



STEP-BY-STEP GUIDE

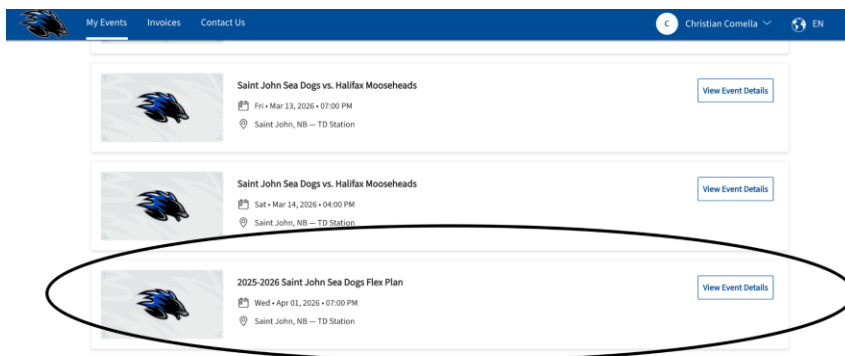
Redeeming Flex tickets through Sea Dogs Account Manager

1. Sign in to the correct Sea Dogs Account Manager site

- Open your mobile browser (or desktop) and go to the Sea Dogs Account Manager page at <http://am.ticketmaster.com/stationsj/en>.
- Click **Sign In** (top right) and log in with your Ticketmaster credentials.

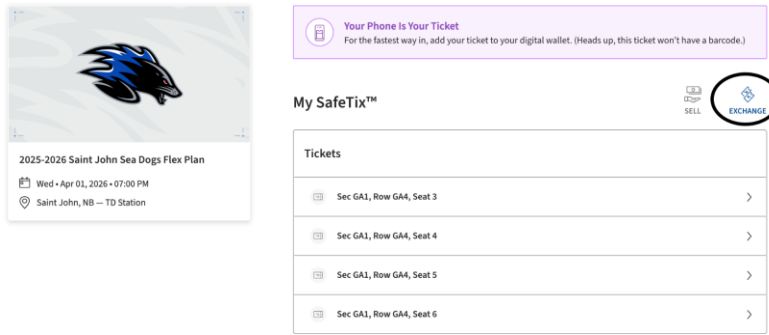
2. Open your Flex Pack

- From **Manage Tickets** or **My Events**, find the **Flex Pack** entry (it may be listed under packages or vouchers).
- Click the Flex Pack to open its options.

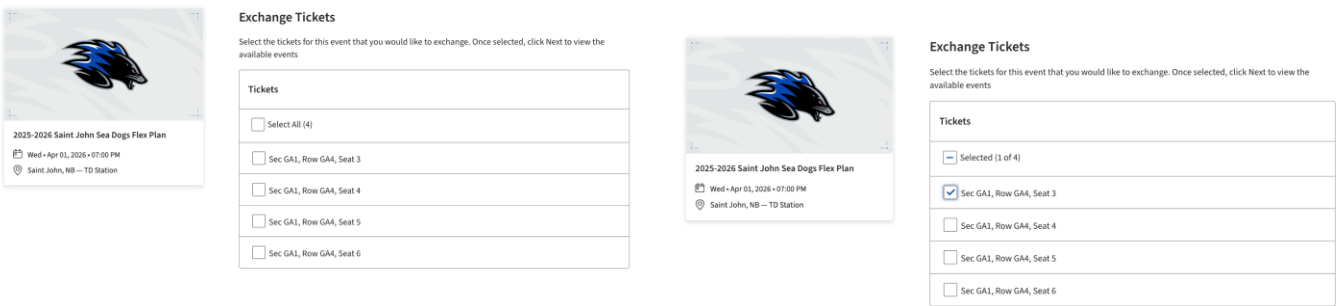


3. Start an exchange

- Press **Exchange** (usually near the top-right of the Flex Pack page).

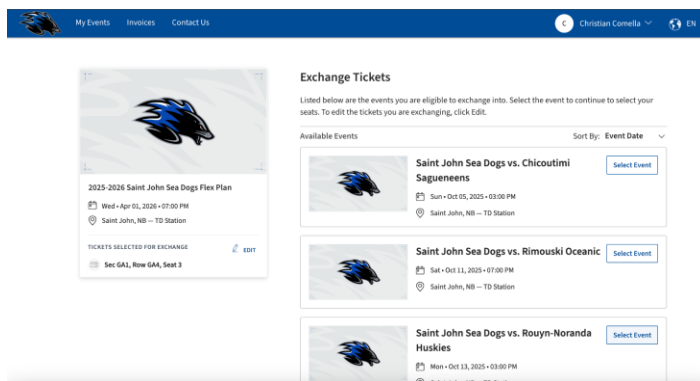


- Select how many vouchers/tickets you want to redeem for that session.



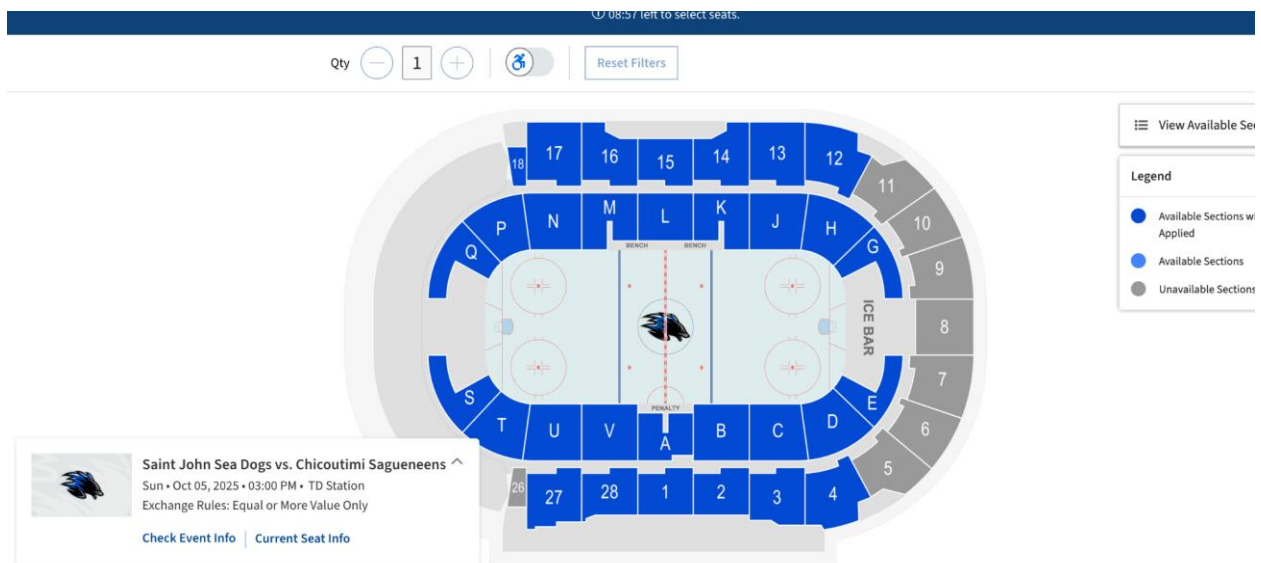
4. Pick a game from the schedule

- After selecting quantity, you'll be taken to the schedule of available home games.
- Tap the date/time of the game you want to attend.



5. Choose your seats on the map

- The interactive seat map will load. Zoom and pan to view sections.
- Click seats you want (make sure you select contiguous seats if you need them together).
- Confirm your seat selection (often a button like **Reserve**, **Continue**, or **Select Seats**).



6. Review & confirm

- Review the summary showing how many Flex vouchers were used and which seats were selected.
- Confirm the exchange. The system will process your vouchers and reserve the tickets.

7. Access your tickets

- Go to **Manage Tickets** → select the event → your mobile QR code(s) will appear.
- For faster entry, tap **Save to Phone** or **Add to Wallet** to put tickets into Apple Wallet or Google/Android Wallet.

IMPORTANT THINGS TO KNOW

Tips & best practices

- Exchange flex tickets **at least 48 hours before** the game when possible.
- If you're transferring tickets to different people, you must select the game and seats in before transferring the tickets.
- If you need adjacent seats and the map doesn't show them, try a different game time or contact the box office for help.
- Turn your phone brightness up when presenting the QR code at entry.

Troubleshooting

- **Can't find the Flex Pack or Exchange button?** Make sure you're signed into the correct Ticketmaster account used to purchase the Flex Pack.
- **Seat map won't load / Exchange not available:** Try a different browser or device, clear cache, or disable browser extensions.