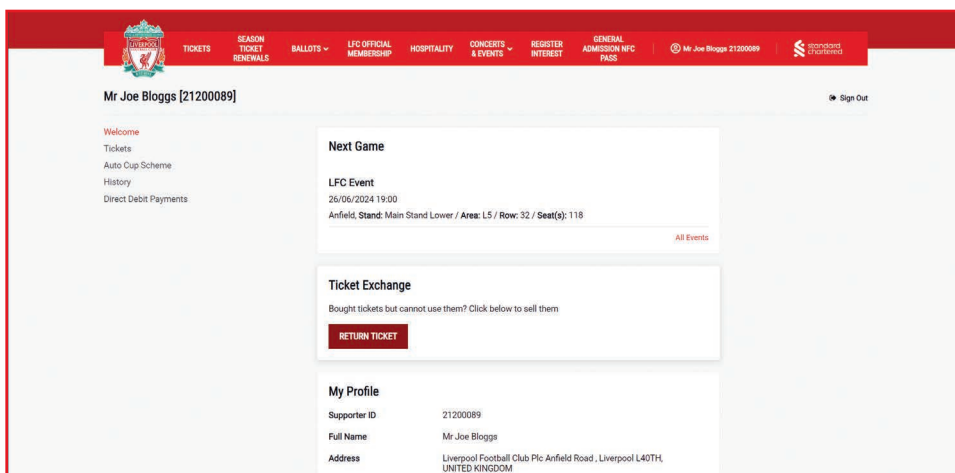
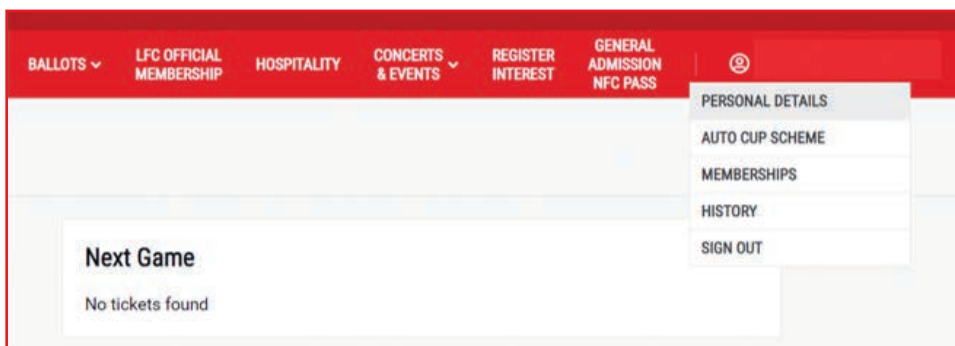
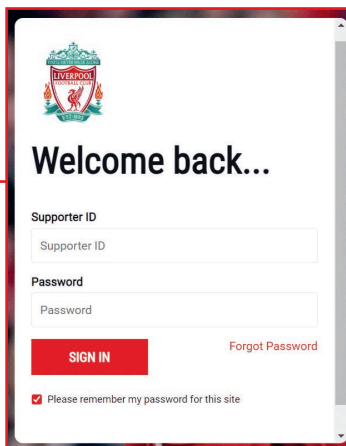
To log in to your account, you will need a **supporter ID** number which can be found on your booking confirmation.

If you have forgotten **your password**, please click on the 'Forgot Password' link within the login box. You will then be sent an email detailing how to reset your password.

## 2. Select 'PERSONAL DETAILS' on the 'MY ACCOUNT' drop down menu in the top right of the screen.

Please note: If you are using your mobile phone, click the image in the top right corner of the screen to go to 'MY ACCOUNT', then select the tickets tab.

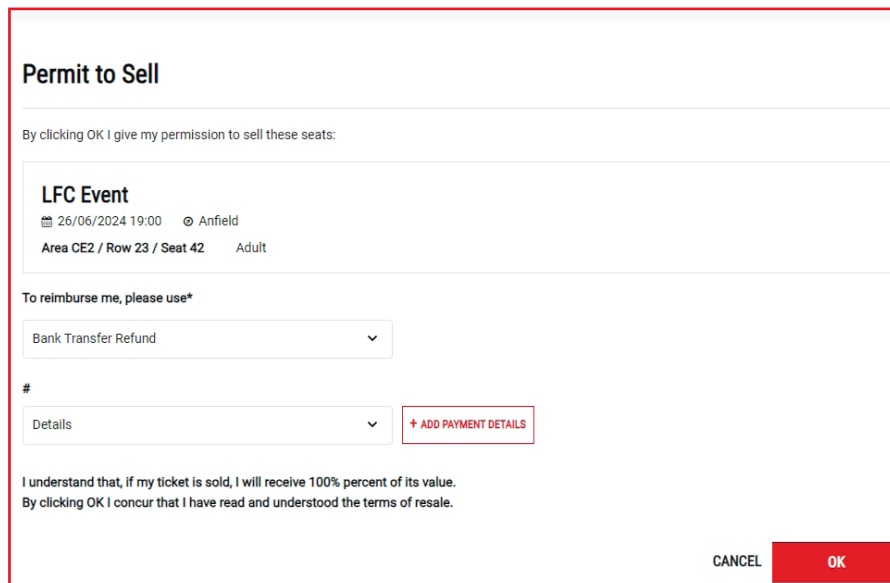
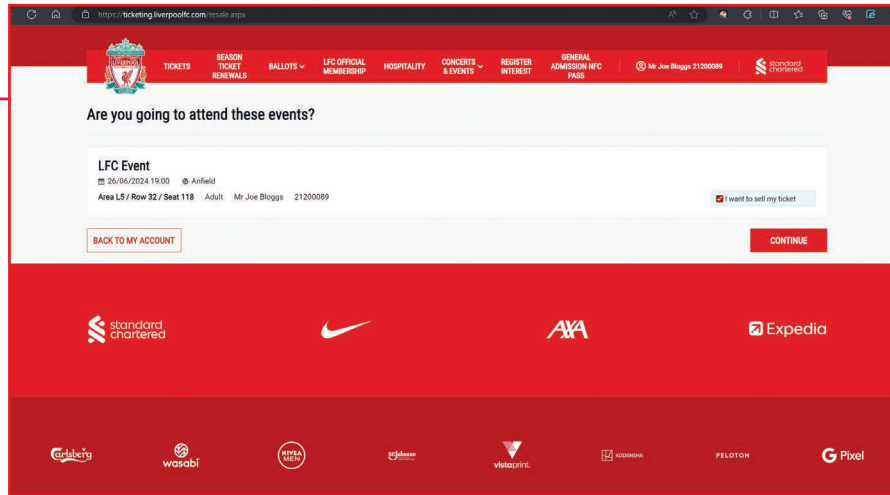
## 3. Click 'TICKET EXCHANGE – Return Ticket'



# STEP 2.

Details of your booking(s) will appear:

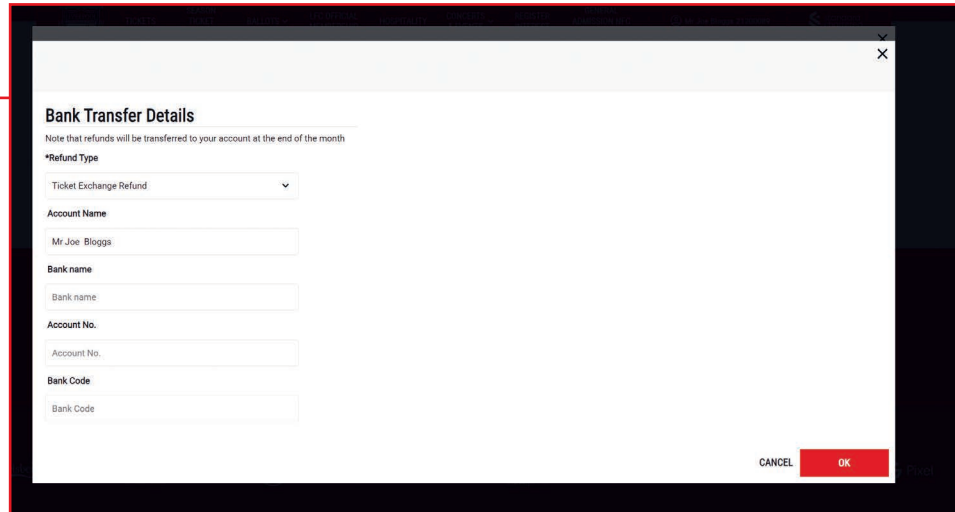
1. Select the ticket(s) you want to sell, then click continue.
2. Choose **Bank Transfer Refund** from the reimbursement options, then click OK.



## STEP 3.

Details of your booking(s) will appear:

1. If you choose **Bank Transfer Refund**, add your bank details.
2. Note that refunds will be transferred to your account within 10 working days of the event.



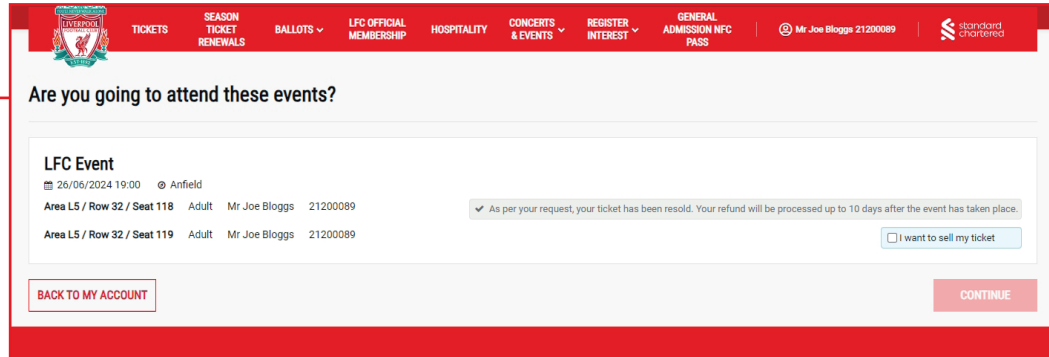
The screenshot shows a modal window titled "Bank Transfer Details" with a close button (X) in the top right corner. Below the title is a note: "Note that refunds will be transferred to your account at the end of the month". The form contains the following fields:

- \*Refund Type**: A dropdown menu with "Ticket Exchange Refund" selected.
- Account Name**: A text input field containing "Mr. Joe Bloggs".
- Bank name**: A text input field with the placeholder "Bank name:".
- Account No.**: A text input field with the placeholder "Account No.".
- Bank Code**: A text input field with the placeholder "Bank Code".

At the bottom right of the form, there are two buttons: "CANCEL" and "OK".

## STEP 4.

1. Ticket(s) will now be up for sale. You can cancel your request at any time if your ticket(s) have not sold yet.
2. Once your ticket(s) have been resold you will receive a notification. Please note you will no longer be able to cancel your request once your ticket(s) have been resold.
3. A refund will be processed and once completed you will receive a further notification.



The screenshot shows the Liverpool FC website's ticket exchange interface. At the top, there is a navigation menu with options: TICKETS, SEASON TICKET RENEWALS, BALLOTS, LFC OFFICIAL MEMBERSHIP, HOSPITALITY, CONCERTS & EVENTS, REGISTER INTEREST, and GENERAL ADMISSION NFC PASS. The user's name, Mr Joe Bloggs 21200089, and the Standard Chartered logo are also visible.

The main heading is "Are you going to attend these events?". Below this, there is a section for "LFC Event" with the following details:

- Date: 26/06/2024 19:00
- Venue: Anfield
- Area L5 / Row 32 / Seat 118 - Adult - Mr Joe Bloggs - 21200089
- Area L5 / Row 32 / Seat 119 - Adult - Mr Joe Bloggs - 21200089

A notification message states: "As per your request, your ticket has been resold. Your refund will be processed up to 10 days after the event has taken place." Below this message is a checkbox labeled "I want to sell my ticket".

At the bottom of the event details, there are two buttons: "BACK TO MY ACCOUNT" and "CONTINUE".