



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 1:00pm)

- 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 accomplishments, volunteer opportunities, etc.)

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 “Ride” category (under Library tab)**

- 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, tap card on phone or swipe the card through the swipe accessory 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 (20%)**
 - 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