Using Sales Station for Camp Programs: Webinar Q&A
This webinar was held on March 12, 2019

If I have multiple stations, can we have multiple iPads with the same setup on them?
The best practice for using multiple iPads at an event is to create one station type for the iPads to use. Then, set up each iPad as a unique station that is assigned to that station type. Sales Station on all the iPads will have the same buttons and settings, and administrators will have greater flexibility in viewing reports.

Do you have to use an iPad or can this be used on a regular computer?
You can perform check-in and update functions by accessing Sales Station on a computer. However, the credit card reader is designed for use with iOS devices and can't be used on a computer. If you need to collect payment, you can enter the credit card information by hand.

Is there any way to create a custom item to add to a registration at the point of sale? For example, someone added 7 youth that are only participating half-day, and there is not an option in the registration for half-day, so we calculate how much that would cost him and want to charge it to him while he is in front of us, rather than going back to edit the registration forms themselves.
Registering through Sales Station uses that same process as the registering online. One way to address this issue is to create a separate event for half-day registration that is not displayed publicly on the calendar, and assign that event to a Sales Station button. Then, if someone arrives who wants to register for a half day, you can sign them up for the half day event in Sales Station. Another alternative, as demonstrated in the webinar, is to create a store product for half-day registration that you can access in Sales Station.

When configuring the register keys, how do we generate the sidebar of items that we can drag from?
One of the benefits of Sales Station is that all the events, facilities, donations and products created in Doubleknot are automatically available to add to Sales Station. You don't have to create different versions of them for use in Sales Station. When you're on the Register Key Assignment page, the panel on the right side of the page contains everything in Doubleknot. Click a tab to display and select items in that category to drag and drop onto buttons.

Does Sales Station allow you to check in a participant every day, or does it only check them in once for the event?
You can create event tickets that allow multiple checkins and checkouts. When you create or edit an event, the Ticketing and Event Admission section contains an option to issue a ticket with in/out privileges for each individual.

What if they register 10 people but only 8 show up. How do you process that check in? And process a refund for the 2 people who didn't come?
We suggest that you update the registration and delete the the two people who did not attend. Then you can do a partial refund as shown in the webinar.

What am I scanning with?
Sales Station supports the SocketMobile SocketScan S740 2D scanner. Manufacturer information is located at https://www.socketmobile.com/products/700-series/socketscan/s740. The scanner and accessories can be purchased from many vendors including POSGuys.com.

Can you go over how to look up a registration again?
On the lower-left side of the Sales Station screen, tap or click the icon to display the Sales Station menu, and then tap or click the Search Order option.

How do we add Sales Station to iPads? Do we need to download the Sales Station app and does it cost extra, or is it a different app?
The Sales Station app is available free in Apple's App Store.

If you update a registration during check in, and you have to go through the cart/checkout process, does it automatically check the person in, or do you have to look them up and check them in again after they make changes?
To avoid the need for a second search, you can check them in first, and then update the registration.

Can Sales Station be used for simply checking in registrants or is that a function better suited to the checkin app?
The benefit of the Sales Station app is that it gives you more options for updating registrations, selling add-on items and collecting payments. The benefit of using the check-in app is that it allows you you to scan tickets using the iPad or iPhone camera. (If you want to scan in the Sales Station app, you need to use a supported scanner.)