

PHL  UNION

2025

SEASON
TICKET
MANUAL



TABLE OF CONTENTS

| | |
|-----------|--------------------------------|
| 3 | Account Manager |
| 5 | Ticket Exchange |
| 6 | Ticket Transfer |
| 7 | Payment Schedules |
| 8 | EZ Auto Renewal |
| 9 | Gamedays at the U |
| 10 | Everything Else U Need to Know |

2025 SEASON TICKET MEMBER MANUAL

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 and more!

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



HOW TO SIGN IN FOR THE FIRST TIME

1. On the **Sign-in** page, enter your email address and hit **continue**
2. Click **Send Me a Code**
*6-digit verification code will arrive to the inbox for the email associated with your account
3. Input the 6-digit verification code and **verify**
*You can choose to either create a password or continue without

2025 SEASON TICKET MEMBER MANUAL

ACCOUNT MANAGER CONT.

REWARDS PROGRAM

The rewards program is where you can earn and redeem points for attending Union matches and events, as well as 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.**

HOW TO USE UNION DOLLARS

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 permanent concession stands and the team store 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**

2025 SEASON TICKET MEMBER MANUAL

TICKET EXCHANGE

We know it can be tough to make all 20 games in the 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 three (3) games throughout the season and move your tickets into 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 with 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*

** No exchanges can be made within 24hrs of the game time.*

**Exchanges made within a week will only receive standing room only tickets*

**In order to exchange for seats, the exchange must be made at least 1 week prior to the game*

**Excludes: Miami (May 24th)*

2025 SEASON TICKET MEMBER MANUAL

TICKET TRANSFER

Want to give your tickets to a friend? All you need to 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**
- To ensure transfer is a success, make sure the recipient accepts the transfer

RE-SELL TICKETS ON SEATGEEK

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 SeatGeek directly through your account manager!

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



2025 SEASON TICKET MEMBER MANUAL

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.**

***Please contact your fan services representative to make any missed 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 **STM25**. 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 **STM25** in the promo code space on the right side of the screen
- Continue with purchase

2025 SEASON TICKET MEMBER MANUAL

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 2025 to July 2026, or a pay in full option. Monthly payments will be charged on last business day of each month.

You will receive 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 2026 payment
- If you do not opt out, it will be assumed you would like to enroll for the upcoming season and renew your seats



2025 SEASON TICKET MEMBER MANUAL

GAMEDAYS AT THE U

OFFICE HOURS

Fan Service representatives will arrive 5 hours prior to kickoff. Reps will be available through text and email prior to that.

2:00pm Kickoff - 9:00am Office Opens

2:30pm Kickoff - 9:30am Office Opens

4:00pm Kickoff - 11:00am Office Opens

4:30pm Kickoff - 11:30am Office Opens

6:00pm Kickoff - 1:00pm Office Opens

7:30pm Kickoff - 2:30pm Office Opens

8:00pm Kickoff - 3:00pm 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 on a 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 Store



2025 SEASON TICKET MEMBER MANUAL

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 Fan 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 from emails.

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



2025 SEASON TICKET MEMBER MANUAL

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.

X.COM

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.

