

HOW TO BUY A TICKET ONLINE

GENERIC GUIDE

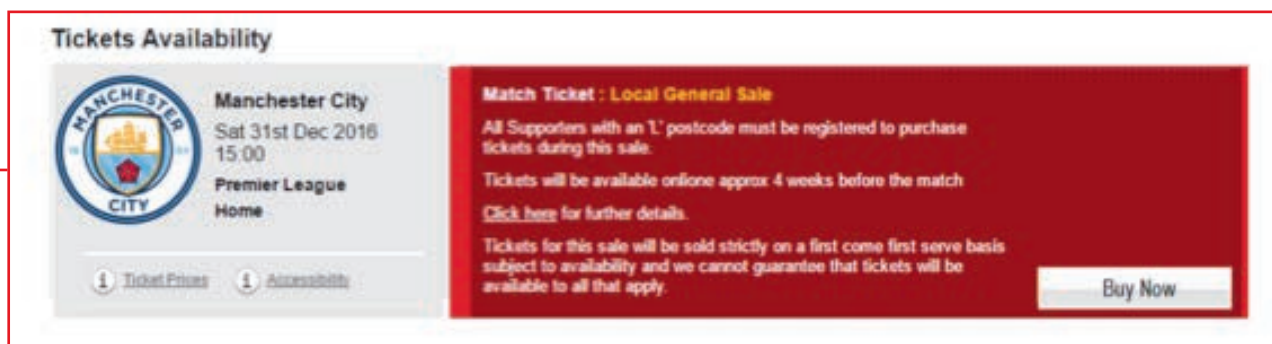


STEP 1

Visiting the Ticket Information Page

To access information about the latest available tickets visit www.liverpoolfc.com/tickets

Please select the **'BUY NOW'** button on the **HOME** game you wish to purchase tickets for.



The screenshot displays a 'Tickets Availability' section for Manchester City. On the left, there is a grey box containing the Manchester City crest, the text 'Manchester City', 'Sat 31st Dec 2016 15:00', and 'Premier League Home'. Below this are two links: 'Ticket Prices' and 'Accessibility'. To the right is a red box with the heading 'Match Ticket : Local General Sale'. The text in the red box states: 'All Supporters with an 'L' postcode must be registered to purchase tickets during this sale. Tickets will be available online approx 4 weeks before the match. [Click here](#) for further details. Tickets for this sale will be sold strictly on a first come first serve basis subject to availability and we cannot guarantee that tickets will be available to all that apply.' A 'Buy Now' button is located at the bottom right of the red box.

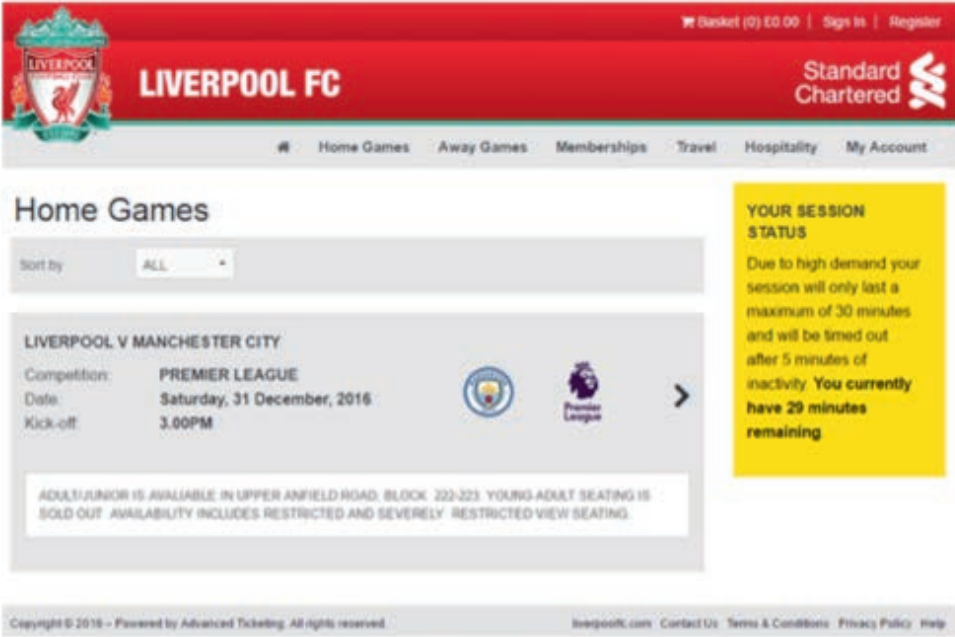
STEP 2

Selecting the Game

When you have clicked **'BUY NOW'** this will bring up the page pictured to the right.

From here, please select the game you are purchasing tickets for. You will have 30 minutes to complete your purchase and you will be shown a session timer on the page to alert you of the time.

You will also be shown information regarding the sale criteria and availability of Adult/Junior seats, Restricted View seats.



The screenshot displays the Liverpool FC website interface. At the top, there is a red header with the Liverpool FC crest on the left, the text 'LIVERPOOL FC' in the center, and 'Standard Chartered' with its logo on the right. A navigation menu below the header includes links for 'Home Games', 'Away Games', 'Memberships', 'Travel', 'Hospitality', and 'My Account'. In the top right corner, there are links for 'Basket (0) £0.00', 'Sign In', and 'Register'.

The main content area is titled 'Home Games' and features a 'Sort by' dropdown menu set to 'ALL'. Below this, a game card is displayed for 'LIVERPOOL V MANCHESTER CITY'. The card includes the following details: 'Competition: PREMIER LEAGUE', 'Date: Saturday, 31 December, 2016', and 'Kick-off: 3.00PM'. It also features the Liverpool and Manchester City crests and a right-pointing arrow.

A yellow box on the right side of the game card contains the text: '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 29 minutes remaining'.

At the bottom of the game card, a grey box contains the text: 'ADULT/JUNIOR IS AVAILABLE IN UPPER ANFIELD ROAD, BLOCK 222-223. YOUNG ADULT SEATING IS SOLD OUT. AVAILABILITY INCLUDES RESTRICTED AND SEVERELY RESTRICTED VIEW SEATING.'.

The footer of the page includes 'Copyright © 2016 - Powered by Advanced Ticketing. All rights reserved.' on the left and 'liverpoolfc.com Contact Us Terms & Conditions Privacy Policy Help' on the right.

STEP 3

Selecting your seats

You will then be taken to a page like the one on the right, where you can select your preferred Stand, Area and the quantity of tickets you need using the drop down boxes to the left of the page.

Once you are happy with your seat selections you must click **'BUY'** to add them to your basket and then you will then be taken to the shopping basket page (Go to Step 4).

Alternatively, you can select specific seats within your preferred area. To do this you will have to click on the Area you wish to purchase ticket(s) in.

The screenshot shows the Liverpool FC website interface for purchasing tickets. At the top, there is a navigation bar with the Liverpool FC logo, a shopping basket icon showing £0.00, and links for Sign In and Register. Below the navigation bar, there is a yellow banner with the text: "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 28 minutes remaining".

The main heading is "LIVERPOOL V MANCHESTER CITY". Below this, a message says: "Please select your seats using the stadium plan below or alternatively use the drop down boxes to select best availability." There is an "IMPORTANT!" section with three numbered instructions:

- 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.
- YOU WILL BE ALLOCATED ALTERNATIVE SEATS IF...
 - Only single seats remain in the area you select. The alternative seats you will be allocated will be in the closest available area.
 - Availability in the stand you have selected is limited and does not meet your requirements. In this instance you will automatically be re-directed to the Ticket Home Page where you should re-select the match and choose an alternative stand.

At the bottom, there is a "SELECT BY STAND AND AREA" section with dropdown menus for Stand, Area, and Any Area, and a text input for City. To the right is an "AREA AVAILABILITY" section with a color-coded legend: Not Available (grey), Limited (red), Good (orange), and Very Good (green). The main part of the page is a stadium seating chart for Anfield, showing various stands and their availability status for the match.

STEP 3

Choosing your Seats Continued

You will be taken to a page like the one on the right where you will be able to select specific seats. Once you have selected your seats, you will be able to review your selections down the left hand side of the page.

If you would like to remove any of your selected seats, click on the [x] next to the seat you no longer need. Or to remove all seats from your basket click **'CLEAR'**.

Alternatively, if you would like to view the Stadium plan again to see other options, you can click **'BACK TO STADIUM'**, but please be aware that clicking on this without pressing 'BUY' will result in any seats that you have selected being released and not saved in your basket.

To add further seats to your selections, you can click on an available seat (see Seat Types), when you have selected a seat it will turn red.

You can use the **'ZOOM'** function to zoom in and out of the plan and **'RESET ZOOM'** to show the original screen plan.

You can also use the arrow navigation function to move around the block to view availability.



LIVERPOOL FC Standard Chartered

Home Games Away Games Memberships Travel Hospitality My Account

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 28 minutes remaining.

LIVERPOOL V MANCHESTER CITY
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.
- YOU WILL BE ALLOCATED ALTERNATIVE SEATS IF...
 - Only single seats remain in the area you select. The alternative seats you will be allocated will be in the closest available area.
 - Availability in the stand you have selected is limited and does not meet your requirements. In this instance you will automatically be re-directed to the Ticket Home Page where you should re-select the match and choose an alternative stand.

SEAT TYPES
 Available In your basket Restricted Unavailable Selected

SELECT BY STAND AND AREA
 Stand:
 Area:
 Any Area:
 Qty:

BUY CLEAR

RESET ZOOM

PITCH THIS WAY

BACK TO STADIUM

Stand: KOP GRAND STAND
 Area: BLOCK 305
 Row: 65
 Seat: 0113

STEP 4

Your shopping basket

Once you have clicked **'BUY'** you will be taken to your shopping basket.

Here you can review your seats.

Use the **'REMOVE'** button to take any seats out of your basket that you no longer need.

You can also log in here. To add more tickets to your basket for another game on sale click on the **'ADD MORE TO YOUR BASKET'** button at the top of this page.

If you want to assign seats to friends and family please go to Step 5. If not click checkout to go to Step 6.

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 28 minutes remaining.

Basket

IMPORTANT: Please update your basket before navigating away from this page to save any changes you have made.

- [▶ Auto Cup Scheme Ticket Enrolment](#)
- [▶ Match Ticket Purchases - Home Games](#)
- [▶ Match Ticket Purchases - Away Games](#)
- [▶ Match Day - Car Parks](#)
- [▶ General Information](#)

LIVERPOOL V MANCHESTER CITY

PREMIER LEAGUE
 Saturday, 31 December, 2016
 Kick Off: 3.00PM

ADD MORE TO YOUR BASKET

Stand Area: MAIN STAND LOWER BLOCK L5

Customer	Seat	Price	
LOGIN TO PURCHASE	MSLL5 26 0114	£59.00	REMOVE
LOGIN TO PURCHASE	MSLL5 26 0115	£59.00	REMOVE
LOGIN TO PURCHASE	MSLL5 26 0116	£59.00	REMOVE
LOGIN TO PURCHASE	MSLL5 26 0117	£59.00	REMOVE

BASKET SUMMARY

Total Price	£236.00
Total	£236.00

CLEAR BASKET

HOME GAMES

FRIENDS AND FAMILY

UPDATE BASKET

CHECKOUT

STEP 5

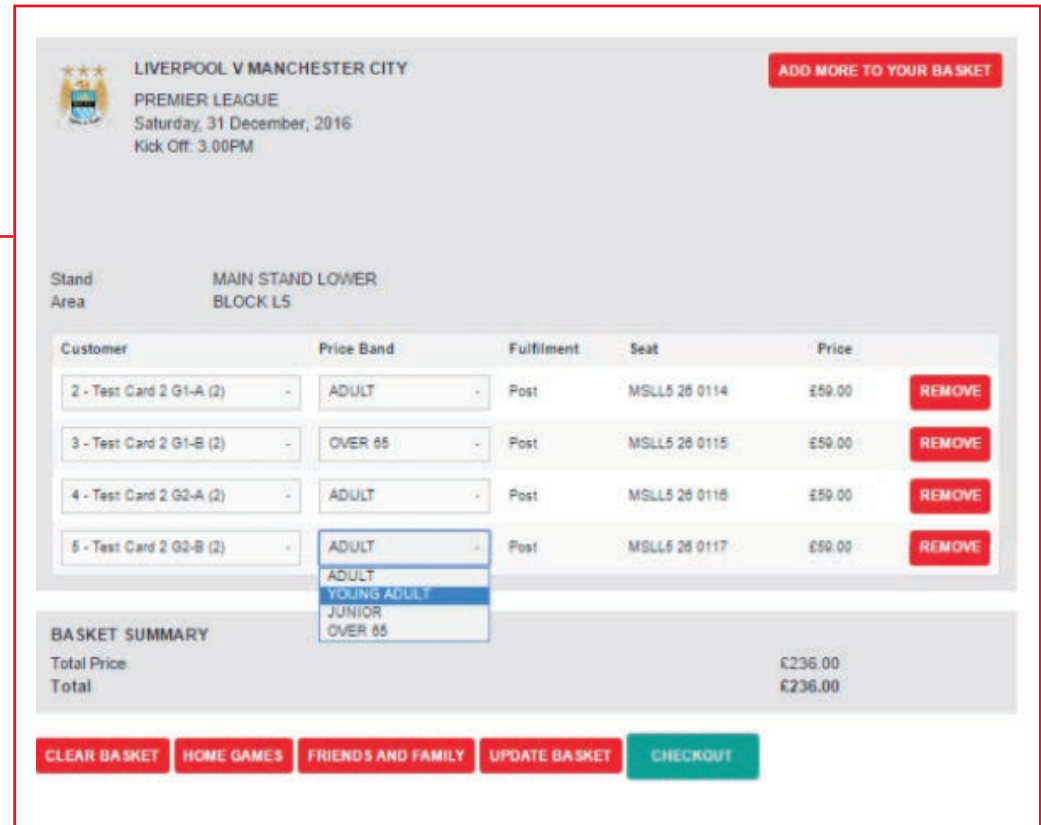
Assigning Seats to Friends & Family

Once you are logged in you will see the page to the right. Here you can use the drop downs 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 supporter 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 supporter, they must also add you to their Friends & Family list.

Use the second column of drop down boxes to select the type of ticket needed from Adult, Over 65, Young Adult (when available) or Junior Concession. Please note that Junior Concessions are only available in designated Adult/ Junior areas. Once the price bands have been amended, please ensure that you **'UPDATE BASKET'** to save your changes.

Once you are happy with your selections, click **'CHECKOUT'** to continue to the payment screen.



STEP 6

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.

As on previous pages, you will be shown 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.

To add more tickets to your basket for another game on sale click on the '**ADD MORE TO YOUR BASKET**' button at the top of the page.

Checkout

PLEASE CHOOSE A PAYMENT OPTION 1

Credit/Debit Card 

Saved Credit/Debit Card

CONTINUE

YOUR SESSION STATUS

You have **39 minutes remaining**. This includes an extra 10 minutes to complete checkout. If you have less than 10 minutes remaining, leaving the checkout pages will cause your session to expire as your main session time has elapsed. Your session will also timeout after 5 minutes of inactivity.

BASKET SUMMARY

Ticket Price	£53.00
Booking	£2.50
Fees	
Total	£55.50

STEP 7

Checkout Using a Saved Card (If you are not using a saved card please go to Step 8)

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.

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.

Checkout

PLEASE CHOOSE A PAYMENT OPTION 1


Saved Credit/Debit Card

SAVED CREDIT/DEBIT CARD DETAILS 2

Enter your card details:

The payment cards that you have previously saved are listed below. You can save up to 9 cards.

Saved Cards: XXXX-XXXX-XXXX-7318

Security Number* 

I have read and agreed to the Match Ticket and/or Season Ticket Terms and Conditions.

CONFIRM

YOUR SESSION STATUS

You have 40 minutes remaining. This includes an extra 10 minutes to complete checkout. If you have less than 10 minutes remaining, leaving the checkout pages will cause your session to expire as your main session time has elapsed. Your session will also timeout after 5 minutes of inactivity.

BASKET SUMMARY

Total Price	€191.50
Total	€191.50

STEP 8

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.

CREDIT/DEBIT CARD DETAILS
Enter your card details

The fields marked * are mandatory:


Card Type*  

Card Number*

Expiry Date* /

Start Date -

Issue Number

Security Number* 

Tick here if you would like to save this card for future use. This option only updates for future purchases and does not update cards registered for Auto-Cup Scheme payments.

I have read and agreed to the Match Ticket and/or Season Ticket Terms and Conditions

CONFIRM

YOUR SESSION STATUS
You have 36 minutes remaining. This includes an extra 10 minutes to complete checkout. If you have less than 10 minutes remaining, leaving the checkout pages will cause your session to expire as your main session time has elapsed. Your session will also timeout after 5 minutes of inactivity.

BASKET SUMMARY
Total Price £191.50
Total £191.50

LIVERPOOL V MANCHESTER CITY
PREMIER LEAGUE
Saturday, 31 December, 2016
Kick Off: 3.00PM

Stand Area: MAIN STAND LOWER BLOCK L5

Customer	Price Band	Seat	Price
2 - Test Card 2 01-A (2)	YOUNG ADULT	MSLLS 20 0114	£29.50
3 - Test Card 2 01-B (2)	OVER 65	MSLLS 20 0115	£44.00
4 - Test Card 2 02-A (2)	ADULT	MSLLS 20 0116	£59.00
5 - Test Card 2 02-B (2)	ADULT	MSLLS 20 0117	£59.00

STEP 9

Completed purchase

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 purchases will be displayed on this page. An email will be sent to confirm your order.

Members' card will be activated and/or paper ticket(s) will be issued to allow access to the stadium for the game you have purchase ticket(s) for. Please refer to your email confirmation for further details.

The screenshot shows the Liverpool FC website's checkout confirmation page. At the top, there is a red header with the Liverpool FC crest, the text 'LIVERPOOL FC', and a 'Standard Chartered' logo. Below the header is a navigation menu with links for Home Games, Away Games, Travel, Memberships, Hospitality, Car Parks, and My Account. A yellow banner displays 'YOUR SESSION STATUS' with a warning: 'You have 38 minutes remaining. This includes an extra 10 minutes to complete checkout. If you have less than 10 minutes remaining, leaving the checkout pages will cause your session to expire as your main session time has elapsed. Your session will also timeout after 5 minutes of inactivity.'

The main content area is titled 'Checkout Order Confirmation'. It includes a 'Payment Details' section with the following information: Payment Reference: 6429068, Payment Type: Credit Card, and Payment Amount: £191.50. Below this, a message states: 'Your transaction is now complete and you have been automatically logged out. A notification email containing details of your transaction will be sent to your registered email address.' A thank you message follows: 'Thank you for your continued support of Liverpool Football Club.'

The match details section shows: LIVERPOOL V MANCHESTER CITY, PREMIER LEAGUE, Saturday, 31 December, 2016, Kick Off: 3.00PM. The Stand Area is MAIN STAND LOWER BLOCK LS.

Customer	Price Band	Fulfillment	Seat	Price
2 - Test Card 2 01-A (2)	ADULT	Post	MSLL5 26 0114	£59.00
3 - Test Card 2 01-B (2)	YOUNG ADULT	Post	MSLL5 26 0115	£29.50
4 - Test Card 2 02-A (2)	OVER 65	Post	MSLL5 26 0116	£44.00
5 - Test Card 2 02-B (2)	ADULT	Post	MSLL5 26 0117	£58.00

The bottom section is titled 'BASKET SUMMARY' and shows: Total Price £191.50 and Total £191.50.