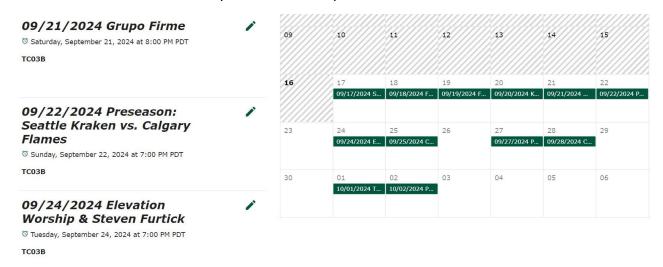
My Venue Ordering Guide

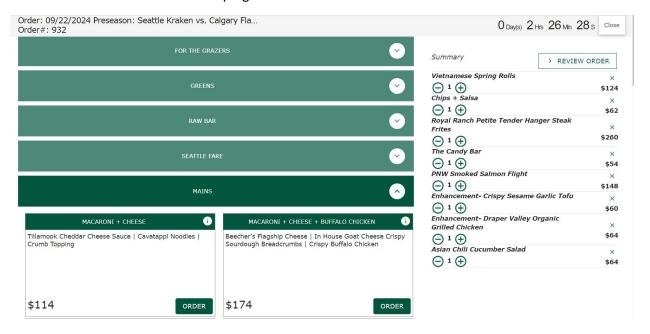
Kraken Credit

Placing an order using Kraken Credit

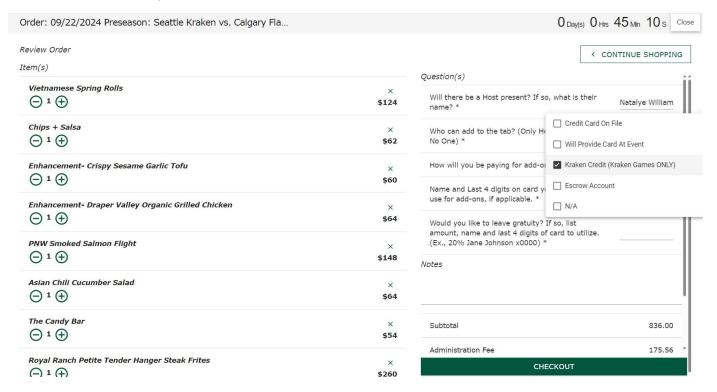
- 1. Login to your MyVenue account.
- 2. Select the Kraken Game you would like to place an order for.



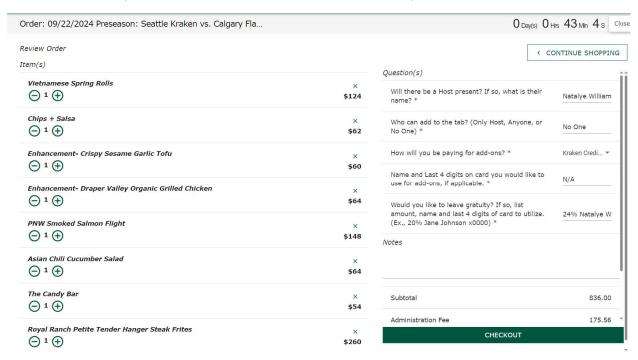
- 3. Click through the categories and select the menu items you would like to add.
- 4. Click Review Order in the top right corner of the screen.



- 5. Begin to answer required questions.
- 6. When you get to "How will you be paying for add-ons?" There will be a drop-down selection for you to choose from.
 - If you choose more than one option, please specify how you would like your add-ons split based off your selections in the notes section.
 - a. **Credit Card On File** If you would like to use your saved card on file. (*If you do not have a saved card on file, you can add a card on the checkout out page!*)
 - b. **Will Provide Card At Event** If you are bringing a card with you to present to the suite attendant.
 - c. Kraken Credit (Kraken Games ONLY)- If you would like to utilize your Kraken Credit.
 - i. Not applicable for any event other than Kraken Games.
 - d. **Escrow Account** Select only if you currently have an escrow account set up with us.
 - i. If you are interested in setting this up, please reach out to us at climatepledgearenasuites@delawarenorth.com!
 - e. **N/A-** If none of these options apply to how you will be closing your add-ons, please specify in the Notes section your form of payment.
 - i. If you would like to split your check and you have selected **N/A**, please specify split in the Notes section.



- 7. Proceed to answer the next couple of questions.
 - a. If question #4 does not apply to you based off your selections from question #3, please type N/A.
- 8. Following the required questions, you will see the **Notes** section. Here, you will type any details that your suite attendant needs to know like, check splits, specific notes for your suite, etc. Otherwise, you can leave blank. The **Notes** section is not required.

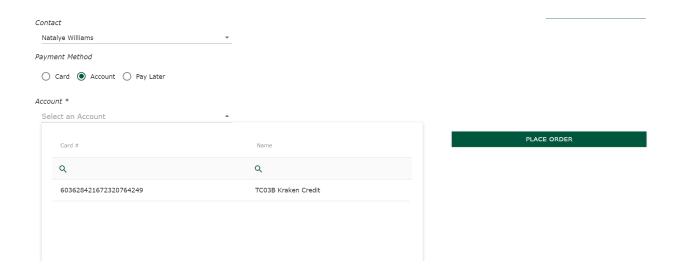


- 9. Once you have reviewed your order, select **Checkout**.
- 10. If you need to go back and adjust your order, questions, or notes, select < **Continue Shopping** in the top right corner.

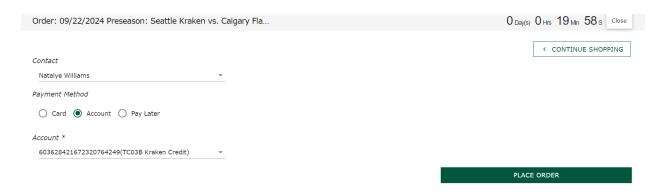
- 11. On the Checkout page, you will use the drop-down menu to select the Contact for the order.
 - a. The **Contact** selected will receive the email confirmation of the pre-order you placed and the final bill at the end of the event.



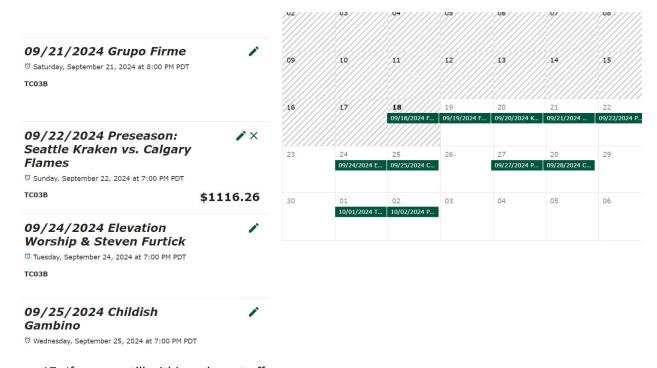
- 12. Next, choose your **Payment Method**, then proceed to the drop down associated with chosen method.
 - a. Card- From drop-down, select any card you have on file, or you can add a card.
 - b. **Account** From drop-down, select your Kraken Credit account.
 - The 21-digit number to the left is your Kraken Credit account number and the same number you use to check your account balance in the Kraken Credit Balance portal through Givex.
 - ii. To the right you will see your suite number, i.e., TC03B Kraken Credit.



- 13. Select your Kraken Credit account.
- 14. Select Place Order.



- 15. An email confirmation will be sent to the contact you selected.
- 16. The system will return you to the home page and you will see your order total next to the game you placed an order for.



- 17. If you are still within order cut-off:
 - a. You can go back and edit your order by selecting the **pencil** icon.
 - b. You can delete an entire order.

Thank you for joining us for another season! We look forward to hosting you. Let's Go Kraken!!