



## Ticket Forwarding FAQ

### What is Ticket Forwarding?

This season ticket benefit allows Ducks fans to electronically send their tickets to another fan of their choosing. The recipient then gets an email notifying them of the forwarded ticket and instantly receives the tickets via print-at-home delivery. It's that easy! Your season tickets will never have to go unused again!



### How Do I Forward A Ticket?



- 1) Sign in to your online ticket account.
- 2) Once signed in, click "My Account" on the left side of the screen.
- 3) Select the "Ticket Forwarding" option.
- 4) Click the ticket forwarding link below the game you wish to forward.
- 5) Check each box for each individual seat you wish to forward and enter the recipient's contact information (case sensitive). You will be asked to confirm your request on the following page.
- 6) Then select if you or the recipient will be paying the \$5.00 charge. If you will be

paying the charge, add your credit card information. If the recipient will be paying the charge, simply select "Recipient" and then "Submit." Click the "Sign Out" button to complete the Forwarding.

7) Wait for the recipient to claim the tickets; they have up to 3 hours prior to kick off to accept the forwarded ticket. You will receive an email notice once the tickets are accepted, rejected, or unclaimed. Once the forwarded ticket is accepted, the season ticket holder should destroy the original tickets as their barcode has been deactivated.



### How Do I Accept a Forwarded Ticket?



- 1) Ticket forwarding recipients receive an email that includes a link to accept the forwarded ticket. The subject line of the email will read "Ticket Forwarding Invitation." Open your email program, find the email and click on the link.
- 2) Enter your email address in the appropriate field and click the "Accept" button.
- 3) Sign in to your ticket account using your email address and password, or click

the "register here" link if you have never used the online ticketing system.

4) There is a \$5.00 fee associated with ticket forwarding, if not paid by the sender. You will be required to pay this fee to proceed. If so, enter a valid credit card and click "Check Out".

5) You will then receive an email containing your forwarded ticket attached to it in the form of a "Print-At-Home" PDF document. Open the email and print out the ticket.



### When Can I Forward A Ticket?



Season ticket holders can forward a ticket up to 3 hours prior to kick off. The entire ticket forwarding (offer

and acceptance) must be completed 3 hours prior to kick off.



### Any Special Notes To Remember?



- 1) A ticket can only be forwarded one time. Forwarded tickets can not be forwarded again.
- 2) The free Adobe Reader version 4.0 or greater is required to open the forwarded ticket attachment.

3) The deadline to accept and complete forwarding tickets is 3 hours prior to kick off.

