



# So...You're the Head Troll?

Mistress Anne of Carthew  
[depexva@atlantia.sca.org](mailto:depexva@atlantia.sca.org)  
[nms@atlantia.sca.org](mailto:nms@atlantia.sca.org)

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# Conventions in this Training



- Acronyms:
  - ABP = Atlantian Book of Policy
  - ABL = Atlantian Book of Law
  - SCA-Ex = Exchequer's Handbook: "Local Officer's Reference Handbook April 2006"
  - SCA-FP = Society Financial Policy
  
  - APW = "Anne's Perfect World"
- All laws and policies apply to ALL events
  - Use some judgment for which "good ideas" are overkill on a small event



# Troll responsibilities

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- Help people attend an event
- Manage the money
- Keep good records
- Comply with laws:
  - Federal/State
  - Corpora
  - Atlantian

# The Job



- Get to know the rules
- Prepare
- Run the Gate
- Close the Gate

# Get to Know the Rules



- Non-Member Surcharge (NMS)
  - \$3 from everyone who doesn't have proof of membership
  - "The NMS will not be collected for minors for whom there is a discounted event fee."
  - See <http://exchequer.atlantia.sca.org/NMSFAQ.html>
- Proof of membership
  - Blue or white membership card with a CURRENT date
  - Kingdom newsletter with name, membership #, and CURRENT date
  - Proof of membership / receipt from on-line membership
    - Available at <https://secure.sca.org/membership/index.php>
    - Date on the letter is the date of renewal. We can accept this for one-year from that date.

# Waivers



- Waivers
  - Required from everyone who does not have a BLUE membership card with current date
  - ABP = **1.3.2** Waivers:
    - It is the duty of the responsible seneschal to file signed waivers with the Kingdom Waiver Secretary to ensure their proper long-term storage in accordance with corporate policies.
    - **1.3.2.1** Event Waivers: Any waiver signed during the course of an official Society event will be collected by the seneschal of the hosting group at the completion of the event.
    - **1.3.2.1.1** All signed event waivers and a completed event waiver report will be submitted to the Kingdom Waiver Secretary within fourteen calendar days of the completion of the event.

# Minors



- **ABL = 10.3**
  - **10.3.1** Minors attending an event must have either a signed Minor Waiver, or a signed blue membership card, before admission to an event.
  - **10.3.2** Minors under the age of 18 are not permitted to enter (or remain on) an event site without an adult who is designated as being responsible for them. If the adult in question is not the minor's parent or guardian, that adult must have a signed medical authorization form from the parent or legal guardian, to be presented at registration at the event. This medical authorization form must be notarized.
- [http://seneschal.atlantia.sca.org/Seneschal\\_MMA\\_FAQ.htm](http://seneschal.atlantia.sca.org/Seneschal_MMA_FAQ.htm)

# "Minor Medical Authorization (MMA) FAQs for Seneschals, Autocrats, and Trolls"



- *When does a minor need a signed and notarized MMA to enter an event?*
  - A minor ... attending an event without their parent or legal guardian must bring two additional things with them:
    - 1) an adult responsible for the minor; and
    - 2) an MMA form, signed and notarized by the minor's parent or legal guardian, ...
- *If a minor's parents or legal guardians are present, does the minor need an MMA?*
  - No.
- *Do I need to see picture ID proof of an adult's or minor's identity? Do I need to see proof of parenthood or guardianship?*
  - No. For all minors checking in to an event with their parent or legal guardian, ask the adult if they are the parent or legal guardian of the minor. ....
- *How can I tell if an MMA is expired?*
  - There is a place on the MMA form for expiration date. ....
- *Can I accept a photocopy of an MMA?*
  - No. Photocopies of notarized signatures are no longer considered notarized, ...
- *Do I collect the MMA at the event?*
  - No. It is recommended that either the responsible adult keep the form with them, ...
- *What do I do if a minor comes to an event without their parent or legal guardian, and without a signed and notarized MMA?*
  - The minor cannot be admitted to the event. ... Under no circumstances should the minor remain outside of the event alone while the responsible adult enters the event.



# Details of the Job: Prepare



- Get a team of volunteers
  - Set up a schedule so that no one has to spend the entire event sitting troll
  - ABP: "5.1.3 Exchequers and anyone working as head gatekeeper/troll/reservationist in Atlantia must be 18 years of age or older."
  - Society Branch Financial Policy, cash handling rules: one must be an SCA member to handle money (e.g., troll, reservations)
- Get the reservation information
  - Have one "master list" with all pertinent info for checking off pre-registered attendees
  - Sort the list various ways: by modern last name, by person who sent the check, and by SCA name
- Know your group's refund policy, so that you can answer accurately when asked.
  - Consider posting them either at the event or on your group's web site

# Details of the Job: Prepare



- Plan “crowd control”
  - Decide how to break up a troll line for a large event:
    - reserved / Not reserved
    - by modern last name
    - On board / off board
    - Proof of membership / no proof of membership
  - Make signs to guide attendees. Visible ones.
- Take time to “train” your staff

# More Preparation: Supplies



- IMPORTANT: Troll sheets & Reservation list
- APW: You'll have all of this *before* the event!
- General supplies
  - Blank waivers
  - Money box
  - Pens
  - Extra paper
  - Cell phone and with emergency phone numbers! (autocrat, backup staff)
- Event-specific Supplies
  - Feast seating chart
  - Cabin assignments
  - Field / camping layout
  - Site tokens
  - Event brochure / site map
  - Moisture-proof boxes for outdoor sites

# More Possible Supplies



- Table, chairs
- Food / Water / Caffeine
- LIGHTS ! (lanterns, lamps, candles...?)
- Table cloth
- Trash bags
- Blank sign boards and markers
- Tape, scissors, twine, large envelopes, paper clips
- Fan
- Blankets / cloaks
- Bug spray

# Cash Box: Cash Advance



- Get a cash advance:
  - Check must be made out to a PERSON (not “cash”)
  - That person is responsible for returning that amount of money to the group
- SCA-EX:
  - Advances must be reconciled within 60 days following the date of the advance.
  - (For the exchequer) The amount of the advance is reported under *Receivables* on the Comparative Balance Sheet.
- Cash box emergencies (ran out of change or didn't get seed money ahead of time)
  - You *can* have someone provide cash (and a receipt!) to the cash box.
  - You can *NOT* give them their cash back at the end of the event. It must be returned to them by the group's check.

# How much of an Advance?



- Anne's rule-of-thumb:
  - Determine the number of attendees expected
  - Subtract the number of people pre-registered
  - 75% will pay in Cash
  - 75% of those will need change
  - THEN look at the most expected form of payment (\$20s or \$10s) and decide how much change you'll need
  - Reduce it: realize that some people pay for 2 and you'll get cash from those paying with exact change
- If your group has the money to seed the cash box, and you have sufficient trust in your staff, then its better to err high than not be able to make change

# Details of the Job:

## Run the Gate

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- Check attendees off the pre-reserved list
- Write down the information for non-reserved attendees
- Check membership cards
- Get waivers signed
- Handle payments / give change
- Maintain wait lists and cancellation lists

# IMPORTANT



- Be very clear on what is written down on the troll sheets !
  - Take your time to record all columns for each person
  - Don't be stingy with space to write: ONE LINE PER PERSON, not per family
  - Write neatly so someone ELSE can read it
- NUMBER the toll sheets.
  - When it doesn't balance later, you can be clear that you have all the info – or if a sheet was misplaced
- Consider having a “receipt book” with carbons for each person paying (recording how much they paid, for what, and their name)



# More About the Cash Box



- Cash in the cash box is used to GIVE CHANGE only
- SCA-EX: "Under no circumstances should expenses be made in cash or reimbursed from the cash box at an event. All reimbursements must be made by check, so we have the audit trail a check provides."
- Count and record the money when the troll staff changes (shift change)

# Gate Challenges



- Keep a log and write down all issues
  - Who, what, where, when
  - Then write down if, when, and how they got resolved
  - Write down who helped on each shift
- Watch the feast seating chart
  - Friends signing up for friends; children eat free...
- Manage site tokens - Strings tangle!
- Be prepared to be an event Point of Contact
  - Troll is the one place that attendees KNOW they will find an event-staffer
  - Work out a communication plan with the autocrat
  - Be prepared to be Lost & Found
  - Know how parking is to be handled
  - Know who and where to find a POC for camping or field set up

# For Long Events



- Have large amounts of cash occasionally taken, counted, and locked in a safe place
  - Figure out ahead of time what a “safe place” will be.
  - Annotate your Cash Box Log of what was taken out, signed by two people
  - Society Branch Financial Policy, cash handling rules: no more than \$1000 cash may be in the cash box at one time
  - Get deposit drop box envelopes from your bank, find a near-by branch, and have two people go off-site to deposit money.
- Make sure your staff is fed, watered, and rested



So...the gate closes, and your  
job is done, right?

WRONG

# Details of the Job:

## Close the Gate



- Count the cash
  - APW: Have two people (not of the same family) count the cash and sign a slip that says how much is there
  - SCA-FP: Have one person take a copy of the cash log, separate from the cash itself
  - Make sure someone locks up the cash box in a safe place
- Verify the troll sheets
  - Clearly state how many people attended in each price category (see event report form)
  - Identify who reserved and did NOT show
  - Reconcile the troll sheets to the money box
- Turn over waivers to the Seneschal

Thank your staff !

# Reconciling the Gate



TROLL PROVIDES THESE

| INCOME  | Reservation Income            |                   |  |   | Gate Income        |                  |                                 |
|---|-------------------------------|-------------------|--|---|--------------------|------------------|---------------------------------|
|   | (A)<br>Fees at<br>Reservation | (B)<br># Reserved | (C)<br>Reserved that<br>actually<br>attended | (A x B)<br>Total<br>Reservation<br>Income | (D)<br>Fee-at Door | (E)<br># At Door | (C x D)<br>Total Gate<br>Income |
| 1. Site-Adult                                     | \$5.00                        | 90                | 88   | \$450.00                                  | \$5.00             | 30               | \$150.00                        |
| 2. Site-Child                                     | \$0.00                        | 4                 | 4  | \$0.00                                    | \$0.00             | 4                | \$0.00                          |
| 3. Feast-Adult                                    | \$5.00                        | 78                | 80   | \$390.00                                  | \$5.00             | 13               | \$65.00                         |
| 4. Feast-Child                                    | \$5.00                        | 2                 | 2  | \$10.00                                   | \$5.00             | 2                | \$10.00                         |
| 5. Non-Members                                    | \$3.00                        |                   |  | \$0.00                                    | \$3.00             |                  | \$0.00                          |
| 6. Camping Fee-Adult                              | \$0.00                        |                   |  | \$0.00                                    | \$0.00             |                  | \$0.00                          |
| 7. Camping Fee-Child                              | \$0.00                        |                   |  | \$0.00                                    | \$0.00             |                  | \$0.00                          |
| 8. Other fee type                                 | \$0.00                        |                   |  | \$0.00                                    | \$0.00             |                  | \$0.00                          |
| 9. Other fee type                                 | \$0.00                        |                   |  | \$0.00                                    | \$0.00             |                  | \$0.00                          |
| <b>TOTAL</b>                                      |                               |                   |  | <b>\$850.00</b>                           |                    |                  | <b>\$225.00</b>                 |
| <i>Note: fund raisers are not "event" income.</i> |                               |                   |  | <b>GROSS INCOME: (reserved + gate)</b>    |                    |                  | <b>\$1,075.00</b>               |

Reconcile the gate when Troll closes:

- When unusual situations are still clearly remembered
- Reconciled by the people who have been managing the gate
- While there is time to quickly resolve an over-payment or under-payment problem

|       |                           |  |
|-------|---------------------------|--|
|       |                           |  |
| \$325 | TOTAL FUNDS IN BOX        |  |
| \$100 | "seed" money              |  |
| \$225 | Income (funds minus seed) |  |

# Handling Money



- ABP: 5.1.7 All monies collected in the name of the SCA, Inc must be deposited into an SCA, Inc account. This includes heraldic income, MOL money, waiver fees, fundraising and Event Income. If money has to be transferred to another account, it must be done through a group check book. Money orders may not be used to transfer cash collected from an event to another SCA, Inc account.
  - What this means to you: You DON'T Deposit the cash in your own account and write a check to the SCA !!!
- ABP: 5.1.9 All checks should be deposited within 15 days of receipt.
- Society Branch Financial Policy: all monetary income will be deposited in the appropriate bank account within 14days of receipt.

# HUH?



- Why do you suggest all these cash handling double-checks?
  - To protect YOU!
  - How else could you prove that what you received was what was deposited?
  - Okay, and to protect the group's money too.





# Notes On Reservations



- No electronic payment ! (except for ACCEPS - Ansteorran Credit Card Event Payment System)
  - Talk with Kingdom Exchequer before planning to use this!
- Deposit reservation checks regularly
  - **ABP 5.1.9** All checks should be deposited within 15 days of receipt.
- Using the web-based feast seating chart and/or cabin sign up chart
- APW: send confirmation emails to those who reserve
- APW: keep track of SCA name, Modern name, and “who sent the check”

# Tell me again why we do this?



- Get to meet a lot of people who are all happy to finally get to their destination
- It's a very valuable service to your friends!

## THANK YOU FOR BEING TROLLS !!!

# Attachments



- Official forms:
  - Waivers: [http://seneschal.atlantia.sca.org/Seneschal\\_Waiver.htm](http://seneschal.atlantia.sca.org/Seneschal_Waiver.htm)
    - Waiver by Roster
    - Adult Waiver
    - Child Waiver
    - Family Minor Waiver
  - Medical authorization form: <http://www.sca.org/docs/treatminor-notary.pdf>
  - NMS form: <http://exchequer.atlantia.sca.org/forms/NMS.doc>
  - Event Report Form - <http://exchequer.atlantia.sca.org/forms.html>
  - Cash Advance Form – exchequer's handbook
- Other examples and aids
  - Proof of membership example
  - Ansteorra gate sheet
  - Anne's reservation log
  - Cash Box Log