



TRAVELERS
CHAMPIONSHIP

ACCOUNT MANAGER USER GUIDE

JUNE 17-23, 2019 | TPC RIVER HIGHLANDS | CROMWELL, CT



TRAVELERS CHAMPIONSHIP



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Welcome to the Travelers Championship Account Manager program. Account Manager will give you the ability to manage your tickets for the 2019 Travelers Championship electronically.

If you have any questions throughout the process of using Account Manager, please reach out to our Sponsor Relations Team:

Kyle Smith

Tickets and Database Coordinator
ksmith@travelerschampionship.com
(860) 502-6817

Kendall Keil

Partnership Manager
kkeil@travelerschampionship.com
(860) 502-6803

Katie McMorrow

Marketing Manager
kcmorrow@travelerschampionship.com
(860) 502-6814

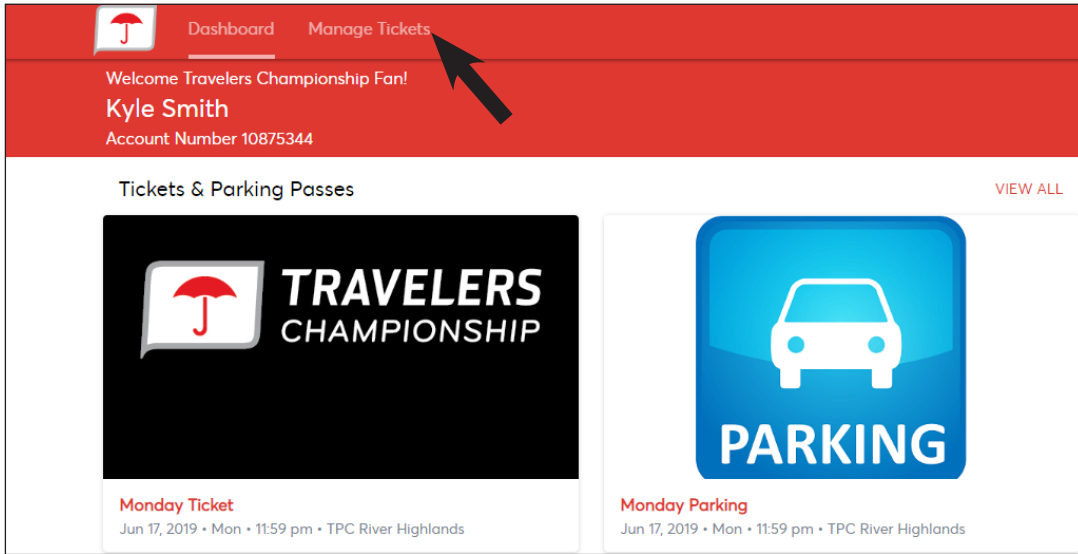
To get started, visit <https://am.ticketmaster.com/pgatravelers/> and click "Sign In/Sign Up" to login using the credentials provided.

If you do not already have a password, click "Forgot Password?" and follow the steps.

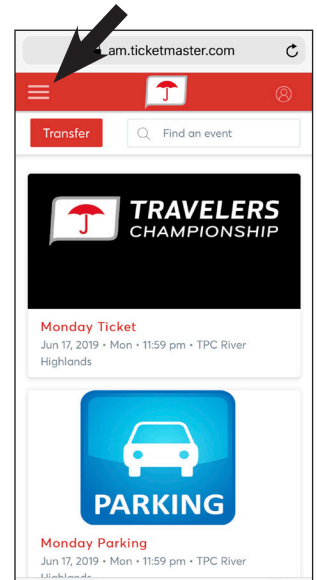


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Once you are logged into Account Manager, select “Manage Tickets” at the top of your screen to view your tickets. On your mobile device, select the side bar at the top left corner of the page and then select “Manage Tickets.”

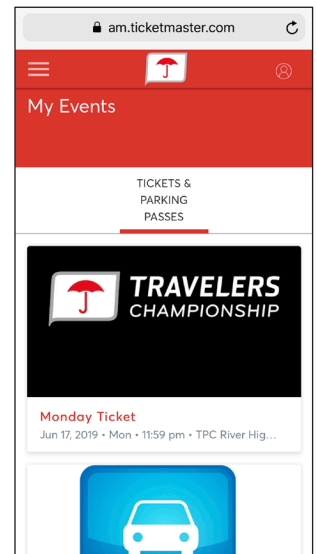
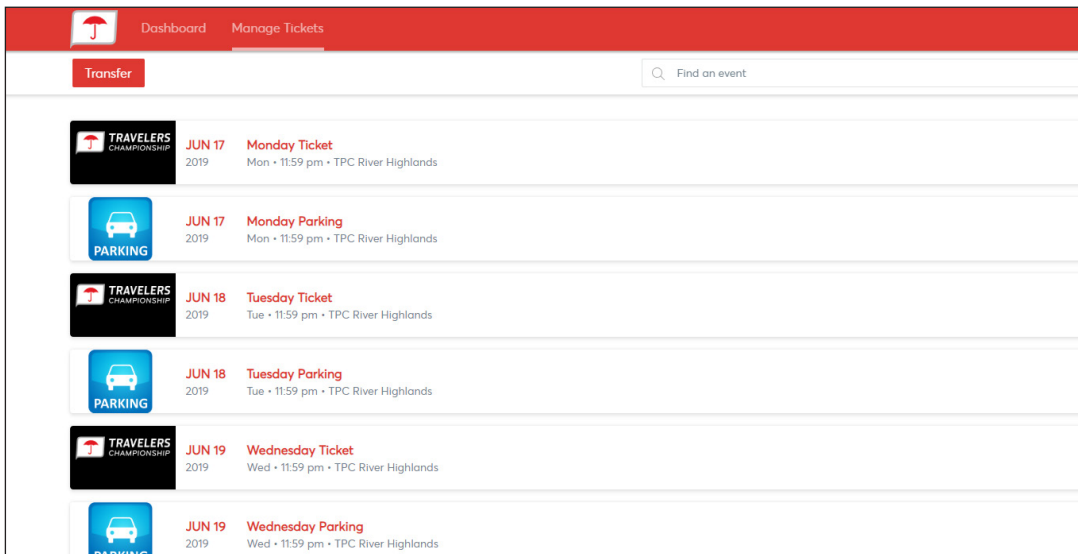


Desktop View



Mobile View

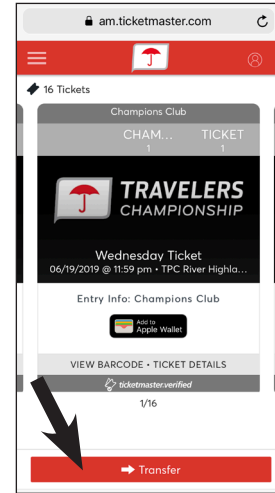
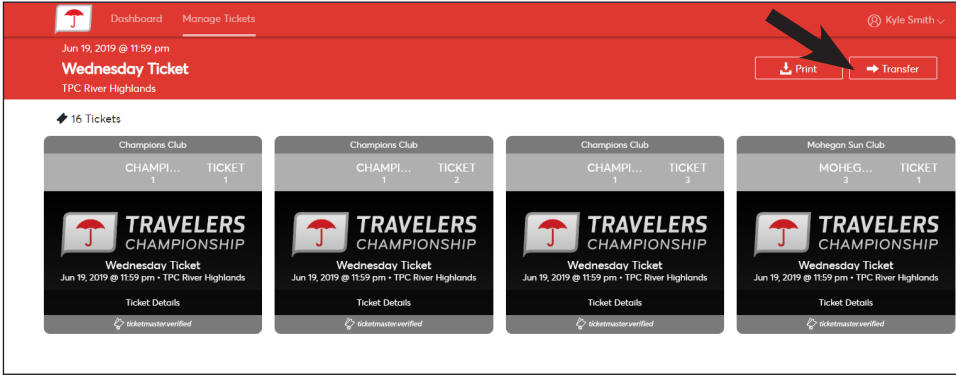
From here you have the ability to transfer tickets and parking within the individual days/events or you can bulk transfer tickets and parking across multiple days/events.



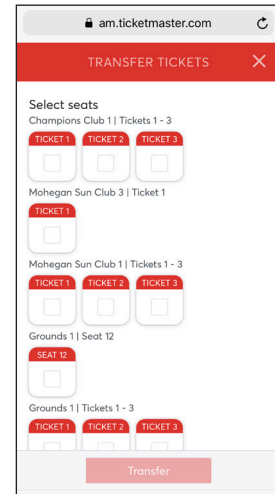
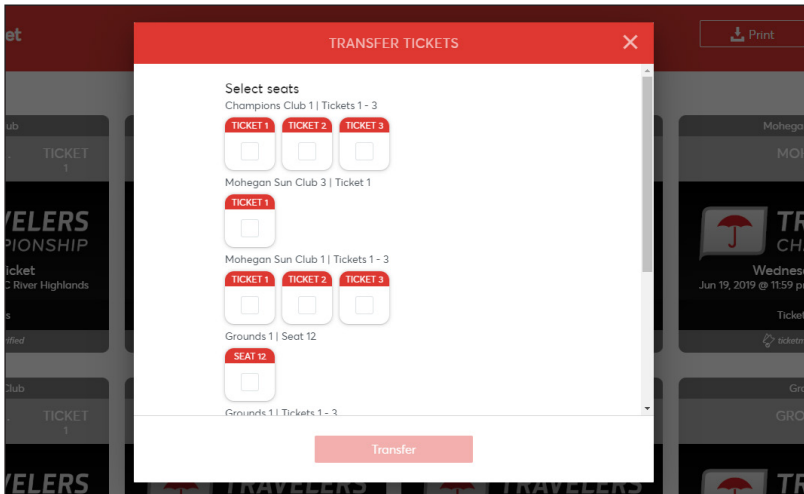


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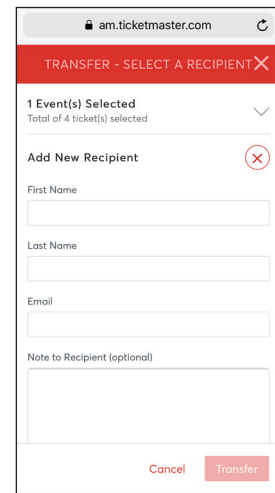
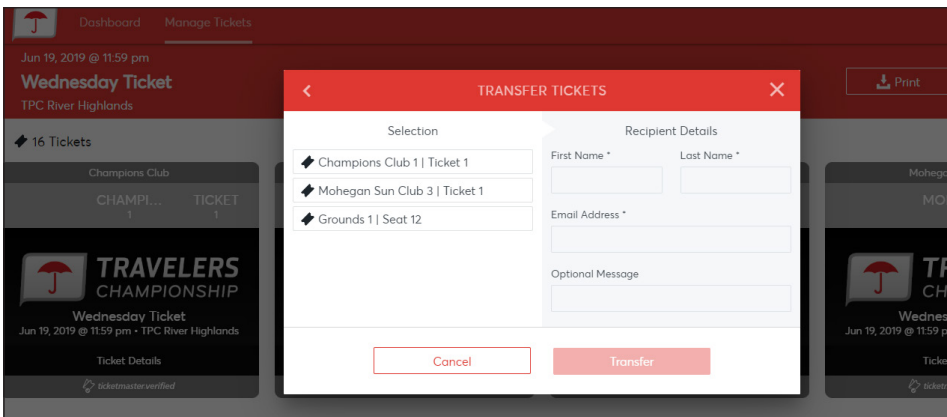
To transfer tickets/parking for an individual day, click on the day you would like to transfer from, then select “Transfer” as shown below.



Select the box(es) corresponding to the ticket numbers you would like to send to a guest, then select “Transfer.”



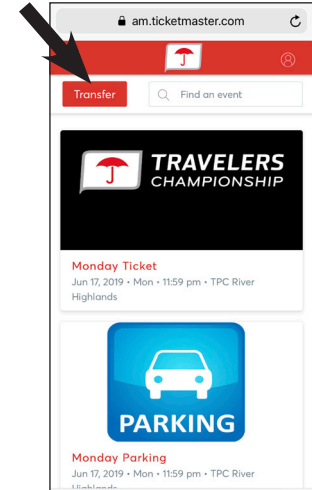
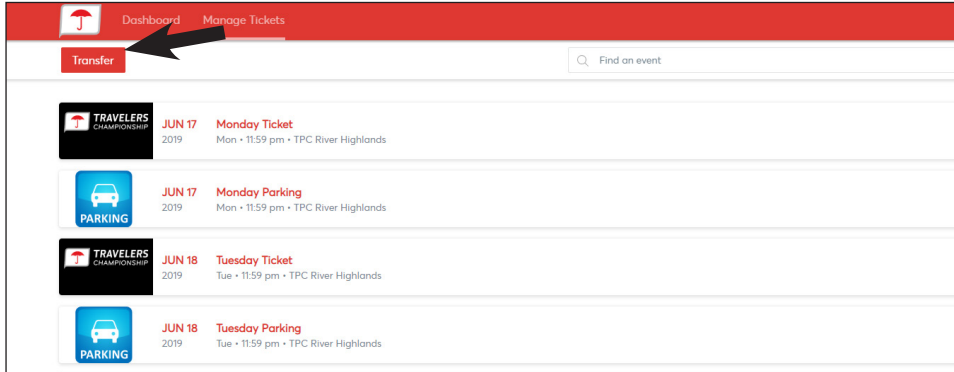
Enter the recipients First Name, Last Name, Email Address and if you would like, add a personalized message. Then select “Transfer.”



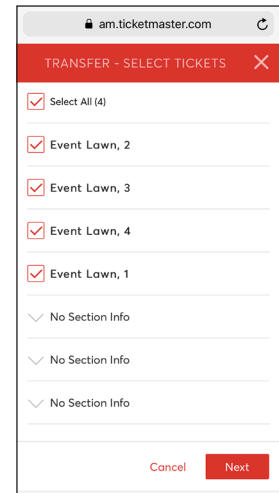
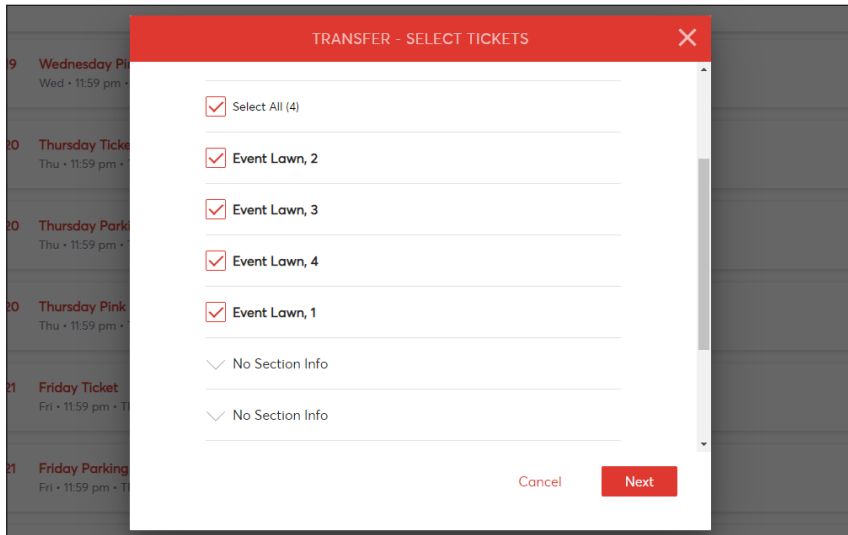


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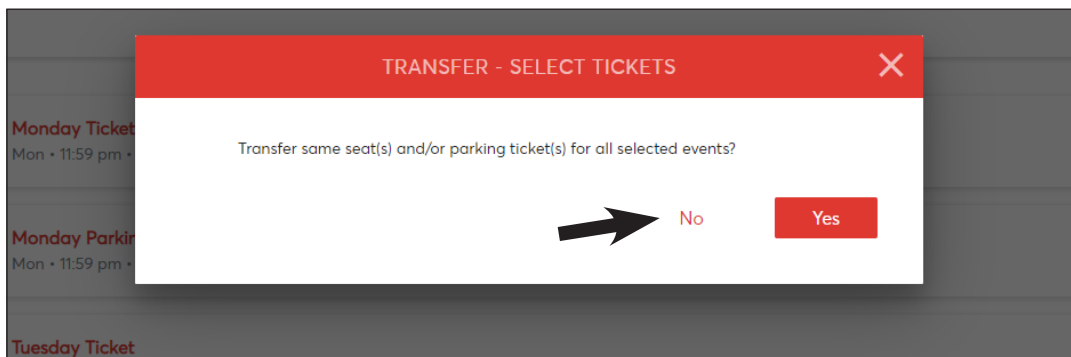
To bulk transfer tickets, select the “Transfer” button on the Manage Tickets page.



Select the day(s) you wish to transfer tickets/parking for and click “Next.”



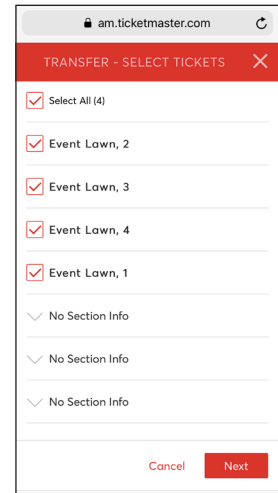
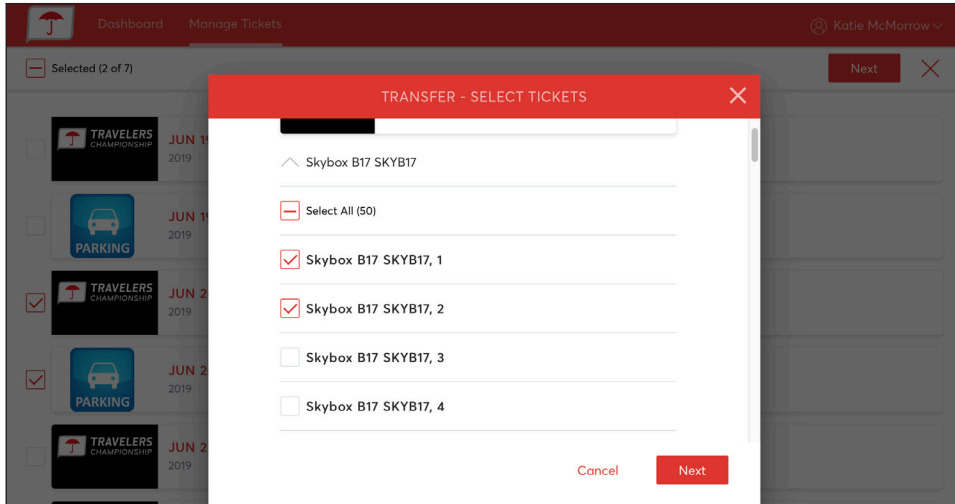
In the pop-up screen asking to transfer the same seats across all selected events, click “No.”



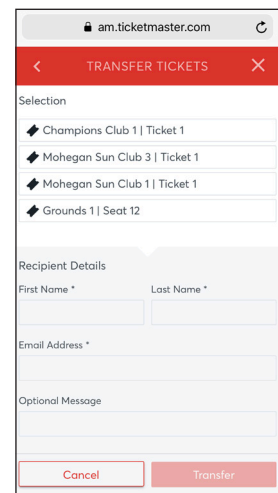
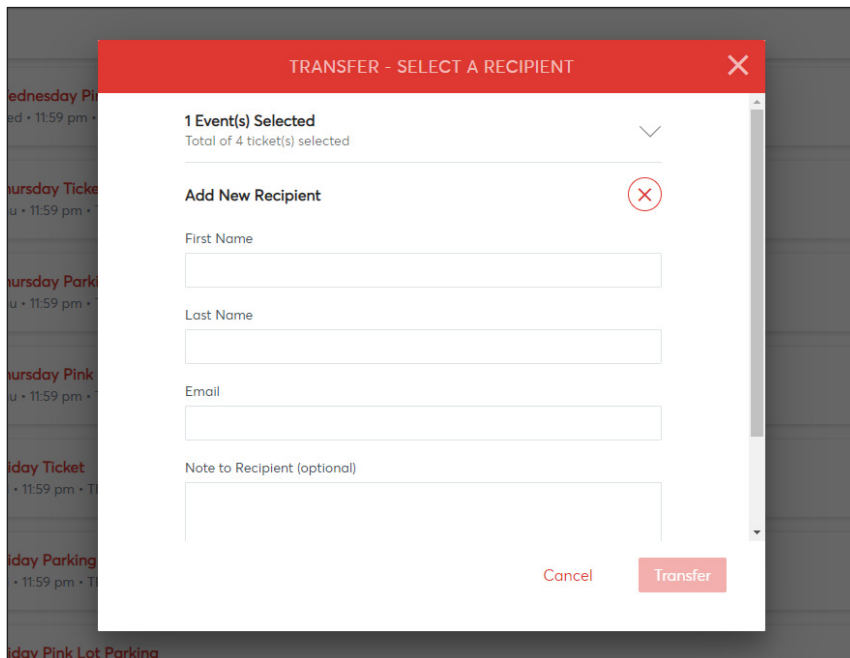


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In the next pop-up, select the tickets you wish to transfer under each event and click “Next.”



Enter the recipient’s First Name, Last Name, Email Address and add an optional personalized message, then select “Transfer.”

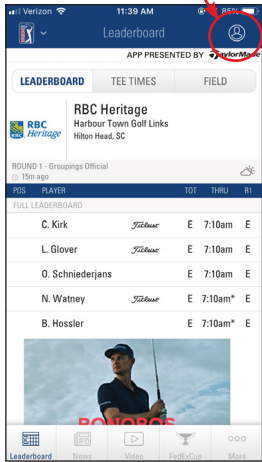




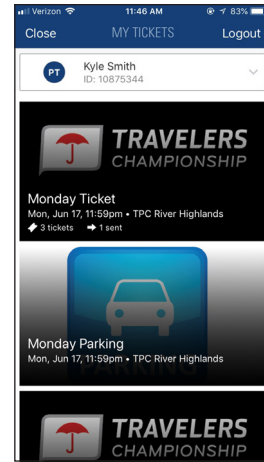
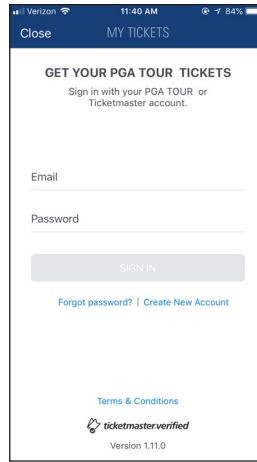
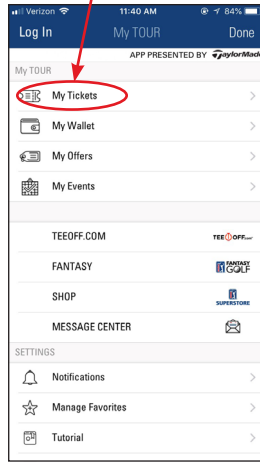
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To get started, please download the PGA TOUR App on your phone.

1. Click on the profile image in the top right corner to login.

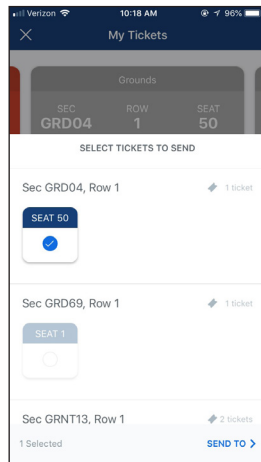
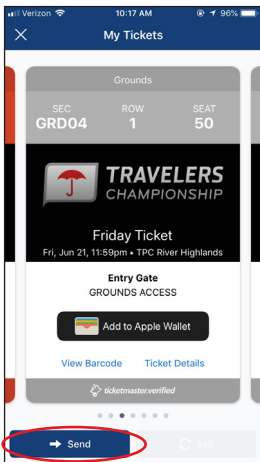


2. Select "My Tickets" and log into your Account Manager account when prompted. You will now be able to view and manage your tickets through the PGA TOUR App.

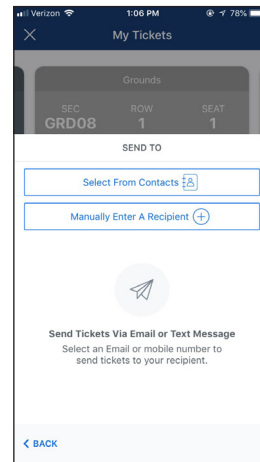


Please note, you do not need to log into the PGA TOUR App in order to access your tickets.

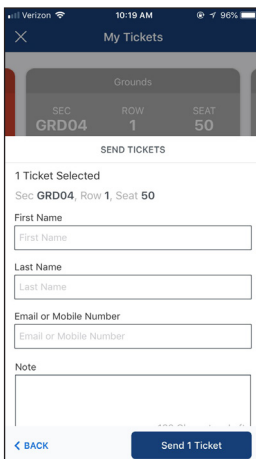
3. To manage your tickets, choose the day you would like to transfer, click "Send" and select the tickets to transfer.



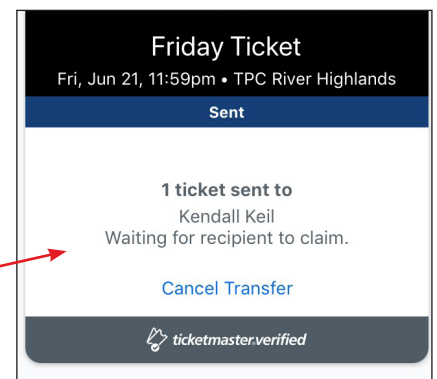
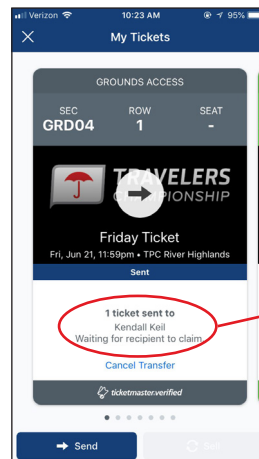
You can only send one day/event at a time through the PGA TOUR App.



5. Once you enter the information, click "Send Tickets."



6. Your tickets now show they have been sent to your guest.





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What happens if a guest confirms their ticket transfer, but can no longer attend the event?

If a guest confirms their ticket transfer and can no longer attend, they simply need to transfer them back to you following the same transfer process you completed initially. Once you receive their transfer confirmation, you can then accept the tickets and send them to a new guest.

What if a guest does not print their tickets prior to arriving at the tournament?

With Account Manager, guests do not need to pre-print their tickets. Instead, they can log into their account using their phone and pull up a mobile version of their ticket. They can also add it to their phone's wallet, prior to arrival, so that they won't need to worry about logging in and pulling their ticket up once on-site.

Is there a restriction to the number of items we can manage online?

There are no restrictions to the number of items that can be managed through Account Manager. However, if you have a large number of electronic tickets to manage, we do recommend that you start transferring items to your guests two weeks prior to the event.

Can multiple people manage the tickets in our account?

Multiple people can manage tickets from the same account, however only one person can be logged into the account at a time. This is to help avoid having people accidentally send the same ticket to multiple people. Instead, we recommend sending an allotment to each person that will be managing your tickets from the main account and having them then manage their allotment from their own account.

What email address do the confirmation emails come from?

Tickets are sent on behalf of the Travelers Championship from teamexchange@ticketmaster.com. Please ask your guests to add this to their email address book to avoid anything going to their email's junk folder.

How can guests manage their tickets?

You can direct your guests to <http://travelerschampionship.com/manage-your-tickets/> for detailed instructions on how to manage their tickets.

