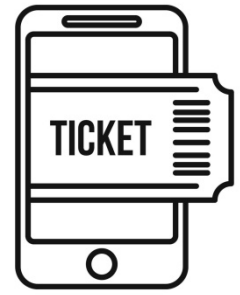


MOBILE TICKETING INFORMATION & DIRECTIONS



Mobile ticketing is here to stay and with that comes a new kind of normal. Smartphones, apps, mobile tickets... This can be confusing for many. Not to worry... our staff at Green Bay Ticket Service can help you out.

PLEASE NOTE: IT IS VERY IMPORTANT TO READ THROUGH ALL OF THE INFORMATION EMAILED TO YOU WITH YOUR RECEIPT AND TAKE CARE OF DOWNLOADING YOUR GAME TICKETS AND TAILGATE PASSES PRIOR TO GAME DAY.

GAME TICKETS

Here is a step by step guide to claiming, viewing and transferring your game tickets.

<https://www.greenbayticketservice.com/content/uploaded/MobileTicketingDirections.pdf>

FIRST thing's FIRST.... IF YOU ALREADY HAVE A TICKETMASTER ACCOUNT, PLEASE MAKE SURE TO USE THE SAME EMAIL ADDRESS WHEN ORDERING. We will transfer the tickets to the email address you place your order with. SECONDLY, **YOU WILL NEED TO DOWNLOAD THE GREEN BAY PACKERS APP ON TO YOUR SMARTPHONE.**

Don't worry if you don't have a Ticketmaster account set up, we'll get to that shortly.

Once you place your order for game tickets, you will receive an email confirmation and receipt from Green Bay Ticket Service. This email will have a link with all of your documents (NOT game tickets). Here is the link for all of the documents: <https://www.greenbayticketservice.com/content/uploaded/TicketTailgateParkingDocs.pdf>. You will receive separate emails from Ticketmaster to claim your game tickets and from PMI Entertainment/Ticket Star to claim your tailgate passes.

Your GAME TICKET/ TAILGATE TICKET/ PARKING PASS receipt email will look like this:

This message was sent with High importance.

From: Jenn <jenn@greenbayticketservice.com>
To: Jenn
Cc: GREEN BAY TICKET SERVICE INVOICE
Subject:

Sent: Tue 1/25/2022 1:03 PM

THANK YOU FOR YOUR ORDER!

PLEASE SEE ATTACHED RECEIPT & READ ALL INFO BELOW!

The Packers have mobile ticketing – this means you will not receive hard copy game tickets. ALL documents will be sent to you electronically. Game tickets will be transferred to the email address you used to place your order with. If you do not already have a Ticketmaster account, it will prompt you to set one up. **Please make sure to download the Green Bay Packers App on your smartphone today!** Directions on how to view/ claim your game tickets are located in the documents link below.

**** PLEASE CLICK THROUGH THE FOLLOWING LINK TO VIEW ALL OF YOUR DOCUMENTS & DIRECTIONS ON MOBILE TICKETING**** <https://www.greenbayticketservice.com/content/uploaded/TicketTailgateParkingDocs.pdf>

IF YOU HAVE ANY QUESTIONS OR ISSUES WITH TRANSFERRED TICKETS, PLEASE LET US KNOW PRIOR TO GAME DAY.

GAME TICKETS: SCREENSHOTS DO NOT WORK

YOU WILL RECEIVE A SEPARATE GAME TICKET TRANSFER EMAIL TO CLAIM YOUR TICKETS VIA TICKETMASTER. Please note: You will not see the tickets in your account until you receive the ticket transfer email and click through the link to accept the transfer. THEN login to the Green Bay Packers app, select "account", "My Packers A/C" and "Sign in to Packers", input your Ticketmaster login info here. You will see your game tickets listed in the Packers app... click on game to view individual tickets. To save to your digital wallet (iPhone = Apple Wallet, Android = G (Google) Pay), click on the icon that appears on each ticket unless prompted to save all tickets. Confirm tickets appear in your digital wallet PRIOR TO GAME DAY.

Please Note: Tickets **MUST** be presented on your smartphone. For larger groups, it is recommended to transfer the passes, through your GBP Ticketmaster account, to each individual in your group. If transferring tickets to group members, make sure to transfer passes **PRIOR TO** putting the remaining ticket(s) in your digital wallet. If all passes are added to your digital wallet, each pass will be scanned off your phone at the front gate.

TAILGATE PARTY PASSES:

Bart Starr Standard (Blitz) and VIP (Championship) tailgate passes: **YOU WILL RECEIVE A SEPARATE TAILGATE TRANSFER EMAIL TO CLAIM YOUR PASSES VIA PMI/TICKET STAR** (www.ticketstaronline.com). You will need to create an account with the email address you placed the order with. Passes **MUST** be claimed within 1 WEEK of transfer; transfer will automatically cancel out if not claimed within 1 week of purchase.

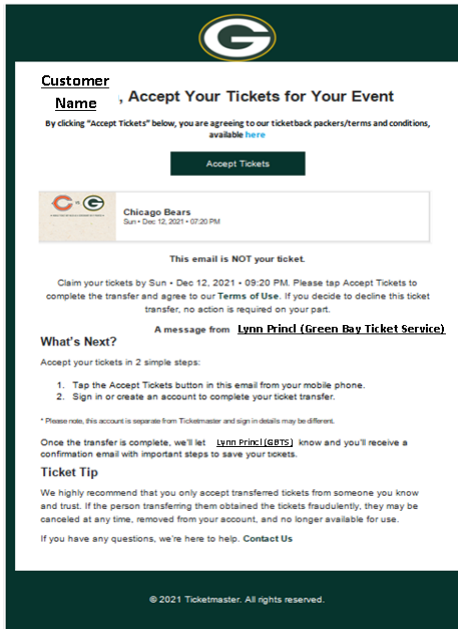
Tickets **MUST** be presented on your smartphone, screenshots do not work. It is recommended to put your passes in your digital wallet PRIOR TO the event. If you choose not to save them to your phone, you will need to go to www.ticketstaronline.com, login, and present the tickets at the gate. Each ticket is individually barcoded and required for admission. Once the barcode is scanned, it cannot be reused. ***NOTE: The tailgate passes are MASTER passes. Disregard dates on passes as the passes were designed for the full season. You are in the count for the tailgate party/ game you purchased.**

For larger groups: It is recommended to transfer the passes, through your Ticket Star account, to each individual in your group. Please Note: If transferring tickets to group members, make sure to transfer passes PRIOR TO putting the remaining ticket(s) in your digital wallet. If all passes are added to your digital wallet, each pass will be scanned off your phone at the front gate.

DOCUMENTS
LINK



The email to accept your tickets will look like this:

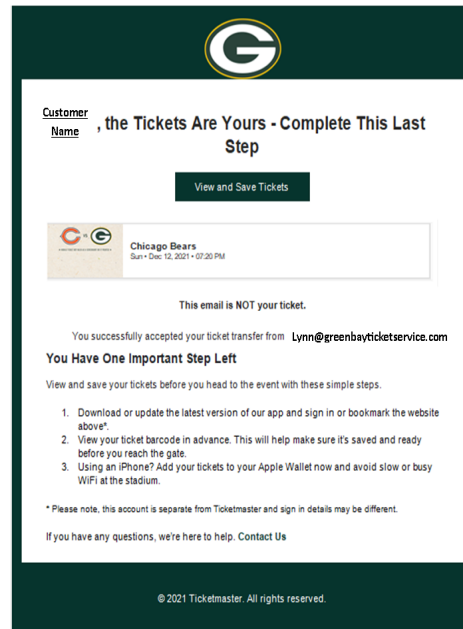


Click on "Accept Tickets"

This will bring you to the Ticketmaster screen.

Sign In to your account
OR
Create an Account.

Once accepted, you will receive an email that looks like this:

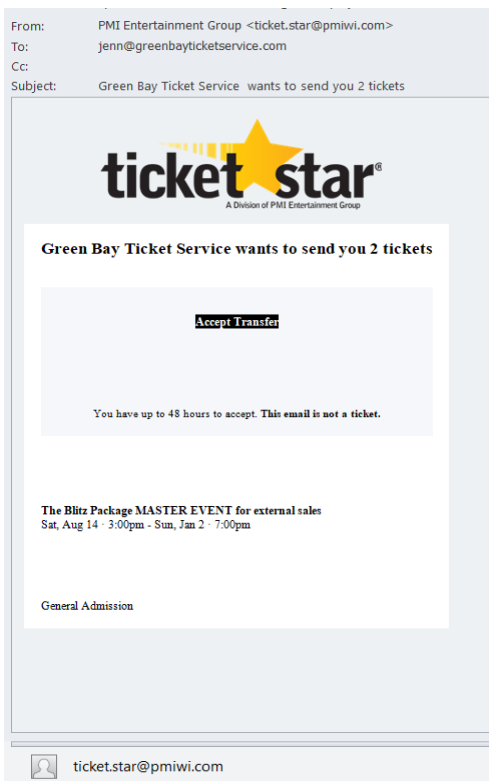


Click on "View and Save Tickets"

This will bring you to the Ticketmaster screen.

Sign In to your account. You will see the tickets appear in your account under **PRIOR** → Game. Add to your Digital Wallet **PRIOR TO GAME DAY.**

The email to accept your tailgate passes will look like this:



Click "Accept Tickets" and follow the prompts to Sign In/ Create a Ticket Star account.

It is recommended to add these tailgate passes to your digital wallet PRIOR to game day.

For larger groups, you will have the option to transfer individual passes to each person through your Ticket Star Account.

***NOTE: The tailgate passes are MASTER passes. Disregard dates on passes as the passes were designed for the full season. You are in the count for the tailgate party/ game you purchased.** Passes can only be scanned ONCE and are voided after being scanned.

Shipping & Pickup Methods:

GAME TICKETS: Transferred via Ticketmaster to the email address used for ordering. You MUST download the Packers app on your smartphone in order to access the tickets.

TAILGATE PASSES:

BART STARR PLAZA STANDARD (BLITZ) & VIP (CHAMPIONSHIP): Transferred via Ticket Star to the email address used for ordering. Go to www.ticketstaronline.com and set up an account with the email address associated with your order. Follow the prompts once you receive the email. **Please Note: Tailgate passes MUST be claimed within 1 week of transfer. Failure to do so will void the transfer.**

D2: Wristband(s) will be mailed via FedEx (\$30 domestic).

PARKING PASSES:

BLUE LOT PARKING: Parking passes will be mailed via FedEx (\$30 domestic) or you may choose local pickup to have the pass available at the front gate of the Blue Lot 3 ½ hours before kickoff on game day.

STADIUM PARKING PASSES: Stadium parking passes will be mailed via FedEx (\$30 domestic). It should be noted that some of the stadium parking passes are “season passes” meaning they are used for several game. IF you purchase a returnable parking pass, you MUST return the pass in time for the next home game (SASE included). Failure to do so will result in you being charged for each individual home game(s) the pass was sold for. This can get very pricey, so returning this pass in a timely manner is important. Lost parking passes will be charged for the remainder of the season.

IF YOU HAVE ANY QUESTIONS OR NEED ASSISTANCE, PLEASE CONTACT US BEFORE GAME DAY.

(920) 497-9204 sales@greenbayticketservice.com