

Ticket Booth Instructions

Our ticket booth windows accept donations for tickets and sell various merchandise like T-Shirts, caps, toys, and patches. We use a Clover terminal (like the one pictured below) to accept payment.

Remember, **there always need to be at least TWO people in the booth at all times.** If you need to take a bathroom break, call for a backup. That backup person does not need to operate a terminal.



Getting Started

Turn on power strip that is located on the floor on the booth's right side. Turn on your Clover terminal with the power button on the left back side by holding button until the Clover symbol appears. The login screen will be a number pad like this:



You will need an account on our Clover system. If you don't have one, you will need to contact **Kathy Crabb, Jim Cammarata, Zak Holman, Michael Murphy or Bear Mustoe**, who can create an account for you. If you have an account, you should be able to enter your PIN at this point and login.

Once you have logged in, your name should appear in the lower right corner. You can also check to see if someone else is logged in.



If someone else is already logged in, you can log them out by clicking on the lock just right of the name. **You should always log yourself out, using this lock, before leaving the terminal unattended...**for example, to take a bathroom break!

The Cash Drawer

Before opening your window, make sure the cash drawer has change in it, usually \$5 in quarters, \$125 in ones, \$100 in fives and \$100 in \$20 bills. Starting with \$330. Someone (Kathy, Jim, or BOD member) should be able to open the safe and hand you this “seed money”. Make sure and remember (or write down) **how much money you started with**. You will need to put this same amount of money into the safe at the end of the day. You won’t always have the same denominations of bills at the end, but that is OK.

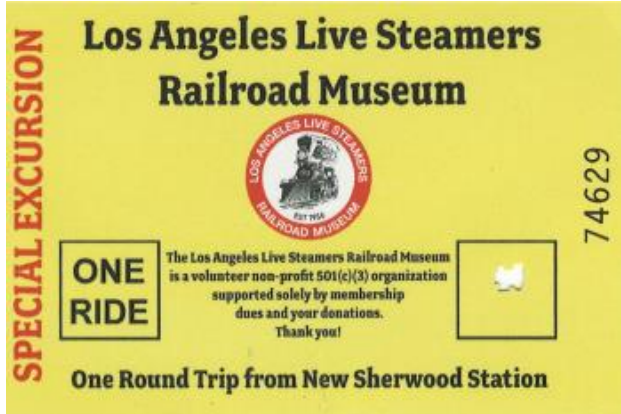
Both Terminals will share the same cash drawer. You do not need to keep things separate.

Tickets with Serial Numbers

You should receive a sheet with the beginning ticket number to use. The yellow tickets are in the cupboard to the right of the windows. If you don’t know which ticket number to start with, simply pick the smallest number.

As you need more tickets, select the packet that is next in order.

Remember: These yellow numbered tickets are for customers paying the FULL \$4. If someone doesn't want to pay for a ticket OR they only pay a partial amount, **do not** give them one of these tickets, but give them a paper VIP ticket located in the lower left corner of the cash drawer.



Now you're ready to Go!!

Once you've logged in, set up your cash drawer, and have your tickets ready, you can open your window and handle customers. If for some reason you don't see a list of items like this below, you can select the "Hamburger" in the upper left corner and choose "Register".



The "Hamburger" looks like this:



There are several groups of items on our Clover system, like Toys, Clothing etc. If you don't see something on there, make sure you have selected the proper group. These are shown in the center of the Clover list.

We track both Adult and Child Tickets (even though we charge the same). You can press the "Adult Ticket" button twice, or as many times as you need to add tickets.

If you add too many tickets, you can select the item on the left side. It will give you a chance to increase or decrease the number.

Once your order is complete you click on the Green "Pay" button at the bottom.



Accepting Cash

Once the Pay button is selected, a screen will appear that allows you to select cash or card. If you select cash, make sure you select the amount of money for the order, **not** the amount they give you. For example, someone "buys" 2 tickets and they hand you a \$10 bill. Make sure that you enter \$8 cash **not \$10**, because you are going to give them \$2 in change.

If they say "keep the change", then you will have to add a donation (see section below).

Never ever put the money they hand you in the cash drawer until you give them their tickets, give them change and they leave the window. Keep it in plain sight!! That way they can't claim they gave you a \$20 bill when they actually only gave you a \$10 bill.

Accepting Credit Card (or Apple Pay)

If the customer wants to pay by credit card, or to use their phone, press “Pay by Credit” and then turn the terminal around for them to complete the transaction. **Never take their card! Let them do that.** They can slide the card over the reader at the top or if they have a chip card, they will need to insert it into the bottom of the terminal.



If they have a card with the Scan symbol, they can simply hold their card to the center of the terminal screen and it will accept their card. If they pay by phone, they can hold their phone up to the center of the screen and payment will be accepted.



If they insert their card, it will sometimes ask them for a PIN, it will sometimes ask them for a signature.
ALL REASONS to have the terminal facing the customer!

Remember, we currently **only accept Visa and Mastercard** as payment, not Discover or American Express. If the user scans a card and it gets rejected, first check to make sure that it is either Visa or Mastercard.

Printing a receipt

If the customer has selected a credit card, it will ask them if they want a receipt. They can select to either enter a text phone number, email, print or none.



If they select Print, their receipt will be printed **from the back** of the terminal, which at this point should be facing you! Simply pull straight up to tear off their receipt.

If for some reason they leave without answering this question, simply press None and then Done for the transaction to end.

Donations

Occasionally, a customer will hand you a large bill (like a \$10 for two tickets or \$20 for four) and says, “keep the change”. In this case, you will need to go back and add a “Donation” item to their item list. This is usually done in \$1 increments. If they give you a large donation, you can add the \$1 donation item, then go into that item and increase it to the appropriate amount.

If you have already completed the transaction, simply start another transaction, and add in the donation amount into the item list.

Sometimes a customer will want two tickets and then tell you, “Sorry I only have \$5”. That is OK too! Take their \$5 as a **donation** item in their cart. Then give them 2 paper VIP tickets that are in the lower left-hand side of the drawer.

Scanning the Bar code to add Items

Some items, like clothing, come in many different types (like Zippers, pullover, hoodies), colors and sizes. Some of these items are charged differently, so the easiest thing to do is to use the Bar Code located on the tag. (Some items are missing the bar code tag, so you can find another identical item that has a tag).



Here's a tag for a Women's T-Shirt,
Purple, XXL

To use this scanner feature, first press the “scan” button located in the very lower left corner of the terminal. (Red arrow below)



Then hold the bar code tag **face down** about 4 inches above the camera, that is located in the upper right corner of the terminal (green arrow above). Once it reads the code, this item will be added to the item list on the left side of the terminal.

If for some reason, the customer decides they do not want the item, select it on the list at the left, and then select “delete” or “remove”.

Member Discounts

LALS Club members get a 20% discount on most items. Some items that are not discounted are sale items, dinner tickets, or other food items.

Once a member shopping cart is complete, you can either select each item or the three upper right hand corner dots for the entire order to select “Add Discount”. Select “Customer Discount” (lower left) and then “Club Member 20%”. Then verify the discount in **red** on their item list on the left.

Giving a refund

Sometimes customers come back to the window saying that their child simply could not ride the train and they were told to get a refund. Unfortunately, you will likely not have the privilege to give someone a refund. So, in this case, simply give the person money back in cash for their tickets. Write the amount refunded on a Post-It note and put it in the cash drawer to be included in the final closing papers.

Note that this is another good reason to only give yellow printed tickets out to paying customers!! We don't want to give cash out to customers that have never paid us in the first place.

Closing up at the end of the day

1. After the entry gate is closed and the very last customer has bought their ticket, close your window and close the shades so you can count out your register.
2. **Make sure that you count out the register with your partner.** It is a good idea for one person to count and then the second person to count and verify.
3. First remove the amount of seed money that you were first given and put into an envelope. So if you started with \$330, make sure you put that **same amount** into an envelope. Close and seal this envelope and mark it "seed money" and the amount of money that is in that envelope.
4. Carefully count the remaining bills and mark it on the Souvenir Booth Talley Sheet that includes who operated the registers, the serial number of the beginning and ending ticket numbers and the cash collected for the day. Then put these bills into the envelope along with the Souvenir Booth Talley Sheet.
5. At this point, someone with admin or report privileges will have to run one Sales Overview and one Item Sales Report for the day. If this person is available, fold the reports and include it in the envelope. If nobody is around to run the report, this is OK.
6. Close and seal this envelope and mark it with the amount of money that is in that envelope. Hand both envelopes to Jim, Bear, Michael Murphy or one of the other board members. If nobody is available, make sure the envelope is sealed and put it into the safe's slot.
7. Shut down terminal by selecting the lower left power symbol and then select shut down (**DO NOT TURN OFF THE POWER STRIP**).

