

BOOKSALES

SELLING TICKETS

Selling tickets quickly and accurately is key to making sure our customers are ready to play bingo. The customers can choose to play traditional paper tickets or can have their tickets loaded onto an Electronic Bingo Terminal (EBT). On busy sessions, you may have one team member selling paper tickets and one selling electronic – if you are selling both together always ask the customer if they would like paper or electronic.

If the customer is playing paper tickets, give them the correct tickets in exchange for the correct money. If they are playing electronic, you will need to load the tickets onto their card:

1. Ask the customer to scan/swipe their card; this will load their account onto the EBT workstation.
 - In some clubs you may need to insert the card into a reader.
2. Select 'Sell Tickets' from the main screen then ask the customer which sessions they are playing and which packages they would like. There are lots of different tickets available, some examples are below:
 - They may be playing the morning session only;
 - They may be playing a morning session PLUS an afternoon session;
 - They might want 'Pack 1' for the morning and 'Pack 2' for the afternoon
3. Touch the screen to select the correct books for the customer then press 'Sell Books'.
 - If the customer has money (credit) on their account, you can ask them if they would like to use it towards the sale. If they do, press 'Confirm Sale' – this will process the transaction and use the existing credit on the account.

4. If the customer does not wish to use their credit:
 - Type the amount (total cost of the books) into the EBT Workstation then press 'Tender Sale' and 'Confirm Amount'
 - It is important to only tender enough to complete the sale, any additional money added would be credited to the customer's account
 - o I.e. If the customer's tickets come to £25 but they give you £30, you should only tender £25 to the account then work out the change manually.
 - o If you were to credit the full £30, the £5 'change' would be added to the customer's account as credit.
 - Some EBT workstations have a 'Add Credit to Account' button; if the customer wanted their change added to their account you would press this.
5. The customer's receipt will then print, this will detail the tickets they have purchased.
6. You will then need to 'unload' the customer's account from the workstation and ensure the customer has an EBT, their membership card and their receipt when they leave the booksales area
7. Some customers might ask for assistance in setting up their EBT;
 - To log the customer into their account you will need to enter their membership number (this can be found on their membership card or on their receipt)
 - You then need to enter their Pin Number; this is a 4-digit number, usually the day and month of their birthday (E.g. if their birthday is the 2nd of January their pin would be 0201).
 - Pin Numbers can be reset if the customer has changed this and forgotten what they have changed it to.
 - o Open the 'Accounts' page from the main screen
 - o Select 'Change Pin'
 - o Enter the new pin and save.