

IV. AN OVER-VIEW OF HOW ALL THE PIECES FIT TOGETHER

1. Preliminary Operations - Arrangements

Hotels, motels, banquet halls, etc. normally schedule the use of their banquet facilities months (and sometimes even years) ahead of time. Thus the longer any group waits in scheduling a function, the less apt they are to get their preferred facility or date(s). Therefore, one of the first priorities in having a successful dinner is to finalize the date with the chosen establishment. Our past practice has been to wait in choosing a facility until the banquet committee has been organized and has met. In many cases, this has occurred only 2-3 months prior to the preferred date for the dinner and has often resulted in numerous scheduling problems. In some cases, committees have been unable to get the preferred establishment as a result. Even for repeat dinners where we expected to utilize the same establishment, committees have often delayed in finalizing arrangements until just a couple of months prior to the “expected” date of the dinner.

Delays in finalizing the date of the dinner and in finalizing reservations with an establishment also delay the printing of banquet tickets and flyers that are sent out to potential attendees announcing the banquet, as well as reducing the chances of getting a preferred date. It is the responsibility of the RD, working in concert with the banquet chairman, to see that a date is established and a facility reserved well in advance, and that this information is conveyed to RGS National. Repeat dinners can often be planned for around the same time the next year and in the same establishment unless problems were encountered or there is reason to believe that a bigger establishment is needed for the “next” affair. Some facilities need a deposit and that can be requested through the RD who then requests the deposit money from RGS National.

The RD should attempt to finalize the date and confirm the reservations with an establishment at least 6 months prior to probable time of the banquet. It would be even more advantageous to finalize these details soon after the completion of the current dinner. Note: When the RD is making a visit to an area where a banquet is held on an annual basis, extra time can often be taken to meet with the individual committee members to finalize these details although the trip was made for other purposes.

Naturally, the RD will want to involve as many committee members as possible in the decision-making process, but the RD can meet with the catering manager or other representative of the establishment and obtain information on potential open dates; discuss correction of any problems encountered during the previous affair; obtain menus, and acquire any other information that may assist the committee in finalizing arrangements. The RD must exercise even greater initiative in finalizing these details with regard to first-time dinners, especially if any delays in getting the facility to hold a date for the dinner are envisioned. Always try to have help with the committee on suggestions as to possible establishments in the area. For any establishment to be considered for an RGS banquet, several criteria must be met. These include the following:

- Separate areas for cocktails-prize displays and dining. The cocktail-display area must be large enough for at least 12 eight-foot display tables, several bars, and plenty of room for banquet attendees to stand and move around, while the dining area must be able to seat an equal number and also have room for a podium and microphone for the MC. **Note:** *The ideal situation is to have one large rectangular room for the cocktail/display area.*

- The cocktail-display area must be available for set-up well in advance of the starting time for the dinner (8:00 AM the morning of the dinner or the night before if at all possible). **Note:** *This factor is critical to the success of a dinner and should be agreed to in writing by the establishment.*
- At least one bar and bartender will be available throughout the evening (until the evening is completed). In the case of larger dinners, having two is necessary and also will increase sales for the establishment.
- A good sound system and acoustics are very important. Always check to see if one has to be rented and then negotiate with facility if you have to bring one in.

Finally, in discussing arrangements with an establishment, the RD should also mention the need for several 8-foot tables for registration (usually two) outside the cocktail-display entrance and the need for a separate microphone in the cocktail/display area (if separated from the dining area) for announcements on the raffle ticket sales and the write-in auction. Also obtain a deadline for giving the establishment the required guarantee (usually 48 hours prior to the dinner).

Other less critical criteria to be considered include the following (while important, an establishment should not be ruled out solely because these cannot be met; however, the lack of meeting any or all might offset the success of a dinner):

- Good, central location with easy access from all directions
- Ample parking

2. Preliminary Operations – Prizes

A number of prize items are ordered for a banquet committee directly from drop-ship suppliers in addition to the items supplied by RGS National from its warehouse. Suppliers of these items require as much advance notice as possible (at least 6-8 weeks minimum). Some gun suppliers also require a minimum of 8 weeks.

It is important, therefore, that decisions as to what shotguns will be made available at the dinner be resolved well in advance of the dinner, especially if you are planning to have shotguns supplied by RGS National as opposed to getting them from a local gun dealer. Each established banquet has a gun budget. A new banquet's budget will have to be determined by the RD, using their experience from previous banquets.

For gun manufacturers/distributors to abide by Federal laws, they can only ship firearms to a registered firearms dealer. In addition, as a Federal Firearms Licensee, RGS National can only ship a gun to a dealer if the dealer has sent them a signed copy of an up-to-date Federal Firearms License (FFL). A Faxed copy of the dealer's signature is valid. **The FFL should accompany the worksheet.**

In most cases, the dealers who assisted with previous dinners can be expected to assist with repeat dinners. So the RD should keep his/her files with regard to gun dealers for each dinner who will take delivery of guns for the committee.

As it does with shotguns, RGS National places orders with suppliers of other merchandise for drop-shipment. In ordering merchandise for the dinners, the RGS National staff must be able to

forward to the suppliers the name and shipping address of a Prize Chairman for each dinner. It is the responsibility of the RD to have a Prize Chairman designated and his/her address provided at the time the worksheet is completed.

Please remember, any delay in arranging for a Prize Chairman to take delivery on prize items ordered from RGS National could jeopardize delivery of merchandise for a particular dinner.

One of the items for fund-raising at RGS dinners is framed wildlife art. Framed art is sent to every dinner. The reason we have RGS National do the framing of a print is to reduce the cost of the framing. It is very hard for a local business to compete with the cost RGS National has procured.

The use of “number boards” for selling certain merchandise can increase your net revenue. A “number board” consists of a poster that has a title and a number of squares, say 64. If an item costs RGS National \$100 it might bring \$150 via the write-in auction. If, however, we use a number board to sell it, the net could be much larger. For example, if we use the 64-square board and each square is sold for a \$10 chance to win the item, then the board would generate \$640 dollars or \$490 more net revenue.

3. Preliminary Operations – Printing

The following items are printed in conjunction with every dinner:

- dinner tickets
- outside raffle tickets (if applicable)
- banquet flyers
- posters announcing your event
- 5,000 placemats announcing your event to take to local restaurants
- a different placemat for use at each place-setting for your event
- program covers or “jackets” for your banquet program
- banquet program/prize listing for each attendee

For the vast majority of dinners, RGS National handles the printing of the dinner tickets, outside raffle tickets, placemats, posters and flyers. For most dinners the prize listings / program are done by the RD and printed locally just prior to the banquet. Existing chapters and new chapters are encouraged to have outside raffle tickets printed up locally. This helps with the time factor and some time the cost of the ticket and shipping cost. Ask the printer to donate the tickets for placing his “business card” on the ticket back.

It is the responsibility of the RD to compile the worksheet information, needed to have the printed items handled by RGS National in time for your event. This information must be on hand no less than 12 weeks prior to the date of the dinner.

This time is needed to get dinner tickets, outside raffle tickets (if applicable) and pre-printed materials (i.e. posters, placemats, donor receipts, donor decals, etc.) in the hands of committee members no later than 8 weeks prior to the date of the dinner, as well as to have flyers in the mail to members at approximately the same time.

To meet these deadlines, it might be necessary for the RD to obtain the needed information prior to a full committee meeting. In these cases, he/she can work with individual committee members or a previous banquet chairman to obtain the needed information.

When the printing of dinner tickets or outside raffle tickets (if applicable) is to be done locally (only rarely do local committees prepare their own flyers and mail them out), it may be necessary in some instances for the RD to actually arrange for a local printer and take samples of the items to be printed to the printer. However, even in these cases, normal RGS National deadlines apply so that the pre-printed materials may be available to the committees at least 8 weeks prior to the date of the dinner.

RGS National has standardized formats for dinner tickets, outside raffle tickets, flyers, posters, placemats and other pre-printed materials. The RD should become familiar with these and examine them closely for obtaining the necessary information needed prior to printing.

Banquet programs are usually done locally once the RD has compiled all of the necessary information. This is normally not completed until just prior to a dinner and is usually taken to a local printing facility.

4. Banquet Day Operations

Arrangements may have been made to enable you to have access to the facility the evening before banquet day. Doing this gives everyone the best opportunity to be involved. If that is the case, then the committee should be prepared to meet at the place where the merchandise has been stored to load everything into vehicles and transport it to the facility. If this is being done on a weeknight then everyone's schedules are going to need to be coordinated as your committee may consist of some people that have to work and others that don't. Make it known to your committee that everyone doesn't have to be available for everything that is being done. For example, someone may not be able to meet to help transport the prizes but can be available to meet at the facility later that evening to help unpack the boxes and set-up.

Once everything has been loaded in the vehicles and transported to the facility, it will need to be unloaded into the banquet room. If you don't have access to the banquet room the night before the banquet then ask the facility about the possibility of a separate locked storage area to keep things in until the morning of banquet day. This will enable quick access to the merchandise on banquet day and eliminate the whole transportation process from where the merchandise is being stored to the facility. This will also eliminate any complications in getting the merchandise to the facility if your banquet is on a weekday and the prize chairman has to work the day of the banquet or the banquet is on a weekday and the majority of your committee has to work on banquet day thereby leaving very little help in the transportation process.

Once the merchandise has been unloaded into the banquet room it will need to be unpacked. No boxes should be placed on the banquet display tables at this point in time as they will probably be dirty. Find a central location to place all the boxes where everyone will have easy access to opening them. Keep in mind when unpacking the boxes that there are going to be items that people are going to want to pack up before they take them home. Always determine what boxes and wrapping to keep by asking yourself the question, "Would I want to have the box/wrapping for this item if I won it or bought it?" If your answer is yes, then you are going to want to keep

the box with the item until it is placed in its proper place. Once things have been unpacked, they should be laid on the floor with their box, not on the tables, where they can be easily identified for placement into the appropriate auction or raffle. Once the item has been placed then the box and wrapping can be put underneath the table where the item is being displayed.

When unpacking the merchandise, try and be as careful as possible; there is going to be a lot of packing material in the boxes, including Styrofoam “peanuts,” that could make a big mess. The more organized you are in unpacking the boxes the less clean-up that will need to be done once everything is unpacked. Also keep in mind recycling restrictions of the facility as they are going to be the ones removing the boxes and packing from the banquet room, unless they have you do it. Try as you are unpacking to separate the recyclable and non-recyclable materials and have separate larger boxes or garbage bags to collect these materials. Once boxes have been emptied and you have determined which are not going to be kept, they be sliced apart and flattened down for easier disposal. The day of the banquet ask the facility to run the sweeper one last time before the doors open.

At this point in time the display tables should be set around the perimeter of the room and be draped with tablecloths and possibly skirted. This may have already been done prior to your arrival with the merchandise. Be sure to let the facility know that if they are going to skirt the tables before you are done arranging the room they need to be skirted individually in case some tables need to be moved.

While the committee is unpacking the boxes and displaying the merchandise on the floor for distribution, the RD is laying out the room. In laying out the banquet room you will always want to consider the flow of people throughout the room. Obviously the perfect scenario for a banquet room is a rectangular room with no obstructions such as pillars. By grouping tables together that are for the same raffle or putting space in between tables that are for different raffles, it will help your attendees to identify what goes with what and help with the overall flow of traffic. It is always good to keep your biggest area of wall space available for your write-in auction, as each item will have a card with it on which attendees record their bid for that particular item.

In setting up the layout of the room, carry with you a banquet program that you can use to crosscheck all of your raffles and be sure that you have enough tables to display everything needing to be displayed. Once you have the room arranged in a fashion that allows for easy flow and the display of all of your auction and raffle items you can begin placing easels and plastic display signs in each area to designate what raffle or auction is taking place in that area. The RD will provide the plastic or other raffle and auction signs that will provide the name of the raffle (i.e. Sportsman’s Raffle) and the color and pricing of the tickets.

Directly in front of you, as you enter the room is typically where you place the podium. The podium should be on some type of stage/riser in an effort to have your master of ceremonies and auctioneer elevated above the crowd as your dinner tables will be in the middle of the room in front of the stage. There should be tables along the front and sides of the stage or along the walls on both sides of the stage (depending on the size of the room) to be used to display your live auction items. On the opposite side of the room from the silent or write-in auction will be your raffle area. The number of tables needed in this area will depend on how many raffles you are having. Individual tables for things like grand door prizes and the sponsor gun drawing can be placed randomly throughout the room on open wall space, keeping in mind that they should not interfere with the flow of any other raffles or auctions.

The positioning of your Money Table is very important. Typically this table should be close to the main entrance of the room, but still inside the room. As will be explained later, this table receives a lot of activity throughout the night and needs to be in a place where it can be easily noticed and accessed. This table should consist of 2 or 3 tables put together in the shape of an “L” if there is room so that a person or persons can work behind it.

Once the easels are up and the signs are displayed the committee can begin placing the items in their designated areas. The easiest way for the prizes to be distributed is for the RD to distribute to each committee member a complete copy of the banquet program, keeping in mind that some of the committee members may want to work in pairs on some of the larger raffles or auctions. It works very smoothly if, once you pair up, one person reads off the item and the other locates it. For example, if 2 committee members are working on the Sportsmen’s Raffle and the first item for that raffle listed in the program is a Gun Case, one person would read off the description, “Gun Case” and the other would locate the Gun Case. Dot the item using the numbered color-coded dots provided by the RD. Be sure that the dots are placed somewhere where they will be visible to both the attendees and the ticket sellers. Typically, the color of the dot will also correspond to the color of the raffle ticket being sold for that raffle. Doting the items helps the committee and attendees to match the appropriate write-in card or bowl or bucket to the appropriate item and also helps the ticket sellers be sure they are grabbing the right bowl or bucket with the right item when they are taking it up to the podium during the banquet for distribution to the winner. Once the item is located and dotted it can be taken to the area designated Sportsmen’s Raffle and placed in front of the table(s) on the floor. Putting the items on the floor in front of the designated areas until everything has been located makes it easier to then place the items on the tables, which is the next step.

Once everything has been located you can work together to place the items on the table(s). It is easiest to place the larger items first and then fill in with the smaller items. Don’t forget that on the raffles designated “bowl raffle” there will be a plastic bowl or bucket that will need to sit next to or in front of each item for people to drop their tickets into. This will be explained in more detail later. Some of the items may not be present as a committee member may not have arrived yet with the item or it may not be arriving until banquet day. Try to allow space for these items, especially if they are of significant size. If the raffle you are working on is a “bowl raffle,” once you have all of the items placed you can ask the RD for the plastic bowls or buckets that will have labels attached to them describing the item and designating what item number it is in the program, and begin placing them next to each item in the raffle. If the item isn’t there yet, then place the bowl or bucket in front of the raffle on the floor as a sign to the RD that there is an item missing.

Once you have finished a particular raffle check in with your RD to see if there is another raffle you can work on or if it is time for you to work on something else.

The silent or write-in auction typically consists of quite a bit of artwork and jewelry. It is always best to place the artwork first, leaning it against the wall or on table easels. The jewelry will arrive in small cardboard jewelry boxes that need to be unpacked and then the jewelry can be placed on black velvet jewelry displays provided by the RD. The RD should also have flat pieces of black velvet that can be used to display glassware or special items such as engraved knives. Always keep in mind the importance of appearance when setting up your raffles and auctions. If things are not displayed nicely and organized it may deter someone from taking the

time to figure things out and bid. Once the items have been placed on the tables in the write-in auction, the person(s) working that area can ask the RD for the write-in auction cards. These cards will be pre-printed by the RD and will have on them a description of the item and a number that corresponds to the number of the item in the banquet program. Match the description on the card to the item and place the card in front of the item. Once all the cards have been placed ask the RD for pens and place a pen on the top of each card for the attendees to use to write-in their bids. Return any write-in cards that you have not matched to an item to the RD, as they are items that are probably on there way with another committee member or being delivered prior to the banquet. If possible, try and keep some open space in the write-in auction anticipating the delivery and placement of these items.

The live auction will be set up very similar to the write-in auction. If your live auction is set around the stage without wall space to lean your artwork against then the RD should have metal easels that can be used to display the artwork. Larger pieces of furniture or cases of dog food can also be placed at the ends of the tables on the floor or on the stage behind the display tables. Once all the items are placed, ask the RD for the live descriptive cards. These cards will be pre-printed by the RD and will have on them a description of the item and a number that corresponds to the number of the item in the banquet program. Match the number on the card to the number on the colored dot and place the card in front of the item. The ticket sellers will work in conjunction with a couple of committee members during the live auction to display the items as they are being auctioned off by the auctioneer. Return any live descriptive cards that you have not matched to an item to the RD, as they are items that are probably on there way with another committee member or being delivered prior to the banquet. If possible, try and keep some open space in the live auction anticipating the delivery and placement of these items.

Once all of the raffle tables are set and the write-in and live auction items are displayed, you can begin working on setting the dinner tables. Hopefully, at this point in time, the dinner tables have been set by the facility and have been covered and set with the dinnerware and a centerpiece, if one is being supplied by the facility. If you are working on this item the evening before banquet day there is a possibility this has not yet been done and will not be done until the day of the banquet. If this is the case, then this portion will have to wait until banquet day. Just be sure to have enough people lined up to return on banquet day to help with the following tasks. If your tables have been set already by the facility then you can begin placing the table prizes on the table. In some cases enough of one item, such as a coffee mug, have been ordered by the RD through RGS National in an effort to provide everyone at the banquet with something to take home.

If this is the case, this item should be placed in the center of the table, around the centerpiece, with the logo facing out toward the seat. Be sure to count the number of seats at each table, some may be set for 8, 9 or 10; in an effort to be sure each person at the table is going to receive a table prize. If one item has not been ordered for everyone attending the banquet then most likely your RD or Banquet Chairman has requested multiple items. Coordinate with your RD to determine what items are to be used making sure that each person at the table is receiving something. In some cases these items will all be placed in the middle of the table, in lieu of a centerpiece and the RD will play a little game during dinner with the attendees to distribute these items. Most likely letting the oldest person at the table pick first, the youngest pick second, and so on until everyone has something to take home.

If something has been donated locally, such as boxes of candy or brochures advertising a local business, these should be placed around the table at each place setting, if you have enough. If not, just a couple per table should be placed. Ask your RD for the copies of the banquet program, which he/she should have had printed prior to arriving at the facility. These programs should be inserted in the banquet program covers or “jackets” shipped with the merchandise package from RGS National. Once the banquet programs have been inserted into the covers, one can be placed on each chair. An RGS placemat should be placed on the table in front of each chair, or, if the plates have already been set, under the plate.

The money table is where the raffle packages will be sold during cocktails. There are different variations of raffle packages and in some cases two different versions of the raffle package will be sold, depending on the size of the banquet. In most cases a \$100.00 raffle package is sold which includes \$150.00 worth of raffle tickets (\$50.00 Sportsmen’s Raffle Tickets, \$50.00 Drummer Raffle Tickets and \$50.00 Grouse Gun Board Raffle Tickets). These packages will be prepared prior to the banquet by the RD. When there is a second raffle package being sold it will typically be a \$150.00 raffle package containing \$200.00 worth of raffle tickets. At most banquets a raffle incentive prize is offered to those purchasing the raffle ticket package. These items will be requested by the RD or Banquet Chairman and supplied by RGS National with your merchandise package. A display of these items should be set on the front of the Money Table so that when a person purchases a raffle ticket package they can then look over the selection of items and choose the one they like. The remaining inventory should be placed on a table behind the Money Table, against the wall, out of the way of people coming to the table to purchase raffle packages but easily accessible to the person(s) working here.

Signs or flyers should be displayed on the front of the Money Table advertising the raffle packages and what is included. There should also be some type of sign acknowledging the types of credit cards RGS National accepts. These items will be provided by the RD.

The Registration Table needs to be set up and arranged. This table should be set outside of the main entrance to the banquet room in the hallway or right inside the main entrance door, depending on the facility. The ticket chairman and possibly a helper(s) will work this table throughout the cocktail time. **It is critical that all ticket stubs have the contact information filled in. With out that information, RGS will have no way of knowing the identity of new members and thus no way of servicing them.**

Things provided by the RD that should be placed at this table include name tags, “Sharpie” pens, orange seating reservation cards (to reserve individual seating), labeled bowl for membership stubs, labeled bowl for grand door prize stub, labeled bowl for women’s grand door prize stub, if applicable, and signs or flyers advertising the raffle packages for sale that evening. The ticket chairman should have on hand when working this table any tickets on hold to be picked up at the door and those to be paid for at the door, extra tickets to be sold at the door and a blank sponsor listing to record any individuals wishing to purchase a sponsor package and/or upgrade to a sponsor at the banquet.

5. Money Table Procedures and Instructions

The Money Table is the “focal point” of the banquet. It is where “everything” is handled financially and all questions are directed and answered.

THE THREE BUSIEST TIMES DURING THE BANQUET FOR ADDITIONAL HELP

- BEGINNING – WHEN THE DOORS OPEN TO SELL THE RAFFLE PACKAGES
- HALF WAY THROUGH THE BANQUET – WRITE-IN AUCTION PROCEDURE
- END OF THE NIGHT – CASHING OUT BY THE BIDDERS

SET UP

The Money Table is usually positioned inside the banquet room near the entrance and is best positioned to be facing the banquet room with your back against a wall for security reasons.

ITEMS NEEDED AT THE TABLE

Your Regional Director carries these items to be used at each of his banquets:

- A credit card terminal will be used to process debit and credit cards. If a dedicated phone line is available, the terminal should be connected to process the charges.
- A manual credit card imprinter and charge slips in case the credit card terminal isn't functioning.
- Cash (amount determined by the size of the banquet and the Regional Director) to be used for the raffle seller wallets and a change wallet used by you to make change during the event.
- Raffle Packages (**the best deal of the night**) made prior to the event by the Regional Director or a volunteer. These packages have a given amount of drummer, sportsmen and gun raffle tickets along with one or 2 other raffle tickets (determined by the Regional Director) to be sold at the Money Table. An example of the breakdown would be **\$200 worth of tickets for \$150.**

It is a savings to buy these as a package since the buyer receives more tickets for less money rather than buying individually from each raffle seller.

When a person purchases one of the packages they are awarded an incentive or a thank you gift given by you that the Regional Director has chosen.

- Standard office supplies (such as pens, stapler, calculator, paper clips, and extra rolls of tape for the Charge Card Machine and calculator)
- Equipment such as surge protector/adapters and extension cords.
- Write-in Auction receipts (**see example #2**) which will be completed at the close of the write-in auction. Detailed instructions are on the following pages.
- A bidders' sheet (**see example #3**) may be used at larger banquets. It is a listing of the bidders who won the write-in items. Detailed instructions are on the following pages.

Live Auction receipts are kept at the podium and will be brought to the money table as the items auctioned. Detailed instructions are on the following pages.

Nurit 8000 Instructions

Setup:

If using the AC adapter, plug the end of the adapter into the power port on the left side of the front panel of the terminal.

If using the battery, it should last for 12 hours. When charging the battery, it should fully charged in 3 hours; 80% charged in 1 hour.

If using a phone line, insert the modem's data plug into the center "data" port on the front panel. Connect a standard phone line cord from the modem to a standard telephone company line socket.

Push the On/Off button. The terminal will power up and the main screen will show Credit Account.....Sale.

The terminal will power down when not in use to save the battery. Press the On/Off key again to power it back up. Pressing the on/off key occasionally will keep the terminal from powering down. Press the menu/cancel button when it asks for the password again.

To turn the terminal off, press the blue F key and the on/off key simultaneously.

Testing Battery Strength:

Press Menu.

Press 6 – Radio Params

Press 3 – Battery Test

Testing Signal Strength:

Press Menu

Press 6 – Radio Params

Press 1 – Radio Tests

The RSSI (Radio Signal Strength Indicator) will print out. The RSSI should be 13 or greater to obtain good reception. If signal is low, try moving the terminal to a different area. If signal does not improve, the Store and Forward feature can be used or the terminal can be connected to a phone line.

Communication:

The terminal will connect by wireless radio, phone line, LAN, or DialUp.

To change the setting:

Press Menu

Press 8 – Communication

Press 2 – Main Comm.

Press communication needed: 1 – Line

2 - Wireless

3 – LAN (Eth/WiFi)

4 - DialUp

To Put a Prefix with a Phone Line:

If the terminal is being used with a phone line at a facility that needs a number such as 9 to dial out:

Press Menu
Press 8 – Communication
Press 1 – Line Params
Press 3 – Dialing Prefix
Enter the prefix and press enter.

You must call the Terminal Help Desk when you change your terminal prefix. The computer on the processing end must be set to be with or without a prefix also.

To Run a Test Charge:

Swipe RGS credit card with magnetic strip facing you.
Enter the amount as \$1.00.
A merchant and customer copy will print out.

The test charge must be voided.

To Void a Charge:

From the main screen, hit the down arrow key 3 times. The screen will show Credit Account Void/Sale.
Swipe card.
Enter amount.
Staple the return slip to the charge slip.

Debit Cards: Enter a debit card as credit. The issue with using a debit card as a debit transaction is there is no way to void the sale. Cash would need to be given to the customer if there was an error.

Reference Guide: A reference guide is included in the box and shows step by step instructions. Leave a copy with the Money Table coordinator for reference.

Receipts: The terminal will automatically print two receipts, a Merchant Copy and a Customer Copy. **All Merchant copies must be saved.**

Referrals: If you get a referral, call 800-501-8749 and enter the information that is prompted. An approval code will be given or the card will be declined. Use the reference guide to enter the transaction offline if an approval code is given.

Review the Batch: You can review the transactions at any time during the batch.

Press the blue F key.
Select 3 – Review.
Enter password which is the current date (mmddyyyy).
The totals for credit and debit cards will show on the screen.
Highlight the credit total by using the down arrow key.
Press enter and the first credit card transaction will show on the screen. Use the up/down arrow keys to scroll through all the transactions in the batch.

Closeout/Settle: After all transactions have been entered, print the current report.

Press the blue F key.
Select 1 for Report.
Enter password which is the current date (mmddyyyy).

Press enter and the current report will print.
Print the Totals Report:
Press Menu
Press 1 – Report
Enter password
Press 2 – Current Report
Press 4 – Totals Only Report
Press 1 - All
Press 1 - All
Press 2 – Card Type
Press 1 - All
Press the menu button for No. Do not set this report as your default.

To settle the batch, press the blue F key.
Select 2 - Batch.
Select 2 – APFDRT CrDb.
Select 1 – Close Batch.
The batch report will print with the response as OK with a series of numbers after it. This shows that the batch was transmitted to the bank. If this does not appear as the response, the money will stay in the terminal and will be carried to the next event until is settled completely.

Installing Paper:

Open paper roll cover by pushing the release button towards yourself. The button is on the top of the roll cover in the center of the arch.
Remove the paper roll spindle from the center of the used roll and place in the new roll.
Place in the new roll in the 2 slots on both sides of the compartment. **Be sure paper feeds from the bottom.**
Extend 1 inch of paper out of the front of the compartment and press down on cover until it snaps into place.

Store & Forward

To turn the store & forward feature on:
Press the menu button.
Select 3 – Merchant Options
Scroll down using the down arrow key to 10 – Store & Forward and press enter.
Enter password and press enter.
Select 1 – S&F On/Off
It will ask Store & Forward Switch On? Press enter.
Hit the Menu/Cancel button 4 times to get back to the main screen. Offline will flash on right side of the screen.

Swipe the card as a usual transaction. In the offline mode, the card is not authorized at that time, only stored. Please have the customer write their name, address, and phone number on the merchant copy or attach the slip to an auction receipt that shows the information. **This is very important if the card declines when the transaction is uploaded.**

At the end of the event, print a report of the transaction stored:

Press menu

Select 3 – Merchant Options

Scroll down, select 10 – Store & Forward

Enter password

Select 4 – Reports

Select 2 – Print Offlines

When the wireless signal is available, the transactions must be uploaded:

Press menu

Select 3 – Merchant Options

Scroll down, select 10 – Store & Forward

Enter password

Select 5 – Upload transactions

Press cancel 3 times to get to main screen. The batch must still be settled:

Print the current report by selecting the blue function key.

Select 1 – Report

Enter password

Settle the batch by selecting the blue function key.

Select 2 – Batch

Select 2 – APFDRT CrDb

Select 1 – Close Batch. Be sure it show OK with a series of numbers as the response at the top.

The terminal must be taken out of Store & Forward mode:

Press menu

Select 3 – Merchant Options

Scroll down, select 10 – Store & Forward

Enter password

Select 1 – On/Off

Press cancel 3 times.

Manual Credit Card Procedures with Credit Card Purchases

Place the slips over the credit card and swipe the handle over top to imprint the credit card information onto the slips. Take the slip out and verify that the credit card information is clear.

Write the date, the items purchased –example “the name of the auction item” or “raffle package”, the amount, and the total due.

DO NOT WRITE ON THE SLIPS ---“DONATION”--- OR ---“RGS”.

Have the customer write his/her billing address for the card and telephone number on the slip and sign it.

Give the bottom copy to the customer.

WRITE-IN AND LIVE AUCTION RECEIPTS PROCEDURES

IT IS VERY IMPORTANT TO GET THIS DONE ASAP!! People will be anxious to know if they won but we ask the audience for at least one-half hour to process the paperwork.

Write In Auction or Silent Auction

After the write-in has been closed as determined by the Regional Director, the write-in cards are picked up by the committee and brought immediately to the Money Table. (see **example #1**)

These cards are put into NUMERICAL order by Item # to match with the Write-in Auction receipts that coordinate with the same item.

Depending on the number of items, the cards and receipts are divided among the number of volunteers at the table. Each is given the write-in cards and write-in receipts corresponding to each auction item.

Double check to be sure the final bid is above the MINIMUM OPENING BID and the bid raise at least equal to the MINIMUM INCREASE to determine the winner on the write-in cards.

The person's name and amount is written on the corresponding areas on the write-in receipt. Each receipt is arranged in ALPHA order by last name. (See **example #2**)

If using a bidder's sheet, the person's name and amount is recorded by the corresponding item, copied by facility staff (pre-arranged by the Regional Director) and handed out by a committee volunteer to each table for each person to view the winners WHEN THE REGIONAL DIRECTOR INDICATES. **This is very important since we do not want to interrupt the flow of the LIVE AUCTION.** (See **example #3**)

Match up any gift certificates with the corresponding receipt if not done already.

EXAMPLE #1 "WRITE-IN CARD"

WRITE-IN YOUR BID ON THIS ITEM

7. Woman's Sterling Silver Cuff Bracelet With Semi-Precious
Malachite Stone

MINIMUM OPENING BID \$35 MINIMUM INCREASE \$5

- | | | | | | |
|----|---------------------|--------------|-----|-------|----------|
| 1. | <u>Carol Roche</u> | \$ <u>40</u> | 10. | _____ | \$ _____ |
| 2. | <u>Audy Cling</u> | \$ <u>50</u> | 11. | _____ | \$ _____ |
| 3. | <u>Carol Roche</u> | \$ <u>55</u> | 12. | _____ | \$ _____ |
| 4. | <u>STEVE HOOVER</u> | \$ <u>60</u> | 13. | _____ | \$ _____ |
| 5. | <u>Carol Roche</u> | \$ <u>65</u> | 14. | _____ | \$ _____ |
| 6. | <u>STEVE HOOVER</u> | \$ <u>70</u> | 15. | _____ | \$ _____ |
| 7. | <u>Diana Haynes</u> | \$ <u>75</u> | 16. | _____ | \$ _____ |
| 8. | <u>Steve Hoover</u> | \$ <u>80</u> | 17. | _____ | \$ _____ |
| 9. | _____ | \$ _____ | 18. | _____ | \$ _____ |

PLEASE PRINT NAME CLEARLY

This is an example of a Write-In Card that is placed next to the item showing the Minimum Opening Bid and Minimum Increase. Individuals will have the opportunity to bid until the auction is closed.

EXAMPLE #2 "WRITE-IN AUCTION RECEIPT"

Hoover, JIVE

**The Ruffed Grouse Society
Auction Purchase**

Item # W-7 Date: 2-20-04
Description: SS/MALACHITE cuff BRACELET Bid Price \$ 80

Buyer's Name: STEVE HOOPER

PLEASE
PRINT

Address: _____

Zip Code _____

Phone: (Home) _____ (Office) _____
(area code)

Form of Payment: () Cash, () Check, () Charge Card, () Other

JD
Payment authorized by _____

If other, explain terms and obtain buyer signature and driver's license number:

Driver's License # _____

Signature of Buyer _____

This is the example of the Write-In Auction Receipt that matches the corresponding number of the item and the Write-In card for W-7 (Example #1).

EXAMPLE #3 "BIDDER'S SHEET"

1999 Pittsburgh Sportsman's Banquet Write-In Bidders Sheet

ITEM #	ITEM DESCRIPTION	HIGH BIDDER	BID AMOUNT
1			
2	This is the example of the BIDDER'S LIST that may be used		
3	at your banquet.		
4	This will list all of the items prior to the banquet by the		
5	Regional Director. Each line will have the item and you		
6	will only add the Bidder's Name and the Bid Amount.		
7	Woman's SS Cuff Bracelet Malachite Stone	STZUE HOOVER	\$ 80.00
8			
9			
10			
11			
12			
13			
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Live Auction

During this auction, the committee members and/or ticket sellers will be bringing these receipts (the same as the write-in receipts) to the table, after the successful bidder completes it at their table, to be arranged ALPHABETICALLY within the write-in auction receipts. (see example #4)

If you find that an individual has several items, to help with their total at the end of the evening, run a tape on the calculator and paper clip to the receipts.

NO Bids:

Some items will NOT have a bid; these receipts are placed together with the write-in card. Individuals may purchase for the opening bid or make other arrangements per the RD's discretion.

EXAMPLE # 4 "LIVE AUCTION RECEIPT"

Dayton, Tenn

The Ruffed Grouse Society
Auction Purchase

Item # L-18 Date: 2-20-07
Description: Pillman Sketches Bid Price \$ 150.00

Buyer's Name: TERRY SAYLOR
Address: 10620 Winchester Rd
Canal Winchester, OH Zip Code 43110

PLEASE PRINT

Phone: (Home) _____ (Office) _____
(area code)

Form of Payment: () Cash, () Check, (X) Charge Card, () Other

Payment authorized by _____

If other, explain terms and obtain buyer signature and driver's license number:

Driver's License # _____ Signature of Buyer _____

This is an example of a completed Live Auction receipt after the item was bought at the bid price of \$150.00.

This form was taken by the committee or ticket seller to the buyer to be completed and signed. It is then brought to the Money Table to be filed with the other Live and Write-In Receipts.

CASHING OUT

RGS accepts AMEX, VISA, MASTERCARD, DISCOVER, CHECKS & CASH

- At the end of the evening, individuals will come to the Money Table to pay for their auction items.
- Ask for their name (since you already have all auction receipts in alphabetical order).
- Process the charge (or take a personal check or cash) for the amount. Mark the auction receipt to show the type of payment. Give the customer the yellow copy for proof of payment and to pickup their item from the committee. If there are gift certificates attached also give these to the buyer after payment. ***THANK EACH CUSTOMER!***
- The signed white copy and the cash, charge slip or check are paper clipped together and all of the receipts are kept together for reconciling during the accounting after the banquet.

Helpful suggestions

Any questions concerning items, trips or buying additional items, please be sure you write this information either on the action receipt of the item in question or on a separate piece of paper to be handled by the Regional Director or HQ.

The Money Table is NOT an ATM and does not have a great deal of extra cash. The CHANGE envelope is used for change only. It should end the evening with the same amount of money as when you started, i.e. if you take out two \$10 bills, replace with equivalent funds.

Reconciling is done after the banquet or the RD and the committee will plan to do it the next morning.

THANK YOU!