



PRE-ORDER SWAG PICKUP

ROLE:

Pre-Order Swag Pickup | 2 Volunteers

HOURS:

4/13/20 | Monday | 2pm - 8pm

4/14/20 | Tuesday | 6am - 4pm

4/15/20 | Wednesday | 8am - 12pm

OVERVIEW:

The Pre-Order Swag Pickup 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. Your job is to check the master pre-order list, and retrieve their order. All orders will be organized alphabetically for you prior to the event.

RESPONSIBILITIES:

- Collect attendee ID, check master pre-order list, highlight their name, & *****have attendee initial that they've picked up their order.*****
- Retrieve the t-shirt(s) and give them to the attendee.
- 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.
- On Wednesday, when Pre-Swag closes, package any shirts that were not picked up and give them to Alicia Simpson to store.

PROCESS:

- Collect the attendee's photo ID, and check their name against the master pre-order list.
- Find the correct t-shirt(s) and size(s) to pull.
- Highlight their name & **have attendee Initial next to their name on the master pre-order list** showing they picked up their order.
- Retrieve all necessary t-shirt(s) and size(s)

STATION-SPECIFIC NOTES:

- ***What if someone comes to the Swag Pickup and their name isn't on the list?*** They must show their paid receipt from their order.
 - If they **CAN** show their paid receipt, add their name and order to the master pre-order list. They should be able to get proof of purchase by logging in to their shutterfest.com account, and going to the orders section. Then Follow Process.
 - If they insist they pre-ordered but can't find their paid receipt, have them contact support@behindtheshutter.com to look into the issue. Let them know that everyone



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that checks that email is working the event, and they likely won't get a response until after the event. We will mail their t-shirt to them if they in fact did purchase it.

- ***I didn't Pre-Order, where can I purchase?*** You will direct them to the Swag Station, located on the tradeshow floor in the back right corner at the 20th Street Entrance - which is only open Tuesday & Wednesday of the event.
- ***What if someone wants a different size t-shirt than what is listed on the master list?*** This list is tied to what was pre-ordered and we only have the sizes on this list in the amount that were pre ordered. If they would like to exchange for a different size, have them take the shirt in the size they ordered down to the Swag Station to exchange sizes. Quantities are limited, so have them visit the Swag Station as early as possible and let them know we may not have their size available if we've sold out of it.
- ***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). We need to check identification against our pre-order list to ensure that all swag is delivered to the correct person.
- ***What should we do with orders that are not picked up?*** Package them in a box, and give them to Alicia on Wednesday, to store them.
- ***What if we run out of a t-shirt or size?*** You should not run out of shirts, because they are all prepulled, but in the case that there was a mistake, head to the Swag Station on the tradeshow floor, to grab the shirt.
- ***What do I do if I am having issues with an Attendee?*** Contact Alicia. If she is unavailable contact Alissa.
- ***Will the t-shirts shrink if I dry them?*** The shirts are made of cotton, so they will shrink if you put them in the dryer.