

ENTRY

"Have you shopped a check-out free store before? Would you like to check it out? I can help you enter with a debit or credit card!"

"Just select what you want and leave. Our store has sensors that know what you pick up. Your card is charged only for what you take."

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GATES

Stand 2 feet from gates

Goal: Keep entry traffic running smoothly!

- Never force** open the entry gate
- Never use** your Crew App for a customer
- Associates/vendors always enter with **Crew App** to work
- Do not lean** on or sit items on the gate (or reach over gates)

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| <p style="text-align: center;">PAYMENT</p> <p>Like a hotel, there is a pre-authorization hold. The timing for release is based on the bank.</p> <hr/> <p>Ensure only customer(s) paying together, enter the gate together</p> <hr/> <p>Customers are charged for what they take from the shelf. They do not pay for items they return to the shelves before exiting.</p> | <p style="text-align: center;">PAYMENT</p> <p>Like a hotel, there is a pre-authorization hold. The timing for release is based on the bank.</p> <hr/> <p>Ensure only customer(s) paying together, enter the gate together</p> <hr/> <p>Customers are charged for what they take from the shelf. They do not pay for items they return to the shelves before exiting.</p> | <p style="text-align: center;">PAYMENT</p> <p>Like a hotel, there is a pre-authorization hold. The timing for release is based on the bank.</p> <hr/> <p>Ensure only customer(s) paying together, enter the gate together</p> <hr/> <p>Customers are charged for what they take from the shelf. They do not pay for items they return to the shelves before exiting.</p> |
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EXIT

Goal: Keep it moving!

"You're all set, there's no checkout! Just walk through an exit gate!"

- The gate **does not** need to close between customers
- Confirm **2** alcoholic drink limit is followed & drinks are **opened**
- Customers always **re-enter** at the entry (never the exit).

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GROUPS

Groups paying together can enter together

- Confirm who is in the group. Check all ID's
One scan per group
- "When the gate opens, everyone can move through the gate **one after another**"*
- If a member misses the gate, **enter the card again**

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

shop.getzippin.com for receipts (or to request refunds)

STORE SUPPORT

Use: Crew App < Support



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MANAGERS

Zippin Urgent Support
(821) 272-6671

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

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!