

# Market Day Coordinator Procedures

## Market Day 2011-2012 Schedule

### Timeline

1. Send forms home approximately 2 weeks prior to the order deadline. If your school sends info home on certain days of the week, plan accordingly. Internet order deadline is always the 11 p.m. on the Thursday before the sale date.
2. The week before the sale, call and arrange volunteers to work the sale and to make reminder calls from home on the Monday before the pick up date.

### Each School's Market Day Coordinator's responsibilities

1. Attend the Meet the Teacher nights (before school starts) to hand out Market Day samples, info about Market Day and to recruit volunteers.
2. Recruit all necessary volunteers for their school's sale months, including volunteers for reminder phone calls and staffing the sale.
3. Volunteers Needed:
  - a. Reminder Calls: 7 to 8 (ideally, with each person having 25 calls to make on a 200 customer order sale). Calls are made on Monday before the sale.
  - b. Double check orders on sale day: 4-5
  - c. Order fillers: 6-7
  - d. Volunteers need to arrive around 1:45 at the middle school. We are usually done by 3:30 – 4:00 filling orders.
  - e. Email Council Market Day person with the emails of volunteers making the reminder calls and she/he will email the call lists the weekend before the sale.
4. Pick up market day flyers at the middle school during the sale. If you cannot pick them up then, the flyers are stored in the middle school teacher lounge and the box will be labeled with your school name. Count and distribute flyers by classroom to their home school each month (including staff). Get a class count by teacher from the school office.
5. Collect any order forms sent to school and enter the order online (see entering orders below). If the order does not have a check enclosed, call the customer and remind them orders need to be prepaid and they should send in a check payable to "Market Day" in the amount of \_\_\_\_\_.
6. Deliver or inter-school mail (marked Attn: Middle School Market Day) any checks/payments received with orders. Do not send inter-office mail after Thursday before the sale since they might not arrive in time.
7. You need to check with your school office to see if payments come in on the sale day.
8. Update your PSO on special programs or extra things going on with Market Day.

## Entering Market Day orders online

1. On the internet, go to <http://chairweb.marketday.com> You will receive the account number and password from the Council Markey Day chair.
2. Click on tab "Sale Information" and click "Place Orders".
3. Type in last name (the first few letters will bring up the account also).
  - If the last name is not found, click Add New Customer.
  - Complete the new customer info,
  - Select "NO" for mailing list.
  - Click finish and enter order.
  - You do not need to write down the confirmation # for the order.
4. When the order is entered, verify the check amount matches the order total and that the last name on the check is the same as the customer's last name on the order sheet.
  - If the check amount is not enough, call the customer and request that the remainder be sent in to school or brought to the sale and paid.
  - If the last name on the check does not match the customer's last name, write the customer name on the check in the memo area.
  - If anyone questions you about weighted items that are priced per pound, market day will charge them for the highest weight amount that the item comes in. On the sale day, if they prepaid with check or credit card, they will receive a cash refund after the total price is calculated based on the actual weight of the item they receive.

## Sale Day Procedures

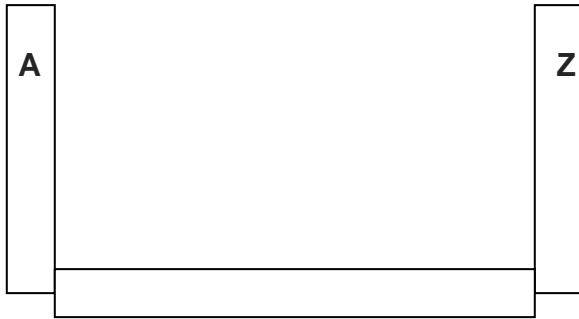
1. Begin rearranging the tables in the café (the side closest to the teacher's lounge). Arrange them in a "U" shape. Leave one table at the front near the doors for the cashier. Market Day table categories begin with "A" behind the cashier table.

Doors

Desk

Cashier

s Lounge



2. If there is a study hall in the café, ask the study hall teacher for volunteers to help unload the truck. If there is not a study hall in there, go to the main office and ask if they can get some volunteers from a study hall in the auditorium. (5 or 6 students)
3. The truck arrives around 2:00 to unload. Only the Market Day rep is allowed to remove items from the truck and place on the dollies. The volunteers or students then take the loaded carts into the café and unload them in the center of the “U” and takes the carts back out to the truck to be reloaded.
4. Each Market Day item has a category (Cat.) A-Z on the box. Place the item by category on the tables while trying to keep identical items stacked together. Keep the empty packing boxes in the middle of the floor to pack orders into.
5. Once the boxes are unloaded, each table category must be counted. The market day rep will hand out the inventory sheets. Count the items and complete the inventory sheets. If something is missing, let the rep know. Once everything is counted, start pulling orders (cashier will have orders sorted out).
  - Pull teacher/staff orders first.
  - Pull prepaid orders next.
  - Pull any remaining orders last.
6. Start calling customers who have not picked up around 4:45. Leave a message and cell # if no one is reached. The message should include that after 5:30, their food will be placed in the freezer and they will need to come for it during school hours.
7. If food is placed in the freezer for later pick up, label each box with the customer’s last name in big, black sharpie.
8. Customers may fill their own orders if they wish. These orders still need to go to double check.
9. The district chairperson(s) will come to each sale and handle paperwork, cashier, and fix up any refunds due to customers for coupons, weighted items, etc.

### **Double Check Duties**

1. Each item is checked against the order sheet and marked off.
2. The next month’s flyer and any other info or giveaways are placed in the box.

3. The customer's last name, then first name is written on the box and the box is moved to the other side of the café for pickup. Boxes are arranged "roughly" in alphabetical order.