



# Online Lightscape Ticket Exchange



**Order Details**

**Confirmation Number:** 20250521-55336

**Order Date:** 05/21/2025

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**2x Lightscape Adult** \$58.00

- Lightscape
  - 11/20/2025 4:45 PM

**Step 1:** Locate your **ticket confirmation number** on your purchase order confirmation email.

# Online Lightscape Ticket Exchange

TEST ORDER: Thank You for Your Purchase - Your Order Number is #20250521-55322

Confirmations  
To Ecommerce  
Wed 5/21/2025 2:48 PM

Reply Reply All Forward

If there are problems with how this message is displayed, click here to view it in a web browser.  
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

TicketOrder20250521-55322.pdf  
26 KB

**EXCHANGES:** Are now available online for Lightscape. Save this email, and see additional information at the bottom.

[See Items](#)      [How to Exchange Ticket](#)      [Change Visit Date](#)

**\*\*\*\*\*TEST ORDER\*\*\*\*\***

**Thank you for your order, Charles.**

**Billing Information**

- Charles eCommerceTEST
- 1000 Lake Cook Rd
- TEST
- Glencoe, IL 60022
- 0000000000
- [ecommerce@chicagobotanic.org](mailto:ecommerce@chicagobotanic.org)

**Additional Information**

- Delivery Method: Member PDF Ticket
- Special Instructions: PDF ticket emailed to you.

Click on this link located in the purchase confirmation email.

**Step 2:** On purchase confirmation email, select [Change Visit Date](#) link.

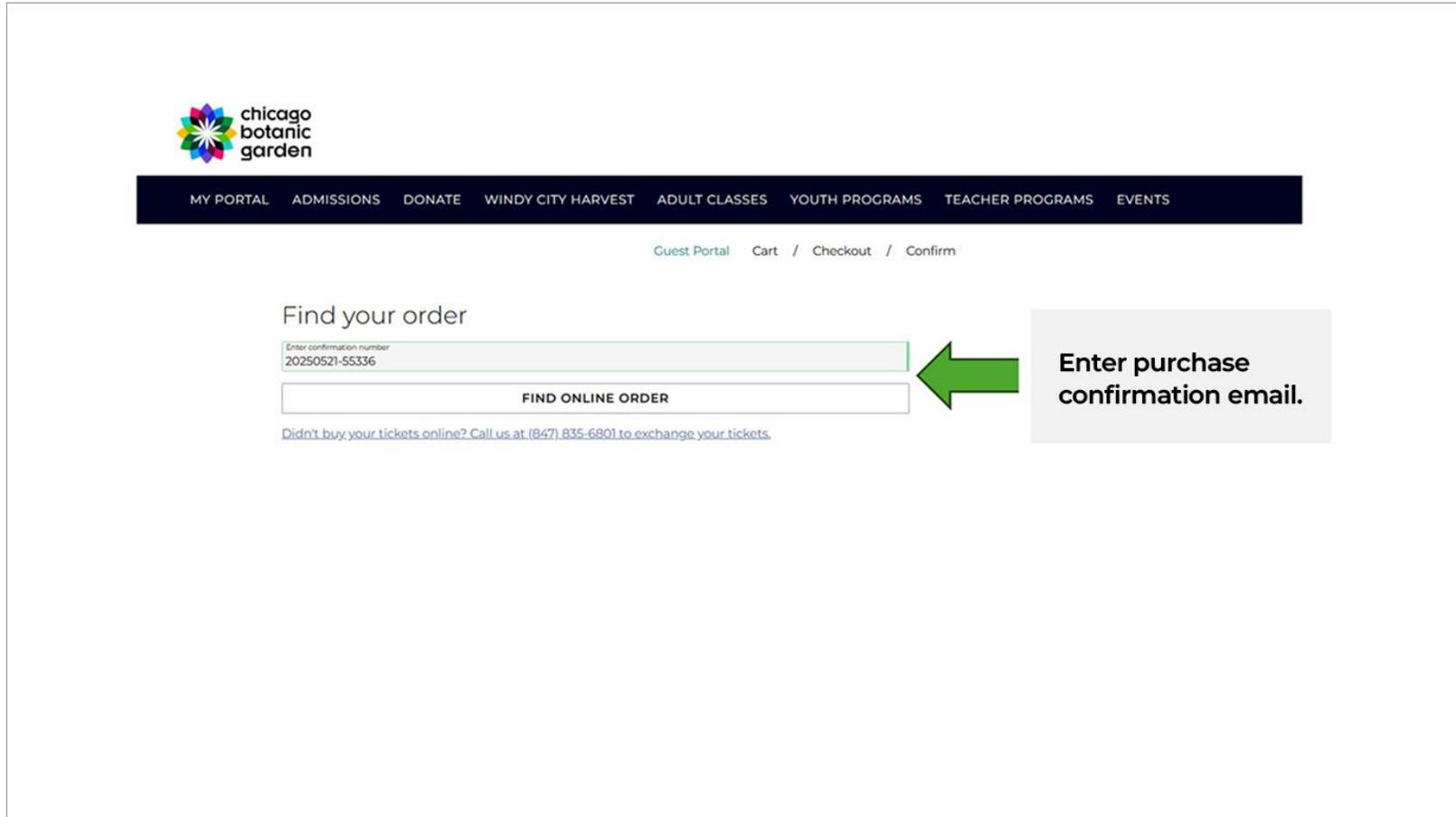


# Online Lightscape Ticket Exchange

A screenshot of the Chicago Botanic Garden website's "Find your order" page. The page features the Chicago Botanic Garden logo in the top left corner. Below the logo is a dark navigation bar with white text for "MY PORTAL", "ADMISSIONS", "DONATE", "WINDY CITY HARVEST", "ADULT CLASSES", "YOUTH PROGRAMS", "TEACHER PROGRAMS", and "EVENTS". Underneath the navigation bar is a breadcrumb trail: "Guest Portal / Cart / Checkout / Confirm". The main heading is "Find your order". Below this heading is a text input field with the placeholder "Enter confirmation number". To the right of the input field is a grey button with the text "Link goes to this page.". Below the input field is a button labeled "FIND ONLINE ORDER". At the bottom of the page, there is a link: "Didn't buy your tickets online? Call us at (847) 835-6801 to exchange your tickets."

**Step 3:** "Find your order" page will begin the exchange process.

# Online Lightscape Ticket Exchange



chicago  
botanic  
garden

MY PORTAL ADMISSIONS DONATE WINDY CITY HARVEST ADULT CLASSES YOUTH PROGRAMS TEACHER PROGRAMS EVENTS

Guest Portal / Cart / Checkout / Confirm

Find your order

Enter confirmation number  
20250521-55336

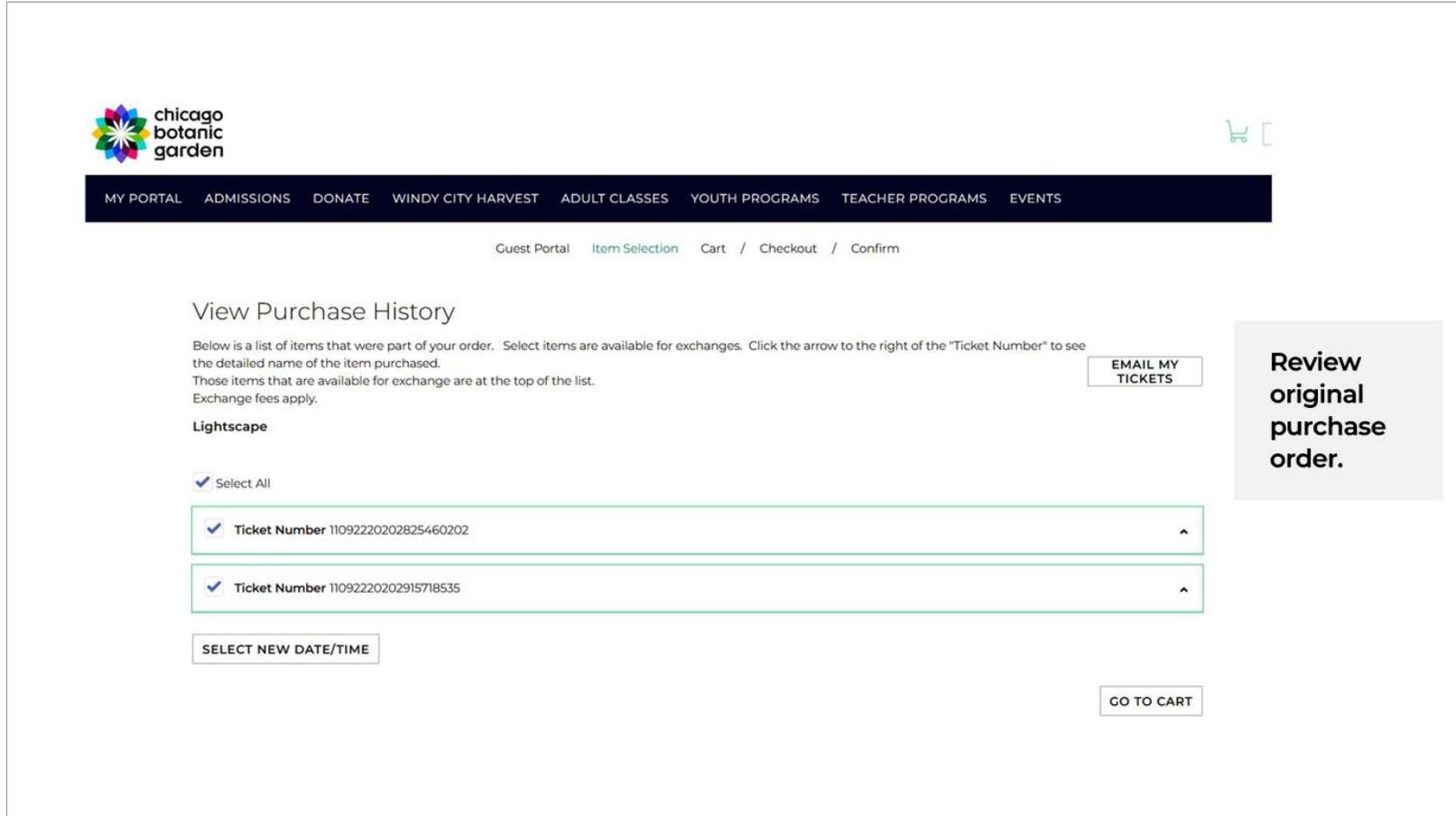
FIND ONLINE ORDER

Didn't buy your tickets online? Call us at (847) 835-6801 to exchange your tickets.

Enter purchase confirmation email.

**Step 4:** Enter the [purchase confirmation number](#) in the provide "Find your order" input field.

# Online Lightscape Ticket Exchange



The screenshot shows the Chicago Botanic Garden website's 'View Purchase History' page. At the top left is the logo. A dark navigation bar contains links: MY PORTAL, ADMISSIONS, DONATE, WINDY CITY HARVEST, ADULT CLASSES, YOUTH PROGRAMS, TEACHER PROGRAMS, and EVENTS. Below this is a breadcrumb trail: Guest Portal > Item Selection > Cart / Checkout / Confirm. The main heading is 'View Purchase History'. Below it is explanatory text: 'Below is a list of items that were part of your order. Select items are available for exchanges. Click the arrow to the right of the "Ticket Number" to see the detailed name of the item purchased. Those items that are available for exchange are at the top of the list. Exchange fees apply.' To the right of this text is an 'EMAIL MY TICKETS' button. Below the text is the section title 'Lightscape'. There is a 'Select All' checkbox with a checkmark. Two ticket entries are listed, each with a checkmark, a 'Ticket Number', and a dropdown arrow. The first ticket number is 11092220202825460202 and the second is 11092220202915718535. Below the list is a 'SELECT NEW DATE/TIME' button. At the bottom right is a 'GO TO CART' button. On the right side of the page, there is a grey callout box with the text 'Review original purchase order.'

**Step 5:** Review your original order on the "View Purchase History" page.

# Online Lightscape Ticket Exchange

Guest Portal [Item Selection](#) Cart / Checkout / Confirm

## View Purchase History

Below is a list of items that were part of your order. Select items are available for exchanges. Click the arrow to the right of the "Ticket Number" to see the detailed name of the item purchased. Those items that are available for exchange are at the top of the list. Exchange fees apply.

[EMAIL MY TICKETS](#)

**Lightscape**

Select All

Item Name	Event Name	Current Ticket Date	Download
<input checked="" type="checkbox"/> Ticket Number 11092220202825460202			
Lightscape Adult	Lightscape	11/20/2025 4:45 PM	
<input checked="" type="checkbox"/> Ticket Number 11092220202915718535			

[GO TO CART](#)

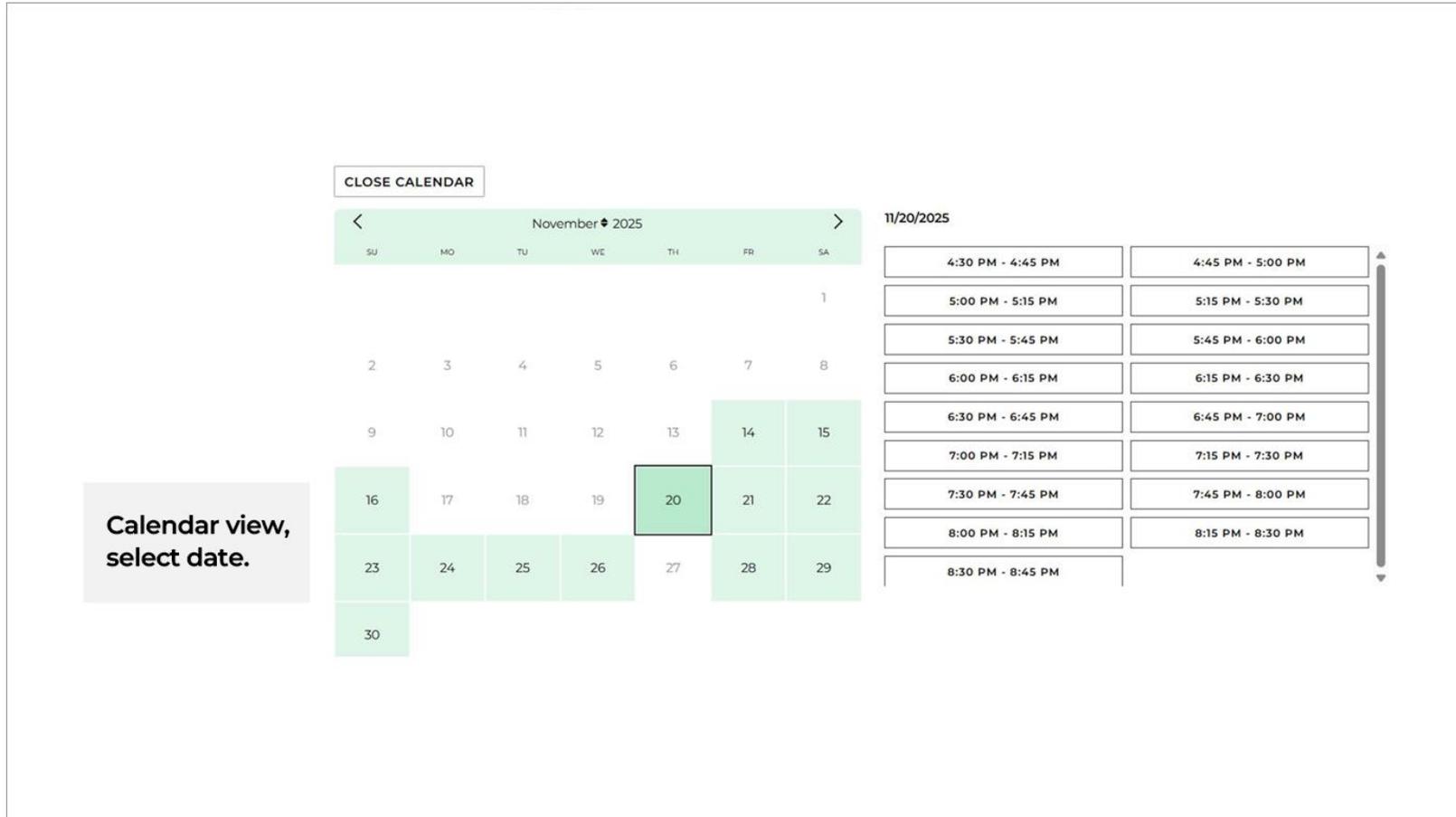
**Expand the row to view ticket details.**

**Select button to make changes.**



**Step 6:** Expand the ticket to review ticket details. To change the date and time, Select **New Date/Time** button.

# Online Lightscape Ticket Exchange



The screenshot displays the ticket exchange interface. On the left, a calendar for November 2025 is shown with the date 20th highlighted. A grey callout box points to the calendar with the text "Calendar view, select date." To the right, a list of ticket times for 11/20/2025 is displayed in a two-column grid. A vertical scrollbar is visible on the right side of the ticket list.

**CLOSE CALENDAR**

November 2025

SU	MO	TU	WE	TH	FR	SA
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

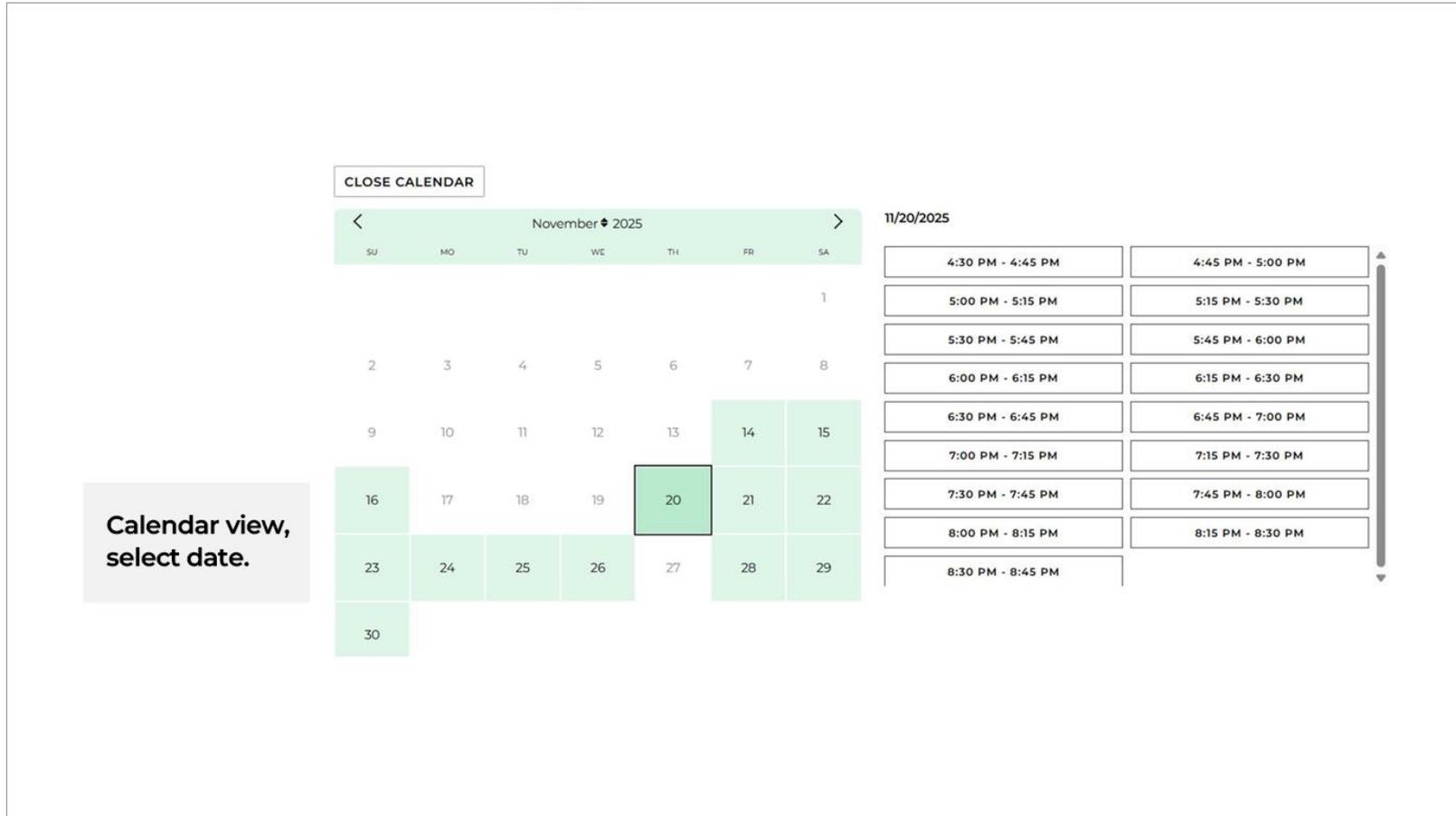
11/20/2025

4:30 PM - 4:45 PM	4:45 PM - 5:00 PM
5:00 PM - 5:15 PM	5:15 PM - 5:30 PM
5:30 PM - 5:45 PM	5:45 PM - 6:00 PM
6:00 PM - 6:15 PM	6:15 PM - 6:30 PM
6:30 PM - 6:45 PM	6:45 PM - 7:00 PM
7:00 PM - 7:15 PM	7:15 PM - 7:30 PM
7:30 PM - 7:45 PM	7:45 PM - 8:00 PM
8:00 PM - 8:15 PM	8:15 PM - 8:30 PM
8:30 PM - 8:45 PM	

Calendar view, select date.

**Step 7:** View the **calendar** and select **date**.

# Online Lightscape Ticket Exchange



The screenshot displays the ticket exchange interface. On the left, a calendar for November 2025 is shown with the date 20th highlighted. A callout box points to the calendar with the text "Calendar view, select date." To the right, a list of time slots for 11/20/2025 is displayed in a two-column grid. A vertical scrollbar is visible on the right side of the time slot list.

November 2025							11/20/2025	
SU	MO	TU	WE	TH	FR	SA		
						1	4:30 PM - 4:45 PM	4:45 PM - 5:00 PM
							5:00 PM - 5:15 PM	5:15 PM - 5:30 PM
							5:30 PM - 5:45 PM	5:45 PM - 6:00 PM
							6:00 PM - 6:15 PM	6:15 PM - 6:30 PM
							6:30 PM - 6:45 PM	6:45 PM - 7:00 PM
							7:00 PM - 7:15 PM	7:15 PM - 7:30 PM
							7:30 PM - 7:45 PM	7:45 PM - 8:00 PM
							8:00 PM - 8:15 PM	8:15 PM - 8:30 PM
							8:30 PM - 8:45 PM	

**Step 8:** New price information is shown. Select [Go to Cart](#) button. *Prices vary.*

# Online Lightscape Ticket Exchange

**Review shopping cart with the new ticket information**

### Shopping Cart

**Order Details**  
Changed your mind? Check the box next to the item in your cart then click "Update".

Item	Price	Quantity	Total	Remove
Lightscape Lightscape Lightscape Adult - 11/30/2025 7:00 PM - 7:15 PM	\$36.00	- 1 +	\$7.00	<input type="checkbox"/>
<b>Returned Event</b> 11092220202825460202 Lightscape Lightscape Adult - 11/20/2025 4:45 PM - 5:00 PM		(\$29.00)		
<b>Modifications are only final after checkout.</b>				
Lightscape Lightscape Lightscape Adult - 11/30/2025 7:00 PM - 7:15 PM	\$36.00	- 1 +	\$7.00	<input type="checkbox"/>
<b>Returned Event</b> 11092220202915718535 Lightscape Lightscape Adult - 11/20/2025 4:45 PM - 5:00 PM		(\$29.00)		
<b>Modifications are only final after checkout.</b>				

### Totals

Subtotal:	\$14.00
Tax:	\$0.00
Fees <a href="#">What's This?</a>	\$10.00
<b>Total:</b>	<b>\$24.00</b>

**CHECKOUT**

**RETURN TO TICKET SELECTION**

**Step 9: Cart view** includes time, new price, and ticket exchange fee.



# Online Lightscape Ticket Exchange

Receive a second email with your updated ticket information, same confirmation number applies.

The screenshot shows an email from 'Confirmations' to Akane Henriquez with the subject 'TEST ORDER: Thank You for Your Purchase - Your Order Number is #20250521-55336'. The email includes a PDF attachment and links for 'See Items' and 'How to Exchange Ticket'. Below the email content is a table summarizing the ticket exchange details.

<b>Confirmation Number:</b>	20250521-55336
<b>Order Date:</b>	05/21/2025
<b>2x Lightscape Adult</b>	\$58.00
• Lightscape	
• 11/20/2025 4:45 PM	
<b>1x Lightscape Adult</b>	\$36.00
• Lightscape	
• 11/30/2025 7:00 PM	
<b>-1x Lightscape Adult</b>	-\$29.00
• Lightscape	
• 11/20/2025 4:45 PM	
<b>1x Lightscape Adult</b>	\$36.00
• Lightscape	
• 11/30/2025 7:00 PM	
<b>-1x Lightscape Adult</b>	-\$29.00

**Step 10:** Email 2. Receive new ticket confirmation email. *Use original confirmation number.*



# Online Lightscape Ticket Exchange

Receive a second email with your updated ticket information, same confirmation number applies.

The screenshot shows an Outlook email window with the subject "TEST ORDER: Thank You for Your Purchase - Your Order Number is #20250521-55336". The email content includes a PDF attachment, a "See Items" link, and a "How to Exchange Ticket" link. Below the email content is a summary table of the ticket exchange.

<b>Confirmation Number:</b> 20250521-55336	
<b>Order Date:</b> 05/21/2025	
<b>2x Lightscape Adult</b>	\$58.00
• Lightscape	
• 11/20/2025 4:45 PM	
<b>1x Lightscape Adult</b>	\$36.00
• Lightscape	
• 11/30/2025 7:00 PM	
<b>-1x Lightscape Adult</b>	-\$29.00
• Lightscape	
• 11/20/2025 4:45 PM	
<b>1x Lightscape Adult</b>	\$36.00
• Lightscape	
• 11/30/2025 7:00 PM	
<b>-1x Lightscape Adult</b>	-\$29.00

**Step 11:** Receive new your new Lightscape ticket **QR codes**. Process is complete. Enjoy the experience.