



## Merchandise Tent Instructions

**Merchandise Tent Attendant Task:** under guidance of Team Leader, display and sell merchandise to riders and guests

### Merchandise Table Setup (ready by 1:30pm)

- 1 10 x 10 tent
- 3 - 8' tables
- Tote of zip ties and misc. supplies
- Cash envelope with Square readers
- Merchandise (shirts, hats, burgees)
- BBC printed collateral (membership rack cards, annual reports, volunteer opportunities, etc.)
- Volunteer Tees (for volunteer pickup only)

### Procedure

- Under direction of Finish Line Captain, unload trucks and work together to set up Finish Line area
- Set up merchandise and printed collateral
- Sell merchandise using Square
  - See below for detailed Square procedure

### End of Day:

- 1) Take direction from Team leader
- 2) Put merchandise away into appropriate totes
- 3) Load merchandise and tables into allocated vehicles / Trailer

## Square - Volunteer User Guide

**Before arriving, please download the Square app on your phone and log in.**

### ☞ **Select item(s) from the “Favorites” tab (button on top right)**

- You can add or remove items by clicking the blue **“Review Sale”** button on the bottom of the screen, clicking on the item, and adjusting the quantity

### ☞ **Add Customer Information**

- Click the blue **“Review Sale”** button at the bottom of your screen
- Click **“Add A Customer”** on the top of the screen
  - add customer’s name, email address and/or phone number

### ☞ **Process Payment**

- Click blue **“Charge”** button on the bottom of the screen
- If using Square Reader, swipe the card and you’ll be done!

## ☒ **Send a Receipt**

- Once purchase is complete, customers can receive a receipt via email or text if they would like to
  - Select their preference and add their email or phone number
  - If they've used Square before, it will automatically be filled in

## ☒ **Notes**

- **Member Discount**
  - Do not add unless someone asks for it
    - If they say they are a member, you can take their word for it!
  - **The discount is for merchandise only.** Do not apply to a donation or membership
    - You can remove the discount from any item by clicking the blue **“Review Sale”** button, clicking on the item, and toggling off the 20% discount
- **Sales Tax**
  - Sales Tax should **ONLY** be applied to the BBC Burgees, **NOT** on apparel items
    - When checking out, please add either **“\$40 Sales Tax”** or **“\$30 Sales Tax”** Item