



JOHN DEERE
CLASSIC



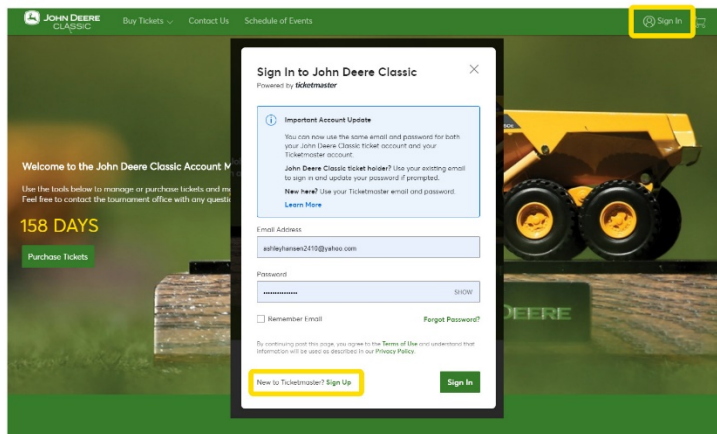
JOHN DEERE

TICKETMASTER ACCOUNT MANAGER GUIDE

LET'S GET STARTED! ACCESSING YOUR TICKETS

Visit: <https://am.ticketmaster.com/pgajohndeereclassic>

DESKTOP

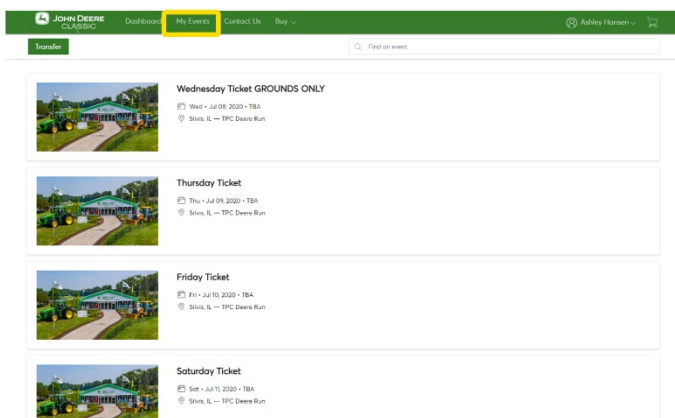


MOBILE

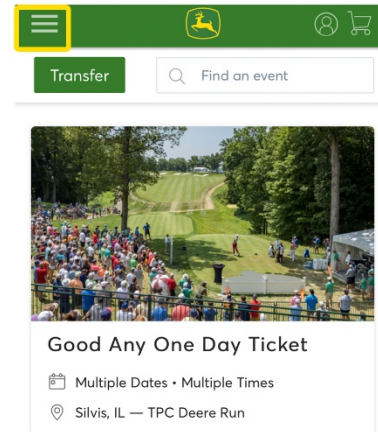


You will need to log into your account using the email address that the tickets are tied to. **If this is your first time accessing the John Deere Classic Account Manager or Ticketmaster, you may need to create an account by clicking “Sign Up”.** If you have a question regarding this, please call the Tournament Office at 309.762.4653. Once you are logged in, select “My Events” at the top of your screen to view your ticket inventory.

DESKTOP

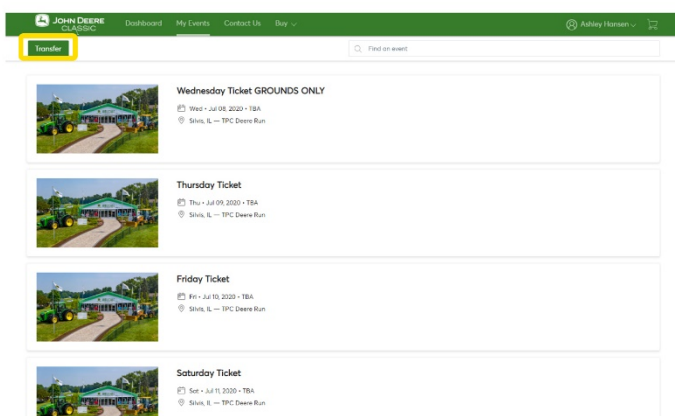


MOBILE

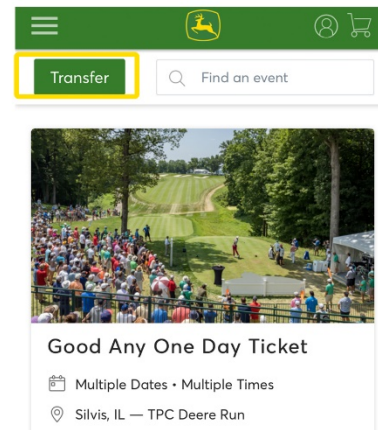


From here you can transfer tickets within the individual days/events or bulk transfer tickets across multiple days.

DESKTOP



MOBILE



TO TRANSFER TICKETS FOR AN INDIVIDUAL DAY:

First, click on the day you would like to transfer from.


Once on the individual day's page, select "Transfer".

Select the box(es) corresponding to the tickets you would like to transfer out of your account, then click the "Transfer" button.

Enter the recipient's First Name, Last Name and email address, then click the "Transfer" button.

DESKTOP

Confirmation



Good Any One Day Ticket
Multiple Dates - Multiple Times
Silvis, IL — TPC Deere Run

My Tickets

Select All (4)

☐

Grounds GROUND, General Admission

☐

Grounds GROUND, General Admission

☐

Grounds GROUND, General Admission

☐

Grounds GROUND, General Admission

CancelNext

TRANSFER - SELECT A RECIPIENT

1 Event(s) Selected
Total of 2 ticket(s) selected

Add New Recipient

First Name

Ashley

Last Name

Hansen

Email

ashleyh@jdclassic.com

Note to Recipient (optional)

Have fun at the John Deere Classic!

228 Characters Remaining

CancelTransfer

TRANSFER - COMPLETE

Success! 2 ticket(s) for 1 event(s) are transferred.

What happens next? Ashley just needs to accept the transfer before it expires on Mon, Jul 13, 2020 @ 07:00 am.

If you'd like to cancel this transfer - you can do so, just as long as Ashley hasn't accepted the tickets yet.

Hide Details

Details

Ashley Hansen, ashleyh@jdclassic.com
"Have fun at the John Deere Classic!"



Good Any One Day Ticket
Multiple Dates - Multiple Times

Grounds GROUND, Access Grounds Good Any One Day, 27

Grounds GROUND, Access Grounds Good Any One Day, 28

Done

STEP 1

STEP 2


STEP 3

MOBILE


Friday Ticket
Fri • Jul 10, 2020 • TBA
Silvis, IL — TPC Deere Run

Get Your Tickets Ready
For the fastest way in, view and save your tickets to Apple Wallet to beat slow internet connections.

My Tickets (2)




Venue PATIO, General Admission



Venue PATIO, General Admission

Transfer

TRANSFER - SELECT TICKETS



Friday Ticket
Jul 10, 2020 • Fri • TBA

☒ Select All (2)

☒ Venue PATIO, Access Patio Club @ 15, 1

☒ Venue PATIO, Access Patio Club @ 15, 2

CancelNext

TRANSFER - SELECT A RECIPIENT

1 Event(s) Selected
Total of 2 ticket(s) selected

Add New Recipient

First Name

Jen

Last Name

Kress

Email

jenniferk@jdclassic.com

Note to Recipient (optional)

Have fun!

CancelTransfer

TRANSFER - COMPLETE

Success! 2 ticket(s) for 1 event(s) are transferred.


What happens next? Jen just needs to accept the transfer before it expires on Sat, Jul 11, 2020 @ 07:00 am.

If you'd like to cancel this transfer - you can do so, just as long as Jen hasn't accepted the tickets yet.

Hide Details

Details

Jen Kress, jenniferk@jdclassic.com
"Have fun!"



Friday Ticket
Jul 10, 2020 • Fri • TBA

Venue PATIO, Access Patio Club @ 15, 1

Done

STEP 2

STEP 3

STEP 4


STEP 1

Both the recipient and the original ticket owner will receive email notifications:

JOHN DEERE CLASSIC

Ashley, Accept Your Tickets for Your Event

Accept Tickets



Good Any One Day Ticket
Multiple Dates - Multiple Times

This email is NOT your ticket.

Claim your tickets by Mon, Jul 13, 2020 @ 08:00 am. Please tap Accept Tickets to complete the transfer and agree to our Terms of Use. If you decide to decline this ticket transfer, no action is required on your part.

Ticket Tip

We highly recommend that you only accept transferred tickets from someone you know and trust. If the person transferring them obtained the tickets fraudulently, they may be canceled at any time, removed from your account, and no longer available for use.

If you have any questions, we're here to help. [Contact Us](#)

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Questions? Contact us by email or call 309-762-4563

TO CANCEL A TRANSFER:

First click on the day of tickets that you initially transferred.

Next, click the button “Cancel Transfer” next to the tickets that you want to re-claim to your account.

NOTE: This can ONLY be done if the recipient has not claimed the tickets yet. If the recipient has already claimed them, you will have to contact that person directly and ask for the tickets to be transferred from their account to yours. (Example: a hospitality guest originally thought they were available to come to the Classic on the day you are hosting, but later find out they can no longer attend.)

Confirm that you want to cancel the transfer, which will reclaim the entire transfer (all tickets that were sent). The tickets will return to your account shortly after. You may need to refresh your browser to see them back in your account.

DESKTOP

The desktop interface shows the 'Event Details' for the John Deere Classic. Under 'My Tickets (4)', there are four tickets listed, each with a 'Cancel Transfer' button highlighted in yellow. A modal window titled 'Cancel Transfer?' is open, showing a warning 'Will cancel all 2 tickets' and a confirmation message: 'These tickets are pending transfer Ashley Hansen (ashleyh@jdclassic.com). Changed your mind? Tap "Cancel Transfer" below to cancel the transfer.' The modal also displays a preview of the tickets and a 'Cancel Transfer' button highlighted in yellow.

MOBILE

The mobile app interface shows the 'Cancel Transfer' process. The top screen displays a warning 'Will cancel all 2 tickets' and a confirmation message: 'These tickets are pending transfer Jen Kress (jenniferk@jdclassic.com). Changed your mind? Tap "Cancel Transfer" below to cancel the transfer.' The bottom screen shows a preview of the tickets and a 'Cancel Transfer' button highlighted in yellow. The right screen shows the 'You're All Set' confirmation message: 'These tickets have been returned to your account. Please note: it may take a moment to become active.' The bottom screen shows a 'Transfer' button.

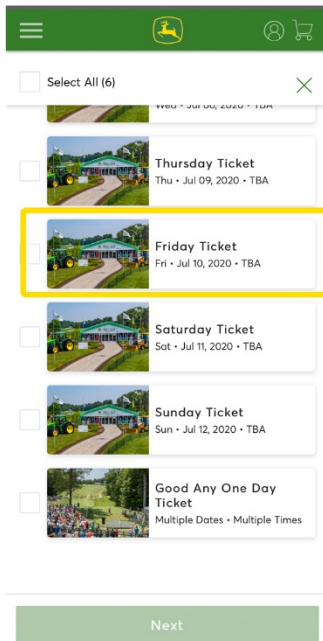
An email will be sent to both you and the recipient that the ticket transfer has been cancelled.

TO SAVE A TICKET TO YOUR PHONE:

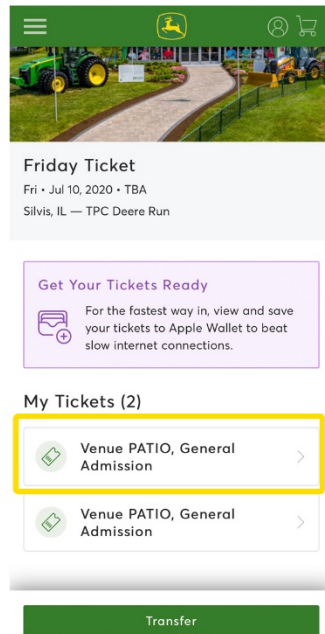
Saving tickets to your phone will save you time and effort when you arrive at the Main Gate.

First, click on the day of tickets that you want to save to your phone. Next, click on the ticket listing. There will be a button on the ticket that says “Add to Apple Wallet” or “Save to Phone” if using an Android.

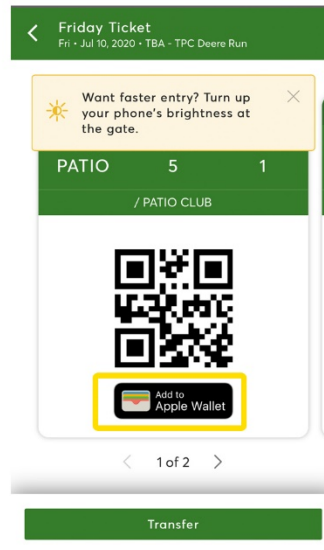
MOBILE



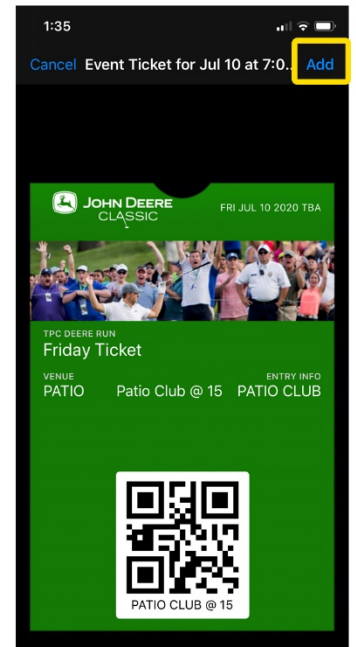
SELECT A DAY



SELECT A TICKET



CLICK “ADD TO WALLET”



CLICK ADD



When looking for your tickets on an Apple iPhone, look for this icon.