Bouncer – FAQ – How do I add problem customers to a Banned List?

The First Step is to create a Banned List:

Before you can put guests on a "Banned List" you will need to create a List for banned or "86'd" patrons. The Bouncer User Guide has detailed instructions on creating Lists which are reviewed on the next page.

There are three options for adding guests to a Banned List:

1) Adding guests by reviewing Entry Data

If at some point a guest is ejected from your venue, you can review your Entry Data to locate their scanned ID and add them to the Banned List. Door staff on a different night might not recognize the troublemaker, but BouncerApp will let your staff know not to allow them inside.

2) Denying entry and adding guests immediately at the door

If the guest's ID has just been scanned and they are still at your venue's door, you can immediately add them to the List. Even if the guest presents a valid ID there might be any number of reasons why you decide to deny them entry and add them to your Banned List.

3) Adding guests manually:

- With BouncerApp and your iOS Device.
- With BouncerOnline from your desktop computer (subscription required).

Note: You also can add a guest to <u>any</u> List by scanning/swiping their ID. But of course, it is unlikely a guest would hand over their ID to be scanned as your staff is ejecting from your venue.

Each guest you add to your Banned List, remains on the List until you choose to delete them from the List. Review the Bouncer User Guide for instructions on how to delete guests from any List. You can even set a date to automatically remove the guest from a List. For example, if you chose to ban a guest for 30 days.
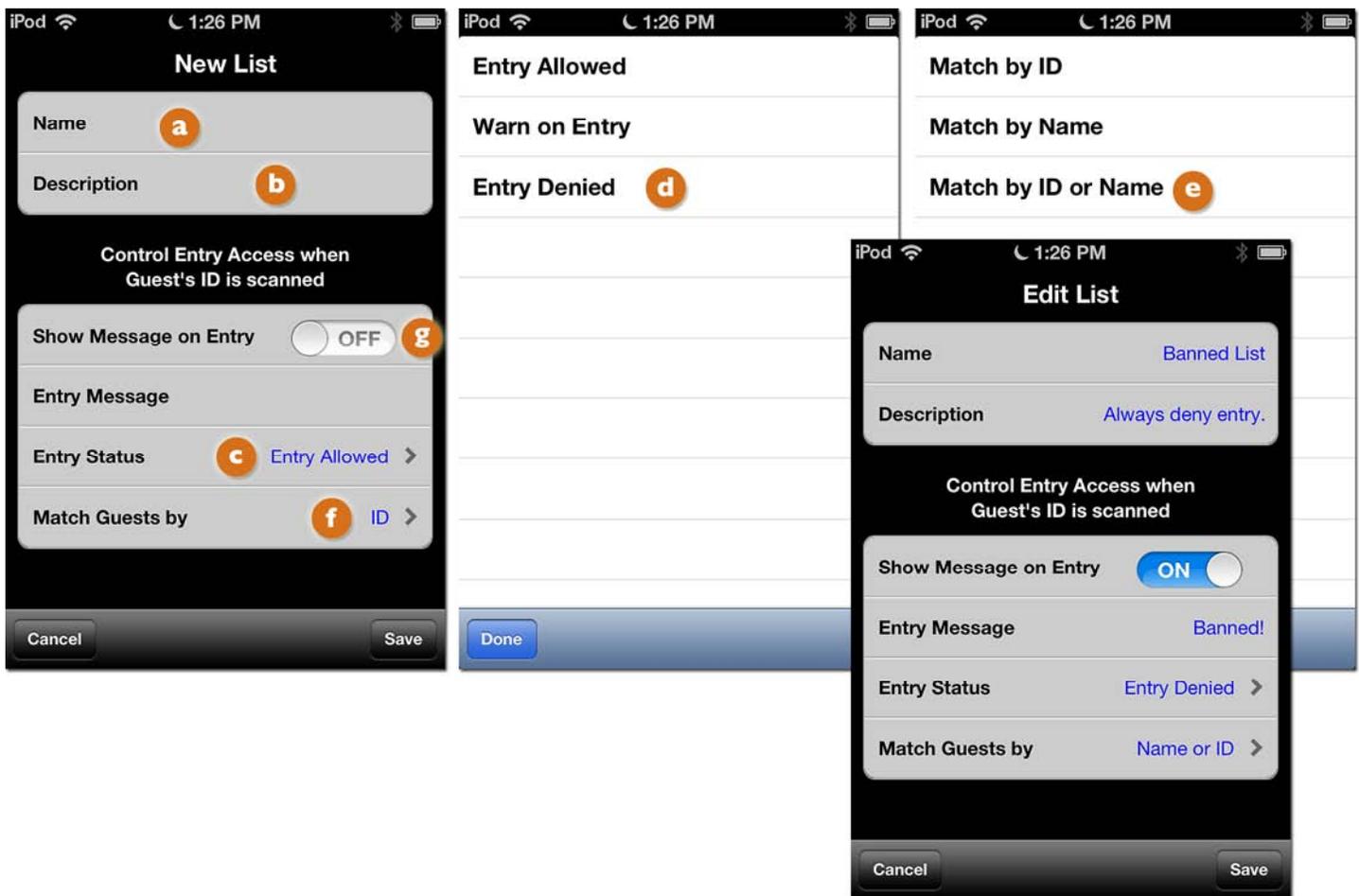
Creating a Banned List

The first step is to create a List to add banned guests to. The Bouncer User Guide has detailed instructions illustrating the steps you to take to create a List. Please review the User Guide if you are not yet familiar with the steps.

When creating your Banned List you will want to modify some of the List Details:
- After you create a new list, you immediately are taken to the List Details Screen. Here is where you can add a Name **a** for the List and an optional Description. **b**
- By default, all new Lists are set to the Entry Status "Entry Allowed." You will need to press the "Entry Status" bar **c** to activate the menu and choose a different Entry Status **e** (i.e., Entry Denied).
- By default Bouncer matches List members by ID, you may press the "Match Guests by" bar **f** to activate the menu and choose a different setting **g** (i.e., Match by Name, Match by ID *or* Name).
- You also can add an optional Entry Message and set **ON** BouncerApp to display the Entry Message when a guest is to be denied entry.

After you have created your list you are ready to begin adding guests, or in this case, banned patrons. You also can return to the Banned List any time to change the settings, Entry Message, etc.

Note: You can also create multiple "Banned Lists" by giving them different names/descriptions, etc. You might have a "Permanent Banned List" and a "7-Day Banned List" etc.

Adding to the Banned List by Reviewing Entry Data

You can add a guest to your Banned List by accessing their Scanned Entry or ReEntry in your Entry Data.

## When you, or your staff, recognize the guest by name:

Perhaps you or your staff knows the guest's name and approximate time they entered your venue. In the example below, let's say your bartender knows the guest's name is John Smith and your door person remembers him returning to the venue just before midnight. You would access the Entry Data, scroll through the list chronologically and spot the guest you need to add to the Banned List.

Using your security camera footage to spot the guest:

In the event you do not know the guest by name, you and your staff can then review the footage from the security camera at your door for the previous night. Look for the approximate time the guest entered the venue. When you recognize the guest entering at 11:54 PM (by the time stamp on the security footage*) you can reference your Entry Data and find John Smith entering at 11:54 PM and add him to the Banned List. If your door was especially busy you can press on the Entry Action and look at the Guest Details scanned by Bouncer. You can verify it is the guest by reviewing their age, height, etc.

The first step is to access your Entry Data:

1) Press "Lists" **a** on the Main Screen to navigate to the List Screen.
2) Press the "Entry Data" button **b** at the bottom of the List Screen.
3) This takes you to the Entry Actions Screen. **c**
4) Pressing a line item/action will take you to a screen with details of the action. **d** For example, details from the ID that was scanned.
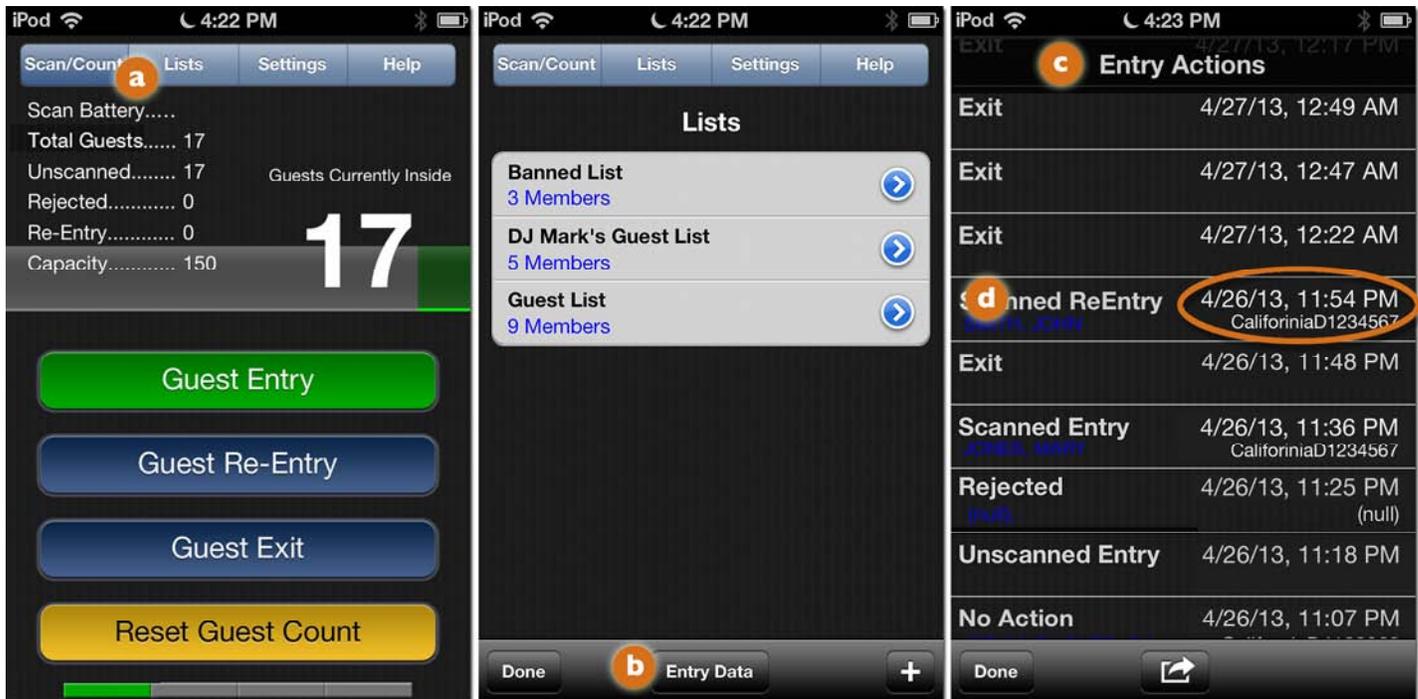

*__Note:__ We recommend that you check that the date and time on your security camera(s) is in sync with your **iOS** Devices.

Adding from the Entry Action Screen by Reviewing Entry Data (cont.)

5) At the bottom of the Entry Action Screen, press the button "Add to List." **e**
6) This will take you to a screen showing all of the Lists you have created. **f** Press the List you would like to add the guest to (i.e., Banned List)
7) This action immediately adds the guest to the List.
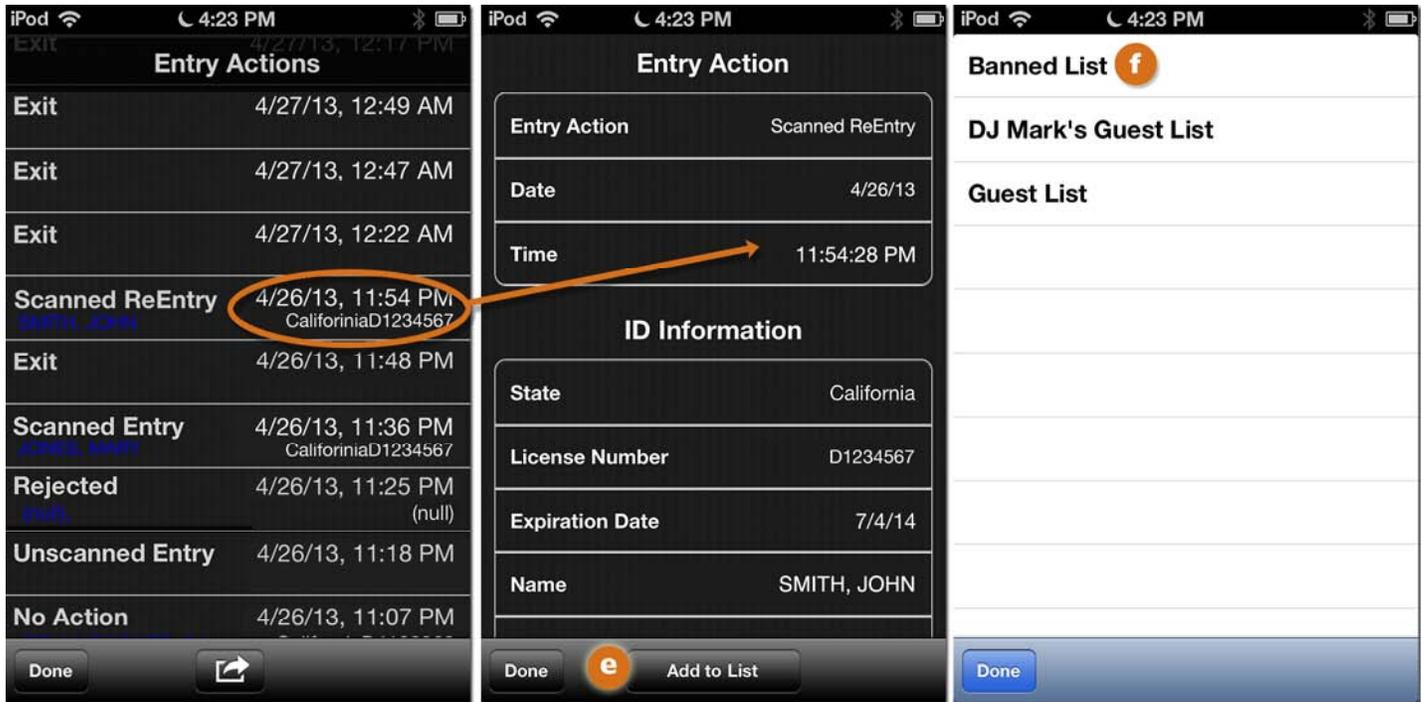
Note: Bouncer stores detailed Entry Data in your **iOS** Device for up to 90 days. Subscribers to BouncerOnline can store Entry Data indefinitely. Subscribers to BouncerOnline can also access and manage Entry Data from their desktop computer or laptop. The Bouncer User Guide has additional instructions for using your Entry Data.
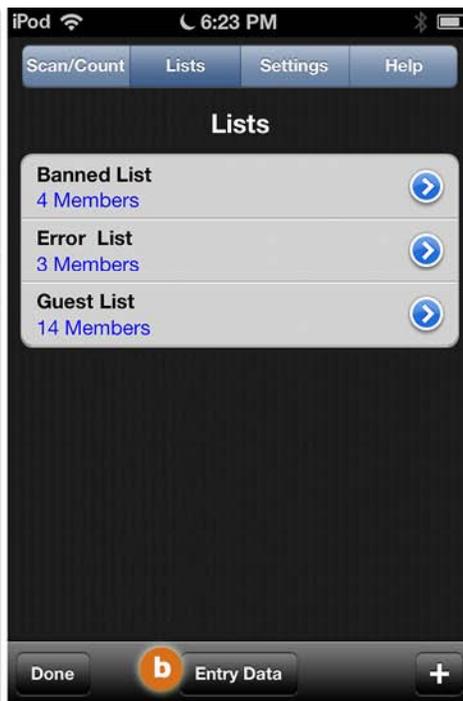
Adding to the Banned List Immediately after Scanning

You can add a guest to your Banned List by accessing their Scanned Entry in your Entry Data immediately after the guest has been rejected and denied entry.

If a guest's ID has been scanned but you chose to deny them entry by pressing "Reject & Cancel" you can then go to the Entry Data and follow the same steps shown on the previous pages.
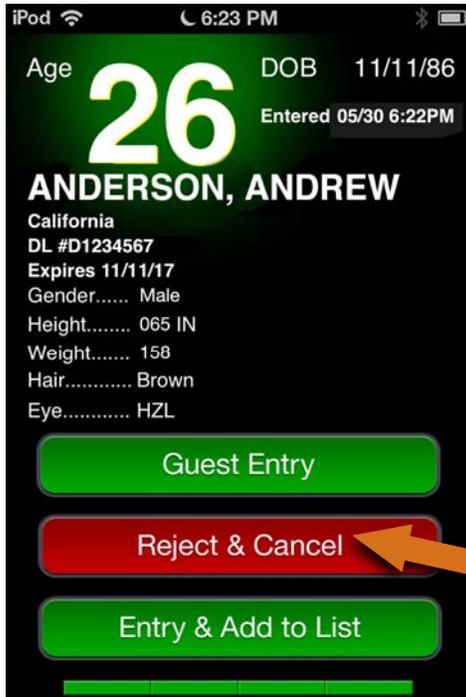
1) Press "Lists" **a** on the Main Screen to navigate to the List Screen.
2) Press the "Entry Data" button **b** at the bottom of the List Screen.
3) This takes you to the Entry Actions Screen. Here you will notice the guest who was just Rejected (Andrew Anderson).
4) Pressing a line item/action will take you to a screen with details of the action. **c**
5) As shown on the previous page, at the bottom of the Entry Action Screen for Andrew Anderson, press the button "Add to List" and then select the Banned List.
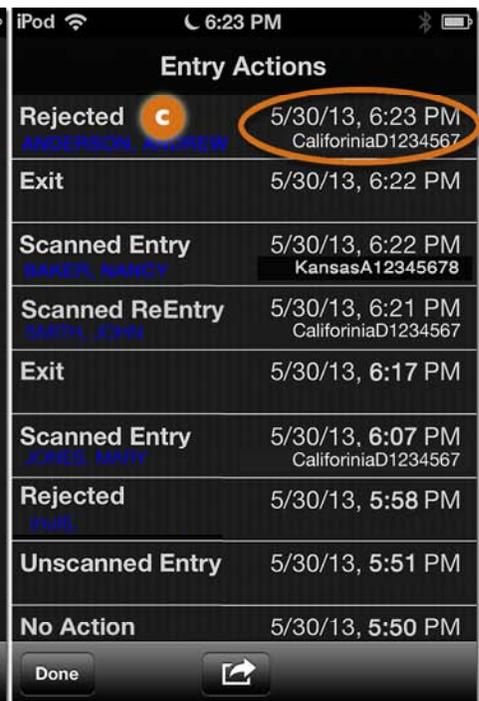
Adding to the Banned List Immediately after Scanning (cont.)

Bouncer treats your Banned List like <u>any</u> List you have created. The Bouncer User Guide has detailed instructions on how you can immediately add a guest to any List from the ID Screen.

Though you could use this method to add guests to your Banned List (**we do not recommend it**).

1) After you have scanned or swiped a valid ID press the button "Entry & Add to List." You would do this even though you want to reject the guest and add them to your Banned List.
2) This will take you to a screen showing all of the Lists you have created. **a** Press the List you would like to add the guest to (i.e., Banned List).
3) After adding the guest to the Banned List you will return to the Main Screen.
4) Because you pressed "Entry & Add to List" the guest has been added to your Current Occupancy. **b** BouncerApp will treat this as a guest entry (even though they were not allowed inside). You should immediately press "Guest Exit" **c** to lower the count back to **102**. But note, the guest's "entry" will remain in your count of Total Guests but will not be included in your Rejected Count.
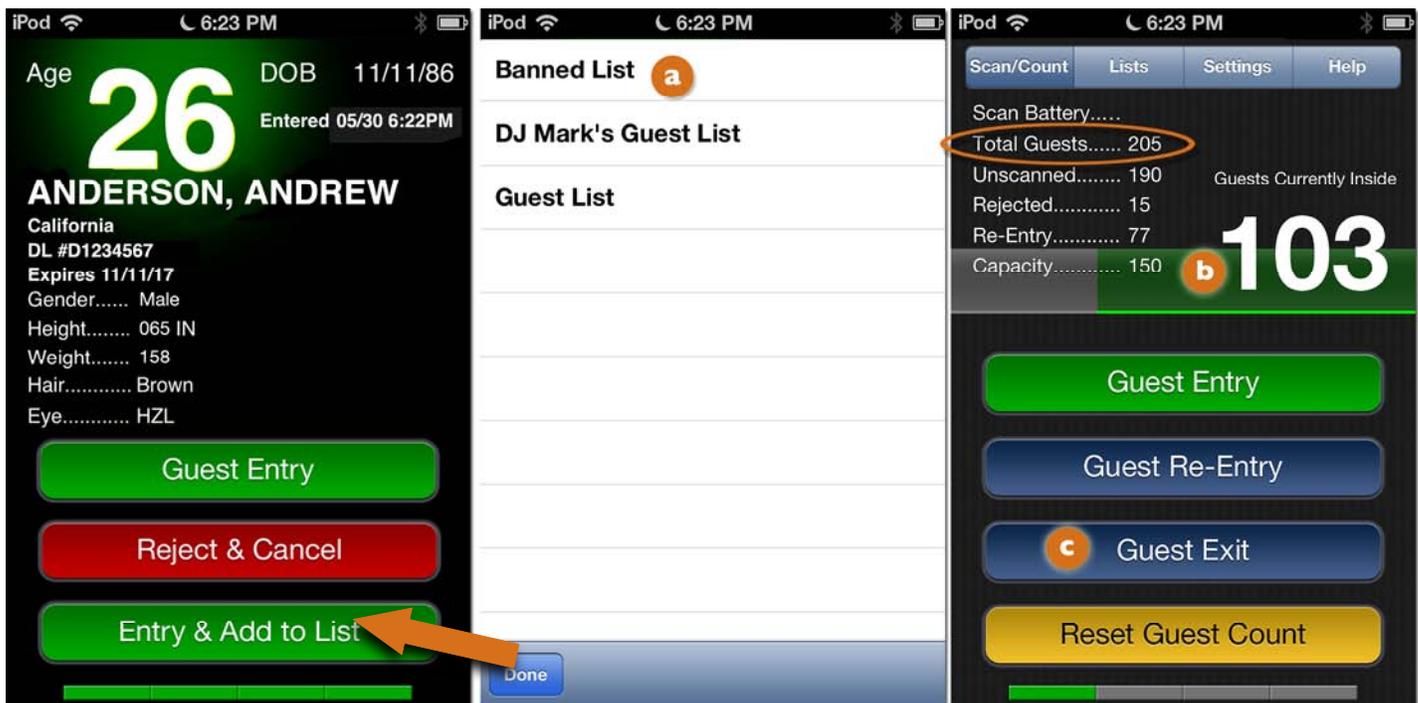
Note: We have shown this option as it is a way to add guests to <u>any</u> List, but as it effects your counts in an incorrect way, we do not recommend this method for adding guests to you Banned List.

Adding Guests Manually

You also can add guests manually to your Banned List. But, it is important to keep a few things in mind:

- You must review the List Details for the Banned List and be sure the list is set to: "Match by ID *or* Name."
- BouncerApp will only recognize manually entered guest last names if the last name entered <u>exactly</u> matches how it appears on the ID.
  For example, below you will notice that a guest named "**Timothy Biersteiner**" is on your Banned List. Also notice that only the first initial "**T**" was entered. BouncerApp would recognize "**T Biersteiner**" or "**Tim Biersteiner**" as long as the <u>last</u> name matches the ID and the portion of the first name "**T**" or "**Tim**" matched the full first name on the ID (i.e., **Timothy**).
- With very common last names it is best to enter the full first name as well.
  For example, when "**Ann Smith**" was manually added to the Banned List, if you had entered "**A Smith**" BouncerApp would "recognize" the ID's of someone named **Andrew Smith** or **Ashley Smith** and incorrectly indicate they were on the Banned List.
- Manually entered names to the Banned List might create confusion and problems when any guest arrives with a name that is the <u>same</u> as a guest on your Banned List. In those instances you and your door staff can still allow entry to a guest.

Adding Guests Manually from your iOS Device with the BouncerApp

To manually add a guest to your Banned List, do the following:

1) Press "Lists" on the Main Screen to navigate to the List Screen.
2) Select the List **a** you would like to add a guest to (i.e., Banned List)
3) Select the "**+**" icon **b** on the bottom toolbar.
4) This will take you to a blank Guest Details screen. Press on the First Name **c** field to begin adding the guest information.
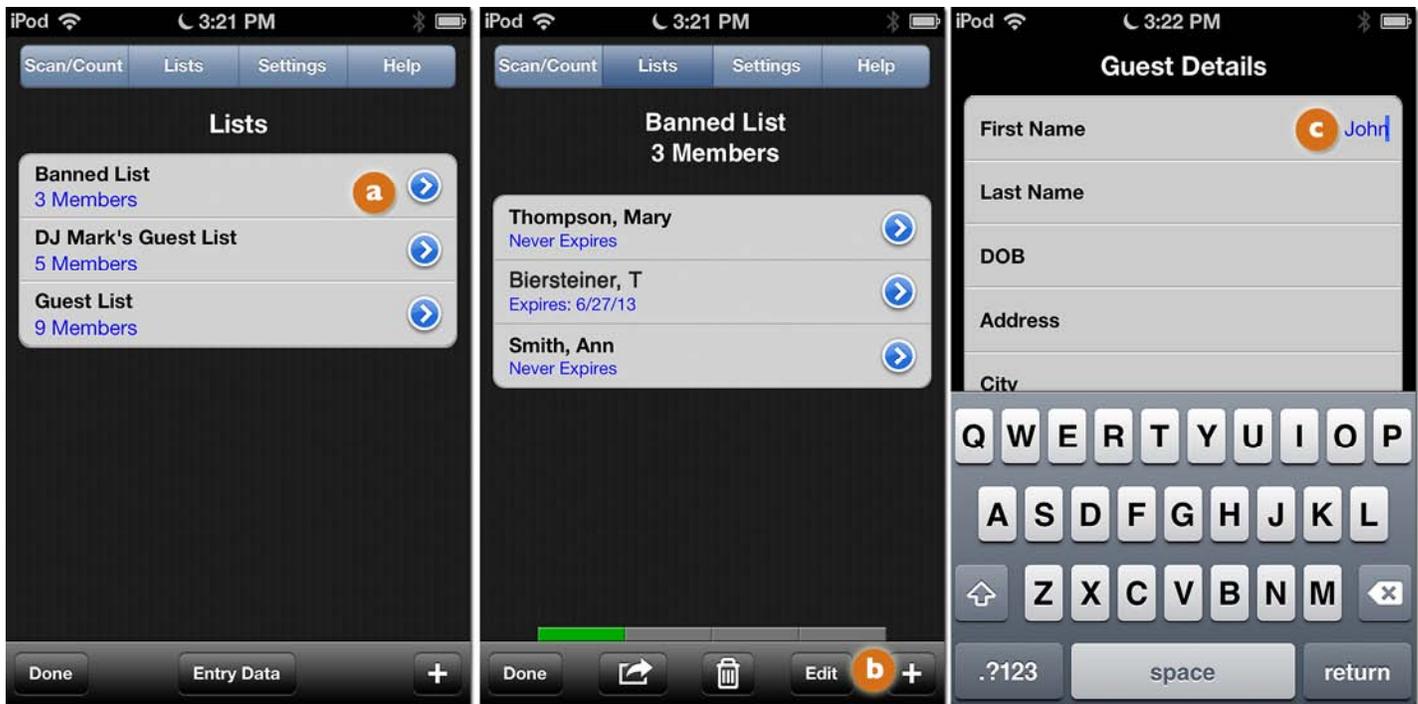
Adding Guests Manually from BouncerOnline

Subscribers to BouncerOnline can also manually add guests from their desktop computer or laptop.

1. Log in to BouncerOnline.
2. Choose "Guest Lists" **a** and select the List (i.e. Banned List) you would like to add a guest(s) to. **b**
3. Press **c** "Add Member" to activate a blank entry to add the guest information (i.e., name, address, etc.). See previous page regarding matching last names to ID's.
4. Press "Done" **d** when you have finished adding new names/members to your Banned List or select "Cancel" to discard your changes.

More Info?

For more information on Bouncer, please go to www.bouncerapp.com