

Ticket Scanning - Axxess for ShowClix

Access the Ticketing Application

The scanning system is called Axxess. Open the app and you'll see two button options – Launch Scanner and Device Setup. The device should have all pertinent data for your event pre-loaded, so click Launch Scanner to get started.

Tablet Ticket Scanning Tips:

Scanners require light to read the QR code from a smartphone or a printed ticket. Digital tickets scan best when a phone's brightness is all the way up. If it is too dark for the scanner to read a printed ticket, click the gear symbol in the upper right of the scanner window and you'll find a flashlight button.

If a printed ticket doesn't scan, remove bends and folds in a paper ticket and try again. If it still doesn't work, you can look them up by their name (see below).

When a scan is successful, the Order Info window (shown to the right) will appear. You can click the CHECK IN ALL button if the full party is together, or select individual tickets to check in. If the ticket purchaser has guests who have not yet arrived, scan in those guests who are present and leave the

remaining tickets "unchecked", and 1) have them email or text the QR code to their guests, or, 2) notify their guests that the ticket scanners can search the ticket purchaser's name and they can be checked in when they arrive.

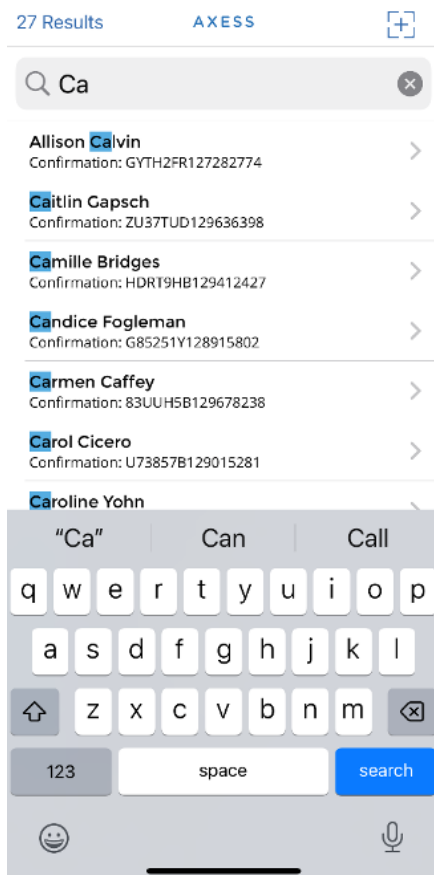
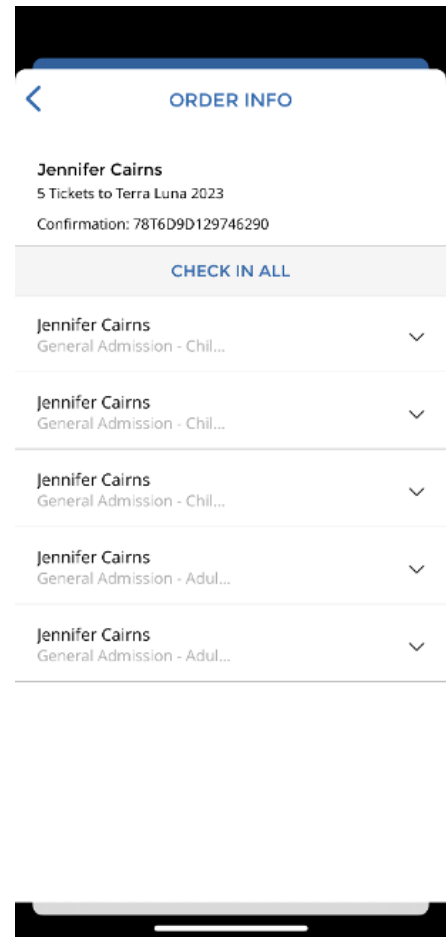
If the customer is unable to locate their tickets on their smartphone, offer to search for their tickets by name.

Often the ticket email goes into the Junk folder. You'll select the Search button on the bottom menu and begin entering the ticket purchaser's name. Select the guest to access their tickets and check in attendees.

If you are unable to locate them by ticket OR by name, please re-sync the downloaded event data. Guests may have purchased their tickets after the devices downloaded the original data set. Click the Stats button on the bottom menu and press the Sync button.

Sponsor / Consignment Ticket Tips:

Consignment tickets must be harvested and presented to the issuer in order to receive payment. Collect and bundle these tickets together and return to the Event Supervisor or volunteer Event Lead at the end of your shift.



Unusual Ticket Situations:

Sponsor tickets are often paper tickets an event sponsor issues to their customers, prospects, employees and friends & family. On rare occasions, the sponsor may ask to retain their paper ticket. Use your best judgement. E.g., a couple wearing Audi logo-polo shirts asked to keep their ticket as a souvenir, identifying themselves with Audi; thank them for their sponsorship and let them keep their tickets.

Event artist tickets may be negotiated as part of a contract. A ticket must still be presented for scanning or harvesting.

Performing artist, technicians and media entry is permitted without a ticket. The artist, technician or media must be wearing or carrying their performing outfit, their instrument/equipment or ID. E.G., Quixotic has technicians who constantly monitor their equipment and exhibits. Audi may have on-site people promoting their vehicle displays who wear 4-ring logo apparel.

Pets are not permitted to enter the grounds for an event. When a person with a service animal enters a public facility or place of public accommodation, the person cannot be asked about the nature or extent of their disability. Only two questions may be asked:

- (1) Is the animal required because of a disability? and
- (2) What work or task has the animal been trained to perform. (However these questions should not be asked if the animals service tasks are obvious).

If the response supports that the person has the animal as a service animal, then we allow them to access the space. If they do not identify the animal as a service animal then we must ask them to either leave the animal in the car, take them home and come back during a later time slot, or switch to another day. A public accommodation or facility is not allowed to ask for documentation or proof that the animal has been certified, licensed or trained as a service animal. If a service animal is out of control and the handler does not take effective action to control it, staff may request that the animal be removed from the premises.

Unused Tickets occur when not all members of the group are able to attend the event. The party with the unused ticket may be able to exchange it to a future date of the same event if unsold tickets remain. They must go into ShowClix and exchange the ticket or email info@artsandrec-op.org. The unused ticket will not expire until exchanged.

The party with the unused ticket(s) may offer to donate the unused ticket to the Arboretum or a family that needs tickets. Thank them for their generosity. As an example, a family from Hutchinson was in the scanning waiting line and unaware of mobile ticket policy and cost. When informed of the cost, they elected to drop out of line. Since prior guests had offered to donate to those who needed, we could allow them to enter. Another example would be someone who has purchased several tickets for a sold out time period, but shows up with an extra guest. First option is to have them buy another ticket for a later time slot and still let that person in with them. If that is impossible, go ahead and let the extra person in, knowing that some people show up with fewer people than they bought for.

