



STM Rookie Orientation



AGENDA

Section 1: Membership Team

Section 2: Membership Benefits

Section 3: Membership HQ

Section 4: Account Manager

Section 5: Membership Events

Section 6: MLS Season Pass

Section 7: Lower.com Field Policies & Guidelines

Section 8: Auto Renewal Benefit

Section 9: Crew App

Section 10: chargeFuze

SECTION 01

MEMBERSHIP TEAM

MEMBERSHIP TEAM LEADERSHIP



Katherine Tran

Senior Director, Premium, Membership
Services and Event Hospitality
KTran@columbuscrew.com



Lara Ceaser-Page

Senior Manager, Premium and
Membership Service
LCeaser@columbuscrew.com



Marisa Williams

Manager, Premium Service
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614-447-4152

MEMBERSHIP TEAM



Natalie Fleming

Premium Service Representative
NFleming@columbuscrew.com
614-447-4218



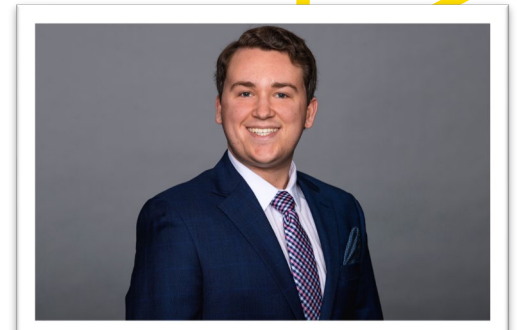
Ryan Gordon

Membership Services Representative
RGordon@columbuscrew.com
614-447-4233



Caroline Kraszewski

Membership Services Representative
CKraszewski@columbuscrew.com
614-447-4191



Michael Lisson

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Mike Palmer

Membership Services Representative
MPalmer@columbuscrew.com
614-447-4253



Noah Thomas

Membership Services Representative
NThomas@ColumbusCrew.com
614-447-4250



Alex Zaage

Membership Services Representative
AZaage@columbuscrew.com
614-447-4275

Membership Services Team – Weekday

- Your Membership Services Representative is your primary contact here at the Crew!
 - This includes memberships, premium hospitality and groups.
- You can reach out to anyone on the Membership Team if you are not able to reach your Membership Services Representative.
 - MembershipTeam@ColumbusCrew.com
 - 614-447-2739 ext. 1

Membership Services Team - Match Day

- Membership Services Team will be in the office 3 hours before gates open.
 - Once gates are open, we will not have access to emails or phones.
 - If you have ticketing issues once you arrive, please proceed to the Box Office located outside the CoverMyMeds Gate (Southwest Corner).
- Membership Team will be located at Membership HQ and Guest Services for the entire match.
 - Membership HQ – located in the Southeast corner behind Section 102
 - Koorsen Guest Services Center – located in the Southwest corner behind Section 112



SECTION 02

MEMBERSHIP BENEFITS

SEASON TICKET MEMBER BENEFITS



- Best Price
- Best Seats
- Interest Free Payment Plans
- Dedicated Membership Representative
- Member Only Events
- MLS Season Pass
- Crew Shop Discount
- Playoff Purchase Priority
- Presale Priority for Third Party Events at:
 - Lower.com Field
 - Historic Crew Stadium
 - FirstEnergy Stadium

SECTION 03

MEMBERSHIP HQ



MEMBERSHIP HQ

Your “one-stop shop” for all things related to your Crew Membership

- Membership Team
- Account Manager
- Access Your Tickets
- Membership Benefits
- FAQs

[COLUMBUSCREW.COM/TICKETS/MEMBERSHIPS/HQ](https://columbuscrew.com/tickets/memberships/hq)

SECTION 04

ACCOUNT MANAGER



Sign Into Account Manager using your email address and password.

Download The Crew App below to access your mobile tickets.



Upcoming Crew matches!

Schedule



Click here to buy tickets now!

Buy Tickets



Stay up to date with the Crew!

Download Crew App



Want to speak with a Crew rep?

Contact Us



Upcoming Crew Matches!

Schedule



Click here to buy tickets now!

Buy Tickets



Stay up to date with the Crew!

Download Crew App



Want to speak with a Crew rep?

Contact Us

INVOICES

[Tickets](#)[Invoices](#)[Download The Crew App](#)

Lara Ceaser

Invoices

Paid | Unpaid

2022 Season Ticket Membership

Print

Email

2022 Season Ticket Membership

Balance Due: \$2,358.00

Due Date: Mar 16, 2022

Invoice #248204

1 Summary

2022 Columbus Crew Season Member...

\$2,346.00

Sec 102 | Row 13 | Seat 4 - 6
Quantity: 3

2022 Season Processing Fee

\$12.00

SUBTOTAL
LESS PAYMENTS

\$2,358.00
- \$0.00

AMOUNT DUE

\$2,358.00

Continue



2 Payment Options

PAYMENT OPTIONS

Invoices

Paid | Unpaid

2022 Season Ticket Membership

 Print  Email

2022 Season Ticket Membership

Balance Due: \$2,358.00

Due Date: Mar 16, 2022

Invoice #248204

 Summary

AMOUNT DUE
\$2,358.00

2 Payment Options

Payment Option

Select Payment Option

Payment Method

Add Payment Method

☐ Split this payment

SUBTOTAL	\$2,358.00
LESS PAYMENTS	-\$0.00

AMOUNT DUE	\$2,358.00
PAY TODAY	\$2,358.00

☐ I Accept Terms and Conditions

Pay Now



TICKETS

- Transfer Tickets
- Resell Tickets
- Add to your wallet
 - Highly recommend

TICKETS

My Events

[Transfer](#)

Your phone is your ticket.

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

[My Listings](#) | [Attendance Details](#)

Columbus Crew vs. D.C. United

Sat • Mar 04, 2023 • 07:30 PM

Columbus, OH — Lower.com Field

[Select Event](#)

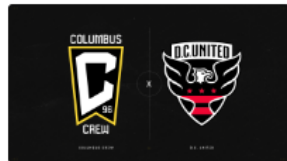
TRANSFER TICKETS

My Events

Find an event

My Listings | Attendance Details

Transfer



Columbus Crew vs. D.C. United

Sat • Mar 04, 2023 • 07:30 PM

Columbus, OH — Lower.com Field

Select Event



Columbus Crew vs. D.C. United

Sat • Mar 04, 2023 • 07:30 PM

Columbus, OH — Lower.com Field



Your Phone Is Your Ticket

For the fastest way in, add your ticket to your digital wallet. (Heads up, this ticket won't have a barcode.)

My SafeTix™



Sec 103, Row 19, Seat 9


TRANSFER

SELL

TRANSFER TICKETS

Transfer Tickets

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

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

☐ Select All (1)

☐ Sec 103, Row 19, 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



SafeTix™ Barcode

- Scan the barcode as you typically would.
- The blue moving line across the barcode helps to identify valid SafeTix™ barcodes. If there is no animated blue line it will not scan successfully.
- If the fan has a QR code or screen shot, ask them to access their tickets in the Ticketmaster or Team app so that they can use their SafeTix™ barcode to enter.
- QR Codes are not valid forms of entry if SafeTix™ enforcement is in place.



SafeTix™ Wallet

- There will not be a barcode on the ticket.
- Move the scanner near the fan's mobile device to validate.
- Line up the back and middle of the scanner with the top front half of the fan's mobile device.
- Have the fan hold their phone in the typical position most people hold it in. Flat in the palm of their hand, facing up.

SECTION 05

MEMBERSHIP EVENTS

MEMBERSHIP EVENTS

- Black and Gold Week
- Meet the Team
- Watch Parties
- Sip & Stroll
- Holiday Open House
- Happy Hour
- Chalk Talk
- First Team Open Practice



SECTION 06

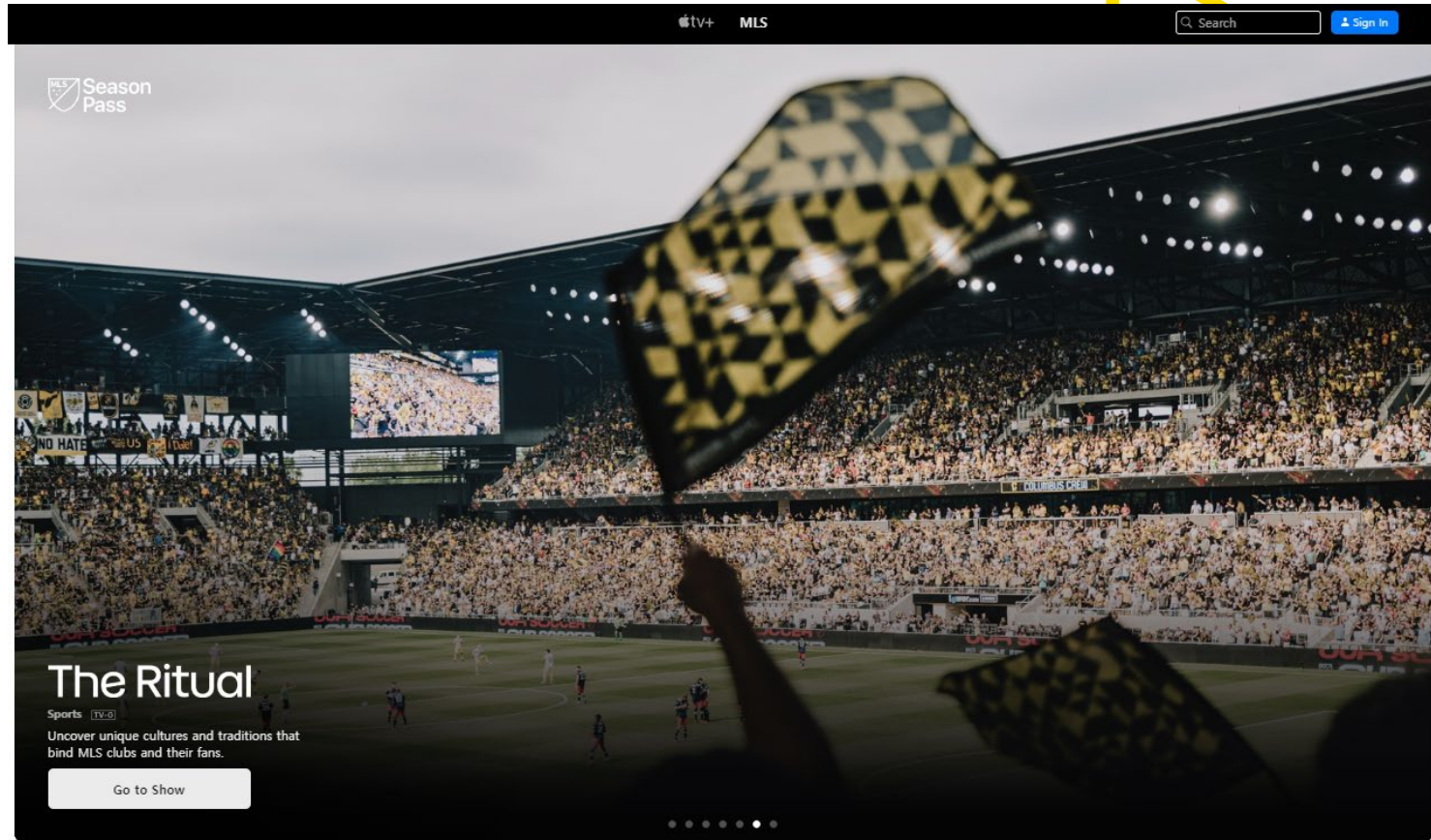
MLS SEASON PASS



MLS SEASON PASS

- All 2023 Full Season Ticket Members will receive access to MLS Season Pass
- A unique link was sent on February 1st to new and renewed Full Season Ticket Members
- No blackouts, or restrictions on matches!

MLS SEASON PASS



tv.apple.com



Sign in with your Apple ID

You will be signed in to Apple TV and Apple Music



[Create New Apple ID >](#)


[Forgot Apple ID or Password?](#)

MLS SEASON PASS

Kicking Off February 25 >


Watch opening weekend for free. Subscribe to MLS Season Pass for every 2023 match.

2/25/2023




Nashville vs. New York City
MLS

2/25/2023




Atlanta vs. San Jose
MLS

2/25/2023




Charlotte vs. New England
MLS

2/25/2023



Cincinnati vs. Houston
MLS

2/25/2023



D.C. vs. Toronto
MLS

Eastern Conference Clubs >











Western Conference Clubs >











MLS SEASON PASS



COLUMBUS
96
CREW





CLUB PROFILES
COLUMBUS CREW

S1, E5 Club Profiles
Columbus Crew



The Best of MLS
2022 GOALS: COLUMBUS

S1, E21 The Best of MLS
Top 5 CLB Goals of '22



PLAYER PROFILES 9
Cucho

S1, E39 Player Profiles
Cucho, CLB



Cucho, '23 Media Day
Cucho, '23 Media Day



Brace: Cucho vs. ATL, 8.21.22
Notable Moments



PLAYER PROFILES 10
Lucas Zelarayan

S1, E40 Player Profiles
L. Zelarayan, CLB

Upcoming Matches >



Philadelphia vs. Columbus
MLS



Columbus vs. D.C.
MLS



Toronto vs. Columbus
MLS



New York vs. Columbus
MLS



Columbus vs. Atlanta
MLS

SECTION 06

LOWER.COM FIELD POLICIES & GUIDELINES

LOWER.COM FIELD POLICIES & GUIDELINES

columbuscrew.com/stadium

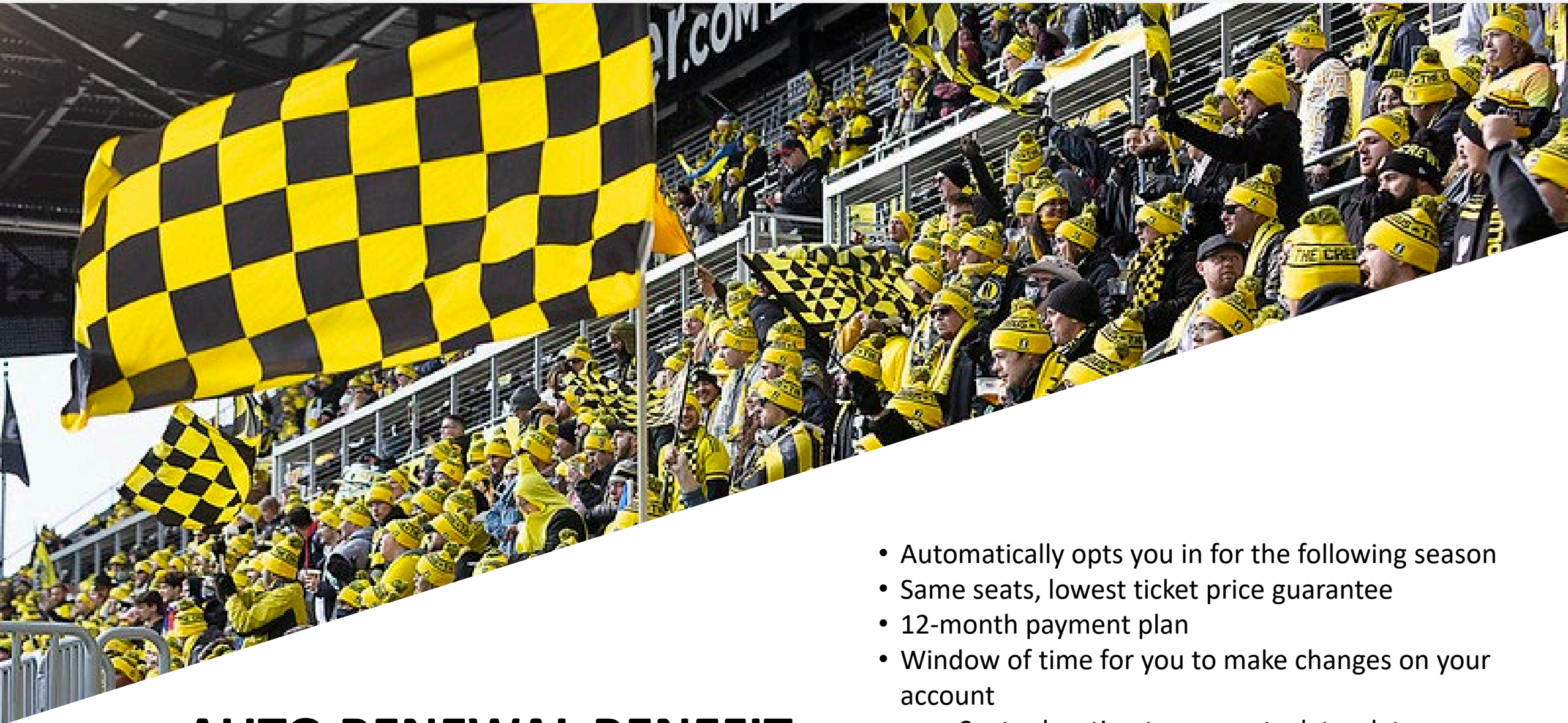
columbuscrew.com/matchday/az-guide

- Accessible Seating
- Bag Policy
 - Bags smaller than 5"x8"x1"
 - Exceptions: Diaper & Medical bags
- Cashless Venue
- Gate Opening Times – 1.5hrs before kickoff
- Mobile Ticketing
- Nursing Mothers Room
 - Nursing mothers' room is located behind Section 122
- Prohibited Items
- Sensory Rooms & Inclusion
 - We are a KultureCity certified venue (KultureCity.org)
- Umbrellas
- Video Board Messages
 - Deadline for scoreboard messages is 72 hours prior to the match
 - <https://www.columbuscrew.com/giveforward/message>
- Weather Delays



SECTION 07

AUTO RENEWAL BENEFIT



AUTO RENEWAL BENEFIT

- Automatically opts you in for the following season
- Same seats, lowest ticket price guarantee
- 12-month payment plan
- Window of time for you to make changes on your account
 - Seat relocation to come at a later date
- Opt-out process

SECTION 09

CREW APP

Express Entry

1. Link your ticketing account
2. Take a selfie
3. Skip the lines

Enroll now on the Crew
Mobile App

- Matchday
- Scroll down to Express Entry

Mobile Ordering

Order food and drinks on
the Crew Mobile App

- Matchday
- Scroll down to Mobile Food Ordering



SECTION 10

chargeFuze

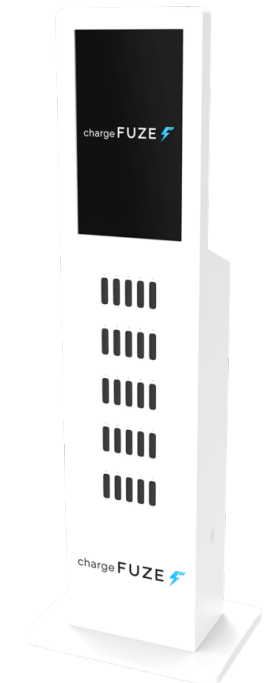


chargeFuze

Charge from your seat! Portable chargers work with all common phone connections.

chargeFuze charging pay stations can be found:

- South End: Behind Section 108
- North End: Behind Section 124
- Inside River Club



COLUMBUS



CREW

Questions?