

Dear group leader,

Thank you for requesting tickets through the Phoenix Mercury community ticket program. We have created a Mercury digital ticket account for you and your organization using the info you submitted on the request form. You should have received an email with instructions on how to log into your account. We have also added an undated voucher event onto your account which you will be able to exchange towards tickets using the steps below. Then once you have selected your seating locations, it will be up to you to transfer the tickets to your group members who will be attending the games. We highly recommend managing these tickets as soon as you get them to ensure you receive the best seating locations and to alleviate confusion day of game. It will make it much harder if you show up to the arena and have not transferred the tickets yet. Because you will be transferring the tickets digitally it is important when making ticket arrangements you collect their email address and phone numbers. If you do not have contact information for each recipient, they will need to arrive to the game with someone else who is eligible to receive the ticket transfer.

If you have any questions throughout the process, please reach out to Josh McCann at jmccann@suns.com or 602-379-7948.

Thanks again and go Mercury!

1. Go to <https://am.ticketmaster.com/mercury/> and sign in using the email address you provided when you requested tickets. Your vouchers will be added to the account that matches that email.
 - * If it is your first-time logging into our ticketing system, click **Forgot Password** to create one.
 - * If you get an error that your Ticketmaster account does not exist, simply click the button that says create account. This will allow our Mercury Database to sync up to a Ticketmaster account.

Sign In to Phoenix Mercury
Powered by *ticketmaster*

Important Account Update
You can now use the same email and password for both your Phoenix Mercury ticket account and your Ticketmaster account.
Phoenix Mercury ticket holder? Use your existing email to sign in and update your password if prompted.
New here? Use your Ticketmaster email and password.
[Learn More](#)

Email Address
sunscommunity@suns.com

Password
..... SHOW

Remember Email [Forgot Password?](#)

By continuing past this page, you agree to the [Terms of Use](#) and understand that information will be used as described in both the [Ticketmaster Privacy Policy](#) and [Phoenix Mercury Privacy Policy](#).

New to Ticketmaster? [Sign Up](#) [Sign In](#)

Reset Ticketmaster Password

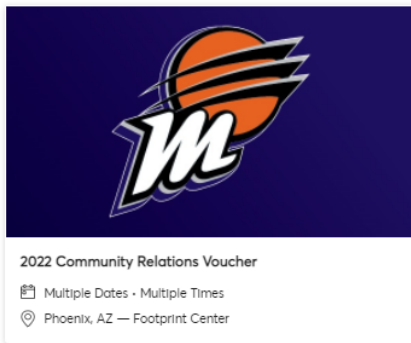
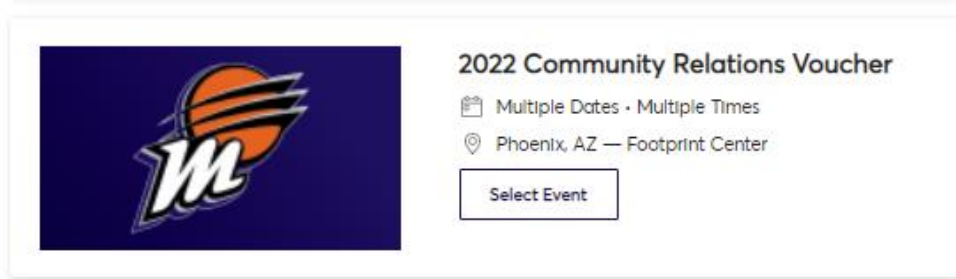
Need a new password? Let's get you a new one. Enter your email below to continue.


Email Not Found
Sorry, we don't see a Ticketmaster account with that email. Please double-check your entry and try again. Don't have an account? [Sign Up](#)

Email Address
Test@Mercury.com



[Back to Sign In](#) [Next](#)






2. Under **My Events** select the “2022 Community Relations Voucher” event then select **Exchange** on the next page.



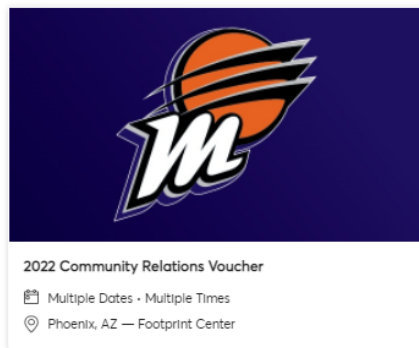
 **Your Phone Is Your Ticket**
For the fastest way in, add your ticket to your digital wallet.

My Tickets

 TRANSFER  EXCHANGE

| | |
|--|---|
|  Sec GA, General Admission | > |
|  Sec GA, General Admission | > |
|  Sec GA, General Admission | > |
|  Sec GA, General Admission | > |
|  Sec GA, General Admission | > |

3. Select how many vouchers you would like to redeem and click **Continue**.



Exchange Tickets

Select the tickets for this event that you would like to exchange. Once selected, click Next to view the available events

| |
|---|
| <input checked="" type="checkbox"/> Select All (10) |
| <input checked="" type="checkbox"/> Sec GA, General Admission |
| <input checked="" type="checkbox"/> Sec GA, General Admission |
| <input checked="" type="checkbox"/> Sec GA, General Admission |
| <input checked="" type="checkbox"/> Sec GA, General Admission |
| <input checked="" type="checkbox"/> Sec GA, General Admission |
| <input checked="" type="checkbox"/> Sec GA, General Admission |
| <input checked="" type="checkbox"/> Sec GA, General Admission |
| <input checked="" type="checkbox"/> Sec GA, General Admission |
| <input type="checkbox"/> ... |

4. Select the upcoming event you would like to attend



Exchange Tickets

Listed below are the events you are eligible to exchange into. Select the event to continue to select your seats. To edit the tickets you are exchanging, click Edit.

Available Events Sort By: **Event Date** ▾

Las Vegas Aces vs. Phoenix Mercury Select Event

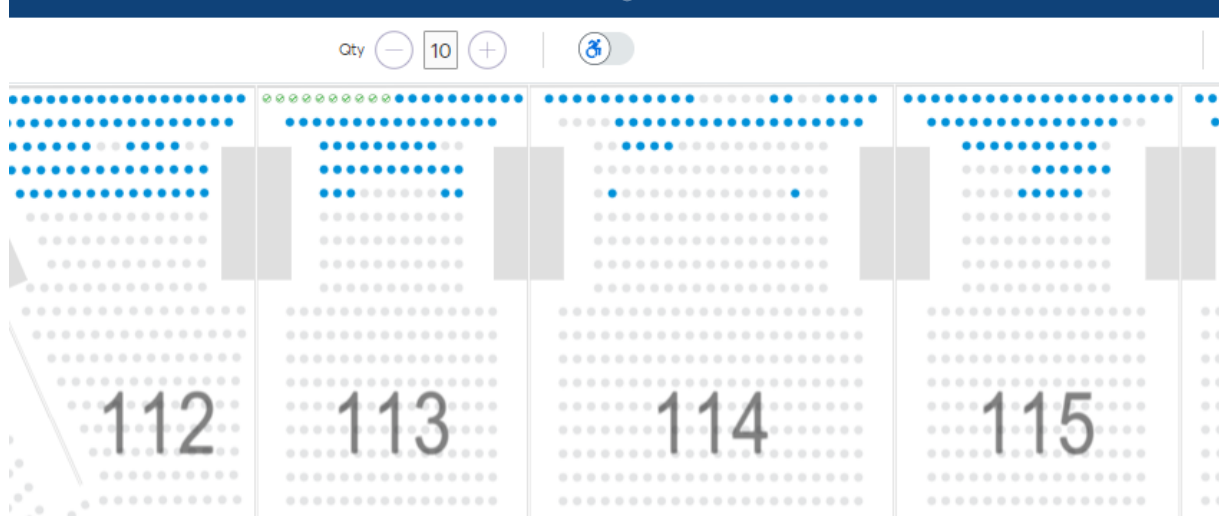
📅 Fri · May 06, 2022 · 07:00 PM

📍 Phoenix, AZ — Footprint Center

5. Select a section on the map to view available inventory. You may Increase or decrease the number of tickets that you are wanting to select by clicking the plus or minus icons.

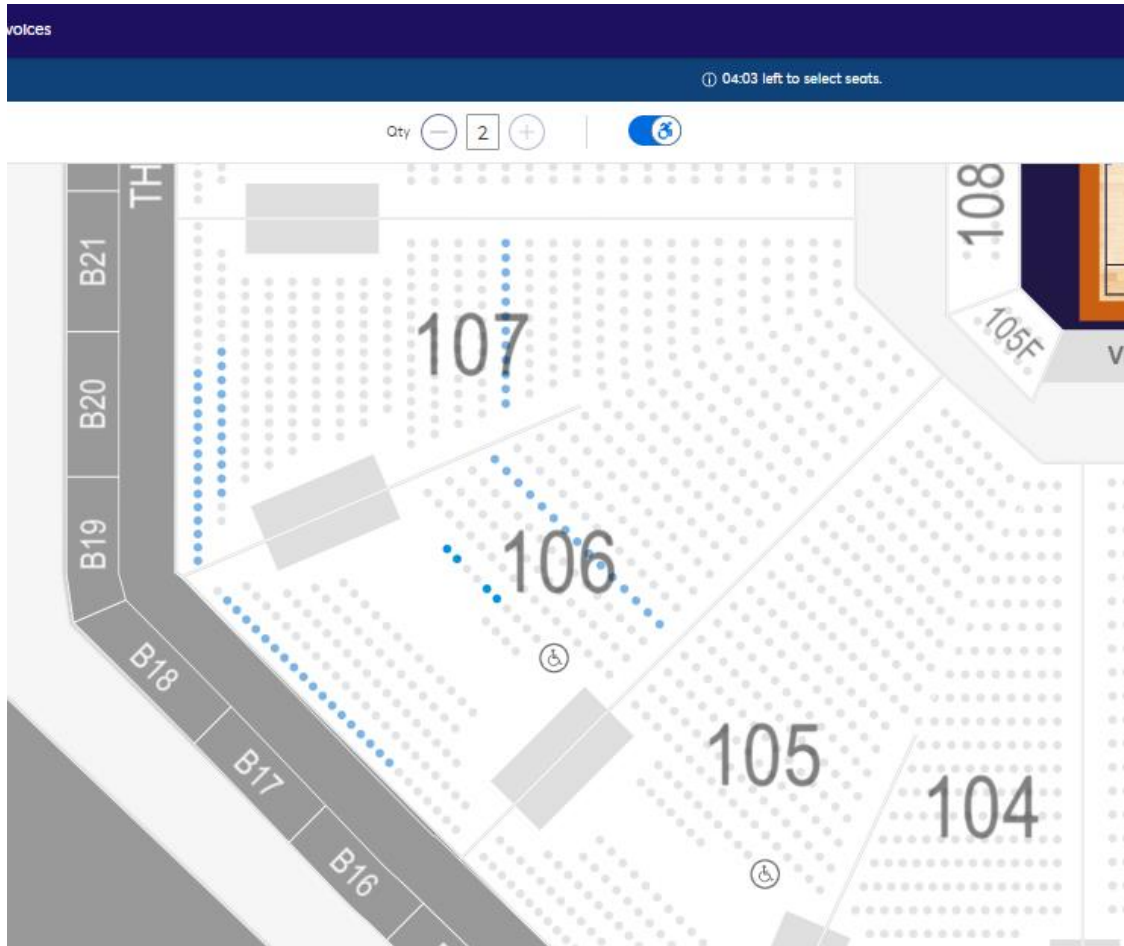


- 6. By clicking on your desired seat locations, the number of seats in the top corner will automatically be selected.
 - *If the quantity of tickets is greater than the number of available seats in a row, it will select one seat at a time.
 - * To select an entire row, set the quantity field at the top of your screen to match to the number of available seats in that row. By clicking the first seat, all consecutive available seats will all be added to your cart.
 - *The system will not allow you to select more than one row at a time.



*To select accessible seating, make sure to click on the ADA icon next to quantity.

If the tickets you are claiming are in the upper level, tickets are General Admission and accessible seating is available on a first come first served basis. Upon arrival to an ADA section, a guest relations staff member will issue a wristband to each guest sitting in that section. Once the bracelets are gone for that section, they will direct you to the next available ADA seating area.




7. Click the cart icon in the top right corner to checkout. Once you are done confirming the details of your exchange then click **Submit**.

Review the details of your exchange

Below is a final review of your exchange. Please review the ticket details of your exchanged event and new event as well as the cost summary. Once you review, click Submit.


New Event

 Las Vegas Aces vs. Phoenix Mercury
QTY: 10 Tickets
Fri - May 06, 2022 - 07:00 PM
Footprint Center

New Tickets

- Section 113, Row 28, Seat 1-10

Event selected for exchange

 22CRVOU
QTY: 10 Tickets

Tickets selected for exchange

- Sec GA, General Admission

Summary

| | |
|--------------------------------|---------------|
| Cost of New Seats: | \$0.00 |
| Section 113, Row 28, Seat 1-10 | \$0.00 |
| Applied Credits: | \$0.00 |
| Total cost of new seats: | \$0.00 |
| Applied Credits: | \$0.00 |
| Total Amount Due: | \$0.00 |

Note: Review your selections, your current seats won't be exchanged until you click submit.

Submit

8. Lastly click the box to **Accept Terms and Conditions** and select **Place Order**

Complete the checkout steps and submit your payment



Below are the steps you will need to complete in order to submit your payment. On the right rail, your summary will automatically update based on the options you select under each step. Once you complete each step, click "Submit".

Account Details

Manage your account details.

Address *

Address 2

City * State *

Postal Code * Country *

[Save](#)

Order Summary

\$0.00

I accept the Terms and Conditions

[Place Order](#)

Cart Items

1 Item Summary \$0.00

Las Vegas Aces vs. Phoenix Mercury TR
Section 113, Row 28, Seat 1-10
\$0.00

Total Value \$0.00

Delivery & Shipping

Las Vegas Aces vs. Phoenix Mercury: Mobile Hubla

Payments

Payment Not Required
Since your balance is \$0, you do not need to select a Payment Option or Payment Method. Click Submit below to complete your order.

9. Exchange Complete!

You have exchanged your tickets successfully!
A confirmation and receipt has been sent to your email kheber@suns.com.

[Go back to My Events](#)

Las Vegas Aces vs. Phoenix Mercury
Fri - May 06, 2022 - 07:00 PM

Exchanged Tickets

Section 113, Row 28, Seat 1-10
Exchanged: Apr 29, 2022

10. You will also receive an email confirmation with the details of the exchange.

The screenshot shows an email confirmation page from the Phoenix Suns. At the top, it says 'Account Number: 1649221' and 'My Account'. The main heading is 'Your Seat Exchange Is Complete'. Below that, it says 'Hi Kaitlyn, Here's a summary of your exchange.' There is a 'Manage Tickets' button. The 'Order Summary' section is divided into 'New Seats' and 'Previous Seats'.
New Seats:
Las Vegas Aces vs. Phoenix Mercury
Fri - May 06, 2022 - 07:00 PM
Footprint Center Phoenix, AZ
Section 113, Row 28, Seat 1-10 \$0.00
Qty: 10 Total: \$0.00
Previous Seats:
2022 Community Relations Voucher
Multiple Dates | Multiple Times
Footprint Center Phoenix, AZ
Sec 0A, [0A]
Sec 0A, [0A]
Sec 0A, [0A]
Sec 0A, [0A]
Sec 0A, [0A]
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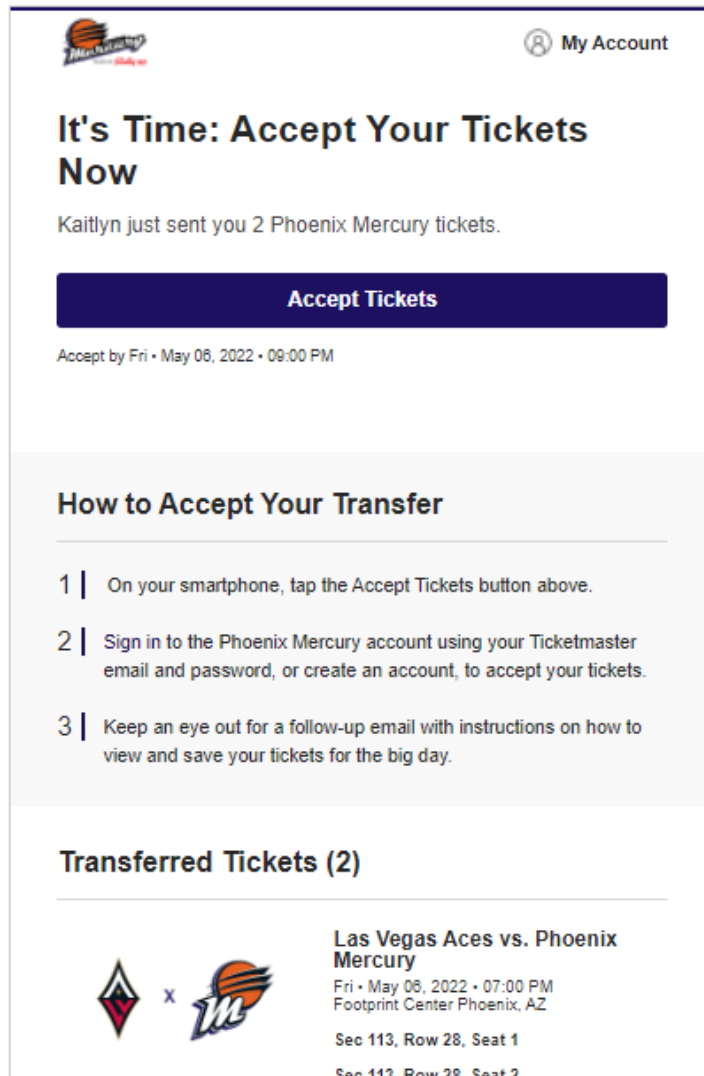
11. Once you are done selecting your seating locations, go back to the **My Events** tab to begin transferring tickets.

*As you begin to distribute tickets, you will be able to keep track of which tickets have been transferred, which tickets haven't been sent, and if an invite is still pending.

The ticket card features the logos of the Las Vegas Aces and Phoenix Mercury. Below the logos, it reads 'Las Vegas Aces vs. Phoenix Mercury', 'Fri - May 06, 2022 - 07:00 PM', and 'Phoenix, AZ — Footprint Center'.

The screenshot shows the 'My SafeTix™' interface. At the top, there is a purple banner that says 'Your Phone Is Your Ticket' and 'For the fastest way in, add your ticket to your digital wallet. (Heads up, this ticket won't have a barcode.)'. Below the banner are icons for 'TRANSFER', 'SELL', and 'MORE'. The main area contains a list of tickets with the following details:
- Sec 110, Row 27, Seat 22
- Sec 113, Row 28, Seat 1: Transfer Pending: Waiting on Scorch Mercury (SunsCommunity@suns.com) to claim. Cancel Transfer
- Sec 113, Row 28, Seat 2: Transfer Pending: Waiting on Scorch Mercury (SunsCommunity@suns.com) to claim. Cancel Transfer
- Sec 113, Row 28, Seat 3
- Sec 113, Row 28, Seat 4

Your guests will receive an email notifying them to accept the ticket transfer. They will need to click **Accept Tickets** and log into their personal Ticketmaster account. If the recipient does not already have a Mercury Ticketmaster account, they will be prompted to create one.



The screenshot shows a mobile email notification from Phoenix Mercury. At the top left is the Phoenix Mercury logo, and at the top right is a 'My Account' link with a person icon. The main heading is 'It's Time: Accept Your Tickets Now'. Below this, it says 'Kaitlyn just sent you 2 Phoenix Mercury tickets.' A large blue button with the text 'Accept Tickets' is centered. Underneath the button, it says 'Accept by Fri • May 06, 2022 • 09:00 PM'. The next section is titled 'How to Accept Your Transfer' and contains a three-step list: 1. On your smartphone, tap the Accept Tickets button above. 2. Sign in to the Phoenix Mercury account using your Ticketmaster email and password, or create an account, to accept your tickets. 3. Keep an eye out for a follow-up email with instructions on how to view and save your tickets for the big day. The final section is titled 'Transferred Tickets (2)' and features two ticket listings. Each listing includes the Las Vegas Aces and Phoenix Mercury logos, the game name 'Las Vegas Aces vs. Phoenix Mercury', the date and time 'Fri • May 06, 2022 • 07:00 PM', the venue 'Footprint Center Phoenix, AZ', and the specific seat information: 'Sec 113, Row 28, Seat 1' and 'Sec 113, Row 28, Seat 2'.

You may also reference and distribute the link below for our online mobile ticketing guide to your group members for quick instructions on how to send and receive ticket transfers and how to access your tickets on game day.

<https://mercury.wnba.com/mobile-ticketing-guide/>