

HOW TO BUY TICKETS ONLINE FOR EUROPEAN AWAY MATCHES



STEP 1

You have the option to **'Sign In'** at the top of the page, you can do this now or wait until a later stage.

Here you will be shown the matches that are available to buy, click on the match that you would like to purchase tickets for.

A session timer will be displayed to tell you how long you have remaining.

The screenshot shows 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. In the top right corner, there are links for 'Basket (0) £0.00', 'Sign In', and 'Register'. Below the header is a navigation menu with links for 'Home', 'Away', 'ACS Enrolment', 'Memberships', 'Travel', 'Hospitality', and 'My Account'. The main content area is titled 'Away Games'. It contains the following text: 'To purchase tickets for an Away match you are eligible for, please select the match from the list below.', 'Please note that all away ticket sales are subject to the terms and conditions of the opposing club. Terms and conditions can be viewed by visiting the relevant club's website', and 'To purchase Home Games or Travel please select the relevant tab at the top.' On the right side of the page, there is a yellow box 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 20 minutes remaining.' At the bottom of the screenshot, there is a grey box titled 'EUROPEAN AWAY SELECTION' with the following details: 'Competition: EUROPEAN COMPETITION', 'Date: Thursday, 19 April, 2018', and 'Kick-off: 21.05PM'. To the right of these details is the Liverpool FC crest and a right-pointing arrow.

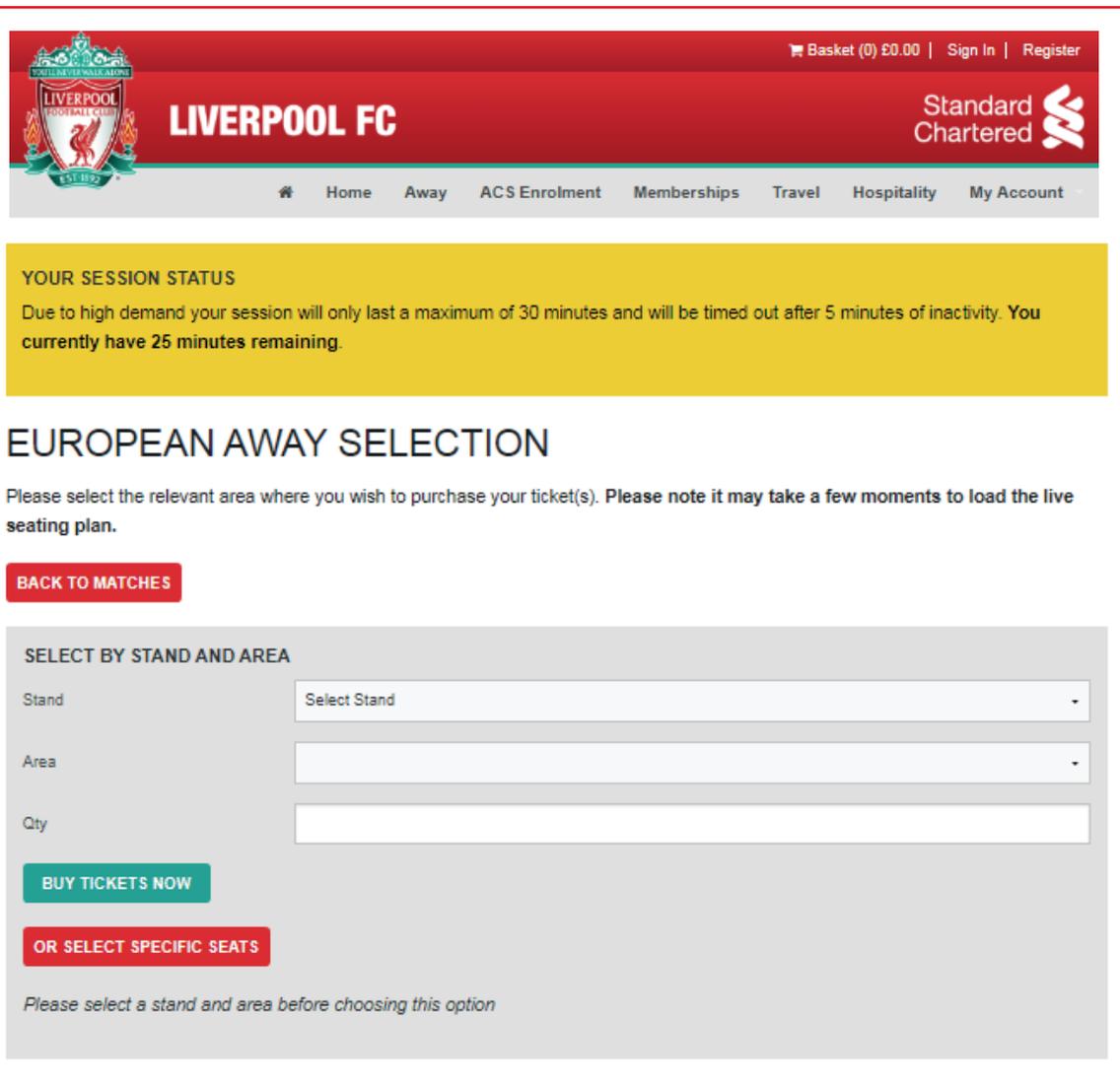
STEP 2

Once you have selected the match you would like to buy tickets for, you will be able to select your seat. You will be taken to this page.

Here you will have two options, you can let the online ticket system select the best available seats for you, or you can **'SELECT SPECIFIC SEATS'** to choose your own.

If you would like the system to choose your seats for you, use the drop down boxes to select your preferred Stand and Area. You will be required to type in the quantity of tickets you need. Once you have done this, click **'BUY TICKETS'** to be taken to your shopping basket. If you have chosen this option, please skip to Step 4 of this guide.

To choose a specific seat, use the drop down boxes to choose a Stand and an Area, then click **'SELECT SPECIFIC SEATS'**. You will then be taken to the seat selection page.



The screenshot shows 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 "Basket (0) £0.00 | Sign In | Register" on the right. Below the header is a navigation menu with links for Home, Away, ACS Enrolment, Memberships, Travel, Hospitality, and My Account. A yellow banner below the navigation menu displays "YOUR SESSION STATUS" and a message: "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 25 minutes remaining." Below the banner is the section "EUROPEAN AWAY SELECTION" with a note: "Please select the relevant area where you wish to purchase your ticket(s). Please note it may take a few moments to load the live seating plan." A red button labeled "BACK TO MATCHES" is positioned above a grey form titled "SELECT BY STAND AND AREA". The form contains three input fields: "Stand" with a dropdown menu showing "Select Stand", "Area" with a dropdown menu, and "Qty" with a text input field. Below the form are two buttons: a green "BUY TICKETS NOW" button and a red "OR SELECT SPECIFIC SEATS" button. At the bottom of the form, there is a note: "Please select a stand and area before choosing this option".

STEP 3

If you have opted to **'SELECT SPECIFIC SEATS'** you will be taken to this page.

Here you can make your selection by clicking on the seats displayed on screen, the **'SEAT TYPES'** key will show you the status of the seat.

Once you have clicked on seats, your selection will be displayed to the left of the screen. If you are happy with your selections click the **'BUY'** button and you will be taken to your shopping basket. If you do not click **'BUY'** before leaving the page your seats 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 STAND AND AREA SELECTION'**.

Seat Selection

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

IMPORTANT!

1. 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.
2. 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.

[BACK TO STAND AND AREA SELECTION](#)

Stand	Area	Row	Seat	
UPP	BK10	1	0018	x
UPP	BK10	1	0019	x

RESET ZOOM

SEAT TYPES

Available In your basket Restricted Unavailable Selected

PITCH THIS WAY

Row 1 Seat 0019

BUY CLEAR

STEP 4

Once you are happy with your selections and you have clicked 'BUY' you will be taken to your shopping basket page.

If you did not login at Step 1, you will be given the opportunity to login on this page.

Basket

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

▶ Match Ticket Purchases - Home Games

▶ Match Ticket Purchases - Away Games

▶ Auto Cup Scheme Enrolment

▶ General Information



EUROPEAN AWAY SELECTION
EUROPEAN COMPETITION
Thursday, 19 April, 2018
Kick Off: 21.05PM

ADD MORE TO YOUR BASKET

Stand Area	Upper Tier Block 10	
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Customer	Seat	Price	
LOGIN TO PURCHASE	UPPBK101 0014	£2.00	REMOVE
LOGIN TO PURCHASE	UPPBK101 0015	£2.00	REMOVE

BASKET SUMMARY

Total Price	£4.00
Total	£4.00

CLEAR BASKET

HOME GAMES

FRIENDS AND FAMILY

UPDATE BASKET

CHECKOUT

STEP 5

When you are logged in, you will see this page.

Please ensure that you read the **'MATCH TICKET PURCHASES – AWAY GAMES'** information before you confirm your purchase.

On this page you can view and select Friends & Family to assign a seat using the customer drop down option. 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.

Here you can select if you would like to have your tickets posted or held for collection from Anfield. Please note: we cannot accommodate sending tickets to an alternative address. When selecting the post option you will be charged the special delivery fee.

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.

Once you are happy with the details selected, please click **'CHECKOUT'**.

Basket

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

- ▶ Match Ticket Purchases - Home Games
- ▶ Match Ticket Purchases - Away Games
- ▶ Auto Cup Scheme Enrolment
- ▶ General Information

EUROPEAN AWAY SELECTION

EUROPEAN COMPETITION

Thursday, 19 April, 2018

Kick Off: 21.05PM

ADD MORE TO YOUR BASKET

Please choose a fulfilment method: Collect from Anfield

Stand Area	Upper Tier Block 10				
Customer	Price Band	Fulfilment	Seat	Price	
10607954 - A Test	ADULT	Collect from Anfield	UPPBK101 0014	£2.00	REMOVE
10662577 - A Test	ADULT	Collect from Anfield	UPPBK101 0015	£2.00	REMOVE

BASKET SUMMARY

Total Price	£4.00
Total	£4.00

CLEAR BASKET

HOME GAMES

FRIENDS AND FAMILY

UPDATE BASKET

CHECKOUT

STEP 6

Before you are able to checkout, you must complete the required information for each person attending the game.

If someone else is travelling using your Season Ticket, Members Card or Fan Card, their details must be provided.

Once you have completed the details for the first supporter, click Next and repeat the process for each supporter in the booking.

We will not be able to make any changes to the booking once the purchase is complete.

Additional Information Required

The below answers must be completed for each individual supporter attending the match. If someone else is using your Season Ticket, Members Card or Fan Card, please enter the details of the person using the card. Your booking cannot be processed without the required information. **Once your purchase is complete, it is not possible to amend your booking.**

TEST (10547479) EUROPEAN AWAY SELECTION ^

Forename

Surname

Full Address

Country of birth

Date of birth (dd/mm/yyyy)

Passport Number or National Identity Number

Outbound travel date (dd/mm/yyyy)

Return travel date (dd/mm/yyyy)

Method of travel to and from destination and stadium

Name and address of accommodation

⚠ Please check that all the above information is correct before confirming your purchase as we cannot amend any details on your booking once complete.

CONFIRM

STEP 7

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.

Again, you will be shown a '**Session Status**' box which will keep you updated on the time you have left to complete your purchase.

Checkout

PLEASE CHOOSE A PAYMENT OPTION 1

Credit/Debit Card   

Saved Credit/Debit Card

YOUR SESSION STATUS

You have **57 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	£2.00
Total	£2.00

STEP 8

If you have chosen to use a saved card the card number will automatically populate in the **'Saved Card'** field. For security purposes you will still be required to enter the security number.

Once you have completed all details, tick to confirm that you have read and agreed to 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:

Security Number*



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

[CONFIRM](#)

YOUR SESSION STATUS

You have 56 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	£2.00
Total	£2.00

STEP 9

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 and agreed to 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.

Checkout

CREDIT/DEBIT CARD DETAILS

Enter your card details

The fields marked * are mandatory

Card Type* Visa

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 58 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	£2.00
Total	£2.00

EUROPEAN AWAY SELECTION

EUROPEAN COMPETITION
Thursday, 19 April, 2018
Kick Off: 21.05PM

Stand Area: Upper Tier Block 10

Customer	Price Band	Seat	Price
10607954 - A Test	ADULT	UPPBK101 0002	€2.00

STEP 10

Once your order has been processed you will see this screen.

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.

The screenshot displays the Liverpool FC website's checkout confirmation page. At the top, there is a navigation bar with the Liverpool FC crest, the text 'LIVERPOOL FC', and links for 'Home', 'Away', 'ACS Enrolment', 'Memberships', 'Travel', 'Hospitality', and 'My Account'. A shopping basket icon shows '0' items for '£0.00', along with 'Sign In' and 'Register' links. The 'Standard Chartered' logo is also present.

A yellow banner indicates the session status: 'YOUR SESSION STATUS'. It states: 'You have 57 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 heading is 'Checkout Order Confirmation'. Below this, the 'Payment Details' section shows: 'Payment Reference: 7477228' and 'Payment Amount: £2.00'. 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.'

The 'EUROPEAN AWAY SELECTION' section includes the Liverpool FC crest and details: 'EUROPEAN COMPETITION', 'Thursday, 19 April, 2018', and 'Kick Off: 21.05PM'. The 'Stand Area' is listed as 'Upper Tier Block 10'.

A table lists the ticket purchase details:

Customer	Price Band	Seat	Price
10607954 - A Test	ADULT	UPPBK101 0002	£2.00

The 'BASKET SUMMARY' section shows: 'Total Price £2.00' and 'Total £2.00'.