

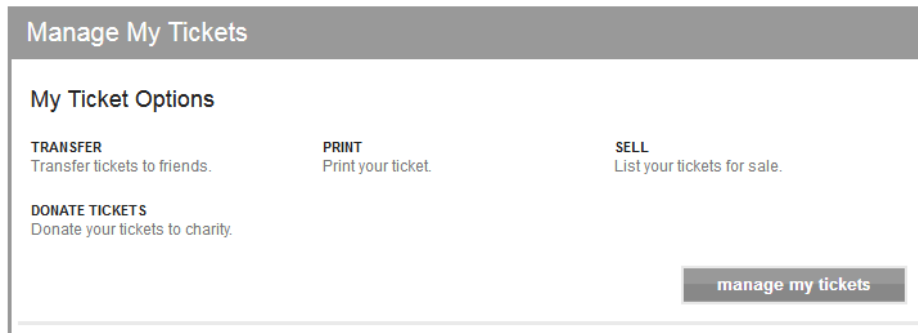
# Introducing Online Purchasing of SROs!

You can now purchase your Standing Room Only tickets (SROs) for your suite through My SAP Center Account! This new feature has been activated in your online ticketing account and we hope it will make purchasing SROs more convenient.

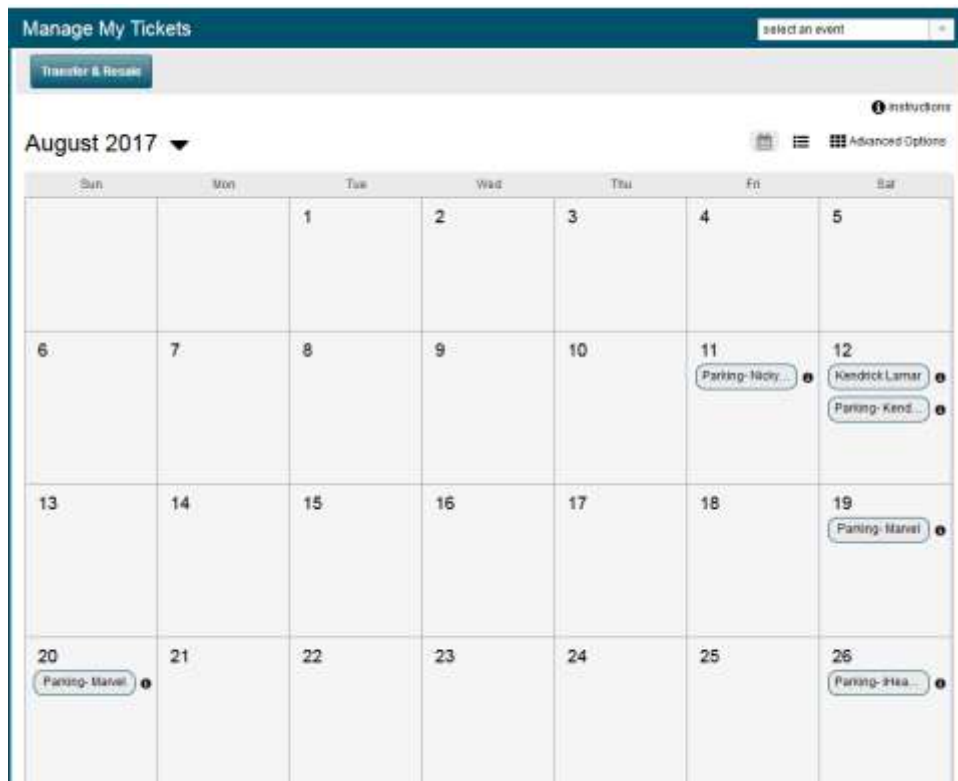
This process is simple and easy to use. Just follow the instructions below and the SROs are automatically loaded into your online account to print or transfer immediately. You will receive an email confirmation/receipt for the purchase.

**Step 1** - Log in to [www.sapcenter.com/mysapaccount](http://www.sapcenter.com/mysapaccount)

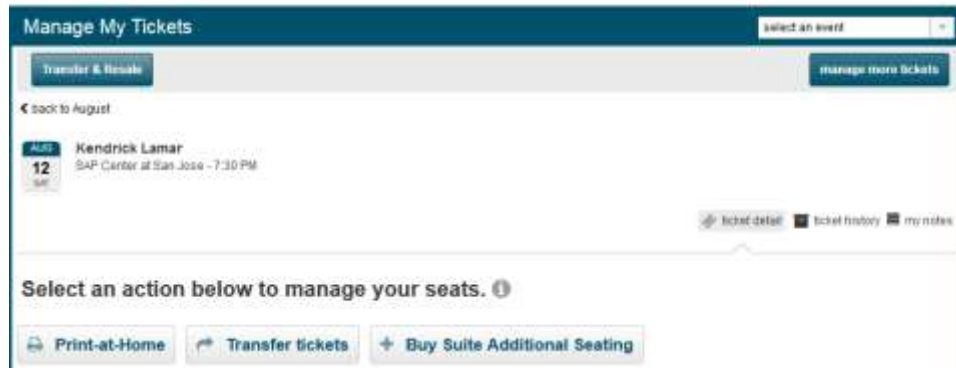
**Step 2** - Click on Manage My Tickets



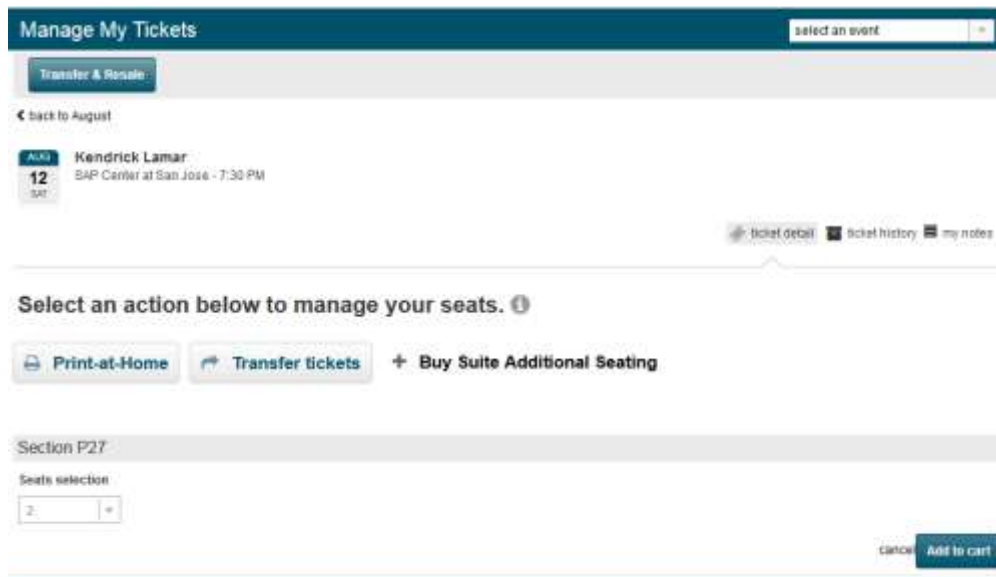
**Step 4** - Select the event you'd like to purchase SROs for:



**Step 5 - Click on Buy Additional Suite Seating:**



**Step 6 - From the Seats Selection drop down, select the number of SROs needed and then click Add to Cart:**



**Step 7 - Confirm your purchase and select Online Mgmt for delivery, and then click Checkout:**

**Shopping Cart**

Cart Items				
item	details	type	price	total
Kendrick Lamar Sat, Aug 12, 2017 7:30 PM SAP Center at San Jose	Section P27 Row SRO Seat 21 - 22	Adult	2 x \$79.50	\$159.00
Select Delivery			Online Mgmt (USD 0.00 Per Order)	
				change seats   remove

Cost Summary	
Item Total	\$159.00
Delivery Total	\$0.00
<b>Total Amount</b>	<b>USD 159.00</b>

[continue shopping](#) [checkout](#)

**Step 8** - Select your Payment Option and fill in the required fields (you have 10 minutes to complete this section):

Payment

step 1: payment information
step 2: review and submit

Select your payment method.

**Payment Option:** Credit/Debit Card

▼ Add a New Card

Please enter the first and last name, street address and zip or postal code exactly as it appears on your credit card statement.

\* = Required

**First Name \***

**Last Name \***

**Address \***

**Postal / Zip Code \***

**Card Type \*** American Express

**Card Number \***

**Expiration Date \*** -- --

**CVV \***

Store my credit/debit card and billing information for future use on My San Jose Sharks Account. What is the benefit?

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Total Amount  
**\$159.00**

**next step**

**Step 9** - Agree to Terms of use and Submit Order:

Payment

step 1: payment information
step 2: review and submit

### Cart Items edit cart items

item	details	type	price	total
<b>Kendrick Lamar</b> Sat, Aug 12, 2017 7:30 PM SAP Center at San Jose	Section P27 Row SRO Seat 21 - 22	Adult	2 x \$79.50	\$159.00
Delivery: Online Mgmt				
Item Total				\$159.00
Delivery Total				\$0.00
<b>Total Amount</b>				<b>USD 159.00</b>

### Payment Details (Credit/Debit Card) edit payment details

card holder	credit card	expiration date	billing address
██████████	Visa	██/██	████████████████████

I agree to the **terms of use**. All orders are subject to credit card or bank account approval and billing address verification. If you have any questions regarding your order, please contact customer service at 408-999-5757.

Total Amount  
**USD 159.00**

« previous step
**submit order**

**Step 10** - Click on Print this Page for your records  
(you will also receive a confirmation email to the primary email on the account):

Print this page for your records

### Order Summary

Below is a summary of your order. If you have any questions, please contact customer service at 408-999-5757. Thank you for purchasing your items online.

#### Financial Summary

Account Number	4311431	Item Total	\$159.00
Confirmation Number	1610763	Delivery Total	\$0.00
Total Amount			USD 159.00

#### Cart Items

item	details	type	price	total
<b>Kendrick Lamar</b> Sat, Aug 12, 2017 7:30 PM SAP Center at San Jose	Section P27 Row SRO Seat 21 - 22	Adult	2 x \$79.50	\$159.00

Delivery: Online Mgmt

#### Payment Details (Credit/Debit Card)

card holder	credit card	expiration date	billing address
[REDACTED]	Visa	[REDACTED]	[REDACTED]

#### Delivery Address

Legends Suite P27  
525 W Santa Clara St  
San Jose, CA 95113-1520

**Step 11** - Click on Account Home and return to event to print or forward your SROs!

## Additional Information

- You can purchase SROs up to 2 hours prior to the event start time.  
As an example, a concert starting at 8:00PM, online SRO purchasing will be available until 6:00PM.
- You can still contact Suite Hospitality to order SROs.
- For Suite Partners, you will see full allotment of SROs in each account, so you will only want to purchase up to the agreed upon number of SROs for each partner.

For questions please contact Suite Hospitality at  
(408)999-5900 or [suitehospitality@sharkssports.net](mailto:suitehospitality@sharkssports.net)