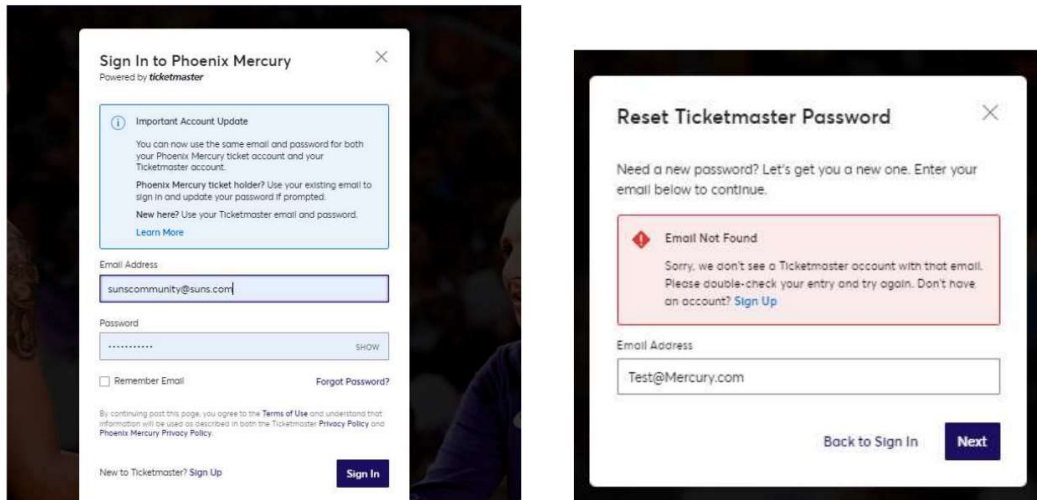
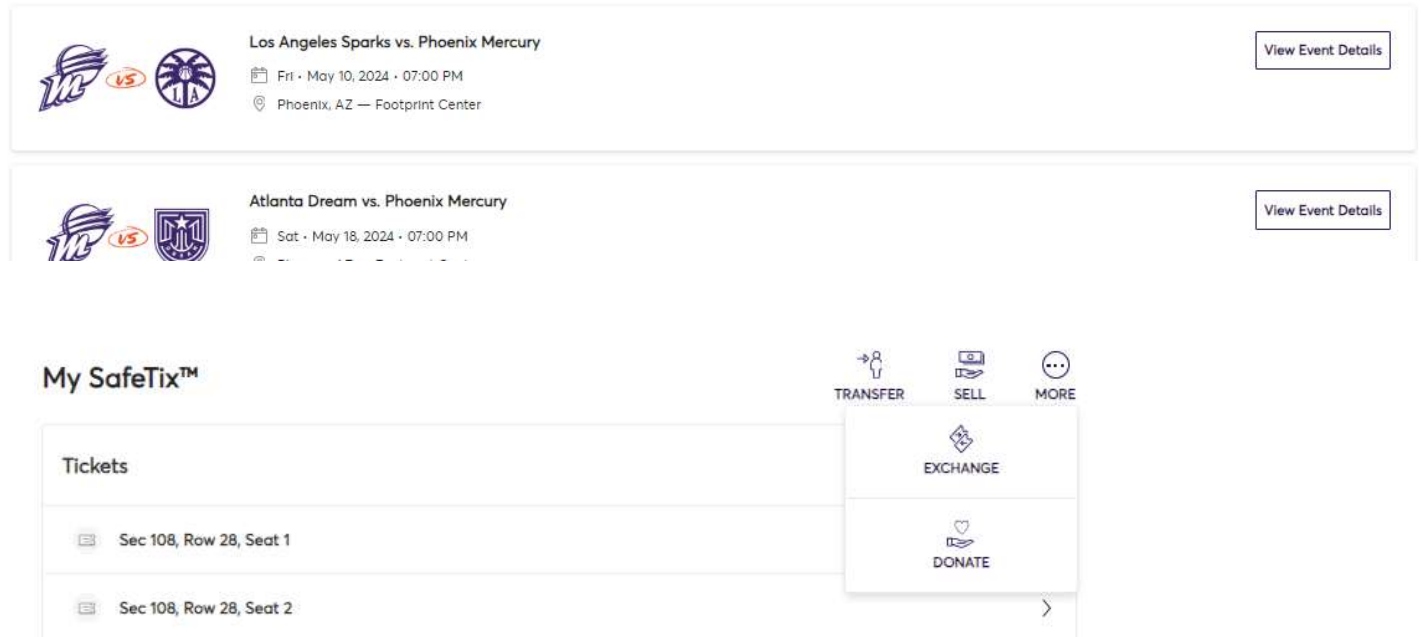


1. Download and log into the [Suns-Mercury-Footprint Center App](#) or go to <https://am.ticketmaster.com/mercury/> and sign in using the email address associated with your account. If it is your first-time logging into our ticketing system, click Forgot Password to create one. *If you get an error that your email is not found, simply click the button that says, “Sign Up”. This will allow our Mercury Database to sync to a Ticketmaster account.



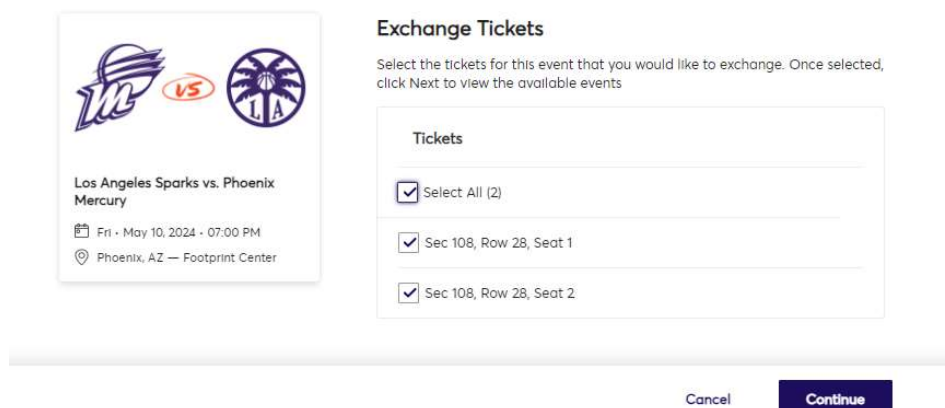
The first screenshot shows the 'Sign In to Phoenix Mercury' page. It includes an 'Important Account Update' message, a 'Sign In' button, and a 'Forgot Password?' link. The second screenshot shows the 'Reset Ticketmaster Password' page with an 'Email Not Found' error message and a 'Next' button.

2. Under My Events, click [view event details](#) to select the game you wish to exchange out of then click [MORE](#) and select [Exchange](#)



The first screenshot shows the 'Los Angeles Sparks vs. Phoenix Mercury' event details. The second screenshot shows the 'Atlanta Dream vs. Phoenix Mercury' event details. The third screenshot shows the 'My SafeTix™' section with a 'Tickets' list and a 'More' menu containing 'TRANSFER', 'SELL', 'EXCHANGE', and 'DONATE' options.

3. Select how many tickets you would like to exchange and click Continue.




The 'Exchange Tickets' screen shows a list of tickets for the 'Los Angeles Sparks vs. Phoenix Mercury' event. The 'Select All (2)' checkbox is checked, and the 'Continue' button is visible at the bottom.

3. Select the upcoming event you would like to attend

Exchange Tickets


Listed below are the events you are eligible to exchange into. Select the event to continue to select your seats. To edit the tickets you are exchanging, click Edit.

Available Events Sort By: Event Date




Los Angeles Sparks vs. Phoenix Mercury
Fri • May 10, 2024 • 07:00 PM
Phoenix, AZ — Footprint Center

Select Event



Atlanta Dream vs. Phoenix Mercury
Sat • May 18, 2024 • 07:00 PM
Phoenix, AZ — Footprint Center

Select Event




Washington Mystics vs. Phoenix Mercury
Thu • May 23, 2024 • 07:00 PM

Select Event

4. Click on a section on the map to view available inventory.

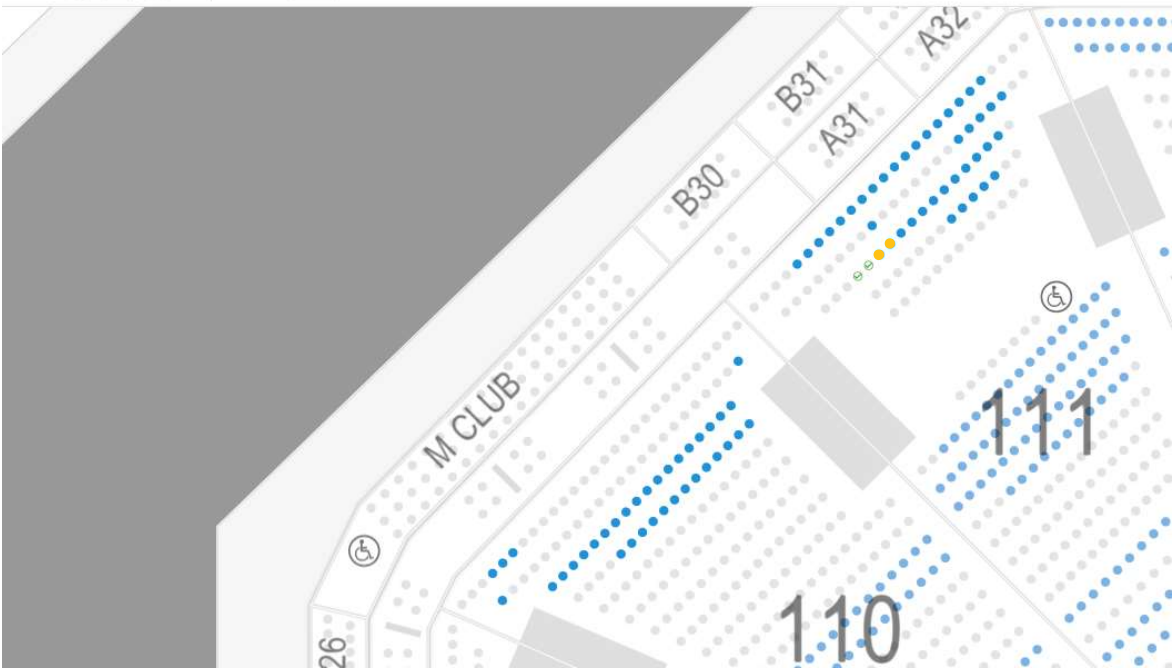
Qty 2 Price 21.00 5 Reset Filters




Atlanta Dream vs. Phoenix Mercury
Sat • May 18, 2024 • 07:00 PM • Footprint Center
Exchange Seats Equal or More Value Only
[Check Seat Info](#) [Current Seat Info](#)

5. Increase or decrease the number of tickets that you are wanting to select and use the price filter to more easily identify the tickets that match your price level. After applying the filters, the seats that are not in your price level will turn to a faded blue, and the seats in your price level will remain a deeper blue. If you are looking to exchange into seats next to your existing seats, they will show up as yellow dots, then once you select your seats the dots will change to a green check mark.

Qty 2 Price 21.00




6. Click the cart icon  in the top right corner to checkout. Once you are done confirming the details of your exchange, click **Submit**. The total amount due will be \$0 as long as the price and quantity of the tickets matches what you are exchanging out of. If there is an amount due It means that you have selected a more expensive price level/ additional quantity.

* Complimentary tickets are unable to be exchanged due to not having a dollar value and would result in a balance due.

Review the details of your exchange

Below is a final review of your exchange. Please review the ticket details of your exchanged event and new event as well as the cost summary. Once you review, click Submit.

New Event Edit



Washington Mystics vs. Phoenix Mercury

QTY: 2 Tickets


Thu • May 23, 2024 • 07:00 PM

Footprint Center

New Tickets ^

Section 108, Row 28, Seat 3-4

Event selected for Exchange Edit



Los Angeles Sparks vs. Phoenix Mercury

QTY: 2 Tickets

Fri • May 10, 2024 • 07:00 PM

Footprint Center

Tickets Selected for Exchange ^

Sec 108, Row 28, Seat 1

Sec 108, Row 28, Seat 2

Summary

Cost of New Seats:	\$42.00
Section 108, Row 28, Seat 3-4	\$42.00
Applied Credits:	\$42.00
Total cost of new seats:	\$42.00
Applied Credits:	-\$42.00
Total Amount Due:	\$0.00

Note: Review your selections, your current seats won't be exchanged until you click submit.

Submit

7. Lastly click the box to Accept Terms and Conditions and select Place Order

Complete the checkout steps and submit your payment

Below are the steps you will need to complete in order to submit your payment. On the right rail, your summary will automatically update based on the options you select under each step. Once you complete each step, click "Submit".

Account Details ✓

Manage your account details.

Address *

201 E Jefferson St

Address 2

Enter Address 2

City *

Phoenix

State *

Arizona

Postal Code *

85004

Country *

United States

Save

Delivery & Shipping ✓

Chicago Sky vs. Phoenix Mercury: Mobile

Mobile

Payments ✓

1

Payment Not Required

Since your balance is \$0, you do not need to select a Payment Option or Payment Method. Click Submit below to complete your order.


Order Summary \$0.00 ^

☐ I accept the Terms and Conditions

Place Order

Cart items

1 Items Summary \$0.00



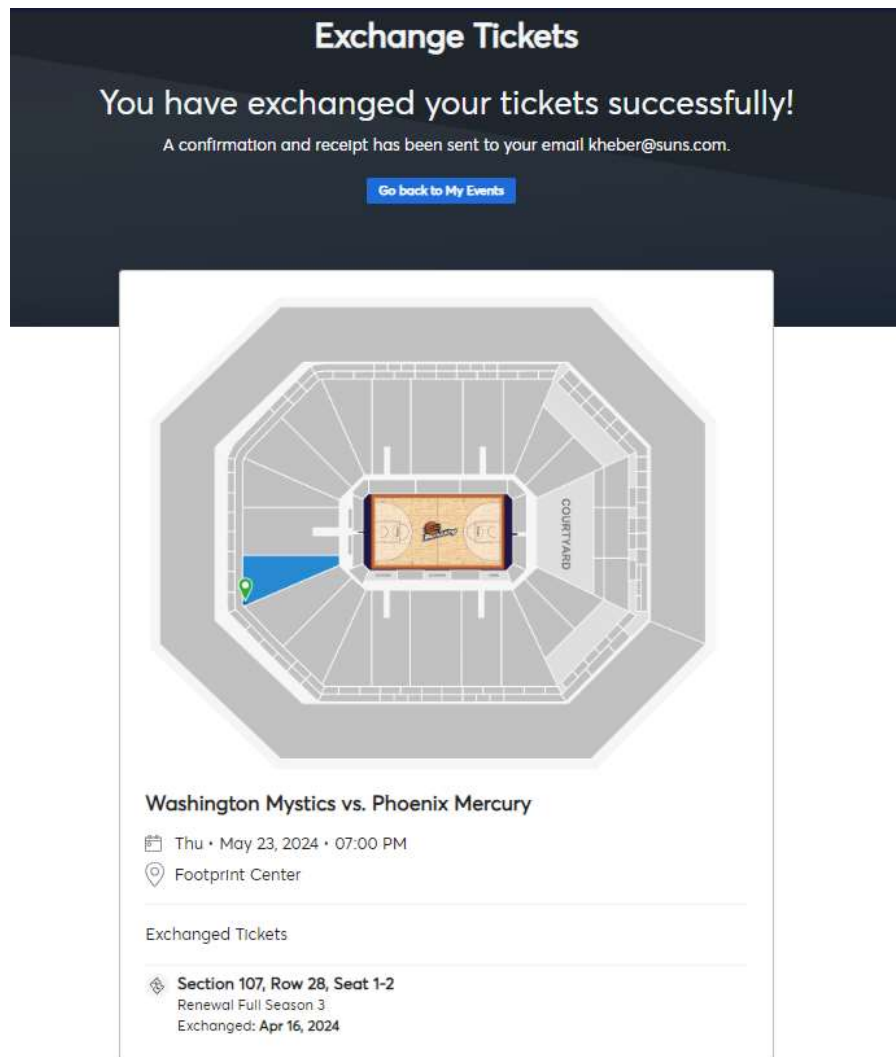
Chicago Sky vs. Phoenix Mercury

Section 212, Row 11, Seat 17-20

\$0.00

Total Value \$0.00

8. Exchange Complete! You will also receive an email confirmation with the details of the exchange.



9. Once your exchange is complete, you can go back to the My Events tab to transfer tickets if necessary. Your guests will receive an email notifying them to accept the ticket transfer. They will need to click [Accept Tickets](#) and log into their personal Ticketmaster account. If the recipient does not already have a Mercury Ticketmaster account, they will be prompted to create one.

You may also reference the link below for our online mobile ticketing guide for quick instructions on how to send and receive ticket transfers and how to access your tickets on game day.

[App Information - Phoenix Mercury \(wnba.com\)](https://mercury.wnba.com/appinformation/)

<https://mercury.wnba.com/appinformation/>