Credit Card Instructions

Thank you for volunteering to work a Taste of Park Ridge Ticket Booth!
We appreciate your help in making our event a success! Upon arrival:

1. Please check in with the Attendant in the Trailer and announce your arrival.

2. Find your name on the printed schedule taped to the wall and place your initials next to it.

3. The Attendant will confirm what tent you will be working. *Sometimes,* it is necessary to change locations, so please listen to the Attendant on which tent you will be working.

4. The Attendant will give you a bin containing two sleeves of tickets. Each sleeve contains 100 strips of tickets. Each strip is worth $10. Therefore, the box contains $2,000 worth of tickets.

5. ***MINIMUM CREDIT CARD PURCHASE IS $20 or TWO STRIPS.*** Tickets must be sold in full strips. No sales of half strips or single tickets are permitted.

6. ***THERE IS A 4% TRANSACTION FEE FOR CREDIT CARD/DEBIT PURCHASES. Basically, anything with a Visa or Mastercard logo on it.*** The machine calculates this fee automatically. There is nothing for you to do with this.

7. The machine will be programmed to start with sales at $20 and then will proceed with $10 increments.

MINIMUM CREDIT CARD PURCHASE IS $20		
# of TICKETS	# of Strips	Button
16	2	$20.00
24	3	$30.00
32	4	$40.00
40	5	$50.00
48	6	$60.00
56	7	$70.00
64	8	$80.00
72	9	$90.00
80	10	$100.00
88	11	$110.00
96	12	$120.00
104	13	$130.00
112	14	$140.00
120	15	$150.00
128	16	$160.00
136	17	$170.00
144	18	$180.00
152	19	$190.00
160	20	$200.00

8   Be aware that the ticket strips are notorious for sticking together. So, anytime you sell a strip of tickets, make sure you rub them together between your fingers and count them out to make sure you are giving the customer the proper number of tickets.

9   To begin a sale press the green button on the right side of the CLOVER machine to wake the machine up and enter the PIN 9999.
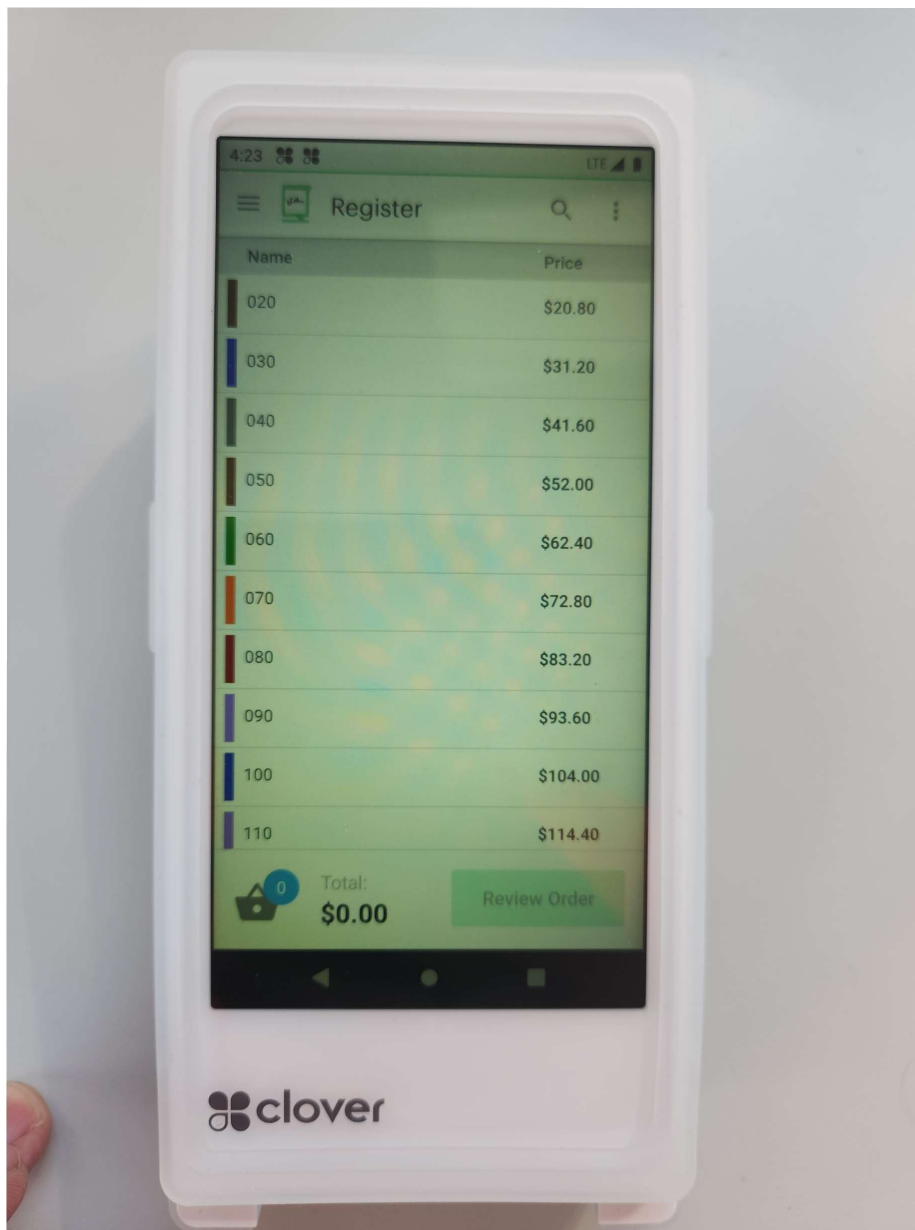
10. After you've enter the PIN, look for the green and white icon on the bottom left of the screen labeled "Register."
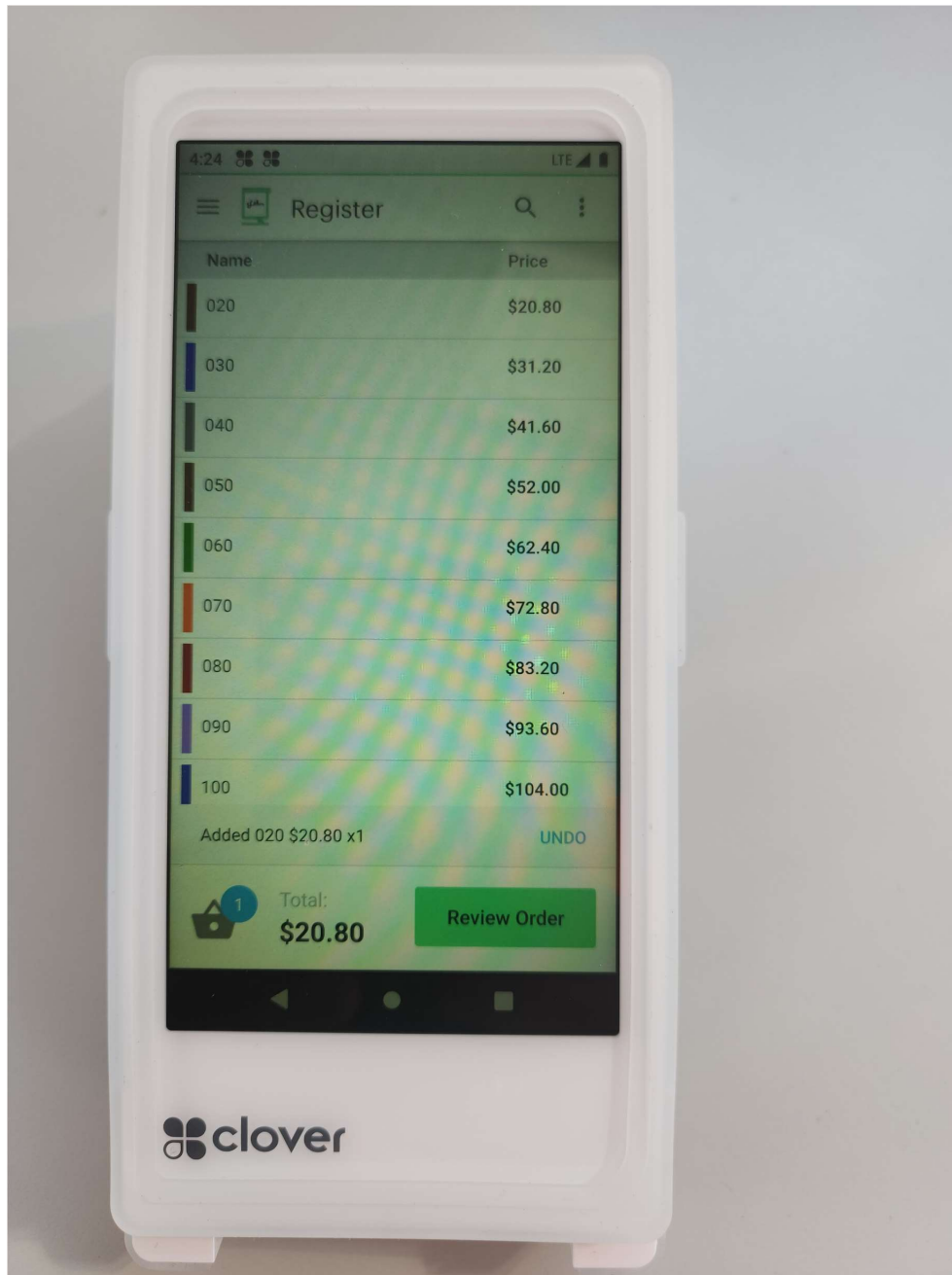
11. Press Register to begin a sale.

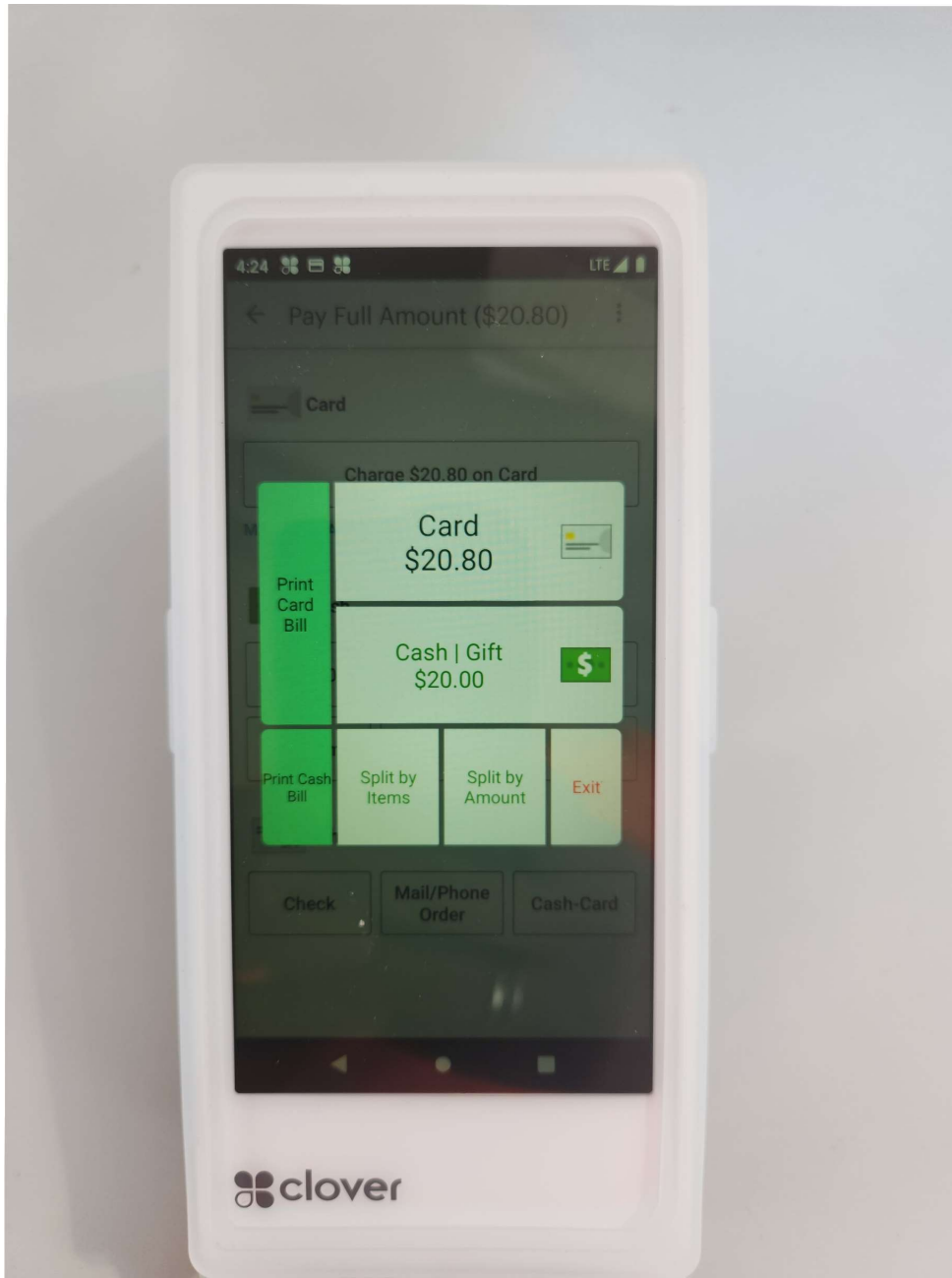12. Pressing Register will open a preset menu of dollar amounts beginning with $20.00

13. For instance, in this hypothetical, the customer asked to buy $20 dollars worth of tickets or 2 strips of 16 tickets. Therefore, you would press the $20 button.
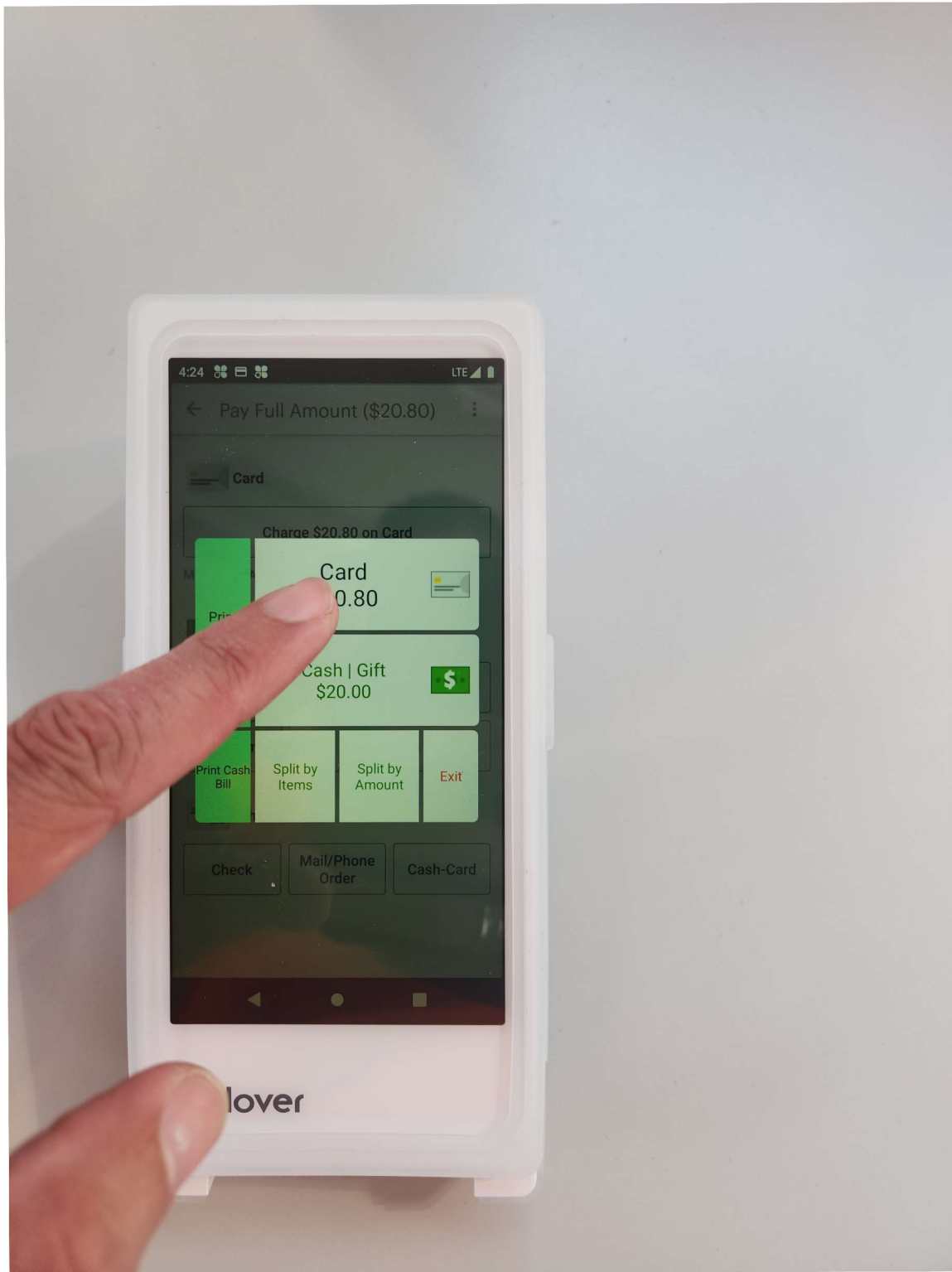
14. The machine computer the fee and give you a total amount for the order at the bottom of the screen. So, in this hypothetical, the total amount to be charged for a $20 purchase will be $20.80 due to the 4% fee. To proceed with the transaction, you will press the "Review Order" button on the right hand bottom of the screen.
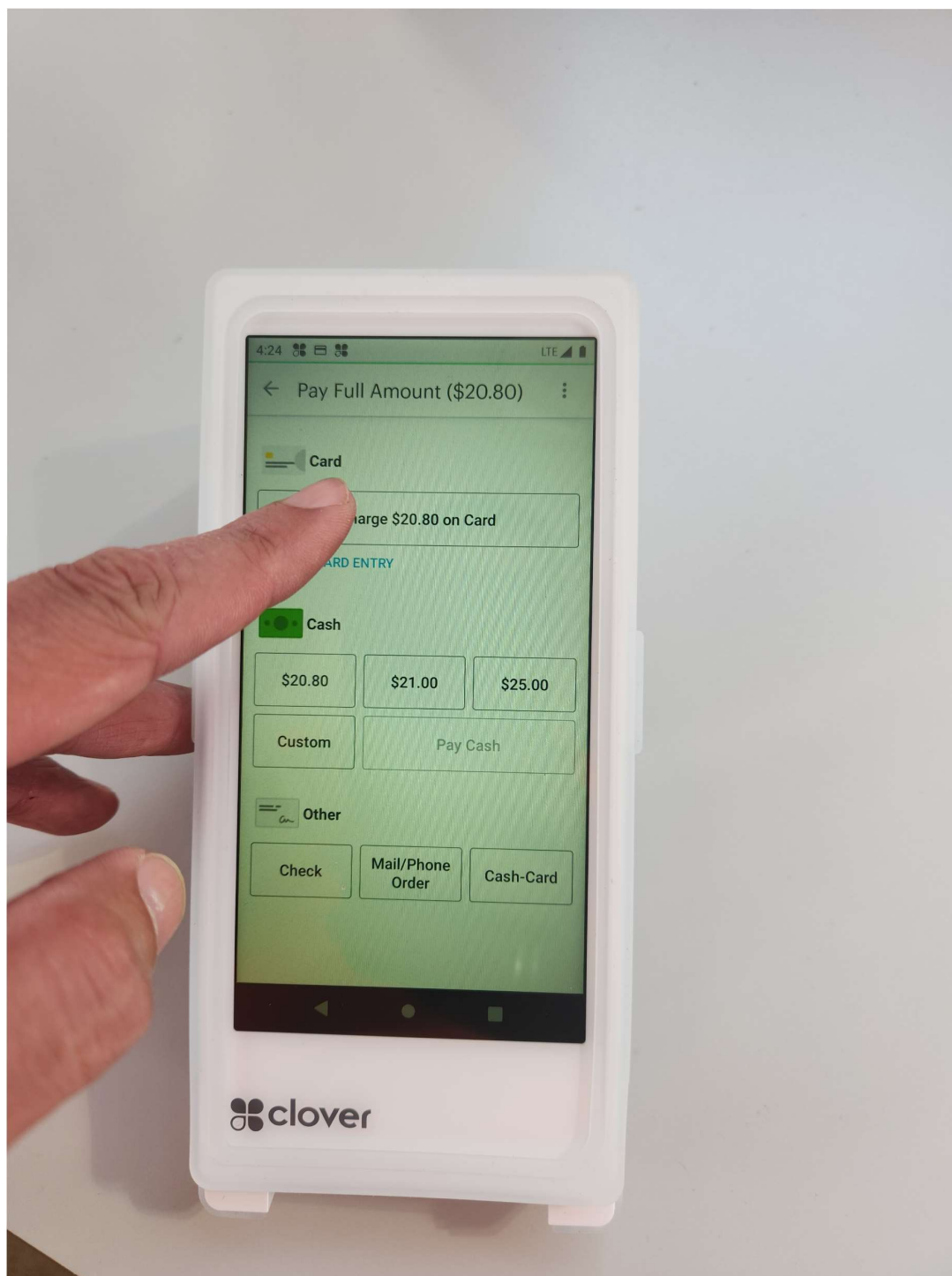
14. When you press "Review Order," that will bring up a screen that asks if you want to charge the card.

14. Press the "Card" button to move forward with the transaction.

14. The next screen will ask if you want to "Charge $20.80 on Card."
    Press that button.

14. Hold the machine and ask the patron to tap their card. If that doesn't work, they may insert their card. That's the end of the transaction.

15. The customer does not need to sign the receipt, but you should put the receipt into the receipt bin.

16. The machine will ask if the customer wants a receipt. Ask the customer, if they want a receipt. If you wait to long to respond to the machine, it will automatically print a receipt.

17. Radio the trailer from the walkie-talkie at your tent and inform the Attendant that you have run out of tickets and need a new bin, if there's time remaining in your shift.

18. The Attendant will either ask you to return to the trailer to swap out your bins or will inform you that someone is coming to you with new ones.

19. When your shift is over, walk your drawer and bin back to the trailer and checkout with the Attendant.

20. When you run out of tickets, your receipt bin should contain receipts totaling $2,200.