



Paperless Tickets FAQ

Q. What is Paperless Ticketing?

A. Paperless ticketing is an alternative delivery method to Print At Home, Mail, UPS, or Will Call Pick Up. Instead of receiving your tickets ahead of the event, the credit card used to make the purchase will serve as your ticket. All you need to attend the show is the credit card you used to purchase the ticket and a valid, government issued ID (such as a driver's license, state ID or passport).

Q. Why can't I just get printed tickets?

A. Paperless ticketing ensures that only fans can purchase tickets and attend the event. Paperless tickets have been used successfully at many large events and customers comment that this process was very easy.

Q. How does it work?

A. When you arrive at the venue, just go directly to the gate, present the credit card used to purchase the tickets and government issued ID. The gate attendant will swipe the credit card and since all the seats are assigned to a single credit card, your entire party must enter the venue at the same time.

Q. Is it difficult to get into the venue?

A. Not at all. If you have your credit card and government issued ID ready to go, entry is just as fast or even faster if there are several people in your group.

Q. How do I find my seat?

A. Once your credit card is scanned and validated, a seat locator slip will be printed for each seat in your order.

Q. What if my ticket is for a club seat or other restricted area?

A. The seat locator slip you receive at the initial entry to the venue comes with a barcode for each seat. This barcode can then be scanned at any other access control points inside the venue, such as a suite, club seating section or by another usher who needs to re-scan tickets.

Q. May I use a "Virtual Credit Card" to make online purchases?

A. No. Virtual credit cards will not work, since you will need to present your physical credit card at the time of entry.

Q. What other restrictions should I be aware of?

A. No gift cards will be accepted as a method of payment for a Paperless event. This includes any variation of Visa, MasterCard or American Express gift cards. New Era Tickets reserves the right to cancel any orders made with any of these gift cards.

Q. What if I'm not going to the show, but I purchased the tickets?

A. If you bought the tickets for a friend or family member, you will need to take them to the entry gate and still present your credit card and government issued ID.

Q. What if I want to buy tickets for someone else in another state and can't get to the venue for the day of the event?

A. To ensure that the tickets remain in the hands of the fan, paperless ticketing requires that the cardholder who purchased the tickets presents their credit card at the door for admission. We would advise you to have the person, who will be attending the show, purchase the tickets themselves with their credit card and then you can reimburse them.

Q. What if my credit card expires before the event?

A. As long as you have the expired card or have received a replacement card with the same account number ahead of the event, you won't have any trouble.

Q. What if I don't have or I lose my credit card before the event?

A. If you do not have a credit card with the same account number as the one used to make the purchase, you will need to go to the box office will call window on the day of the event for alternative handling of your situation. In this case, please be sure to bring a print out of your confirmation email or online order history and your government issued ID. The box office will verify that the name associated with the order matches the name on the government issued ID. If they do not match, entry will be denied. In all other cases, entry without your credit card will be at the discretion of each venue.

Q. What if my credit card can't be properly scanned at the gate?

A. You are still required to present the credit card so that the gate agent may attempt to scan it. If the scan fails, then the number can be manually entered, so long as the name on the credit card matches your government issued ID.