

CAN'T MAKE A MATCH?



GIVE YOUR TICKET TO THE FAN YOU CHOOSE.



**GOLD MEMBERS
SELLERS GUIDE**

CONTENTS

- **WELCOME TO TICKET TRANSFER**
- **HOW DOES TICKET TRANSFER WORK?**
- **GETTING READY FOR TICKET TRANSFER**
- **TRANSFERRING A TICKET - STEP BY STEP GUIDE**
- **ACCEPTING A TRANSFERRED TICKET**
- **DECLINING A TRANSFERRED TICKET**
- **CANCELLING A TRANSFERRED TICKET**
- **FAQ'S**

WELCOME TO TICKET TRANSFER

Ticket Transfer is the Club's new service which gives Gold Members the ability to transfer their ticket directly to a family member or friend if they cannot attend a fixture.

BEFORE GETTING STARTED:

- Please ensure that you have activated your membership via the **Online Box Office** at www.eticketing.co.uk/arsenal
- Make sure you have registered the person you wish to transfer the ticket to via **My Arsenal Network**.
- Please be aware that all non-members need to be registered on our **Online Box Office**, before they can be added to a network.

THE ARSENAL OFFICIAL MEMBERSHIP

ARSENAL MEMBERSHIP 2013/14 **JOIN NOW**

Welcome, Login

HOME TICKET HOME MY ACCOUNT MY BASKET

ARSENAL.com
Online Shopping
Emirates Stadium
Hospitality
Meetings & Events
Junior Gifters
Arsenal TV Online
Contact Us

Ticket Home
Welcome to the Arsenal Online Box Office.
Here you can purchase tickets for Home and Away fixtures and join or buy your Arsenal membership.
If you are an existing member, please log in using the "Welcome Sign In" option above.

Online Box Office
Membership
Membership Details
Join
Platinum
Help/FAQs

ARSENAL MEMBERSHIP 2013/14 JOIN NOW
Join as a Red member for 2013/14
Access to 3,500 tickets one month prior to every Premier League home game.

UPCOMING MATCHES Open to: Syntax Key

Home Games	Away Coach Travel	Away Games	Champions League
02 SEP Arsenal v Liverpool Emirates Stadium	06 SEP Away Coach Travel - Borussia Dortmund Away	10 SEP Manchester United FC vs Arsenal FC - Old Trafford Away Match Tickets	10 SEP Away Coach Travel - Manchester United vs Arsenal Away Coach Travel
23 SEP Arsenal v Southampton Emirates Stadium	26 SEP Arsenal v Olympique de Marseille Emirates Stadium		

Landing Page - www.eticketing.co.uk/arsenal

HOW DOES TICKET TRANSFER WORK?

Once the service is available, season ticket holders unable to attend a game can transfer their ticket electronically to another member or family/friend within their online Arsenal Network without having to hand over their membership card.

THE RECIPIENT:

- Receives an email notifying them of the transferred ticket.
- Accepts ticket.
- Receives a second email confirming the accepted transfer.
- Arsenal members will have their cards activated*, non-members will receive a Ticketfast (print at home) ticket, which will need to be printed off to gain access to the stadium.

*Subject to the relevant booking period

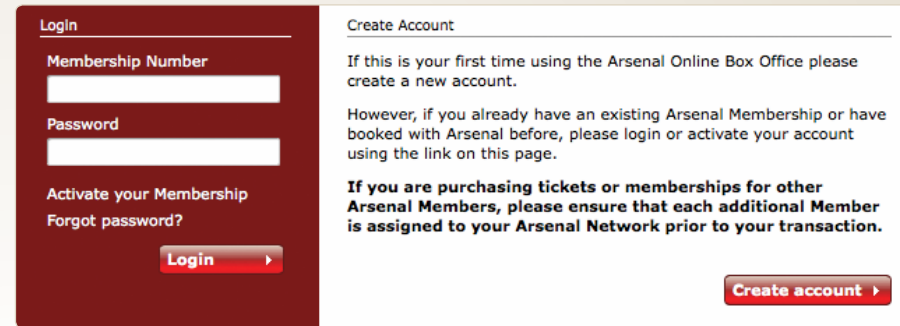
GETTING READY FOR TICKET TRANSFER

- Transferring to a Silver/Red member or a friend/family member within your Arsenal Network - there are a few simple actions required prior to using the Ticket Transfer service.
- Ensure that all membership accounts are activated on the Online Box Office before adding them to your Arsenal Network.
- Activating a membership account will allow you to login to manage your details, purchase tickets, renew memberships and use the Ticket Exchange and Ticket Transfer services.
- If you are transferring multiple tickets on behalf of other season ticket holders then please ensure that you add each member to level 2 of your online Arsenal Network prior to the process.

TRANSFERRING A TICKET – STEP BY STEP GUIDE

STEP 1

Visit the **Online Box Office**; enter your membership number and password and login. If you have forgotten your password click the **Forgot Password** link and the password will be emailed to you; if this is your first visit to the Online Box Office you need to activate your membership first.



The screenshot shows the Arsenal Online Box Office interface. On the left, there is a 'Login' section with fields for 'Membership Number' and 'Password', and a 'Login' button. Below these are links for 'Activate your Membership' and 'Forgot password?'. On the right, there is a 'Create Account' section with instructions for new users and existing members, and a 'Create account' button.

STEP 1

STEP 2

Scroll down to the game you wish to transfer your tickets for. If Ticket Transfer is available then a **Ticket Transfer symbol** (T) will appear next to the relevant match. Select the season ticket seat you wish to transfer and click on the **Transfer** button.



The screenshot shows the Arsenal Online Box Office interface for a match. At the top, it displays 'NOVEMBER 23 SAT 15:00 Arsenal v Southampton Emirates Stadium'. Below this is a table titled 'Your Tickets' with columns for Member, Area, Row, Seat, Price Class, and Status. The table contains one row of data for a Gold Level ticket. Below the table are buttons for 'Transfer', 'Sell To a Friend', and 'Sell Tickets'.

Member	Area	Row	Seat	Price Class	Status
Mr N Gold Level (3229447)	109	8	489	Adult (£33.50)	<input checked="" type="checkbox"/>

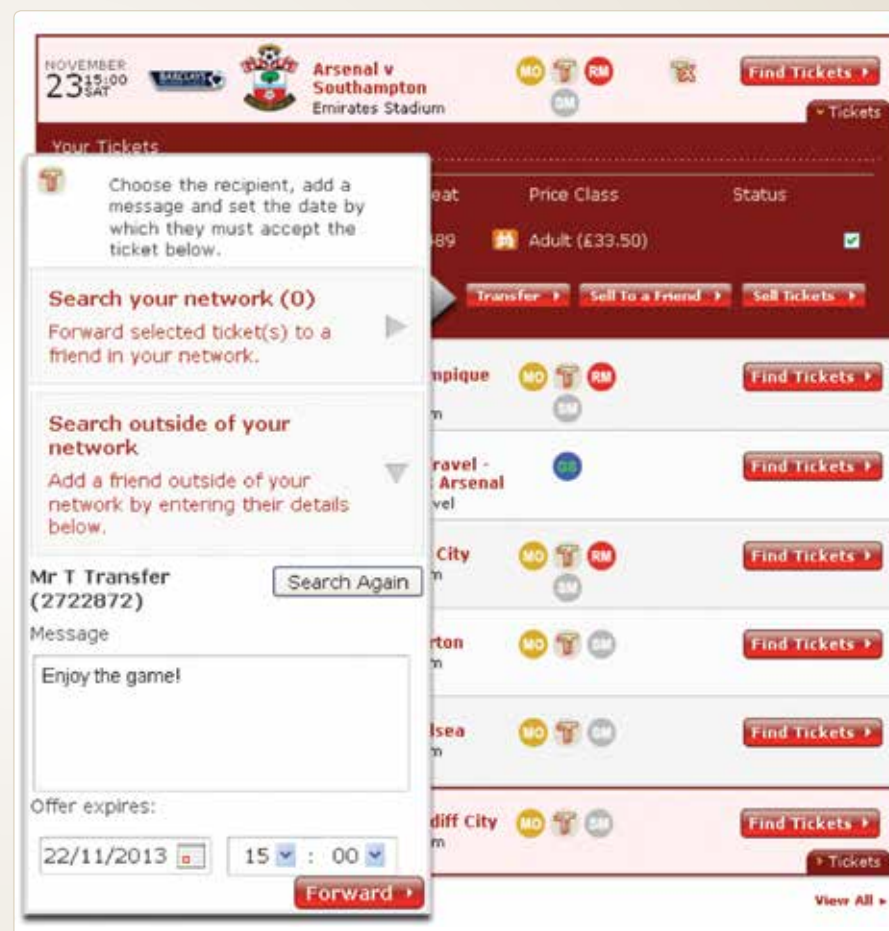
STEP 2

TRANSFERRING A TICKET – STEP BY STEP GUIDE

STEP 3

In this section you should complete the following actions;

- Select the person you wish to transfer your ticket to. Everybody within your online Arsenal Network will be displayed for you to select or you can also add another person to transfer your ticket to (for more information on My Arsenal Network [Click Here](#)).
- Confirm the deadline date and time you would like the completed transfer process to finish or you can leave it to the default date and time which will automatically cancel the transfer offer should your transfer not be accepted.
- Write your personal message to the recipient of the ticket transfer. Click the [Transfer](#) button.



STEP 3

TRANSFERRING A TICKET – STEP BY STEP GUIDE

STEP 4 – BOOKING FEE PAYMENT PAGE

A final confirmation screen will appear with full details of the seat(s) to be transferred and a section where you can enter your credit card details, accept the terms and conditions and click **Complete Transaction** and the return to the Club website button.

The booking fee is £1 per ticket.

Please confirm the contents of your basket as well as its total value. Then enter your payment details and click "Complete Transaction" in order to complete your booking.

PAYMENT DETAILS

Please select your method of payment, and fill in your payment details to proceed with this transaction.

Method of Payment: Card

Card Number:

Cardholder Name:

Expiry Date: /

Start Date: /

Security Number:

Issue Number:

Sole / Maestro ONLY:

TRANSFERRED TICKETS - TERMS AND CONDITIONS

Arsenal v Southampton - Saturday, 23 November 2013 (15:00)

Recipient	Area	Row	Seat	Class	Value
2722872	109	B	409	Adult	£0.00
Subtotal					£0.00
Forward Fee: Arsenal v Southampton					£1.00
Grand Total					£1.00

[« Continue Shopping](#)

TERMS & CONDITIONS

Please tick to confirm that you agree to the [Terms & Conditions](#) applicable to your purchase.

WARNING: Your card may be eligible or enrolled in Verified by Visa or MasterCard SecureCode paper authentication programs. After clicking the "Complete Transaction" button, your Card Issuer may prompt you for your paper authentication password to complete your transaction.

[Complete Transaction](#)

STEP 4

TRANSFERRING A TICKET – STEP BY STEP GUIDE

STEP 5 - WHAT HAPPENS NEXT?

- You will receive two emails, one to confirm your credit card payment and a second email confirming that your ticket(s) has been transferred to your selected recipient (pending their acceptance).
- Once your ticket has been accepted by the recipient, you will receive an email to confirm that your season ticket has been deactivated for the relevant fixture.

STEP 6

- If the recipient declines, you will receive an email confirmation and your season ticket(s) will remain active for the relevant fixture.
- Please note that a transfer can take up to 30 minutes to complete. During this time your ticket may still appear as available for transfer. Please do not attempt to repeat the transaction during this time as you will generate multiple emails to yourself and the intended recipient of the ticket.

membership@arsenal.co.uk
To:
Booking Confirmation

Arsenal
Online Box Office

Thank you for making a transaction through The Online Box Office. Your transaction is confirmed.

PLEASE NOTE: This email contains your booking information only to gain entry to Emirates Stadium you will need either a Membership card(s), paper ticket(s) or Ticket(s)(print at home) ticket(s).

Do not be concerned if you have received multiple copies of this email, you will have only been charged once.

Booking Information

Transaction Date:	28/02/2013
Transaction Reference:	90341352
Membership Reference:	3229447

Subtotal	£0.00
Forward fee: Arsenal v Southampton	£1.00
Grand Total	£1.00

Payment Details

This transaction will be settled by **Debit Card**.
Your AUTH/transaction code will be **8288990**.

Delivery Information

Deliveries will be to the following address (unless otherwise specified):

Mr Nick Gold Level (3229447)
c/o Arsenal FC-Marketing Dept
Trinity
London
N3 1JG
UNITED KINGDOM

If you have any questions regarding this e-mail, please contact us at bookings@arsenal.co.uk or call on +44 620 7619 5000 between the hours of 9.30am - 3pm Monday to Friday.

Booking Fees

Online Booking Fee: £1.85 per ticket
Telephone Booking Fee: £1.85 per ticket

General Sells, Friends and Family booking fees:

Online booking fee: £2.00
Telephone booking fee: £2.00
Postage fee: £2.00
Ticket(s) fee: £2.00
Travel Transfer fee: £1.00

Step 5 – Example Email

ACCEPTING A TRANSFERRED TICKET

STEP 1

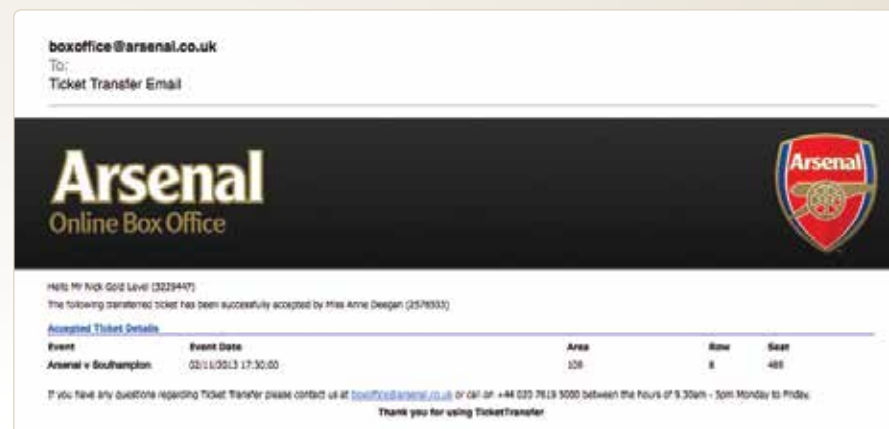
If you are the recipient of a transferred ticket you will receive an email confirmation with the transfer offer.

STEP 2

Visit the **Online Box Office** and enter your membership number and password to either **Accept** or **Decline** the transfer offer.

STEP 3

You will see a tab on the relevant fixture called **Tickets**, here you will see the ticket status of Pending, select either **Accept** or **Decline** button. If you wish to accept the ticket simply select the **Accept** button.



STEP 1 - Example Email



STEP 3 - Accept Ticket(s)

ACCEPTING A TRANSFERRED TICKET

STEP 4

The ticket will be placed into your basket. A confirmation screen will appear summarising the accepted ticket details. Select **Proceed to Checkout** to complete the transaction. Please accept the terms and conditions of this transaction.

STEP 5

You will receive an email confirming your accepted ticket details.

If you are a member, your membership card* will be activated with the relevant ticket details.

If you are a non-member, you will receive a second email containing your Ticketfast (print at home) ticket.

*There maybe occasions when paper tickets are printed and dispatched if a fixture is available on friends and family.

You currently have the following items in your basket.

> ACCEPTED TICKET DETAILS

Member	Area	Row	Seat	Price Class	Value
Arsenal v Southampton - Emirates Stadium - Saturday, 23 November 2013 (15:00)					
Mr T Transfer (2722872)	109	8	489	Adult	£0.00
Subtotal					£0.00
Total to pay					£0.00


Click 'Continue Shopping' to return to Ticket Home for more purchase options or click 'Proceed To Checkout' to complete your transaction and proceed to the payment page. You will be prompted to login or register if you have not already done so.

< Continue Shopping Proceed to Checkout >

STEP 4 - Proceed To Checkout

boxoffice@arsenal.co.uk
To:
Ticket Transfer Email

Arsenal
Online Box Office



Dear Mr Nick Gold Level (3229447)
Your TICKET has been successfully transferred. You will receive an email once your seat has been accepted by the receiving member from your network.

Transferred Ticket Details

Arsenal v Southampton	Recipient	Area	Row	Seat	Allocated By	Value
Mr T Transfer (2722872)	109	8	489	Mr Nick Gold Level (3229447)	£0.00	

If you have any questions regarding Ticket Transfer please contact us at boxoffice@arsenal.co.uk or call on +44 020 7618 9000 between the hours of 9.30am - 5pm Monday to Friday.

Thank you for using TicketTransfer

STEP 5 - Example Email

DECLINING A TRANSFERRED TICKET

STEP 1

If you are the recipient of a transferred ticket you will receive an email confirmation with the transfer offer.

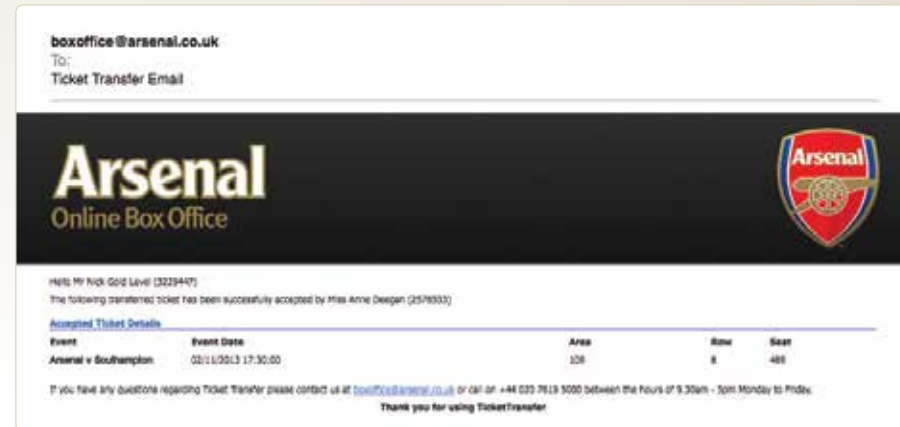
STEP 2

Visit the Online Box Office and enter your membership number and password to either Accept or Decline the transfer offer.

STEP 3

You will see a tab on the relevant fixture called Tickets, here you will see the ticket details and you can select either Accept or Decline button. If you wish to decline the ticket simply select the Decline button.

An email will be sent to the season ticket holder who sent the transfer offer to confirm that their offer was declined.



STEP 1 - Example Email



STEP 3 - Decline Ticket(s)

CANCELLING A TRANSFERRED TICKET

STEP 1

Visit the **Online Box Office**; enter your membership number and password.

STEP 2

If your ticket transfer has not been accepted for the relevant game, you will be able to tick the selected ticket you wish to cancel and click on the **Cancel** button.

Confirming this cancellation will re-activate your season ticket access card. You will receive an email confirming the above.



The screenshot shows the Arsenal v Southampton match page on the Emirates Stadium website. The match is scheduled for November 23rd at 15:00. The page displays a table of transferred seats. The table has columns for Member, Recipient, Area Row Seat, Price Class, and Status. A single row is shown with the following details: Member: Mr N Gold Level (3229447), Recipient: Mr T Transfer (2722872), Area Row Seat: 109 8 489, Price Class: Adult (£0.00), and Status: Transferred. A 'Cancel' button is visible at the bottom right of the table.

Member	Recipient	Area Row Seat	Price Class	Status
Mr N Gold Level (3229447)	Mr T Transfer (2722872)	109 8 489	Adult (£0.00)	Transferred

STEP 2 - Cancel Ticket(s)

FAQ'S

Q. Who is eligible to use the new Ticket Transfer service to transfer their seat(s)?

A. Gold Level Members

Q. I am a Silver / Red Member can I transfer my ticket using this service?

A. No, unfortunately you will not be able to transfer your tickets via this service.

Q. Is this service available over the telephone?

A. No, unfortunately due to the number of transfers that are likely to take place and the need for automation this is an online service only available through www.arsenal.com

Q. I am a Gold Level member in the Family Enclosure can I use the Ticket Transfer service?

A. Unfortunately you will not be able to use this facility online, however, please telephone the Arsenal Contact Centre on 020 7 619 5000 for more details.

Q. I am a Gold Level member in the Disabled Enclosure can I use the Ticket Transfer service?

A. Unfortunately you will not be able to use this facility online, however, please contact the Disability Team on 020 7619 5050 for more details.

Q. How do I use the Ticket Transfer service?

A. A full step by step guide to this new service is available on www.arsenal.com

Q. My friend does not have access to a computer can I transfer their ticket for them via the Ticket Transfer service?

A. Yes, season ticket holders will also have the facility to transfer other members' tickets as long they have already been added to level 2 of your Arsenal Network.

Q. Is there a fee to transfer my season ticket?

A. There is a small fee of £1 per ticket for Gold Members to transfer their ticket(s) for each match.

Q. What can I do if I have transferred my seat and then change my mind?

A. If the recipient has not accepted your transfer offer then you will have the ability to cancel the pending offer.

Q. I have transferred my seat through the Ticket Transfer service which has been accepted and now wish to attend the fixture, is there anything I can do?

A. No, unfortunately once a transfer has been accepted your season card will be deactivated.

Q. When can I transfer my seat for a game?

A. The Ticket Transfer service will be available once a fixture has sold out. *Please check the Ticket Information page on www.arsenal.com for up to date details or you can view the deadline by entering your membership number and password into the online Box Office (ticket hub). *This service may not be available for all fixtures.

FAQ'S

Q. Is there a limit to how many times that I can transfer a seat in a season?

A. Subject to Ticket Transfer being 'live' for a fixture, you can transfer for as many fixtures as you wish.

Q. Are there any other ways that I can transfer my ticket?

A. No, Ticket Transfer is the only official and legal way for Gold members to transfer their seats.

Q. Can I check the status of my transferred seat(s) online?

A. Yes, you can view the status by entering your membership number and password into the online Box Office (ticket hub) and selecting My Account where you can view your booking history.

Q. When is the latest that a Recipient can accept a ticket transfer?

A. You can select the date & time the recipient has to either accept or decline the transfer.

Q. I have transferred my ticket to my friend but they have not accepted within the deadline, what will happen to my ticket, can i still go to the game?

A. Should your ticket not be accepted then your season card will remain active for the relevant game.

Q. If the person I have transferred my ticket to has declined can I select another person to transfer to?

A. Yes, you can select another person within your Arsenal network to transfer your ticket to which will cost £1 per ticket.

Q. What if I transfer a ticket and the recipient does not accept or decline the transfer?

A. If a transfer offer is not accepted or declined within the default date and time, the transfer offer will expire without notice and the original tickets will be valid for entry to the game. Be sure to remind your transfer recipient to accept the transfer.

Q. I am not a member, how will I receive my ticket?

A. As a non-member you will receive a Ticketfast (print at home) ticket.

Q. I am a member, will my membership card be activated?

A. If you are a member, your membership card will be activated with the relevant ticket details, however there may be occasions when paper tickets are printed and dispatched if a fixture is available via the Friends and Family service or on General sale.

Q. What is My Arsenal Network?

A. Adding Arsenal members to your Arsenal Network will make it easier for you to use our online services. For more information on My Arsenal Network [Click Here](#).