ON-SITE OPERATIONS
CHECKLIST

PRE-EVENT

1. Venue familiarization

- ☐ Establish:
    - points of entry
    - whether re-entry is allowed
    - potential parking areas

- ☐ Walk the grounds and familiarize yourself with all locations where people will scan and sell tickets

2. Front-end operations, management, and schedules

- ☐ Provide helpers with a work schedule and times they are expected to assist at the front end

- ☐ Provide an itinerary of everything occurring at your event; an hour-to-hour breakdown is recommended

- ☐ Create agent, or sub accounts within your main account for all who will sell and scan tickets

- ☐ Give that username/password to staff

3. Gathering necessary equipment

- ☐ Ensure you have access to a laptop or tablet, for day-of sales; it will need Internet access to process credit or debit card sales

- ☐ If you plan to allow cash sales, secure a lock box and a starting bank to provide change to patrons

- ☐ If you plan to scan tickets on your smartphone or tablet, download the free mobile scanning app (available in Apple or Google App online stores)

- ☐ When your online sales end, enable the barcodes under Manage Mobile Scanning while logged into your Brown Paper Tickets account

- ☐ If you need equipment, contact BPT rentals for a quote at **rentals@brownpapertickets.com**

DAY-OF FUNCTIONS ON-SITE

1. Arrive early to review schedule and prepare areas

☐ Arrive to the venue with all equipment 1-2 hours prior to door opening time

☐ Clearly designate with signage, which area will be used for walk-up sales, where to retrieve will-call tickets, and where the line is for scanning tickets

2. Walk-up sales

☐ Set laptops and tablets up and make sure that all agents can log into their accounts

☐ Create a free ticket price and have agents run through the transaction process to answer questions prior to beginning walk-up sales. You can collect both cash and process credit/debit card sales using the Sell Tickets tool

☐ Make sure that you add a Day-of Price to your event so that you will be able to track all walk-up sales

3. Will-Call

☐ Set-up an area for attendees retrieving tickets the day of the event (will call)

☐ Arrange will-call tickets alphabetically to find them more easily

4. Ticket scanning line

☐ Best practices suggest creating a line solely for scanning tickets; whether that be tickets from the website or walk-up sales

POST EVENT ON-SITE

1. Cleanup of front-end areas

☐ Upload scanned barcodes for post-event reporting; tidy up areas used for will call, selling, and scanning tickets

☐ Put away sales and scanning equipment

2. Cash sales reconciliation

☐ Separate starting bank funds, if applicable, from amount gathered for cash ticket sales to crosscheck from total number of day-of tickets sold