

## Phoenix Mercury ticket claiming process

1. When a participant reaches 750 points a badge and in game mail will trigger with instructions on how to access the request form. **No prizes will trigger in game as these are not physical prizes participants pick up from their library.**
2. The form is below. It will ask for name, email, phone number and ask if you are requesting on behalf of multiple readers. If yes new fields will appear and, a participant must then enter in the names of the readers they are claiming tickets for.

Name\*

First Name

Last Name

Are you requesting on behalf of multiple readers?\*

Yes  No

Email\*

Reader Name\*

Phone Number\*

Reader Name 2

Zip Code\*

Reader Name 3

Are you requesting on behalf of multiple readers?\*

Yes  No

Reader Name 4

Reader Name\*

Reader Name 5

Reader Name 6

Are you interesting in receiving promotional information and special offers from the Phoenix Mercury. Please select an answer below.\*

Yes  No

Reader Name 7

Reader Name 8

3. A participant will submit this form and in 3-5 business days they will receive an email at the email address provided with a link to Spinzo where they can select their game and seats they want to sit it.

*For example if you request tickets for three total people you should have 12 tickets available to use. This can be done all at once, so 12 people could go to 1 game or the three people in a family can attend 4 games using 3 tickets each time.*

4. Once in Spinzo they will select the number of tickets they want to use, the game and choose seats. There are several other questions listed regarding upgrading to a suite, we tried to get these removed but were unable to. Instruct your participants to select NO for all these questions.
5. Once the checkout process is complete participants can access their tickets in the Phoenix Suns-Mercury Footprint Center app or at <https://am.ticketmaster.com/mercury/>. Click "sign in" and log in or create an account with the email address you used above and your tickets should be available in your account. *If someone participated last year the account they created would still be valid.*
6. There is an FAQ page and a PDF with screen shots and instructions for how to redeem the tickets through Spinzo linked out from the prize page in the summer reading program software.

For questions, reach out to [reading@phoenixmercury.com](mailto:reading@phoenixmercury.com), or your summer reading program liaison.