



Concession Vendor FAQs for BlastPass

1. How do I get my money after customers pay with cashless?

All transactions completed on BlastPass devices will be uploaded to the server once connected to internet. All vendors will be paid their full earnings based off the final sales report at the end of the event on Monday night. This will take place during the normal audit meetings with our Fiscal Tech, Karey Connor. Sign-ups to secure a time slot for these meetings will be done the same as prior years.

It is important to note that network is not required to process onsite POS transactions and thus if network is not present the data on devices will not be uploaded in real time. However, each vendor will always have access to their sales statistics directly from their POS devices both when offline and online.

2. Does every vendor have to rent a device to scan the BlastPass Cards?

All scanning devices are provided courtesy of the Kittitas County Fair and will be no charge to the vendors required to use the BlastPass Cashless System.

3. How are my vendors trained on using the system?

Training sessions will be set up pre-event – they will consist of both an overall summary and some role play training where the vendors can use the devices in a training environment to ensure they are comfortable before going live. The BlastPass technology is very intuitive and easy to use so there is nothing to worry about! In addition, the Blast Pass delivery team will be onsite the whole duration of the event to provide continuous support.

4. Can Concessions opt out of using BlastPass if they would prefer to take cash.

Every Concessionaire is required to use the BlastPass system and there will be no exceptions. Please review our updated policy in the Vendor Handbook under: Concessionaire Percentages/BlastPass Cashless System.

5. Can a vendor see sales they have logged for the day in real-time?

Yes! All devices contain an “on-device” statistics tab, this will allow for vendors to see their sales stats per device directly on the POS device. At the end of each day, all sales transactions from devices will be uploaded to our cloud server, making them visible in our

cashless reporting suite. This cashless reporting suite shows enhanced analytics for all vendors and any other point of sale using BlastPass.

All reports are provisional until the event has been closed and all data is uploaded.

6. Where do I direct a customer if they need to purchase a BlastPass card or have insufficient funds on their card?

Not only can customers purchase BlastPass online ahead of time, but there will be purchasing kiosks located at both entrances of the grounds and in the center of the grounds in the gazebo between the vendor rows. This is where customers can activate a BlastPass card and add on credits. There will also be Top-Up Stations around the food vendor areas where customers can add more credits when they need to “top-up” their cards to make a purchase.

