



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

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# Conventions in this Training



- Acronyms:
  - ABP = Atlantian Book of Policy
  - ABL = Atlantian Book of Law
  - SCA-Ex = Exchequer's Handbook: "Chancellor of the Exchequer Handbook July 2018"
  - SCA-FP = Society Financial Policy
- All laws and policies apply to ALL events
  - Use some judgment for which "good ideas" are overkill on a small event

# Troll responsibilities



- 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 Registration (NMR)
  - \$5 from everyone who doesn't have proof of membership
  - "The NMR will not be collected for minors for whom there is a discounted event fee."
  - See <https://www.sca.org/docs/pdf/NonMemberRegistration.pdf>
- Proof of membership
  - Blue membership card with a CURRENT date
  - Kingdom newsletter with name, membership #, and CURRENT date
  - Picture of membership card on phone
  - Proof of membership / receipt from on-line membership
    - Available at <https://members.sca.org/apps/#MbrManage>

# Waivers



- Waivers

- Required from everyone who cannot prove current active membership
- 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 =**

- **11.4 Minor Waivers** Minors attending an event with their parent or legal guardian must present at check in a signed minor waiver or a signed blue card.
- **11.5 Minor Waivers for Non-Guardians** Minors attending an event with a non-guardian must present at check in a signed guardian waiver (“designated adult in charge waiver”) and a notarized medical authorization form signed by the minor’s parent or legal guardian. These waivers/forms are available through the Chancellor of Youth Activities office via the Kingdom web site.

<http://atlantia.sca.org/offices/seneschal/seneschal-forms-procedures>

# “Minor Medical Authorization (MMA) FAQs for Seneschals, Autocrats, and Reservationists”



- *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: “5.1.4 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 18 years of age or older 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 by modern last name
- Know hosting group’s refund policy, so that you can answer accurately when asked.
  - Consider posting it at the event and/or on the event’s web site

# Details of the Job: Prepare



- Plan “crowd control”
  - Decide how to break up the 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 **visible** signs to guide attendees
- Take time to “train” your staff

# More Preparation: Supplies



- IMPORTANT: Troll sheets & Reservation list
- Have all of this *before* the event!
- General supplies
  - Blank waivers
  - Money box
  - Pens / Highlighters
  - Extra paper
  - Cell phone 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
- Fans / Heaters
- 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 provide a receipt to the person!) 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?



- 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 the hosting group has the money to seed the cash box, then its better to err high than not be able to make change

# Details of the Job: Run the Gate



- 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 troll sheets.
  - If it doesn't balance later, you can be clear that you have all the info – or if a sheet was misplaced
  - Use the numbering system (1 of ## total number of pages)
- 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 for event registration 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
  - Ideal: 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) Fees at Reservation	(B) # Reserved	(C) Reserved that actually attended	(A x B) Total Reservation Income	(D) Fee-at Door	(E) # At Door	(C x D) Total Gate 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: 5.1.8 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: 5.1.10 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 14 days 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 PayPal run by the Kingdom)
  - Talk with PayPal Deputy before planning to use this!
  - Training required for PayPal Now (PayPal at Troll)
- Deposit reservation checks regularly
  - **ABP 5.1.10** All checks should be deposited within 15 days of receipt.
- Use the web-based feast seating chart and/or cabin sign up chart
- Send confirmation emails to those who reserve
- Keep track of SCA name, Modern name, "who sent the check", check number, and check total

# 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!!!**

# Forms



- Official forms:
  - Waivers: <http://atlantia.sca.org/offices/seneschal/atlantia-waiver-secretary>
    - Waiver by Roster
    - Adult Waiver
    - Child Waiver
    - Family Minor Waiver
    - Equestrian Waiver
  - Medical authorization form: <https://www.sca.org/docs/pdf/treatminor-notary.pdf>
  - NMR form: <https://exchequer.atlantia.sca.org/forms.php>
  - Event Report Form - <https://www.sca.org/officers/exchequer/>
  - Cash Advance Form – exchequer’s handbook
- Other examples and aids
  - Proof of membership example
  - Gate sheet and Reservation log
  - Cash Box Log