

## Frequently asked Questions

### Account Manager + QR Digital Ticketing

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**Q: What are the benefits of Mobile Tickets (QR Digital Tickets)?**

**A:** A Mobile Ticket or QR Digital Ticket is a convenient and flexible way to receive and manage tickets while increasing protection against paper ticket fraud and allowing for a more contactless entry at arenas. You're probably already using your smartphone to attend Movies or when you travel, so why not for live events? It is our effort to make your Enterprise Center experience the very best. Digital tickets provide:

- Quick and easy entry to Enterprise Center using your mobile phone or smart device
- Instant access to all your tickets through the Enterprise Center Account Manager website
- The ability to manage, send or sell your tickets anytime (when applicable)
- Reduced risk of lost or forgotten tickets
- An easy way to go green by printing less paper
- A more contactless experience when entering Enterprise Center

**Q: How much does it cost?**

**A:** Mobile ticketing is FREE. There are no costs associated with managing your tickets on your smartphone, including accessing tickets for Mobile entry, forwarding tickets, or selling tickets online.

**Q: How do I access my tickets on my smartphone?**

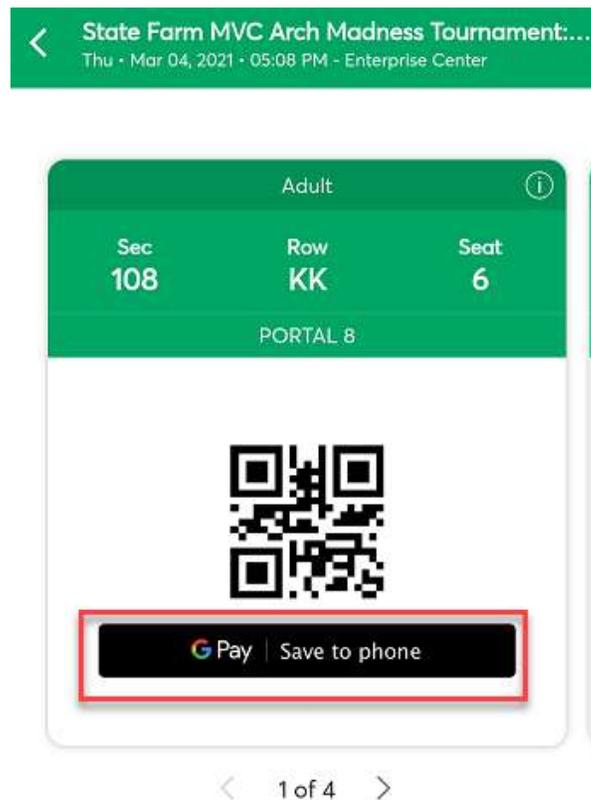
**A:** Visit [am.ticketmaster.com/enterprise](http://am.ticketmaster.com/enterprise) in your mobile browser and sign into your account by clicking "Sign In" in the upper right-hand corner of the page, using your TM/Account Manager login credentials. Once signed in, click "Manage Tickets." Browse for the specific event you are looking for and tap to see your tickets. When you get to Enterprise Center, present your smartphone to the guest services representative to have your ticket scanned. If you have guests and multiple tickets on your phone, swipe to navigate between them.

**Q: Can I print my ticket from home?**

**A:** No. With QR Digital Tickets, all tickets are fully digital and only accessible on your Mobile device. Your phone is your ticket.

**Q: Can I use a screenshot of my ticket?**

**A:** No. A Mobile ticket must be provided on either the Mobile website or within your phone's smart wallet (Apple Wallet/Google Pay) to gain entry. Once logged in on your mobile device on [am.ticketmaster.com/enterprise](http://am.ticketmaster.com/enterprise), seats can be added by accessing the mobile ticket, viewing the barcode, and pressing the "Save to Phone" button on your ticket. You will use your digital wallet to bring up the tickets saved to scan into the building.



**Q: What happens if my ticket does not scan properly?**

**A:** We recommend turning your screen brightness to the highest setting. If that doesn't work, your ticket can be validated by having the ticket taker manually enter your ticket number directly into the scanner. If further issues arrive, please visit the Box Office for additional troubleshooting.

**Q: What if I lose connectivity/cannot connect to my account at Enterprise Center?**

**A:** To ensure seamless entry, we highly recommend adding your tickets to your phone's digital wallet before arriving at the game. If you have an iPhone, you can store your tickets in your Apple Wallet. If you are an Android user, you can save your tickets to your phone through Google Pay. Enterprise Center offers complimentary Wi-Fi as well, which will allow you to connect and access your tickets.

**Q: When should I view my ticket?**

**A:** We recommend that you view and add your tickets to your phone's wallet at least 48 hours before the event.

**Q: What if my phone breaks, dies, or is lost/stolen before I arrive?**

**A:** Simply come to the box office, present your ID, and we can text your ticket to a device that is able to receive it. In emergency cases only, the Box Office will print your ticket if the ID presented matches the ticket owner in our database.

**Q: Can I have multiple tickets on a single phone?**

**A:** Yes. However, we recommend transferring any tickets you are holding in advance to everyone attending. Everyone can enter on their own, explore the venue, and you can meet at your seats.

**Q: What if my entire party is not with me when I'm ready to enter?**

**A:** Ticketmaster makes it easy to send tickets to everyone in your party in advance. You can easily Transfer each Member their own ticket in advance, allowing everyone to enter on their own.

**Q: How do I transfer a ticket?**

**A:** It's easy! Simply log into your account at [am.ticketmaster.com/enterprise](https://am.ticketmaster.com/enterprise)

- Select "Manage Tickets", then tap the event you would like to transfer tickets for.

## My Enterprise Center AccountManager

(formerly Scottrade Center)

Log in to view, manage, and purchase tickets for Enterprise Center Events!

To get the latest information on upcoming Enterprise Center events and special offers, sign up to become an Enterprise Insider today! You'll get show announcements, presale opportunities, discount offers when they're available (determined at the discretion of each show), and more. [Click Here to sign up today!](#)



Transfer

Find an event



Your phone is your ticket.

For the fastest way in, add your ticket to your digital wallet.



### State Farm MVC Arch Madness Tournament: Game #1

Thu • Mar 04, 2021 • 05:08 PM  
Saint Louis, MO — Enterprise Center



### State Farm MVC Arch Madness Tournament: Game #2

Thu • Mar 04, 2021 • 08:08 PM  
Saint Louis, MO — Enterprise Center



### State Farm MVC Arch Madness Tournament: Game #3

Fri • Mar 05, 2021 • 11:08 AM  
Saint Louis, MO — Enterprise Center

- Tap Transfer, select the ticket/s you would like to send, and enter the recipient's info.



State Farm MVC Arch Madness Tournament: Game #1

Thu • Mar 04, 2021 • 05:08 PM

Saint Louis, MO — Enterprise Center

 Your Phone Is Your Ticket  
For the fastest way in, add your ticket to your digital wallet.

### My Tickets



 Sec 108, Row KK, Seat 6	>
 Sec 108, Row KK, Seat 7	>
 Sec 108, Row KK, Seat 8	>
 Sec 108, Row KK, Seat 9	>



State Farm MVC Arch Madness Tournament: Game #1

Thu • Mar 04, 2021 • 05:08 PM

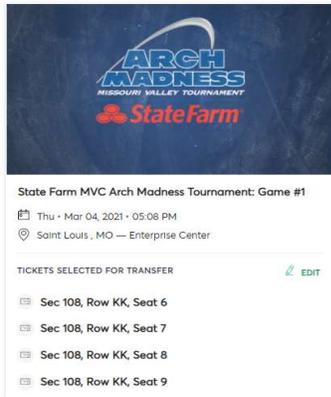
Saint Louis, MO — Enterprise Center

### Transfer Tickets

Select the tickets for this event that you would like to transfer. Once selected, click Next.

 Only transfer tickets to people you know and trust to help everyone stay safe and socially distanced.

- Select All (4)
- Sec 108, Row KK, Seat 6
- Sec 108, Row KK, Seat 7
- Sec 108, Row KK, Seat 8
- Sec 108, Row KK, Seat 9



### Transfer Tickets

Add a new recipient or select an existing recipient to transfer the selected tickets to. Once selected, click Transfer. To edit the tickets you are transferring, click Edit.

**Add A New Recipient**

First Name \*

Last Name \*

Email \*

Add a Message (Optional)

255 Character(s) Remaining

[Cancel](#) [Transfer](#)

- You are all set. An automated email will be sent to your recipient to accept their tickets right in their account. If they do not have an account, they will be prompted to create one in the acceptance process.
- Sending multiple tickets to different parties? Simply complete the steps above for each ticket.

**Q: Does the person I send the tickets to need a Ticketmaster account?**

**A:** Yes. If they do not have one already, they can easily create one in just a few minutes when they accept their tickets.

**Q: What if I forward tickets to the wrong person, can I recall the tickets?**

**A:** Yes. You can reclaim tickets as long as they haven't already been accepted by the recipient. We recommend double-checking the email just to be safe.

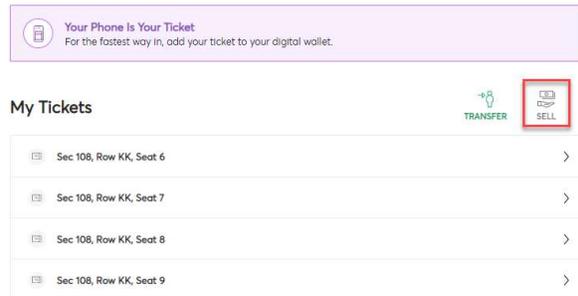
**Q: Can ticket holders transfer tickets after the event has started?**

**A:** Yes. However, you may not sell tickets after the event has begun.

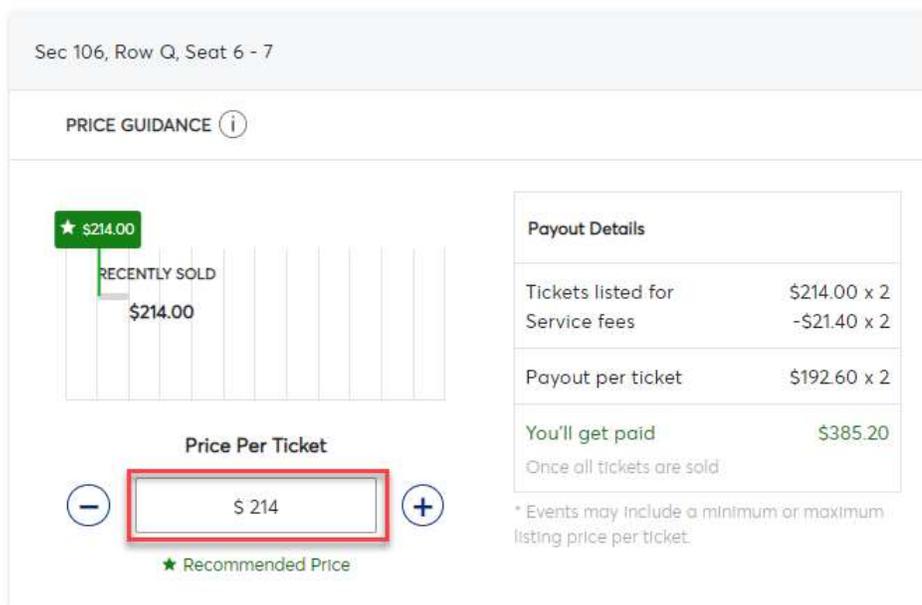
**Q: How do I sell a ticket (*when applicable*)?**

**A:** Selling tickets is super easy and safe with Account Manager and can be done in just a few steps:

- Visit [am.ticketmaster.com/enterprise](https://am.ticketmaster.com/enterprise) and log in to your account
- Click “Manage Tickets” to view your tickets.
- Select the game or event you would like to sell by tapping the mobile event tile.
- Press “Sell”, and simply select the seat locations you would like to post for sale.



- List the price you would like to sell your tickets for. Details on service fees for posting are provided recapped, as well as the payout that will be made back to you once your tickets are sold.



Sec 106, Row Q, Seat 6 - 7

PRICE GUIDANCE ⓘ

★ \$214.00  
RECENTLY SOLD  
\$214.00

Price Per Ticket

−  +

★ Recommended Price

Payout Details	
Tickets listed for	\$214.00 x 2
Service fees	-\$21.40 x 2
Payout per ticket	\$192.60 x 2
<b>You'll get paid</b>	<b>\$385.20</b>
Once all tickets are sold.	

\* Events may include a minimum or maximum listing price per ticket.

- Next, select the method in which you would like funds to be wired to you. Options include depositing funds to a bank account or keeping the money on your Enterprise Center account as account credit. It is recommended to have funds wired to your Bank Account at this time.

Sec 106, Row Q, Seat 6 - 7	
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**Payout Method** ⓘ

Deposit to Bank Account ▾ [+ Add a Bank Account](#)

**Payee Info** ⓘ

[Update Payee Info](#)

**⚠ Verify Your Payee Info**  
To ensure you will get paid smoothly, please help to verify your info.

- Once the payout method has been selected, press “Submit Listing” when ready.

**Q: Is my personal information secure?**

**A:** Yes! Our venue is PCI compliant, giving you the highest available security to ensure that your credit card and account password are all well-protected.