



# **2023 INDIANAPOLIS COLTS RELOCATION PROCESS**

**INSTRUCTION MANUAL AND FAQs**



## **COLTS FANS,**

We are pleased to utilize our 3D Virtual Venue for our relocation process again this year. This interactive tool will allow you to view and select the best available seats according to your individual preference directly from your computer, tablet, or mobile device, all based on your seniority. Access to the online relocation tool is available via My Colts Online Account Manager. We encourage you to take a few moments to read through this instruction manual so you can familiarize yourself with the process. If you have any questions, please contact the Colts at 317-297-7000.

Let's get started!



# IMPORTANT RELOCATION INFORMATION

## KEY REMINDERS

- Each step of the online process is timed. If you have seats in your cart, they will be released if you do not finish each step within the amount of time you are given.
- You will not be able to leave a single seat available when relocating or adding on seats.
- If you wish to just add on seats, please contact your account representative directly at your designated date and time or call 317-297-7000.
- Access to available inventory will not be available until your designated date and time. **Once you receive access, you will have the ability to relocate once daily until 5PM on Sunday, April 23.**



# RELOCATION FAQs

## How do I relocate my seats?

For step-by-step instructions, please reference the guide below.

## The “Relocate/Add Seats” button does not work.

This button is not active until your designated date and time and then will remain active through the remainder of the relocation and additional seat process. Your date and time was sent to you via email and is based on your seniority. If you cannot locate your date and time, please contact your account representative or call 317-297-7000. There will be a countdown screen until you have access.

## I’m not sure that I want to relocate; can I still view available inventory?

Yes, you can log in and view available inventory without affecting your current seat location. Your current seat location is only affected if you fully complete the relocation process.

## I want to relocate, but there are not any available seats that I want.

Inventory is limited and if you do not find any seats that you wish to move to, you can log out or exit the Virtual Venue and you will remain in your current location. Please note, the inventory throughout this process is changing in real time as season ticket members relocate, so be sure to log back in and check availability throughout the process. You are able to relocate once per day through the end of the process.

## My session was timed out and when I logged back in I couldn’t find the seats I originally selected.

Please contact your account representative or call 317-297-7000.

## Can I relocate again if I have already gone through the relocation process?

Yes! You have the ability to relocate your seats once every 24 hours through the end of the process.



# RELOCATION FAQs

## **The seats I wish to relocate to are more expensive than my current location.**

At checkout, you will be asked to provide a credit card, ACH and/or account credit for payment of the difference between your current seats and the new seats you have selected. You will have the option to pay in full at the time of purchase or select the payment plan option.

## **The seats I wish to relocate to are less expensive than my current location.**

If you choose to downgrade, the difference in credit will be applied to your Account Manager to be used for single game tickets, group tickets, or renewals for 2024.

## **The system won't allow me to relocate to seats I have found.**

If you are not able to select seats for a relocation, be sure you aren't leaving a single seat, as the system won't allow this. If this is not the case and you are still having issues, please contact your account representative or call 317-297-7000.

## **I only want to relocate a portion of my seats.**

Please contact your account representative for partial relocation options or call 317-297-7000.

## **I wish to relocate my seats and add additional seats.**

If you are interested in relocating and purchasing additional seats, you can easily do so at the same time online. Please click on the seats you wish to relocate to in order to start the process and view available seats on our Virtual Venue. Please note, you can add up to four (4) additional seats while relocating your current seat location. If you do not find a location you wish to move to and still want to purchase seats, please exit out of the relocation process and contact your account representative directly to purchase.



# RELOCATION FAQs

## **I don't want to relocate, but I want to check out available seats to add on to my account.**

This process is not available online; however, at your designated date and time you can contact your account representative directly to discuss available inventory and purchase. Please note you can add up to four (4) additional seats.

## **I am in need of accessible seating.**

Accessible seating is not available during the online relocation process. Please contact your account representative for available options or call 317-297-7000.

## **I'm not available at my designated date and time; what are my options?**

Even if you are unable to view inventory until your designated time, you are able to log on at any point after that through the end of the process.

## **I don't have access to a computer or the internet.**

You can also access Account Manager to complete the relocation and additional seat process on your mobile device. If you do not have access via a computer, tablet or mobile device, please contact your account representative at your designated time for assistance.

## **I want to relocate to club seats.**

We have limited availability in our loge level club seating for the 2023 season that can be selected during the relocation process. Please note, club seating is only available with a three-year signed commitment. By securing club seating for the 2023 seating, you are releasing your current location for others to select during the relocation process. Should you not proceed with the club seats, you can work with your account representative to secure a new seat location outside of our club seating. If you are interested in club seats, please contact your account representative or call 317-297-7000.



# STEP ONE

# MY COLTS ACCOUNT LOGIN

To upgrade your seats, log in to Account Manager with your email address and password. If you have forgotten or lost your password, click “Forgot Password” link and it will be emailed to your email address on file.

https://am.ticketmaster.com/colts/

2022 Opponents Ticket Information Useful Information Contact Us Sign In

### Sign In to Indianapolis Colts

Powered by *ticketmaster*

**Important Account Update**

You can now use the same email and password for both your Indianapolis Colts ticket account and your Ticketmaster account.

Indianapolis Colts ticket holder? Use your existing email to sign in and update your password if prompted.

New here? Use your Ticketmaster email and password.

[Learn More](#)

Email Address

Password SHOW

Remember Email [Forgot Password?](#)

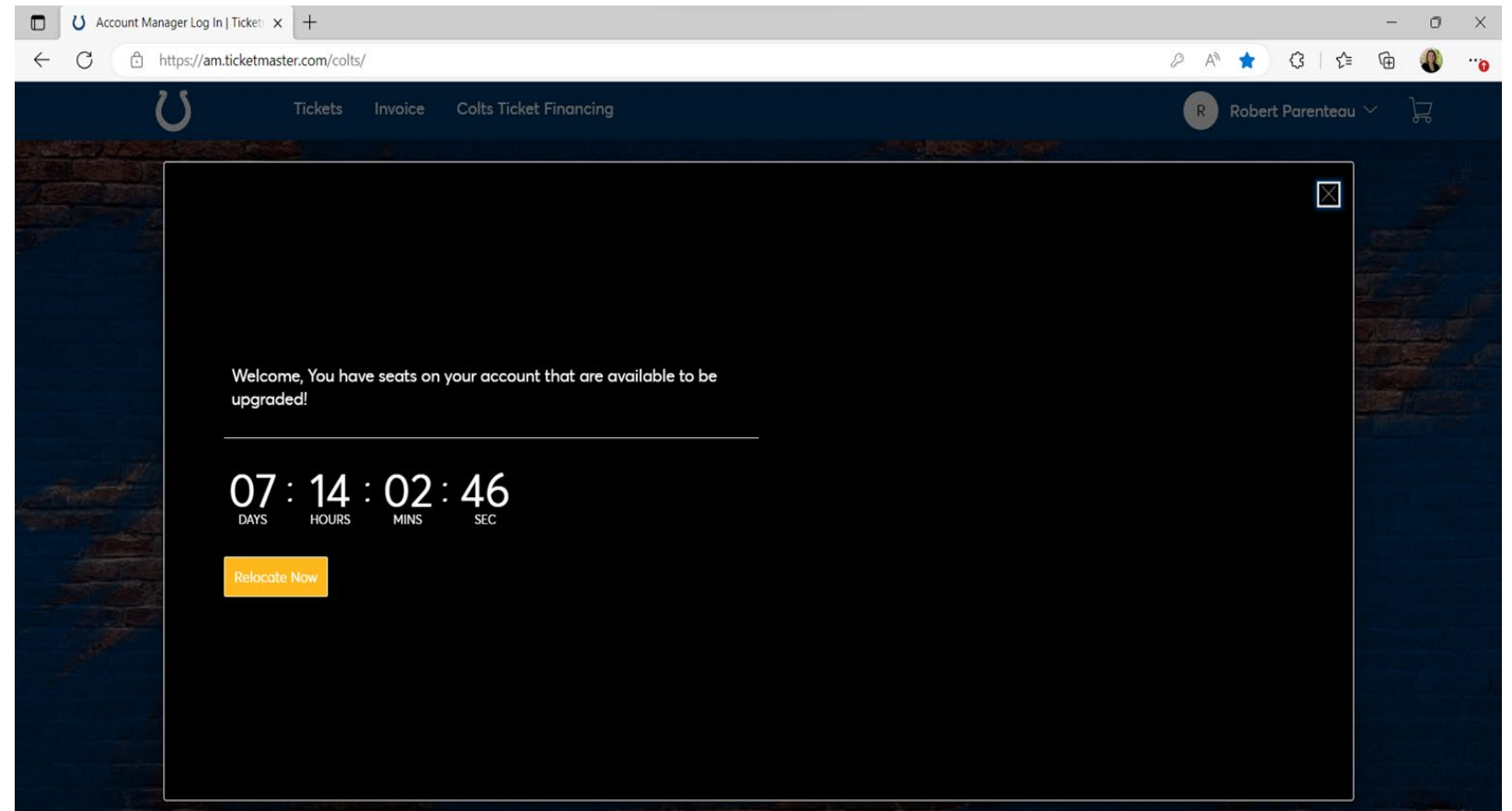
By continuing past this page, you agree to the [Terms of Use](#) and understand that information will be used as described in both the Ticketmaster [Privacy Policy](#) and Indianapolis Colts [Privacy Policy](#).





# STEP TWO | ACCESS THE UPGRADE PROCESS

When your time slot is active, you will see a countdown clock that will be active during your relocation time and relocate now button. Click the “Relocate Now” button to view available inventory.



# STEP THREE

# SELECT SEATS TO UPGRADE

Select the seat blocks that you wish to upgrade/relocate for the 2023 season and click “Next”.

You can select multiple seat blocks from a single plan to relocate at the same time.

The screenshot shows a web browser window with the URL [https://am.ticketmaster.com/colts/upgrade?check\\_logged\\_in=1](https://am.ticketmaster.com/colts/upgrade?check_logged_in=1). The page header includes the Colts logo, navigation links for Tickets, Invoice, and Colts Ticket Financing, and a user profile for Robert Parenteau. The main heading is "Select the current seat block(s) that you would like to relocate". Below this, a paragraph explains that eligible seat blocks are listed and that selecting one will gray out other available blocks. A "Next >" button is visible. Two seat block options are presented in separate boxes:

Image	Section	Cost of Seats	Paid Amount	Action
	Section 101, Row 4, Seat 18 Renewal	Cost of Seats: \$1,260.00 X 1 Seat = \$1,260.00	Paid Amount: \$1,260.00	<input checked="" type="checkbox"/>
	Section 137, Row 7, Seat 1-2 Renewal	Cost of Seats: \$1,950.00 X 2 Seats = \$3,900.00	Paid Amount: \$3,900.00	<input checked="" type="checkbox"/>

Both options include a note: "Upgrade until Tue • Mar 21, 2023 • 11:59 PM".



# STEP FOUR

# SELECT YOUR PLAN

Select 2023 Season Tickets and click “Next” to view all available inventory.

The screenshot shows a web browser window with the URL [https://am.ticketmaster.com/colts/upgrade?check\\_logged\\_in=1](https://am.ticketmaster.com/colts/upgrade?check_logged_in=1). The page header includes the Ticketmaster logo, navigation links for 'Tickets', 'Invoice', and 'Colts Ticket Financing', and a user profile for 'Robert Parenteau'. The main content area is titled 'Choose a plan that you would like to relocate' and includes a sub-header: 'The available plan(s) that you can upgrade to are listed below. If available, there may be more information on each plan which can be accessed by clicking the More Info option on the bottom right-hand corner of each card. Once you select the plan, click Next'. Below this text are two buttons: '< Back' and 'Next >'. A single card is displayed for '2023 Indianapolis Colts Season Tickets', featuring the Colts logo, a checkmark icon, and a 'More Info' dropdown menu.

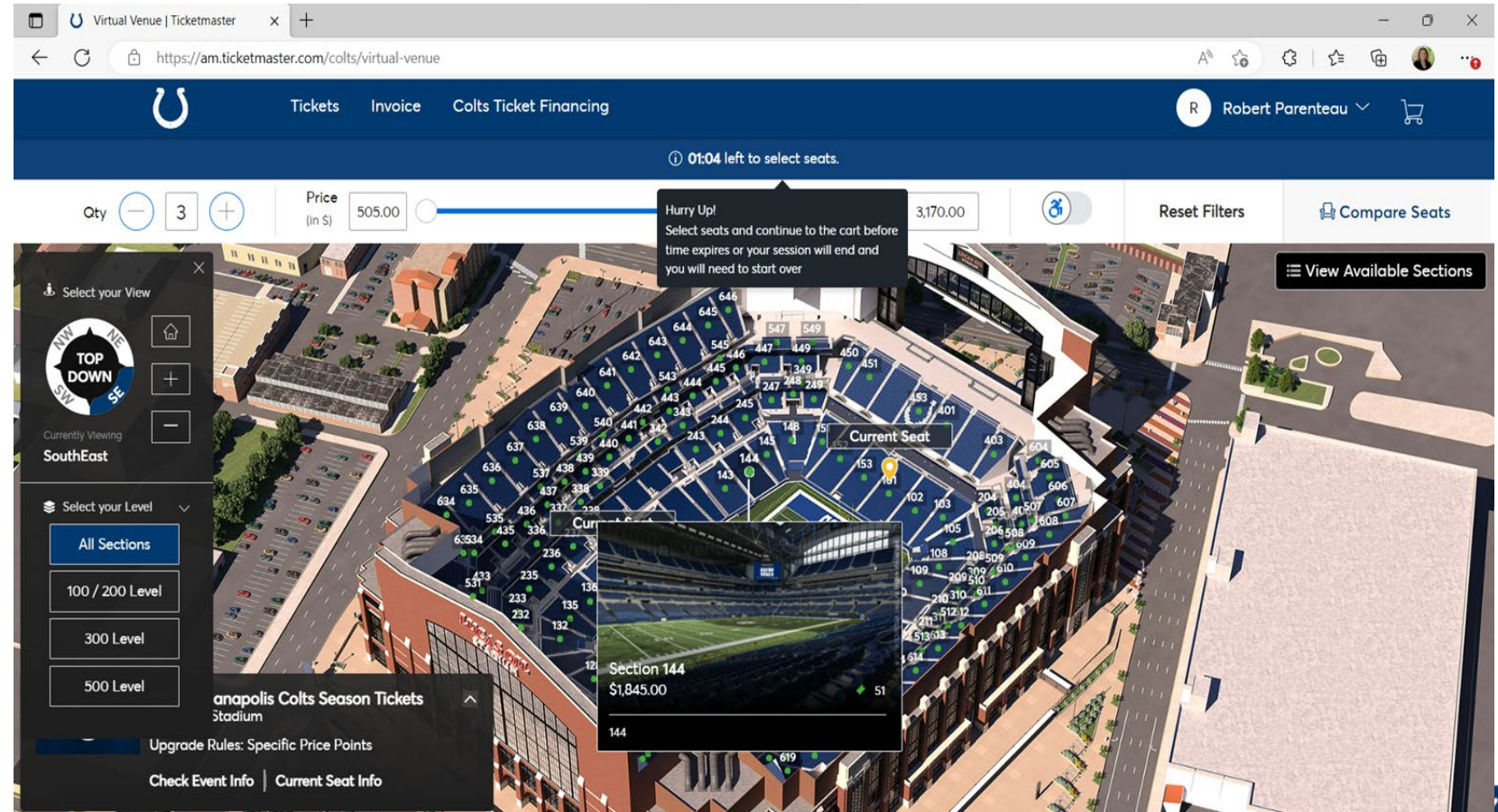


# STEP FIVE

# VIEW AVAILABLE INVENTORY

Once the Virtual Venue loads, you can see which sections have availability by using the map or the list view. Sections with the **GREEN** icon indicate available seating.

Click into the section to view specific seats.



# STEP SIX | SELECT YOUR NEW SEAT LOCATION

Once you are in your preferred section, all available seats will be in green. Select individual seats to see more information, including the full screen 360-degree view seen here.

**IMPORTANT:** Before you can add the seats to your cart, you must select the ticket type, which will auto-populate with the correct option.

If you want to view other seats, click the back button. If you like the seat location, click "Add to Cart".

At this time, you can also select up to four (4) additional seats if you are interested in adding to your account.

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The screenshot shows the Ticketmaster virtual venue interface. At the top, there's a navigation bar with "Tickets", "Invoice", and "Colts Ticket Financing". The user's name "Robert Parenteau" is visible. Below the navigation bar, there's a timer indicating "09:13 left to select seats." and a price slider set to \$505.00. The main area displays a 360-degree view of a stadium with a seat selection overlay. A "Selected Seats" panel is open on the right, showing a table of selected seats and their prices.

Section	Row	Seat	Price
135	3	13	\$1,460.00
Renewal Relocations			
135	3	14	\$1,460.00
Renewal Relocations			
135	3	15	\$1,460.00
Renewal Relocations			
Total Price:			\$4,380.00

Buttons for "Compare Seat" and "Add to Cart" are visible at the bottom of the panel.



# STEP SIX | SELECT YOUR NEW SEAT LOCATION

Once you have completed this process and have all desired seat locations in your cart, click on the cart icon at the top of the screen and select “Continue” to proceed to the check-out screen.

The screenshot displays the Ticketmaster Virtual Venue interface for the Indianapolis Colts. The main view is a 3D rendering of Lucas Oil Stadium with a yellow seat selection marker on the field. A price slider is set to 505.00, and a quantity of 2 is selected. A 'Hurry Up!' warning indicates that the session will expire in 00:05. A shopping cart overlay is visible on the right, showing the following details:

Shopping Cart	
2023 Indianapolis Colts Season Tickets	
Lucas Oil Stadium	
Section 144, Row 3, Seats 23 - 24	
Renewal Relocations: 2	\$3,690.00
Cost of Seats	\$3,690.00
Paid Amount	-\$5,160.00
<b>Total Amount</b>	<b>\$0.00</b>

Below the cart, a 'Renewal Relocations' section shows a total price of \$3,690.00 with 'Compare Seat' and 'Remove from Cart' buttons.



# STEP SEVEN | REVIEW YOUR ORDER

At this time, you can take a moment to compare your current seat location with your new seat location.

If you wish to make a change, please click “Edit” next to your new seat location to return to the Virtual Venue.

If you wish to start the process over, please click “Edit” next to your current seats to return to the beginning.

When you are ready to continue, click “Checkout”.

The screenshot shows a web browser window with the URL <https://am.ticketmaster.com/colts/shopping-cart>. The page features a dark blue header with the Colts logo and navigation links for Tickets, Invoice, and Colts Ticket Financing. The user's name, Robert Parenteau, is displayed in the top right corner. Below the header, a message states "representative will contact you shortly." The main content area is divided into two sections: "New Seats (3)" and "Current Seats (3)". Each section contains a table of ticket listings with an "Edit" button. The "New Seats" section lists two items: "2023 Indianapolis Colts Season Tickets" for Section 233, Row 5, Seat 11 at \$1,215.00, and "2023 Indianapolis Colts Season Tickets" for Section 233, Row 5, Seat 9-10 at \$2,430.00. The "Current Seats" section lists two items: "2023 Indianapolis Colts Season Tickets" for Section 101, Row 4, Seat 18 at \$1,260.00, and "2023 Indianapolis Colts Season Tickets" for Section 137, Row 7, Seat 1-2 at \$3,900.00. To the right of the seat listings is a "Summary" box containing a "Cost Difference" of -\$1,515.00, "Cost of Seats" of \$3,645.00, "Previously Applied Payments" of -\$5,160.00, and a "Total Amount Due" of \$0.00. A note below the summary states: "Note: This total does not include service fees if any. Any applicable fees will be added in the next step at checkout." A dark blue "Checkout" button is located at the bottom of the summary box.

Section	Row	Seat	Price
2023 Indianapolis Colts Season Tickets	233	5, 11	\$1,215.00
2023 Indianapolis Colts Season Tickets	233	5, 9-10	\$2,430.00
2023 Indianapolis Colts Season Tickets	101	4, 18	\$1,260.00
2023 Indianapolis Colts Season Tickets	137	7, 1-2	\$3,900.00



# STEP EIGHT

# CHECKOUT PROCESS

A summary of your order is located on the right of the screen.

Please note, you have eight (8) minutes to complete this step before your new seat location is returned to available inventory.

To finalize your new seat location, please select your form of payment.

If you do not owe any additional money, payment is not required. If you owe money, you may choose to pay in full or opt into a payment plan.

Once complete, accept the Terms and Conditions and click “Place Order”. If successful, your current seats will be released and your new seats will be on your account.

The screenshot shows a web browser window with the URL <https://am.ticketmaster.com/colts/checkout>. The page features a dark blue header with the Colts logo and a "Time Remaining 07:36" indicator. The main heading is "Complete the checkout steps and submit your payment". Below this, a paragraph explains the steps and notes that no charge will be applied if the balance is zero. The checkout process is divided into three sections: "Delivery & Shipping" (checked), "Payments" (checked), and "Order Summary". The "Order Summary" shows a total of \$0.00 and includes a checkbox for "I accept the Terms and Conditions" and a green "Place Order" button. The "Cart items" section lists two items: "2023 Indianapolis Colts Season Tickets" for Section 233, Row 5, Seat 11 and Section 233, Row 5, Seat 9-10, both priced at \$0.00. A "Payment Not Required" message is displayed at the bottom, stating that no payment option needs to be selected since the balance is \$0.





# STEP NINE | CONFIRMATION

Once completed, you will be sent to a confirmation screen and will receive a confirmation email from Ticketmaster with your updated seating and any necessary payment information for your records.

