

SAA BOOTH

Area Supervisors: Cheryl Ardovini/SAA Staff

OVERVIEW:

The SAA Booth is a display of membership services, publications, and SAA merchandise in the Exhibit Hall. Materials and brochures describing membership benefit programs will be available. Any questions regarding a member's status should be referred to Cheryl. Volunteer duties will be divided between providing customer assistance and cashiering.

The volunteer assigned to customer service will provide sales assistance to customers and pull merchandise from under the tables before passing transaction to cashier. The volunteer assigned to cashier is responsible for ringing all sales.

There are two different forms used at the SAA Booth that correspond with the services provided:

1. Membership Application Form
2. The SAA Press & SAA Gear Order Form

These forms act as accounting backup and **must** be kept for processing by SAA staff. SAA accepts three forms of payment: US cash, credit card (VISA, MasterCard, or American Express), and check (personal, business, or traveler's check in **US funds, drawn on a US bank**).

MEMBERSHIP SERVICES AND PAYMENTS:

- A selection of materials and brochures describing the membership benefit programs are available for interested individuals to peruse and take.
- Questions regarding a member's status or renewal should be referred to Cheryl/SAA Staff for verification of status and expiration date.
- Individuals interested in joining the society or in renewing their membership may either pay the membership fees may join/renew online at www.saa.org, at the Onsite Registration area, or mail the application and fee to SAA headquarters after the meeting.
- Individuals can update their contact information using forms provided at the booth.

MERCHANDISE:

All SAA merchandise items are available for purchase onsite. We will also accept orders from customers who prefer to have their merchandise shipped to them. Shipping & handling charges must be added to all mail orders. Please see Cheryl to find out about shipping and handling charges. This year will feature several new SAA items for sale.

PUBLICATIONS:

SAA will offer publications for sale onsite at the SAA Booth. This year, a new book will be released at the meeting. Additional copies of all publications are kept under the table. If our onsite stock is running low, please let Cheryl know. If we run out of onsite books, they will be available by order, if in stock. Publications orders will be fulfilled within 2 weeks after the meeting. Payment of shipping & handling charges must be added to all publications orders as indicated on the order forms.

CASHIER INSTRUCTIONS:

Cheryl or another volunteer will train you on how to use the cash register when you arrive. These are

provided for general instructions. If you do not feel comfortable working the cash register or counting/making change with U.S. currency, please let Cheryl know and you can be assigned to the customer service position.

Cash:

- a) Type the # of the corresponding item on order sheet.
- b) Press the **PLV/S.DEPT** Button
- c) Repeat steps a and b if the customer is buying more than one item
- d) When all items have been entered, push the **SUBTOTAL** Button
- e) Enter the amount of cash given
- f) Push the **CA/AMT TEND** button
- g) The amount of cash to return will show up on the register screen

Check:

- a) Type the # of the corresponding item on order sheet
- b) Press the **PLV/S.DEPT** Button
- c) Repeat steps a and b if the customer is buying more than one item
- d) When all items have been entered, push the **SUBTOTAL** Button
- e) Verify the check amount is equal to the register's display, verify signature, and date.
- f) Press the item key **CHK** and then staple the check to the order form, keeping the form beside the cash register.

Credit Card: -All credit cards are processed on the CC machine.

American Express, VISA, and MasterCard ONLY can be processed as follows:
Swipe the card on the CC 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:

- a) Type the # of the corresponding item on order sheet
- b) Press the **PLV/S.DEPT** Button
- c) Repeat steps a and b if the customer is buying more than one item
- d) When all items have been entered, push the **SUBTOTAL** Button
- f) 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

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.

- a) Press the item keys being sold.
- b) Press the **Sub Total** key.
- c) Enter the amount that is being paid by check, then press the **CHK** key. The register will display the amount still owed.
- d) Enter the amount that is being paid by cash, then press the **CA/AMT TEND** key. The register will display the amount still owed.
- e) Process the amount left in the CC machine. Press the **CH** key, to charge the amount left.
Be certain that the customer receives a receipt for her/his purchase.

CUSTOMER SERVICE:

- Assist customers with choosing merchandise items or publications to purchase.
- New members joining onsite: Assist the new members in completing the membership application or let them know they can join online at www.saa.org. They can pay for their membership at the Onsite Registration area.
- Make sure the customer completes the Merchandise Order Form and then refer the person with the transaction and form to the cashier.
- Keep all displays neat and orderly. Additional stock items are kept under the tables.

BOOTH RESERVATIONS:

Beginning Saturday at 8am, exhibitors can start reserving their booth spaces for the 2019 meeting. Volunteers should not accept any exhibitor applications. Instead, volunteers should notify Cheryl that an exhibitor is at the booth. Cheryl or in Cheryl's absence, other SAA Staff are the only ones that may accept exhibitor applications.

OPENING AND CLOSING THE BOOTH:

Volunteers working the first and last shifts will assist Cheryl in opening and closing the booth as necessary.

*Please note that the final shift on Saturday requires the tear down of the booth, which includes lifting and moving boxes. If you have been assigned to this shift, but believe you might be unable to perform these duties please let us know and we will switch you.

Also note, there are no chairs in the booth. While assigned to the booth, Staff and Volunteers are needed to stand in order to engage more freely with attendees. Please come prepared with comfortable and supportive shoes.

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

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