Venue Pre-Event Day Best Practice Guide

eventfinda

The below information is based on common inquiries and is designed to provide your team with best practice processes to ensure a smooth event day. We recommend this is completed at least two days prior to the event, and on every ticketed event at your venue.

Eventfinda Equipment Check

TICKET SCANNER

▶ Ensure your scanners and the additional battery packs are charged

▶ Within the Settings menu click on 'Resync Tickets' this will download all tickets for the event to the scanner, and refresh the device from the past event

▶ Do this 2 days before the event and on the day of the event

TICKET PRINTER

▶ Ensure your ticket printer is connected and active, and you have sufficient ticket stock

▶ On the event go to the 'Purchasers' tab, open a transaction and print out a single ticket for testing

▶ Check and ensure the tickets are printing correctly

▶ Destroy these tickets once the test is complete

Eventfinda System Check

Login to your account @ pro.eventfinda.com.au

▶ Check if you have access to the Eventfinda Box Office

▶ Ensure you can view the upcoming event and can see all relevant sessions and ticket types

▶ Check if there are any Venue or Promoter Holds - do you need to release these back to sale?

▶ Check capacity on sessions - if the capacity is sold out you will not be able to sell tickets

▶ Check off-sale times on sessions / ticket types - if the event is off-sale you will be unable to sell tickets

PHYSICAL TICKET CHECKLIST

▶ Barcode alignment

▶ Print is clear and readable

▶ Proper ticket orientation

If you are having any issues completing the above tests please contact your Event Manager or you can contact our support team at **support@eventfinda.com.au** and **1800 710 499**.