

Exchanging your Flex Pack Vouchers for Events

1. Login from any screen, or on the homepage, click “Manage My Account”

CHARLESTON HOME BUY TICKETS STUDENT TICKETS MY ACCOUNT CONTACT US DONATE COLLEGE of CHARLESTON GEORGE STREET BOX OFFICE

Q Search Manage My Account Logout Enter Promo Code Go

College of Charleston > George Street Box Office

Please Select One of the Following:

Sottile Theatre Events

Ticketing for events performed inside the Sottile Theatre.
All sales are final. No refunds/exchanges.

School of the Arts Events

Special Events

COLLEGE of CHARLESTON GEORGE STREET BOX OFFICE

Please visit the George Street Box Office for all non-athletic ticketed events. These include but are not limited to:

- Sottile Theatre events
- School of the Arts performances and events
- Special Events

2. Once in your account screen, click “Exchange” on the right column

CHARLESTON HOME BUY TICKETS STUDENT TICKETS MY ACCOUNT CONTACT US DONATE COLLEGE of CHARLESTON GEORGE STREET BOX OFFICE

Qx Search Manage My Account Logout Enter Promo Code Go

Welcome [REDACTED]

My Account

My Profile Edit

[REDACTED]
Account # [REDACTED]

Addresses Edit

Billing Address
[REDACTED]

Secondary Address
[REDACTED]

Phone Numbers Edit

Cell [REDACTED]

Stored Credit Cards Edit

Enter credit card

My Tickets

- Season Renewal Application >
- Reissue >
- Exchange >
- Transfer >
- Pending Transfer >
- Payment Schedules >
- Order History >

Gifts

- Manage My Cougar Club Membership or Fund Gift >
- Make a New Gift >
- Gift History >
- Set Up A Payment Schedule >

3. Select the "Theatre and Dance 2021-2022 Student Flex Pack Subscription"

CHARLESTON HOME BUY TICKETS STUDENT TICKETS MY ACCOUNT CONTACT US DONATE COLLEGE of CHARLESTON GEORGE STREET BOX OFFICE

Qx Search Manage My Account Logout Enter Promo Code Go

Welcome Orlando Lapaz!

Exchange

Select an event or item to exchange

Theatre and Dance 2021-2022

Theatre and Dance 2021-2022 Student Flex Pack Subscription
Monday, December 6, 2021 at 10:00 AM
Generic Facility

Cancel

4. Select the number of vouchers you wish to exchange for a ticket:
- a. **NOTE: If you wanted use 4 vouchers for 1 show, select 4 on this screen, but if you want only 1 ticket to 1 show, select only 1. Flex Pack Vouchers can be used in any combination - all for one show, or across multiple shows.**

CHARLESTON HOME BUY TICKETS STUDENT TICKETS MY ACCOUNT CONTACT US DONATE COLLEGE of CHARLESTON GEORGE STREET BOX OFFICE

Qx Search Manage My Account Logout Enter Promo Code Go

Welcome Orlando Lapaz!

Exchange

Select seats to exchange

Theatre and Dance 2021-2022 Student Flex Pack Subscription Monday, December 6, 2021 at 10:00 AM Generic Facility Theatre and Dance 2021-2022	Select All
Gen Adm 1, Student Flex Pass Subscriber	<input checked="" type="checkbox"/>
Gen Adm 1, Student Flex Pass Subscriber	<input type="checkbox"/>
Gen Adm 1, Student Flex Pass Subscriber	<input type="checkbox"/>
Gen Adm 1, Student Flex Pass Subscriber	<input type="checkbox"/>
Exchange Ticket Cost	\$0.00

Cancel Next

5. Select the show that you wish to exchange your vouchers for
 - a. NOTE: This will be allocating the same number of vouchers you selected in the previous screen to the event you chose on this screen

CHARLESTON HOME BUY TICKETS STUDENT TICKETS MY ACCOUNT CONTACT US DONATE COLLEGE of CHARLESTON












Qx Search Manage My Account Logout Enter Promo Code Go

Welcome Orlando Lapaz!

Exchange

Select a new event

Select a new event

 Pipeline Friday, September 24, 2021 at 7:30 PM Chapel Theatre	
 Pipeline Saturday, September 25, 2021 at 7:30 PM Chapel Theatre	
 Pipeline Sunday, September 26, 2021 at 2:00 PM Chapel Theatre	
 Pipeline Monday, September 27, 2021 at 7:30 PM Chapel Theatre	
 Pipeline Thursday, September 30, 2021 at 7:30 PM Chapel Theatre	
 Pipeline Friday, October 1, 2021 at 7:30 PM Chapel Theatre	
 Pipeline Saturday, October 2, 2021 at 7:30 PM Chapel Theatre	
 Once More: A Dance Concert Saturday, October 9, 2021 at 7:30 PM Sottile Theatre	
 Once More: A Dance Concert Sunday, October 10, 2021 at 2:00 PM Sottile Theatre	
 A Sudden Spontaneous Event Friday, November 19, 2021 at 7:30 PM Sottile Theatre	

6. The quantity of seats that you wish to secure with the selected vouchers, must match the number of vouchers selected previously.
 - a. **NOTE: You will receive an error message if the number of seats selected on this screen does not match the number of vouchers you selected previously.**

CHARLESTON HOME BUY TICKETS STUDENT TICKETS MY ACCOUNT CONTACT US DONATE COLLEGE of CHARLESTON GEORGE STREET BOX OFFICE

Qx Search [Manage My Account](#) [Logout](#) Enter Promo Code [Go](#)

Welcome [Your Name]

Exchange - Find Seats

Find seats to exchange

Pipeline
Friday, September 24, 2021 at 7:30 PM
Chapel Theatre

Item Details

Test Forms Message/Event Information

Select Price Level: General Admission (\$0.00)

Student Flex Pass Subscriber	\$0.00	-	1	+
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Displayed price may include charges and fees

New Ticket Cost	\$0.00
Old Ticket Cost	\$0.00
Exchange Difference	\$0.00

[Cancel](#) [Find Seats](#)

7. You will select the delivery method, which will allow you to either print your own tickets or have them sent to your phone.


Exchange
Review the new seats and select a delivery method

 **Pipeline**
Friday, September 24, 2021 at 7:30 PM
Chapel Theatre
Department of Theatre & Dance **Change Event**

1 X Student Flex Pass Subscriber
General Admission
Gen Adm


Change Seats

New Ticket Cost	\$0.00
Old Ticket Cost	\$0.00
Exchange Cost	\$0.00

Delivery Method 0.00 - Mobile Tickets 

Cancel **Next**

- a. NOTE: You will see instruction based on the selected delivery method chosen.

About Mobile Tickets 

YOU SELECTED MOBILE DELIVERY | Present your ticket(s) on your mobile device for scanning entry at the event. DO NOT PRINT THE TICKET(S). Please note that you will receive two emails: one confirming your order and one with a link to download your ticket(s) which can be scanned on your mobile device. Please have the ticket ready and the brightness on your phone at the highest level prior to arriving at the event.

OK

8. You will be asked to confirm the details of your exchange as well as the delivery method for your tickets.

The screenshot shows the top navigation bar with links: HOME, BUY TICKETS, STUDENT TICKETS, MY ACCOUNT, CONTACT US, DONATE. A search bar and account management options (Manage My Account, Logout, Enter Promo Code, Go) are also visible. The main content area is titled "Welcome [Your Name]" and "Exchange". It asks "Is the following information correct?" and displays two items:

- New Item:** Pipeline, Friday, September 24, 2021 at 7:30 PM, Chapel Theatre. 1 X Student Flex Pack Subscriber, General Admission, Gen Adm. Delivery Method: Mobile Tickets.
- Old Item:** Theatre and Dance 2021-2022 Student Flex Pack Subscription, Monday, December 6, 2021 at 10:00 AM, Generic Facility. Gen Adm.

Below the items is a "Cost Breakdown" table:

Cost Breakdown	
New Ticket Cost	\$0.00
Old Ticket Cost	\$0.00
Delivery Charge	\$0.00
Exchange Fee	\$0.00
Exchange Cost	\$0.00

At the bottom, there are two buttons: "Cancel Exchange" and "Yes, Submit Exchange".

- a. Once submitted, your exchange is confirmed and you will receive two emails, one confirmation of your exchange and one containing tickets for the event.

The screenshot shows the top navigation bar and account management options. The main content area is titled "Welcome [Your Name]" and displays a yellow message: "Please destroy your original tickets. They are no longer valid." Below this, it says "Exchange" and "Your exchange has been processed." It displays the same two items as the previous screenshot:

- New Item:** Pipeline, Friday, September 24, 2021 at 7:30 PM, Chapel Theatre. 1 X Student Subscriber Flex Pack, General Admission, Gen Adm. Delivery Method: Mobile Tickets.
- Old Item:** Theatre and Dance 2021-2022 Student Flex Pack Subscription, Monday, December 6, 2021 at 10:00 AM, Generic Facility. Gen Adm.

Below the items are two summary sections:

- Exchange Summary:** Confirmation # [REDACTED], Order Date: July 28, 2021 12:16:50 PM EDT.
- Cost Breakdown:**

New Ticket Cost	\$0.00
Old Ticket Cost	\$0.00
Delivery Charge	\$0.00
Exchange Fee	\$0.00
Exchange Cost	\$0.00