



JR. JAZZ TICKET REDEMPTION  
PROCESS  
2016-17

# UTAH JAZZ TICKET REDEMPTION PROCESS 2016-17

*Click on any step for detailed instructions.*

- [Step 1](#): Create Flash Seats Account on your mobile device or online.
- [Step 2](#): Go to redemption site to redeem voucher.
- [Step 3](#): Click on button to be directed to redemption site.
- [Step 4](#): Enter passcode listed on your voucher.
- [Step 5](#): Enter contact information
- [Step 6](#): Click on box to purchase additional tickets.  
(*optional*)
- [Step 7](#): Select additional ticket quantities. (*optional*)
- [Step 8](#): Enter payment information (*required only if you completed steps 6-7*)
- [Step 9](#): Confirm transaction.
- [Step 10](#): Receive confirmation email from ticket redemption site.
- [Step 11](#): Tickets will be emailed to your Flash Seats Account within 48 hours of placing order
- [Step 12](#): Use your mobile device or credit card as your ticket at any Vivint Smart Home Arena entrance on your game night for admission to the game.

# STEP 1: CREATE FLASH SEATS ACCOUNT



Flash Seats is the electronic, paperless ticketing system used by the Utah Jazz, Salt Lake Bees and several other national entertainment venues. Flash seats provides you with a convenient solution to use, buy, sell, or transfer tickets online or via mobile device – all without ever needing a paper ticket. ***Using and setting up an account is easy and free!***

There are 2 ways to create a Flash Seats Account:

1. Download the Flash Seats app on your Apple or Android Device

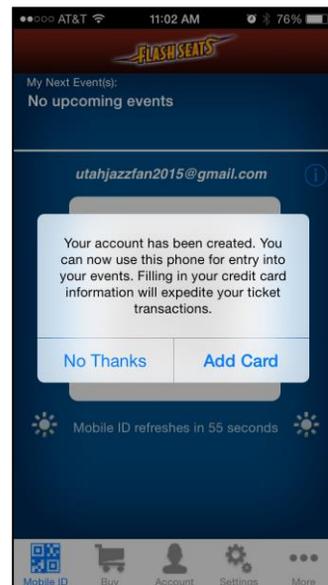
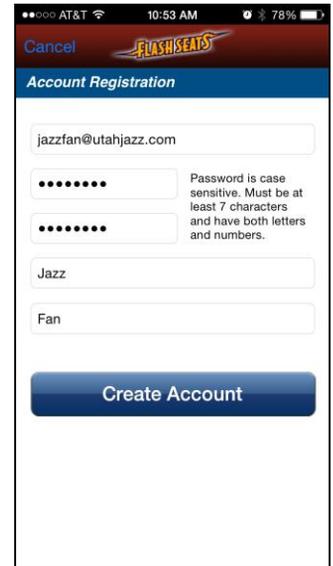
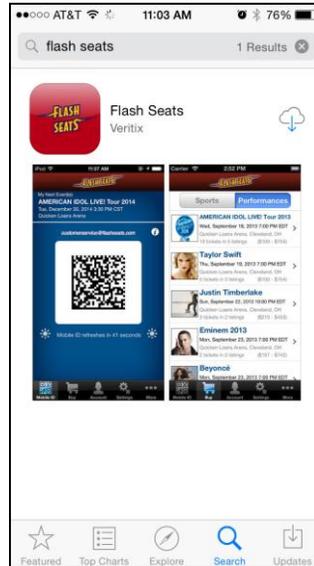
- OR -

2. Create an account online at [flashseats.com](http://flashseats.com)

\*IF YOU ALREADY HAVE A FLASH SEATS ACCOUNT  
PLEASE SKIP TO [STEP 2](#)

# FLASH SEATS REGISTRATION MOBILE APP

1. On your Android or Apple Smart phone, locate the app store and download the free Flash Seats App.
2. Once the app is downloaded you can create your account using your email address and name. You will be prompted to enter credit card information BUT THIS IS NOT REQUIRED IF YOU ARE USING A MOBILE DEVICE.



# FLASH SEATS REGISTRATION

## [FLASHSEATS.COM](http://FLASHSEATS.COM)

1. Go to [www.flashseats.com](http://www.flashseats.com) and click on the REGISTER tab on the top of the main page.



HOME BUY SELL TRANSFER REGISTER LOGIN ABOUT FLASH SEATS FAQs CONTACT US FLASHSEATS.COM

## FLASH SEATS

The Future of Ticketing Today

### TICKETS

#### COLLEGES

- CLEVELAND Cleveland State University Athletics
- CLEVELAND Cleveland State University Wolstein Center
- Drake University
- DUQUESNE Duquesne University
- GRAND CANYON Grand Canyon University
- 12TH MAN Texas A&M University
- UT Austin University of Texas at Arlington
- University of Utah

#### CONCERTS

- CLEVELAND: Quicken Loans Arena
- DENVER: Altitude Tickets: 1STBank Center
- DENVER: Altitude Tickets: Dicks's Sporting Goods Park
- DENVER: Altitude Tickets:

### Flash Seats is the Future of Ticketing Today.

What is Flash Seats?

Using Flash Seats

Registering Buying Selling Transferring Attending

Flash Seats® makes it easy for every fan to manage their tickets online. It's an electronic ticketing system that is simple, safe, and it's backed by your favorite team or venue! [Sign up](#) today to get these great benefits:

- **BUY Great Seats to SOLD OUT Events!**  
Buy great seats confidently on the Flash Seats marketplace knowing that the seats are authentic, never counterfeit. Get your seats instantly via email. No waiting. No shipping fees.
- **SELL Seats You Can't Use!**  
Can't make it to the game or show? Post your seats right up to the start of an event! Just select the seats from your Flash Seats account and set your price.
- **TRANSFER Seats to Guests!**  
Transfer seats to anyone with flexibility, all via email. It's so easy to share your seats with your family and friends – divide seats with no waiting, no mailing, no insured deliveries. Everyone gets their seats to use, transfer or post for sale.

What makes Flash Seats different?

- Quality** PREMIUM SEATS, even for SOLD OUT GAMES! Flash Seats has the best seats available!
- Shipping** No shipping fees. In fact NO SHIPPING. Seats are transferred instantly!!
- Price** The LOWEST combined buyer/seller fees in the market.
- Security** No lost, stolen, or counterfeit tickets ever!
- Convenience** Electronic entry means fast, easy arena access with no paper tickets to worry about.

[Find us on Facebook](#)

[Follow us on Twitter](#)

### Flash Seats® Goes Mobile

Discover events, buy, sell and transfer tickets on the go. Enter events with Flash Seats Mobile App.

# FLASH SEATS REGISTRATION

## [FLASHSEATS.COM](http://FLASHSEATS.COM)

2. Fill out all the fields on this page and submit. You can use any email address. Your email address will be your username. You will also set your own password in this step.

<p>establish a login ID using your email address. You will also select and confirm a password to help safeguard your account here. Please complete all required fields denoted with an asterisk.</p> <p><a href="#">Learn More</a></p>	<b>Log In Identification:</b>	
	<b>*Email Address:</b> <input type="text"/>	Already have a Flash Seats account? <a href="#">click here</a>
	<b>*Password:</b> <input type="password"/>	Your password is CaSe SeNsITivE. It must be at least 7 characters long and contain both letters and numbers.
	<b>*Confirm Password:</b> <input type="password"/>	
<p>Flash Seats® will use the security questions and your answers to help verify your identity when working with customer service representatives on the phone or at events.</p> <p><a href="#">Learn More</a></p>	<b>Account Information:</b>	
	<b>*First Name:</b> <input type="text"/>	
	<b>*Last Name:</b> <input type="text"/>	
	<b>*Home Phone:</b> <input type="text"/> ext. <input type="text"/>	
	<b>Work Phone (Optional):</b> <input type="text"/> ext. <input type="text"/>	
	<b>Cell Phone (Optional):</b> <input type="text"/>	
<p>The User Agreement specifies the terms and conditions that you agree to by opening an account with Flash Seats®. Be sure to read all of the User Agreement before clicking the Sign Up button.</p> <p><a href="#">Learn More</a></p>	<b>*Birthday:</b> <input type="text" value="Please Select"/> <input type="text" value="Please Select"/> <input type="text" value="yyyy"/>	
	<b>*Time Zone:</b> <input type="text" value="Please Select"/> <input type="text" value="Time zones with a '+' indicate Daylight Savings Time observed"/>	
<p>Our Privacy Policy is designed to assist you in understanding how Flash Seats® collects and uses the personal information you provide to us and to assist you in making informed decisions when using our site, products, and services. Be sure to read our Privacy Policy carefully.</p> <p><a href="#">Learn More</a></p>	<b>*Street Address:</b> <input type="text"/>	
	Street Address (line 2): <input type="text"/>	
	<b>*City:</b> <input type="text"/>	
	<b>*State/Province:</b> <input type="text" value="Please Select"/>	
	<b>*ZIP Code:</b> <input type="text"/>	
	<b>*Country:</b> <input type="text" value="United States of Ame"/>	
	<b>Your answers to the security questions below will be used to verify your identity when contacting customer service.</b>	
	<b>*Security Question:</b> <input type="text" value="What was your first pet's name?"/>	
	<b>*Answer:</b> <input type="text"/>	
	<b>*Security Question:</b> <input type="text" value="What is your mother's maiden name?"/>	
	<b>*Answer:</b> <input type="text"/>	

# FLASH SEATS REGISTRATION

## [FLASHSEATS.COM](http://FLASHSEATS.COM)

3. You will be sent a verification code to your email which you will need to enter on the site to validate your account.

The screenshot shows the Flash Seats website interface. At the top, there is a navigation bar with links: HOME, BUY, SELL, TRANSFER, REGISTER, LOGOUT, ABOUT FLASH SEATS, FAQs, CONTACT US, and FLASHSEATS.COM. Below this is a banner with the Flash Seats logo and the slogan "The Future of Ticketing Today". A secondary navigation bar contains links: DASHBOARD, TICKETS, BIDS, LISTINGS, TRANSFERS, PURCHASES, SALES, and ACCOUNT. The main content area displays a personalized greeting: "Hello Bob, welcome back." with a "log out" link. A prominent red error message states: "You must register an ID to enter events. Add one now." Below this is a yellow "New User Registration" section with an information icon and the text: "Your account was created. Now, we need to verify your login email address for security purposes." A grey box contains a message: "A verification email was sent to bobapple@gmail.com. When you receive the email, please click on the verification link or enter the verification code below:" followed by a "Verification Code:" input field and a red "VERIFY" button. A note at the bottom of the grey box reads: "Until you verify your login email address, your account will have limited access."

# FLASH SEATS REGISTRATION

## [FLASHSEATS.COM](http://FLASHSEATS.COM)

4. Once your account is validated, you will be asked to enter in a credit or debit card, which will be your “ticket” for the events. (Your credit/debit card will never be charged. If you don’t have a credit/debit card, a Visa gift card may be used. Please note a Utah driver’s license CANNOT be used because there is no magnetic strip).

The screenshot displays the Flash Seats website interface. At the top, a navigation bar includes links for HOME, BUY, SELL, TRANSFER, REGISTER, LOGOUT, ABOUT FLASH SEATS, FAQs, CONTACT US, and FLASHSEATS.COM. Below this is a dark blue banner with the Flash Seats logo and the slogan "The Future of Ticketing Today". A secondary navigation bar contains links for DASHBOARD, TICKETS, BIDS, LISTINGS, TRANSFERS, PURCHASES, SALES, and ACCOUNT. Under the ACCOUNT link, a sub-menu shows FINANCIAL ACCOUNTS, PROFILE, OPTIONS, EMAIL, and IDENTIFICATION.

The main content area is titled "Adding Identification:" and includes a welcome message: "Hello Utah, welcome back." with a "log out" link. A prominent yellow banner reads "Flash Seats Account Created!". Below this, a yellow box with an information icon states: "Thank you for registering with Flash Seats. Please add a credit card to be used for entry. Your card will not be charged unless you use it for purchases."

A grey box instructs users: "When you arrive, you will need a form of identification to get to your seats. Please choose a form of identification to use:". Three options are listed:

- CREDIT CARD - Preferred Entry ID
- DRIVER'S LICENSE - Backup Entry ID  
The magnetic stripe on a driver's license is not as durable as the magnetic stripe on a credit card. We recommend using a credit card for entry.
- MOBILE DEVICE - Your mobile device running the iOS or Android operating system can be used as an ID for entry (iPhone, iPod, Android). Simply download the Flash Seats app and log into your account.

Links are provided to download the Flash Seats Android application [here](#) and the Flash Seats iPhone application [here](#). A red button labeled "ENTER ID NOW" is positioned below the options.

At the bottom left is the Veritix logo. At the bottom right is the Flash Seats logo. A footer contains the text: "Flash Seats and the Flash Seats logo are registered trademarks of Flash Seats, LLC. Use prohibited without written consent. All Rights Reserved." followed by links for [Privacy Policy](#), [Terms and Conditions of Use](#), and [Careers](#).

# FLASH SEATS REGISTRATION

## [FLASHSEATS.COM](http://FLASHSEATS.COM)

5. Fill out all of the fields on the Identification Information page. You will be asked to enter in your credit/debit card number again.

The screenshot shows the Flash Seats website's registration process. At the top, there is a navigation bar with links: HOME, BUY, SELL, TRANSFER, REGISTER, LOGOUT, ABOUT FLASH SEATS, FAQs, CONTACT US, and FLASHSEATS.COM. Below this is a header with the Flash Seats logo, the word "Account", and the slogan "The Future of Ticketing Today". A secondary navigation bar includes: FLASHBOARD, TICKETS, BIDS, LISTINGS, TRANSFERS, PURCHASES, SALES, and ACCOUNT. Under the ACCOUNT tab, there are sub-tabs: FINANCIAL ACCOUNTS, PROFILE, OPTIONS, EMAIL, and IDENTIFICATION. The main content area is titled "Adding Accounts:" and contains a detailed explanation of how to link credit cards and bank accounts. A red banner message states: "You must register an ID to enter events. Add one now." Below this is the "Identification Information" section, which includes a legend for required fields (\*). The form asks for the cardholder's name, card type (with radio buttons for Visa, Mastercard, American Express, and Discover), credit card number, and expiration date. It then prompts the user to enter the billing address, offering a pre-filled address or the option to enter a new one. A section for "Buying tickets on Flash Seats?" asks for the exact billing address (Address 1, Address 2, City, State/Province, ZIP Code, and Country). At the bottom of the form are "ADD" and "CANCEL" buttons.

You are now registered for Flash Seats. You may now log in and view your ticket and seat information for upcoming events.

# STEP 2: GO TO REDEMPTION SITE TO REDEEM VOUCHER

[www.utahjazz.com/jrjazzvoucher](http://www.utahjazz.com/jrjazzvoucher)



**2016/17 JUNIOR JAZZ  
TICKET VOUCHER**  
GOOD FOR TWO (2) UTAH JAZZ TICKETS

 **VS**  **JAZZ VS. 76ERS**  
THURS., DECEMBER 29 @ 7:00PM

To claim your tickets, go to [utahjazz.com/jrjazzvoucher](http://utahjazz.com/jrjazzvoucher) and enter code:

Questions? Call 801-325-2589. Seats will be assigned by the Utah Jazz and delivered via Flash Seats. Redeem early for the best seats. Online only. Not redeemable at the box office. No cash value. Not for resale. Expires 48 hours prior to the game. Subject to availability. Only good for the game listed on this voucher.



Your voucher will be good for either one or two tickets depending on which option your city/league has selected. You may receive your voucher electronically. (Also depending on city/league)

# STEP 3: CLICK ON BUTTON TO BE DIRECTED TO REDEMPTION SITE

The screenshot shows the NBA.com website header with navigation links: GLOBAL, TEAMS, D-LEAGUE, WNBA, and NBA STORE. Below the header, it says 'SITE PRESENTED BY ZIONS BANK'. The main navigation includes Tickets, Schedule, Team, Fans, Video, Game Night, Community, and Shop, along with social media icons for Facebook, Twitter, Google+, and YouTube. A search bar is also present.

The main content area features a banner for '2015/16 UTAH JAZZ JUNIOR JAZZ' with the 'JUNIOR JAZZ' logo. Below the banner, a dashed box highlights a 'Jr. Jazz Voucher' section. The text reads: 'If you have a Jr. Jazz Voucher, click the button below to redeem.' A blue button labeled 'Click Here To Redeem' is positioned below the text. A blue arrow points from the top left towards the button.



# STEP 4: ENTER PASSCODE LISTED ON YOUR VOUCHER

The screenshot shows a web interface for ticket booking. At the top, there is a dark blue navigation bar with a logo on the left and three menu items: "Home", "How to Redeem", and "Contact". Below this is a light gray header area with a "Ticket Booking" title and a "COMP CODE" status indicator. On the left side, there is a vertical menu with four items: "Redeem", "Contact Information", "Tickets", and "Confirm". The main content area contains a text block explaining the redemption process, a text input field labeled "Code" (circled in blue), and two buttons: "ADD MORE" and "VALIDATE". Below the input field, there is a note about the 48-hour order deadline and contact information for Nate Martinez. At the bottom, there are "PREVIOUS" and "NEXT" navigation buttons.

Home How to Redeem Contact

✓ COMP CODE

Ticket Booking

Redeem

Contact Information

Tickets

Confirm

Please enter comp redemption code(s) one at a time and click redeem. Multiple voucher codes (up to 14) can be redeemed in single transaction, and all will be applied towards the same game selected below. If you would like to sit with another family please submit all codes and purchase all additional tickets within the same transaction.

Code

ADD MORE

VALIDATE

Orders need to be placed at least 48 hours prior to the date of the game. After this date you will no longer be guaranteed tickets for your assigned game.

If you are ordering more than 14 additional tickets please contact Nate Martinez at [801-325-2589](tel:801-325-2589) or [nmartinez@utahjazz.com](mailto:nmartinez@utahjazz.com)

← PREVIOUS

NEXT →

If you have multiple vouchers please enter all codes in the same transaction. (This will help ensure all requested seats are as close together as possible) Between each code hit VALIDATE and ADD MORE. After all codes are entered hit VALIDATE again. At this point, the game listed on your voucher will show up. Push NEXT to move to the next screen.

# STEP 5: ENTER CONTACT INFORMATION

Ticket Booking

Redeem

Contact Information

Tickets

Confirm

## Contact Information

Email

|

If you already have a FLASH SEATS account, please use the same email address you use for your FLASH SEATS account.

First Name

Last Name

Street1

Suite/Apartment Number

City

-- Select State --

Zip

Phone Number

Click here to purchase additional tickets. If you purchase additional upper bowl tickets they will be located next to the complimentary tickets. If you purchase additional lower bowl tickets they will not be located next to your complimentary tickets. After clicking the box, click Next.

← PREVIOUS

NEXT →

Please use the same email address that you used for your Flash Seats Account.



# STEP 6: CLICK ON BOX TO PURCHASE ADDITIONAL TICKETS

Redeem
Contact Information
Tickets
Confirm

Contact Information

Email  
|

If you already have a FLASH SEATS account, please use the same email address you use for your FLASH SEATS account.

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Street1 \_\_\_\_\_

Suite/Apartment Number \_\_\_\_\_

City \_\_\_\_\_ -- Select State -- ▾

Zip \_\_\_\_\_ Phone Number \_\_\_\_\_

Click here to purchase additional tickets. If you purchase additional upper bowl tickets they will be located next to the complimentary tickets. If you purchase additional lower bowl tickets they will not be located next to your complimentary tickets. After clicking the box, click Next.

← PREVIOUS

NEXT →

If you would like to purchase additional tickets click on the box. There will be upper and lower bowl tickets available to purchase. If you purchase additional tickets the only seats that will be next to your complimentary tickets are those selected from the Upper Bowl - Red Seats option. If you purchase \$27, \$63, or \$127 seats they will NOT be located next to your complimentary tickets. To get all tickets together in the Upper Bowl- Light Orange Seats, Lower Bowl- Purple Seats, or Lower Bowl- Blue Seats you must pay the additional amount for each ticket- including tickets that you are receiving using your voucher. If you only want to redeem your vouchers do not click the box and you will be taken to the order confirmation page.

# STEP 7: SELECT ADDITIONAL TICKET QUANTITIES

Home   How to Redeem   Contact

✓ COMP CODE

Ticket Booking

Redeem

Contact Information

Tickets

Confirm

L.A. Clippers vs. Utah Jazz

Additional Upper Bowl Tickets- Red Seats - \$16.50	0	▼
Additional Lower Bowl Tickets- Purple Seats - \$60.00	0	▼
<a href="#">See Our Seating Map Here</a>	Service charge	\$0.00
	Total	\$ 0.00

Pricing for additional tickets will vary depending on your league and the options they have selected.

# STEP 8: ENTER PAYMENT INFORMATION

Home How to Redeem Contact

A credit/debit card is needed to reserve tickets. Your card will not be charged the full amount until your order is reviewed.

Same as Contact Name and Address

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Street1 \_\_\_\_\_

Suite/Apartment Number \_\_\_\_\_

City \_\_\_\_\_ -- Select State -- ▾

Zip \_\_\_\_\_ Phone Number \_\_\_\_\_

Payment Method  Credit Card  Debit Card

Card Type \_\_\_\_\_ -- Select Card -- ▾

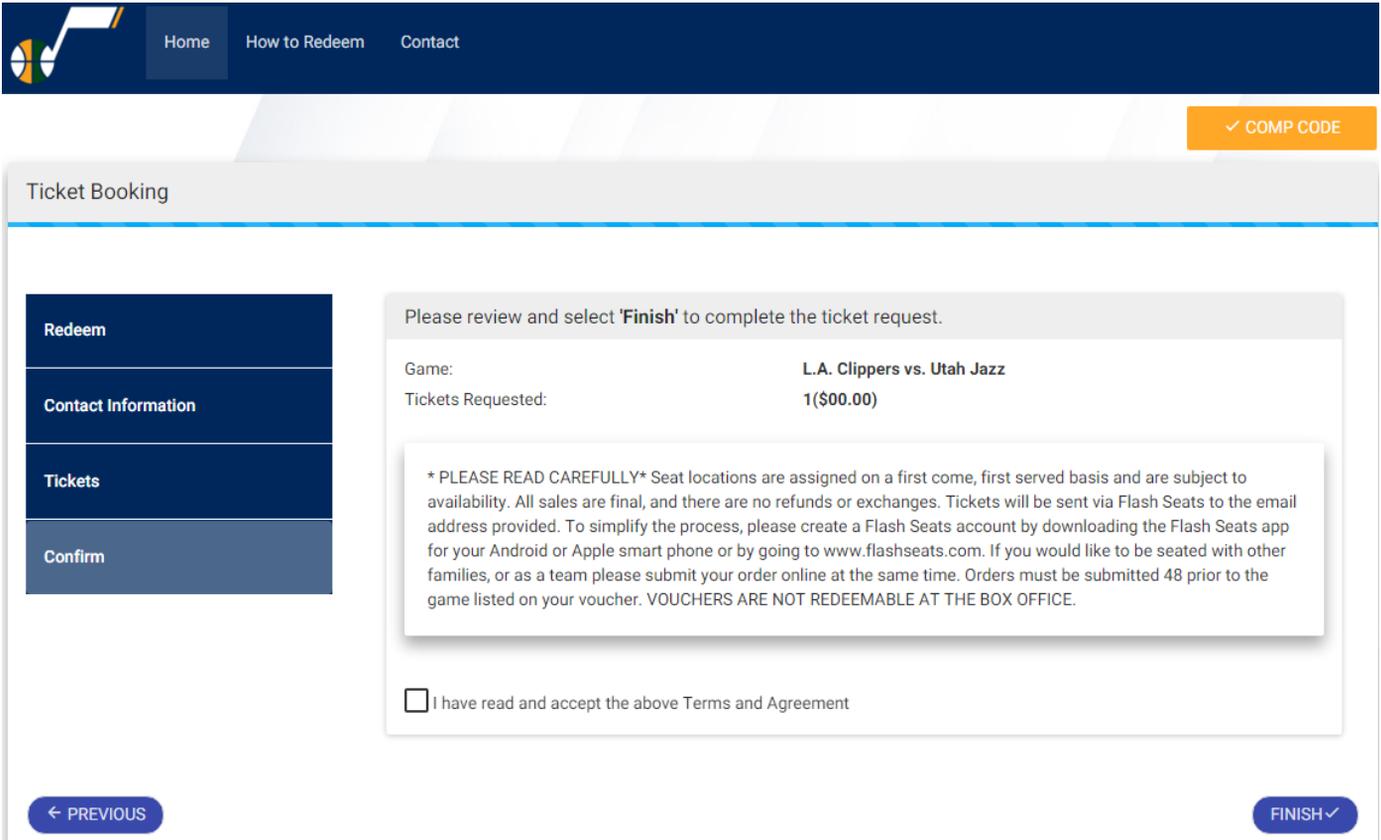
Card Number \_\_\_\_\_ Card Number \_\_\_\_\_

Expiration Date \_\_\_\_\_ -- Select Month -- ▾ -- Select Year -- ▾

← PREVIOUS NEXT →

Enter your payment information and click on NEXT button to confirm amount and finalize transaction.

# STEP 9: CONFIRM TRANSACTION



The screenshot shows a web interface for ticket booking. At the top, there is a dark blue navigation bar with a logo on the left and links for 'Home', 'How to Redeem', and 'Contact'. On the right side of this bar is an orange button with a checkmark and the text 'COMP CODE'. Below the navigation bar is a light gray header area with the text 'Ticket Booking'. On the left side, there is a vertical menu with four dark blue buttons: 'Redeem', 'Contact Information', 'Tickets', and 'Confirm'. The 'Confirm' button is highlighted. The main content area is a white box with a light gray border. At the top of this box is a gray instruction bar: 'Please review and select **'Finish'** to complete the ticket request.' Below this, the game details are listed: 'Game: L.A. Clippers vs. Utah Jazz' and 'Tickets Requested: 1(\$00.00)'. A white box with a light gray border contains a disclaimer: '\* PLEASE READ CAREFULLY\* Seat locations are assigned on a first come, first served basis and are subject to availability. All sales are final, and there are no refunds or exchanges. Tickets will be sent via Flash Seats to the email address provided. To simplify the process, please create a Flash Seats account by downloading the Flash Seats app for your Android or Apple smart phone or by going to www.flashseats.com. If you would like to be seated with other families, or as a team please submit your order online at the same time. Orders must be submitted 48 prior to the game listed on your voucher. VOUCHERS ARE NOT REDEEMABLE AT THE BOX OFFICE.' Below the disclaimer is a checkbox with the text 'I have read and accept the above Terms and Agreement'. At the bottom left of the main content area is a blue button with a left arrow and the text 'PREVIOUS'. At the bottom right is a blue button with the text 'FINISH' and a checkmark.

Confirm the details and push finish to finalize the transaction.

# STEP 10: YOU WILL RECEIVE A CONFIRMATION EMAIL FROM THE TICKET REDEMPTION SITE



Test 4

Toronto Raptors vs. Utah Jazz

Nov 18, 2015 7:00 PM

Hi Nate Martinez,

Thanks for the order, you can find the details below. Your Jazz tickets will be sent to your Flash Seats account within the next 48 hours.

If you do not have a Flash Seats account, please create one now by downloading the Flash Seats app for your Android or Apple smart phone or by going to [www.flashseats.com](http://www.flashseats.com)

If you have any questions or concerns please email [nmartinez@utahjazz.com](mailto:nmartinez@utahjazz.com) or call us at [801-325-2589](tel:801-325-2589). We look forward to having you out at the Jazz game this season.

Nate Martinez

Utah Jazz

Date: Nov-17-2015

**Order #68**

Compcodes Redeemed X 1

\$00.00



# STEP 11: TICKETS WILL BE EMAILED TO YOUR FLASH SEATS ACCOUNT WITHIN 48 HOURS OF PLACING ORDER



Fri 11/6/2015 9:02 AM

Flash Seats Notification <flashseats@flashseats.com>

NOTIFICATION-Tickets Delivered to Your Account

To  Nate Martinez



Phone: 888-360-SEAT (7328) Email: [customerservice@flashseats.com](mailto:customerservice@flashseats.com) Web: <http://flashseats.com>

Nathan,

Your Utah Jazz delivered tickets to your Flash Seats® account:

<http://jazz.flashseats.com/Default.aspx?ss=16&pid=39&mi=9000000000138860&em=nmartinez@utahjazz.com&fss=327248208>

**Start taking advantage of Flash Seats today!**

paperless entry using your registered ID or the Flash Seats Mobile App:



Ability to buy and sell tickets in a secure marketplace

Transfer your tickets via email

Check out our demo: <http://www.flashseats.com>

Note: The ability to buy, sell or transfer tickets varies by each team and venue that participates in the Flash Seats service, so not all of these features may be available for your events.

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**Watch our tutorial videos to learn more about Flash Seats:**

[What is Flash Seats?](#)  
[Using Flash Seats](#)  
[Attending](#)  
[Registering](#)  
[Buying](#)  
[Selling](#)  
[Transferring](#)



**The FLASH SEATS Mobile App is here!**

**Features:**

- Available for iOS and Android
- Mobile entry with your phone
- Buy, sell, and transfer tickets

Keep an eye out for more details!



# STEP 12: USE YOUR MOBILE DEVICE OR CREDIT CARD AS YOUR TICKET AT ANY VIVINT SMART HOME ARENA ENTRANCE FOR ADMISSION TO THE GAME.



There is no need to go to will call at the arena. Go to any entrance and hand your phone or the credit card registered to your account to the usher and they will print a seat locator with your seat details.



ENJOY THE  
GAME!!