

STUDENT 49ER CLUB LOYALTY POINT OVERVIEW

NNLP = Niner Nation Loyalty Point

How do I receive NNLPs?

For Soccer, Volleyball, Baseball & Women's Basketball:

- 1) Present valid Charlotte **Student ID** for the game.
- 2) Student ID will be scanned at entry to each ticketed event. If valid, the loyalty point will be captured.

For Football & Men's Basketball:

- 1) Follow the online ticketing procedure to Request & Claim ticket.
 - 2) Present **Student ID** upon entry where ticket will be scanned. If valid, the loyalty point will be captured.
-

If I don't see the NNLP in my account, can I appeal or fix the issue?

Yes however Niner Nation Loyalty Point appeals will only be heard for students who attended the event and believe that there was a scanning error. To appeal an event, send an email within 48 hours of the event to niner@uncc.edu with the following information:

Subject: Loyalty Point Appeal
Include: - Name
- Game Attended
- Reason you believe there was an error

Point updates are run by 12:00 NOON the day following an event if not sooner.

Again, appeals will only be heard if there was a scanning error. NO appeals will be reviewed based on scheduling conflicts or any other reason. Decisions of the Athletic Ticket Office are final and appeal process is subject to change.

Do my NNLPs roll over to the next school year?

Yes. This is the process used in rolling over NNLP's from the previous seasons to the current season.

Procedure:

1. Students must accumulate at least 10 NNLP's to be eligible for roll over. Students that did not reach the minimum will have zero (0) points rolled over.
2. Percentage of points rolled over will be based on your class standing for the current school year determined by the Registrar's office. Percentages for each class are as follows:

a. Sophomore:	10%
b. Junior	15%
c. Senior	20%
d. Graduate/Doctorate	20%
3. Points will be rounded to the nearest whole number.
Example: 21 Points at 10% would be rounded to 2 points for this season.
25 Points at 10% would be rounded to 3 points for this season.

Point roll over will be determined during the first few weeks of Fall classes and can be seen on the Student Ticket Website under Attendance History.

All ticketing policies and procedures are subject to change.

Please direct questions to the 49ers Ticket Office at niner@uncc.edu.