Philcon Registration Desk Staff Instructions

For many con attendees, we at Registration are the only Philcon Staff they directly interact with. We are the first face they see, and we set the tone for the weekend. Please always remember to be polite, *especially* when the person you're speaking to isn't. However, if you feel like the attendee you are speaking to is becoming abusive, you can hand them over to someone else. *Any* time you're feeling like you've got an issue bigger than you can handle, bump it up the chain. That's what we're here for.

Job Description: Greet people as they arrive at the convention. Check their photo ID and COVID vaccinating date, look up/create memberships in our database, update any contact information, and then, as appropriate: collect payment, print out and assemble their badge(s). Registration Staff need to be comfortable at a computer, decent typists, and able to converse comfortably with attendees, and comfortable with handling money.

The Registration Desk Layout: At the desk you will find:

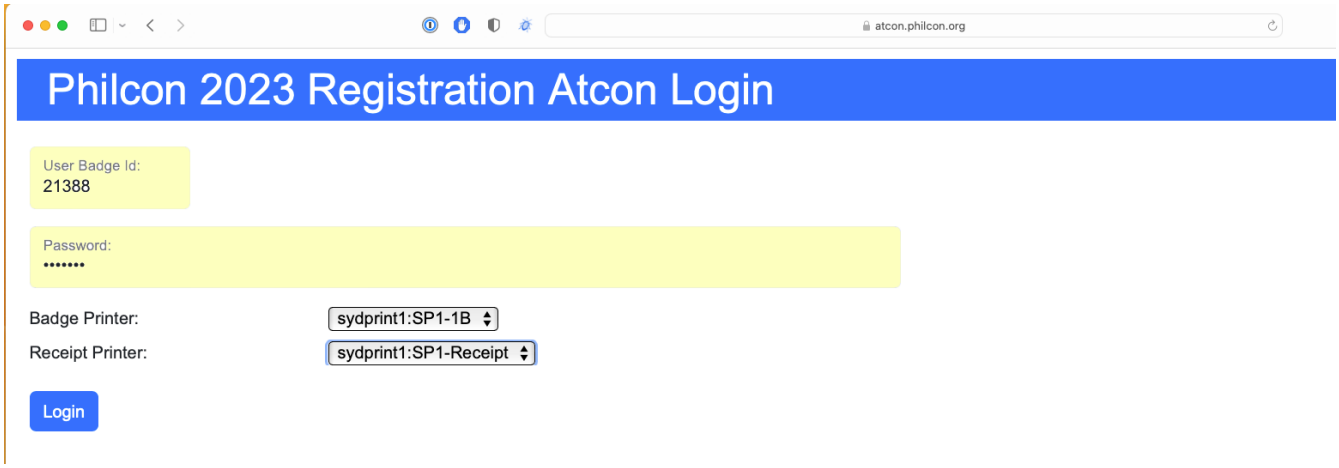
- Chromebook: Your Point of Sale (POS) Terminal to access the Philcon Registration Atcon system.
- Badge Printer: A Dymo LabelWriter with the 'name' of the printer on a label on its side. This printer will be shared across one or more POS terminals.
- POS Receipt Printer: A single receipt printer is shared across all the stations. It is used to print receipts directly from the POS system.
- Credit Card Payment Device: A Square Terminal that will accept credit and debit cards as well as print credit card receipts. Depending on the shift, there may be one or two Square Terminals shared across the registration desk.

Log in with your Badge Number and password.

1. If the Chromebook POS terminal does not show the Philcon 2023 Registration Atcon screen
    a. Access the site using the URL: https://atcon.philcon.org

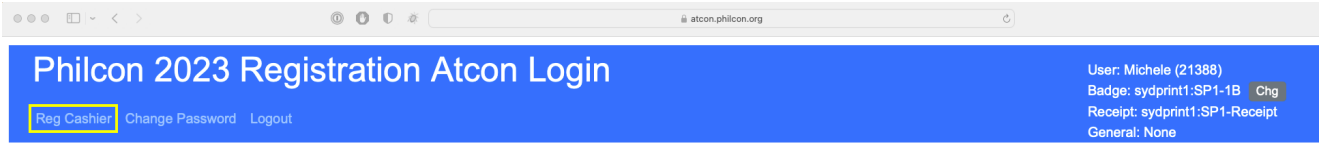
2. If the POS terminal shows someone else logged in to your station, log them out by selecting the "Logout" menu item.

3. Log into the POS terminal



   a. Use your badge number and password.
   b. Select the name of the Badge Printer closest to you. (look on the side of the printer for its name)
   c. Select the name of the Receipt Printer closest to you. (There is normally only one receipt printer shared for the entire desk. Its name is also on the side of the printer.)

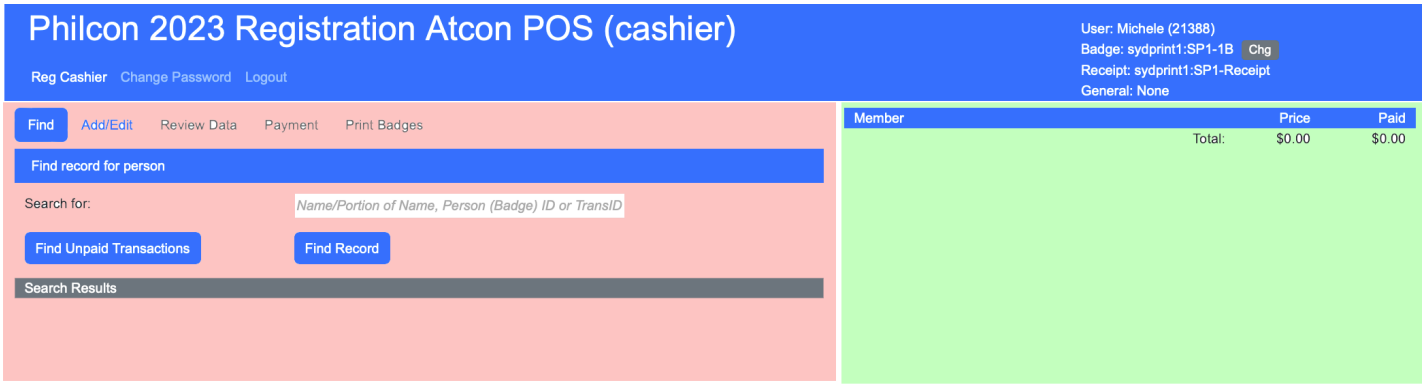
4. Once logged, in select the "Reg Check In" menu option from the menu bar



   a. If you ever need to change your printer selection, you can access the printer select screen using the "Chg" gray box in the upper right next to the Badge printer's name.
   b. When you are done, you logout using the "Logout" menu item.

The POS Cashier Screen

The Cashier screen is divided into two main areas:



   a. The left side (pink) is the data entry side. It is used for:
      - Searching for people in the database
      - Viewing search results and selecting the customer from those search results
      - Adding new people to the database
      - Paying for memberships

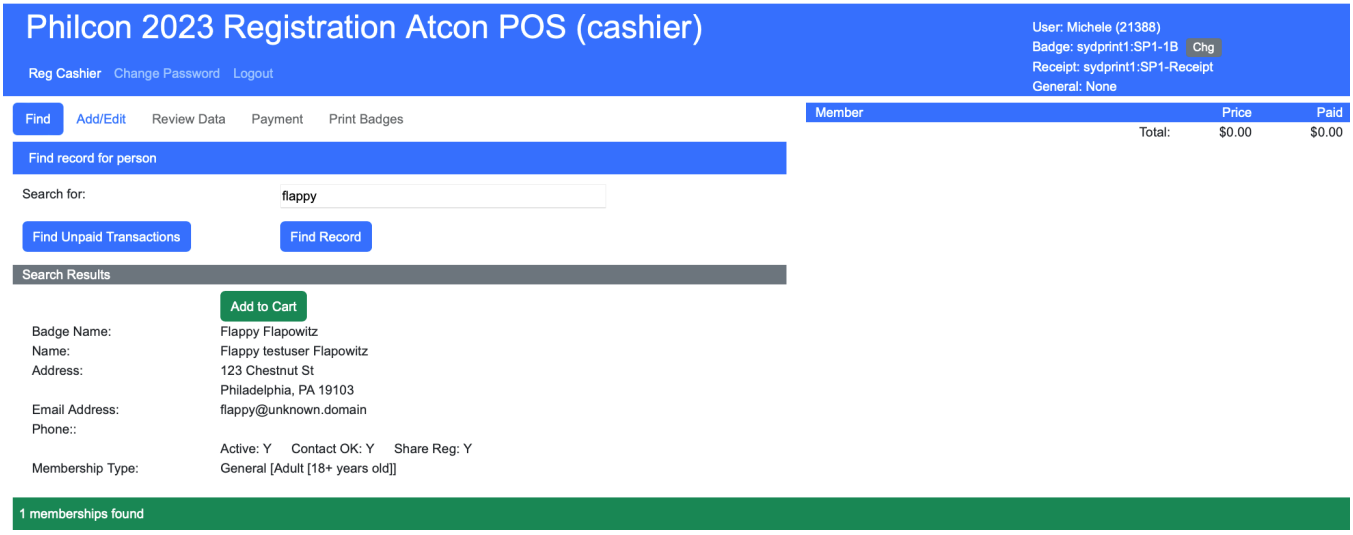
- Printing badges

b. The right side (green) is the current cart. It shows people and their memberships in this transaction. It also shows the payments made against this transaction.

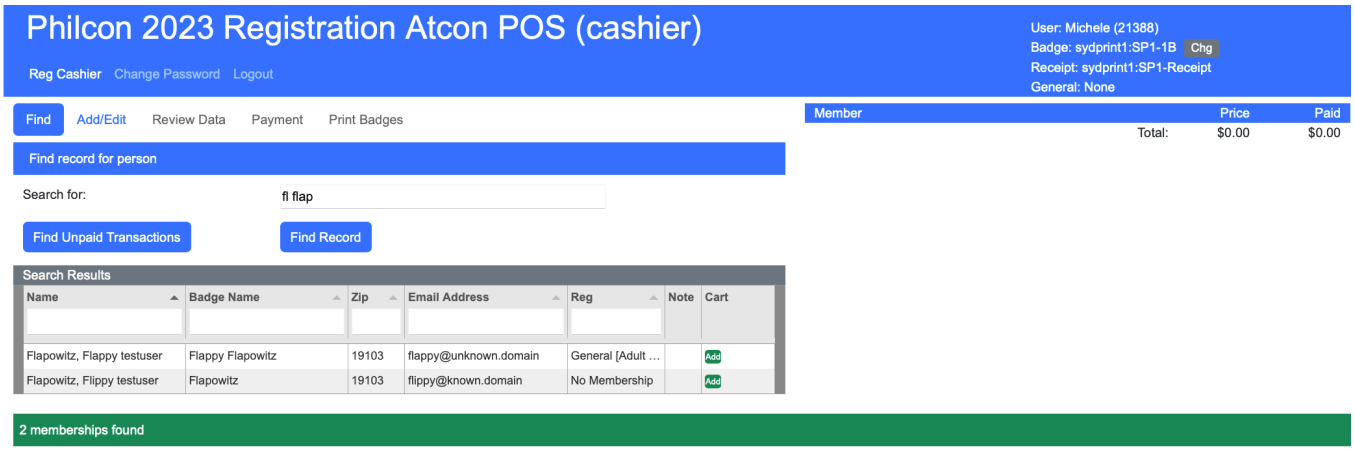
The screen should look like the one above before starting with a new customer. If it still shows the prior customer, click "Start Over" to abandon the prior customer, or "Next Customer" if shown to move on to this new customer.

Customer Check-in/Purchases

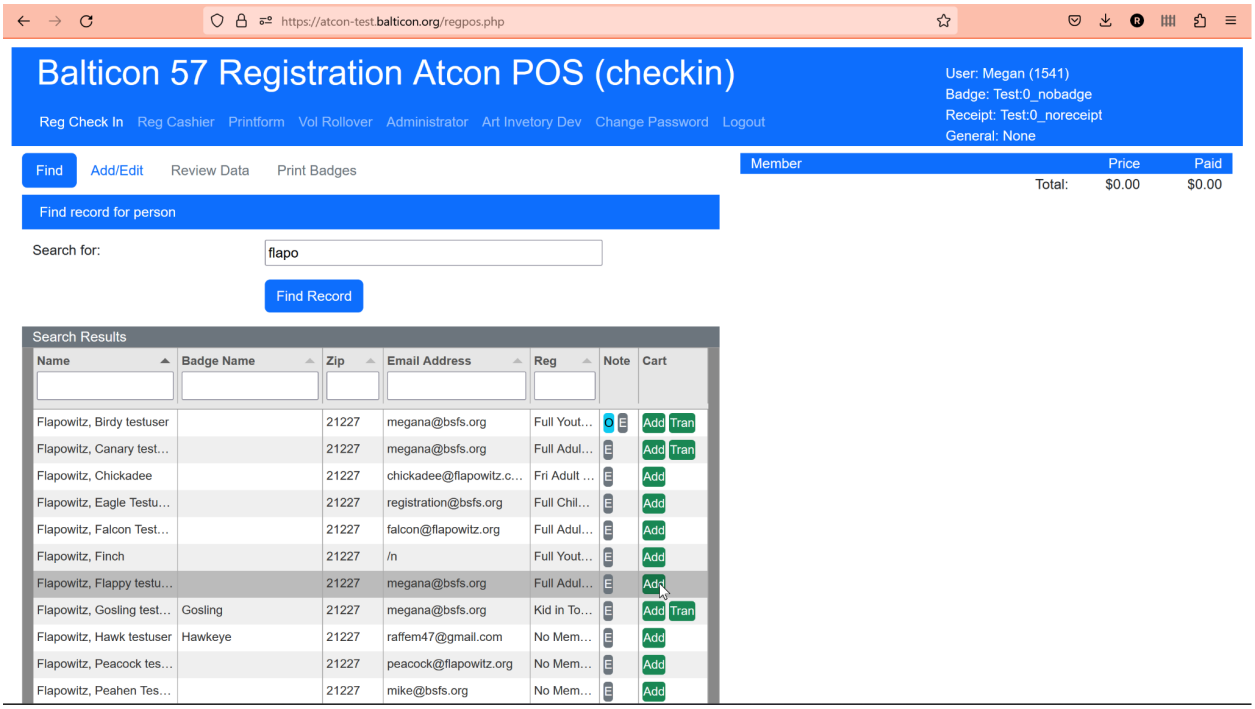
1. Ask the member for their COVID information and photo ID. Once the COVID information is checked, in the "Search for:" field, type a portion of the name (ex: for Flappy Flapowitz, try typing "fl flap" - note that the letters picked do NOT have to be full words) and press enter or click "Find Record". You can also search by badge number for people who are upgrading.



a. In the Search Results, if only one person matches and it is the right person, click the green "Add to Cart" button.



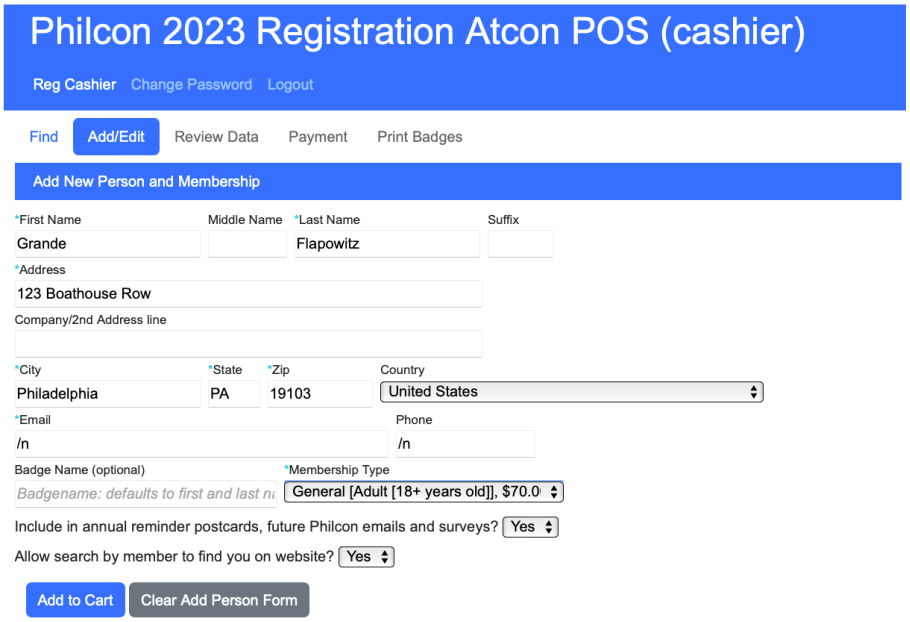
b. If more than one match is found, look for the correct person on one of the rows.



c. If you need to refine the search results further, use the search boxes in the results columns.

d. When you find the correct, row click the green “Add” button to select that person.

2. If no entry shows up, please be SURE that they aren’t in our system. Ask if they have pre-registered or attended Philcon before, and if they have, try alternate names or alternate spellings/misspellings/typos/middle name/etc. Our database goes back several years, so if they say they haven’t attended in a while, they still might be in our system!
3. If you are completely certain they have not attended before, click “Add/Edit”. Fill out the information and click “Add to Cart”



Note: all fields with a ‘*’ in front of them are required. Refused values should have ‘/n’ entered for the value. But

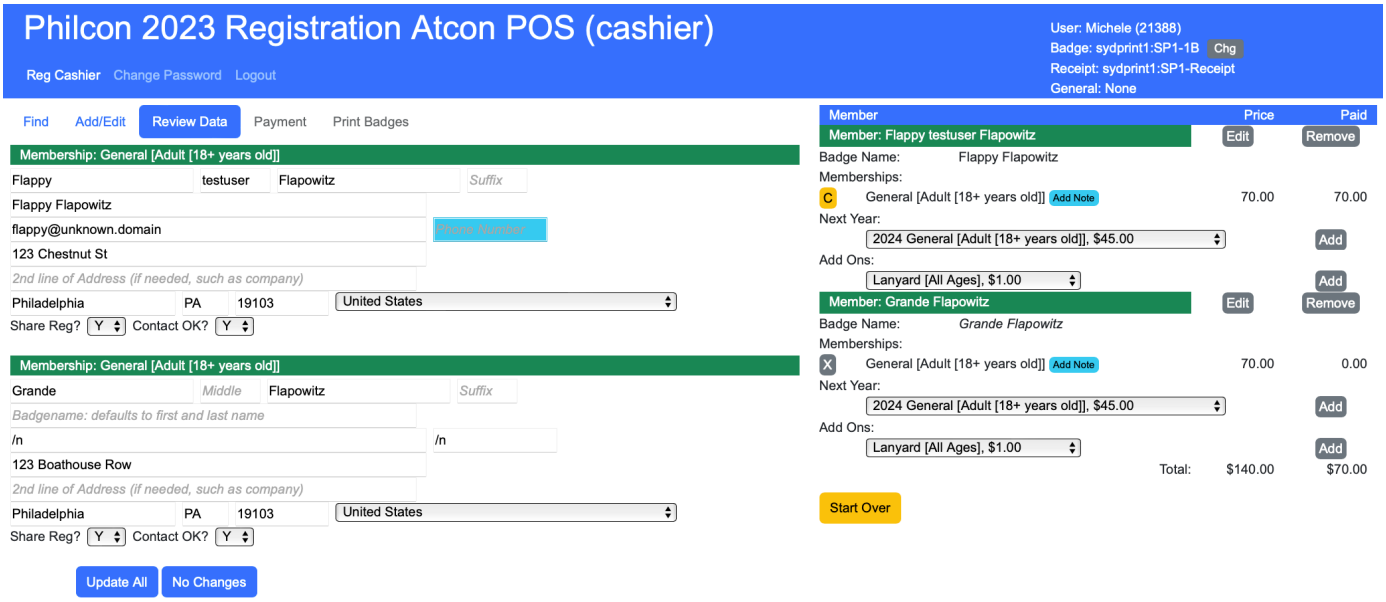
please try to get an email address.

4. Add any additional people through the same process, until all members on the transaction appear in the cart on the right-hand side of the screen.

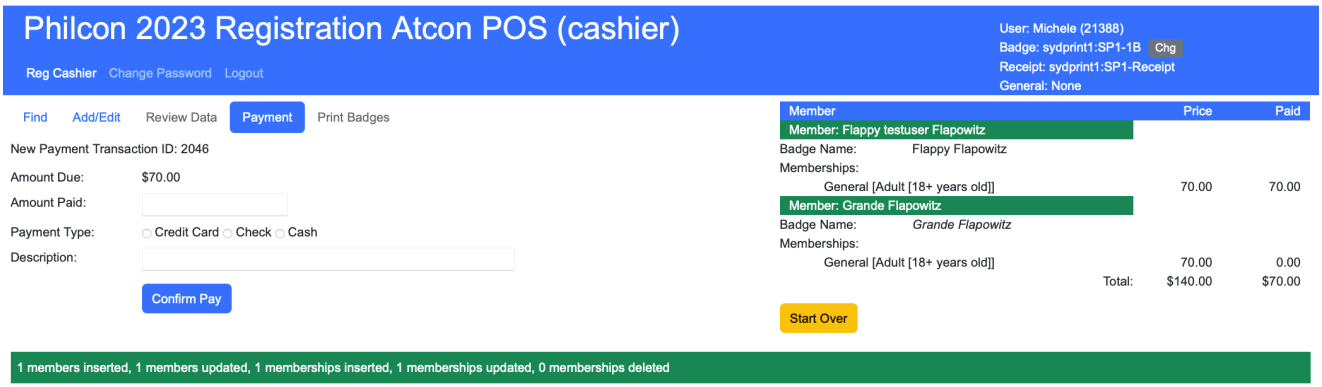
5. If any of the people in the cart are missing a membership (says “Non Member” in cyan), select the appropriate badge type from the drop down menu under “Memberships:”, then click the cyan “Add” button.

6. Offer them next year’s memberships or any add-ons such as lanyards.

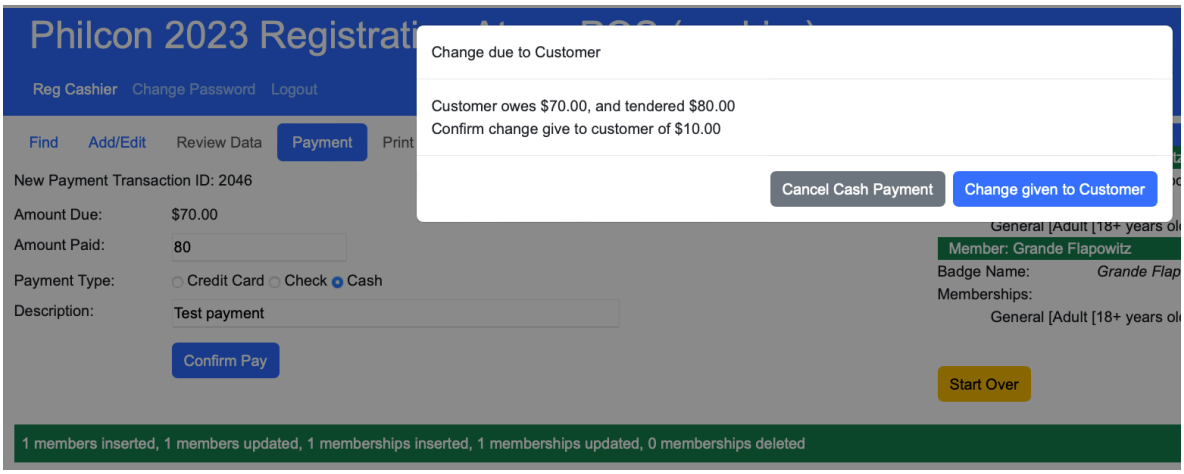
7. Then click “Review Data”. Turn the screen around and confirm with the member(s) that all contact information is correct and update as needed. Please check all information, especially **Badge Name**, a **Phone Number** that will be on site in case of emergencies, and a valid **Email Address** (EM). If they do not wish to provide information, enter ‘/n’. Once you’ve made any corrections, click “Update All”. If there are no corrections to make, click “No Changes”.



8. If payment is required, you will be presented with the payment screen. For any transaction we can accept cash or checks. For transactions over $15.00 we can accept credit cards. (IE: if they only added on lanyards, they need to pay cash for the lanyards.



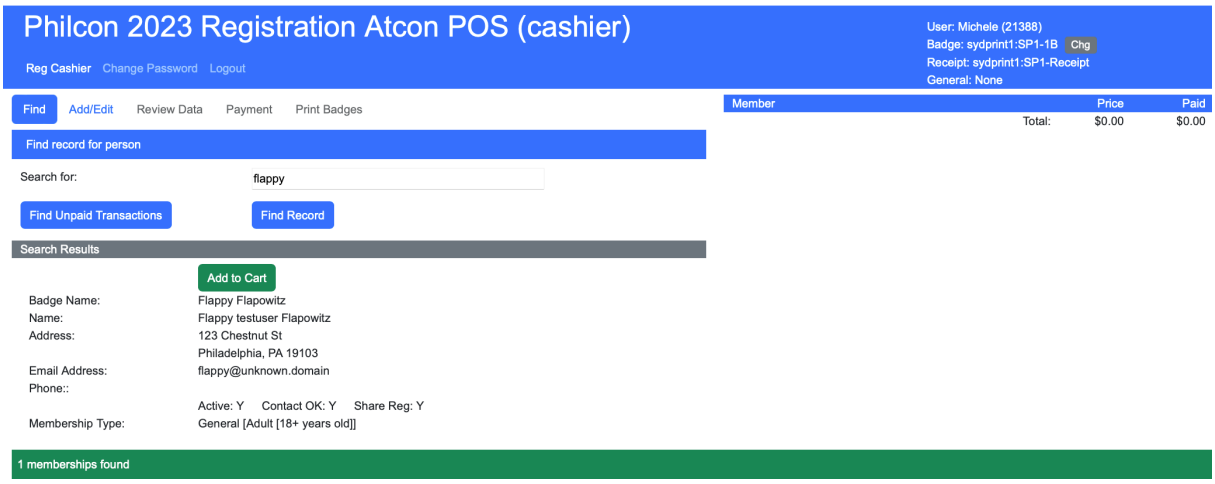
a. For cash, enter the amount of cash tendered. The system will calculate the amount of change required and ask you to confirm that the change has been received.



b. For checks, enter the check amount and the check number.

c. For credit cards: Use the Square terminal and enter the unpaid items in the cart into the terminal. Once the all the unpaid items are entered into the square terminal and the cart total matches the total on the Square terminal press the charge button and hand the terminal to the customer. Have the person touch their card to the terminal or insert the card into the slot on the terminal. Once the transaction completes successfully it will ask them to hand the terminal back to you. Click the button to proceed and print a receipt. Enter the Authorization code and the total amount from the receipt into the system.

d. Once paid, offer the customer a receipt, either by email or printed. You may also give the user the credit card receipt printed by the Square terminal.



9. Once paid, or if the badges have already been paid for, click “Print All”. The labels should start printing from the label printer you selected (next to you).

10. Assemble any printed badges, hand them to the member, and direct them to the table with Registration materials (Program book, schedule grid, and other goodies).
11. Click “Next Customer” to be ready for the next member.

- If they want to pick up someone else’s badge that has already been paid for, they may do so **ONLY** if they have a photo ID and COVID information of the person whose badge they want to pick up. Enter the person picking up badges **FIRST**. Please confirm that they have a valid cell phone number in their contact information so that we can contact them if there are any problems. Anyone wanting an exception MUST see the Help Desk.
- For **CHILD** and **KID-IN-TOW** badges: Make sure we have a parent’s phone number in our database in case of emergencies!
- If someone does not want to provide a piece of contact info, enter as “/n”.
- If there are ANY problems, concerns, unhappy members, or weirdness, direct the member to the Help Desk or grab one of the Registration Staff.

Upgrades and Year Ahead Memberships:

When can Year Ahead memberships be purchased? How?

Right now! On the check-in screen, look up the member’s name (or badge number if they already have their badge) and click “Add”. On the right hand menu, select the correct age from the “Next Year” dropdown and click “Add”. Add additional people from the lefthand column the same way. Then add a “Next Year” badge for each one who wants to pre-register for next year. Complete transaction and enter the payment information. Of course, you cannot print year-ahead badges.

Can I upgrade my one-day badge to a full weekend? Can I upgrade my Friday only to a Saturday only?

One day badges can easily be upgraded to a full weekend membership! Look up the member’s name or badge number and click “Add”. Then change the membership type in the “Upgrade” dropdown to “Friday to Full” or “Saturday to Full”, etc. Click “Add” to create the upgraded badge, then complete the transaction and send them to the register.

One day badges CANNOT be upgraded into another one day badge. They can purchase separate one day badges, but the cost works out that they pay the same or save money by upgrading to Full Weekend membership.