ENTRY

Stand 3 ft from turnstile

Goal: Keep entry traffic running smoothly!

- Groups paying together can enter together, 1 scan per group
- Check IDs per policy
- 2 alcoholic drinks per person
- When finished, there is no checkout, enjoy the game!

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- When finished, there is no checkout, enjoy the game!

BADGE #1: Event badge (alcohol - YES) ID check at ENTRY

EXIT

Stand 3 ft from turnstile

Goal: Keep it moving!

- Alcoholic drinks must be opened before customer can exit the area
- The gate does <u>not</u> need to close between customers.
- Confirm 2 alcoholic drink limit is followed.

EXIT

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BADGE #1: Event badge (alcohol - YES) ID check at ENTRY

EXIT

Stand 3 ft from turnstile

Goal: Keep it moving!

- ID check all alcohol customers, 2 drink max
- Do not lean or sit items on turnstiles
- If anyone asks how to check out or exit, say "Zip Out. That's It."

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BADGE #1: Event badge (alcohol -YES) ID check at EXIT

per valid ID"When finished, there is no checkout, enjoy the game!	per valid ID"When finished, there is no checkout, enjoy the game!	per valid ID"When finished, there is no checkout, enjoy the game!
ENTRY Stand 3 ft from turnstile	ENTRY Stand 3 ft from turnstile	ENTRY Stand 3 ft from turnstile
Goal: Keep entry traffic running smoothly!	Goal: Keep entry traffic running smoothly!	Goal: Keep entry traffic running smoothly!
 Groups paying together can enter together "Have ID ready at exit if purchasing alcohol" "Limit 2 alcoholic drinks per valid ID" When finished, there is no checkout, enjoy the game! 	 Groups paying together can enter together "Have ID ready at exit if purchasing alcohol" "Limit 2 alcoholic drinks per valid ID" When finished, there is no checkout, enjoy the game! 	 Groups paying together can enter together "Have ID ready at exit if purchasing alcohol" "Limit 2 alcoholic drinks per valid ID" When finished, there is no checkout, enjoy the game!
	ENTRY ENTRY Stand 3 ft from turnstile Goal: Keep entry traffic running smoothly! Groups paying together can enter together "Have ID ready at exit if purchasing alcohol" "Limit 2 alcoholic drinks per valid ID" When finished, there is no checkout, enjoy the	ro checkout, enjoy the game! ENTRY Stand 3 ft from turnstile Goal: Keep entry traffic running smoothly! Groups paying together can enter together ean enter together "Have ID ready at exit if purchasing alcohol" "Limit 2 alcoholic drinks per valid ID" When finished, there is no checkout, enjoy the game! ENTRY Stand 3 ft from turnstile Goal: Keep entry traffic running smoothly! Groups paying together can enter together can enter together "Have ID ready at exit if purchasing alcohol" "Limit 2 alcoholic drinks per valid ID" When finished, there is no checkout, enjoy the

ENTRY

Stand 3 ft from turnstile

Goal: Keep entry traffic

running smoothly!

Groups paying together

"Have ID ready at exit if

"Limit 2 alcoholic drinks

can enter together

purchasing alcohol"

ENTRY

Stand 3 ft from turnstile

Goal: Keep entry traffic

running smoothly!

Groups paying together

can enter together

• "Have ID ready at exit if

purchasing alcohol"

"Limit 2 alcoholic drinks

ENTRY

Stand 3 ft from turnstile

Goal: Keep entry traffic

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Stand 3 ft from turnstile

Goal: Keep entry traffic running smoothly!

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Groups paying together

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purchasing alcohol"

"Limit 2 alcoholic drinks

· When finished, there is no checkout, enjoy the

per valid ID"

game!

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game!

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ENTRY

Stand 3 ft from turnstile

Goal: Keep entry traffic

running smoothly!

Groups paying together

"Have ID ready at exit if

purchasing alcohol"

"Limit 2 alcoholic drinks

can enter together

ENTRY

Stand 3 ft from turnstile

Goal: Keep entry traffic running smoothly!

- A pre-authorization charge occurs at the time of entry (they are then removed)
- Groups paying together can enter together

ENTRY

Stand 3 ft from turnstile

Goal: Keep entry traffic running smoothly!

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Stand 3 ft from turnstile

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BADGE #1: Event badge (alcohol - NO)

Goal: Keep it moving!	Goal: Keep it moving!	Goal: Keep it moving!	Goal: Keep it moving!	Goal: Keep it moving!
 Keep groups from	 Keep groups from	 Keep groups from	 Keep groups from	 Keep groups from
gathering near the	gathering near the	gathering near the	gathering near the	gathering near the
exit	exit	exit	exit	exit
 If anyone asks how to	 If anyone asks how to	• If anyone asks how to	 If anyone asks how to	 If anyone asks how to
check out or exit, say	check out or exit, say	check out or exit, say	check out or exit, say	check out or exit, say
"Zip Out. That's It."	"Zip Out. That's It."	"Zip Out. That's It."	"Zip Out. That's It."	"Zip Out. That's It."
Y				

EXIT

Stand 3 ft from turnstile Stand 3 ft from turnstile

EXITStand 3 ft from turnstile

exit

Goal: Keep it moving!

EXIT

Stand 3 ft from turnstile

- Keep groups from gathering near the
- If anyone asks how to check out or exit, say "Zip Out. That's It."

EXITStand 3 ft from turnstile

EXIT

Goal: Keep it moving!

- Keep groups from gathering near the exit
- If anyone asks how to check out or exit, say "Zip Out. That's It."

Stand 3 ft from turnstile

EXIT

Goal: Keep it moving!

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EXIT

Goal: Keep it moving!

Stand 3 ft from turnstile

EXIT

Stand 3 ft from turnstile

- Keep groups from gathering near the exit
- If anyone asks how to check out or exit, say "Zip Out. That's It."

EXITStand 3 ft from turnstile

Goal: Keep it moving!

EXIT

Stand 3 ft from turnstile

- Keep groups from
- Keep groups from gathering near the exit
- If anyone asks how to check out or exit, say "Zip Out. That's It."

BADGE #1: Event badge (alcohol- NO)

| Zippin Urgent Support
(831) 273-6671 |
|--|--|--|--|--|
| Gate not opening at all? Hold the yellow button and [#] button to reboot the card reader | Gate not opening at all? Hold the yellow button and [#] button to reboot the card reader | Gate not opening at all? Hold the yellow button and [#] button to reboot the card reader | Gate not opening at all? Hold the yellow button and [#] button to reboot the card reader | Gate not opening at all? Hold the yellow button and [#] button to reboot the card reader |
| support.getzippin.com
(non-urgent) | support.getzippin.com
(non-urgent) | support.getzippin.com
(non-urgent) | support.getzippin.com
(non-urgent) | support.getzippin.com
(non-urgent) |
| | | | | |
| SUPPORT | SUPPORT | SUPPORT | SUPPORT | SUPPORT |
| SUPPORT Zippin Urgent Support (831) 273-6671 |
| Zippin Urgent Support |

SUPPORT

SUPPORT

SUPPORT

SUPPORT

BADGE #2: Support Front

SUPPORT

PRODUCT HANDLING

- Never take items from or hand items to shoppers
- Check often: tidy the store to keep items on the right shelf; use app
- Help customers shop if needed by entering the store in their group

PRODUCT HANDLING

- Never take items from or hand items to shoppers
- Check often: tidy the store to keep items on the right shelf, use app
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- Help customers shop if needed by entering the store in their group

BADGE #2: Back of Support card

CUSTOMER SERVICE

Receipts are available within a day (they are not instant)



-OR-Visit this website for receipts (or to request refunds)

shop.getzippin.com

CUSTOMER SERVICE

Receipts are available within a day (they are not instant)



Visit this website for receipts (or to request refunds)

shop.getzippin.com

CUSTOMER SERVICE

Receipts are available within a day (they are not instant)



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BADGE #3: Customer Service Front

Help shoppers have a great experience:

Help shoppers have a great experience:

If someone enters with

Help shoppers have a great experience:

Help shoppers have a great experience:

Help shoppers have a great experience:

- If someone enters with the wrong group: "I don't think your scan registered" Ask them to exit and re-enter.
- the wrong group: "I don't think your scan registered" Ask them to exit and re-enter. Never hold gates open
- If someone enters with the wrong group: "I don't think your scan registered" Ask them to exit and re-enter. Never hold gates open

Make sure nobody

turnstiles

leans on shelves &

• The pre-auth will fall off

- If someone enters with the wrong group: "I don't think your scan registered" Ask them to exit and re-enter. Never hold gates open
- Make sure nobody
 - leans on shelves & turnstiles
 - The pre-auth will fall off
- If someone enters with the wrong group: "I don't think your scan registered" Ask them to exit and re-enter. Never hold gates open
- Make sure nobody
 - leans on shelves & turnstiles
- The pre-auth will fall off

- Never hold gates open
- Make sure nobody leans on shelves & turnstiles
- The pre-auth will fall off

Help shoppers have

a great experience:

If someone enters with

registered" Ask them to

the wrong group: "I

exit and re-enter.

Make sure nobody

leans on shelves &

turnstiles

don't think your scan

Never hold gates open

- Make sure nobody leans on shelves &
 - turnstiles The pre-auth will fall off

Help shoppers have a great experience:

- If someone enters with the wrong group: "I don't think your scan registered" Ask them to exit and re-enter.
- Never hold gates open
- Make sure nobody leans on shelves & turnstiles
- The pre-auth will fall off The pre-auth will fall off

Help shoppers have a great experience:

- If someone enters with the wrong group: "I don't think your scan registered" Ask them to exit and re-enter.
- Never hold gates open
- Make sure nobody leans on shelves & turnstiles
- The pre-auth will fall off

Help shoppers have a great experience:

- If someone enters with the wrong group: "I don't think your scan registered" Ask them to exit and re-enter.
- Never hold gates open
- Make sure nobody leans on shelves & turnstiles
- The pre-auth will fall off

Help shoppers have a great experience:

the wrong group: "I don't think your scan registered" Ask them to exit and re-enter.

If someone enters with

- Never hold gates open
- Make sure nobody leans on shelves & turnstiles
- The pre-auth will fall off

BADGE #3: Customer Service Back

Front

DESIGN YOUR OWN BADGE

Title Here

- tips or instructions
- tips or instructions
- tips or instructions
- •have a great day!

Back

Title Here

- tips or instructions
- tips or instructions
- •tips or instructions
- •have a great day!

The badges are intended to be printed and placed back-to-back inside of a lanyard pouch.

Select the Proper Variation

Note - store processes vary by policy, product type, and store format.

It is important to note the bottom right of the page. This identifies which store type that card is relevant for.

BADGE #1: Event badge (alcohol - YES) ID check at ENTRY

Badge Card
Playbook
reference page
found here

Suggested Print and Assembly Instructions

Set	Front	Back
1	ENTRY	EXIT
2	SUPPORT	PRODUCT HANDLING
3	CUSTOMER SERVICE	GREAT EXPERIENCE

Custom Badge Card Design

Managers can design their own badge cards. The final page of the attachment is set up for custom design.

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