



The Cardinal Flex Appeal Ticket Exchange Program

Ultimate flexibility and value for Ball State season ticket holders

The Ball State Stoops Buick/GMC Ticket Center introduced the **Cardinal Flex Appeal** ticket exchange program in 2017 to give you unprecedented flexibility in using your Cardinal season tickets. If you can't make it to a game, just trade those tickets for more tickets to the games you're attending!

For example, a football ticket holder with two season tickets will receive two tickets to each of the six home games this fall (12 total tickets). However, the season ticket holder can exchange one game's tickets for extra tickets to a different game, in any combination. So, the season ticket holder could use all 12 tickets for the same game if so desired.

Exchanges must be executed at least 72 hours prior to the start of any impacted game. To execute an exchange, you may contact the Stoops Buick/GMC Ticket Center or you may execute the exchange via Account Manager (ballstatesports.com/myaccount) using the instructions below. **Please note** that will call will **not** be available for exchanged tickets; tickets will be delivered via email.

Below, please find a list of frequently asked questions about Cardinal Flex Appeal, along with instructions to execute a Cardinal Flex Appeal exchange via Account Manager. If you need assistance, please don't hesitate to contact us at (765) 285-1474 or (888) BSU-TICKET.

**Only paid season tickets are eligible for the Cardinal Flex Appeal program. Complimentary season tickets may not be exchanged. Tickets may not be available in the season ticket holder's original seating area. Season ticket holders are welcome to exchange into any seats at or below the value of the ticket holder's original seats, but no refunds or credits will be issued. Exchanges must be executed at least 72 hours prior to kickoff of any impacted game. Will call is not available for tickets received through the Flex Appeal program. Cardinal Flex Appeal applies to regular season home games only. Other restrictions may apply.*



Cardinal Flex Appeal Ticket Exchange Program Frequently Asked Questions

Q: How does the Cardinal Flex Appeal program work?

A: You may use your season tickets in any combination, exchanging games you can't attend for the games you wish to attend. For example, a ticket holder with two season tickets will receive two tickets to each of the six home games this fall (12 total tickets). However, the season ticket holder can exchange one (or more) game's tickets for extra tickets to a different game, in any combination. (So, the season ticket holder could use all 12 tickets for the same game if so desired.)

Q: Can I exchange my tickets for away game or neutral site game tickets, like the 2019 football game at Lucas Oil Stadium?

A: Tickets may only be exchanged for other tickets at Scheumann Stadium, Worthen Arena or other on-campus venues for regular season home games only.

Q: How do I execute an exchange?

A: Exchanges must be executed *at least 72 hours prior to the start of any impacted game*. You may execute an exchange via Account Manager (ballstatesports.com/myaccount) using the instructions below. You may also contact the Ticket Center to execute the exchange.

Q: How will I receive my new tickets after an exchange?

A: You will receive your tickets via email (for printing at home). *Please note that will call is NOT available for the Flex Appeal program.*

Q: When I receive new tickets through the Flex Appeal program, will they be next to my original season tickets?

A: We will do our best to place you as close as possible to your season ticket location. However, we can only choose from seats that are available at the time of your request. Additionally, because seating is limited in certain areas (i.e. Club and VIP Chairback seats), availability cannot be guaranteed in all seating areas and may be located in the next best available area.

Q: After I exchange tickets, what should I do with the old tickets that I can no longer use?

A: After you exchange out of a certain game, the barcodes for those tickets will be deactivated. You are welcome to keep those tickets as a memento, or to return them to the Ticket Center. If you choose to discard them, please destroy the tickets to prevent duplication.

Q: I'm an Emeritus season ticket holder. Can I utilize Cardinal Flex Appeal?

A: Only paid season tickets are eligible for the Cardinal Flex Appeal program. Complimentary season tickets may not be exchanged.



To Execute an Exchange via Account Manager:

1) Visit **ballstatesports.com/myaccount** to log in. You may use your Account ID or the active email on your Ball State ticket account. If you don't know your PIN, you may reset your PIN via email or you may contact the Ball State Stoops Buick/GMC Ticket Center.

2) Under **Manage My Tickets**, select the game you would like to exchange OUT. Click **manage this event**.

The screenshot shows the 'Ball State Athletics Account Manager' website. The header includes the title 'Ball State Athletics Account Manager' and 'powered by ticketmaster®'. Navigation links for 'home', 'faq', 'contact us', 'view cart', and 'log out' are present. The left sidebar contains a user greeting 'Hello, ABC Company' with 'Account 30' and an 'edit my profile' link, a 'Need Help?' section with a video tour and FAQ link, a 'view all quick links' dropdown, and an 'Address Book' section with an 'add a contact' link. The main content area is titled 'Manage My Tickets' and includes 'My Ticket Options' with 'TRANSFER' and 'PRINT' links, a 'manage my tickets' button, and 'My Upcoming Events' listing 'Ball State Football vs. UAB Blazers' on September 9th at 3:00 PM at Scheumann Stadium, with a 'manage this event' button.

3) (a) Within the Manage My Tickets window, click **Exchange seats**, and select the check box next to the seat to be exchanged.

Manage My Tickets

select an event

Transfer & Resale

manage more tickets

[back to September](#)

SEP

9

SAT

Ball State Football vs. UAB Blazers

Scheumann Stadium - 3:00 PM

ticket detail

ticket history

Select an action below to manage your seats. 

 **Transfer tickets**

 **Exchange seats**

Section GA1, Season GA Renewal You have 1 seat(s)		
seat details	current entry method to event	ticket status
☐ 31	Printed by Box Office	

3) (b) Once you have selected your seats to exchange, click the *exchange* button in the upper right corner of the Manage My Tickets window.

Manage My Tickets

select an event

Transfer & Resale

manage more tickets

exchange (1)

[back to September](#)

SEP

9

SAT

Ball State Football vs. UAB Blazers

Scheumann Stadium - 3:00 PM

ticket detail

ticket history

Select an action below to manage your seats. 

 **Transfer tickets**

 **Exchange seats**

Section GA1, Season GA Renewal You have 1 seat(s)		
seat details	current entry method to event	ticket status
☒ 31	Printed by Box Office	

4) A window will pop up with Flex Appeal policy information. To proceed, click *Continue to exchange*.

Below are your selected seats to exchange.

Close 

Cardinal Flex Appeal Policy

Exchanges may be made until 72 hours prior to kickoff for the game desired. For example, the Ball State vs. UAB game on September 9 may be selected for exchange until Wednesday, September 7 at 3:00 p.m. New tickets will be delivered via email ("Ticketfast"). Will call is not available for new tickets. If you would like to purchase additional tickets to complement your ticket package, please call the Ball State Stoops Buick/GMC Ticket Center at (765) 285-1474 or 1-888-BSU-TICKET. #ChirpChirp and Go Cards!

Review your selected seats below. Note: You may discard a seat by deselecting the checkbox. **Your previously printed or issued tickets will no longer be valid.**

Selected Tickets (1 events; 1 tickets)

- ☒ **Ball State Football vs. UAB Blazers**
Sat, Sep 9, 2017 3:00 PM || Scheumann Stadium
Section GA1, Season GA Renewal
☒ 31

cancel

Continue to exchange

5) Select a game to exchange into. Your new tickets will be for this game. Once you've selected a game, click *continue*.

Your Eligible Games to Exchange

Below is the list of games you are eligible to exchange into. Hover over the event name in order to read more information regarding that event.

Game	Date	Venue
☐ Ball State Football vs. UAB Blazers	Sat, September 9, 2017 at 3:00 PM	Scheumann Stadium
☐ Ball State Football vs. Tenn. Tech Golden Eagles	Sat, September 16, 2017 at 3:00 PM	Scheumann Stadium
☒ Ball State Football vs. Central Michigan Chippewas	Sat, October 21, 2017 at 3:00 PM	Scheumann Stadium
☐ Ball State Football vs. Toledo Rockets	Thu, October 26, 2017 at 8:00 PM	Scheumann Stadium
☐ Ball State Football vs. Buffalo Bulls	Thu, November 16, 2017 at 7:00 PM	Scheumann Stadium
☐ Ball State Football vs. Miami RedHawks	Tue, November 21, 2017 at 7:00 PM	Scheumann Stadium

cancel

continue

6) You will be given the opportunity to select a specific seat location from an interactive seat map (ISM). Click on the section you desire for your new seats (a), and the available seats in that section will appear for selection (b).

(a) Select a Section

Select New Seats

Pricing Options:

Cost per Seat (US \$)

11

to

19

Prices displayed are the additional cost to exchange from your existing seat. If the exchange cost is displayed as \$0.00, there is no additional cost to you besides a processing fee. Please note: Seats represented on the map reflect the face value price. Eligible discounted prices and applicable surcharges may apply and will be adjusted as you proceed to the next page.

Current Seats

Status

Section GA1, Season GA Renewal

GA0

Seat 31

#ChirpChirp

NOTE: Single unoccupied seat is allowed.

Instructions

Map Disclaimer

Available

Also Available

Not Available

Exchanged Seats* (0)

Show Details

COST:

Exchange Different Event

Cancel

Checkout

(b) Select Your Seats

Select New Seats

Pricing Options:

Cost per Seat (US \$) ?

to

Prices displayed are the additional cost to exchange from your existing seat. If the exchange cost is displayed as \$0.00, there is no additional cost to you besides a processing fee. Please note: Seats represented on the map reflect the face value price. Eligible discounted prices and applicable surcharges may apply and will be adjusted as you proceed to the next page.

Current Seats

Status

Section GA1, Season GA Renewal
GA0 ?
Seat 31

#ChirpChirp

NOTE: Single unoccupied seat is allowed.

Instructions | Map Disclaimer

Selected Seat
Also Available
Not Available
Owned Seats

US \$19.00

Exchanged Seats* (0) | [Show Details](#)

COST: US \$0.00

[Exchange Different Event](#)
[Cancel](#)
[Checkout](#)

By clicking on the "Checkout" button, or otherwise using this website, you agree to the [Terms of Use](#).
*Please Note: Seats are not reserved until you proceed to checkout.

7. Once you've selected your new seats, click *Checkout*. At that point, you'll select the e-mail address to receive the new tickets (please note that will call is not available). Print your tickets and bring them to Scheumann Stadium on game day!

If you have any questions about the Cardinal Flex Appeal ticket exchange program or any element of your Ball State football season tickets, please don't hesitate to contact the Stoops Buick/GMC Ticket Center at (765) 285-1474 or (888) BSU-TICKET.

#CHIRPCHIRP

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