

CHECK-IN – REGISTRATION DESK

The registration/check-in desk serves multiple functions during the convention.

1. Check-in for those already registered
2. Registration/payment for on-site sign-ups
3. Distribution of convention materials and product pick-ups
4. Information and help desk

CHECK-IN – BASIC PROCESS:

1. On entering the registration/check-in kiosks, attendees will see two lines: A-L and M-Z
2. All registration paperwork is filed alphabetically by LAST name in file boxes labeled A-L and M-Z
 - a. All paperwork in the boxes has the appropriate name badge and various tickets attached with a paperclip. It is VERY important to handle the paperwork carefully so as to not separate tickets from receipt as serious delays in check-in may result.
 - b. We have found it best to have the paperwork organized and laid out alphabetically on tables behind the kiosks. Putting the paperwork on tables helps to locate the paperwork quickly and minimizes the possibility of accidentally separating tickets from receipts.
 - c. When attendees are checked-in, ALL of their paperwork goes to them. (See **CHECK-IN PROCESS** below)
3. A minimum of 4 Ambassadors are needed during peak check-in times.
 - a. 2 Ambassadors (#1) will “work” the front desk – one each A-L and M-Z
 - b. 2 Ambassadors (#2) will “pull the paperwork” – one each A-L and M-z
 - c. During peak check-in times, it may be helpful to have 2 additional Ambassadors helping “pull the paperwork.”
4. There will be one computer with Internet access at the check-in kiosks
 - a. This computer will have the following programs loaded and easily accessible from the Taskbar
 - i. QuickBooks Pro (procedures elsewhere)
 1. This can be used for two purposes:
 - a. To search the registration database to verify purchases
 - b. To add new purchases and print receipts
 - ii. Avery Label Design Pro (procedure elsewhere)
 1. This program is to be used to create on-site name badges
 - b. Because all registration documentation is on paper, in the boxes, it should not be necessary to use the computer very often.

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CHECK-IN PROCESS:

The check-in process is the first experience most attendees will have of VOICE. So, it is very important that the Ambassadors working check-in greet attendees with a smile, a cheery “hello,” and a friendly attitude. When understood, the process should move pretty smoothly without any problems.

1. Attendee approaches the kiosk
 - a. Attendee should have up to several confirmation tickets (printed 8.5 X 11 sheets) that they printed from their registration packets.
 - b. Ambassador 1 collects the confirmation tickets and hands them to Ambassador 2
 - c. Ambassador 2 checks the name on the confirmation tickets and pulls the paperwork, handing everything to Ambassador 1
 - d. Ambassador 1 double checks confirmation tickets, receipts and attached tickets to make sure attendee is receiving everything they purchased.
 - i. If everything checks out OK:
 1. Once verified, the confirmation ticket can be tossed for recycling.
 2. All tickets and receipts are handed to attendee
 - a. NOTE: Some selected VIP attendees will have a SHOW BAG Pick-up ticket.
 - b. Most VIP attendees will have the yellow VIP Pick-up ticket.
 - ii. If there is a problem or question:
 1. The first thing to do is go through ALL of the receipt pages.
 - a. Different purchases may be made at different times and a given receipt can have one or several items.
 - b. Some attendees may be registered on the same receipt as another attendee. We’ve done our best to make sure all associated name badges are on the correct receipts, so double checking the ticket stack may turn up the additional name badge.
 - c. If a name badge is missing and there is documentation of the purchase, the Avery Label Design Pro program may be used to create and print a name badge on site.
 2. The QuickBooks Customer Center can be checked by searching the list alphabetically by FIRST name.
 - a. When the customer is located, clicking on their name will open a record of their transactions.
 - b. Clicking on the transactions will open the receipts.
 - c. ALL VOICE 2012 transactions are 9/1/11 or later.
 - e. Ambassador 1 then instructs attendee to proceed around the corner of the check-in area to pick up the rest of their registration materials. (See **SHOWBAG PICK-UP PROCEDURES** later in this document.)

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- f. With two Ambassadors working the paperwork, this process can move pretty quickly.
2. Attendee moves around the corner to the pick-up area.

SHOWBAG PICKUP PROCEDURE:

The PICK-UP area is the second, and final stop in the VOICE check-in process. The Pick-up area is to the left of the check-in kiosks (as you face the kiosks). Pipe and drapes create an enclosure in which there are many boxes of items to be picked up by attendees.

1. There are two parts to the pick-up area:
 - a. Two tables end to end and in front of draped area
 - b. Storage area behind drapes. This is where all of the pick-up items are stored.
2. An attendee may present one or more pick-up tickets. These tickets are initially attached to their paperwork.
 - a. For security reasons, it is important to ask the attendee to PRINT their last name on the pick-up ticket.
 - i. This gives us a way of documenting who did and did not pick-up a show bag or other items.
 - ii. This is also a disincentive to those who might be inclined to pick-up more than one show bag.
 - b. Collected pick-up tickets need to be put in the box or container provided.
3. Pick-up items include the following:
 - a. Show bags with tchotchke (stuff from presenters, etc) – tchotchke: from the old Yiddish, meaning “trinkets.” (aren’t you glad you asked?)
 - b. Show bags – EMPTY
 - c. Neck wallets for VIP and OTO guests (Red Carpet, Day Pass, Garden Party only)
 - d. Purchased product pick-ups
 - e. Back to presenter materials
4. Pick-up Tickets are color coded and/or labeled accordingly
 - a. **PINK – Labeled SHOW BAG:**
 - i. Full attendee tchotchke show bag
 1. All full registrations, Presenters, and Day Pass registrations receive the stuffed show bag.
 - ii. Exhibit Hall Map
 - b. **PINK – Labeled PICK-UP**
 - i. Attendee product pick-up.
 - ii. Back-to-Presenter Pick-up
 - iii. These items are in a separate box
 1. Product pick-ups include a blue VOICE show bag
 2. Back-to-presenter pick-ups are the item only

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c. NEON YELLOW – Labeled VIP Pick-Up

- i. VIP and special guests only
 1. VIP's include Panelists, Media, and invited attendees who will only be participating in a portion of the convention.
 2. All VIP's are Comp'd admission
- ii. VIP attendees receive the following:
 1. BLACK NECK WALLET
 2. VOICE Program/Guide
 3. Exhibit Hall Map
- iii. **VIP attendees do NOT get the stuffed show bag.**
 1. If a VIP requests a show bag, give them an EMPTY show bag.

d. NEON YELLOW – Labeled EH Pick-up

- i. Exhibit Hall Only registrations
 - ii. Receive the following:
 1. BLACK NECK WALLET
 2. VOICE PROGRAM GUIDE
 3. Exhibit Hall Map
5. After giving the attendee their items, please be sure to put the pick-up tickets in the container provided. **DO NOT THROW THEM AWAY.**

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SUMMARY OF TICKET & NAME BADGE COLOR CODES:

PICK-UP TICKETS:

PINK Pick-up Tickets (includes full attendees and Day Pass registrations)
Filled Show Bags, Products, Back-to-presenter

NEON YELLOW Pick-up Tickets labeled VIP Pick-up
Black neck wallet, Program, Exhibit Hall Map
(Empty Show Bag on request only)

NEON YELLOW Pick-up Tickets labeled RCR-EH-GP, EH
Black neck wallet, Program, Exhibit Hall Map
NO SHOW BAG

MEAL TICKETS & ADMISSION:

ORANGE – PTU Breakfast

GREEN – Garden Party admission

GRAY – VOICE Celebrity Banquet
Verify meal selection on back of ticket

NAME BADGES:

White Name Badges (nothing below name) – Full Registration
Pink pick-up ticket – Full show bag pick-up

White Name Badges with RED “Day Pass – Day/Date” below name
Pink pick-up ticket – Full Show Bag pickup

White Name Badges with RED “EXHIBITS ONLY” below name
Neon Yellow pickup – Black neck wallet, program, EH map

Yellow Name Badges – Red Carpet Reception only
Black Neck Wallet

Green Name Badges – Garden Party Only

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Black Neck Wallet