

SUPPORTER EXCHANGE: **SELLER GUIDE**

welshrugbyticketexchange.seatunique.com

Creating an account

In the header, select 'Create account'.

You will be prompted to enter your personal details. Please ensure you use the same email address here as your WRU eticketing account. This is part of our verification process to ensure you are the original ticket holder.

Please ensure your mobile number matches the one provided in your Principality Stadium Ticketing app and is an active mobile number, as this will be used for two-factor authentication when you log in to your account.

Once you have created an account, you will be sent an email to verify your email address. This email will contain a link which, once clicked, will confirm you have created your account successfully and you can begin listing your tickets.

Logging in

Select 'Log in' from the header.

Enter your email address and password.

You will then be prompted to enter the code sent to your mobile phone as part of our two-factor authentication process. Once you have entered this correctly, you will have successfully logged in to your account.

Resetting your password

If you have forgotten your password, you can reset this by clicking 'Forgot password' on the log in screen. You will need to enter the email address your account is set up with.

You will then be sent an email with a link to reset your password from noreply@seatunique.com.

If you have forgotten the email address linked to your account please contact the Welsh Rugby Union by calling [02920 822432](tel:02920822432) or emailing supporterexchange@wru.wales

Listing tickets

To begin, please ensure you have selected 'Sell tickets' from the main header.

This will provide you with the option to log in to your seller account. Once you have logged in, you will need to find the game that you would like to list tickets for.

You can find games from the list provided on the home screen or by using the search bar. Once you have found the game you are looking for, select the red 'Choose' button and you will be taken to the ticket listing page.

You need to have an account with Seat Unique in order to list your tickets. If you select a game you wish to sell your tickets for, if you don't have an account you will be asked to create one. If you have an account and are not logged in, you will be prompted to log in before you can list your tickets.

1. Ticket verification

You will be prompted to enter the block, row and seat numbers of the tickets you are selling.

Please note, only seats that are sat together in the same block, row and consecutive seats can be grouped into one listing. Any seats that are not sat together must be sold in separate listings.

Example:

If you owned the following tickets:

Block U31 - Row 6 - Seat 14

Block U31 - Row 6 - Seat 15

Block U30 - Row 7 - Seat 21

Block U30 - Row 7 - Seat 9

Option 1 & 2 are consecutive seats in the same row and block, hence they can be sold together in a single listing. Options 3 & 4 are not consecutive seats in the same row and block, hence they would require individual listings.

When you have entered the block, row and seat number, select 'Add'. We will then check that you are the original ticket holder.

If this verification process is successful, you can choose to add and verify more tickets. Once you have finished adding tickets for a particular listing, select 'Continue' to proceed to the next step.

If your ticket does not pass the verification process, please try again ensuring you have entered the correct block, row and seat numbers for your ticket and that you have selected the correct match that you have tickets for. If you have done this correctly and are still experiencing issues, please contact the Welsh Rugby Union by calling [02920 822432](tel:02920822432) or emailing supporterexchange@wru.wales

2. Specify details

Here you need to specify how you would like to sell your tickets.

For example, if you owned four tickets in Block L7, Row 3, Seats 1-4, you could set your selling conditions as one of the following:

- **Avoid one** - this means that whoever is purchasing the tickets cannot leave you with one single ticket remaining. In the above example, a buyer could purchase 1, 2 or 4 of your tickets.
- **In pairs** - this means the tickets must be purchased in multiples of 2. In the above example, a prospective buyer could purchase 2 of the 4 tickets, or all 4 together.
- **Altogether** - this means all the tickets in your listing must be purchased together. In the above example, all four tickets would have to be purchased together.
- **Any** - this means any number of the tickets you listed can be purchased. In the above example, a prospective buyer could purchase 1, 2, 3 or all 4 of your tickets. If any tickets remain from your allocation after a buyer has made a purchase, the remaining tickets will be available for other buyers to purchase.

Once you have specified how you would like to sell your tickets, you will see whether your tickets have any limitations. If your tickets have limitations, these will be pulled through automatically and cannot be edited.

3. Add price and payment details

Enter the price that you would like to list your ticket(s) at.

Once you have entered your price, you will see the price breakdown on the right hand side.

- Face value per ticket (what you initially paid for the ticket)
- Your chosen selling price
- Seller fee per ticket sold
- Total price you will receive per ticket
- Total price you will receive if all your tickets sell

Setting up your payment method

All sellers receive their payouts via Paypal.

To receive a payout for a sale, you will need to ensure you have entered your payout details correctly within your account. To do this, go to the 'My account' section and select 'Payment and payout options'.

Here you will be able to select from two options: Paypal or email.

If you already have a Paypal account, please select the Paypal option and enter the email address associated with your Paypal account. Please ensure that you enter the correct email address associated with your Paypal account to receive payment for your tickets.

If you do not have a Paypal account, please select the email option and enter your email address. Upon doing so, you will receive a payment link that will direct you to set up a Paypal account and will allow you to receive payment. Please correctly enter the email address you would like to use to create your Paypal account to ensure you receive payment for your tickets.

4. Confirm your listing

Prior to pushing your tickets live on the platform, you can review the details you have entered to ensure you are happy with your listing.

If you need to edit or update any of the information listed, you can do so by selecting 'Change details' from the relevant section.

Similarly, if you would like to change the selling method for your tickets, you can do this by selecting 'Change details'.

If you would like to change the price you are selling your tickets for, you can do so by selecting the 'Change price' button.

You have the option to add your name onto your ticket listings so that buyers know who they are buying from. To do this, please select the checkbox above the 'List your tickets' button which says 'As the seller of these tickets, I want to display my name on the ticket listing'.

Once you are happy with your listing, select 'List your tickets' to push your tickets live on the platform. You will then see a

message saying, 'Congratulations, your tickets are now live' which confirms your listing has been successfully uploaded.

At this stage, you can select 'Sell more tickets' if you have further tickets to sell.

You can also select 'View your live listing' to see how your listing is presented to prospective buyers on the platform.

Account details

You must be logged in to view your account details.

You can view your account details by selecting 'My account' from the page header.

1. Personal information

Here you can see your account information including your name, email address and mobile number.

You can change your password by entering your current password correctly, followed by your new password which needs to be entered twice to ensure it is correct.

For any changes you make, you will need to select 'Save' at the bottom of the page to ensure these alterations are made.

Alternatively, if you are not happy with the changes, you can select 'Cancel changes'.

Any changes made to your account will be confirmed via email. If you are informed of changes that you did not make, please contact the Welsh Rugby Union immediately by calling [02920 822432](tel:02920822432) or emailing supporterexchange@wru.wales

2. My tickets

You will see the following tabs in this section:

Live tickets

Here you will see a list of the tickets you have listed live on the platform and that are still available to buy.

You will also see the event name, date, location and kick-off time for the match that you have listed tickets for, as well as the seating information including section, row and seat numbers.

You can quickly edit the price of these tickets by altering the value in the 'Price per ticket' box.

To confirm the new price, you have to click the green tick that appears in the box. Alternatively, to revert back to the original price, click the red cross that appears in the box.

You can remove your tickets from the platform by clicking the toggle to the right of the value box. When the toggle is grey, your package is removed from the platform and cannot be sold.

When the toggle is red, your package is live on the platform and can be purchased.

This setting is useful when you are uncertain about whether to sell a ticket. Rather than deleting the package, you can remove it from the platform and simply re-add it if/when you are ready to sell.

To delete a ticket listing, click the rubbish bin icon to the right of the 'Live' toggle.

To edit your listing, click the red 'Edit' button to the right of the rubbish bin icon.

Here you can:

- Click the toggle to push your tickets on/off the platform.
- View the block, row and seat numbers for your tickets.
- Specify the method by which you would like to sell your tickets.
- Edit the price of your tickets.

Please ensure you click 'Save' to confirm the edits you make to your listing.

Sold tickets

This will display the tickets that you have sold on the site and the value that they sold for.



- 'Waiting for payment - You will be paid for this sale 7-10 days after the event has taken place.
- 'Complete' - the event has taken place and you have been paid.

3. Payment & payout details

You can select to be paid directly into your Paypal account if you have one. Alternatively, you can enter an email address and that we will send a payment link to.

If you select the Paypal option, please ensure you enter the correct Paypal email address as this is where your money will be sent.

Likewise, if you select the email option, please ensure you enter the correct email address as this is where your payment link will be sent to.

4. Help centre

You will see a list of our Frequently Asked Questions here.

If you can't find the answer you are looking for, you can visit www.wru.wales/faq.