

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

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Goal: Keep it moving!

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

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- 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

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

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BADGE #1: Event badge (alcohol - NO)

EXIT

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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."*

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BADGE #1: Event badge (alcohol- NO)

SUPPORT

Zippin Urgent Support
(831) 273-6671

Gate not opening
at all?
Hold the yellow
button and [#]
button to reboot the
card reader

support.getzippin.com
(non-urgent)

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BADGE #2: Support Front

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

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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

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BADGE #3: Customer Service Front

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:

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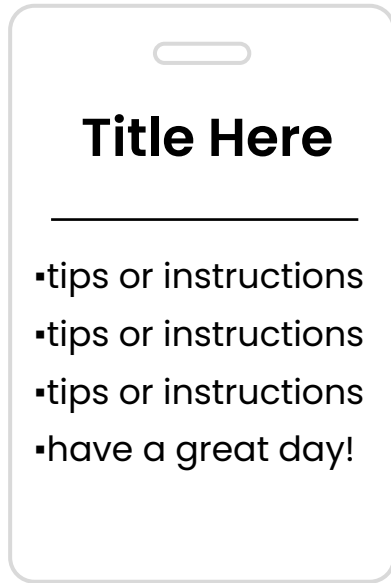
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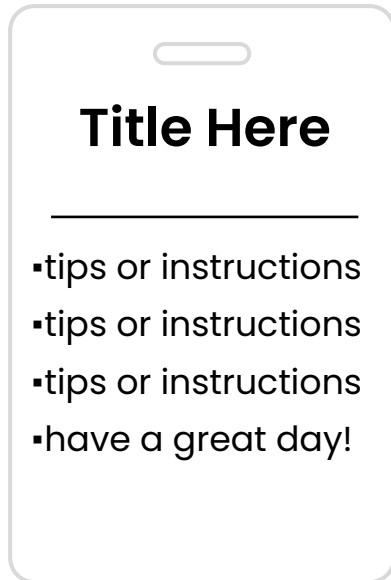
BADGE #3: Customer Service Back

Front



DESIGN YOUR OWN BADGE

Back



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.