How to enrol online



What is the Auto Cup Scheme?

The Auto Cup Scheme allows Season Ticket Holders and Members the opportunity to secure home tickets for Liverpool's season-wide cup campaigns. Once you've registered in the Auto Cup Scheme, you'll remain in it for as long as the team is involved in the competitions you've enlisted for.

Official Members AND Season Ticket Holders Auto Cup Scheme Additional Enrolment Period

Liverpool FC are able to offer Official Members the opportunity to enrol into the Auto Cup Schemes, also giving the chance to enrol alongside friends and family who are also Official Members or Season Ticket Holders that have not already enrolled.

Official Members and Season Ticket Holders wishing to take advantage can:

- Choose to enrol with other Season Ticket Holders that have not yet enrolled
- Choose to enrol with other qualifying Official Members
- Guarantee seats for one, two or all Cup competitions (subject to availability)

The following guide will help you through the process of enrolling into the Auto Cup Scheme.



STEP 1

SELECTING THE CUP COMPETITION(S) YOU WISH TO ENROL INTO.

- Please select the first scheme you would like to enrol into.
- You will have 30 minutes to complete your enrolment and you will be shown a session timer on the page to alert you of the time.



STEP 2

CHOOSING YOUR SEAT

You will be taken to a page like the one on the right; here you will have two options.

- You can choose your own seats (step 2a)
- Or let the online ticket system select the best available seats for you. (Step 2b)
- To choose your own seats you first need to select an available area.





STEP 2a

CHOOSING YOUR OWN SEATS

- Once you have selected an available area, you will be taken to a seating plan for your chosen area.
- Here you can make your selection by clicking on the seat(s) displayed on screen:- the 'SEAT TYPES' key will show you the status of the seat(s).
- Your selection will be displayed to the left of the screen. If you are happy with your selection, click the 'BUY' button and you will be taken to your shopping basket (step 3).
- If you do not press 'BUY' before leaving the page, your seat(s) will be released for other supporters to select.
- If you would like to remove any of your seats, you can use the [x] button next to that seat to remove it, or if you would like to remove all seats click the 'CLEAR' button.

If you wish to change the area which you have selected click **'BACK TO STADIUM'**



STEP 2b

CHOOSING BEST AVAILABLE

When choosing best available, you will be able to select your preferred available stand, area and number of seats required and our online ticketing system will select the best available seats. The Area Availability key shows you where the best availability is within each scheme.

Using the drop down boxes on the left of the screen, select your: -

- Preferred available stand.
- Preferred available area.
- Quantity of seats.
- You **MUST** then click the **'BUY'** button to add these seats to your basket.
- Our online ticket system will select the best available seat(s) within your chosen area to enable you to complete your enrolment as quickly as possible.



YOUR SESSION STATUS

Due to high demand your session will only last a maximum of 30 minutes and will be timed out after 5 minutes of inactivity. You currently have 27 minutes remaining.

EUROPEAN - AUTO CUP SCHEME

Please select your seats using the stadium plan below or alternatively use the drop down boxes to select best availability.

IMPORTANT!

- Once you have selected seats, ENSURE YOU CLICK ON THE BUY BUTTON BEFORE leaving this page as not doing so will result in any selected seats not being added to your basket.
- If the seats you have selected are not added to your basket after clicking BUY, this may be because other supporters have selected the same seat(s) at the same time.



STEP 3

YOUR SHOPPING BASKET

- Once you have clicked **'BUY'** you will be taken to your shopping basket. Here you can review your selection.
- You can also log in here.
- Use the '**REMOVE**' button to take any seats out of your basket that you no longer need.
- To enrol into another Auto Cup Scheme, click on the **'ADD MORE TO YOUR BASKET'** button at the top of this page and repeat steps 1 to 3 for each competition you wish to enrol into.

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STEP 4

ASSIGNING SEATS TO FRIENDS & FAMILY

Once you are logged in you will see the page to your right. Here you can use the drop down boxes to view and select Friends & Family to assign a seat to.

- Once you have selected someone from the list, click 'UPDATE BASKET'
- To add another Member to your Friends & Family list click the '**FRIENDS AND FAMILY**' button along the bottom of the page. Please note, for you to make purchases for another Member, they must also add you to their Friends & Family list.
- To change the price band, use the drop down boxes to select the relevant concession (if available).
- Once the price bands have been amended, please ensure that you **'UPDATE BASKET'** to save your changes. During payment runs, all home cup match tickets will be charged at the rate selected at this stage.
- Once you are happy with your changes, please click **'CHECKOUT'.**



STEP 5

CHECKOUT

- When you get to the payment screen you will be given two options to choose from, 'Credit/ Debit Card' or 'Saved Credit/Debit Card'.
- If you have card details saved from a previous transaction that you would like to use, click
 'Saved Credit/Debit Card' and then click the 'CONTINUE' button (Step 5a).
- As on previous pages, you will be showing a **'Session Status'** box on this page which will keep you updated on the time you have left to complete your purchase. You will have 10 additional minutes on this page.



STEP 5a

CHECKOUT USING A SAVED CARD (if you are not using a saved card, go to step 5b)

- If you have chosen to use a saved card, the card number will automatically populate the **'saved card'** field. However, you will still be required to enter the security number for security reasons.
- Once you have completed all details tick to confirm that you have read our Terms & Conditions.
- If you would like to return to your basket to remove any selections or add additional seats click 'BASKET' at the top of the page to go back a step.
- Once completed click **'CONFIRM'** to process your booking. Once payment has been accepted a confirmation email will be sent to the person who has made the booking.



STEP 5b

CHECKOUT USING A NEW CARD

- If you have no card details saved already in your account, please enter your details manually on the page displayed to the right.
- Once you have entered your details, you can choose to store them for future purchases by ticking the box below the card details.
- You should also click to confirm that you have read our Terms & Conditions.
- If you would like to return to your basket to remove any selections or add additional seats click 'BASKET' at the top of the page to go back a step.
- Or, if you are happy with all of the details click 'CONFIRM' to process your booking. Once payment has been accepted an email will be sent to the person who has made the booking.



STEP 6

COMPLETE ENROLMENT

- Once your order has been processed you will see the screen to the right.
- Payment details, including your payment reference number and total amount charged to your card and a summary of all of your ticket enrolments will be displayed on this page.

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