

Tips with scanning

- hold the scanner about 8 - 10cm away from the bar code.
- Press the button down which will show a laser light on the paper.
- Shine this light on the bar code and if you don't get an immediate read, just flex your wrist and scan from the top of the bar code to the bottom of the code to find a region that is going to give a good scan.
- The scanner will stop scanning after a few seconds, so just press the button again.
- Ensure the cursor is flashing in the box on the screen of the computer.
- Prepare your patrons in line, ask them to fan their tickets so the bar code is clearly visible on each ticket for a quick scan.
- At times a ticket will not scan, if you find this you can simply key in the last set of number AFTER the dash (-) from the set of numbers under the ticket bar code.
- In direct sunlight, you may struggle to see the laser light, so consider using your body to shade the ticket bar code so the light is easier to see.
- Please remember you are using laser scanners, so do avoid shining them in any person or animal eyes, always point them downwards away from your patrons / colleagues.
- Have a HELP Desk setup who will take any "problems" out of your queue to ensure your line keeps moving.
- Ensure you train your volunteers on correct use, what to do if this happens and how to keep a line moving.
- If you have different tickets such as 3 days passes, day passes, consider setting up different lines if you can to allow a quick visual as well to happen.
- Give "value" to those that have pre-purchased tickets, ensuring there is a special queue for these people and if possible give them priority for entrance. You need the message to go out that they should pre- purchase next time round.

What to Do If?

A ticket won't scan. Each ticket has a set of numbers under the barcode. This is the ticket number with the first part being your event ID - ticket number. If you are not considered about the event ID or are checking it, just enter the last set of digits after the dash (-). This will tell you if the ticket has been presented already or not.

A Person arrives without a Ticket. It NOT the job of the scanning person to deal with this person. Please refer this person to a HELP desk and remove them from your queue. At the help desk, (away from the queue) they need to have a printed out report there (or access to computer with internet to look it up). They look up the person's name who the booking was made in, they check their ID and write up a slip with the ticket number on it. If you need to use a report, run a report called Export Data, select Booking First & Last name and Ticket number.

TIP: Some people ask for Credit card authority to be signed at this point in case these tickets are presented at some later stage.

No Number on the Ticket. Some home printers may miss printing the barcode. In this case, send this person to the HELP desk who will look up their booking and confirm their ticket number and writes up a slip with it. Their ticket will have the name of the person who made that booking.

Scanner Stops Scanning. Check that your scanner cord is still well connected to the computer. Check there is power to the computer. Try another scanner in that computer. Make sure you are pressing the trigger and that your cursor is in the small box on the screen.

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