

# RazorbackSeats3D

## Frequently Asked Questions

### **Will I be guaranteed my same seats as last year?**

Yes. Everyone who renews their season tickets before and makes the applicable pledge on/before the March 31st deadline will be assigned their same seats as last year. Foundation members and season ticket holders with tickets in priority seat location must meet and adhere to all Razorback Foundation guidelines and deadlines. Keep in mind, the opportunity to adjust your seat locations is *optional*.

### **When may I view available seating inventory?**

Open seat inventory will be available to view online once appointments begin April 28<sup>th</sup>.

### **I am not a member of the Razorback Foundation, how is my appointment time assigned?**

Season ticket holders who are not Foundation members are prioritized by consecutive years of football season ticket purchase. To improve your appointment time and maximize opportunities to select the best available seats, please consider joining the Razorback Foundation. Please call the Razorback Foundation at (479) 575-4595 or visit [razorbackfoundation.com](http://razorbackfoundation.com) for more information.

### **I do not have current season tickets but would like to purchase and select my seats, what do I do?**

Please contact the Razorback Ticket Center at (479) 575-5151 to purchase season tickets or place a 2016 season ticket deposit. Deposits may be made online at [bit.ly/1n9Ntm2](http://bit.ly/1n9Ntm2). You may also join the Foundation at the time of your call or online.

### **I never received my selection date and time, what do I do?**

Letters and e-mails will be distributed the week of April 17<sup>th</sup>. If you have not received your letter or an e-mail by April 28<sup>th</sup>, contact the Razorback Foundation at [RS3D@razorbackfoundation.com](mailto:RS3D@razorbackfoundation.com) or call (479) 575-4595. The most common problem is that we do not have a valid e-mail address on file for your account and/or the e-mail potentially could have gone to your junk folder. Be sure that [RS3D@razorbackfoundation.com](mailto:RS3D@razorbackfoundation.com) is added to your safe sender's list.

### **I forgot my seat selection date and time, what do I do?**

Please contact the Razorback Foundation at [RS3D@razorbackfoundation.com](mailto:RS3D@razorbackfoundation.com) or call (479) 575-4595. Please note, you will receive several e-mail reminders of your seat selection time as your date approaches.

### **I would like to select my seats with other friends, what do I do?**

Each account holder is responsible for selecting his or her seats. Everyone in the group will need to log in at the date and time of the **last** appointment scheduled among the group and select available seats next to each other.

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### **Can we designate one person to select for the entire group?**

Each account holder is responsible for selecting his or her seats. If a group elects to have one person select for the entire group, the designee will need the account login information for all members of group. The designee will need to log in at the date and time of the **last** appointment scheduled and select seats next to each other.

### **Which web browsers are compatible with RazorbackSeats3D?**

While all web browsers are compatible with the software, we highly recommend using Google Chrome when logging into the system and selecting your seats.

### **What should I do if my computer malfunctions at the time of my appointment?**

Call the Razorback Foundation at (479) 575-4595 and a representative will assist you in selecting available seats.

### **May I use my iPad to make my selections?**

Yes, you will be able to utilize your iPad to select available seats.

### **If I choose seats that are in a higher donor class than I am currently in, what do I do?**

The system will automatically display an updated football pledge balance in the checkout process. You will be invoiced for the additional amount, with pledge payment due by June 30<sup>th</sup>.

### **How long do I have to select my seats?**

Once you log in at your designated selection time, your session will expire after 30 minutes. In the event your session expires, the system will empty your cart. There is no need to log back in, but you will need to begin your selections again. If you have not completed the ticket selection process at the end of your assigned selection window, you do not lose your opportunity to select seats, but the next season ticket holder can begin selecting their seats simultaneously.

### **I am not available during my assigned appointment time, what should I do?**

You are able to log in any time *after* your appointment date and time through the last date of scheduled appointments and make your selection. You may also designate a trusted family member or friend to select your seats by providing them with your account login information.

### **Can the Razorback Foundation or Ticket Center select my seats for me?**

To avoid any timing issues, pick the wrong seats, etc., all season ticket holders are encouraged to utilize the Razorback Seats 3D system as it is designed. This allows each account holder to have ownership of their seat selections. Should you still need assistance, please feel free to come to the Razorback Foundation office on the date and time of your appointment. We will be glad to assist you, but we cannot guarantee you will be able to select seats at your exact appointment time.

### **Will suite holders be able to use this software?**

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Yes, suite holders who have additional seats in the stadium (lower level, club, etc.) will be able to add and/or improve their seats. However suite seating locations will not be displayed and may not be changed using the system.

### **If I decreased my total annual fund contribution, will my seats and parking be reassigned?**

Yes, if you decrease your total annual fund pledge, all seats and parking in all venues are subject to relocation, regardless of the number of season tickets purchased. All members must either maintain or exceed the previous year's total **Annual Fund** contribution or required seat value totals, whichever is *greater*.

In the event you decrease your total annual fund contribution AND renew your season tickets, you will still receive an appointment time to select your seats. Your appointment time will be based on your new class and Priority Point Rank.

Members who only have tickets for the football game in Little Rock, and do not contribute to any other sport(s), will be permitted to drop their total Annual Fund contribution to minimum seat values for War Memorial Stadium in Little Rock and retain their seats.

### **If after selecting my seats, my required per-seat donation total is less than my 2016 Razorback Foundation Annual Fund pledge, can I reduce my total Annual Fund contribution?**

No. You must maintain the same total **Annual Fund** contribution used to establish seat selection rankings in 2017 for as long as you wish to maintain your seats. Example: If a member pledges/donates \$3,000 in 2016 and his 2016 per-seat donation totals is \$1,600, he/she cannot drop to the Tush Hog level (\$1,000-\$1,999).

***Should you have any questions or concerns about the seat selection process, please contact the Razorback Foundation at (479) 575-4595 prior to your scheduled appointment day and time.***