

Exeter City Football Club

Online Ticketing Service Guide

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Introduction.

This guide will show you how to buy Exeter City tickets online. The system is mostly self-explanatory but the guide will take you, step by step, through the procedure you need to follow.

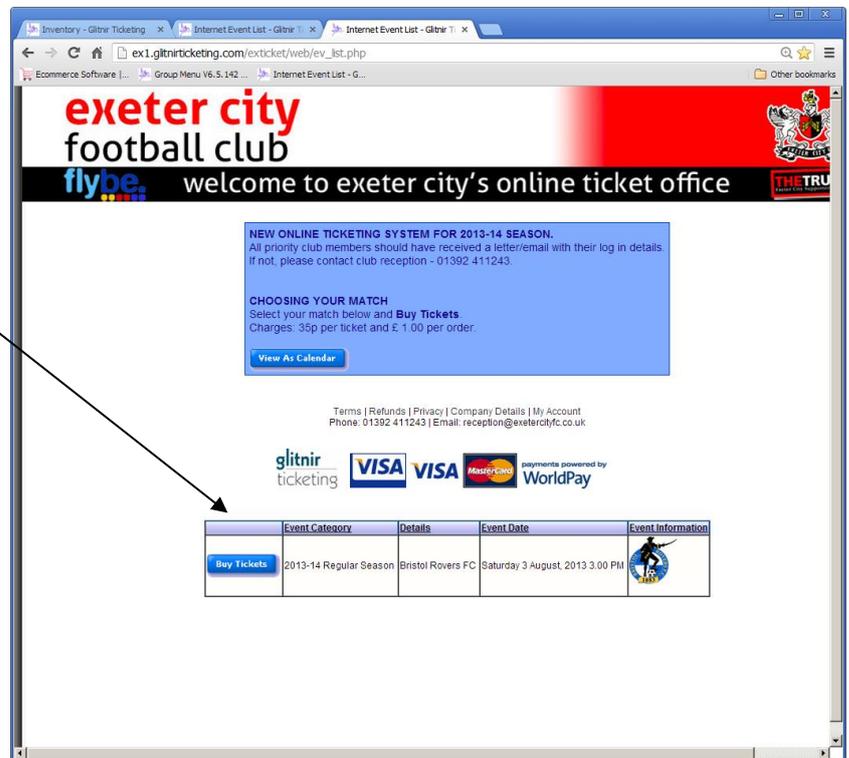
You can cancel your order and start again at any time so please feel free to explore the system to discover how to buy the various different tickets.

When you enter the system you will be taken to the game selection screen.

The game Selection Screen

This screen shows all the matches for which tickets are currently on sale.

You can choose the game you want to buy tickets for by clicking on it here:



If you prefer you can switch to a calendar view by clicking the tab marked in the blue box. Again you can click on the match you require tickets for.

Calendar View

The security screen to prevent automated routines and prevent ticket touting

You need to copy the letters shown, including capitals. This ensures that the site cannot be entered automatically by a remote computer.

Once you have done this you will be taken to the Stadium Map for the game you have selected.



The stadium map for the game selected –

Choose your stand and block by either

clicking the area on the stadium eg for Block L in the WTS here

or



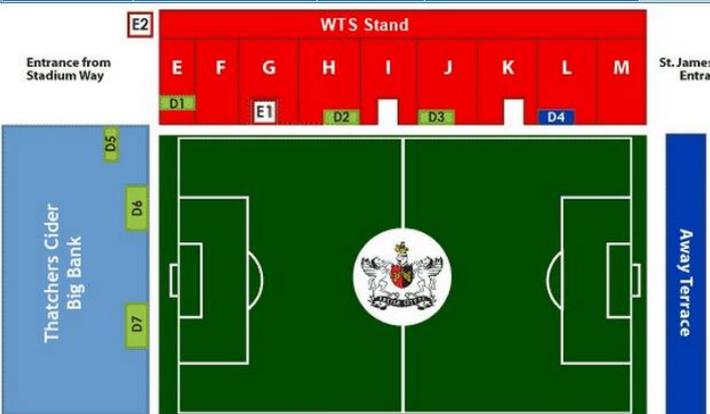
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CHOOSE YOUR SECTION
Ticket availability shown on the right.

Event	Details	Event Date	Event Information
Pick New Event	#01 09/08/2014 Portsmouth	Portsmouth FC	Saturday 9 August, 2014 3:00 PM



Available	
Section/Details	Count
WTS F	20+
WTS G	20+
WTS H	20+
WTS I	11
WTS J	20+
WTS K	20+
WTS L	20+
Stagecoach A	20+
Stagecoach B	20+
Stagecoach C	20+
Big Bank	20+
Big Bank - Designated Area 5	4
Big Bank - Designated Area 6	12
Big Bank - Designated Area 7	12
WTS - Designated Area 1	4
WTS - Designated Area 2	2
WTS - Designated Area 3	4

STAGECOACH

- E1 Black B/C Entrance
- E2 EXEC-100 Club Entrance
- E3 Black B Entrance
- E4 Black A Entrance

WTS Stand

- E1 Main Entrance
- E2 Wheelchair Entrance

DESIGNATED AREAS (Home)

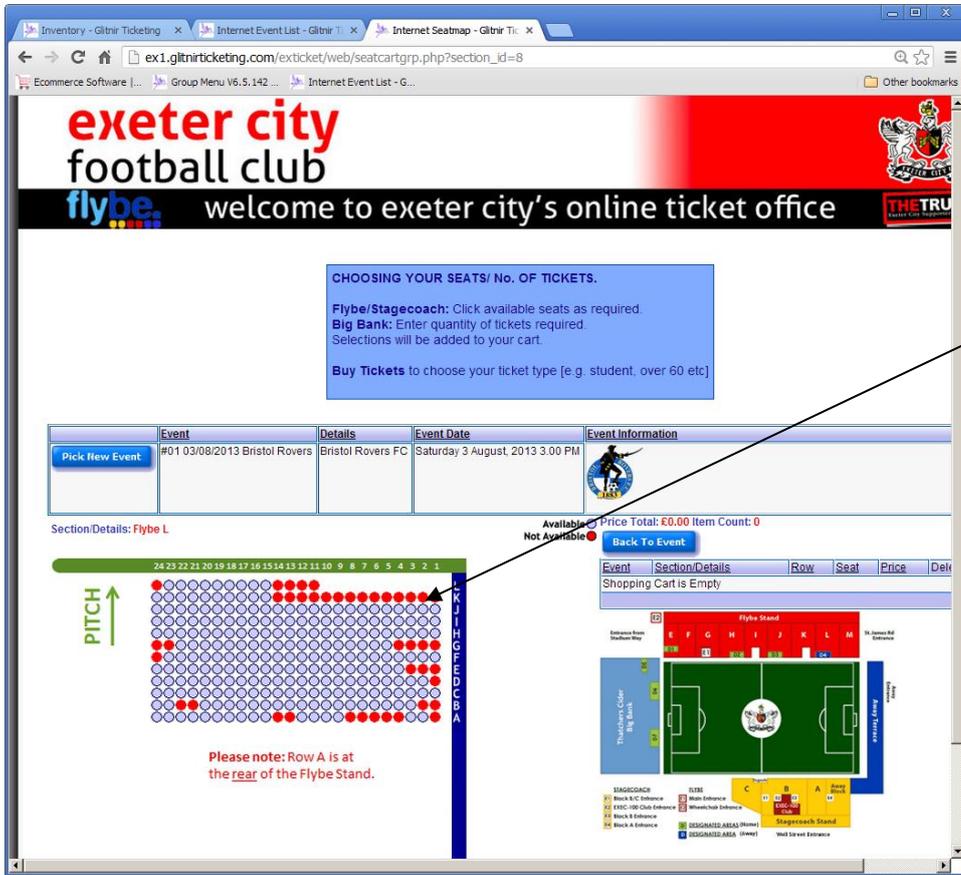
- D DESIGNATED AREA (Away)

Well Street Entrance

This block shows tickets available and also lets you select them if you wish.

Clicking the appropriate area or link will take you to the details for that section as either the seat map or the number of tickets from the standing area.

Choosing your seats



View of block chosen and all available seats.

The ones in BLUE are available while those RED in are sold.

Place your cursor over any seat and it will show the row and seat number

Choose the seat or seats required and they will be added to your 'shopping basket/cart' here

Once you have completed your selection you can either add more seats from other areas using the **Back to Event** button or proceed to the **next step** using the **buy ticket** button.



When you buy tickets you are given adult tickets by default. If the tickets you require are for over 60, under 18, student, under 12 or disabled supporters you can adjust the prices using the **discount/adjustment** dropdown box. This will show all the prices available for the match you have selected. Simply click on the ticket type you want (over

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CHOOSE YOUR TICKET TYPE.
"None" in Discount/Adjustment box refers to Adult price. Select other ticket types as required.
(For Group Portal Customers, your ticket types have been entered for you. To select other ticket types, click **Group Portal** below.
"Recalculate" and "Apply Promotion Codes" do not apply.)

Recalculate.
Apply Promotion Codes.
(if applicable)
Confirm Order.

Cart Back To Event Pick New Event Cancel

Info	Date/Time	Section/Details	Row	Seat	Sold	Discount/Adjustment
Portsmouth FC	Saturday 9 August, 2014 3:00 PM	WTS L	J	6	£24.00	None
Portsmouth FC	Saturday 9 August, 2014 3:00 PM	WTS L	J	4	£24.00	None
Portsmouth FC	Saturday 9 August, 2014 3:00 PM	WTS L	J	5	£24.00	None

Reset Item Count: 3 Sub Total: £72.00 Recalculate

Confirm Order

Promotion Code: Apply Promotion Code

Flexeter 10 Promo Code

Choose ticket types here.
Senior, Student, etc

sixty, under18 etc.) and the price will automatically be adjusted when you click the Recalculate button.

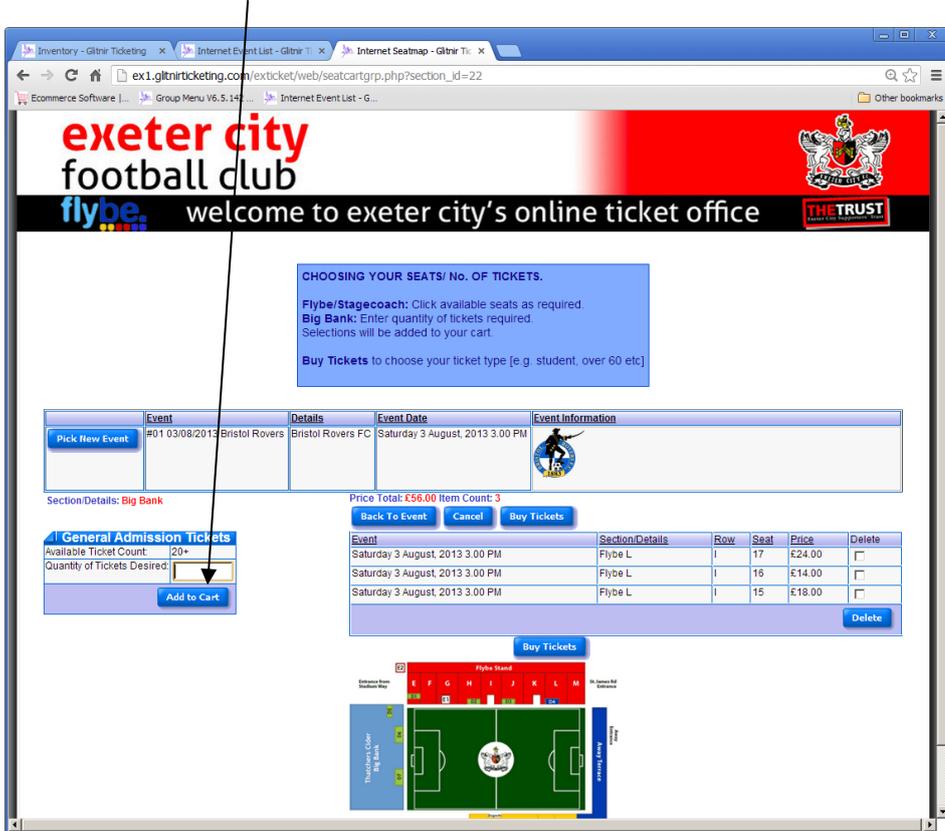
This screen allows you to amend the default adult ticket to the appropriate ticket required using the Discount/Adjustment dropdown.

Flexeter 10 promo codes should be entered in the Promotion Code box then the Apply Promotion Code button will automatically set the appropriate discount and price to zero.

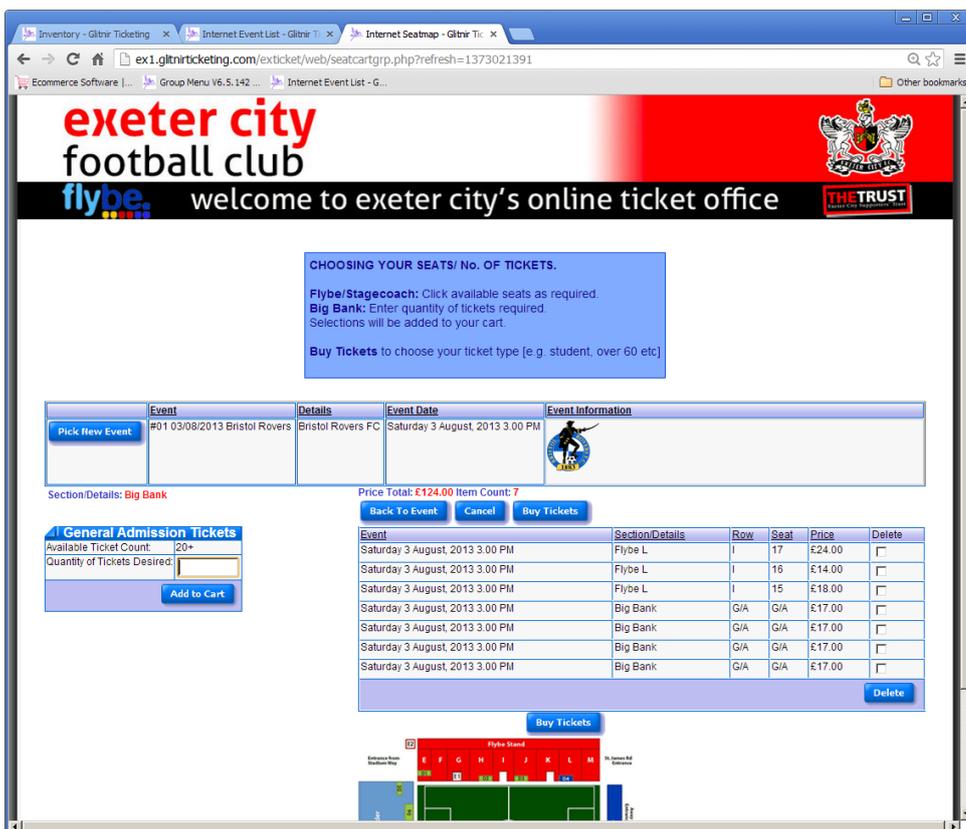
When you have chosen your ticket types remember to use the RECALCULATE Button to ensure the total price for your order is adjusted.

Standing Tickets

To add standing tickets select Back to Event and the Big Bank – where you can select the number of tickets required and use the Add to Cart button.



In this example we choose to add four big bank tickets



Again we select the appropriate tickets required using the Discount/Adjustment drop down and **recalculate** the order

The screenshot shows the Exeter City Football Club online ticket office interface. At the top, there is a navigation bar with the club's name and logo, and a welcome message. Below this, there is a blue box with instructions: "CHOOSE YOUR TICKET TYPE. 'None' in Discount/Adjustment box refers to Adult price. Select other ticket types as required. Recalculate. Apply Promotion Codes (if applicable). Confirm Order." Below the instructions are buttons for "Cart", "Back To Event", "Pick New Event", and "Cancel". The main content is a table with columns: Info, Date/Time, Section/Details, Row, Seat, Sold, and Discount/Adjustment. The table lists several tickets for Bristol Rovers FC on Saturday 3 August, 2013, 3.00 PM. The tickets are categorized by section (Flybe L, Big Bank) and price (£24.00, £14.00, £18.00, £17.00, £2.00, £5.00, £12.00). Each ticket has a "Discount/Adjustment" dropdown menu with options like "None", "£14 Flybe (U18)", "£18 Flybe (Over 60)", "£2 Big Bank (U12 Red Army)", "£5 Big Bank (Student)", and "£12 Big Bank (Over 60)". Below the table, there are buttons for "Reset", "Item Count: 7", "Sub Total: £92.00", and "Recalculate". At the bottom, there is a "Promotion Code:" field with an "Apply Promotion Code" button and a "Confirm Order" button.

Info	Date/Time	Section/Details	Row	Seat	Sold	Discount/Adjustment
Bristol Rovers FC	Saturday 3 August, 2013 3.00 PM	Flybe L		17	£24.00	None
Bristol Rovers FC	Saturday 3 August, 2013 3.00 PM	Flybe L		16	£14.00	£14 Flybe (U18)
Bristol Rovers FC	Saturday 3 August, 2013 3.00 PM	Flybe L		15	£18.00	£18 Flybe (Over 60)
Bristol Rovers FC	Saturday 3 August, 2013 3.00 PM	Big Bank	G/A	G/A	£17.00	None
Bristol Rovers FC	Saturday 3 August, 2013 3.00 PM	Big Bank	G/A	G/A	£2.00	£2 Big Bank (U12 Red Army)
Bristol Rovers FC	Saturday 3 August, 2013 3.00 PM	Big Bank	G/A	G/A	£5.00	£5 Big Bank (Student)
Bristol Rovers FC	Saturday 3 August, 2013 3.00 PM	Big Bank	G/A	G/A	£12.00	£12 Big Bank (Over 60)

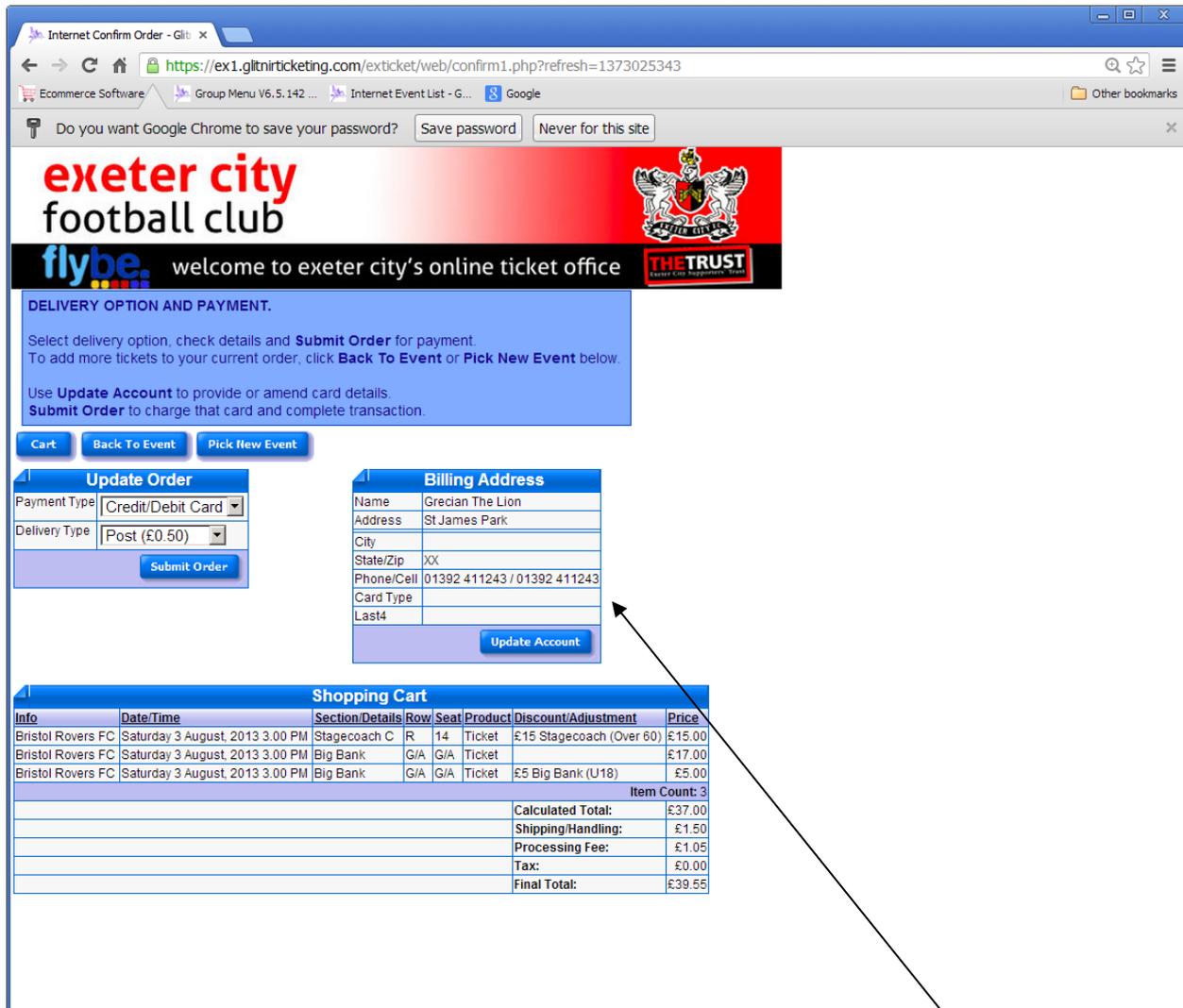
Once you have added all the tickets you need - click on the Confirm Order button.

Using the confirm Order will take you to the login screen

The screenshot shows the Exeter City Football Club online login screen. At the top, there is a navigation bar with the club's name and logo, and a welcome message. Below this, there are two main sections: "Existing Customers" and "New Customers". The "Existing Customers" section has fields for "Login" and "Password" and a "Login" button. The "New Customers" section has a "Please click 'Create Account' to create a new customer account." message and a "Create Account" button. Below these sections, there is a "Request Password Reset" link.

Confirming and Paying

We have now logged on as Grecian the Lion so our order is showing:



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DELIVERY OPTION AND PAYMENT.
Select delivery option, check details and **Submit Order** for payment.
To add more tickets to your current order, click **Back To Event** or **Pick New Event** below.
Use **Update Account** to provide or amend card details.
Submit Order to charge that card and complete transaction.

[Cart](#) [Back To Event](#) [Pick New Event](#)

Update Order
Payment Type:
Delivery Type:
[Submit Order](#)

Billing Address
Name: Grecian The Lion
Address: St James Park
City:
State/Zip: XX
Phone/Cell: 01392 411243 / 01392 411243
Card Type:
Last4:
[Update Account](#)

Shopping Cart

Info	Date/Time	Section/Details	Row	Seat	Product	Discount/Adjustment	Price
Bristol Rovers FC	Saturday 3 August, 2013 3.00 PM	Stagecoach C	R	14	Ticket	£15 Stagecoach (Over 60)	£15.00
Bristol Rovers FC	Saturday 3 August, 2013 3.00 PM	Big Bank	G/A	G/A	Ticket		£17.00
Bristol Rovers FC	Saturday 3 August, 2013 3.00 PM	Big Bank	G/A	G/A	Ticket	£5 Big Bank (U18)	£5.00
Item Count: 3							
Calculated Total:							£37.00
Shipping/Handling:							£1.50
Processing Fee:							£1.05
Tax:							£0.00
Final Total:							£39.55

We cannot proceed with our order as, at present, we have not logged a payment card with the service.

We must UPDATE ACCOUNT and add the card details. Please note that this data is encrypted and stored in accordance with the banking PCI/DSS regulations and cannot be accessed or seen by anyone only the banking system.

UPDATING YOUR PERSONAL ACCOUNT:

Create/Update Account	
Billing Address	
Login *	2003 Grecian
Password *	
First Name *	Grecian
Last Name *	The Lion
Company / Group	
Phone *	01392 411243
Cell Phone	01392 411243
Email *	tickets@exetercityfc.co.uk
Address *	St James Park
City *	Exeter
State / Province *	Devon
Zip / Postal Code*	EX4 6PX
Country *	United Kingdom
Facebook	
Twitter	
Foursquare	
Birthdate	
Subscribe to Email Newsletters/Communications	<input checked="" type="checkbox"/>
Credit Card Information	
Card Type *	Visa Credit/Debit
Last 4 Digits of Card Number	
Card Number (no hyphens or spaces) *	4921999900001111
Card Expiration Date *	08 / 2014
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>	

We complete all the fields marked with an * as these are used by the banks to validate the cards and add our personal card details at the bottom.

Finally add your current password in the password box and submit for the service to validate the card and add it to your account.

You can change the registered card or any other personal details at any time using the Update Account button on the order or the My Account link on the events page.

You can return to order without making any changes using the Cancel button.

Choosing your Delivery method and Confirming your Order.

Once you have registered a payment card you can select your delivery method – Post will only be available until 3 days before the game or collect from reception prior to match day or from the booth on match day, which are both free of charge.

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DELIVERY OPTION AND PAYMENT.
Select delivery option, check details and **Submit Order** for payment.
To add more tickets to your current order, click **Back To Event** or **Pick New Event** below.
Use **Update Account** to provide or amend card details.
Submit Order to charge that card and complete transaction.

Buttons: [Cart](#) [Back To Event](#) [Pick New Event](#)

Update Order
Payment Type:
Delivery Type:
[Submit Order](#)

Billing Address
Name: Graham The Lion
Address: St James Park
City:
State/Zip: XX
Phone/Cell: 01392 411243 / 01392 411243
Card Type:
Last4:
[Update Account](#)

Shopping Cart

Info	Date/Time	Section/Details	Row	Seat	Product	Discount/Adjustment	Price
Bristol Rovers FC	Saturday 3 August, 2013 3:00 PM	Stagecoach C	R	14	Ticket	£15 Stagecoach (Over 60)	£15.00
Bristol Rovers FC	Saturday 3 August, 2013 3:00 PM	Big Bank	G/A	G/A	Ticket		£17.00
Bristol Rovers FC	Saturday 3 August, 2013 3:00 PM	Big Bank	G/A	G/A	Ticket	£5 Big Bank (U18)	£5.00
Item Count: 3							
Calculated Total:							£37.00
Shipping/Handling:							£1.50
Processing Fee:							£1.05
Tax:							£0.00
Final Total:							£39.55

You will receive a confirmation email and order confirmation ID that you must bring with you to collect your tickets.

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THANK YOU FOR YOUR ORDER.
Your order has been completed successfully. You will receive a confirmation email shortly.
To collect tickets, please bring your "Confirmation ID" or confirmation email.
Postal orders will be despatched on the next working day. Thank you!

[Share this with your friends!](#)

[Purchase More Tickets](#)

Order Details
Confirmation ID: **155415**
Date: 05/07/2013 13:33:21
Delivery: To Collect (€0)
Total: £3.35
Buyer: Denis Lee

Payment Details
Amount: £3.35
Payment Type: Credit/Debit Card
Authcode:
Status Message: AUTHORISED

List of Tickets
Number of Tickets: 1

Event	Section	Row	Seat	Discount/Adjustment	Sold	Event Information
#01 03/08/2013 Bristol Rovers	Stagecoach C	N	27	£2 Stagecoach (U12 Red Army)	£2.00	

GENERAL SERVICE USAGE INFORMATION.

The system is robust and flexible so you can scroll back and forward using the arrows on the top left of the screen (browsers back and forward). This means that if you make a mistake you can just go back to the previous screen to change it.

When choosing your seat if you hover over the seat on the seat map it will show you the seat number.

Buying for more than one match

You can purchase as many seats or tickets on one order from different areas for any games using the **Pick New Event** and **Back to Event** buttons.

If you want to order tickets for more than one match you can do this by clicking the **Pick New Event** button. You will be taken back to the beginning where you can enter your additional seats in the same cart.

If you want to purchase tickets for a different stand for the same match you can click on the **Back to Event** button and you will be taken back to the seating plan where you can add more tickets to your cart.

Disabled Supporters.

Disabled Supporters can also use the service to purchase seats in designated areas with an assistant. Ambulant disabled supporters can purchase tickets and free personal assistant when appropriate.

Proof of Entitlement.

When purchasing any ticket type other than adult you must bring proof of entitlement to the match as checks will be done at the gate.