



Checkpoint Charlie®

User Manual

April 2025



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1. System Overview

Checkpoint Charlie® is the industry-leading asset tracking solution, available only from Roadphone NRB. It's been designed with the events industry in mind, and is great a tracking radios, batteries & accessories, and other resources you may have on-site such as keys, buggies and ticket scanners.

During your hire, Charlie will provide you with real-time stock availability updates, and afterwards you can easily see where missing equipment has been allocated. Checkpoint Charlie® will email operators with a list of the equipment they've got booked out, detailing the replacement value of each item. The system also comes with a camera to take a photo of the operator, allowing for ultimate accountability with tracing missing equipment after an event.

This guide takes you through the basic operation of Checkpoint Charlie® along with some of the more advanced tasks that may have to be undertaken when using the system.

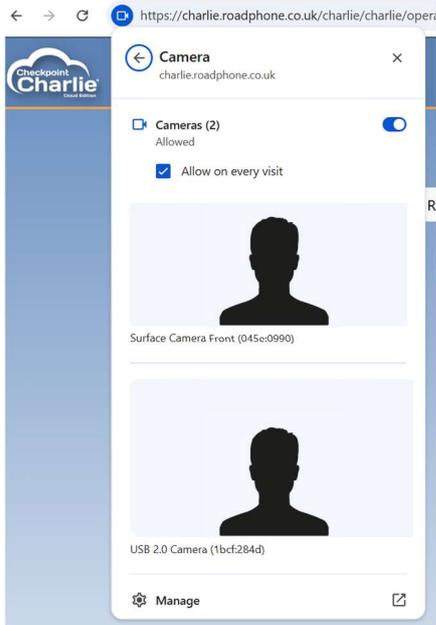


2. Basic Operation

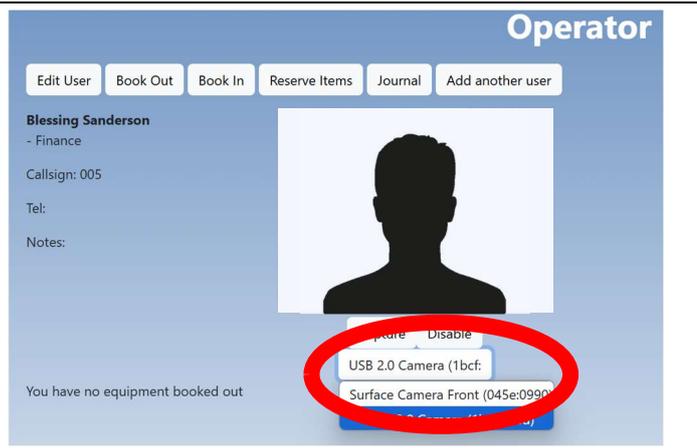
2.1 Logging on

<p>1) Open your web browser (Google Chrome is preferred)</p>	
<p>2) Navigate to https://charlie.roadphone.co.uk</p>	
<p>3) Enter your username and password when prompted.</p>	

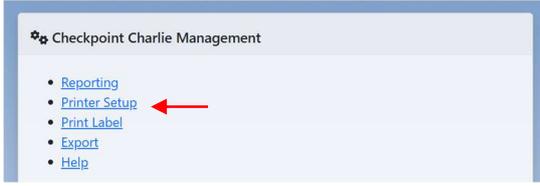
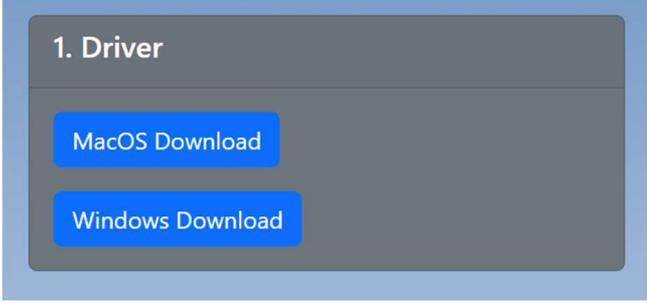
2.2 Connecting your USB Webcam and barcode scanner

<p>1) Connect the webcam and barcode scanner to an available USB port (use a USB hub if necessary).</p>	
<p>2) The barcode scanner requires no further configuration. Simply press the scanner's trigger and point at a barcode that you wish to scan.</p>	
<p>3) Open an operator's page to bring up the live camera preview. You may need to allow your browser access to the USB webcam - this is usually done by clicking on the camera symbol in your address bar.</p>	

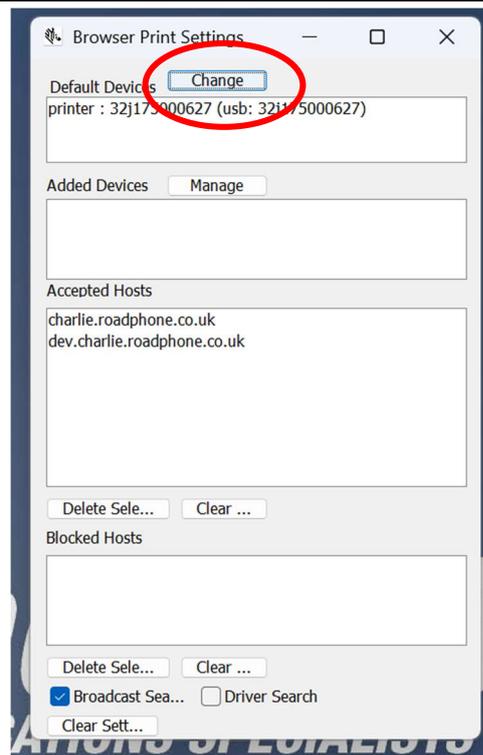
4) If the live preview shows your laptop's front-facing camera, use the drop-down menu to select the USB camera (as circled). You'll only need to do this once.



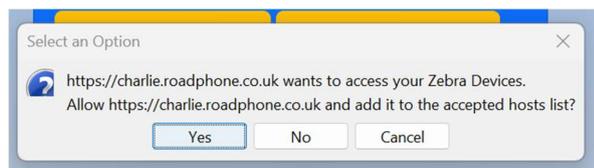
2.3 Setting up your Zebra barcode printer

<p>1) Connect your printer to an available USB port (use a USB hub if necessary).</p> <p>Connect the printer to the mains using the power supply and check it is powered on.</p>	
<p>2) Go to the Admin page, and click Printer Setup.</p>	
<p>3) The next step is to install the Zebra BrowserPrint driver. From the Printer Setup page, select either the MacOS or Windows driver, and follow the on-screen instructions to install.</p>	
<p>4) Once installed, from your computer's task tray, right-click on the Zebra BrowserPrint icon and click Settings.</p>	

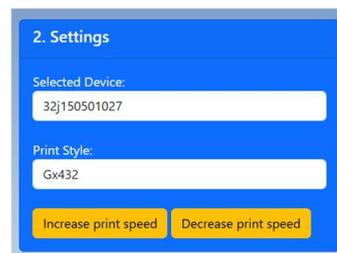
5) Under 'Default Devices', click 'Change' to set the current printer connected via USB



6) Return to Checkpoint Charlie® in your web browser and press your browser refresh button. You will be prompted to allow Charlie access to your Zebra Devices. Click 'Yes' to allow this.

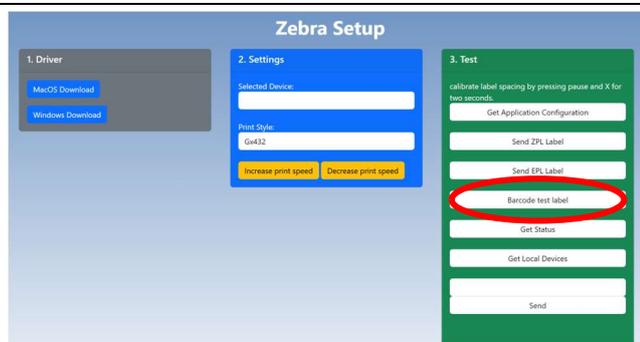


7) Make sure that the printer is showing under Selected Device. If it is not, refresh the browser page, and double-check that it is showing under Default Devices in the Browser Print application.



The print style should be set to match the model of the printer you have.

8) Press the 'Barcode test label' to verify that the printer is working correctly.

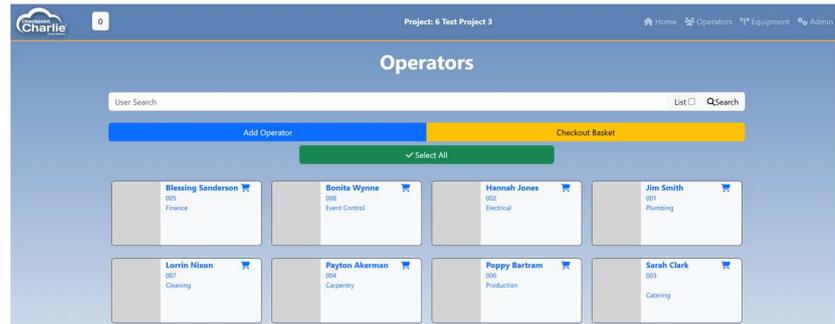


2.2 Getting around Checkpoint Charlie

1) From the home page, you can search for a radio operator, department, or individual piece of equipment by using its serial number.



2) The Operators page shows you all of the equipment operators (or users) that are loaded into the system. These are who you will assign equipment to. You can click 'Add Operator' to create an operator manually, or we can import a list for you in advance.



3) The equipment page lists all of the equipment loaded onto your project. You can see the quantities of each product that are available, reserved and out.

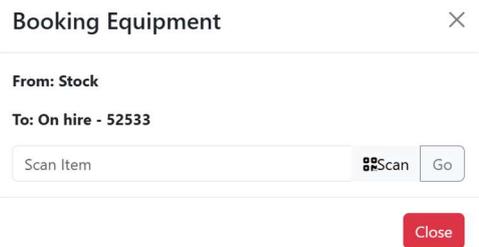
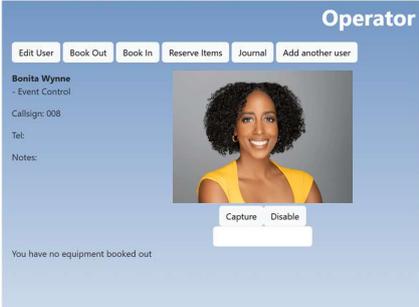
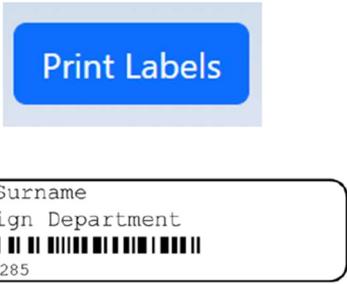
Part	Description	Available	Reserved	Out	Service	Faulty	Total
10WAYT	10-way extension board - Tower style UK	2	0	0	0	0	2
24VIL	Mains lead UK plug	53	0	0	0	0	53
4WAY	4-way extension - UK	23	0	0	0	0	23
6WAY	UK 6 way extension board	7	0	0	0	0	7
AERODOUBLE	Aerodeck dual-level commentary unit	1	0	0	0	0	1
BARCODESCANNERN	Netum Scan Barcode Scanner - USB	2	0	0	0	0	2
BATTERY	Backup Battery	8	0	0	0	0	8
BLOCKSUPPOT	Wooden Block for antenna support	2	0	0	0	0	2
CABLE10M	Cable 10 M Length RG213	2	0	0	0	0	2
CABLE15M	Cable 15 M Length RG213	2	0	0	0	0	2
CABLE20M	Cable 20 M Length RG213	3	0	0	0	0	3
CLAMP	2U clamp	4	0	0	0	0	4
CLIP	Clip Antenna - UHF - with bnc end	7	0	0	0	0	7
CMSS	Motorola Capacity Max System Server CMSS	1	0	0	0	0	1
CPCLICAM	Check Point Charlie Logitech Camera	2	0	0	0	0	2

4) The Admin page allows you to access reports and set-up the Printer



2.3 Adding an Operator & Booking out equipment

<p>1) Begin by typing the operator's name, company or department into the home page to check whether they have been pre-allocated equipment before the event. If they have, click on the operator's profile in the search results to book out equipment. If not, you can use the Add New User button in the search results to create a new profile.</p>	
<p>2) You will then be presented with a form to enter information about the user. Enter as much information as possible.</p> <p>It is mandatory to enter a name, callsign, telephone and email address.</p> <p>The callsign should match the radio number on the sticker on the side of your radio.</p> <p>Once you are done, click Save.</p>	
<p>3) The Operator's profile page contains basic information along with a photo (once taken) and action keys to perform certain tasks. A list of equipment booked out is also shown.</p>	
<p>4) To book out equipment, click the Book Out button. The booking out window will then appear, and barcoded equipment can</p>	

<p>be scanned. Once all items have been scanned out, press the Escape key (Esc) to exit the window. The equipment booked out will then show on the user's profile.</p>	
<p>5) Once this is complete, use the Capture button to take a picture of the user.</p>	
<p>6) If you have a label printer, you can then click the Print Label button to print a label which can be affixed to the equipment, showing who it has been booked out to and the barcode of the product. Under the list of equipment booked out, click Print Label to print a label.</p>	
<p>7) If you see the message 'Unable to bookout - missing mandatory fields', it most likely means that the operator's name, email or telephone fields are empty.</p> <p>Click 'Edit User' and complete the missing fields.</p>	

8) Once equipment is booked out, an email will be sent to the operator detailing all of the equipment they have booked out, the time and date that it was issued, and the replacement value of the equipment.

From [Checkpoint Charlie](#)
To
Date 2025-04-03 16:48:26

Dear Blessing Sanderson,

Please see below the list of items currently booked out to you,

Project:

Product	Description	Qty	Serial	Issued	Value due if unreturned
DP4BLI	Motorola DIGITAL DP4000 series Lithium Ion battery & belt clip	1	0118AH	2025-04-03 16:47:40	£124.00
DP4801EUT3	Motorola DIGITAL DP4801E UHF Handportable - colour display With T3	1	871TUZJ876	2025-04-03 16:47:22	£774.00

Please make sure you return this equipment safely at the end of the event. Thank you.

Checkpoint Charlie

Please do not reply to this email, this mailbox is not monitored

T: +44 1778 393938
Roadphone NRB, Pinfold Road, Bourne, Lincolnshire, PE10 9HT, ENGLAND, UK

Roadphone NRB
THE COMMUNICATIONS SPECIALISTS



Roadphone Ltd, (Trading as Roadphone NRB) Registered in England 04173496, Pinfold Road, Bourne, Lincolnshire PE10 9HT



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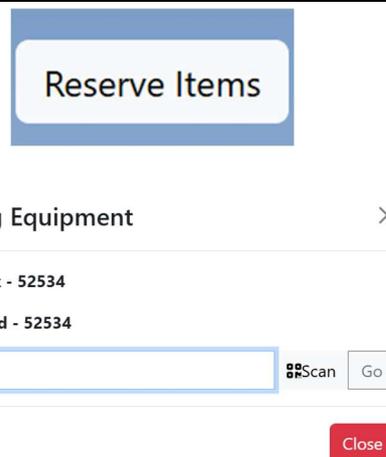
2.4 Reserving equipment and booking out using the basket

1) To speed up the equipment collection process, kit can be reserved onto an operator's profile in advance of their arrival.

Create the operator as you did previously, by entering their name, department and radio callsign. You do not need to enter a phone number or email address at this stage.



2) Click the 'Reserve Items' button and scan all of the equipment that needs to be reserved to this operator. Once all items have been scanned, press the Escape key (Esc) to exit the window. The equipment reserved will then show on the user's profile.

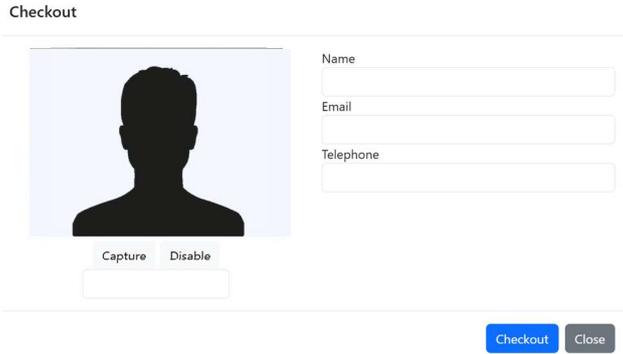
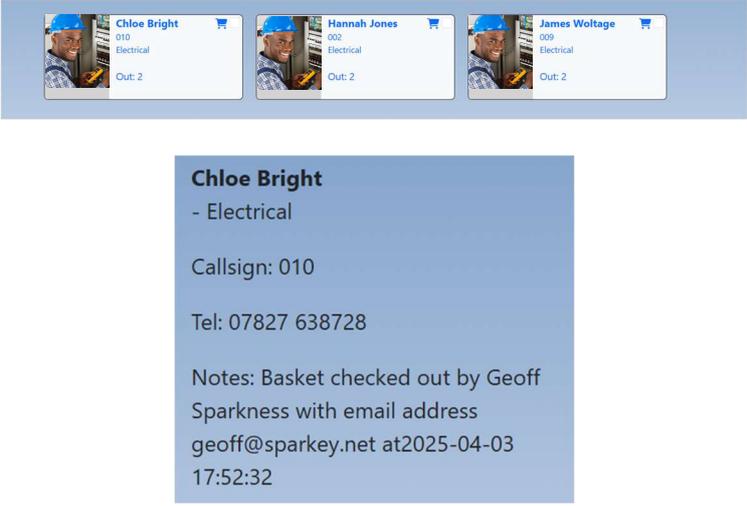


3) If you have a label printer, you can then click the Print Label button to print a label which can be affixed to the equipment, showing who it has been booked out to and the barcode of the product. Under the list of equipment booked out, click Print Label to print a label.



4) If you wish to issue multiple reserved radios to the same person, it can be useful to use the basket feature. To do this, go to the operators



<p>page and search for the department or group of radios you wish to issue.</p> <p>Either use the green 'Select All' button, or use the individual checkboxes, to select the operators you wish to book out.</p>	
<p>5) When all of the operators are selected, click 'Checkout Basket'</p>	
<p>6) Enter the name, email and telephone number of the person collecting the equipment, and take their photograph by pressing the Capture.</p> <p>Then, press Checkout</p>	
<p>7) The result is that the operators are booked out with the same image, and with a note applied showing who collected the equipment.</p>	

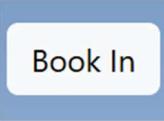
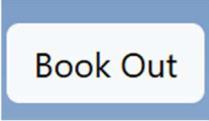
2.5 Booking in equipment on a per-user basis

<p>1) From the home page, scan the user's radio label. This will bring up the operator's profile.</p> <p>Alternatively, search their name or type in their radio ID</p>	
<p>2) Once at the operator page, click Book In to display the booking in screen. Scan all of the equipment to be booked in, then press Escape (Esc) to return to the User Profile.</p>	
<p>3) If all equipment has been booked in, no items will be left on the operator's profile. If items are still outstanding, check to see if they were returned by the operator and re-scan to ensure that they were not missed initially.</p>	

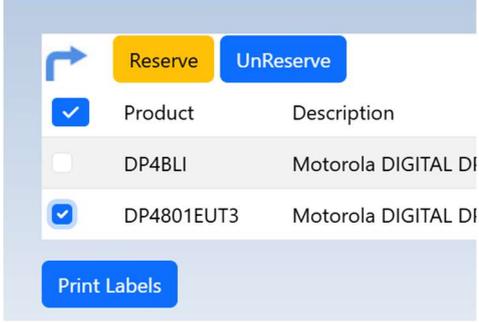
2.6 Booking in equipment using the Generic Stock Book In Feature

<p>1) Generic Stock Book In can be used when receiving back lots of equipment. To start, navigate to the Equipment page.</p>	 <p>A horizontal navigation bar with a dark blue background and white text. It contains four items: 'Home' with a house icon, 'Operators' with a group of people icon, 'Equipment' with a list icon and a red circle around it, and 'Admin' with a gear icon.</p>
<p>2) Then, click the Stock Book In button.</p>	 <p>A blue rectangular button with the text 'Stock Book In' in white.</p>
<p>3) Scan all of the equipment to be received back into stock. Tip: when scanning, wait for the confirmation tone before moving to the next item.</p>	 <p>A modal dialog box titled 'Booking Equipment' with a close button (X) in the top right. It contains the following text and controls: 'From: On hire', 'To: Stock', a text input field with the placeholder 'Scan Item', a 'Scan' button with a barcode icon, a 'Go' button, and a red 'Close' button at the bottom right.</p>

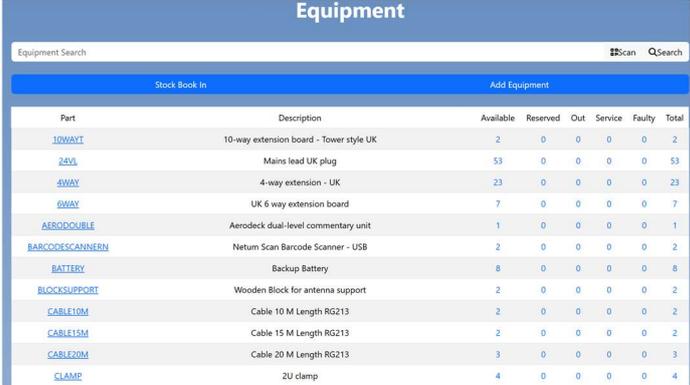
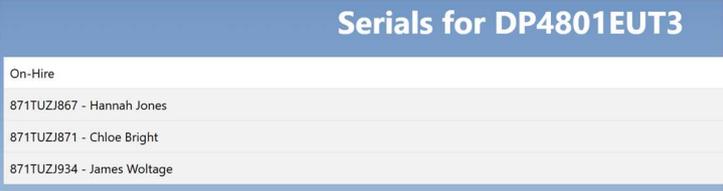
2.7 Swapping a battery

<p>1) Start by navigating to the home screen, and scanning the operator's radio label. This will bring up their profile. Alternatively, search using their name or radio ID.</p>	
<p>2) Once at the operator profile page, click Book In to display the Book in screen. Scan the old battery to remove it from the operator's account and return it to stock. Then, press Escape (Esc) to return to the Operator Profile.</p>	
<p>3) Press Book Out and scan the new battery. This books out the new battery to the operator. The new battery can then be fitted to the user's radio and handed to them for use.</p>	

2.8 Reserving & Un-Reserving an item

<p>1) Start by navigating to the home screen, and scanning the operator's radio label. This will bring up their profile. Alternatively, search using their name or radio ID.</p>	
<p>2) Once at the operator profile page, use the selection tick boxes next to each item you wish to reserve.</p>	
<p>3) Select the 'Reserve' button to move the items from Out to Reserve. The line will go orange to indicate that it is reserved.</p> <p>To un-reserve an items, repeat this process but select 'UnReserve' instead)</p>	

2.9 Checking Stock Levels

<p>1) To start, navigate to the Equipment page.</p>																																																																																																									
<p>2) The table shows how many of each item are in stock (Available), out with an operator (Out) and reserved.</p>	 <table border="1"> <thead> <tr> <th>Part</th> <th>Description</th> <th>Available</th> <th>Reserved</th> <th>Out</th> <th>Service</th> <th>Faulty</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>10WAYT</td> <td>10-way extension board - Tower style UK</td> <td>2</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>2</td> </tr> <tr> <td>2EVL</td> <td>Mains lead UK plug</td> <td>53</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>53</td> </tr> <tr> <td>4WAY</td> <td>4-way extension - UK</td> <td>23</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>23</td> </tr> <tr> <td>6WAY</td> <td>UK 6 way extension board</td> <td>7</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>7</td> </tr> <tr> <td>AERODOUBLE</td> <td>Aerodeck dual-level commentary unit</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>1</td> </tr> <tr> <td>BARCODESCANNERN</td> <td>Netum Scan Barcode Scanner - USB</td> <td>2</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>2</td> </tr> <tr> <td>BATTERY</td> <td>Backup Battery</td> <td>8</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>8</td> </tr> <tr> <td>BLOCKSUPPORT</td> <td>Wooden Block for antenna support</td> <td>2</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>2</td> </tr> <tr> <td>CABLE10M</td> <td>Cable 10 M Length RG213</td> <td>2</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>2</td> </tr> <tr> <td>CABLE15M</td> <td>Cable 15 M Length RG213</td> <td>2</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>2</td> </tr> <tr> <td>CABLE20M</td> <td>Cable 20 M Length RG213</td> <td>3</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>3</td> </tr> <tr> <td>CLAMP</td> <td>2U clamp</td> <td>4</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>4</td> </tr> </tbody> </table>	Part	Description	Available	Reserved	Out	Service	Faulty	Total	10WAYT	10-way extension board - Tower style UK	2	0	0	0	0	2	2EVL	Mains lead UK plug	53	0	0	0	0	53	4WAY	4-way extension - UK	23	0	0	0	0	23	6WAY	UK 6 way extension board	7	0	0	0	0	7	AERODOUBLE	Aerodeck dual-level commentary unit	1	0	0	0	0	1	BARCODESCANNERN	Netum Scan Barcode Scanner - USB	2	0	0	0	0	2	BATTERY	Backup Battery	8	0	0	0	0	8	BLOCKSUPPORT	Wooden Block for antenna support	2	0	0	0	0	2	CABLE10M	Cable 10 M Length RG213	2	0	0	0	0	2	CABLE15M	Cable 15 M Length RG213	2	0	0	0	0	2	CABLE20M	Cable 20 M Length RG213	3	0	0	0	0	3	CLAMP	2U clamp	4	0	0	0	0	4
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CLAMP	2U clamp	4	0	0	0	0	4																																																																																																		
<p>3) Clicking on a number of a product that is out or reserved will bring up a list of which users the equipment is assigned to.</p>	 <p>Serials for DP4801EUT3</p> <p>On-Hire</p> <ul style="list-style-type: none"> 871TUZJ867 - Hannah Jones 871TUZJ871 - Chloe Bright 871TUZJ934 - James Woltage 																																																																																																								

2.10 Keyboard Shortcuts

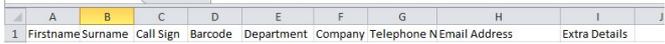
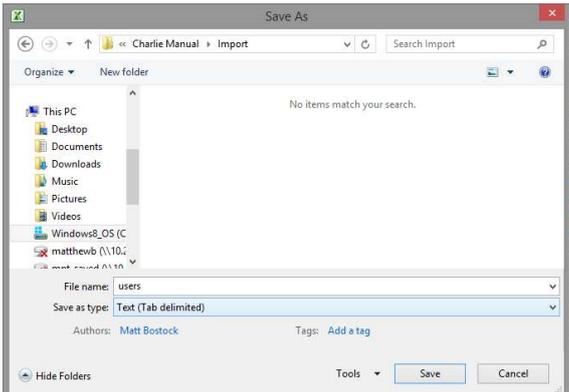
Checkpoint Charlie® provides the following keyboard shortcuts for easy use of the system:

Shortcut	Function
Alt + O	Book Out
Alt + I	Book In
Alt + R	Reserve
Alt + C	Edit User
Alt + Z	Take Photograph
Alt + H	Home

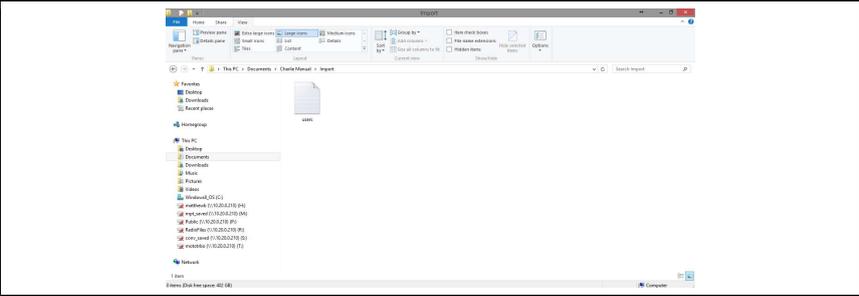
3. Advanced Operations

3.1 Importing users from a .tab file

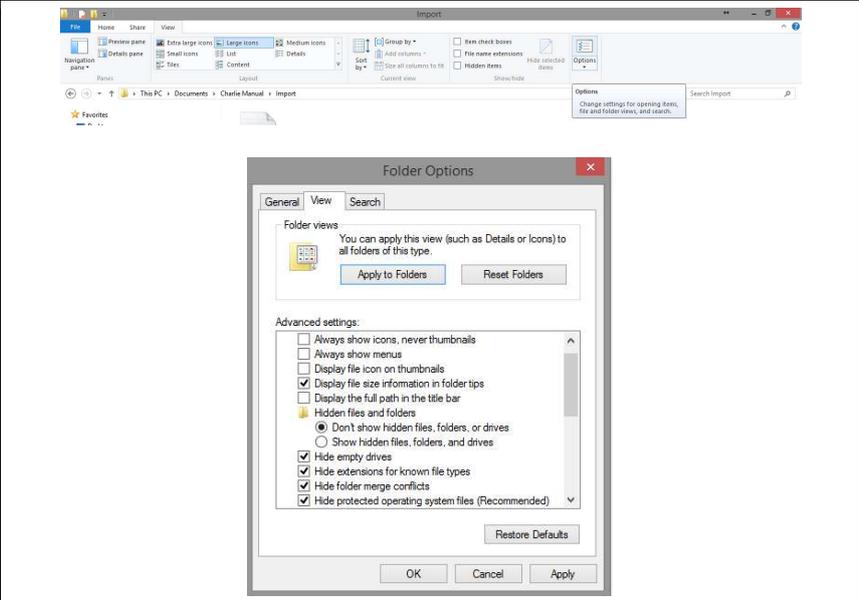
When the names of users are known before the event, it is useful to import these users into Charlie®, so that their profiles are already created before booking out equipment. This can save time when working with a large amount of equipment and users.

<p>1) The file for import must first be prepared in Microsoft Office Excel.</p>																					
<p>2) Open Excel and prepare the column headings as shown on the right</p>	 <table border="1" data-bbox="762 801 1204 1160"> <thead> <tr> <th>Cell</th> <th>Heading</th> </tr> </thead> <tbody> <tr> <td>A1</td> <td>First Name</td> </tr> <tr> <td>B1</td> <td>Surname</td> </tr> <tr> <td>C1</td> <td>Call Sign</td> </tr> <tr> <td>D1</td> <td>Barcode</td> </tr> <tr> <td>E1</td> <td>Department</td> </tr> <tr> <td>F1</td> <td>Company</td> </tr> <tr> <td>G1</td> <td>Telephone Number</td> </tr> <tr> <td>H1</td> <td>Email Address</td> </tr> <tr> <td>I1</td> <td>Extra Details</td> </tr> </tbody> </table>	Cell	Heading	A1	First Name	B1	Surname	C1	Call Sign	D1	Barcode	E1	Department	F1	Company	G1	Telephone Number	H1	Email Address	I1	Extra Details
Cell	Heading																				
A1	First Name																				
B1	Surname																				
C1	Call Sign																				
D1	Barcode																				
E1	Department																				
F1	Company																				
G1	Telephone Number																				
H1	Email Address																				
I1	Extra Details																				
<p>3) You can then proceed to complete the rest of the table with the appropriate information for your users.</p>																					
<p>4) Once you are sure that the information is correct, you can then save the file. Choose File → Save As... and save the file as 'users', choosing the Text (tab delimited) file format.</p>																					

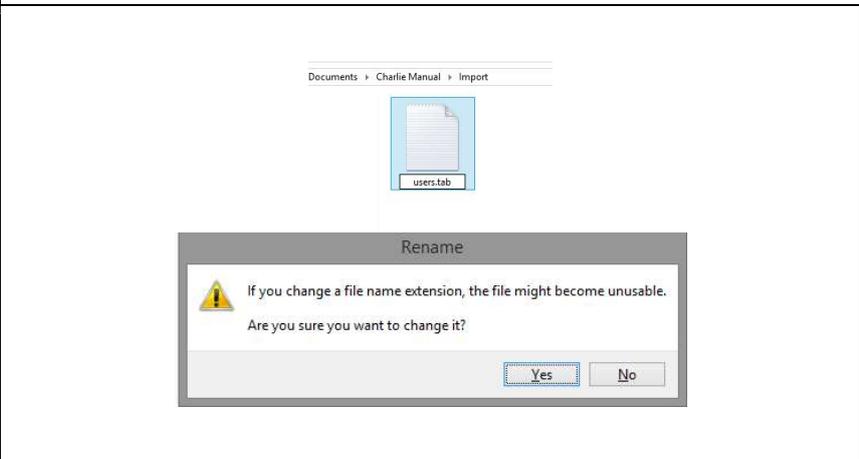
5) Then, enter the folder where you saved your file



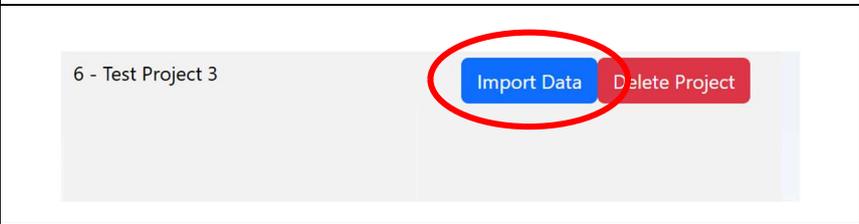
6) You now need to be able to edit the file extension of the 'users' file you just created. In Windows, select the View tab from Windows Explorer → Options → View. From the Advanced Settings section, un-tick the option box for 'Hide extensions for known file types', and then select Apply and then Ok.



7) You should now see that the full file name for your users file is 'users.txt'. Right click on the file, select 'Rename', and rename the file to 'users.tab'. Windows will then warn you about changing the file extension but select Yes. You have now prepared the file for import onto Checkpoint Charlie®.

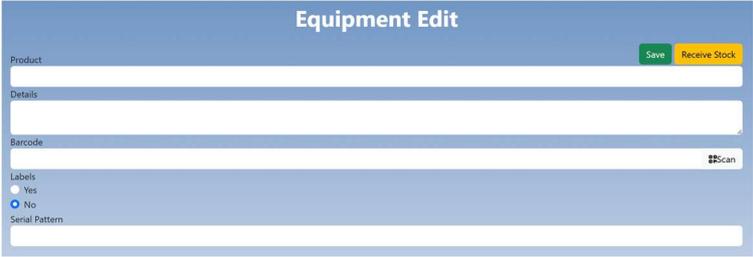


8) In Charlie, load the Admin menu, and select 'Import Data next to your project). Follow the steps on screen to complete your data import.

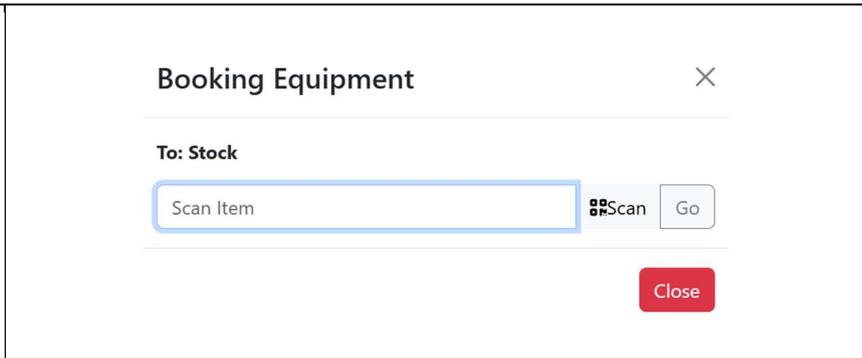


3.2 Manually adding equipment

Checkpoint Charlie® can be used to manage the allocation of a wide range of resources, and to do this, additional equipment must be added to the equipment database before being booked out to users.

<p>1) From the navigation bar at the top, select Equipment.</p>											
<p>2) Click 'Add Equipment'</p>											
<p>3) You are now presented with a form which allows you to add information about your product. The product code can be any short code that identifies the product, whilst the description is a longer description of the item. It is not necessary to fill out the barcode field.</p> <p>If you want this product to print labels from the operator page, select 'Yes' to Labels.</p> <p>The serial field is used to enter the pattern for all barcodes of that particular product. For example, if the barcodes were BATT 181, BATT 182, etc, you would enter BATT### in the serial field.</p>	 <p>Example: if you wish to add 20 barcoded cabin keys to your equipment database, all numbered consecutively, you would enter the following into the form:</p> <table border="1" data-bbox="568 1205 1401 1368"> <tr> <td>Product Code</td> <td>CABKEY</td> </tr> <tr> <td>Product Description</td> <td>Keys for cabins on site</td> </tr> <tr> <td>Barcode</td> <td>[None]</td> </tr> <tr> <td>Labels</td> <td>Yes</td> </tr> <tr> <td>Serial</td> <td>CABKEY###</td> </tr> </table>	Product Code	CABKEY	Product Description	Keys for cabins on site	Barcode	[None]	Labels	Yes	Serial	CABKEY###
Product Code	CABKEY										
Product Description	Keys for cabins on site										
Barcode	[None]										
Labels	Yes										
Serial	CABKEY###										
<p>4) After you have added your product, click 'Save' to add it to the database</p>											
<p>5) Return to the equipment screen, and click on your newly-added product. Then, click Receive Stock to display the receive stock window.</p>											

6) Scan the equipment to be added to this product. You can then click Escape (Esc) to exit the window, and check the equipment screen to ensure that your new product is now showing stock. This equipment can be booked out to users.



7) Checkpoint Charlie® also makes it possible to allocate non-serial products, for occasions where you just wish to book out a quantity of an item instead of serialised stock. This is useful for occasions where the equipment is physically too small to have a barcode sticker applied. To do this, repeat steps 1-6, but this time, do not enter a serial in the field. Then, when you come to receive stock, you will simply be prompted to enter the quantity of that product you have available. When booking this stock out to a user, you need to enter the product code in the booking out window, before stating the amount you wish to issue.

Note: If you wish to add additional stock to a product that is already on Charlie, there is no need to re-create the product. You can simply go into the existing record for that product type and use the receive stock facility to add extra items.

4. Frequently Asked Questions

4.1 My printer won't print

Please try the following:

- 1) Check that the printer is powered on, and a solid green light is showing.
- 2) Check that Zebra BrowserPrint is installed and running. Is it showing in your computer's application tray as a running package?
- 3) Check that the correct printer device is selected in the BrowserPrint application
- 4) Check that charlie.roadphone.co.uk is listed as an Accepted host in BrowserPrint
- 5) Go to Admin, and click Printer Setup. Is the printer listed under 'Selected Device'? If not, press the browser refresh button
- 6) Click 'Barcode test label' - this should print a barcode if everything is running correctly

4.2 Labels print, but are mis-formatted

If the label text is not fully fitting on the label, or it is in any other way mis-formatted, please try the following:

- 1) Check that the labels in the printer are seated correctly. Press & hold the printer's button to align the labels
- 2) Go to Admin, and click Printer Setup. Check that the 'Print Style' matches the model of printer that you have. If you change the print style, press the browser refresh button to commit the changes. Then, click the 'Barcode test label' button to commit the changes.

4.3 I receive the message 'unable to book out - missing mandatory fields' when trying to book out equipment

This is because mandatory fields have not been completed on the operator's profile - either the name, telephone or email address. Click 'Edit User', enter these details, and then book out the equipment.

4.3 I need to print free text labels - how do I do this?

Go to Admin, and click 'Print Label'



4.4 What happens to the personal data of my operators?

Checkpoint Charlie® collects the name, email address and telephone number of operators. The system emails operators when their equipment is booked out, reserved, or returned - so that they have a receipt of the equipment they have taken. If any equipment is not returned, the Checkpoint Charlie® user can use the details provided to contact the operator via phone, or email. After the event, Roadphone NRB will provide details of operators who have missing equipment to the customer who hired the equipment. All other Checkpoint Charlie® project data is ordinarily deleted six months after the date of the last scan on the project.

For more information, please see our Data Protection Statement for Checkpoint Charlie®, which you can find at <https://www.roadphone.co.uk/charliemanual/>

