

## Scanning Supervisor

**YOU CAN LOG IN TO DEAL e.g. WITH MOST SCANNING ISSUES SIMPLY BY SCANNING THE BARCODE LABEL YOU HAVE BEEN ISSUED WITH AND ENTERING YOUR PASSWORD IF PROMPTED.**

***Role Objective:** Supervises scanning operations for their designated zone, ensuring the efficient flow of Ballot Paper Tray to and from scanners, ensuring scanners are kept clean, and resolving scanning issues. Liaises with Registration/Verification.*

### Scanning Supervisor tasks

- The Registration/Verification Operators will advise you **when contests can be scanned**.
- **Instruct the Marshal(s)** to issue Ballot Paper Trays to Scanning Workstations.
- **Cleaning** – Ensure regular cleaning by Scanning Operators – see Operator instructions

### Resolving Scanning Issues

#### Paper Jams and Double Paper feeds

- Check the workstation screen for an error message (eg Twain Exception).
- Check on screen to see the barcode of the last Ballot Paper scanned, identify the paper.
- Check the scanner screen for more details.
- Open scanner, remove any jammed Ballot Papers, clean any paper or dust from inside the scanner, close the cover.
- Reload any Ballot Papers after the last Ballot Paper scanned as per on screen details, enter your password into the text box, press Return to submit, Click Continue Scanning.

#### Duplicate Ballot Papers

- If the Scanning Operator is aware of making an error - click OK, Confirm or otherwise, click Continue Scanning or Close Box.
- If the Scanning Operator is not aware of making an error - click Send ballots to RO for decision, Confirm, click Continue Scanning or Close Box.

#### Zero Ballot Papers in Ballot Paper Tray

- The Scanning Operator cannot proceed without your authorisation if there are no ballot papers to be scanned.
- Scan your 'Supervisor' barcode with the handheld scanner to close the box.

#### No barcode on the ballot tray or barcode will not scan

- Locate the Ballot Paper Account, type **BOX** followed by a space then the ballot box number, press **Enter**, this will open the box and the Scanning Operator can proceed as normal.