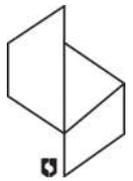


Have you seen our new tickets?

BOX OFFICE



We've made some changes, so instead of receiving one QR code for all your tickets, you'll get individual e-tickets for each ticket that you purchase. This will make it easier for you to send your tickets to your friends, and sell any spares.

After purchasing tickets online, you will receive two emails from "Sheffield SU Events" - mail@shef.ukmsl.net. The first will contain your purchase receipt with your reference number and the second will contain your PDF e-tickets with your QR code on them.

Your old receipt:

Dear

Thank you for your purchase from Sheffield Students' Union.

Your reference number is 30828731.



Please print this receipt/QR code or have it ready on your phone when you arrive at the venue. University of Sheffield students can alternatively scan their U-Card on entry.

Please note that tickets will ONLY be issued to the account holder registered as buying the tickets. The account holder must be present and provide photographic ID.

Click here to view the terms and conditions of sale <https://foundrysu.com/terms-conditions/> <https://tickets.sheffieldstudentsunion.com/tac/>

Your items:

..... Item: Test 3 Thu 18 Jan 2018 - test Qty: 5
Price: £0.00 Total: £0.00 Sub Total: £0.00

You can track this and all of your other purchases online at <http://tickets.sheffieldstudentsunion.com/shop/purchasehistory/>

Your new receipt and e-ticket email:



Hi

Thank you for your purchase from Sheffield Students' Union.

This is your receipt, reference number 30881656

Club Nights & Live Gigs

- Your e-tickets will follow in a separate email.
- Please have these tickets ready when you arrive at the venue, where they will be scanned on entry.

All Other Events

Including Give it a Go, Film Unit & More Inside

- Please come to the [SU Box Office](#) to collect your tickets.
- Tickets will only be issued to the account holder registered as buying the tickets.
- The account holder must be present and provide photographic ID or a U-Card.

YOUR RECEIPT

Item: Test - e-tickets Thu 12 Apr 2018
Advance Qty: 3 Price: £0.00 Total: £0.00

..... Sub

Total: £0.00

If you have any queries, please email boxoffice@sheffield.ac.uk

[Terms & Conditions](#)



Please have all e-tickets downloaded and ready on your phone when you arrive at the venue where they will then be scanned on entry. Please only print the e-tickets if necessary to help reduce paper waste. University of Sheffield students can alternatively scan their U-Card on entry if they have purchased the ticket.

ID scanning will now include UCards. Box Office staff will scan your UCard when they're scanning your ticket, so please make sure you have it out and ready for them. All other ID will still be scanned by Security and we remind you that everyone in your party must have valid ID on them, regardless of whether they have their UCards with them.

As this is all new to us, we are expecting queue waits to be longer than normal. We thank you for your patience during this time.

Not received your tickets?

Please check your spam folder first. One of the other most common reasons why customers do not receive their ticket receipt via email is because your email address must be verified when you set up your account. Please check your old emails for a verification link from us. If you cannot find one and are still having issues finding or receiving your ticket receipt, please contact Sheffield SU Box Office on 01142228777 or vial email at boxoffice@sheffield.ac.uk.

For information on how to retrieve lost tickets that you did originally receive, head over to Foundrysu.com and check out their lost ticket info at the bottom of the page.