



CHURCHILL DOWNS

# How to Pay My Invoice

**Churchill Downs Racetrack**

V21.3

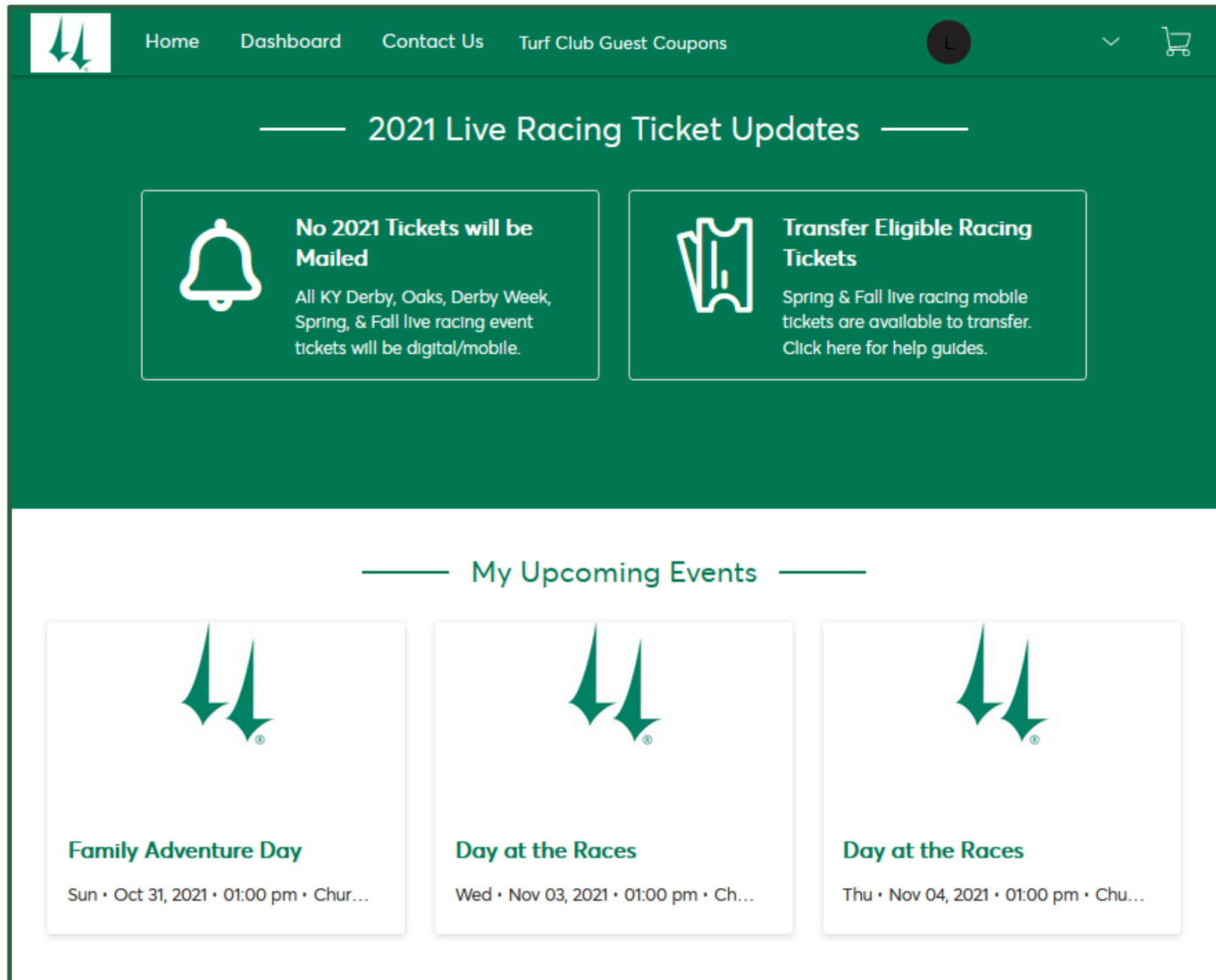


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# My Churchill Downs Account



The screenshot shows the user interface of the My Churchill Downs Account. At the top, there is a navigation bar with links for Home, Dashboard, Contact Us, and Turf Club Guest Coupons. A user profile icon with the letter 'L' is visible in the top right corner. Below the navigation bar, a section titled "2021 Live Racing Ticket Updates" contains two informational cards. The first card, titled "No 2021 Tickets will be Mailed", states that all KY Derby, Oaks, Derby Week, Spring, & Fall live racing event tickets will be digital/mobile. The second card, titled "Transfer Eligible Racing Tickets", states that Spring & Fall live racing mobile tickets are available to transfer and provides a link for help guides. Below this section is a "My Upcoming Events" section with three event cards. The first card is for "Family Adventure Day" on Sun, Oct 31, 2021, at 01:00 pm. The second and third cards are for "Day at the Races" on Wed, Nov 03, 2021, and Thu, Nov 04, 2021, both at 01:00 pm.

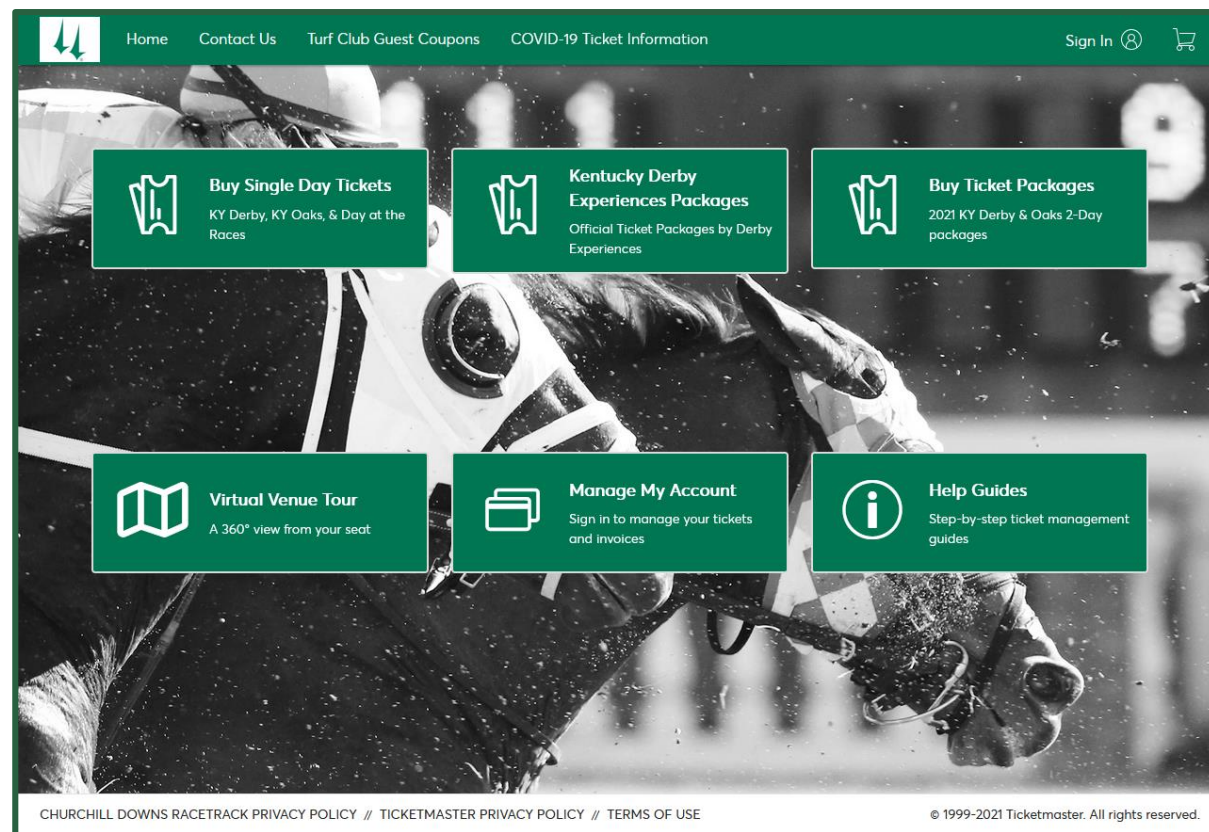
## My Churchill Downs Account has a new look!

- Manage your tickets and invoices easily from your dashboard.
- At the top of your screen, find helpful links to pages with contact information and Turf Club Guest Coupons.
- At the bottom of your screen, find external links to purchase ticket packages, view or pay invoices, and explore help guides.
- Manage your account information at the top right of your screen where you see your profile name displayed.
- Get lost? You can always return to the main home screen by clicking **Home**, or back to your dashboard for ticket and invoice management by clicking **Dashboard** at the top of your screen.

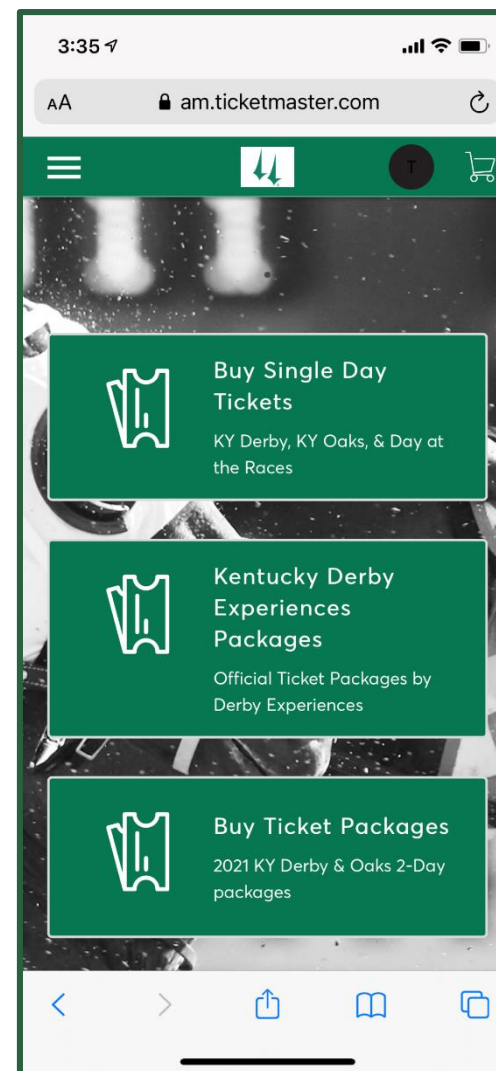
# My Churchill Downs

## ACCOUNT MANAGER

### DESKTOP



### MOBILE

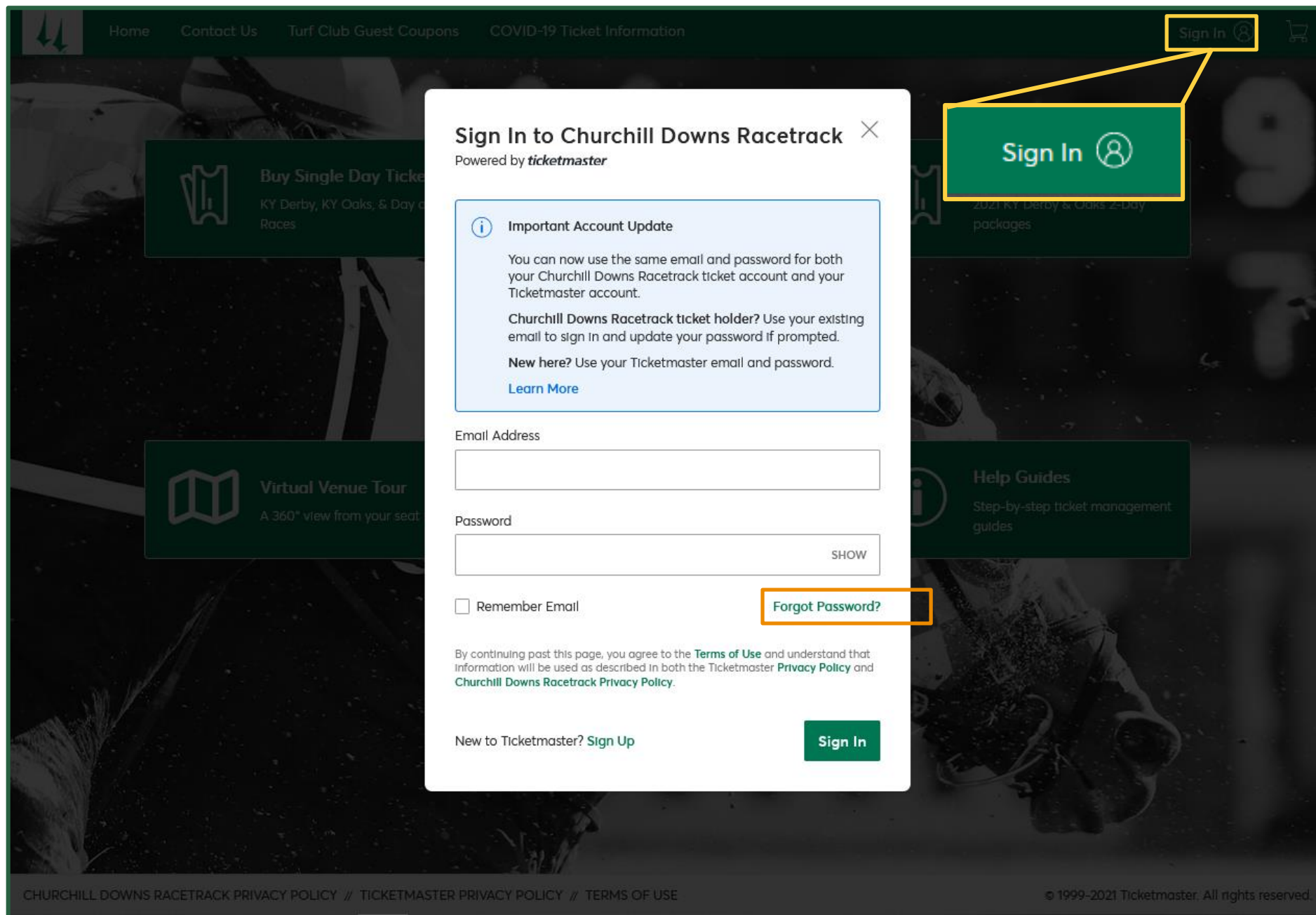


Through your My Churchill Downs Account Manager, you will have 24-hour access to manage your tickets free of charge! It's convenient, simple, secure, and allows you the ultimate flexibility. Using your My Churchill Downs Account, you can:

- Renew and purchase tickets to your favorite race days and events,
- Transfer your tickets to friends,
- Safely and securely sell your tickets through Ticket Exchange,
- View and scan your tickets on your mobile device,
- View and pay invoices.

# Account Manager

## NEW CONSOLIDATED SIGN IN PROCESS



To sign in to your My Churchill Downs Account via desktop or mobile internet browser, visit [am.ticketmaster.com/churchill](https://am.ticketmaster.com/churchill). Tap or click on the **Sign In** link in the top right-hand corner of your screen. Enter the primary email address on your account and the password associated with your account.

If you do not know or remember your password, tap or click **Forgot your password?** to have a temporary password emailed to you. If your temporary password does not work, your account may be locked due to inactivity or associated with a different email address.

If you haven't logged in to your account in a while, you may be prompted to verify your email address, mobile phone number, and reset your password. This will consolidate your Churchill Downs Racetrack login with other Account Manager sites and Ticketmaster.com into one username and password.





CHURCHILL DOWNS

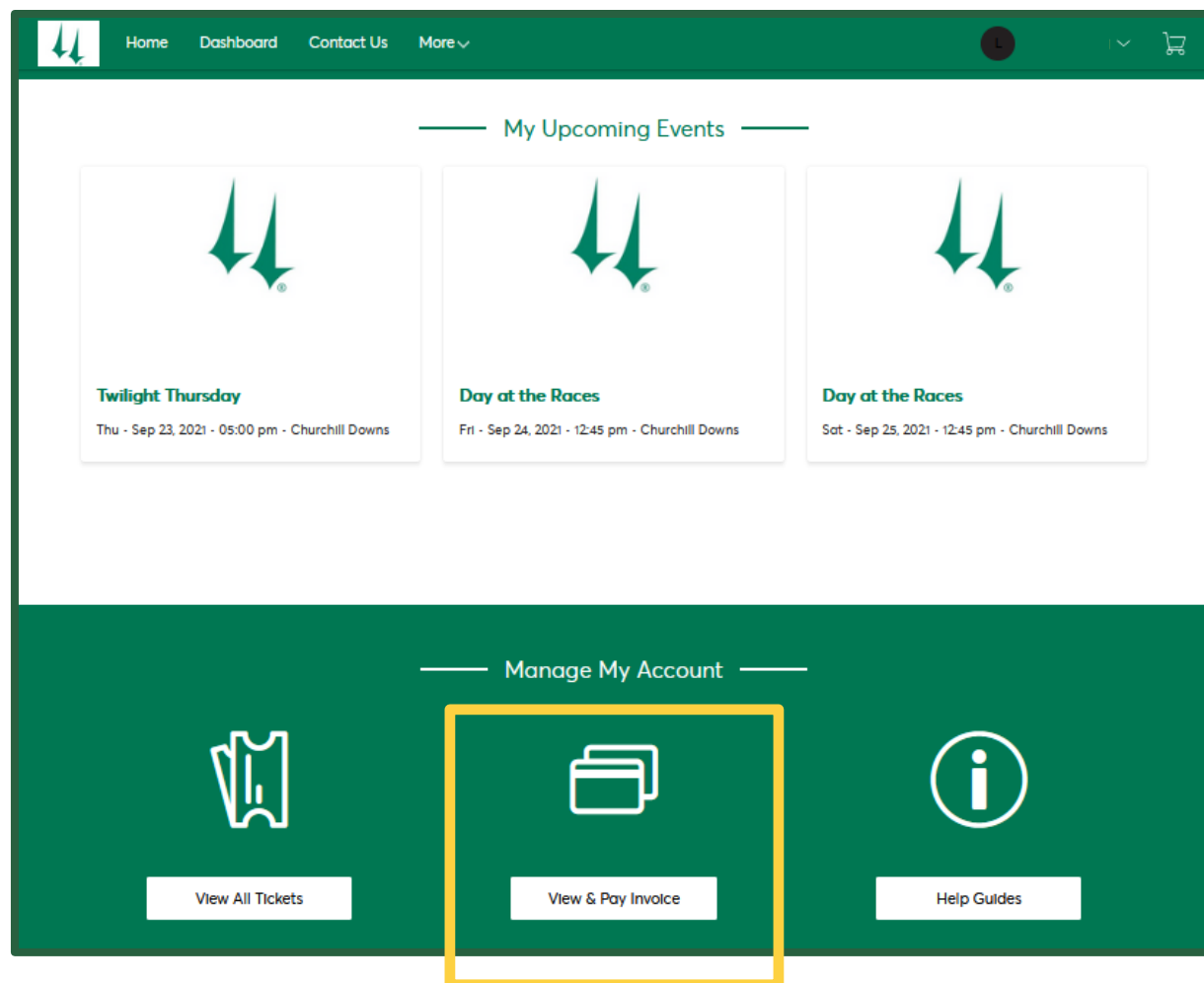
# HOW TO PAY MY INVOICE

via desktop and mobile Internet browser

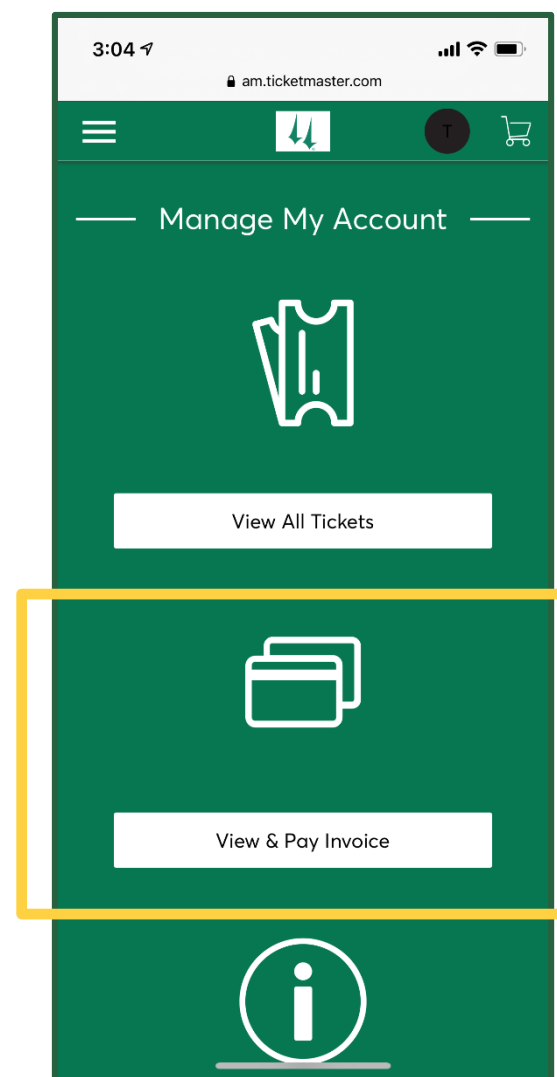
# Pay Invoice

VIA DESKTOP OR MOBILE INTERNET BROWSER

## DESKTOP



## MOBILE



**STEP 1:** On your desktop internet browser or mobile device, visit [am.ticketmaster.com/churchill](https://am.ticketmaster.com/churchill) and sign in to your account with the primary email address and associated password.

**STEP 2:** Scroll down to find the additional account management options and tap or click on the **View & Pay Invoice** button. This is where you may access all manageable invoices on your account.

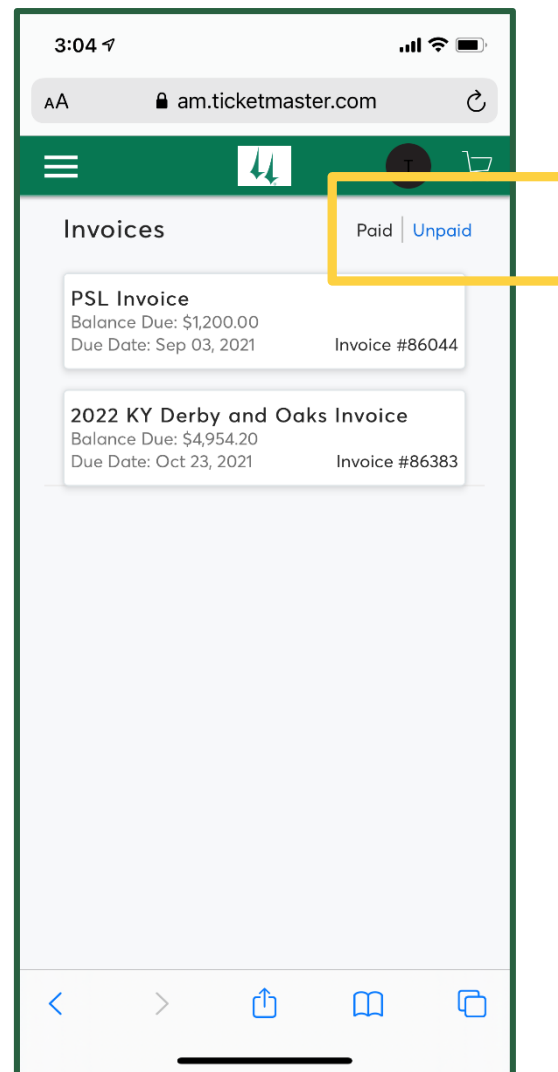
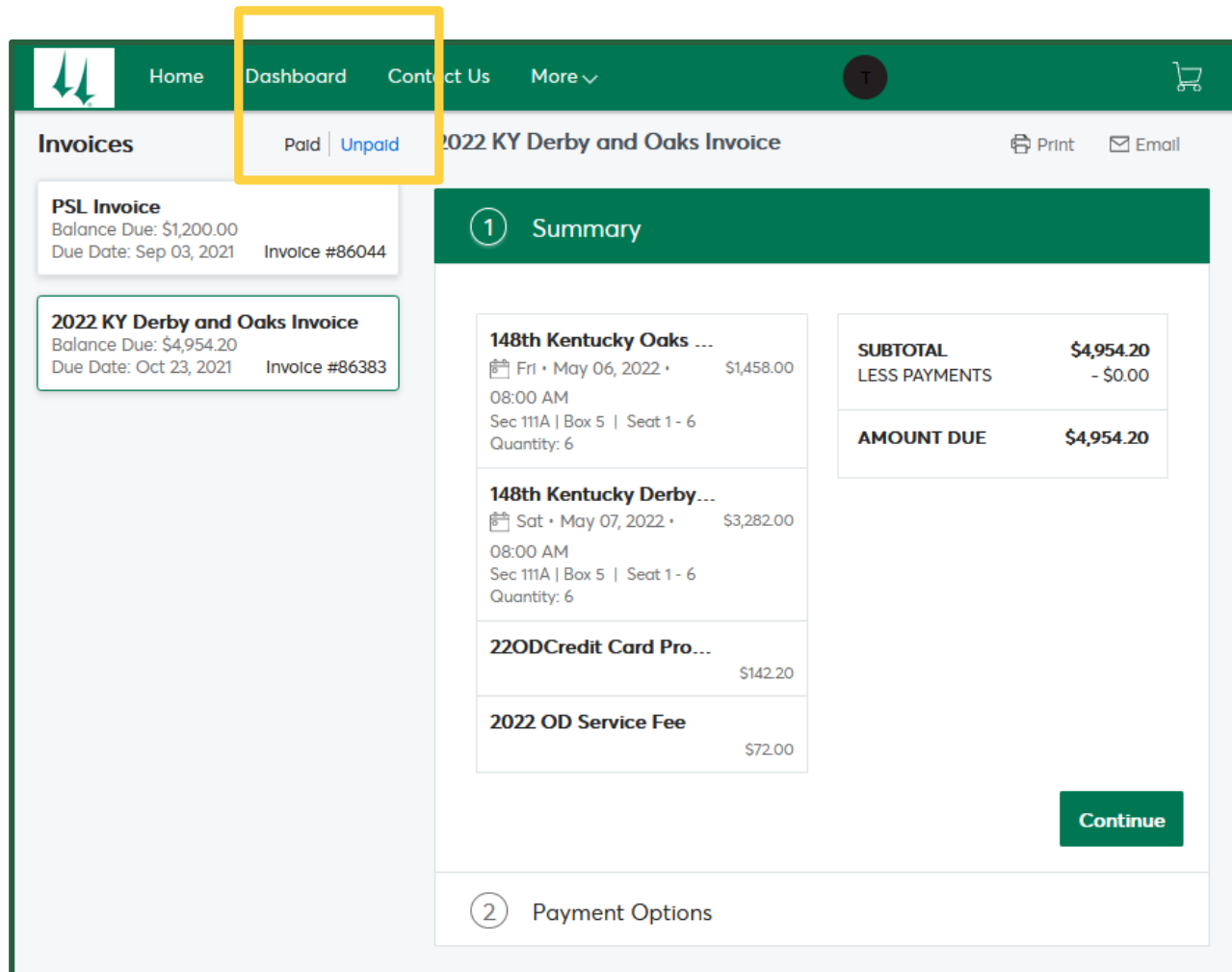
# Pay Invoice

VIA DESKTOP OR MOBILE INTERNET BROWSER

## DESKTOP

## MOBILE

On the next screen, you will be able to toggle between viewing Paid and Unpaid invoices.

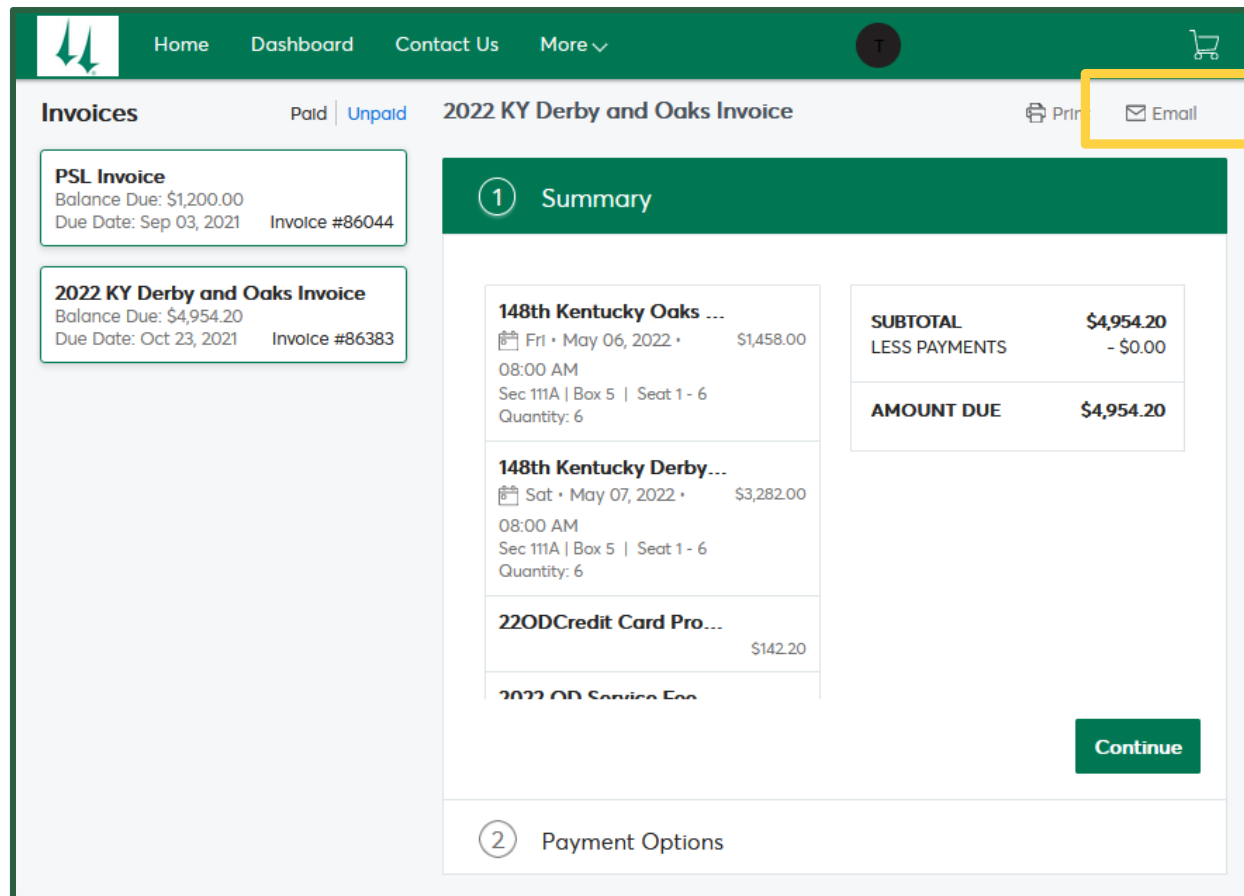




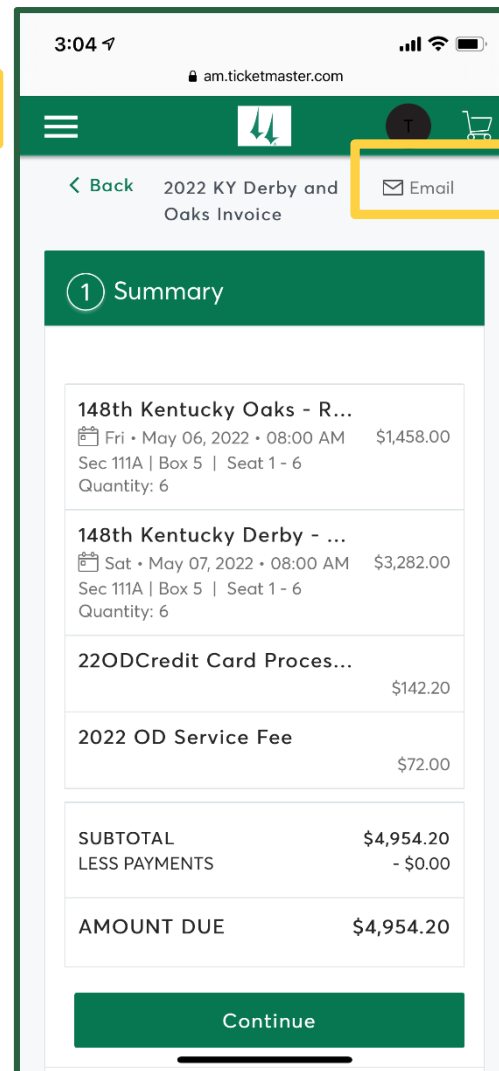
# Pay Invoice

VIA DESKTOP OR MOBILE INTERNET BROWSER

## DESKTOP



## MOBILE



**STEP 3:** Once you find the invoice you would like to view or make a payment toward, tap or click on the invoice to open it.

This summary view lists the descriptions and associated prices for each line item on the invoice, as well as a subtotal, less payments made to the invoice, and total amount due.

From this summary view, you may tap or click **Email** in the top right-hand corner of your screen to send the invoice details to the primary email address on the account.

*If you have questions or comments about something you see on your invoice, please contact your ticket representative as all sales are final.*


**STEP 4:** Once you have verified the details of the invoice, tap or click **Continue** at the bottom of your screen to make a payment.

# Pay Invoice

VIA DESKTOP OR MOBILE INTERNET BROWSER

## DESKTOP

**2022 KY Derby and Oaks Invoice**  
 BALANCE DUE: \$4,954.20  
 DUE DATE: 10/23/2021  
 INVOICE #86383



**Account Details**

Louisville, KY 40208


Account ID #

SUBTOTAL :	\$4,954.20
LESS PAYMENTS :	- \$0.00
<b>AMOUNT DUE :</b>	<b>\$4,954.20</b>

**Invoice Details**

148th Kentucky Oaks - Reserved Seating Fri • May 06, 2022 • 08:00 AM Sec 111A   Box 5   Seat 1 - 6 QTY: 6	\$1,458.00
148th Kentucky Derby - Reserved Seating Sat • May 07, 2022 • 08:00 AM Sec 111A   Box 5   Seat 1 - 6 QTY: 6	\$3,282.00
220DCredit Card Processing Fee	\$142.20
2022 OD Service Fee	\$72.00

On your desktop, you will have an option to print your invoice.

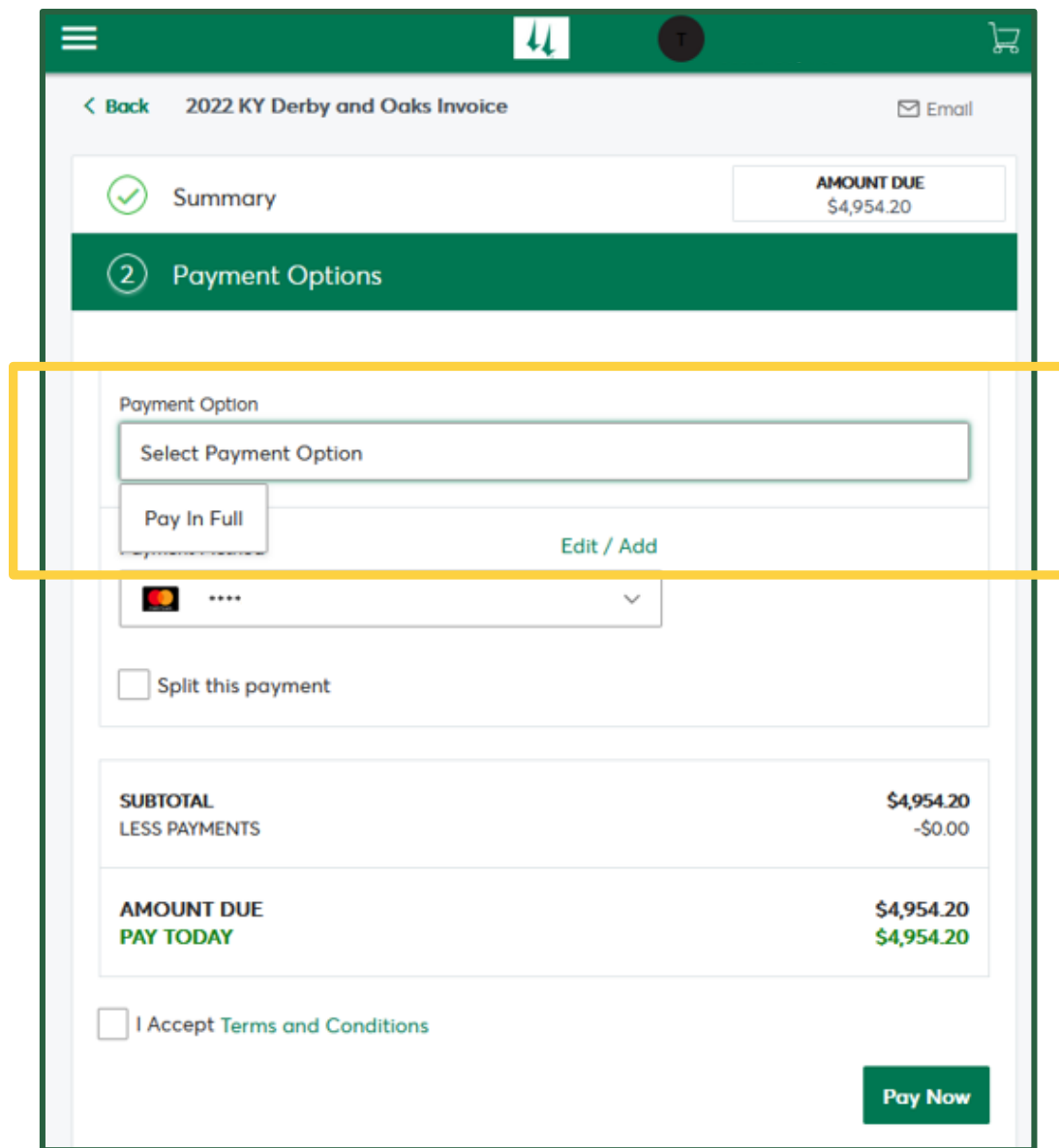
Clicking the Print  button in the top right-hand corner of your screen will open a new tab within your Internet browser window. From here, you may print or download the page(s) of your invoice.



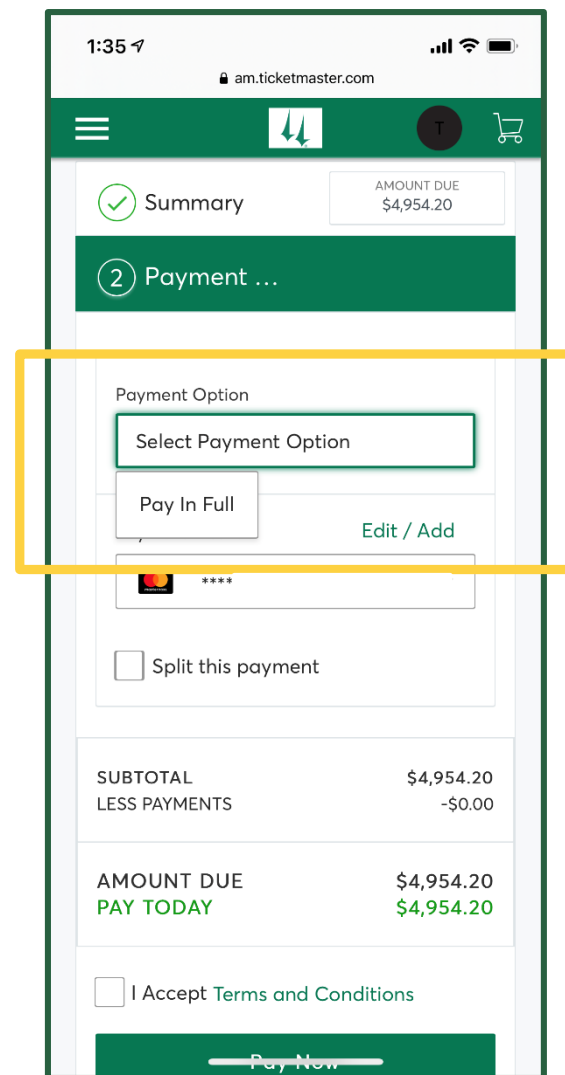
# Pay Invoice

VIA DESKTOP OR MOBILE INTERNET BROWSER

## DESKTOP



## MOBILE



On the payment screen, you may select a payment option from the dropdown menu and select or add a payment method.

**STEP 5:** Tap or click the dropdown menu under **Payment Options** to pay in full.

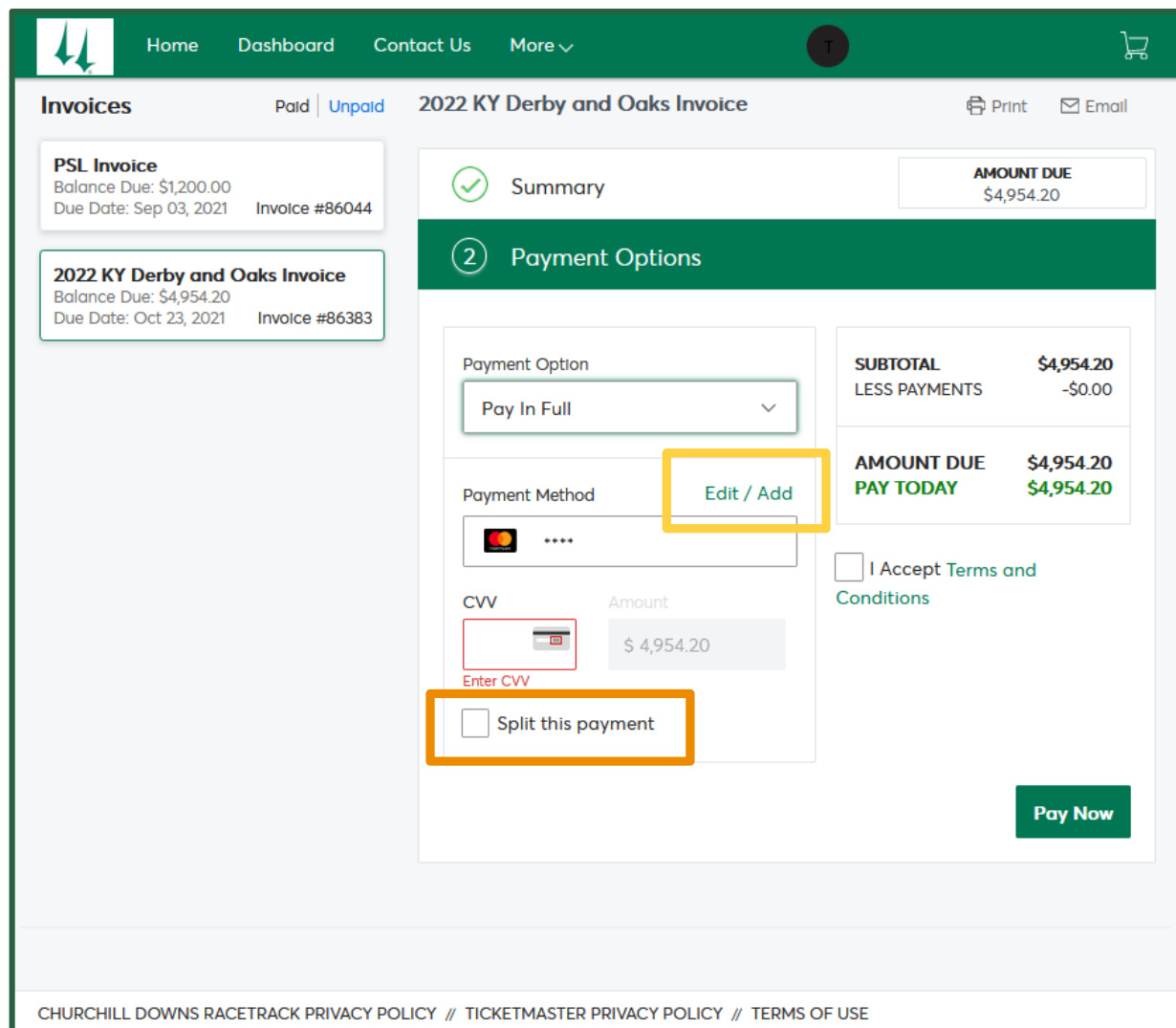
**Pay In Full** means you'll make a full payment on the amount due for the invoice selected when you tap or click the **Pay Now** button.

Depending on the event, other payment options may be available when you open the payment option dropdown menu. If you need to make alternative payment arrangements or have questions, please contact your ticket representative.

# Pay Invoice

VIA DESKTOP OR MOBILE INTERNET BROWSER

## DESKTOP



**DESKTOP**

Home Dashboard Contact Us More

Invoices Paid Unpaid 2022 KY Derby and Oaks Invoice Print Email

PSL Invoice  
Balance Due: \$1,200.00  
Due Date: Sep 03, 2021 Invoice #86044

2022 KY Derby and Oaks Invoice  
Balance Due: \$4,954.20  
Due Date: Oct 23, 2021 Invoice #86383

Summary AMOUNT DUE \$4,954.20

Payment Options

Payment Option: Pay In Full

Payment Method:  Edit / Add

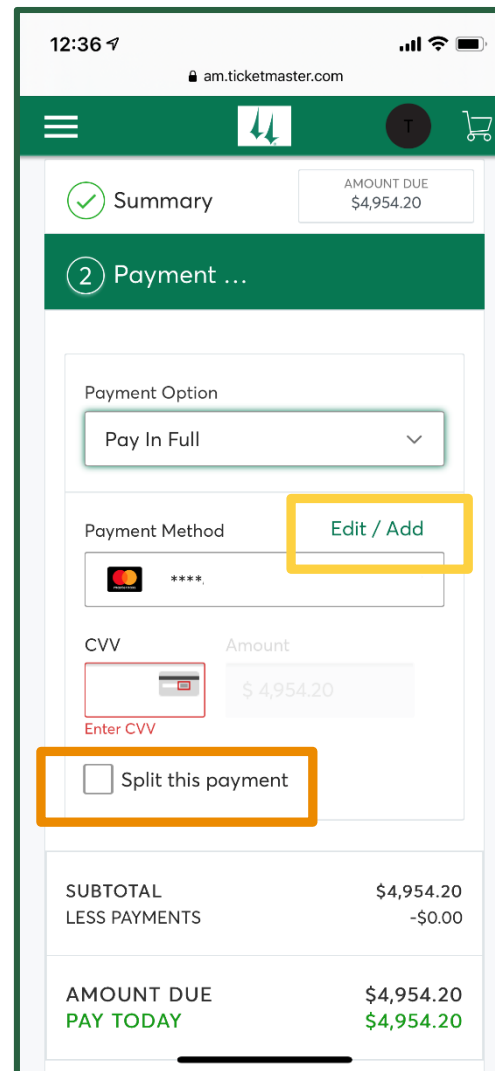
CVV:  Amount: \$ 4,954.20

Split this payment

Pay Now

CHURCHILL DOWNS RACETRACK PRIVACY POLICY // TICKETMASTER PRIVACY POLICY // TERMS OF USE

## MOBILE



**MOBILE**

12:36 am.ticketmaster.com

Summary AMOUNT DUE \$4,954.20

Payment ...

Payment Option: Pay In Full

Payment Method:  Edit / Add

CVV:  Amount: \$ 4,954.20

Split this payment

SUBTOTAL \$4,954.20  
LESS PAYMENTS -\$0.00  
AMOUNT DUE \$4,954.20  
PAY TODAY \$4,954.20

**STEP 6:** Select a saved payment method from the next dropdown menu. Or, tap or click **Edit / Add** to use an alternative card.

You may choose to split a payment by checking the box below your payment amount.

**Have your card handy!**

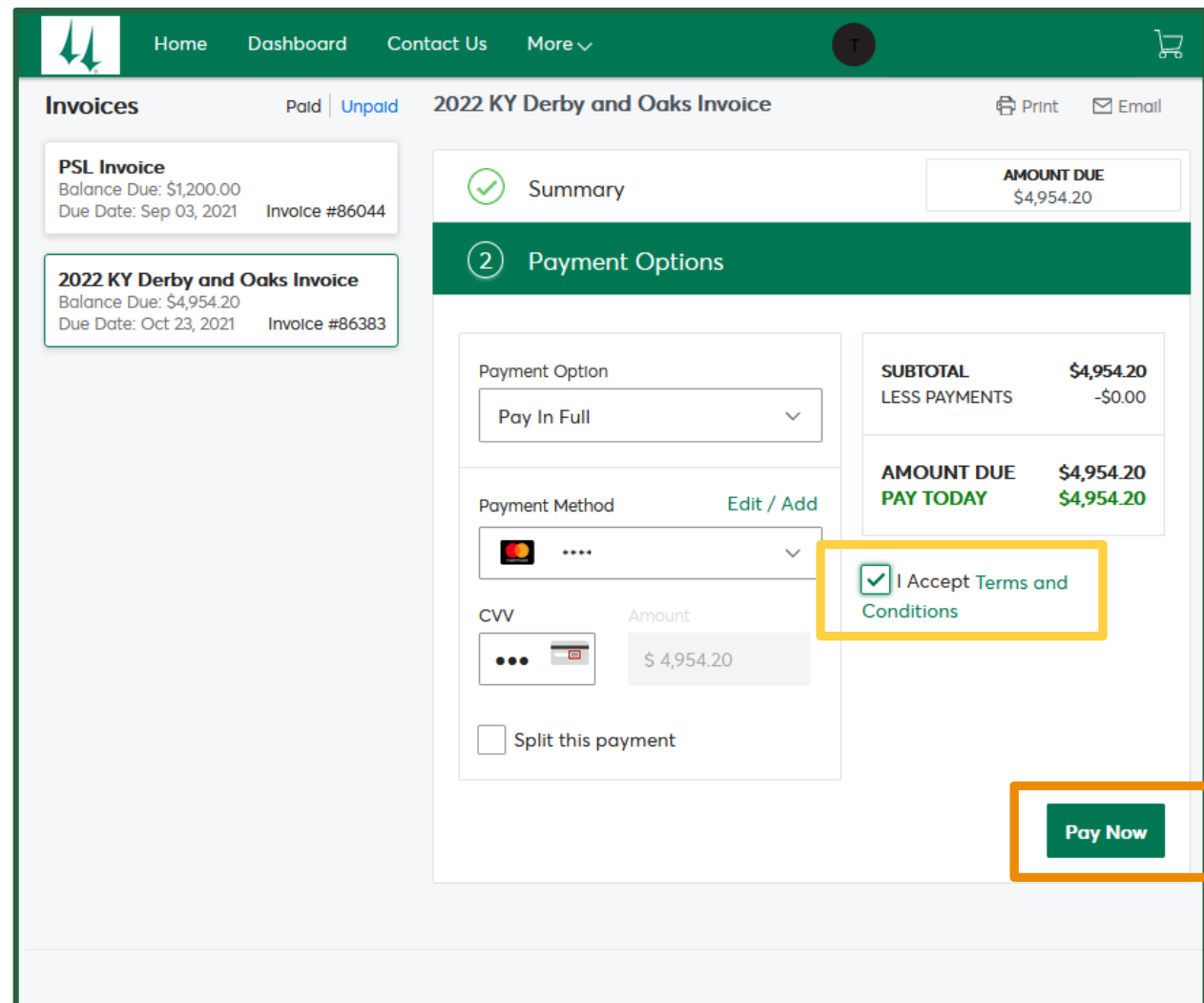
If you're selecting a previously saved credit or debit card, you may be asked to enter your CVV again.



# Pay Invoice

VIA DESKTOP OR MOBILE INTERNET BROWSER

## DESKTOP



**PSL Invoice**  
Balance Due: \$1,200.00  
Due Date: Sep 03, 2021 Invoice #86044

**2022 KY Derby and Oaks Invoice**  
Balance Due: \$4,954.20  
Due Date: Oct 23, 2021 Invoice #86383

**Summary** **AMOUNT DUE \$4,954.20**

**2 Payment Options**

Payment Option: **Pay In Full**

Payment Method: **\*\*\*\*** **Edit / Add**

CVV: **...** Amount: **\$ 4,954.20**

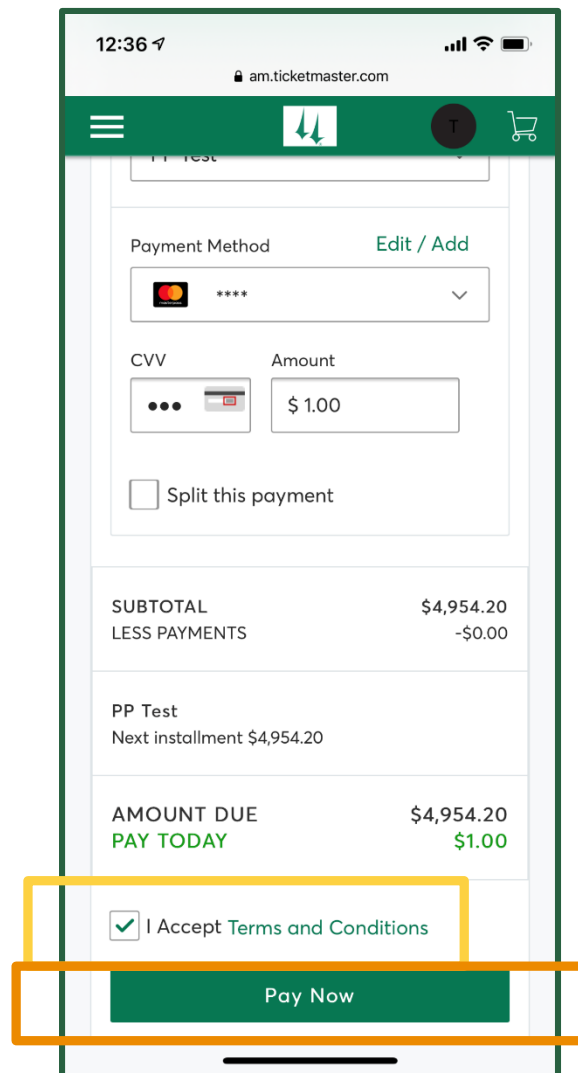
Split this payment

I Accept Terms and Conditions

**Pay Now**

**SUBTOTAL \$4,954.20**  
**LESS PAYMENTS -\$0.00**  
**AMOUNT DUE \$4,954.20**  
**PAY TODAY \$4,954.20**

## MOBILE



12:36 **am.ticketmaster.com**

**Summary** **AMOUNT DUE \$4,954.20**

**2 Payment Options**

Payment Method: **\*\*\*\*** **Edit / Add**

CVV: **...** Amount: **\$ 1.00**

Split this payment

I Accept Terms and Conditions

**Pay Now**

**SUBTOTAL \$4,954.20**  
**LESS PAYMENTS -\$0.00**  
**AMOUNT DUE \$4,954.20**  
**PAY TODAY \$1.00**

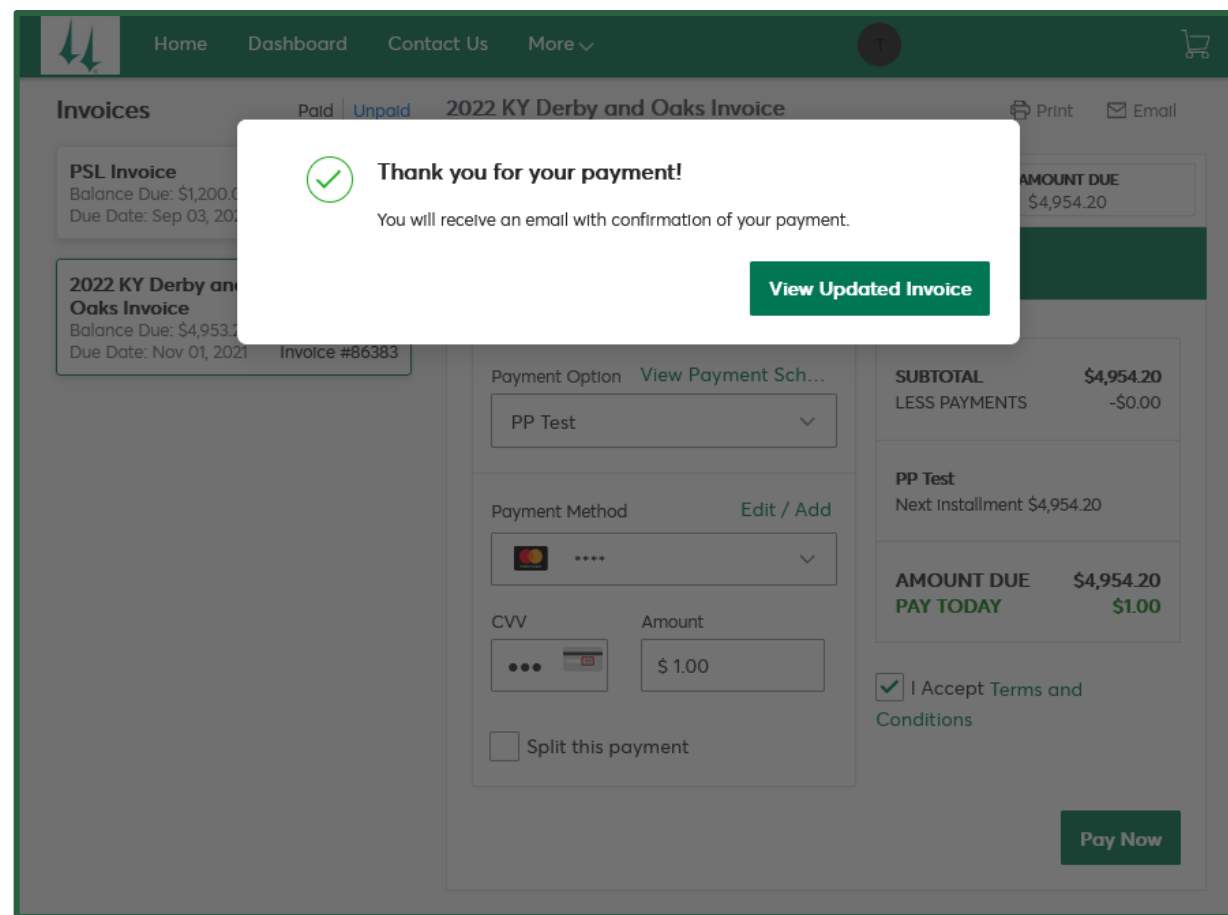
PP Test  
Next installment \$4,954.20

**STEP 7:** Review your payment method and amount for accuracy. Once verified, check the box to accept the terms and conditions. When you're ready to submit your payment, tap or click **Pay Now** to charge your selected credit card(s) and finalize your payment.

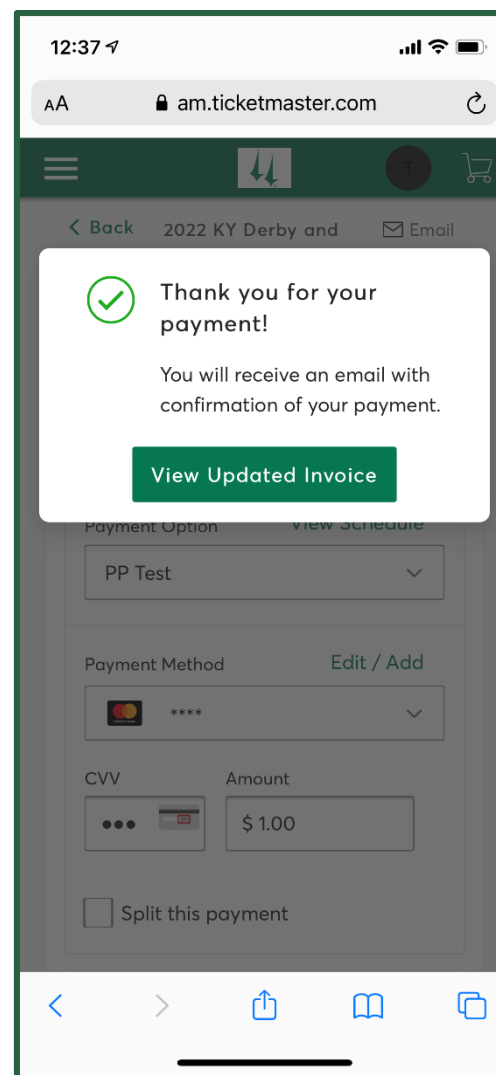
# Pay Invoice

VIA DESKTOP OR MOBILE INTERNET BROWSER

## DESKTOP



## MOBILE



You will receive an email confirmation for your payment from "Churchill Downs Ticketing" at [noreply@ticketmaster.com](mailto:noreply@ticketmaster.com) after your payment is submitted successfully.

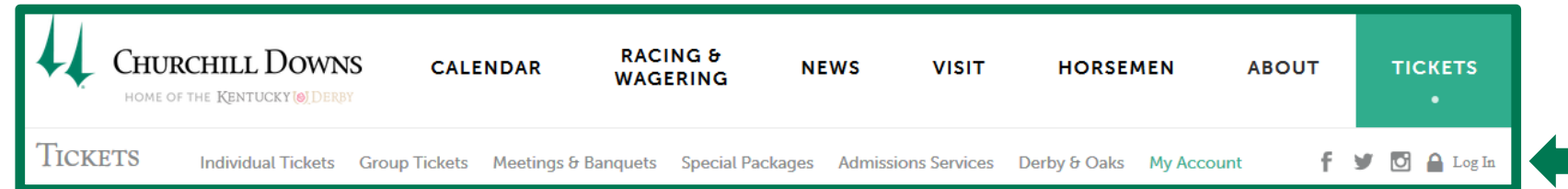


# Frequently Asked Questions

## LOGGING IN TO YOUR ACCOUNT

### Where do I find the log in link to My Churchill Downs Account on the churchilldowns.com website?

- Visit <https://churchilldowns.com/tickets> and click on the Log In link directly below the Tickets button.



### I'm having difficulty signing in to the My Churchill Downs desktop/mobile website to manage my invoice.

- You must use the primary email address on your account as your username (not your account number or secondary email address on file).
- If you do not know your password, click on **Forgot your password?** to have a temporary password emailed to you. If your temporary password does not work, your account may be locked due to inactivity or too many invalid password attempts.
- Your password could be expired or account locked.
- If you are attempting to sign in with a Ticketmaster.com email address, select the **Forgot your password?** option and enter your Ticketmaster.com email address. If the email address is unrecognized, email [onlinetickets@kyderby.com](mailto:onlinetickets@kyderby.com) to retrieve your primary account email address.
- If you have any questions or difficulties, please contact your account representative, call 502-636-4400 for customer service, or email [onlinetickets@kyderby.com](mailto:onlinetickets@kyderby.com).



# Frequently Asked Questions

## INVOICE ISSUES

### **I don't see my invoice in my Churchill Downs Racetrack mobile app.**

- Invoices are not available to view or pay through the Churchill Downs Racetrack mobile app.
- Please log into your account via a desktop or mobile web browser to view and pay invoices online.

### **I don't think my invoice is accurate or I've changed my mind on something. Who should I contact?**

- Contact your sales representative if you think an adjustment needs to be made to your invoice before you make a payment.
- If you're unsure of who that is, you may email [sales@kyderby.com](mailto:sales@kyderby.com) or call (502) 636-4400 for customer service.

# Contact Information

You can find additional customer service links and contact info listed below.  
Copy and paste the web links into your browser for access.

## **TICKETMASTER CUSTOMER SERVICE**

- Phone number: 800-653-8000
- <https://help.ticketmaster.com/>

## **TICKET EXCHANGE**

- Email support: [tmresalesupport@ticketmaster.com](mailto:tmresalesupport@ticketmaster.com)
- FAQ site: [https://help.ticketmaster.com/s/topic/0TO0a000000kUniGAE/ticketmaster-resale?tabset-3dd97=2&language=en\\_US](https://help.ticketmaster.com/s/topic/0TO0a000000kUniGAE/ticketmaster-resale?tabset-3dd97=2&language=en_US)
- Phone number: 800-842-7112

## **TICKETMASTER TM PLUS**

- Resale help site: [help.ticketmaster.com/ticketmaster-resale](https://help.ticketmaster.com/ticketmaster-resale)
- TM Plus FAQ site: [ticketmaster.com/verified?tm\\_link=tm\\_homeA\\_header\\_verified](https://help.ticketmaster.com/verified?tm_link=tm_homeA_header_verified)

## **CHURCHILL DOWNS LINKS**

- My Churchill Downs account manager: [am.ticketmaster.com/churchill](https://am.ticketmaster.com/churchill)
- Additional help guides: [churchilldowns.com/howtoguide](https://churchilldowns.com/howtoguide)
- KY Derby resale information: [kentuckyderby.com/resale](https://kentuckyderby.com/resale)
- Ticket exchange marketplace: <https://www.ticketexchangebyticketmaster.com/churchill-downs/>
- Online ticket customer service email: [onlinetickets@kyderby.com](mailto:onlinetickets@kyderby.com)