

DIGITAL TICKET MANAGEMENT KIT





CONTACTING THE FRONT OFFICE

Our staff is ready and willing to assist you with any matter you might have

Dust Devils Main Office Hours

Game Days: Tuesday – Sunday 10am – 5pm

Non-Game Days: Tuesday – Sunday 9am – 5pm

From April 1st – September 12th the Dust Devils office is closed on Mondays

Phone Number: 509-544-8789

Email: tickets@dustdevilsbaseball.com

Address: 6200 Burden Blvd. Pasco, WA 99301

Social Media accounts

Website – The Official Ticket Site



ACCESSING YOUR TICKETS

STEP 1: Go to [Ticket Portal](https://mlb.tickets.com/?agency=TRDM_MYTIXX&orgid=57350#/auth/login) (https://mlb.tickets.com/?agency=TRDM_MYTIXX&orgid=57350#/auth/login) on your mobile device. Scroll down from the homepage and tap My Tickets.

STEP 2: If you have not set up an account, click **SIGN UP**. This will prompt you to enter First Name, Last Name, email and create a Password.

If you have an account enter the email address and password associated with your Dust Devils' account. If you do not know the email address associated with your account, contact the Dust Devils at (509) 544 - 8789 for assistance.

Tap **RESET PASSWORD** if you are unable to remember your password or to set a password for the first time.

STEP 3: Once logged in, your next event will appear on your home screen. **VIEW ALL TICKET INVENTORY** to view your tickets for your future games.

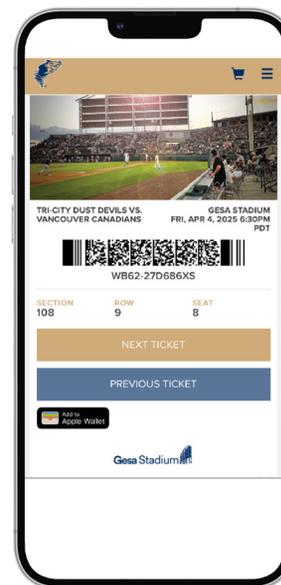
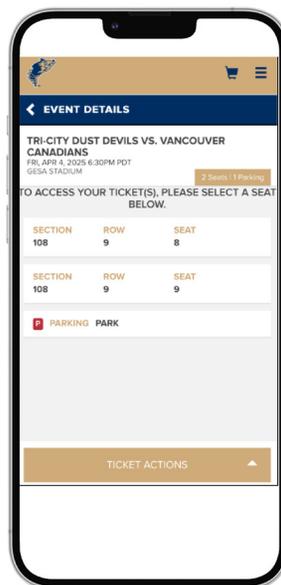
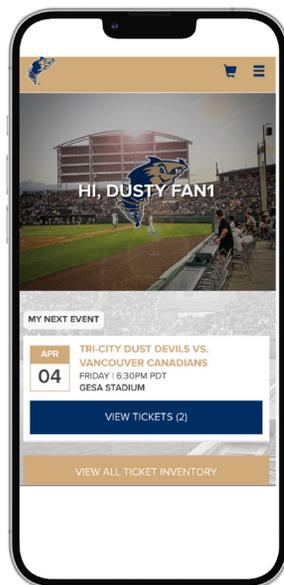
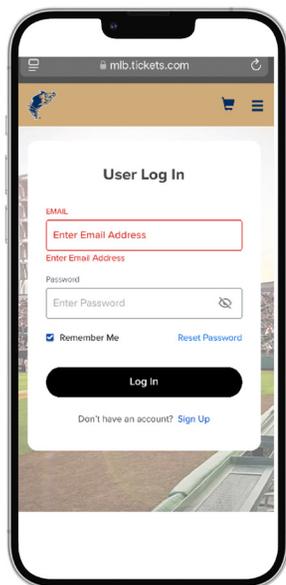
STEP 4: After selecting the date of the game you are attending, a list of tickets for that date will appear. Tap on the specific tickets to view the barcode.

STEP 5: After selecting specific tickets, a barcode will appear. Please have this page visible on your phone when you approach the gate.

Tap **NEXT TICKET** to scan barcodes on any additional tickets you may have.

The Dust Devils strongly recommend saving tickets to your Apple or Google wallet for quick retrieval on game days.

Parking: Season Ticket Holders - Each Season Ticket also acts as a parking pass so have them ready as you pull in. Mini-Game holders & Single Game Buys - your Parking pass will appear with your tickets. Please have the barcode ready as you pull in.



FORWARDING TICKETS

STEP 1: Once logged into your account, tap **VIEW ALL TICKET INVENTORY** to view future games. Select the game date you would like to forward.

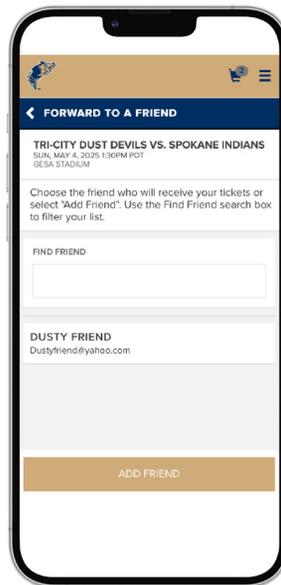
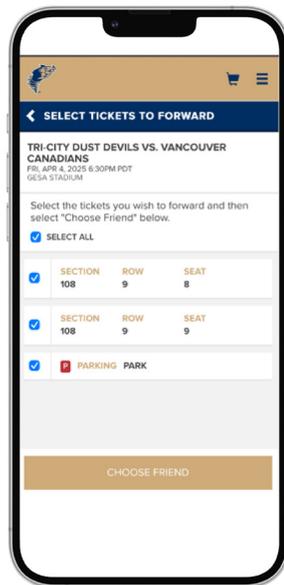
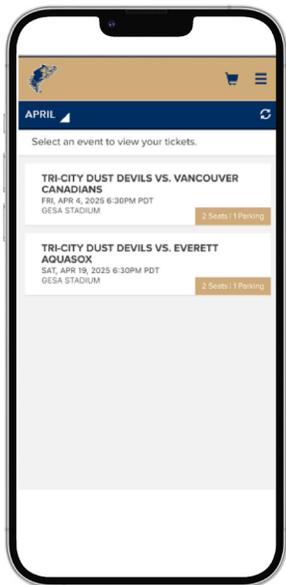
STEP 2: Once you have selected the game you would like to forward, the system will prompt you to enter the contact information of the fan receiving the ticket

STEP 3: Click **ADD FRIEND** if you need to enter a new person you want to send these tickets to. Once a contact is created it will save them as a Friend, and you will only need to select them.

STEP 4: The person receiving the email will receive an email notification when the ticket is sent. They will also need to set up an online account to access them

TEXTING: You can also send a screenshot from your phone and text the tickets to someone. As long as we can scan the barcode the tickets will work.

Don't forget to also send the parking pass.



EXCHANGING TICKETS

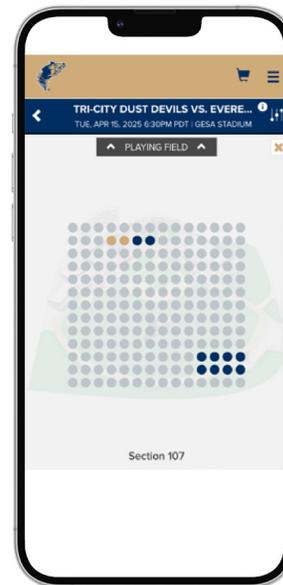
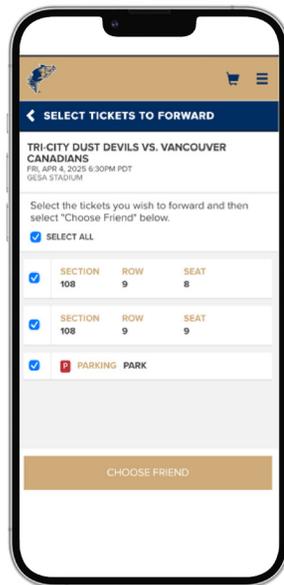
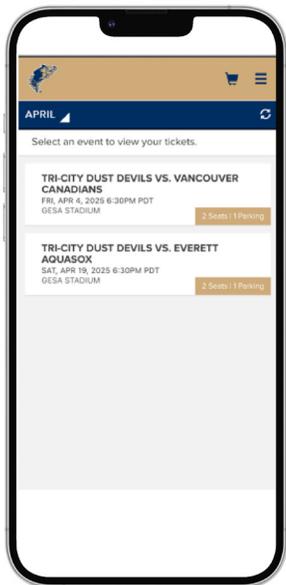
STEP 1: Once logged into your account, tap **VIEW ALL TICKET INVENTORY** to view future games. Select the game date you would like to exchange.

STEP 2: Once you have selected the game you would like to exchange, a list of all tickets for that date will appear. Tap **EXCHANGE** at the bottom of your screen

STEP 3: Select the seats you would like to exchange, and tap **CONTINUE**. You will also need to exchange parking but separately.

STEP 4: Verify the game and seats you would like to exchange are correct and tap **FIND ELIGIBLE EVENTS**.

STEP 5: After selecting your new game, set your search options and tap **OK**. Tap a seating section on the set map to view available sections. Once you have selected the section, you can select your new seats. The number of seats selected must match the number of seats you are exchanging.



NEVER WASTED TICKET

If a ticket in a ticket package goes unused (Season Ticket or Mini - Plan) it becomes a never wasted ticket. In past season this ticket would become a General Admission voucher. For this season, the ticket will retain its full value (upper or lower box) **if redeemed online.**

You will follow the same steps in **Ticket Exchange** to redeem a Never Wasted Ticket.

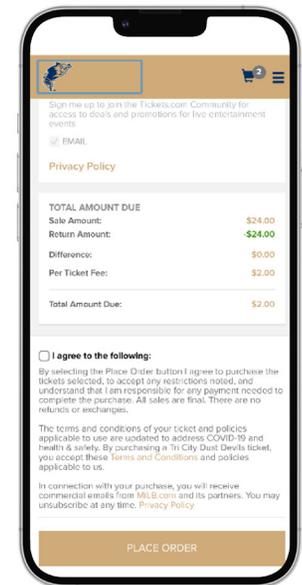
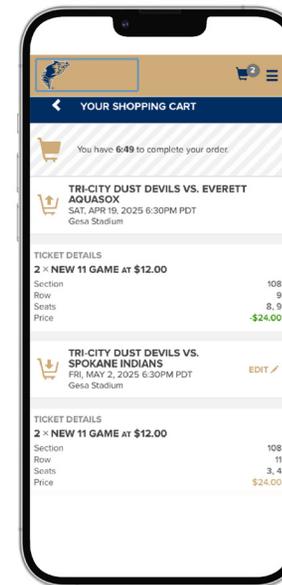
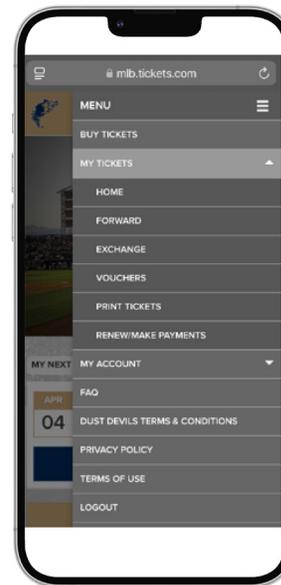
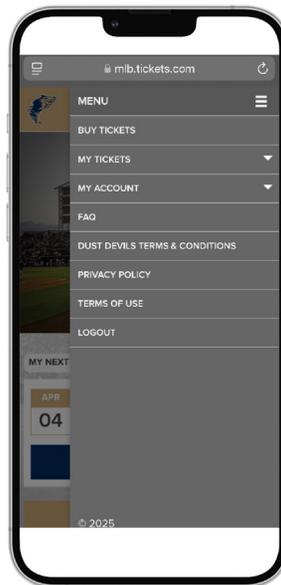
STEP 1: To start the process, you will go to the Menu -> My Tickets -> Exchange. Then you will follow the same steps in **Ticket Exchange** to redeem a Never Wasted Ticket.

There is a small online fee. If you want to avoid the fee you can call into the Dust Devils office at (509) 544 8789 and we can redeem it for you.

If a Never Wasted Ticket is redeemed in person or over the phone the value of the tickets will only be General Admission. However.

STEP 2: Verify the details in your shopping cart. Scroll down and tap Place Order to complete the exchange. Please note that online exchange fees will apply. If you would like to avoid the online fees, please call the Dust Devils at (509) 544-8987 for assistance in exchanging games. The game you exchanged into will appear in your account.

Please note you must repeat the steps above to exchange your digital parking passes into your new game.



REDEEMING BONUS BOOK VOUCHERS

STEP 1: Once logged into your account, tap the Menu icon located on the top right of your screen.

STEP 2: Tap **MY TICKETS** and then **VOUCHERS**

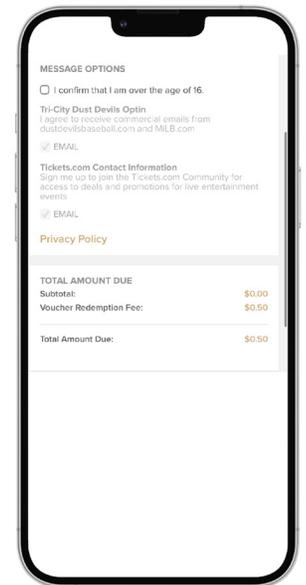
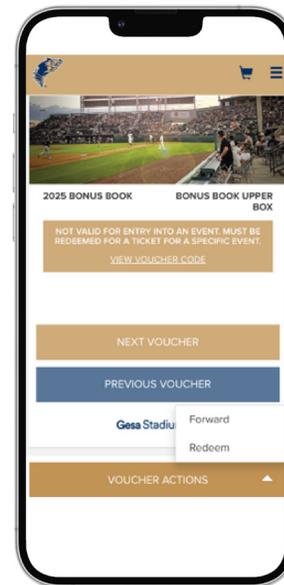
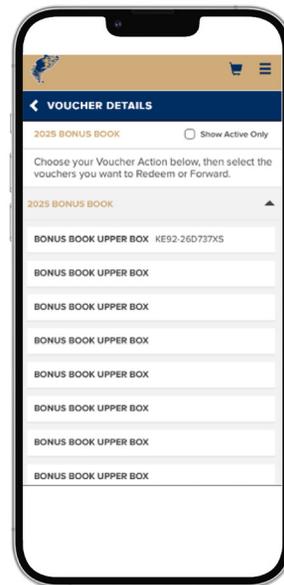
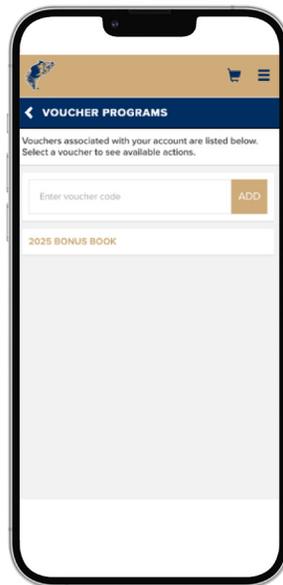
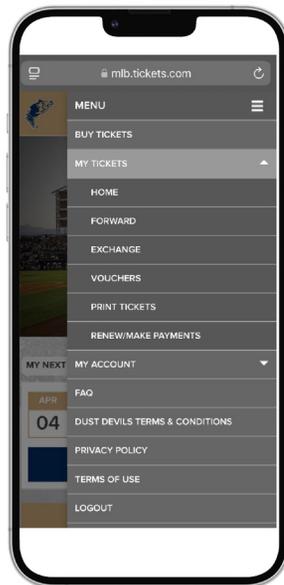
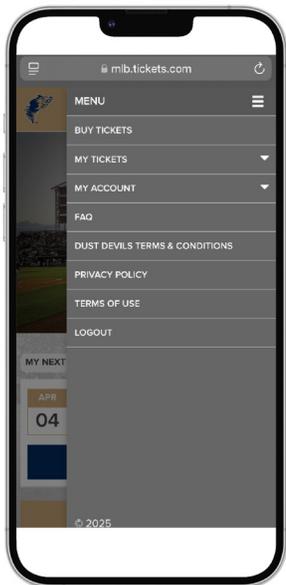
STEP 3: Tap the vouchers you would like to redeem, and tap **CONTINUE** (don't worry if the redemption codes don't show up. That's Normal)

STEP 4: Scroll through the list of available events and tap the event you would like to attend.

STEP 5: Tap a seating section on the seat map to view available section. Select an available section from the seat map then select your seats. Please note the number of seats in an available pod must match the number of seats you are redeeming.

STEP 6: Verify the details in your shopping cart. Scroll down and tap **PLACE ORDER** to complete the transaction.

Please note that online fees will apply. If you would like to avoid the online fees, please call the Dust Devils at (509) 544-8789 for assistance in redeeming vouchers. The tickets will then appear in your online ticket inventory

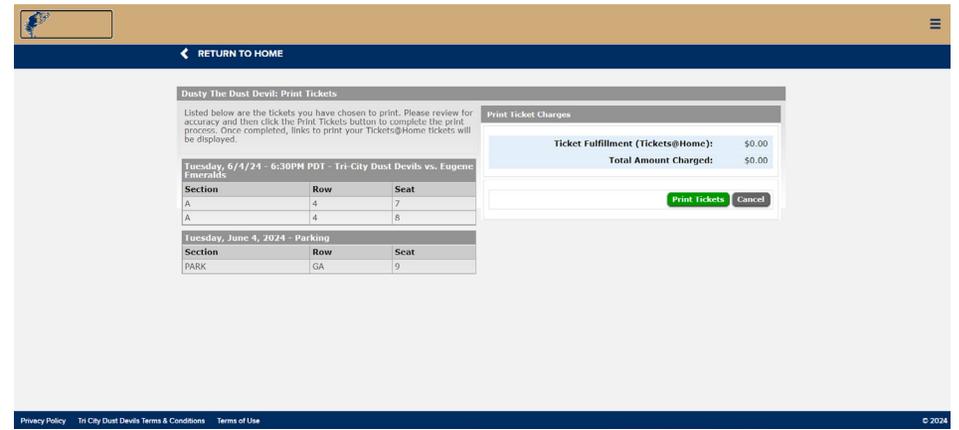
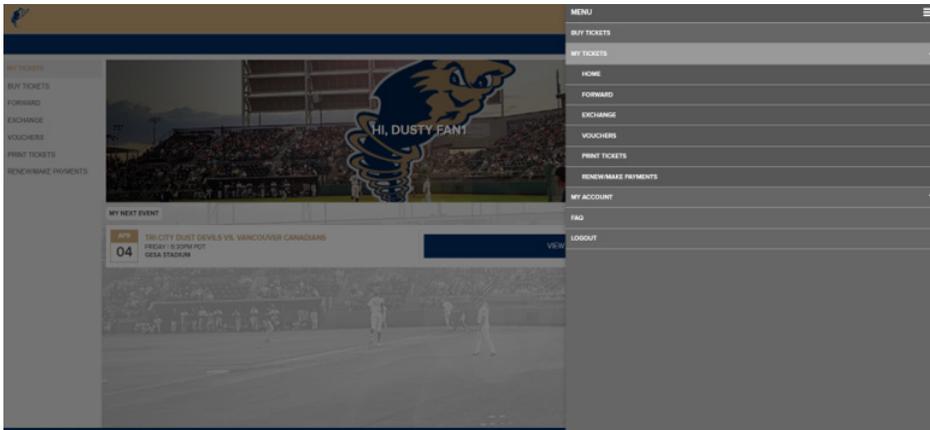


PRINTING TICKETS

To Print Tickets from the Home or Office you will click **MENU -> MY TICKETS -> PRINT TICKETS**

Then you can select the dates you would like to print.

Don't forget to print the parking pass.





2025

SUN	MON	TUE	WED	THU	FRI	SAT
					4 VAN 6:30	5 VAN 6:30
6 VAN 1:30	7	8	9 EUG 6:35	10 EUG 6:35	11 EUG 6:35	12 EUG 5:05
13 EUG 1:05	14	15 EVE 6:30	16 EVE 3:30	17 EVE 6:30	18 EVE 6:30	19 EVE 6:30
20 EVE 1:30	21	22 HIL 6:35	23 HIL 6:05	24 HIL 6:35	25 HIL 6:35	26 HIL 4:05
27 HIL 1:05	28	29 SPO 6:30	30 SPO 6:30			

Fri 4 Opening Night Fireworks - **CO-Energy PLUS** Magnet Schedule Giveaway - **Tri-Cities Community Health**
 Sat 5 Postgame Fireworks - **Yoke's Fresh Market**
 Wed 16 Special 3:30 Start
 Thu 17 Thirsty Thursday
 Fri 18 Family Feast Night
 Sat 19 Postgame Fireworks - **BNSF**
 Wed 30 Bark In The Park

SUN	MON	TUE	WED	THU	FRI	SAT
		1 SPO 7:05	2 SPO 7:05	3 SPO 7:05	4 SPO 7:05	5 SPO 7:05
6 SPO 1:05	7	8 EVE 7:05	9 EVE 7:05	10 EVE 7:05	11 EVE 7:05	12 EVE 7:05
13 EVE 1:30	14	15	16	17	18 EUG 6:35	19 EUG 5:05
20 EUG 1:30	21	22 HIL 6:35	23 HIL 6:35	24 HIL 6:35	25 HIL 7:05	26 HIL 6:35
27 HIL 1:05	28	29 VAN 7:05	30 VAN 7:05	31 VAN 7:05		

Thu 3 Postgame Fireworks - **McEachen Electric**
 Wed 9 Little League Night - **Benton Franklin Orthopedic Associates**
 Thu 10 Dash For Cash - **Wildhorse Resort & Casino**
 Fri 11 Family Feast Night - **Tri-Cities Airport**
 Sat 12 Postgame Fireworks - **Columbia Basin Hearing Center**
 Sun 13 Sundae Sunday - **CO-Energy**
 Wed 30 Dusty's Birthday - **Chuck E. Cheese**
 Thu 31 **The Pasco Economic Development Project**

SUN	MON	TUE	WED	THU	FRI	SAT
					1 SPO 6:30	2 SPO 6:30
4 SPO 1:30	5	6 EVE 7:05	7 EVE 7:05	8 EVE 5:05	9 EVE 1:05	10 EVE 7:05
11 EVE 4:05	12	13 HIL 6:30	14 HIL 6:30	15 HIL 6:30	16 HIL 6:30	17 HIL 6:30
18 HIL 1:30	19	20 SPO 11:05	21 SPO 6:35	22 SPO 6:35	23 SPO 6:35	24 SPO 6:35
25 SPO 1:05	26	27 EUG 6:30	28 EUG 6:30	29 EUG 6:30	30 EUG 6:30	31 EUG 6:30

Fri 2 Family Feast Night **PLUS** Influencer Night - **Gutter Girl**
 Sat 3 Postgame Fireworks - **Roto-Rooter**
 Sun 4 Get Away Night - **Legends Casino**
 Tue 13 Mental Health Awareness Night - **Coordinated Care**
 Wed 14 Love At 425 - **Papa Murphy's**
 Fri 16 School Night - **Pahlisch Homes PLUS** Family Feast Night
 Sat 17 Postgame Fireworks
 Sun 18 Youth Baseball Clinic - **Dutch Bros**
 Wed 28 Disco with the Dust Devils - **Goodwill**
 Thu 29 Dollar In Your Dog - **Big 5 Sporting Goods**
 Fri 30 Family Feast Night
 Sat 31 Postgame Fireworks - **Desert Food Mart**

SUN	MON	TUE	WED	THU	FRI	SAT
					1 VAN 7:05	2 VAN 7:05
3 VAN 7:05	4	5 EVE 7:05	6 EVE 7:05	7 EVE 7:05	8 EVE 7:05	9 EVE 7:05
10 EVE 4:05	11	12 EUG 7:05	13 EUG 7:05	14 EUG 7:05	15 EUG 7:05	16 EUG 7:05
17 EUG 7:05	18	19 VAN 7:05	20 VAN 7:05	21 VAN 7:05	22 VAN 1:05	23 VAN 7:05
24 VAN 1:05	25	26 SPO 6:35	27 SPO 6:35	28 SPO 6:35	29 SPO 6:35	30 SPO 6:35
31 SPO 6:35						

Fri 1 Family Feast Night - **Yoke's Fresh Market**
 Sat 2 Postgame Fireworks - **Teamsters Local 839**
 Sun 3 Fantasy Baseball Night - **D-Bat Columbia Basin**
 Wed 13 Weenie Wednesday - **Vern's Food Service**
 Thu 14 Viñeros de Tri-City Jersey Auction - **Roto-Rooter**
 Fri 15 Family Feast Night
PLUS Drone Show - **Gesa Credit Union**
 Sat 16 Postgame Fireworks - **IBEW 112 & NECA**
 Sun 17 Hat Giveaway - **Community Real Estate**

SUN	MON	TUE	WED	THU	FRI	SAT
1 EUG 1:30	2	3 VAN 6:30	4 VAN 6:30	5 VAN 6:30	6 VAN 6:30	7 VAN 6:30
8 VAN 1:30	9	10 EVE 7:05	11 EVE 7:05	12 EVE 7:05	13 EVE 7:05	14 EVE 7:05
15 EVE 4:05	16	17 HIL 7:05	18 HIL 7:05	19 HIL 7:05	20 HIL 7:05	21 HIL 7:05
22 HIL 7:05	23	24 VAN 7:05	25 VAN 7:05	26 VAN 7:05	27 VAN 1:05	28 VAN 1:05
29 VAN 1:05	30	Sun 1	Tue 3			

Sun 1 Youth Baseball Clinic - **Dutch Bros**
 Tue 3 ALS Awareness Night - **Bergstrom Aircraft**
 Wed 4 Inclusion Night - **Columbia Ability Alliance**
 Fri 6 Family Feast Night
 Sat 7 Oat Milkers Night **PLUS** Fireworks - **HiLine Engineering**
 Sun 8 Team Photo Giveaway - **AutoZone Distribution Center**
 Wed 18 Weenie Wednesday - **Vern's Food Service**
 Thu 19 Breast Cancer Awareness - **Inland Imaging**
 Fri 20 Family Feast Night
PLUS Boat Tote Giveaway - **Gesa Credit Union**
 Sat 21 Postgame Fireworks - **Pro Made Homes**
 Sun 22 Love At 425 - **Papa Murphy's**

SUN	MON	TUE	WED	THU	FRI	SAT
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SEPTEMBER

	1	2 HIL 6:30	3 HIL 6:30	4 HIL 6:30	5 HIL 6:30	6 HIL 6:30
7 HIL 1:30						

Subject to change. Gates open 1 hour prior to game time.

Thu 4 Baseball Card Giveaway - **Good Shepherd Health Care System**
 Fri 5 Back To School Weekend: RoosterTails Jersey Auction - **BNSF PLUS** Family Feast Night
 Sat 6 Postgame Fireworks - **CO-Energy**

HOME
 VIÑEROS
 FAMILY FEAST NIGHT
 AWAY
 ROOSTER TAILS
 FIREWORKS
 EVE - EVERETT
 SPO - SPOKANE
 EUG - EUGENE
 TRI - TRI-CITY
 HIL - HILLSBORO
 VAN - VANCOUVER