TTN: Admin FAQ

Question	Answer
Why can't I take a label out of the store for the Registrar.	There are now two people carrying out the Administrator role. They alternate. During the scanning process a label will be scanned for that weeks Registrar. The label clearly shows that it is for one of the Registrar's, but may not be issued this week.
Why does it take time for the App to become ready for use and to close down.	The Listener Data is held on the Internet and has to be retrieved and then checked for any entries that must be removed to comply with the GDPR rules, those who were ceased over one year ago. This will take a few seconds. When closing there is quite a lot of Housekeeping to be carried out.
Why do duplicate returns have to be scanned	When a label is issued the database is updated. It is very important that returns are scanned so that we do not chase a listener for returns when they have in fact returned them.
There is a note in a returned wallet	Write on the note the label ID. This is the text between the *'s above the barcode. Three numbers and then 3 uppercase Alpha. If possible act on the contents of the note. If it is for a "Cease or Suspend" scan for issue but do not send it. Put the note in the Registrars wallet along with the label if not sending this week.
A hand written label has been returned	As there is no bar code key in the three digit number with three uppercase letters after. There may be a * at each end, do not key the "*". Put the label into the Registrars wallet.
There is no label in the store to issue for a listener	Click on the "Hand Write" button and follow the instructions on the screen. Put a note in the Registrars Wallet.
Why do the results of the last 4 scans appear on the screen.	This is to help you if you are not sure that you have put a label into the correct container.

What does "Bad Scan" mean	If persistent check that the Caps Lock has not been set. The last letter of the barcode is generated by analysing the first 5 characters. If the scan is not correct this message is shown and you must scan that label again.
A label does not respond to being scanned	Put that label to one side. Scan another label. Then rescan the troublesome label. It should now be read successfully. If not key in the number above the barcode excluding the * at each end of the code. Remember to use upper case for the letters. Send to the Registrar with a post it note.
The scanner does not work at all.	Check that the "Caps Lock" button is not set. If that does not help try the other scanner. If that does not work ring Tech support. You may have to key in the code from all of the labels.
What is the significance of the # number	This is to allow the labels to be stored in order. There are gaps to allow for new listeners to be inserted in the correct place.
Why do Listener's names appear after you have clicked "All Returns Scanned"	They are people who have not returned a wallet this week. Your assistant is to remove one from the store and pass it to you so that it can be scanned.
You have the "Job Done" message.	Click on the EXIT button and then EXIT again if you are not issuing the Northumbrian. Sort and file the duplicate returns. It Is very important that they are in numeric sequence so that they can be found.
A label has been found in a wallet after the start of the scanning	If the scanning has not been completed scan the found label and follow the on screen instructions. If the scanning is completed put the label into the wallet that is to be sent to the Registrar with a post it explaining.
Another question needing answering	Tell your Team Leader the question and ask them to get it answered and added to this document.

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What information is in the barcode on a label	The Listener's Computer ID, the first 3 numbers, the version of the labels B to Z. The Batch of labels in that version, and lastly a check digit to allow the result of the scan to be validated
Message "Same Label Scanned"	To find out what to do with the label look at the right hand side of the screen in the middle under the "Last good scans" the detail of the last 4 good scans are shown. The top one tells you what to do with that label.

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