



PHILADELPHIA UNION
2020 STM MANUAL



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ACCOUNT MANAGER

ACCESS THE ACCOUNT MANAGER

Your account manager is also known as your Season Ticket Member Hub/Home! It is where you can access special offers, exchange tickets, post tickets to StubHub, and access your Union Rewards Program portal.

1. Visit our website www.myuniontix.com
2. Scroll down and Click Season Ticket Member Account Manager
3. Sign in with your Account Number and Password.



How to sign in for the first time:

1. Contact fan service representative for PIN number.
2. Visit www.myuniontix.com
3. Scroll down and click the box labeled "Account Manager"
4. Look towards bottom right and click "Link your Account"
5. Login with Account Number & PIN Number



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ACCOUNT MANAGER CONT.

REWARDS PROGRAM

The rewards program is where you can earn points for attending Union matches, spending Union dollars on concessions and merchandise, or simply watching Union away games on TV. Once you have earned points you will be able to use those points to redeem exclusive Union merchandise, Union experiences, stadium club access, seat upgrades and much, much more.

1. Sign into the account manager
2. Under "My Tickets" on the right - Click "Union Dollars and Rewards Program"
3. Click "Rewards" on top light blue scroll bar
4. Select reward you would like to redeem
5. Select the required amount of points for that item
6. Click "Redeem"

UNION DOLLARS

Union Dollars can be treated similar to a debit card. All you need to do is log into your account manager and add money to your season ticket card (or Union Dollars Card) via your own Credit/Debit Card. Once you have loaded money, anytime you use that card for Concessions or Merchandise at a permanent Subaru Park stand, you will receive 10% OFF !!

1. Sign into the account manager
2. Click "Union Dollars and Rewards Program"
3. Click "Union Dollars" in top light blue scroll bar
4. Select or Customize how much you want to put on your card
5. Click "Next"
6. Click either "Add Card" or "Next"
7. Select box under "Default" for which credit card you would like to charge
8. Click "Submit"



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TICKET EXCHANGE

We know it can be tough to make all 18 games in a season – so this is the first of three ways to ensure you get full value from your membership. Union Full ST Members can exchange up to six (6) games throughout the season. Be sure to pick a game later in the year and bring a few friends and family out! To exchange tickets through the Account Manager, all you have to do is :

1. Sign into account manager
2. Click “My Account”
3. Click “Exchange My Tickets”
4. Select the match you want to exchange out of
5. Select the seat(s) and click next
6. Select the match you want to exchange into
7. Check your price level and match the # of seats then click “find seats”
8. Select your delivery method and click next
9. Check your exchange on the final screen and click “Yes, Submit Exchange”

Feel free to contact your dedicated fan services representative for additional assistance in moving your seats around. Please note, this is based on availability.





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TICKET TRANSFER

Want to give your tickets away to a friend? All you need do is send them an email through the Account Manager and your tickets can be printed out right from home.

- Sign into the Account Manager
- Under "My Tickets" on the right – Click on "Ticket Transfer"
- Select the match (and/or matches) that you wish to transfer, and click next on the bottom of the page
- Select the seats that you wish to transfer
- Enter the recipient's information
- Complete the transfer
- The recipient will receive an email with a link to accept the tickets
 - The recipient will have 48 hours to accept or reject the transfer before it is voided
 - Recipient must accept the tickets or transfer will be voided

RE-SELL TICKETS ON STUBHUB

Can't make it to a match and can't find any friends or family to use your tickets? You can post your tickets to StubHub directly through your account manager!

Previously Registered

1. Sign in at the top using your same login information as the account manager
2. Continue to "To Sell" instructions
3. Sign into account manager using email or account number and password
4. Select "List Tickets for Resale on Stubhub"
5. Fill in previously set up "E-mail Address" and "Password" under login
6. Continue to "To Sell" instructions



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RE-SELL TICKETS ON STUBHUB CONT.

Not Yet Registered

1. Sign into account manager using email or account number and password
2. Click "Register" in the top right-hand corner
3. Fill in "E-mail Address", "Password" and "Confirm Password" under login
4. Fill in account number and PIN number
 - If you do not know your PIN number, you can reach out to your fan services representative who will have that for you.
5. Check box that say "I agree to Marketplace Terms and Conditions"
6. Fill in information and email preferences under "My Profile"
7. Press "Save"
8. Continue to "To Sell" instructions

To Sell

1. Click "My Market"
2. Sign into Stubhub account by clicking the link on this page
3. Go back to Union Account in previously opened tab
4. Click "My Inventory" in the top right-hand corner
5. Select game or games you want to sell
6. Press "sell items" to post
7. Continue with Stubhub

PAYMENT SCHEDULES

Want to update your payment information online? We have officially added a place for you to update your card information online.

1. Login into your account manager
2. Select "Payment Schedules"
3. Click edit "Update Expiration Date" or "Change Payment Method"
4. Update with correct billing information

Please note, if you have already missed a monthly payment this will not charge you for that payment and is only updating your account for future payments.



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ADDITIONAL TICKET OFFERS

20/20 GROUP TICKETS

In honor of 2020 we have a special offer just for our Full Season Ticket Members. For this season, you can purchase an additional group of 20 tickets or more to some of the first 5 matches of the 2020 season for just \$20 a ticket. It is a perfect opportunity to bring out Family, Friends, Co-Workers, Teammates, etc and get them to love the U the same way you do!





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ADDITIONAL SINGLE GAME TICKETS

All Season ticket members receive a special season ticket member discount for any additional tickets. Please make sure to reach out to your Fan Service Representative for more information or to purchase those tickets.



UNION II TICKETS

In addition to your Union tickets for the 2020 season, all Union Full Season Ticket Members will receive complimentary tickets to all 17 games for our USL Affiliate Union II home games at Subaru Park!

- Tickets were delivered via email as mobile tickets (see download instructions below)
- Complimentary tickets will be general admission (Sections 101-105 or 109-113). If you would like to upgrade your seats to the reserved section, you can do so for just an additional \$3 per game or \$51 for the season.
- Free parking will be available for all matches

DISCOUNTS

All season ticket members can receive a discount for online Union Merchandise purchases with the promo code STM20. You will receive a 10% discount every time you use this code, follow below to redeem your discount.

- Head to Philadelphiaunion.com
- Click "**Shop**" towards the right of the top bar
- Fill your cart
- Proceed to checkout
- Enter **STM20** in the promo code space on the right side of the screen
- Continue with purchase



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TICKET ENHANCEMENTS

MOBILE TICKETING

Full Season Ticket Members have the option to receive their season tickets as mobile tickets.

MOBILE SEASON TICKETS ARE VALID FOR BOTH IPHONE AND ANDROID USERS

To use your mobile tickets via iPhone, follow these steps:

1. When you receive your mobile ticket link email, all the 2020 matches will be listed in separate links
2. While on your Apple mobile device, open each link and click the "Add to Apple Wallet" button next to your seat location. Your mobile ticket will then appear in your Wallet app.
3. From there just hit "Add" in the upper right-hand corner and you are all set.
4. Repeat for each match to load up all your tickets
5. From Apple Wallet, you can send your tickets to friends, or you can also access them to transfer, exchange, reprint, or list for sale on Stubhub through Account Manager.

To use your mobile tickets via Android, follow these steps

1. When you receive your mobile ticket link email, all the 2020 matches will be listed in separate links
2. Open the link and click the "Get Tickets" button for your selected game
3. From there, hit download button to save the tickets to your Android device
4. To access your downloaded mobile tickets, use one of these three methods:
 - Bookmark the link to your mobile ticket on your web browser
 - Screenshot your mobile tickets to access from the gallery on your Android device
 - Open on a PDF saving Android app (Google Drive, Kindle, etc)
 - Repeat for each match to upload all your tickets



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EZ4U AUTO RENEWAL

We are back with EZ4U Auto Renewal!! **ALL** Full Season Ticket Members have been opted into the EZ4U Auto Renewal Program. This program speeds up the renewal process each season, keeping you from having to sign in to Re-DOOP every season

EZ4U consists of a 12-month payment plan option, which splits up your payments into 12 equal payments from August 2019 to July 2020, or a pay in full option Monthly payments will be charged on last business day of each month

You will receive weekly emails in August of each year to remind you of the Re-DOOP window

- If you wish to opt out, you will have a simple option to opt out in August before your first 2021 payment
- If you do not opt out, it will assume you would like to enroll for the upcoming season and renew your seats





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GAMEDAYS AT THE U

OFFICE HOURS

Fan Service Representatives will arrive 4 hours prior to kickoff. Reps will be available through text and email prior to that.

1:00pm Kickoff - 9:00am Office Opens

3:30pm Kickoff - 11:30am Office Opens

4:00pm Kickoff - 12:00pm Office Opens

4:30pm Kickoff - 12:30pm Office Opens

6:00pm Kickoff - 2:00pm Office Opens

7:30pm Kickoff - 3:30pm Office Opens

CLUB ACCESS

All season ticket members have access to the Stadium Club after each home match. Enjoy some time after the game and have a chance to meet and get an autograph from some of your favorite Union players.

GAME DAY LOCATIONS

If you need help on Game day you can find our sales/service staff located around the stadium. Listed below are the locations that you will be able to find a representative

- Ticket HQ - located on the concourse by Section 112/113, right next to the Team Store
- Guest Service Stand - Located in the vom near Section 113
- Fan Service Window - Located on the concourse by Section 120
- Season Ticket Window (Box Office) - Box Office Window, closest to the team store, dedicated to our season ticket members.



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EVERYTHING ELSE U NEED TO KNOW

DEDICATED FAN SERVICES REPRESENTATIVE

Reach out directly to your dedicated Fan Services Representative via email, by phone, or by text.

Don't know who your representative is? Contact Fan Services general line by calling 1(877)21-UNION, press 1 for tickets, then 4 for Fan Services. Send an email as well to fanservices@philadelphiaunion.com.

EMAIL

The Philadelphia Union will send all of its most information via email. Be sure to add updates@philadelphiaunion.com to your contacts so you are able to receive all of the email updates. Be careful not to unsubscribe from emails.

Getting too many emails? Update your preferences by clicking **Update Profile** at the bottom of any Union email.





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EVERYTHING ELSE U NEED TO KNOW CONT.

WEBSITE

All updates, player news, event details, upcoming game information, etc. can all be found at philadelphiaunion.com.

TWITTER

Follow the Philadelphia Union - @PhilaUnion

Follow the Fan Services Team for Season Ticket Member specific updates - @UnionFanService

FACEBOOK

Be sure to like and follow the Philadelphia Union by going to www.facebook.com/philadelphiaunion in order to get updates, player news, event details, upcoming game information, etc.

