

# PASSPORT TO TASTE

## Scanning Passport Holders in CellarPass /Guest Link App

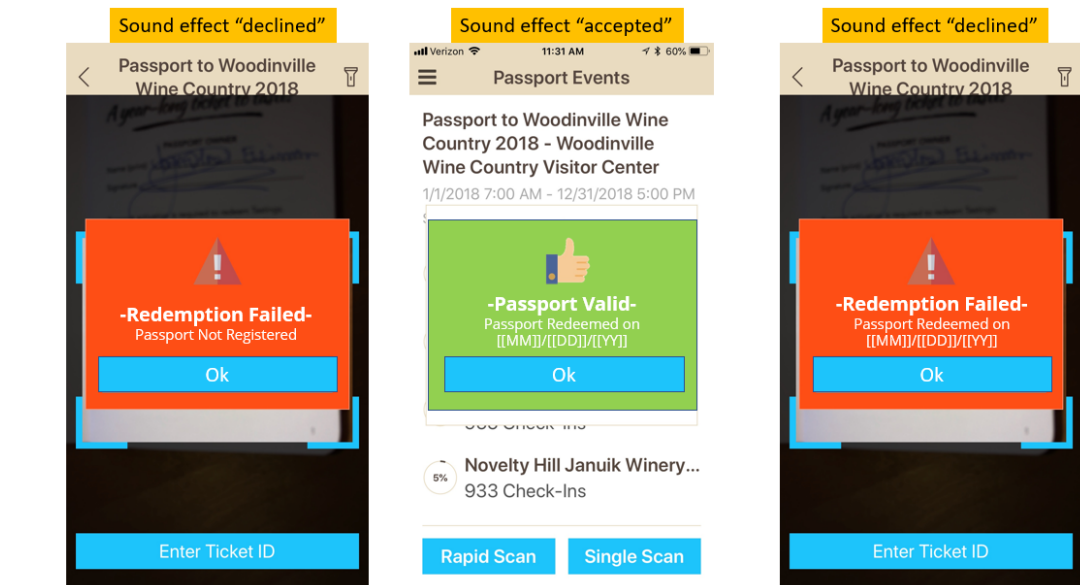
### Ready to Scan/Check-in?

You are ready to scan if you have completed set-up of your Business Profile and downloaded CellarPass Guest Link. If you are not set-up on CellarPass, follow the step-by-step **New Business Set-up** process in our “Passport Merchant Toolkit” on <https://PassportToTaste.com/merchants/>.

### Scan/Check-in Scenarios:

- Choose “Single Scan” to check in one Passport holder at a time (recommended for single, couple, smaller group)
- Choose “Rapid Scan” for large groups
- Using the device camera, scan the Passport Barcode

## Possible Scanning Screens



- **Unregistered Passport (Not Activated)** - This is a passport that *has not completed the activation process*. When scanned, the check-in will be declined (Left Image – Redemption Failed/Passport Not Registered) will be displayed. This scan will not be considered a valid check-in.
  - Best Practice: Let the customer know that their passport will need to be registered to receive the benefit of the Passport program. Hand them an Activation Card and remind them that activation can be done quickly and easily from their phone.
- **Valid, Registered Passport (Activated), First-Time Scan** – This is a passport that has been activated and is being scanned for the first time at your participating location. When scanned, the check-in will be Accepted (Center Image – Passport Valid/Redeemed On Date). Let the tasting begin!
- **Valid, Registered Passport (Activated), Subsequent Scan** - This is a valid, registered passport, but it has already been scanned/checked-in at your location during a previous visit. When scanned, the check-in will be declined (Image on Right – Redemption Failed/Redeemed On Date).
  - Best Practice: Thank the customer for coming back and provide them incentive – excellent customer service – to stay anyway! Explain your standard tasting and fee or extend a special offer to them for their repeat business.