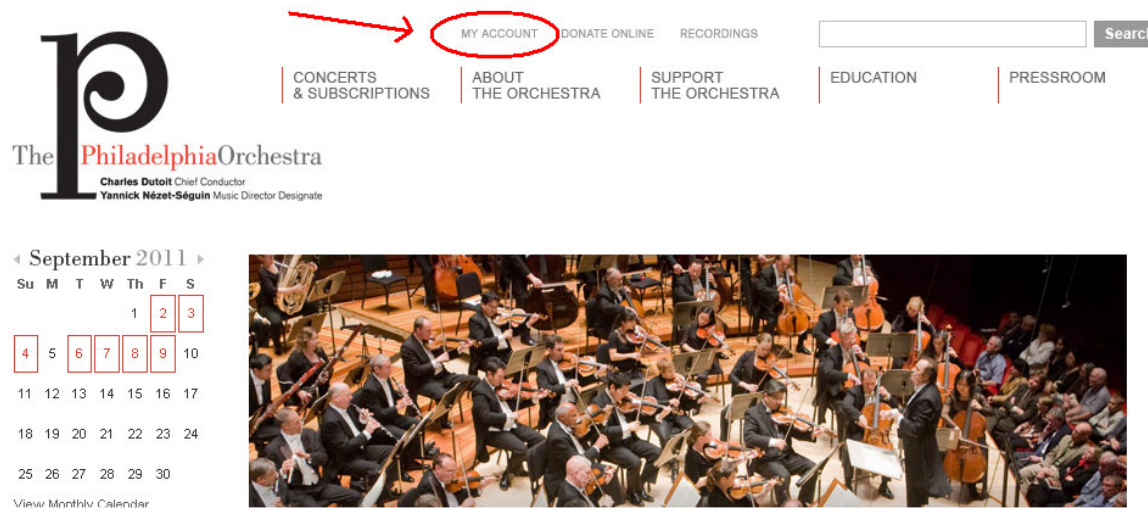


HOW TO COMPLETE A WEB EXCHANGE FOR POA SUB TIX

The patron must....

1. Log in to their account at **philorch.org** – if they log in at any other TP-associated website, they will be redirected to philorch.org and have to start over again from the beginning. (Screenshot 1, below)
2. Once a patron is logged in, they are presented with a welcome screen that shows their basic account information and the tickets they have purchased. Direct them to the **BOTTOM** of the screen, where their tickets are listed in chronological order. (Screenshot 2, below)
3. The patron must **CHECK THE BOX** next to all the tickets they wish to exchange (if its two tickets to one show, they must check multiple boxes). Even if they check the box for multiple shows, they will still need to complete the exchange one performance at a time by returning to “My Account.” (Screenshot 2, below)
4. Once they check the box next to the performance they wish to exchange, patrons must click on “Exchange Selected Tickets.” (Screenshot 2, below)
5. The patron will be taken to a confirmation screen. They should review the screen to be sure they have selected the proper tickets, and then click “Continue” (Screenshot 3, below)
6. The patron will then be shown a small calendar. They must navigate the calendar and click on the day they want. (Screenshot 4, below)
7. Once they find the day they want, they can click “Get Tickets” next to the description of the performance (Screenshot 4, below)
8. The patron will then be taken to a seat map, where they can select the seats they want. (Screenshot 5, below)
9. Once they select the seats, they must click “Add To Cart.” (screenshot 5, below)
10. The patron is given one last opportunity to review their exchange order. At this point, they can click “Checkout” to complete the exchange, or “Continue Shopping” to make more exchanges or purchase more tickets. (screenshot 6, below)

SCREENSHOT 1



SCREENSHOT 2

Welcome [REDACTED]
If this is not your account, please [logout](#).

Photography

[Purchase Single Tickets](#)

[Purchase Subscription Tickets](#)

[REDACTED]'s Account

Personal Information:

My Information: [\[Edit\]](#)
My Email: [REDACTED]@hotmail.com [\[Edit\]](#)
My Email Preferences: [\[Edit\]](#)

Interests and preferences:

You have [0] interests. [\[Edit\]](#)

[REDACTED]'s Memberships and Subscriptions

Orders

[View / Manage My Tickets](#)

Upcoming Events:

Listed below are the upcoming events you have purchased. For tickets purchased with the Print-At-Home (eTicket) delivery, you may PRINT your tickets to these events at any time. Please be aware that when you REPRINT your tickets will make the originals invalid, so be sure to destroy your original tickets to avoid any later confusion.

The Season Begins

Friday, October 14, 2011
Verizon Hall

☐ Orchestra:J-118 [\[Exchange Selected Tickets\]](#)

Lang Lang Plays Beethoven

Friday, October 21, 2011
Verizon Hall

☐ Orchestra:E-118 [\[Exchange Selected Tickets\]](#)

(more)



SCREENSHOT 3

You are Exchanging the Following



[My Account](#)



[Shopping Cart](#)



[Log Out](#)

[Return Item](#)

Ax and Frühbeck
Friday, February 24, 2012
2:00 PM | Verizon Hall

Description	Qty	Price Type	Row/Box	Seats	Price	Total
Tier 1	2	Subs Pick 2	61	2,1	(\$94.00)	(\$188.00)

To view a seat map, click on section name.

Subtotal: (\$188.00)
Handling Fees: \$0.00
Total: (\$188.00)

Please note: you may only exchange one performance at a time, to exchange additional performances you must return to the My Account Section after completion of this transaction. Exchanges are done on a ticket to ticket basis. Exchanges for tickets of equal or lesser value do not require additional charges. Exchanges for tickets for greater value require payment of the upgrade charge.

You must now select the concert you wish to attend.

[Back](#)

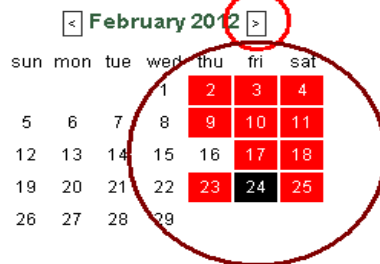
[Cancel](#)

[Continue](#)

SCREENSHOT 4

Select A Performance

[My Account](#) [Shopping Cart](#) [Log Out](#)



-- The date of the performance you are exchanging
 -- Performances on this date available for exchange

Ax and Frühbeck
Rafael Frühbeck de Burgos, Conductor
Emanuel Ax, Piano

Program
Mozart Serenade in D major ("Serenata notturna")
Mozart Piano Concerto No. 25, K. 503
—INTERMISSION—
Brahms Symphony No. 1

Fri, February 24, 2012 - 2:00 PM
Verizon Hall

[Get Tickets](#)

The classical and elegant stylings of Emanuel Ax draw out the finest textures of Mozart's impeccable writing. Frühbeck emphasizes the robust and full-bodied sounds of Brahms's lush orchestration. It's a perfect Philadelphia partnership of artists and music.

[Get Tickets](#)

SCREENSHOT 5

Select Your Seats

[My Account](#) [Shopping Cart](#) [Log Out](#)

Orchestral Spectacular
Saturday, February 11, 2012 8:00 PM [\[change\]](#)

You have **2 tickets** to exchange. You may also add on additional tickets.

Choose Section

Choose Seat

☐ Available ☒ Occupied ☒ Limited ☒ Selected

Theater Zoom

Your Seating Selections:

Row/Box	Seat	Section	Price	Edit
Q	16	Orchestra 6	\$47.00	remove
Q	14	Orchestra 6	\$47.00	remove

[Choose Another Section](#)

ready to continue? [add to cart](#)

SCREENSHOT 6

Shopping Cart

[My Account](#)[Shopping Cart](#)[Log Out](#)

You have 10 minutes to complete your purchase. Seats not purchased within this time period will be released to general availability.

Return Item

Ax and Frühbeck
Friday, February 24, 2012
2:00 PM | Verizon Hall

Description	Qty	Price Type	Row/Box	Seats	Price	Total
Tier 1	2	Subs Pick 2	61	2,1	(\$94.00)	(\$188.00)

Purchase Item

Orchestral Spectacular
Saturday, February 11, 2012
8:00 PM | Verizon Hall
[Remove](#)

Description	Qty	Price Type	Row/Box	Seats	Price	Total
Orchestra	2	Subs Pick 2	Q	14,16	\$47.00	\$94.00

To view a seat map, click on section name.

Subtotal: \$0.00
Handling Fees: \$0.00
Total: \$0.00

[Continue Shopping](#)[Cancel Exchange](#)[Checkout >>](#)