



PRE-ORDER SWAG PICK UP

ROLE:

Pre-Order Swag Pick Up | 2 Volunteers (internal staff)

HOURS:

4/17/17 | Monday | 1am - 6pm in the Grand Hall

4/18/17 | Tuesday | 6am - 8am (pre-order t-shirts and hats will be moved down to the Swag Station located on the tradeshow floor at 8:00am)

OVERVIEW:

The Pre-Order Swag Pick Up is located in the Grand Hall to the left of the bar. This is the location where attendees can pick up their pre-ordered t-shirts.. All pre-ordered t-shirts will be pulled Friday April 14th. Your job is to check the master pre-order list, and retrieve their order. You will then direct attendee to the Instax Mugshot area so familiarize yourself with the SITEMAP.

RESPONSIBILITIES:

- 2 volunteers total (1 Lead, 1 Assistant)
- *Lead Responsibility* is to collect attendee ID, check master pre-order list, highlight their name, & ***have attendee **initial that they've picked up their order.*****
- *Assistant Responsibility* is to retrieve the t-shirt(s) and/or hat(s) and give to attendee
- *Lead & Assistant Responsibility* to make sure all boxes have been organized & stay organized by T-shirt size. This needs to be organized to ensure that this is a grab and go process.

PROCESS:

- *Lead-* Collect attendee's photo ID, and check their name against the master pre-order list.
- *Lead-* tells assistant what t-shirt(s) and size(s) to pull.
- *Lead-* Highlight their name & **have attendee Initial next to their name on the master pre-order list** showing they picked up their order.
- *Assistant-* Retrieve all necessary t-shirt(s) and size(s)
- *Assistant-* Direct them to the Giffy photo booth area located in the Grand Hall to the right of the bar

STATION-SPECIFIC NOTES:

- ***What if someone comes to the Swag Pick up and their name isn't on the list?*** They must show proof of purchase. Proof of purchase is the paid receipt from their order.
 - If they **CAN** show proof of purchase, add their name and order to the master pre-order list. Then Follow Process.
 - If they **CAN'T** show proof of purchase, direct them to where they can purchase t-shirts and hats. The Swag Station is located on the tradeshow floor in the back right corner - which can only be accessed Tuesday & Wednesday.

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- If they insist they pre-ordered - please have them contact info@behindtheshutter.com to get proof of purchase. Let them know that everyone that checks that email is working the event, and they likely won't get a response until after the event. We will mail their shirt to them if they in fact did purchase.
- ***I didn't Pre-Order, where can I purchase?*** You will direct them to where they can purchase t-shirts and hats. The Swag Station is located on the tradeshow floor in the back right corner - which can only be accessed Tuesday & Wednesday.
- ***What if someone wants a different size t-shirt than what is listed on the master list?*** This list came directly from the system. We only have the sizes on this list in the amount that were pre-purchased. If you would like exchange for a different size, please visit the swag station on the tradeshow floor on Tuesday or Wednesday to exchange - but there are no guarantees we will have the size you need.
- ***Can I pick up someone else's pre-order for them?*** No, only the person who made the purchase can pick up their t-shirt(s) and/or hat(s). We need to check identification against our pre-order list to ensure that all swag is delivered to the correct person.
- ***What if we run out of a t-shirt or size?*** The T-shirt booth on the tradeshow floor will have extra T-shirts. Send a runner to go grab the shirt(s) and size(s) that you need.
- ***What do I do if I am having issues with an Attendee?*** Contact Heather. If she is unavailable contact Christine.
- ***Will the shirts shrink drastically if I dry them?*** The shirts are made of cotton so they will shrink if you put them in the dryer.