

PHILADELPHIA UNION

2023 STM MANUAL



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ACCOUNT MANAGER

ACCESS THE ACCOUNT MANAGER

Your account manager is also known as your Season Ticket Member Home! This is where you can Download your tickets, access your Union Rewards Program portal.

1. Visit our website **www.MyUnionTix.com**
2. Scroll down and Click **Account Manager**
3. Sign in with your Email Account and Password



HOW TO SIGN IN FOR THE FIRST TIME

1. Contact your fan service representative for PIN number
2. Visit **www.MyUnionTix.com**
3. Scroll down and click the box labeled **Account Manager**
4. Under **Existing Customer**, click **Activate Your Account**
5. Login with Account Number & PIN number

ACCOUNT MANAGER CONT.

REWARDS PROGRAM

The rewards program is where you can earn points for attending Union matches, spending Union Dollars on concessions and merchandise. Once you have earned points you will be able to use those points to redeem exclusive Union merchandise, Union experiences and much, much more.

1. Sign into the **Account Manager**
2. Under **"My Tickets"** on the right - Click **"Union Dollars and Rewards Program"**
3. Click **Rewards** on top light blue scroll bar
4. Select reward you would like to redeem
5. Select the required amount of points for that item
6. Click **Redeem**

UNION DOLLARS

All you need to do is log into your account manager and add money to your Union Dollars account via your own Credit/Debit Card. **Please allow 24 hours for your funds to be available in your STM Stored Value Card. If you don't see them, please visit Ticket HQ on gameday.**

1. Log into the Account Manager from your phone
2. Find your **Season Ticket Member Stored value Card** from **My Tickets**
3. Add the STM Stored value card to your mobile wallet for the season
4. Scan that QR code at the registers to receive the 10% discount and earn a rewards point for each dollar spent!

ADD MONEY

1. Click [this link](#)
2. Select how much you'd like to add
3. Click **Add to Cart**
4. Click **Checkout**
5. Enter Credit Card Information
6. Click the button to accept terms and conditions
7. Click **Place your Order**

TICKET EXCHANGE

We know it can be tough to make all 19 games in season - so this is the first of three ways to ensure you get full value from your membership. Union Full Season Ticket Members can exchange up to six (6) games throughout the season. Another game in the season and bring a few friends and family out! to exchange tickets through the Account Manager, all you have to do is:

1. Sign into the **Account Manager**
2. Click **My Account**
3. Click **Exchange My Tickets**
4. Select the match you want to exchange out of
5. Select the seat(s) and click **Next**
6. Select the match you want to exchange into
7. Check your price level and match the # of seats then click **Find Seats**
8. Select your delivery method and click next
9. Check your exchange on the final screen and click **Yes, Submit Exchange**

Feel free to connect your dedicated fan services representative for additional assistance in moving your seats around. Please note, this is based on availability.

**You will need to exchange out of a game before the game happens*

**You cannot exchange out of game within 24 hours of the game time*

**Excludes: NYCFC (July 15), LAFC (Sept. 23), Nashville (Oct. 7)*



TICKET TRANSFER

Want to give your tickets away to a friend? All you need do is pull up your tickets through the Account Manager and follow the directions below:

- Login to the account manager on your phone
- Select the ticket you would like to transfer
- Tap **Transfer** under **Add to Apple Wallet**
- Enter Phone Number for the person you want to send the ticket to and tap **Review Transfer**
- Review the details and click **Transfer Tickets**

RE-SELL TICKETS ON STUBHUB

Can't make it to a match and can't find any friends or family to use your tickets? You can post your tickets to StubHub directly through your account manager!

- Login to the account manager on your phone
- Select the ticket you would like to sell
- Tap Sell under **Add to Apple Wallet**
- Review your ticket(s) and tap **Continue to StubHub**

PAYMENT SCHEDULES

Want to update your payment information online? We have officially added a place for you to update your card information online.

1. Login into the **Account Manager**
2. Select Payment Schedules
3. Click edit **Update Expiration Date** or **Change Payment Method**
4. Update with correct billing information

Please note, if you have already missed a monthly payment this will not charge you for that payment and is only updating your account for future payments.

ADDITIONAL SINGLE GAME TICKETS

All Season ticket members receive a special season ticket member discount for any additional tickets. Please make sure to reach out to your Fan Service Representative for more information or to purchase those tickets.

DISCOUNTS

All Season ticket members can receive a discount for online Union Merchandise purchases with the promo code **STM23**. You will receive a 10% discount every time you use this code, follow below to redeem your discount.

- Head to PhiladelphiaUnion.com
- Click Shop towards the right of the top bar
- Fill your Cart
- Proceed to Checkout
- Enter **STM23** in the promo code space on the right side of the screen
- Continue with purchase

EZ4U AUTO RENEWAL

We are back with EZ4U Auto Renewal!! **All** Full Season Ticket Members have been opted into the EZ4U Auto Renewal Program. This program speeds up the renewal process each season, keeping you from having to sign in to re-DOOP every season

EZ4U consists of a 12-month payment plan option, which splits up your payments into 12 equal payments from August 2023 to July 2024, or a pay in full option. Monthly payments will be charged on last business day of each month.

You will receive weekly emails in August of each year to remind you of the Re-Doop window

- If you wish to opt out, you will have a simple option to opt out in August before your first 2024 payment
- If you do not opt out, it will assume you would like to enroll for the upcoming season and renew your seats



GAMEDAYS AT THE U

OFFICE HOURS

Fan Service representatives will arrive 4 hours prior to kickoff. Reps will be available through text and email prior to that.

1:00pm Kickoff - 9:00am Office Opens

3:30pm Kickoff - 11:30am Office Opens

4:00pm Kickoff - 12:00pm Office Opens

4:30pm Kickoff - 12:30pm Office Opens

6:00pm Kickoff - 2:00pm Office Opens

7:30pm Kickoff - 3:30pm Office Opens

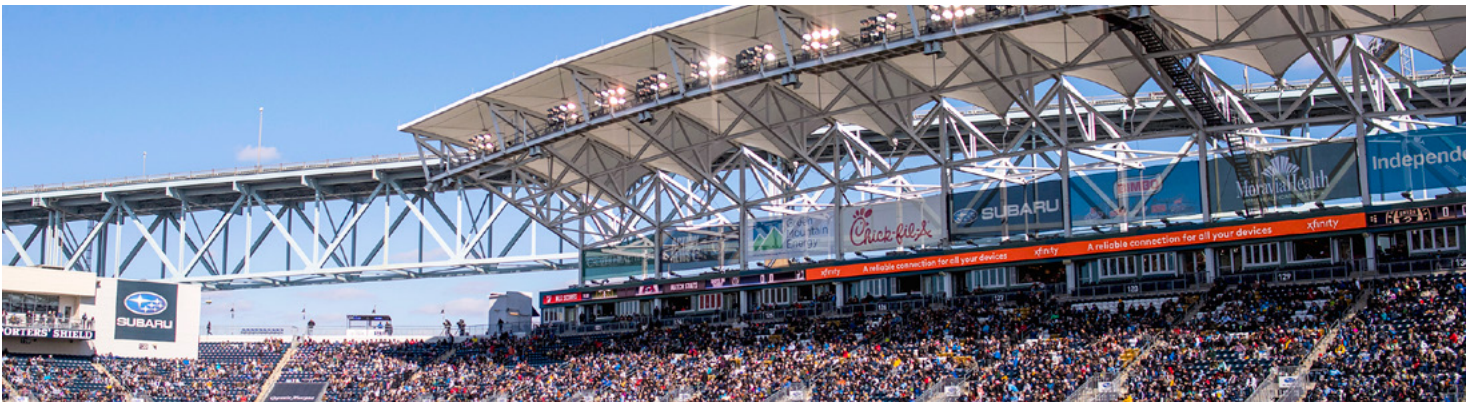
8:00pm Kickoff - 4:00pm Office Opens

CLUB ACCESS

All season ticket members have access to the Stadium Club after each home match. Enjoy some time after the game while you wait for traffic to die down

GAME DAY LOCATION

If you need help game day you can find our sales and service staff located at Ticket HQ - located on the concourse by Section 112/113, right next to the Team Score



EVERYTHING ELSE U NEED TO KNOW

DEDICATED FAN SERVICES REPRESENTATIVE

Reach out directly to your dedicated fan Services Representative via email, by phone, or by text.

Don't know who your representative is? Contact Fan Services general line by calling 1(877)21-UNION, press 1 for tickets, then 4 for an Services. Send an email as well to fanservices@philadelphiaunion.com

EMAIL

The Philadelphia Union will send all of its most information via email. Be sure to add updates@philadelphiaunion.com to your contacts so you are able to receive all of the email updates. Be careful not to unsubscribe form emails.

Getting too emails? Update your preferences by clicking **Update Profile** at the bottom of any Union email.



EVERYTHING ELSE U NEED TO KNOW CONT.

WEBSITE

All updates, player news, event details, upcoming game information, etc. can all be found at philadelphiaunion.com.

TWITTER

Follow the Philadelphia Union - [@PhilaUnion](https://twitter.com/PhilaUnion)

Follow the Fan Services Team of Season ticket Member Specific updates -

[@UnionFanService](https://twitter.com/UnionFanService)

FACEBOOK

Be sure to like and follow the Philadelphia Union by going to www.facebook.com/philadelphiaunion in order to get updates, player news, event details, upcoming game information, etc.

