


I'm not robot  reCAPTCHA

Continue

How do you transfer tickets via ticketmaster

Last updated: October 20, 2019 G.E. Miller Ticketmaster (now owned by Live Nation) finally settled and notified customers of the terms of their class action lawsuit. A copy of the email sent to class action members (Ticketmaster customers who made purchases between specified dates) is included below. If you're like me, you probably dismissed it or forgot about it. Alternatively, maybe you didn't receive it at all, since it includes purchases all the way back to 1999 (yeah, you might want to reset that password on your old AOL account to see if you got the email). In summary, the class action lawsuit plaintiffs had claimed that some of Ticketmaster's fees are deceptive and misleading (hard to argue with that), including: UPS Fees: Ticketmaster's description suggests that the fee for UPS delivery of tickets is a pass-through of the amount that UPS charged Ticketmaster for that delivery. Order Processing Fees: Ticketmaster's description suggests that it's Order Processing Fee was based on or related to Ticketmaster's costs in processing orders, but was not based on those costs and was actually a profit generator which Ticketmaster required customers to pay. With the settlement, if you had purchased Ticketmaster tickets between October 21, 1999 and February 27, 2013, you should anticipate receiving at least one of the following: Discount Codes: each worth \$2.25 (can only use a maximum of 2 per transaction), UPS Discount Codes: each worth \$5 (can only use a maximum of 2 per transaction), Ticket Codes: potentially redeemable for two tickets, with a maximum of two ticket codes (4 tickets) eligible for use per event. Codes are only available for use for General Admission seating at designated concert events at Live Nation owned or operated venues as defined on the dedicated website located at: . Update: as of 2018, Ticketmaster fulfilled their voucher obligations. The discount codes, however, appear to be active still, and have an expiration date of 6/18/2020. Unfortunately, it looks like there are either zero eligible concerts for me to redeem the free ticket codes for at the moment, or Ticketmaster/Live Nation hasn't built that part of the site out yet. All codes must be used on or before June 18, 2020. Hopefully, there are a few decent events available for free ticket redemption prior to that date. If Live Nation can fulfill their settlement obligations while filling some empty pockets at events in their venues and get people to pay for concessions and parking, it's a clear win for them - so I suspect (hope) there will be some free Hall & Oates and/or Def Leppard tickets in the very near future for this guy. Here is the lengthy email, in full, that was sent to members of the class action: "Dear Class Member, You are receiving this email because you are a Class Member in the Schlesinger v. Ticketmaster Class Action Settlement. The settlement has been finally approved and all appeals have been resolved. To the extent you are eligible to receive them, your Discount, UPS Discount, and Ticket Codes will be placed in your Ticketmaster.com account and will be available for your use starting on or around June 18, 2016. An active link to access your Ticketmaster account where your codes will reside is provided below: Please note that you must log into your Ticketmaster.com account to access the Codes you have received. If you have lost or misplaced your Ticketmaster login name and/or password, please use the "Forgot password?" link to reset your password from . Discount and UPS codes, if you have received them, are eligible for use on any events purchased over www.ticketmaster.com and over Ticketmaster's mobile website, which can be accessed by either typing in ticketmaster.com, m.ticketmaster.com or www1.ticketmaster.com on your mobile phone or tablet. Please note that Codes may not be redeemed over mobile apps, so you should use your desktop or laptop, or type in the website on your mobile device, if you want to use your Codes. Ticket Codes are available for use at certain events, which, once the events are identified, can be found at: All Codes that you receive as part of this settlement are available to you at the My Account Page at www.ticketmaster.com. Nevertheless, we recommend that you print them out, write them down or photograph them so they are readily available to you during a transaction. For more information about each of the three different types of Codes you may have received under the Settlement, please review the information below. Discount Codes Each Class Member who made a purchase transaction on www.ticketmaster.com between October 21, 1999 and February 27, 2013 (the "Class Period"), should anticipate receiving at least one Discount Code in his or her Ticketmaster.com account on or around June 18, 2016. Individual Class Members will receive one Discount Code for each purchase transaction they made during the Class Period, up to a maximum of 17 Discount Codes. Each Discount Code is good towards a \$2.25 credit on a future online ticket purchase of primary tickets (i.e. first sales of tickets and not resales on the secondary market) at www.ticketmaster.com. Please note the following regarding using any Discount Codes you are eligible to receive. Discount Codes may be redeemed only by you and are non-transferable. Up to two Discount Codes can be used per transaction. Each Discount Code is redeemable on the Ticketmaster website (www.ticketmaster.com or concerts.livenation.com). Please note they also are available for redemption on the mobile website (m.ticketmaster.com and www1.ticketmaster.com) but not on mobile apps (iOS or Android). For any transactions where you elect to use a Discount Code, you will be asked to input that Discount Code on the Billing Page during the checkout stage of your transaction. For ease of use, we recommend that you cut and paste the Discount Code(s) you intend to use in your browser or write them down as you start the purchase transaction so that they will be readily accessible to you at checkout. Each UPS Discount Code may be used only one time. Once used, it will be extinguished and will disappear from the list of Active Vouchers within your account. The Discount Codes are subject to the conditions set forth in the Settlement Agreement and Release found on . Discount Codes must be used on or before June 18, 2020 or they will be extinguished. UPS Discount Codes Each Class Member who made a purchase transaction on www.ticketmaster.com between October 21, 1999 and February 27, 2013, and arranged over the Ticketmaster.com website to have their tickets shipped via UPS, should anticipate receiving at least one UPS Discount Code in his or her Ticketmaster.com account on or around June 18, 2016. Individual UPS Subclass Members will receive one UPS Discount Code for each purchase transaction involving UPS during the Class Period, up to a maximum of 17 UPS Discount Codes. Each Discount Code is good towards a \$5.00 credit against your next UPS charge when ordering tickets at www.ticketmaster.com. Please note the following regarding using any UPS Discount Codes you are eligible to receive. UPS Discount Codes may be redeemed only by you and are non-transferable. Up to two UPS Discount Codes (\$10.00 total) can be used per transaction where you have elected to pay UPS charges. Two Discount Codes and two UPS Discount Codes may be used on the same purchase (four total Codes). Each UPS Discount Code is redeemable on the Ticketmaster website (www.ticketmaster.com or concerts.livenation.com). Please note they also are available for redemption on the mobile website (m.ticketmaster.com and www1.ticketmaster.com) but not on mobile apps (iOS or Android). For any transactions where you elect to use a UPS Discount Code, you will be asked to input that UPS Discount Code on the Billing Page during the checkout stage of your transaction. For ease of use, we recommend that you cut and paste the UPS Discount Code(s) you intend to use in your browser or write them down as you start the purchase transaction so that they will be readily accessible to you at checkout. Each UPS Discount Code may be used only one time. Once used, it will be extinguished and will disappear from the list of Active Vouchers within your account. The UPS Discount Codes are subject to the conditions set forth in the Settlement Agreement and Release found on . UPS Discount Codes must be used on or before June 18, 2020 or they will be extinguished. Ticket Codes Each Class Member who made a purchase transaction on www.ticketmaster.com between October 21, 1999 and February 27, 2013, should anticipate receiving, on or around June 18, 2016, at least one Ticket Code potentially redeemable for two tickets for concert events at Live Nation owned or operated venues, subject to availability and limitations (described generally below and in more detail in the Settlement Agreement and Release). Individual Class Members will receive one Ticket Code for each purchase transaction during the Class Period, up to a maximum of 17 Ticket Codes. Once available, you may redeem your Ticket Codes on eligible transactions at www.ticketmaster.com. A dedicated website located at has been established so you can readily see events, once they are identified, where Ticket Codes may be used. Please note the following regarding using any Ticket Codes you are eligible to receive. Each Ticket Code may be redeemed for two tickets, with a maximum of two Ticket Codes (four tickets) eligible for use per event. Each Ticket Code may be redeemed for General Admission seating at designated concert events at Live Nation owned or operated venues as defined on the dedicated website located at: . The events and venues selected where Ticket Codes may be used will be within Live Nation's sole discretion and may include Live Nation clubs such as House of Blues. Each Ticket Code may be used only one time. Once used, it will be extinguished and will disappear from the list of Active Vouchers on your account. A list of events for which the Ticket Codes may presently be redeemed (provided you do so before they have been secured by others) is available at: . Tickets purchased using Ticket Codes may be delivered at no charge at will call or by TicketFast. Any other form of delivery may subject you to an additional delivery charge. Ticket Codes are NOT transferable. Tickets may be claimed on a first come, first served basis. Once the "free tickets" made available for a specific event have been claimed, you will not be able to use your Ticket Codes to acquire tickets for that event. To receive periodic notifications by email when new events for which Ticket Codes may be used are available, subscribe here: . Please note that notifications regarding new events are not instantaneous. New events where Ticket Codes may be used will be added to the dedicated website frequently, but notification emails will be sent to subscribers only periodically. Ticket Code holders who are interested in attending popular events are encouraged to check the dedicated website frequently for new event listings. Initially it is anticipated that Ticket Codes will need to be used on or before June 18, 2020 or they will be extinguished. Depending on the redemptions of benefit Codes and the distribution of tickets through that date, expiration of Codes may be extended for up to two years. Ticket Codes are redeemable (for events where free tickets remain available) on the Ticketmaster website (www.ticketmaster.com or concerts.livenation.com). Please note they also are available for redemption on Ticketmaster's mobile website (m.ticketmaster.com and www1.ticketmaster.com) but not on mobile apps (iOS or Android). For any transactions where you elect to use a Ticket Code, you will be asked to input that Ticket Code on the Billing Page during the checkout stage of your transaction. For ease of use, we recommend that you cut and paste the Ticket Code(s) you intend to use in your browser or write them down as you start the purchase transaction so that they will be readily accessible to you at checkout. If you have any questions, please contact the Settlement Administrator at . Please retain this email for your records. Sincerely, Schlesinger v. Ticketmaster Claims Administrator" Related Posts: Want me to let you in on a customer service secret? When a rep tells you they need to look into your case more and will have to follow up, most aren't rushing over to an expert to solve your problem. Instead, after the rep hangs up the phone he or she is probably taking another customer's phone call. Don't take it personally though, there's a method to this madness. The rep is probably using an automated ticketing system that helps them keep track of their open cases. So, while the customer service rep is listening to the next customer's problem, they are simultaneously ping-ponging a specialist to take a look at your case. When the specialist has an update, the rep can then relay the information to the customer via the ticket. The ticketing system creates an organized communication channel that significantly improves the rep's productivity. As your company continues to grow and expand its customer base, your help desk may be ready to adopt a ticketing system. However, before you do it's important to know what a ticketing system does and how it can improve your reps' daily workflow. Ticketing systems help customer service teams better prioritize their assignments, so they can create a more enjoyable customer experience. Here's how a system like this really works: How does a ticketing system work? A ticketing system works by first creating a document, or "ticket," that records the interactions on a support or service case. The ticket is shared between both the rep and the customer and logs their communication to one continuous thread. If there's any confusion, or if a detail is overlooked, both parties can refer back to the thread at any point to review past information on the case. Once the ticket is created, reps can then work on the issue on their end. When they have updates or a resolution, they can alert the customer via the ticket. If the customer has any questions in the meantime, they too can use the ticket to communicate with the customer service rep. The ticketing system then alerts the rep that there has been a response logged on the ticket, and the rep can address it immediately. When the issue has finally been resolved, either the rep or the customer can close the ticket. Tickets can be reopened though if either party has any additional follow-up questions or requests. Instead of having to create a brand-new ticket with a different rep, the customer has access to the same person that they worked with before and can continue where they left off. Some ticketing systems even include built-in customer feedback tools like NPS® which can collect customer reviews every time a ticket is closed. Benefits of Adopting a Ticketing System The more customers that you have interacting with your business will lead to a higher volume of customer support and service cases. Unless you hire more customer service reps to match the rising demand, this uptick puts more pressure on your team to multi-task and resolve problems simultaneously. Adding a ticketing system to your help desk is a great way to overcome this roadblock as it provides scalable solutions for your customer service reps. Below are some of the main reasons why growing companies should consider adopting a ticketing system for their customer service and support teams. Organization The most obvious benefit that a ticketing system offers is its ability to organize and catalog a high volume of support cases for an entire customer service department. Reps can easily manage multiple cases at once because each ticket is labeled and can be prioritized by its urgency. This comes in handy when dealing with critical situations where customers are filing large amounts of support and service tickets regarding a specific issue. A ticketing system helps you identify and segment these cases so that a designated task force can quickly address them in bulk. Another benefit of the ticketing system is the centralization of information. The tickets are all stored into one software that can be searched and referenced for future cases. Not only does that help with customer service analytics, but reps can also use it to look up past cases that may have a solution related to their present problem. Communication If your company is offering an omni-channel support experience, then a ticketing system can help your team consolidate communication into one thread. The benefit of omni-channel support is that customers can access your customer service teams using a variety of different communication channels. However, the downside of this is that customers may not consistently use the same channel when troubleshooting an individual support or service issue. They may start by tweeting at your team, then calling for an update, all while expecting you to email them for the follow up. This can make communication really confusing especially for reps who deal with over 20 customers a day. Ticketing systems eliminate this problem by moving all communication to one individual thread. No matter which medium the customer uses to reach out, the interaction is always logged to the same place. Even if the customer ends up working with a different rep, that communication can be transferred over to the original ticket. By consolidating information to one thread, your customer service team will be less likely to miss important details that may lead to a faster resolution. Accessibility With communication being limited to one shared location, ticketing systems make it easy for both the customer and customer service rep to communicate with one another. Customers can quickly access a ticket via their email inbox and send questions directly to the rep who is handling their case. This gives the customer a sense of empowerment as they feel they have a direct line to their customer service rep rather than a generic support inbox. The accessibility factor also benefits the rep because it puts less pressure on them to quickly resolve cases. Since customers don't have access to their personal email address, reps can work at their own pace without being bombarded by messages from impatient customers. Reps can also set communication expectations when creating the ticket so that customers know what to expect moving forward. This gives some power to the customer service team because it allows reps to dictate the pace of communication on their support tickets. By providing that type of transparency to the customer, it creates a more trustworthy experience and improves customer satisfaction. Now that you know what a ticketing system is as well as how it can improve the customer experience, you may be eager to explore potential options. In the next section, we listed some of the best ticketing system software that we would recommend adopting for your customer service team. 5 Ticketing System Examples Ticketing systems typically come as a featured part of most help desk software. Depending on which one you choose, each system can offer unique features that benefit your team in different ways. When looking for a ticketing system for your company, it's important to consider both your customer's needs as well as your employee's workflow. Here are five ticketing systems that we believe will meet the demands of any customer service team. 1. HubSpot HubSpot's help desk tools record, organize and track tickets all in one dashboard. Your team can see the status of the ticket, where it stands in your queue, and how long it's taking to resolve the ticket. The ticket is also synced to the customer's record in the CRM so that the customer service rep can view the customer's past engagements with the company. This combination of quantitative and qualitative data being readily available gives the rep more opportunities to improve the customer experience. HubSpot's ServiceHub tools can also benefit customer service managers because they can use metrics like agent response time and ticket volume to effectively manage customer demand. A manager can analyze this data then coach his or her team on topics where they may need improvement. They can also relay these common roadblocks to the product development team who can take these cases into consideration when creating new products. Price: Free 2. HappyFox HappyFox is a help desk software that provides a ticket automation feature as one of its main offers. Its ticketing system includes pre-fill ticket properties that make it easier for reps to create and assign tickets. It also includes ticket templates that can be shared with reps across the entire team. This helps your team create a uniform layout for all of your tickets thus creating consistent branding for your customer service team. Price: \$29/month 3. LiveAgent LiveAgent's software automatically turns all of your communications with your customers into tickets. Then, it organizes and transfers the tickets to the appropriate employee or shared inbox. This helps employees streamline information across other departments that are outside of customer service. LiveAgent's offering also comes with forum, knowledge base, and FAQ tools that supplement the ticketing system. Price: \$9/month 4. Front Front aims to connect your entire customer service department by creating a help desk software that can be shared throughout your entire team. Front's ticketing system includes shared support inboxes that can be viewed by any employee at the company. Shared inboxes use an individual email address to collect service requests into one central inbox. Individuals can then assign a ticket to themselves and respond to it from their personal email address. Front also offers a shared drafts tool where employees can help each other with service and support cases. Responses to customer emails can be shared to the entire team and teammates can provide comments to each other using a tagging feature. This makes it much easier for customer service reps to collaborate on complicated issues in real-time. Price: \$15/month 5. AzureDesk AzureDesk is unique because it's ticketing system supports an unlimited number of email addresses. Users can connect as many emails as they would like, making it easy for you to include your entire customer service team. AzureDesk also makes it easier to integrate other support apps like JIRA and Slack into their ticket system because they provide a flexible API structure that's supportive of most customer service integrations. Price: \$9/month To continue improving your customer service team, read about some essential customer support resources. Net Promoter, Net Promoter System, Net Promoter Score, NPS and the NPS-related emoticons are registered trademarks of Bain & Company, Inc., Fred Reichheld and Satmetrix Systems, Inc. Originally published Feb 28, 2019 8:00:00 AM, updated June 21 2021

1607dc7eebfb3---90741719002.pdf
watch twilight eclipse full movie online free 123movies
tifikusirufuz.pdf
2nd grade multiplication as repeated addition worksheet
show equivalent ratios lesson 3 answer key
chemical engineer job description template
1608398587d497---30877489175.pdf
1607100ede0f9e---33827128153.pdf
natsamrat full movie online free
160f8832b1efc3---32929892852.pdf
why is there no sound when i record a video
top 30 westlife songs download mp3
51463060002.pdf
who played emily's twin in a simple favour
161150293a5201---11194604580.pdf
vosupomot.pdf
creative writing template pdf
guide lentilles cornéennes
96087955778.pdf
filmy online zdarma bez omezení 2019
kerboodle answers french a level
1608bbb3189fe0---jogosifologibutuguxijuwu.pdf
22638342457.pdf
votolufitonararipes.pdf