1.1   Creating the Ultimate Fan Experience

The goal of the Athletic Department is to create the **"Ultimate Fan Experience"** each time a fan visits one of our facilities. The "Ultimate Fan Experience" will be different for each and every fan. This experience begins and ends with the Event Staff. You are the first line of communication with the fans. Your interaction with any patron may be the deciding factor in whether he/she has a positive experience. Treat fans as though they are guests in your own home but treat them as guests that must follow University event policies and procedures. We want all fans to have a great experience, while abiding by all policies.

1.2   Safety and Security

As a member of the event staff, you will be responsible in assisting all patrons in the safety and security of the event and venue. This is of the utmost priority. We put a premium on making sure that our venues are secure. All of our policies and procedures revolve around the safety of our staff, fans, student-athletes, and coaches. We lean on you to enforce these policies to ensure that our structure and venue is safe.

1.3   See Something, Say Something

As an Event Staff member, you are our eyes and ears around the facility. We ask that if Event Staff see something, you say something. If any situation is one you can handle, please try and resolve the issue. As an Event Staff member, we want you to enforce and promote all policies; you will have the support of all Event Managers. If you see something that needs to be reported to a higher authority, contact your supervisor, Event Manager, or police.

1.4   Employee First, Fan Second

Event Staff shall always be employees first and fans second. All fans' safety and enjoyment should come first and foremost at all times. Do everything in your power to assist the fan in their needs as long as it follows policy and procedure.   If there is ever a situation an Event Staff member is unsure how to handle, contact an Event Staff supervisor or an Event Manager.

1.5   Customer Service

Our fans are the most important people in our business. Our goal is to serve not only Husker fans, but all fans, with the highest degree of courtesy and professionalism. Remember that the majority of fans are obedient fans who respect and enjoy our events and facilities. These are the people who will make your job easier. The Event Staff's greatest challenge will be the minority of fans who may not be cooperative or understand our policies and procedures. It is up to the Event Staff to turn any fan's negative experience into a positive experience that will make them want to return to future events. Do not take rejection or disrespect from any fan personally.

1.6   Greeting

Greet each fan in a friendly, sincere manner and treat them with politeness and a willingness to assist them. Remember this acronym when greeting fans in our facility: W.E.T.

> *W—Welcome to our (Facility)
> *E—Enjoy the (Event)
> *T—Thanks for coming

1.7   Knowledge

Having knowledge of the facility and the event is very important when providing quality customer service to fans. Being able to quickly and intelligently answer questions about our facilities, its operations, and the Nebraska Huskers will enhance each fan's experience at our event. If you cannot accurately answer a fan's question, check the Event Staff game notes and if the answer is not within the game notes, contact an Event Staff supervisor or an Event Manager to assist in answering your question.

1.8   Five Pillars of Professionalism

All of our policies and procedures revolve around the Five Pillars of Professionalism that tie directly into what we value from you on a day to day basis.

1. Safety

Everything that we do as an event staff can ultimately be tied back to the safety and security of the venue, staff, team, and fans. It is our duty to ensure that all policies and procedures are implemented and enforced to keep everyone safe.

2. Courtesy

Our job during events is to also assist the fans with any of their questions or requests. When dealing with fans we want to do so in a courteous manner and with a positive attitude. We want all fans to have an exceptional experience and they should get the same experience every time they come to an event.

3. Efficiency

To be efficient as an event staff member, you should be knowledgeable of the facility amenities and resources that are in your surrounding areas. Fans will be asking you questions and knowing this information will make the consultation more efficient and effective. We also want to be efficient in all other aspects of our job including bag checking, ticket taking, ushering, and other security measures. Knowing where to find information (i.e. game notes or other handouts) makes all processes more proficient.

4. Presentation

The first thing that a fan would see when they are entering any venue is the event staff. The first impression is the most important and that is why we put such a big emphasis on presentation. All uniforms should be consistent and look professional. All working locations need to be clean and void of all items that could be interfering fans from getting anywhere in the venue.

5. Adaptability

It is important for you to be flexible and willing to adapt with the changing environment and situation. For football specifically, we try and make it so that everyone works the same position to establish consistency across the board for all parties, but if needs arise staff could be moved to different positions throughout the venue. Being willing and eager to help in different locations helps out everyone as a whole. At other events, staff will get a more well-rounded experience with different positions each game.

2.1   ABI MasterMind

ABI MasterMind, http://ess.abimm.com, is the Events Office's main line of communication with event staff.

A. Logging into ABI

How to log-in to ABI successfully:
Website: http://ess.abimm.com
Venue ID: HUSKERS
Username: LASTNAME#### (Last 4 digits of personnel number. Ex: DAVIDSON4438)
Pin: Unique to each user

NOTE All staff have been assigned a username and password to log on to the website. If Event Staff have not received or have forgotten the username/password, they may contact the Events Office to receive it.

B. Availability of Events

Submission of Event Staff availability will take place on ABI MasterMind for all sports. Event Staff members for each particular sport will be contacted via email when availability is posted. Located within this email will be the due date that your availability must be submitted by and a minimum number of events required. If an event staff member misses the deadline or does not meet the minimum number of events required, they will not be scheduled. If an event staff member does not get scheduled, their availability will still stay in the system and they could be used in the event of call outs or additional needs for staffing.

How to submit your availability successfully:
Properly log-in to ABI
Click "Availability by Event"
Click check boxes of the events/dates you are available for
Click "Next Month" to scroll future months (if applicable)
Click "Submit" at the bottom of the screen when finished

NOTE There will NOT be a confirmation email sent saying you submitted your availability. A way you can double check this is by logging back on, clicking "availability by event" and making sure the boxes are still checked.

NOTE Times displayed on "Availability by Event" are the event start times. All times and dates are subject to change.

C. Scheduling Process
After the event availability due date, the event management office will lock and hide all of the events on ABI. Event staff will not be able to see or change any availability on the "Availability by Event" tab or the "View my Schedule" tab. During this time, we will be assigning positions for the entire season. Assigning all positions for the year is a time-consuming process, so please be patient with us. We are working as quickly and efficiently as possible to get the schedules out in a timely manner. When the scheduling process has been completed, event staff will receive a notification email.

D. View My Schedule
After event staff have received the email notifying them that the scheduling process has been completed, they will need to log-in to ABI and see which events they have been scheduled for. Other important information, such as report times and venue the event is happening in, will be located in the schedule as well.

There is an important distinction that needs to be made. <u>The "View My Schedule" page will show staff members which events they have been assigned to.</u> Once the scheduling has been completed, the "Availability by Event" is no longer relevant to the scheduling process.

How to view your schedule successfully:
Properly log-in to ABI
Click "View My Schedule"
Click "Next Month" to scroll to future months (if applicable)

Report Times
The report time that is associated with each event is the time we request all event staff be checked in and prepared for work. If an event start time is yet to be determined, (TBD), the Events Office will update the website when a start time has been announced. The Events Office will contact staff via email informing them of the updated report times. It will be the responsibility of the Event Staff to check the website and ensure they have the proper report time.

NOTE: For events that are **TBD**, they will be listed with a starting time of **12:01 am** in ABI until the game times have been announced.

E. Attendance

The successful operation of events hosted by the Athletic Department requires Event Staff member diligence in attendance. In the occasion that an event staff member is unable to work a scheduled assignment, the Events office must be notified **as soon as possible** prior to the absence. Failure to follow this policy or excessive abuse of this policy may result in dismissal or in a reduction of event assignments.

How to call out of an event successfully:
Event staff can contact us by either of the three methods listed below. In the message, please be specific about the date and event that you were scheduled to work and now cannot.

- **PRIMARY:** ABI MasterMind – http://ess.abimm.com "Contact My Scheduler"
- Event Staff Hotline – (402) 472-9999
- eventstaff@huskers.com

F. Time Report

All event staff can see which events they worked under the "Time Report" tab. This information is separated by pay period. The hours that are worked will not automatically populate into ABI. The event management staff will need to confirm all hours worked first before any event staff members can see the date. Again, this can be a process with multiple events going on at the same time. Please be patient with us. If you do see something is wrong, please contact us and we will get it rectified.

G. Updating Your Profile

If any of your information would happen to change since your time of hiring (ex: home address, email, phone number, etc.) please contact the Event Management Department directly via email or phone. We will be the only ones who have the permission to change any information on ABI.

2.2   Compensation

Athletic Event Staff member pay rates are the following:

Inside Event Staff – $9.75
Inside Supervisor – $11.25
Parking Staff – $10.00
Parking Supervisor – $12.25

Event Staff members will be allowed a break period for any assignments in excess of four (4) hours.

Event staff members are classified as on-call employees of the University of Nebraska. On-call employees are not eligible for benefits or any leave with pay and are not eligible to claim unemployment if dismissed from their duties with our staff. On-call employees are restricted to a maximum of 693 work hours per year.

NOTE: On-call employees may be dismissed at any time without prior notice.

2.3   Early Release from Work

Although this will only affect a few individuals each event, if you are released from work prior to the end of the event, do not wander through the stands or service areas for any reason. Event Staff may watch the contest as long as it does not disturb any fans. If a fan asks you a question, assist them as if you are still on duty.

2.4   Employee Entrances/Check-In Locations

Employee entrance locations are provided for you in your pre-season assignment emails. Check-in locations may vary depending on the event, so please read your pre-season assignment email. These are the general check-in locations for our main facilities:

- Memorial Stadium: On-premise check-in at Cook Pavilion. Payroll check-in location varies by job assignment.
    - Terminal Locations: Gate 15 Event Staff Breakroom, North Stadium Guest Relations Office, Gate 11 Loading Dock, West Stadium Lobby, Gate 21 Premium Lobby
- Bob Devaney Sports Center: Located in the garage on the east side of the building, or Hendricks Lobby on west side of the building.
- Bowlin Stadium: Located in the kiosk at the front entrance.
- Hawks Field: Located at the gate in-between the Nebraska Baseball offices and the visiting team locker room down the left field line of the park.
- Barbara Hibner Stadium – Located inside the main lobby
- Dillon Tennis Center – Located inside the main lobby

Please note, all game day Event Staff must enter through specific check-in areas only. No fans are allowed to accompany you through Event Staff entrances.

Upon completion of check-in, Event Staff must proceed to their assigned post no later than a minimum of ten (10) minutes prior to gates opening. *Employees who continually arrive late may have their pay docked and/or may be terminated.*

2.5   Employee Requirements

The diverse nature of events hosted by the Athletic Department require Event Staff members be able to perform a wide range of job functions. Because all Event Staff members must be able to fill multiple staff positions, Event Staff members must be able to:

- Lift up to twenty-five (25) pounds;
- Stand for long periods of time and work multiple hours;
- Change work assignments on short notice;
- Communicate with event patrons and co-workers in a cordial and effective manner.

2.6   Post-Event Responsibilities

Each event, venue, and position may require Event Staff to perform a post-event duty. All Event Staff have responsibilities to the fans until they have vacated the venue.

There are several items all Event Staff members should take care of after each event is over:

- Check with your Event Staff supervisor concerning post-game positions.
- Ensure that all guests have exited your area safely and in an orderly manner and remain in your area until your Event Staff supervisor releases you.
- Report any maintenance issues to your supervisor or the event manager.

2.7   Restricted Access

Event Staff should consider any non-public areas or any area that is not directly related to the Event Staff job duties as a "restricted area." Event Staff are not permitted access to restricted areas at any time, particularly the ***field, press box/row, luxury suite area, and locker room areas*** unless otherwise given permission by your Event Staff supervisor or an Event Manager.

2.8   Staff Parking

There will be designated Event Staff parking lots for all events. Event Staff will be issued an "Event Staff" parking tag for the appropriate lots and will be directed where to park in the pre-season assignment letter. Parking information will also be noted on your parking tag. Please use the directed route to reach the designated lot. This route will be the most efficient for you and will assist the parking staff.

2.9   Uniforms/Appearance

It is the responsibility of the Event Staff to ensure that his/her uniform is clean and in a respectable appearance. Event Staff may be sent home if uniforms are not presentable and/or not the required attire.

Uniforms will vary depending on facilities and even between positions at an event. The designated uniform for the event will be announced during the preseason event staff training. **Depending on which events you are assigned, you will be provided with the following items from the Events Office:**

- I.D. Badge
- Yellow Staff Polo
- Grey Staff Jacket
- Grey Pullover (exclusive for individuals with sports at Devaney)
- Staff Hat
- Black Sweater Vest
- Lanyard
- Closed Toe Shoes

The general rule of thumb for FOOTBALL is:

Inside Uniform—I.D. Badge, Khaki pants/capris, Black Sweater Vest, White Collared Shirts (long/short sleeve), Staff Hat (optional), NE lanyard
Outside Uniform—I.D. Badge, Khaki pants/shorts/capris, Yellow Polo, Staff Hat (optional), Grey Staff Jacket, NE lanyard

All DEVANEY events except for Swimming and Diving:

I.D. Badge, Khaki pants/capris, Grey Pullover, Staff Hat (optional), NE lanyard

NOTE In the occurrence of cold weather at an outdoor event, we require that Event Staff wear the Grey Staff Jacket and I.D. Badge on the outside of any other cold weather gear. This jacket needs to be the outer most layer of clothing at all times.

NOTE All Event Staff are required to tuck-in their shirts while on duty. Depending on the venue, Event Staff will have to provide their own white collared shirt and khaki pants/shorts/capris. No jeans are allowed to be worn when an Event Staff member is working an event.

NOTE I.D. Badge must never be used to gain access to an event an Event Staff member is not working. Those found in violation of this policy will be terminated immediately.

2.10   University Sexual Harassment/Discrimination Policy

Event Staff members are expected to adhere to University policies regarding discrimination and sexual harassment. Event Staff members that observe or experience any behavior that contradicts these established policies should contact a member of the Event Management staff or the University Office of Equal Opportunity/Affirmative Action.
Link to the University's Harassment Policy: https://registrar.unl.edu/academic-standards/discrimination-harassment/

3.1   Bag Checkers

- Knowledge of the clear bag policy (Appendix I)
- **Measure clear bags** to ensure they are smaller than 12"x6"x12"
- Look through all clear bags for any prohibited items (this will change with the venue, but all prohibited items are listed in the game notes for the day)
- Do not put your hand in a fan's bag, utilize the search stick to move items around or ask the fans to remove items from the bag to perform an effective search
- <u>Deny all prohibited bags</u> not conforming to the clear bag policy
- **Measure all clutch size bags** using the template provided on all of the bag checking tables
- Deny all clutch sized bags not conforming to the sizing requirements
- Patrons with a full-zip jacket need **to unzip and open up the jacket** so you can check for prohibited items on the waistline
- Enforce all event policies

3.2   Guards

- Guards are assigned to areas with restricted access
- Secure the assigned area from the general public
- Only allow access to authorized personnel or fans; look for proper credentials, tickets, or passes
- Some guard positions will require Event Staff to open doors for officials and visiting teams
- Have knowledge of the facility, be familiar with game notes and utilize the map of the facility at events
- Enforce all event policies

3.2   Parking Staff

- Have knowledge of the parking lots at our facilities
- Direct traffic pre-event and post-event to ensure the most efficient and effective way for fans to park and exit
- Assist fans in finding their correct lot
- Guard donor lots to ensure the proper parking permits enter the lot
- Welcome fans as they arrive. You are our first line of communication with fans in your lot and it is very important you create the "Ultimate Fan Experience"
- Have knowledge of prohibited items and the clear bag policy (Appendix I). If you see a fan with a prohibited item (i.e. a bag not conforming to the clear bag policy), kindly inform them before they reach the facility. They will appreciate that they do not have to take it back to the car once they reach the ticket takers
- Utilize maps provided to you at events
- Enforce all event policies

3.3   Ticket Takers

- Use scanner to scan tickets in/out. Policies for re-entry will differ from facility to facility, and thus will be in your game notes
- Scan Mobile Tickets off of patron's smartphones. **NEVER HOLD THE PATRONS PHONE –** We don't want to hold people's phone in case there is an accident, and someone drops the phone and it would break
- Stand while taking tickets
- Some events you will not use a scanner; these events you will stub the ticket and use a clicker to take attendance
    - Please click all individuals who come into the venue without getting their ticket scanned. Some examples of this would be: children under 6 years old, free admission with "Admit 1" popcorn box tops
- Have knowledge of the Ticket Taker Manual (Appendix II)

- o This manual can also be found in all of the football supervisor binders
- If there is an issue with a ticket that cannot be solved by the ticket taker or a supervisor, fans should be taken to the Athletic Ticket Office at the facility; location will be in game notes
- Have knowledge of facility, be familiar with game notes, and utilize your map of the facility at events
- Enforce all event policies

3.5   Ticket Sellers

- Communicate effectively and courteously with fans as to the availability of tickets and locations
- Have knowledge of the facility, be familiar with game notes, and utilize your map of the facility at events
- Capable of handling currency in a timely and accurate manner
- Follow directions given to you by the ticket office
- Enforce all event policies

3.6   Supervisors

- Directly supervise assigned Event Staff members and ensure all Event, Athletic Department, and University Policies are followed
- Display the ability to work courteously and effectively with all Event Staff members
- Display the ability to effectively communicate proper policies and procedure given to you by the Event Managers
- Ensure all Event Staff properly check-in and out of the event
- Possess a swift decision-making ability
- Have a strong working knowledge of the event and the facility in all phases of the event operation
- Have knowledge of the ticket scanners and how to use them correctly and troubleshoot any issues
- Enforce all event policies

3.7   Ushers

- Assist fans in finding their seats or settle seating disputes
- Answer fans' questions about the event and the facility
- Keep aisles and entryways clear
- Assist First-Aid personnel if needed by keeping public away from the medical emergency
- Be visible in your area when the game is in progress
    - o Watch for inappropriate banners, signs, and shirts
    - o Watch for inappropriate behavior by patrons. If police are needed, contact your supervisor or an Event Manager
    - o Watch for prohibited items (listed in game notes), if you see a patron with a prohibited item, ask them to kindly to discard the item
    - o If a medical emergency occurs, contact Red Cross or contact your supervisor or an Event Manager to contact Red Cross
- Have knowledge of the facility, be familiar with game notes and utilize your map of the facility at events
    - o Know the general layout of the facility to be able to accurately give directions
    - o Know what sections and rows are in your area
    - o Know where first-aid, lost & found, hospitality rooms, restrooms, concession stands, and police are located
    - o Know where the nearest emergency exit is located
- Assist in cleaning up small spills in your area if a towel is provided; report large spills to the custodial staff
- Report any facility issues to the Event Manager or maintenance so they may be resolved as quickly as possible
- Enforce all event policies

4.1   Playing it Safe

Even with sufficient planning, emergency situations can occur. This is when Event Staff need to stay calm and assist in "playing it safe." Remember to always notify an Event Staff supervisor or Event Managers with the location and the extent of the emergency. Never put yourself into a dangerous or life-threatening situation.

It is the responsibility of each and every one of us to look for potential safety issues. Be aware of your area and the areas around you. Do not let trash cans overflow, boxes or barrels block exits, or any other unsafe conditions (i.e. spills, broken equipment, etc.) go unreported. Notify your Event Staff supervisor or an Event Manager immediately.

4.2   Emergency First-Aid Procedures

Red Cross volunteers and/or Midwest Medical will be located within and throughout the facilities at all of our events. The following procedure should be followed in case of serious illness or injury:

1. As quickly as possible and via radio, contact another Event Staff member, Event Manager or your Event Staff supervisor and ask them to contact Red Cross or Midwest Medical. Do not panic. Give your name, location, approximate age and gender of the victim, and nature of the injury or sickness. Do not move the injured person unless instructed to do so by medical personnel.

2. If an Event Manager is not initially contacted, please make sure they are made aware of the situation.

3. Help keep area clear of on-lookers.

4. Note any witnesses that might provide additional information regarding the incident and point them out to your Event Staff supervisor or medical personnel.

5. Under no circumstances should you discuss the incident with anyone other than your Event Staff supervisor or other persons authorized by the University of Nebraska Athletic Department.

6. If a fan falls or is injured and does not wish to receive first-aid attention, you should obtain as much information as possible about the incident and alert your Event Staff supervisor and/or Event Manager. Please note any unusual circumstances surrounding the situation (i.e.: pop spill, icy ramp, broken step or concrete).

4.3   Evacuation Procedures

In the event of an emergency where a partial or complete evacuation of the facility is needed, there are certain key procedures which will be followed.

1. Your Event Staff supervisor will supply you with detailed information regarding your duties in the event of an emergency. All Event Staff supervisors shall be comprehensively familiar with the Emergency Protocol the University of Nebraska Athletic Department has in place.

2. Event Staff Supervisors will open all entries and exits. Entry and exit point personnel are to make sure their areas are clear of any obstructions. Personnel assigned to each entry/exit will, in a calm and orderly manner, direct fans to exit the facility and move outside an appropriate distance from the building.

3.   All facility personnel will inform fans in their sections that they need to clear that particular area. Fans should be directed to the nearest and safest stairway or ramp. Personnel should try and keep this action as calm and orderly as possible. Under no circumstances should anyone other than emergency personnel or event managers be allowed to enter an evacuated area.

4.   If you are asked what the emergency is, simply respond, "An emergency situation has developed, and this action has been authorized to protect those attending the event." Any information that needs to be given to the public will come over the public address system. Under no circumstances should you speak about the emergency with fans or co-workers, as this will only create rumors and could spark panic.

5.   Do not panic in any way. If our event staff personnel stay calm and act in an orderly fashion, our patrons will do the same.

6.   Concession and vendors will discontinue selling their product in an evacuation emergency.

4.4   Fire

Upon discovering a fire, notify facility operations personnel and your Event Staff supervisor immediately. Give the exact location of the fire and describe what is burning (i.e. trash in dumpster, electrical wiring, etc.). After reporting the fire, use proper extinguishers that are available in your area if you are certain you can contain the fire. Be prepared to assist patrons exiting the facility. Please be aware of all the fire extinguisher/hose locations in your area. In the event of a fire, the use of elevators is prohibited.

4.5   Inclement Weather

In the event of inclement weather (i.e. dangerous winds, tornado, lightning, etc.), all fans must be advised that it is in their best interest to seek shelter. We cannot force fans to stay in our facility if they would like to risk the weather.
A. Shelter in Place
This action is taken when something outside of our control, typically inclement weather, has manifested itself and made leaving the venue not safe. The act of sheltering in place is getting all of the fans and staff into a safe and covered area. Event staff will be directed by your Supervisor and Event Manager where to direct fans to safety during this time. It is also important to listen to direction given from the Public Address Announcer for pertinent information. Some examples of shelter for the football game would be: the concourse, premium and club spaces, and underneath South Stadium.
B. Full Evacuation
This action is taken when it is no longer safe to be in the competition venue. Event staff will be responsible for directing fans in a safe and orderly fashion outside of the building. Please direct all fans to the nearest exit. Please be cognizant of any object that may be blocking the exits or any paths to get to the exits. We want the evacuation to happen as efficiently as possible.

4.6   Threats

In the event an Event Staff member receives information regarding a threat of any kind, that Event Staff member should contact their supervisor, Event Manager, or security personnel immediately while trying not to arouse other Event Staff or fans' suspicions. Never broadcast information concerning a threat via radio.

Appendix I – Clear Bag Policy

PERMITTED WITH INSPECTION

CLEAR PLASTIC BAG
No larger than 12" x 6" x 12"

SMALL CLUTCH BAG
No larger than 4.5" x 6.5"

ONE GALLON CLEAR PLASTIC FREEZER BAG

BLANKETS
Carried in on the shoulder

SMALL CAMERA WITHOUT CASE

BINOCULARS WITHOUT CASE

HAND-HELD RADIOS AND TVS

INFANT FEEDING SUPPLIES

EMPTY PLASTIC WATER BOTTLE

SEAT CUSHION
No larger than 16" x 16", no arms, no zippers

PROHIBITED ITEMS

PURSE

BACKPACK

CLEAR BACKPACK

TINTED PLASTIC BAG

PRINTED PATTERN PLASTIC BAG

OVERSIZED TOTE BAG

MESH BAG

DIAPER BAG

CAMERA CASE

BINOCULAR CASE

FANNY PACK

UMBRELLAS

NEBRASKA ATHLETICS CLEAR BAG POLICY

Nebraska Athletics has implemented a clear bag policy for **ALL** ticketed Nebraska events (Football, Volleyball, Soccer, Baseball, Men's/Women's Gymnastics, Wrestling, Track & Field, Softball).

Each ticketed attendee will be allowed to enter with one (1) clear plastic bag. Fans will be able to carry the following styles and bag sizes into Nebraska's athletic facilities:

- Bags that are clear plastic, vinyl or PVC and do not exceed 12" x 6" x 12"
- One-gallon clear plastic freezer bag (Ziploc bag or similar)
- Small clutch bags, approximately the size of a hand, with or without a handle or strap can be taken into the venue with one of the clear plastic bags. The bag cannot be larger than 4.5" x 6.5".
- Exceptions will be made for approved medical needs items after proper inspection.

Prohibited items include, but are not limited to:

- Purses larger than a clutch bag
- Coolers
- Briefcases
- Backpacks
- Fanny packs
- Solid drawstring bags
- Luggage of any kind
- Computer bags
- Camera bags
- Binocular Cases
- Diaper Bags
- Any bag larger than the permissible size
- Non-approved seat cushions and chairbacks*

*Non-approved seat cushions and chairbacks include large traditional seat cushions that have backs or metal fastenings. Seat cushions must be 16" or less in width.

Appendix II – Ticket Scanner Information Sheets

Scanning Tickets

To activate the imager, press and hold either of the black triggers buttons or the orange button on the keypad.   For optimal imaging reads, the recommended distance between the device and a ticket is around 4 to 5 inches. The imager will take a picture of the barcode and interpret it. Because of this, the ticket can be read at any angle. The scanner does not need to be shaken up and down to read the barcode.

Validation Responses

There are two basic visual signs that an operator will see while using the Access Management software: a green Go arrow and a red Stop sign. Each visual signal is accompanied by a distinct audio sound. When scanning, it is important to watch for the green Go arrow or red Stop sign, listen for the sounds, and read the screen for any response messages. The green Go arrow is the most frequent response that an operator sees, but when there is a possible issue with a ticket, the red Stop sign is displayed along with a response message to designate the trouble reason.

When an operator sees the **green Go signal** after a scan, the screen will also show the **Good Ticket** response message. This indicates the ticket is valid and the customer should be allowed entry into the venue.

When an operator sees the **yellow Warning signal** after a scan, the screen will also show the **Duplicate Scan** response message. This response indicates the ticket was scanned multiple times by the same operator within 30 seconds of the original scan that registered as "good". This is not a trouble error, and the customer should be allowed entry into the venue.

When an operator sees the **red Stop signal**, it is important to read the response message due to the variety of different trouble reasons that are possible. The most common Stop response messages are listed below.

> **Already Used (or Used In Event):** This response indicates the ticket has already been scanned and registered as "good". This response will appear for the following:
> > • If the ticket was scanned multiple times by the same operator but the 30-sec grace period for Duplicate Scan (described above) has elapsed
> > • If a sequence such as Ticket1, Ticket2, Ticket1 occurs, the second scan of Ticket1 will register as "Already Used" regardless of time elapsed since first scan of Ticket1
> > • If a ticket is scanned on a different scanner after registering as "good" on another scanner, regardless of time elapsed since first scan
>
> The Ticket Info screen button can be used to determine what entrance scanner originally validated the ticket; if the scanner number is not the same as the current operator, this often means that an attempt is being made to use the ticket more than once.
>
> **Invalid Date:** This response indicates the ticket has a different date than the current event date.
>
> **Invalid Time:** This response indicates that the ticket barcode scan occurred before or after the start time designated in AM Monitor (ex. Gates/Doors Open time).
>
> **Invalid Facility:** This response indicates that the device is not configured to perform scans at the current venue or that the ticket is for an event at a different venue.
>
> **Voided:** This response indicates that the ticket was voided and is no longer valid.
>
> **Reprinted:** This response indicates that the ticket presented is an original ticket for which a reprint ticket has been issued and is in circulation. This original is no longer valid.
>
> **Returned:** This response indicates that the ticket was returned and is no longer valid.

Exchanged: This response indicates that the ticket presented is an original ticket which has been exchanged. This original is no longer valid.

Not Found: This response indicates that the barcode on the presented ticket was not found in the Access validation system. The ticket may indeed be valid but no info is currently available on the Access server database.

Entry/Exit Mode

First, while the scanner is in "Online" mode, make sure the top-middle button says "Entry" in blue. Now scan a valid ticket. It should allow that ticket to enter.

To scan that same ticket out, tap the blue "Entry" button until it says "Exit" in red. Now scan that same ticket and it should scan as "Exit".

To scan that same ticket back in, tap the red "Exit" button until it says "Entry" in blue. Now scan that same ticket and it should scan as "Re-Entry".

Mobile Ticketing

The primary difference between mobile tickets vs. traditional paper tickets and Print-At-Home tickets is the type of barcode displayed. Mobile tickets are presented using a 2D barcode type called "QR code". For example, both the barcodes below decode to 12345678901234:

12345678901234

Regular Barcode   **Mobile Ticket Barcode**

HANDHELD TICKET SCANNERS

TURNING ON DEVICE

- Press the red power button on right side of the device above the orange button
- Swipe up on the screen to unlock the device
- If needed, click on black Paciolan App in the lower right corner

Power
Button

HOW TO PERFORM DEVICE REBOOT

- Hold down red power button on right side of the device above the orange button
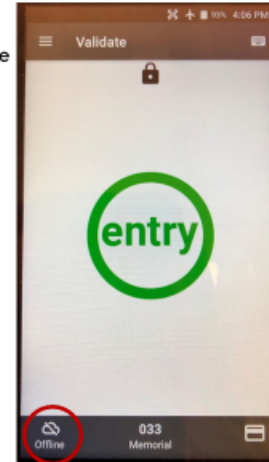- Press reboot, once rebooted click on black Paciolan App


Power
Button
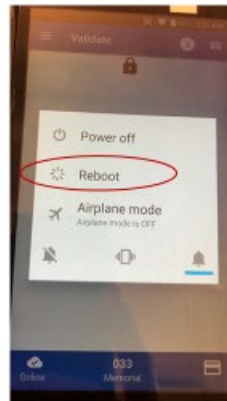
ONLINE MODE VS. OFFLINE MODE

Online
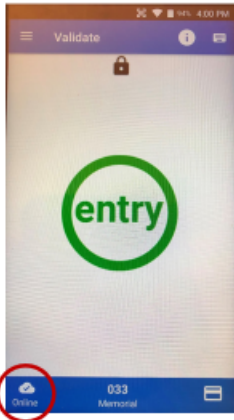
Offline

- Device will store ticket entries and upload once online again
- Device may not be able to scan some hard card tickets
- Device will not switch to exit mode

ENTRY TICKET SCAN

- Once on the Entry screen, press either orange button to initiate scan
- A valid ticket will be accompanied by an audible "ding" and a green check mark and "ADMIT" on the screen
- An invalid scan will be accompanied by an audible "alert" and a red no entry sign and "STOP" on the screen
  - The reason the ticket was invalid will be displayed on the screen. Please read and react according to the issue described. For examples how to deal with invalid tickets, turn to page 10
- Note: when scanning tickets, the screen may lag (not updating immediately), if there is a valid scan tone ("ding") after scanning a ticket, it is fine to allow the fan entry, if there is an invalid ticket tone ("alert"), stop and evaluate the issue as shown on the device
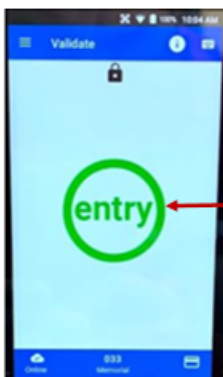

Entry Scan Screen
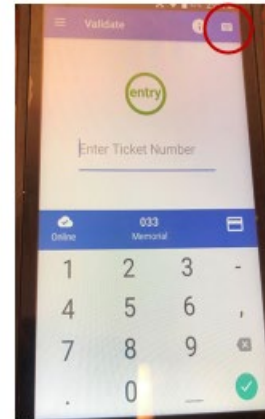
Scan Button
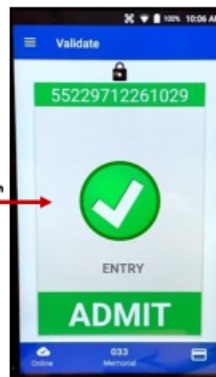
Valid Ticket Scan

Invalid Ticket Scan

EXIT TICKET SCAN

- To switch to Exit Scan Mode, tap on "Entry" in the middle of the screen. The screen will change to from Picture 1 to Picture 2.
    - Device will not enter Exit Mode when offline
- Once on the Exit screen, press either orange button to initiate scan -- Picture 3
- A valid exit will show a green check mark and "ADMIT" on the screen -- Picture 4
- Note: when scanning tickets, the screen may lag (not updating immediately), if there is a valid scan tone ("ding") after scanning a ticket, it is fine to allow the fan entry, if there is an invalid ticket tone ("alert"), stop and evaluate the issue as shown on the device
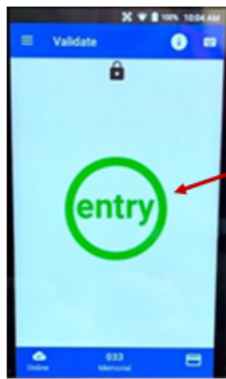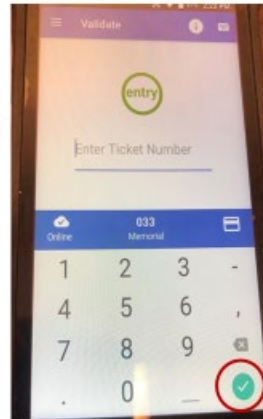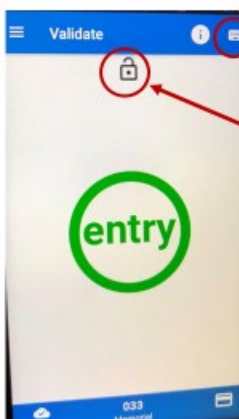

Picture 1   Picture 2   Picture 3   Picture 4

Entry Scan Screen — *Exit Scan Screen* — *Valid Ticket Scan* — *Scan Button*
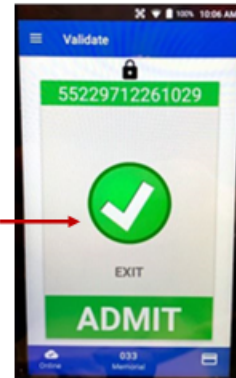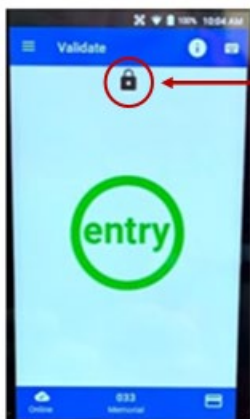
MANUAL TICKET INPUT

- Hold down on the lock button to unlock the screen (approximately, 1 sec.)
- Click on the keyboard in the upper right-hand corner
- Type in ticket number and press the green check mark
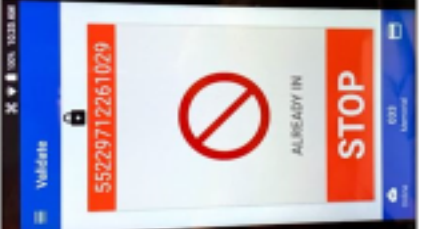- To return to the Entry/Exit screen click on the keyboard in the upper right corner

Keyboard

Lock Button — *Unlocked*

EXAMPLE SCANS

5522971226102

RE-ENTRY

ADMIT

Response: Allow Entry

5522971226102

ALREADY IN

STOP

Response: Do not allow entry. Call Supervisor.

5573971426102

RETURNED

STOP

Response: Send to Ticket Office

0899770201926

SEND TO BOX OFFICE

STOP

Response: Send to Ticket Office

3673956400025

MORE THAN 1 TICKET

STOP

Response: Send to Ticket Office

5522971226102

EXIT

ADMIT

Response: Allow Exit

5931126022297

VOIDED

STOP

Response: Send to Ticket Office

9139760291826

EXCHANGED

STOP

Response: Send to Ticket Office

552297

INVALID VALUE (LENGTH)

STOP

Response: Send to Ticket Office

PEDESTAL TICKET SCANNERS

Correct Ticket Placement

Have the fan place ticket barcode on top of designated graphic (under red scanning light) to initiate scan.

3

Entry Ticket Scan

- Step 1: Fan places ticket in correct position to initiate scan (Page 3)
- A valid ticket will be accompanied by an audible "ding" and a green screen with "Please Enter" (Picture #2)
- An invalid scan will be accompanied by an audible "alert" with a red no entry and "STOP" on the screen (Picture #3)
    - The reason the ticket was invalid will be displayed on the screen below the "STOP" sign.
    - Please read and react according to the issue described.
        - *You can reference the correct responses to invalid tickets on Page 6*

Picture #1	Picture #2	Picture #3
Entry Scan Screen	**Valid Ticket Scan**	**Invalid Ticket Scan**

4

Pedestal Lights

- On the back of each pedestal will be a light that is associated with each ticket
  - When a ticket it scanned the light will flash on
    - When the **Yellow-Green** Light appears, that is a valid scan
    - When the **Red** Light appears, that is an invalid scan
      - Please read the front screen of the ticket pedestal to figure out what the issue is on that specific ticket
      - *You can reference the correct responses to invalid tickets on Page 6*
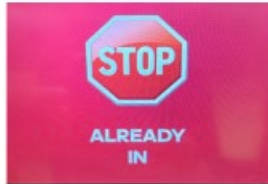

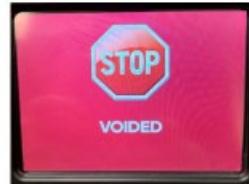Yellow-Green Light = Good Ticket Scan

Red Light = Invalid Ticket Scan

5

Example Scans

STOP
ALREADY IN

Response: Contact Supervisor

STOP
REPRINTED

Response: Send to Ticket Office

STOP
VOIDED

Response: Send to Ticket Office

STOP
RETURNED

Response: Send to Ticket Office

STOP
SEND TO TICKET OFFICE

Response: Send to Ticket Office

STOP
EXCHANGED

Response: Send to Ticket Office

YIELD
DUPLICATE SCAN

Response: Allow Entry

6