

Happy New Year, and welcome to **Zippin In Practice**, your guide to what's new and making the most of your checkout-free store!

Operational Updates

Zippin Will Now Bring Down Event Stores

Effective now, Zippin will bring down event stores after confirming the store is closed for shoppers and empty. It has always been important for stores to be in the proper mode - UP during shopping and DOWN after events. Effective now, Zippin will be automatically bringing stores to DOWN mode after events rather than asking store operators to do this manually.

Find more information [here](#).

"Find My Receipt" Microsite Improved for Google and Apple Pay Shoppers

Our updated receipt microsite is now live! We implemented changes that enable Apple Pay and Google Pay shoppers to recover receipts. This improvement's essential parts include a pop-up informing digital wallet users where to find the correct device account number and an option to bypass entering an expiration date.

Find more information [here](#).

Reminders & Tips

Credit Card Terminals May Read "Canceled"; That Is Ok

Credit Card terminals may read "canceled," but this is expected behavior. If you watch our CC terminals long enough, they'll cancel their transaction and start a new one if there is a gap in shoppers. There is no impact to actual transactions. No action is needed from the operations team.

Find more information [here](#).

VenueNext Stores: Closed Down Ordering Leads to Rejected Sales

Does your site offer mobile orders using VenueNext? If so, the orders for Zippin-powered stores should not be closed when this order window ends. Zippin-locations continue to submit carts hours after the event ends. Closing the orders prematurely may lead to rejected sales.

VenueNext Stores: Tip for handling "Nonce Expired" Errors

VenueNext codes are set to expire within an hour or so in general. This results in "nonce expired" error for the orders submitted after this time. If you see a "nonce expired" error for any transactions, please contact VenueNext and check that your store's nonce expiry is set correctly to 7 days.

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