

Convention Manager Onsite Staff Guide

SFVAAC AA/Al-Anon Convention

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Chapter 1

Onsite Checkins

When convention attendees enter the building, they will go to one of two desks depending on whether they pre-registered online or have not yet registered. Below are the steps required for managing the attendees.

1.1 Pre-Registration Desk

If the guest has pre-registered, they should go to the Pre-Registration desk. Here is the sequence of events that take place there. If the guest did not pre-register, steer them to the Registration desk.

1. Guests identify themselves by Last Name, First Name.
2. Locate their registration packet.
3. Pull out the contents from the packet.
4. Compare the packet contents with the envelope label with the attendee.
5. If everything checks out, hand them the contents.
6. Steer the attendee to the badge holders table where they can get their badge holder with lanyard for each badge.
7. Save the envelope in the box under the table.

1.2 Registration Desk

If the guest has not pre-registered, they should go to the Registration desk. Here is the sequence of events that take place there. If the guest pre-registered, steer them to the Pre-Registration desk.

1. Attendee picks up a paper form from the Registration Desk.

2. Attendee fills out the form.
3. Attendee takes the filled out form back to the Registration Desk.
4. Staff person processes the payment for registration(s) by credit card or cash.
5. Staff person stamps the registration form as "Paid".
6. Attendee takes the paid form to the data entry person.
7. Data entry person enters the info into the Access database.
8. Data entry person prints the Badge(s).
9. Data entry person steers the attendee to the badge holders table where they can get their badge holder with lanyard for each badge.

Chapter 2

Onsite Point of Sale Operations

This procedure describes the roles and functions for volunteers who process on-site registrations and merchandise sales during the convention.

There are two tables set up.

1. Registrations
2. Merchandise

Each table will have a card reader to process credit card transactions.

2.1 Processing sales

This section has been removed because alternate point of sale methods are being implemented by SFVAAC

Chapter 3

Mobile Device Procedure

This section has been removed due to the fact that the convention is using point of sale devices unmanaged by Westlinks.

3.1 How to Use the iPad

N/A

3.2 How to Use a Mobile Phone

N/A

3.3 Connecting to a Reader

N/A

3.4 To change readers

N/A

Chapter 4

SFVAAC Devices

4.1 iPads

There are no known iPads at the time of this writing.

4.2 Card Readers

There are no known card readers at the time of this writing.