

Account Manager: Exchange Package Tickets

From Account Manager, under the My Invoice section, locate the correct Order and Click **Exchange**.

My Invoices

Order ID	Item	Amount	Actions
336229375	Total Invoice Amount	\$88.50	Past Invoices
	Amount Paid To Date	\$0.00	Payment History
	Overdue Amount	\$0.00	
	Next Payment Amount	\$88.50	Pay Now
336229462	Total Invoice Amount	\$78.50	Past Invoices
	Amount Paid To Date	\$0.00	Payment History
	Overdue Amount	\$0.00	
	Next Payment Amount	\$78.50	Pay Now
336229557	Total Invoice Amount	\$556.00	Past Invoices
	Amount Paid To Date	\$0.00	Payment History
	Overdue Amount	\$0.00	
	Next Payment Amount (April 19, 2024)	\$139.00	Pay Now Exchange
336229632	Total Invoice Amount	\$616.00	Past Invoices
	Amount Paid To Date	\$0.00	Payment History
	Overdue Amount	\$0.00	
	Next Payment Amount (April 19, 2024)	\$154.00	Pay Now Exchange

1. Select the **Package Tickets** to exchange.
2. Click **Continue**.

Choose What Tickets To Exchange

The following tickets are available for exchange. Select Tickets to exchange.

<input checked="" type="checkbox"/>	Package	Venue	Section/Row/Seat	Price Code	Ticket Price	Ticket Fee
<input checked="" type="checkbox"/>	2024-2025 Broadway in Richmond: Tues Series, 6 Shows	Altria Theater Richmond, VA	ORCH_C+A-302	6-SHOW RENEW SUBSCRIPTION	\$550.00	\$0.00

[Continue](#)

- Review the **Tickets you've selected to exchange**.
- Click green **Get Tickets** button on the package you wish to select (same or different).

Choose Your New Event

- All performances within the Package display.

- Choose your **Seat Selection Method**. Seating Chart is recommended.
- Click the section of the theater on the map to look for available seats.

Select Tickets

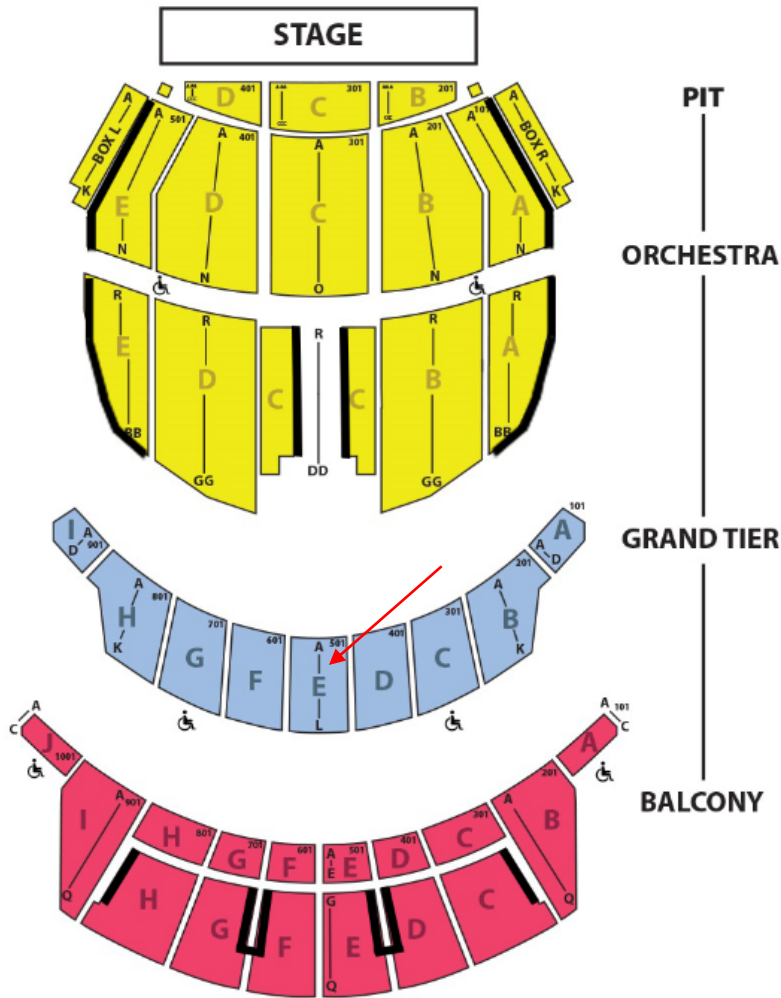
About this event

Shows and dates are subject to change. Some fees may not be refundable. Ticket policies are at the discretion of the Altria Theater and Broadway In Richmond and may be changed at any time.

 [Purchase Accessible Seats](#)

Seating Chart Best Available Location Section Price Level

Select A Section From The Map Below:



- Select the seats you would like to have from the map. If you don't see something you like, click "Choose a different section" to go back to the main map. Pick another section until you find the seats you want. If you want to look at another package, use your browser's back button to back out to that section.
- The seats selected will show up below the seating chart. Click Add Tickets to add them to your cart.

You are exchanging 1 ticket(s) for a total of \$550.00
 2024-2025 Broadway in Richmond: Tues Series, 6 Shows, ORCH_C-A-302, 6-SHOW RENEW SUBSCRIPTION, \$550.00

(1) 6-SHOW RENEW SUBSCRIPTION ticket(s) are required to be added to shopping cart.

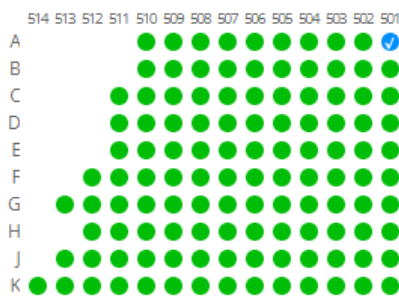
Package Name:

2024-2025 Broadway in Richmond: Fri Series, 6 Shows

Event Begin Date: Friday, November 1, 2024 8:00:00 PM Event End Date: Monday, June 9, 2025 12:15:00 AM
 Shows and dates are subject to change. Some fees may not be refundable. Ticket policies are at the discretion of the Altria Theater and Broadway In Richmond, and may be changed at any time.

Select your seats from section: **GT_E**

[< Choose A Different Section](#)



- Selected
- Open
6-SHOW NEW SUBSCRIPTION: \$610.00
6-SHOW RENEW SUBSCRIPTION: \$610.00
- Sold/Unavailable

Qty.	Section	Row	Seat	Seat Note	Price	Remove
1	GT_E	A	501	Grand Tier Center	6-SHOW RENEW SUBSCRIPTION \$610.00	Remove

Add Tickets

- The Shopping Cart will show the seats selected along with the package name and package price. Click to Exchange.

[< Select Different Event](#)

You are exchanging 1 ticket(s) for a total of \$550.00
 2024-2025 Broadway in Richmond: Tues Series, 6 Shows, ORCH_C-A-302, 6-SHOW RENEW SUBSCRIPTION, \$550.00

(1) 6-SHOW RENEW SUBSCRIPTION ticket(s) are required to be added to shopping cart. Time Remaining 00:09:41

Shopping Cart

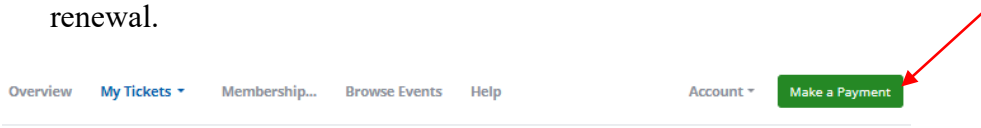
Package	Venue	Seat	Price	Subtotal
2024-2025 Broadway in Richmond: Fri Series, 6 Shows Nov 1, 2024 8:00 PM 6-SHOW RENEW SUBSCRIPTION Remove	Altria Theater Richmond, VA	Section: GT_E Row: A Seat: 501 Grand Tier Center	\$610.00	\$610.00

[Clear Shopping Cart](#)

Total: \$610.00

Exchange

11. The next page shows your exchange is complete. You can now click Make a Payment to finalize your renewal.



Ticket(s) exchanged successfully.
 Order Number: [336229557](#)

New Ticket(s)

Package	Venue	Section/Row/Seat	Price Code	Ticket Price	Ticket Fee
2024-2025 Broadway in Richmond: Fri Series, 6 Shows	Altria Theater Richmond, VA	GT_E+A*501	X-6-SHOW RENEW SUBSCRIPTION	\$610.00	\$0.00

Voided Ticket(s)

Package	Venue	Section/Row/Seat	Price Code	Ticket Price	Ticket Fee
2024-2025 Broadway in Richmond: Tues Series, 6 Shows	Altria Theater Richmond, VA	ORCH_C+A*302	6-SHOW RENEW SUBSCRIPTION	\$550.00	\$0.00

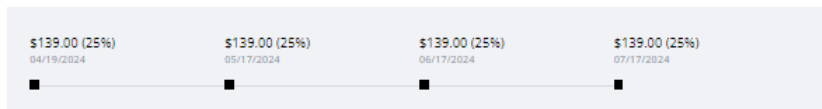
If you click the Order ID, you will find the details of the order, the option to Request Upgrade or Exchange (again), the breakdown for the payment plan and the list is performances voided via the exchange and reserved, awaiting payment.

Details for Order: 336229557

[View All Orders](#)

Customer User Name:	233452727	Confirmation Code:	94080327
Organization:	SMG Richmond/RPAC	Balance:	\$556.00 Transaction History
Customer Name:	Trent Gray	Total:	\$556.00
Address1:		Order Fee:	\$6.00
Address2:		Delivery Fee:	\$0.00
City, State/Province:	Richmond, VA 23220	Delivery Method:	Print at Home or Mobile Ticket
Country/Territory:	United States	Last Printed Time:	
Passcode or Member Code:		Order Date:	February 29, 2024 3:34:40 PM EST

Payment Schedule(Manual Payments)



Order Tickets:

[Request Change](#) [Exchange](#)

Status	Package	Performance	Venue	Section/Row/Seat	Price Code	Total
VOID (Exchanged)	2024-2025 Broadway in Richmond: Tues Series, 6 Shows	Shucked (Oct 29, 2024 7:30 PM)	Altria Theater Richmond, VA	ORCH_C+A*302	6-SHOW RENEW SUBSCRIPTION	\$550.00
VOID (Exchanged)	2024-2025 Broadway in Richmond: Tues Series, 6 Shows	Mamma Mia! (Dec 10, 2024 7:30 PM)	Altria Theater Richmond, VA	ORCH_C+A*302	6-SHOW RENEW SUBSCRIPTION	\$550.00