

ONSITE REGISTRATION

Area Supervisor: Cheng Zhang / SAA Staff

OVERVIEW:

Several different tasks are accomplished at Onsite Registration: Individuals may register for the meeting, add additional events to their schedule, and pay 2018 membership dues. **SAA takes cash, check (drawn on a U.S. bank ONLY), VISA, MC and American Express.**

MATERIALS DISTRIBUTED AT ON-SITE REGISTRATION:

- Name Badge and Holder
- Special Event Tickets (if applicable)
- *Program Book*
- *Program Update*
- *Ribbons (extras in Staff Office)*

GENERAL DUTIES:

- Crowd control: Wednesday afternoon and Thursday are the busiest days at Onsite Registration. Monitor the lines:
 - Distribute copies of the registration form and membership application.
 - Direct advance registrants with a balance due to the cashier. Unless they wish to add another event, they may jump the line.
- Check that all registration forms and membership applications are filled out completely and legibly. Regardless of whether the individual has pre-registered or is a member, s/he must provide her/his address on the registration form.
- To qualify for the member rate on registration fees, an individual must be a current 2018 member. If a registrant has marked the member rate on her/his form, check the membership printout.
 - Current members have an expiration date of 2018 or greater printed next to their name.
- Non-renewed members and nonmembers must pay the 2018 membership fee to qualify for the member reduced rates.
 - Note:** When looking up hyphenated and Latin American names, check all possible variations.
 - Questions and difficulties concerning membership should be directed to an SAA Staff member.
 - Note:** Full database available at registration
- Individuals who mark the student rate must show a current student ID.

TICKETS:

- Review the registration form for any necessary tickets.
- For workshops and tours, check the Events Roster to ensure that the event is still open.
- If an event is not available, inform the individual that the event is closed and ask if s/he has a second choice. Adjust the total on the registration form as necessary.

Mark the Events Roster as appropriate, and fill out the tickets.

Pass tickets, registration form, and individual to the Cashier.

TYPIST:

- For new registrants, type a badge from the information on their registration form in the following format:
Full Name
Institution/Organization (if desired)
- Assemble the registration packet with all inserts and tickets. Check to make sure that there is a ticket for each event listed on the registration form. Make sure to keep all registration forms in the place designated by the area supervisor. All forms are needed for processing by SAA staff after the meeting.
- Provide the individual with a badge holder, the badge, the packet, the anniversary tote, and a copy of the *Program Book*.

CASHIER:

Cash:

- Type the # of the corresponding item on order sheet.
- Press the **PLV/S.DEPT** Button
- Repeat steps a and b if the customer is buying more than one item
- When all items have been entered, push the **SUBTOTAL** Button
- Enter the amount of cash given
- Push the **CA/AMT TEND** button
- The amount of cash to return will show up on the register screen
- The sale is done, tear off the receipt and give to the registrant, indicating to pass to the Typist if s/he a badge and/or to receive the rest of his/her packet.

Check:

SAA will only take checks drawn on a U.S. bank

- Type the # of the corresponding item on order sheet
- Press the **PLV/S.DEPT** Button
- Repeat steps a and b if the customer is buying more than one item
- When all items have been entered, push the **SUBTOTAL** Button
- Verify the check amount is equal to the register's display, verify signature, and date.
- Press the item key **CHK** and then staple the check to the registration and/or membership form, then pass the form to the typist if a badge is needed or keep the form in the area indicated by the area supervisor.

Cards can be processed as follows:

- Ask member to insert the card on the zon machine and follow the prompts for amount to be charged, etc.
- Obtain customer signature on receipt then give the customer the yellow copy and keep the merchant (white) copy

Finish the process by ringing the sale into the cash register as follows:

- Type the # of the corresponding item on order sheet
- Press the **PLV/S.DEPT** Button
- Repeat steps a and b if the customer is buying more than one item
- When all items have been entered, push the **SUBTOTAL** Button
- Press the **CH** key to register the sale as a charge. Staple the credit card receipt to the order form, keeping the form beside the cash register.

- Staple all receipts and invoice together and place in area designated by your area supervisor

Making a correction in the cash register:

- To correct an amount before an item key is pressed:
Press the **C** key after the wrong amount was entered.
- To correct an amount after been registered to an item key, and before pressing the **Sub Total** key:
Press the **RF** key and repeat the transaction.
- To cancel all transactions previously entered in the sale, move the register key to **RF** mode, then repeat the transaction. Be sure to move key to **REG** mode before processing next sale

Mixed tender (cash, charge, and check):

The order you enter the transactions matters, the charge **CH** key should always be the last. The **CHK** and **CA/AMT TEND** keys can be first/second or visa versa.

- Press the item keys being sold.
- Press the **Sub Total** key.
- Enter the amount that is being paid by check, then press the **CHK** key. The register will display the amount still owed.
- Enter the amount that is being paid by cash and then press the **CA/AMT TEND** key. The register will display the amount still owed.
- Process the amount left in the Zon machine. If the credit card is approved, press the **CH** key, to charge the amount left.

OPENING AND CLOSING ON-SITE REGISTRATION:

Volunteers working the early morning shifts and the last day shift of the day will assist staff in opening and closing the booth as necessary.

FAQs

Below is a list of Frequently Asked Questions you may encounter as a volunteer and their answers.

Q: Is there a One-day pass for the SAA Annual Meeting?

A: There are no day passes, only registration for the entire Annual Meeting available.

Q: Is _____ field trip or workshop sold out?

A: If _____ isn't listed on the On-site registration form then it is sold out.

Q: Where is the lost and found located?

A: The lost and found can be contacted by calling _____.

Q: Where am I able to print my paper?

A: You can print your paper in_____.

Q: Can you provide me with information on Childcare?

A: For Childcare please contact _____ directly at _____.

Q: Can I store anything in the registration area?

A: No, we are unable to offer storage space in the registration area.

*Please note that volunteers aren't released if registration is slow because we cannot predict crowds and we may need volunteers to staff other areas that are light on volunteers if they aren't needed at registration.

If you have any additional questions after receiving this manual feel free to reach out to your area supervisor.

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