



EXECUTIVE
CLUB



AWAY TICKET FORWARDING GUIDE



TICKETING & MEMBERSHIP SERVICES

AWAY TICKET FORWARDING PROCESS

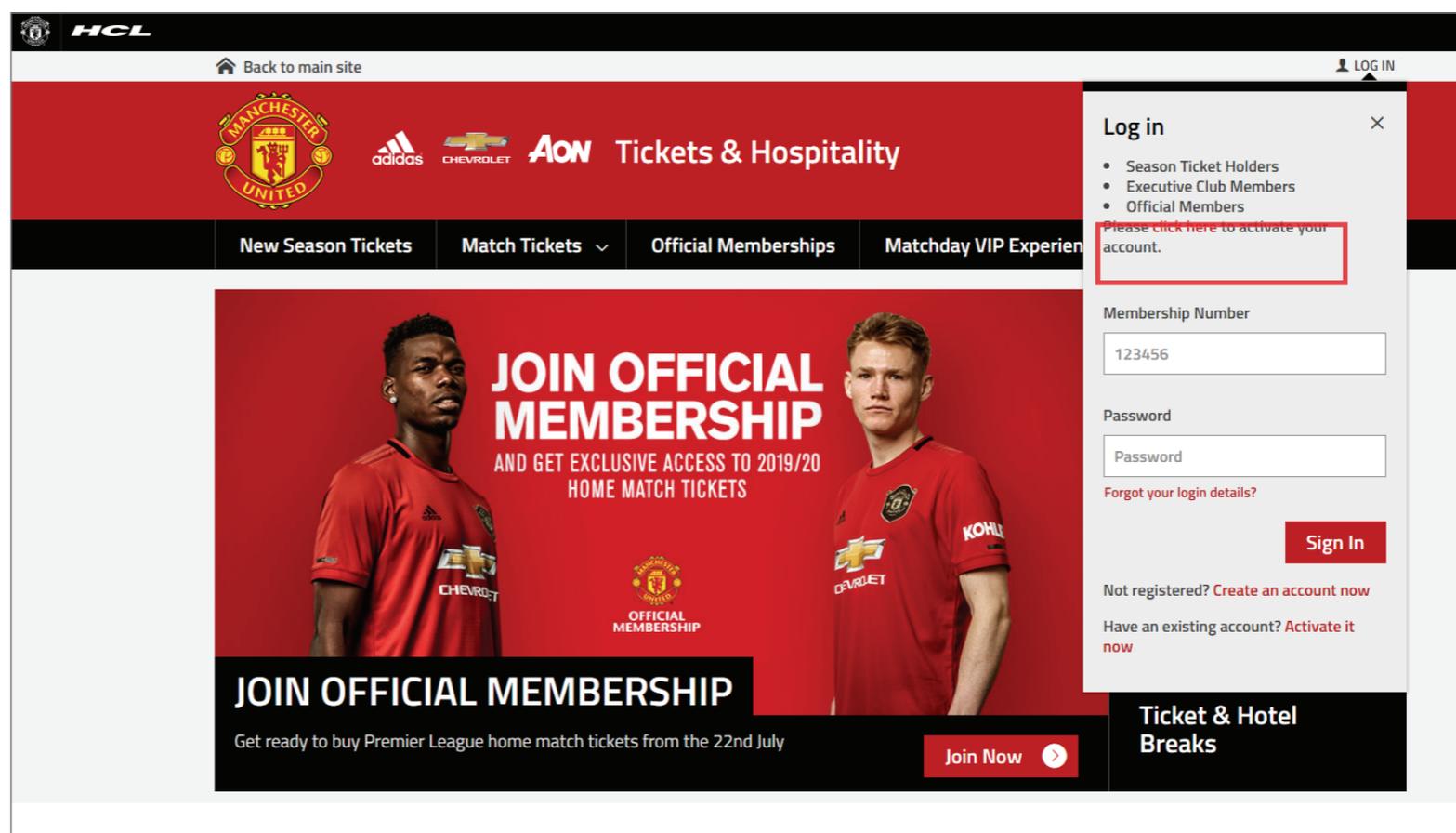
For the 2019/20 Season, the club are continuing their ticket transfer scheme, requiring all Executive Club members to submit attendee names for domestic away fixtures.

This is known as the **Away Ticket Transfer Policy**. The following pages will explain the procedure.

In order to comply with the policy the following steps must be completed:

1. Each successful applicant must log-in to their online e-ticketing account using their membership number and password.
2. Each away ticket needs to be transferred to the relevant supporter attending the game. Lead account holders attending will not need to self submit.
3. Once away tickets have been correctly transferred, each attending supporter must accept the ticket transfer by logging in to their own online account at least 5 days before the game takes place.

Log in at - www.eticketing.co.uk/muticketsandmembership



The screenshot shows the Manchester United e-ticketing website. At the top, there is a navigation bar with the HCL logo, a 'Back to main site' link, and a 'LOG IN' button. Below this is a red banner with the Manchester United crest and logos for Adidas, Chevrolet, and AON. The main content area features a large banner for 'JOIN OFFICIAL MEMBERSHIP' with two players in red kits. The banner text reads: 'JOIN OFFICIAL MEMBERSHIP AND GET EXCLUSIVE ACCESS TO 2019/20 HOME MATCH TICKETS'. Below the banner is a 'Join Now' button. To the right of the banner is a 'Log in' form with a 'Sign In' button. The form includes a 'Membership Number' field (containing '123456') and a 'Password' field. A red box highlights the text 'Please click here to activate your account.' in the form. Below the form are links for 'Not registered? Create an account now' and 'Have an existing account? Activate it now'. At the bottom right, there is a 'Ticket & Hotel Breaks' section.

If you have already registered online, please enter your membership number and password. You will have the option to reset your password if forgotten.

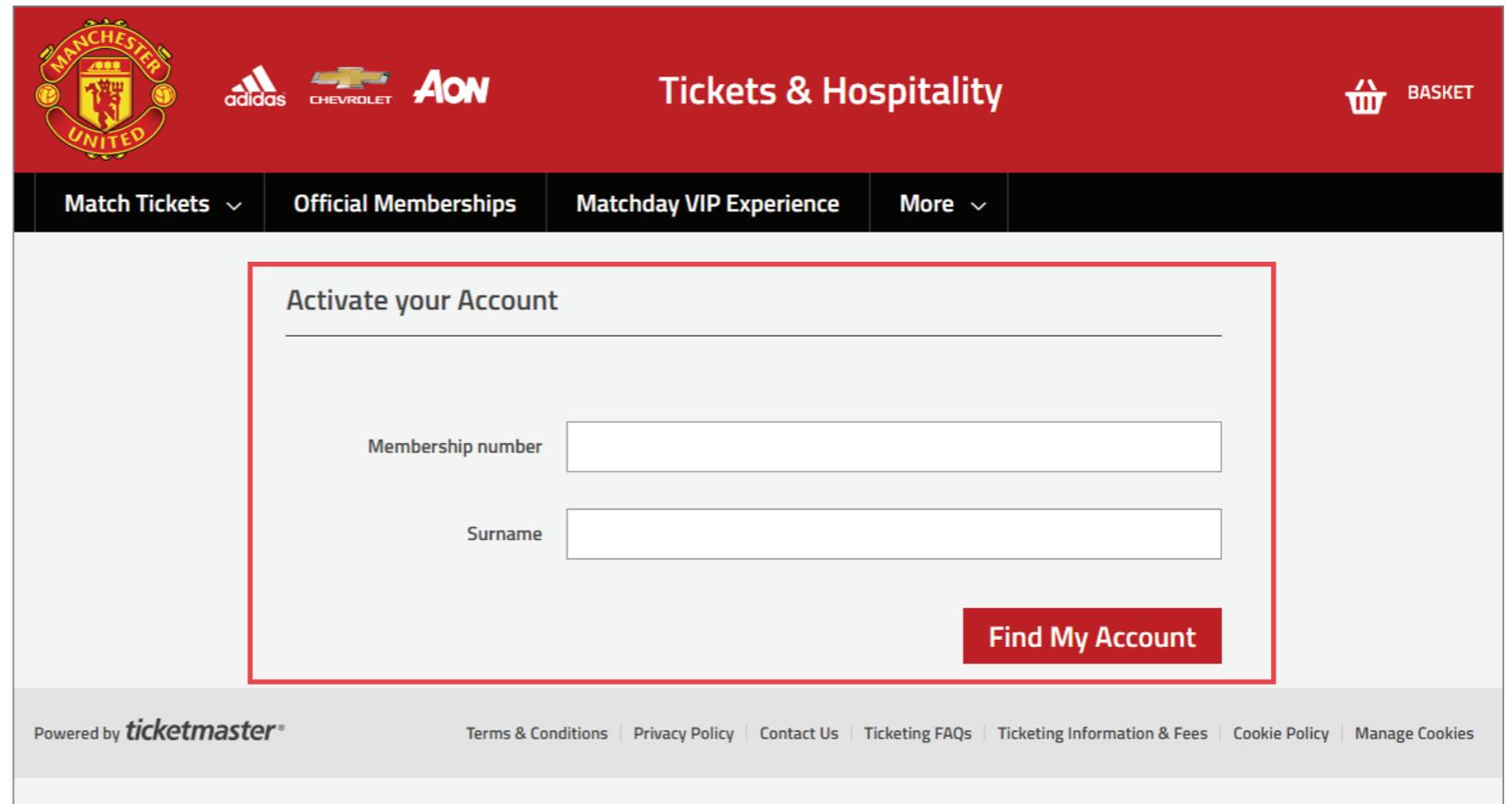
Alternatively, if you haven't used this site before, activate your online account (see red box).

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Activate your online account by entering your membership number and surname then clicking 'Find My Account'.

Please check personal account details are correct and ensure you create a password using at least one capital letter, one digit and one symbol.



The screenshot displays the Manchester United website's 'Tickets & Hospitality' section. The header features the club crest, Adidas, Chevrolet, and AON logos, along with a 'BASKET' icon. A navigation bar includes 'Match Tickets', 'Official Memberships', 'Matchday VIP Experience', and 'More'. The main content area is titled 'Activate your Account' and contains a form with two input fields: 'Membership number' and 'Surname'. A red 'Find My Account' button is positioned at the bottom right of the form. The footer includes the 'Powered by ticketmaster' logo and a list of links: 'Terms & Conditions', 'Privacy Policy', 'Contact Us', 'Ticketing FAQs', 'Ticketing Information & Fees', 'Cookie Policy', and 'Manage Cookies'.

MANCHESTER UNITED

adidas CHEVROLET AON

Tickets & Hospitality

BASKET

Match Tickets ▾ Official Memberships Matchday VIP Experience More ▾

Activate your Account

Membership number

Surname

Find My Account

Powered by **ticketmaster**

[Terms & Conditions](#) | [Privacy Policy](#) | [Contact Us](#) | [Ticketing FAQs](#) | [Ticketing Information & Fees](#) | [Cookie Policy](#) | [Manage Cookies](#)

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Any account notifications will be showing in the **blue box** as referenced here.

Any successful away ticket applications will show just underneath 'Manage Tickets' in the red area.

Manchester United | adidas | CHEVROLET | AON | Tickets & Hospitality | BASKET

Match Tickets | Official Memberships | Matchday VIP Experience | More

MATCHDAY VIP EXPERIENCE

Guarantee your seat to any home game with a Matchday VIP Experience

Book Now

Join Official Membership | Matchday VIP Experience | Museum & Stadium Tour | Ticket & Hotel Breaks

Click Here To Manage Your Account

Hello John

Current Season Ticket or Official Membership Holder

Notifications (1)

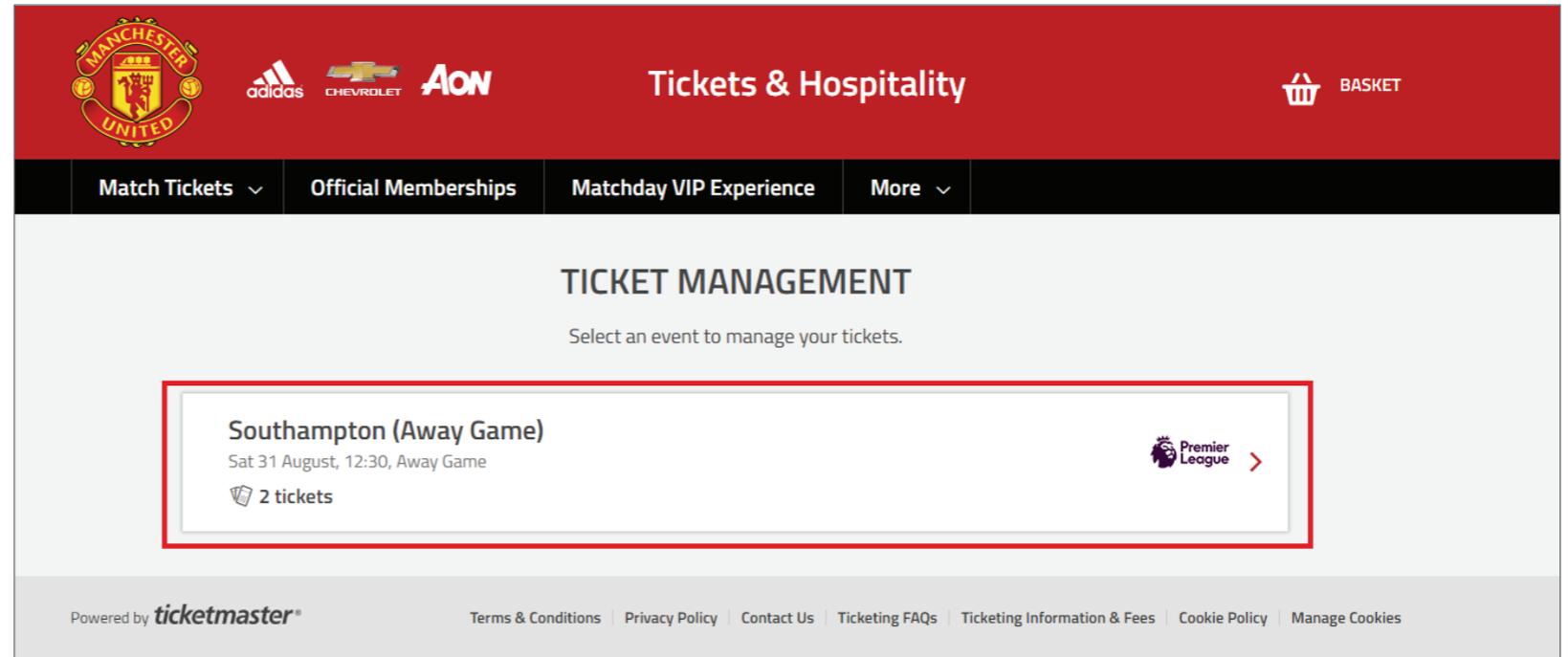
Manage Tickets (2 tickets)

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To transfer your tickets, please click 'Manage Tickets' which takes you to the Ticket Management page.

Click anywhere in the red area to continue this process.

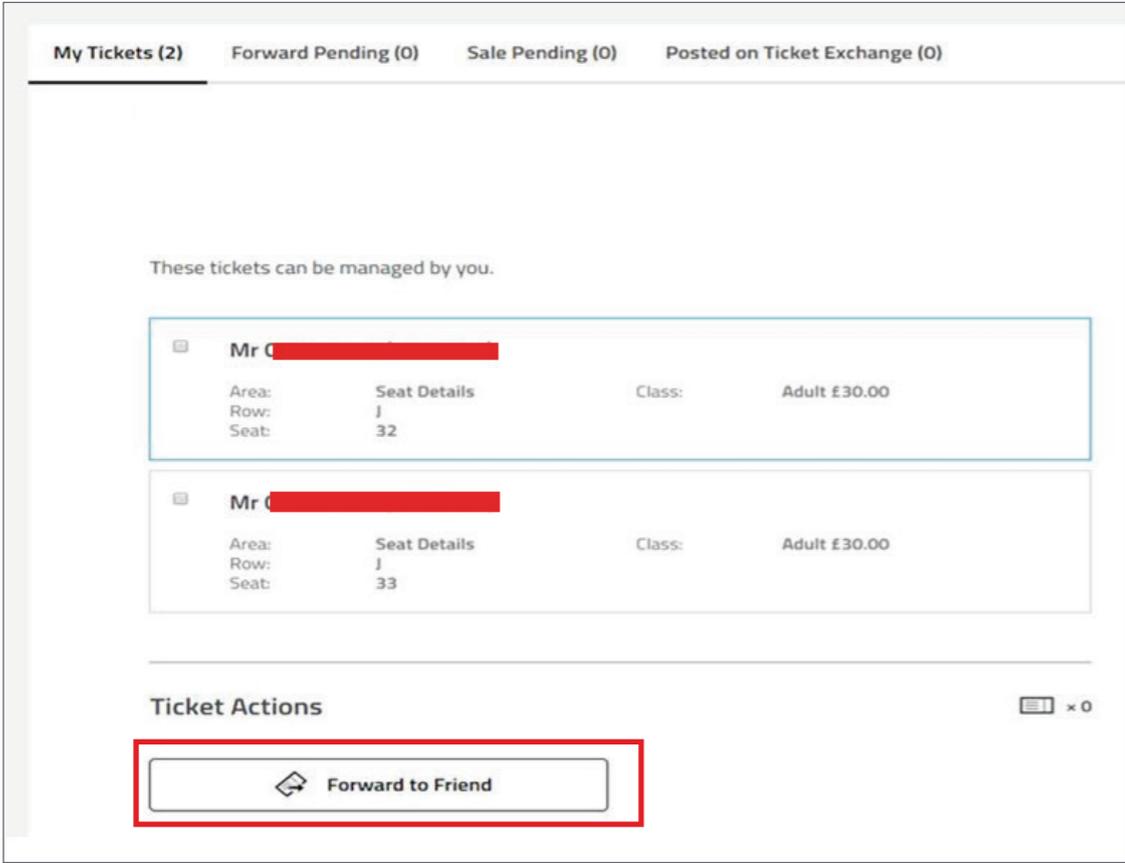


The screenshot displays the Manchester United website's 'Tickets & Hospitality' section. The top navigation bar is red and contains the Manchester United crest, Adidas, Chevrolet, and AON logos, along with the text 'Tickets & Hospitality' and a 'BASKET' icon. Below this is a black navigation bar with links for 'Match Tickets', 'Official Memberships', 'Matchday VIP Experience', and 'More'. The main content area is titled 'TICKET MANAGEMENT' and includes the instruction 'Select an event to manage your tickets.' A red-bordered box highlights a card for the 'Southampton (Away Game)' on 'Sat 31 August, 12:30, Away Game', showing '2 tickets' and a Premier League logo with a right-pointing arrow. The footer contains the 'Powered by ticketmaster' logo and a series of links: 'Terms & Conditions', 'Privacy Policy', 'Contact Us', 'Ticketing FAQs', 'Ticketing Information & Fees', 'Cookie Policy', and 'Manage Cookies'.

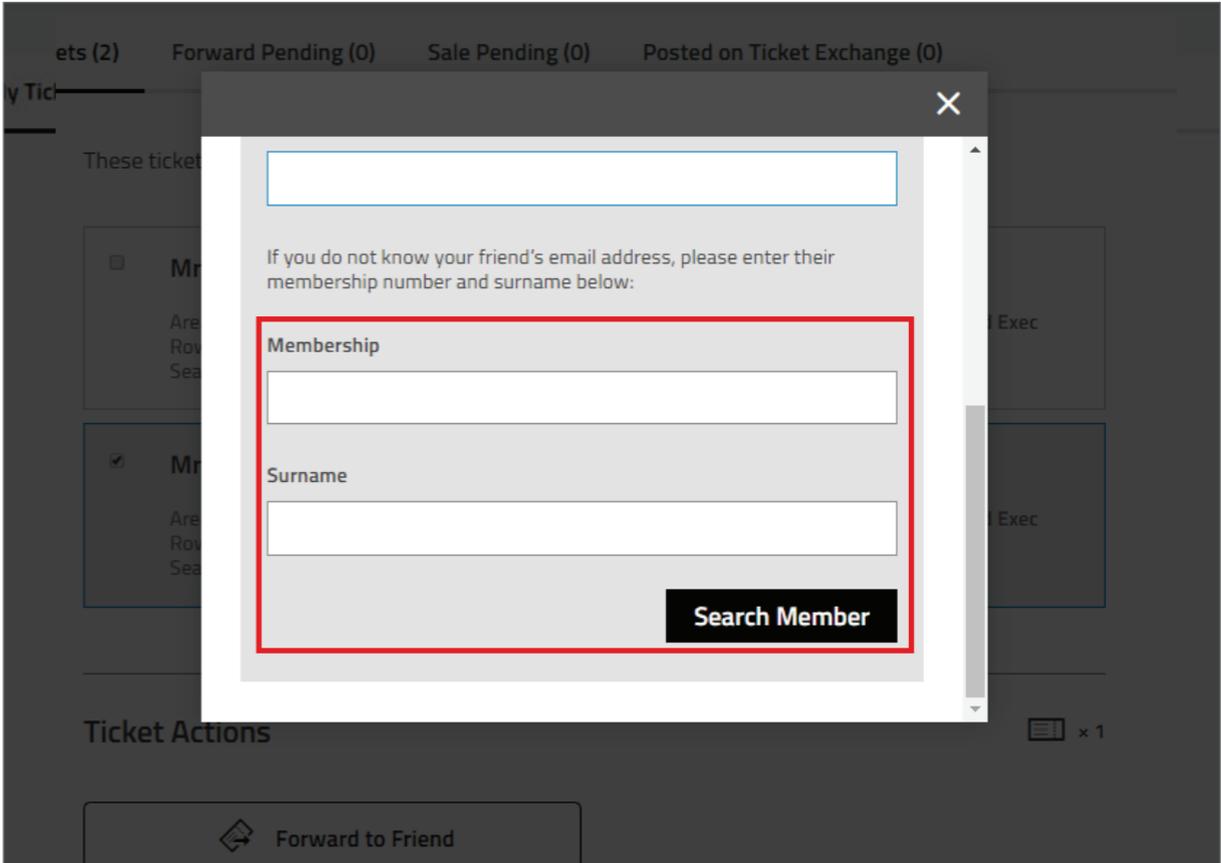
TICKETING & MEMBERSHIP SERVICES

AWAY TICKET FORWARDING PROCESS

Select one ticket and then click on 'Forward to Friend'.



This takes you to your network, where you can select who you want to transfer the ticket too.



If your guest isn't in your network, or you don't have their email address, you can add them by searching for them by surname and membership number.

For any issues, please contact the **Executive Club Support Team** 0161 868 8000 (Option 2 then 4).

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AWAY TICKET FORWARDING PROCESS

Once the supporter has been selected, you can add a personal message if required and then press 'Review' and

complete the next two steps. Once the Terms and Conditions have been accepted your away ticket will be forwarded.

Ticket Management > Manage Tickets > Forward to Friend

Southampton (Away Game)
Sat 31 August, 12:30, Away Game



 You are forwarding 1 ticket to **Mrs Jane Smith (7891011)**
Offer expires: Sat 31 August, 12:30

Send a Message to **Jane**

Enjoy the game!

[Cancel](#) [REVIEW ORDER](#)

[< Return to Ticket Management](#)

 Unfortunately the person you are trying to send these tickets to is not eligible to accept them. This could be because they have reached the maximum number of tickets for this event or they do not have the correct permissions.

However, if the above message appears, please contact your Account Manager or the Support Team to advise.

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You will receive a confirmation of the ticket transfer. See image to the right.

Your guest will receive an email, advising they need to accept the ticket.

The screenshot shows a confirmation page with a progress bar at the top. The progress bar has four steps: 'Basket' (shopping basket icon), 'Payment' (checkmark icon), 'Review' (checkmark icon), and 'Confirmation' (checkmark icon in a red circle). Below the progress bar, the word 'CONFIRMATION' is centered. A green-bordered box contains a green checkmark icon, the text 'Thank you for your purchase!', the reference number 'REFERENCE: 16244639', and the text 'You can always access your order in My Account'. Below this box, the section 'Your Order Details' is followed by the text 'All items will be delivered to the following address unless you have chosen another method of delivery.' and the address: 'Manchester United, Old Trafford, Manchester, M16 0RA'. A table with a light grey background shows the order summary. The table has two columns: the item description and the price. The first row is 'Summary' with '1 items' on the right. The second row is 'Tickets to be Forwarded' with '£0.00' on the right. The ticket details are: 'Southampton (Away Game) Saturday, 31 August 2019 (12:30), Block Seat Details Row MM Seat 1232 Sir Bobby Charlton Stand Exec Recipient: Mrs Jane Smith (7891011)'. The third row is 'Order summary' with '£0.00' on the right. The fourth row is 'Subtotal' with '£0.00' on the right. The fifth row is 'Total:' with '£0.00' on the right.

Basket Payment Review Confirmation

CONFIRMATION

✓ Thank you for your purchase!
REFERENCE: 16244639
You can always access your order in [My Account](#)

Your Order Details

All items will be delivered to the following address unless you have chosen another method of delivery.

Manchester United
Old Trafford
Manchester
M16 0RA

Summary	1 items
Tickets to be Forwarded	
Southampton (Away Game) Saturday, 31 August 2019 (12:30), Block Seat Details Row MM Seat 1232 Sir Bobby Charlton Stand Exec Recipient: Mrs Jane Smith (7891011)	£0.00
	£0.00
Order summary	
Subtotal	£0.00
Total:	£0.00

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Your guest will also need to login to their account to accept the ticket. They will need to click where the red box is.

MANCHESTER UNITED

adidas CHEVROLET AON

Tickets & Hospitality

BASKET

New Season Tickets Match Tickets Official Memberships Matchday VIP Experience More

MANCHESTER UNITED

MATCHDAY VIP EXPERIENCE

MATCHDAY VIP EXPERIENCE

Guarantee your seat to any home game with a Matchday VIP Experience

Book Now

Join Official Membership Matchday VIP Experience Museum & Stadium Tour Website Maintenance

Click Here To Manage Your Account

Hello Daniel

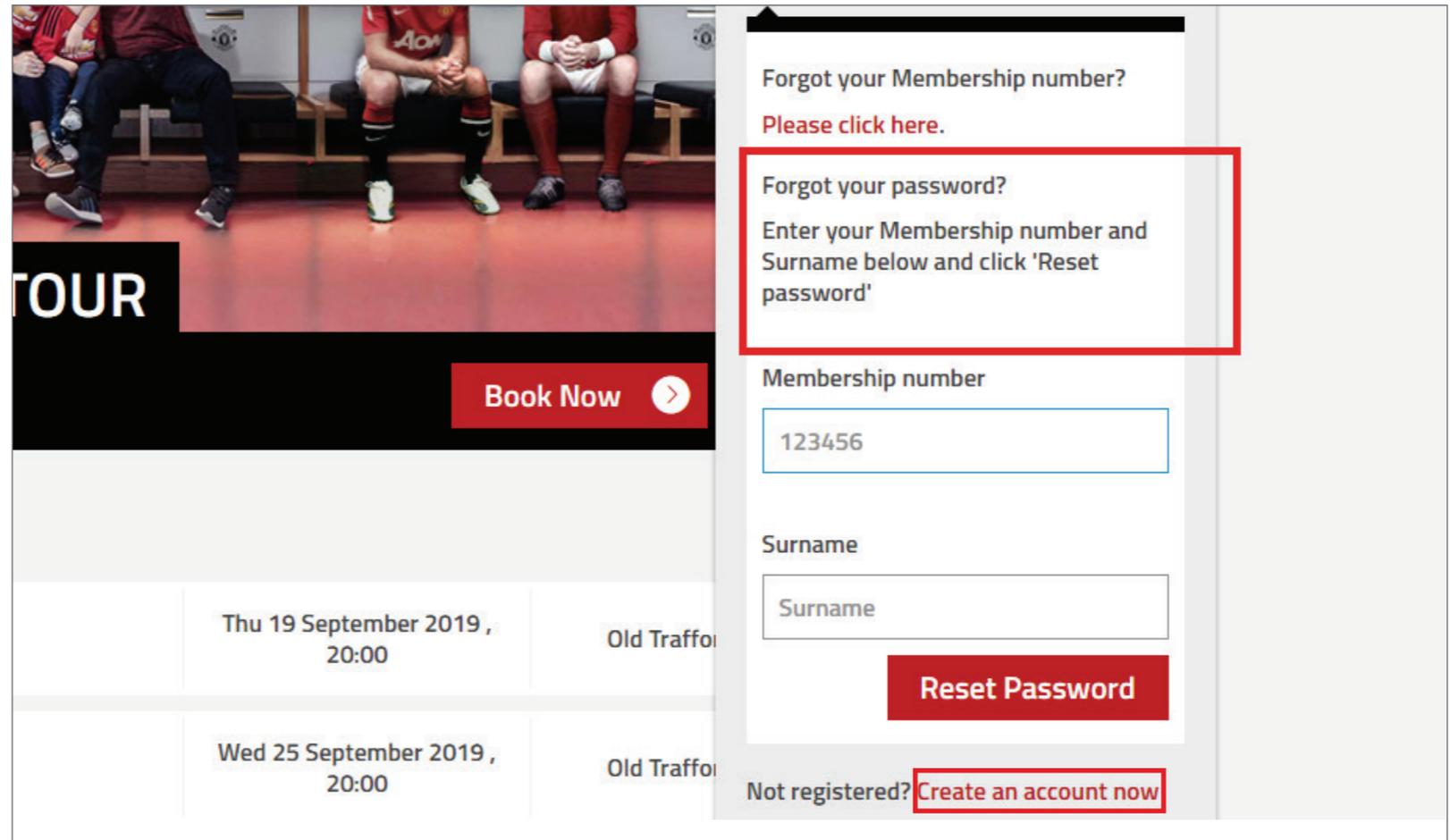
0 Notifications

TICKETING & MEMBERSHIP SERVICES

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If they don't already have an account with us they will need to select 'Forgot your password?' or alternatively, 'Create an account now' and a new link will be emailed to them to register the account.

This only needs to be done once for all other future ticket transfers.



The screenshot displays a website interface for ticket booking. At the top, there is a banner image of football players on a bench. Below the banner, a red button labeled 'Book Now' with a right-pointing arrow is visible. The main content area features a table with two rows of match information:

	Thu 19 September 2019 , 20:00	Old Traffo
	Wed 25 September 2019 , 20:00	Old Traffo

Overlaid on the right side of the page is a white modal form titled 'Forgot your Membership number?'. The form contains the following elements:

- A link: [Please click here.](#)
- A section titled 'Forgot your password?' with instructions: 'Enter your Membership number and Surname below and click 'Reset password''.
- A text input field for 'Membership number' containing the value '123456'.
- A text input field for 'Surname' containing the placeholder text 'Surname'.
- A red button labeled 'Reset Password'.
- A link at the bottom: 'Not registered? [Create an account now](#)'.

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Once they are logged in, your guest will then see this box, and they need to click 'Accept Ticket'.

This then completes the ticket transfer process.

Please note: If your guest doesn't accept the ticket, then the process is **not complete**.

The screenshot shows a web interface for a Premier League away game. At the top, it says "Southampton (Away Game)" with the date and time "Sat 31 August, 12:30, Away Game" and the Premier League logo. Below this, it indicates "1 Tickets". A message states "1 tickets sent to you by [redacted]". A table of ticket details is shown with a checked checkbox on the left. The table includes fields for Area, Row, Seat, Seat Details, and Class. At the bottom, there are two buttons: "Decline Tickets" and "Accept Tickets", with the latter being highlighted with a red border. A small asterisked note at the bottom left reads "* Ticket Subtotal exclusive of delivery, payment and/or admin fees. More details".

Southampton (Away Game)
Sat 31 August, 12:30, Away Game
Premier League
1 Tickets

1 tickets sent to you by [redacted]

<input checked="" type="checkbox"/>	[redacted]	Area:	Seat Details	Class:	Sir Bobby Charlton Stand Exec
		Row:	MM		£0.00
		Seat:	1232		

× 1 Selected

[Decline Tickets](#) [Accept Tickets](#)

* Ticket Subtotal exclusive of delivery, payment and/or admin fees. [More details](#)