SPECIAL OPERATIONS ASSOCIATION

STANDARD OPERATING PROCEDURES
FOR THE
REGISTRATION COMMITTEE

Special Operations Association

FORWARD

This manual was written as a guide to execute the annual registration plan and timeline for the Special Operations Association Reunion. It was written by Morris Worley, Systems Coordinator, and Ray Frovarp, Registrar. Patrick Hephner, Reunion Chairman and Ray Calafell, Membership Chairman provided valuable input.

The goal in compiling this guide is to identify the major responsibilities of the committee and establish a system to minimize the risk of loss to the SOA and maximize the reunion experience for members.

Major responsibilities are: 1.) receipting funds, 2.) protection of confidential member information, 3.) estimating attendance, 4.) collecting accurate member attendance data, and 5.) safeguarding the security of the membership.

The outcome is a fully computerized management system designed to track members and funds. Fail-safe plans are in place; however, in the event of a computer system failure all forms needed to execute the reunion plan manually are in the appendices of this manual. Manually using the forms will ensure the registration plan is not disrupted.

A copy of the software program is kept by the Systems Coordinator and a second copy on the SOA Microsoft cloud and downloaded annually prior to the reunion. All data is purged at the end of the reunion.

The plan was implemented at the 2013 and 2014 SOAR and worked successfully. However, it is important that the plan, in its entirety be reviewed by the Systems Coordinator, Registrar and Membership Chairman and updated as needed

Respectfully Submitted:

| Morris Worley | Ray Frovarp | Ivan Davis |
| Systems Coordinator | Membership Chairman | Registrar |

Previous versions
Version 5, August 23 2022
Version 4, December 2021
Version 3, August 2020
Version 2, March 2018
Version 1, September 2015

SPECIAL OPERATIONS ASSOCIATION

The following updates are incorporated in this version.

SOAR REUNION GMAIL ACCOUNT

1.   registrar4SOAR@gmail – This email account was created to conduct registration business.

2.   All are encouraged to use this email to ensure confidentiality of member contact and financial information.

2020:

1.   May 2020 – The board adopted a policy to cease publishing registration forms.
This policy created an online pre-registration system for the reunion. Paper forms will be updated; however, they will only be used for walk-ins and others that did not pre-register.

2.   2020 – Stick-on badges will be used for those members arriving after the registration desk closes.

3.   2021 – 45-year pins will be presented during the Banquet. 20 - 40 yr. Pins will be presented at the GMM.

4.   2019 – Purchased a Verizon hot spot and rented credit card machines to use during SOAR. This resolved internet connection problems seen in the past. The hot spot was shared with Quartermaster and worked very well in 2019.

2021

1.   Used a credit card machine that is not dependent on the Verizon Hotspot; works like a cell phone. This worked extremely well.

REGISTRATION STANDARD OPERATING PROCEDURE

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Annual Plan and Timeline

VI   APPENDICES

I. PREPARE FOR THE REUNION

A. Review Registration Fee Structure; Prepare Registration Forms

1. Reunion Fees - Review reunion income and expense from the previous years and make recommendations to the Treasurer and Board of Directors for any changes needed in fee structure.
2. Review past year's forms and instructions. See Appendix 4 for sample registration form.

B. Prepare Confidential Notebook

NOTE: The most important aspect of the registration process is to ensure the confidentiality of member contact and financial information.

The Registrar's notebook contains all financial information, notes, and comments about each member registration.

The Registrar must keep the notebook for 12 months following the reunion. The following procedures must be followed as set forth below:

1. Prepare a loose-leaf notebook, large enough to accommodate 700 sheets of paper. This will be the Registrar's notebook.
2. The Registrar's notebook is used as a reference when checking in arriving members.
3. The Registrar's notebook will include all information received including copies of checks and other money instruments as well as any notes.
4. The information in the notebook should mirror the information in the Registration database, as well as containing all notes and dates of conversations.
5. Hyphenated names - Potentially confusing names, such as those hyphenated, are cross-referenced in each notebook.

C. Update the SOAR Registration Database. (Contact the Membership and IT Chairmen)

1. Clear any data from the current year backend by opening it directly. A dialog box will appear and ask if you want the data deleted, click yes. See Appendix 1 for IT contact information if needed.
2. Populate table MasterRoster with current year's data.
3. Open tblMasterRoster in the Membership Management Db
4. Copy the table contents to an excel workbook. Save the workbook into the same folder with the SOAR Registration Data Db
5. Attach the Workbook to the table's collection of the SOAR Registration Data Db.
6. Name the workbook, xlMasterRoster.
7. Create an append query to append the worksheet contents to the now empty MasterRoster table of the SOAR Registration Data Db.
   a) Take care to ensure the record number (primary key field) is NOT appended to the target Db table. The target table will assign primary key field values.
8. Execute the append query.
   a) Check to see if MasterRoster is populated. If true, close the append query and do not bother saving it.
   b) If false, troubleshoot and try again.
9. If MasterRoster is populated - from the tab database tools, click Repair, and then click Compact Database. This will reset the counters.

10   Close the database, and then reopen. No further reason exists to open the backend. Doing so may run the Delete queries

11.   Reunion fees: If applicable, change the fees. See Appendix 2 for registration fee option, history of fees and attendance.

12   Create administrative records as necessary

    a)   Create two records –

        (1)   SOABOD, #9000 and #9999. The membership type and status will be number - 1. This record is to be added to the backend by the Registrar for those who do not have a SOA number, such as invited guests, speakers, family members of deceased members, Color Guard, etc.   Note: Enter Color Guard in this record as Color Guard #1 - #10 so they can be assigned seating for the banquet. (usually table #54)

        (2)   AA PLACEHOLDER, #9999. The membership type and status will be 1. This record is to be added to the backend by the registrar for the sole purpose to appear on the screen between registering members to help ensure member confidentiality.

12.   Open the front-end, Registration Manager and register administrative records

    a)   *SOA # 9999, AA PlaceHolder* as an attendee for Monday.   It will not affect meal estimates.

    b)   SOA# 9998, SOABOD - Register this record for Monday only. It will not affect meal estimates.

13.   To minimize loss of data, the backend should be uploaded to OneDrive at least weekly during the pre-reunion and daily during the reunion and saved to a thumb drive more often.

D.   Prepare Current Year Name Badges (Appendix 14)

NOTE: The purpose of the names badge is to safeguard the security of the membership. The badge is a visual representation that the wearer has been vetted and may enter restricted areas at the reunion.

1.   Change Reunion Number and Reunion Year

    a)   In the navigation page under Reports, open the LabelsNameTagTemp file in design view and update the SOA year and SOA number.

    b)   Security Volunteers must be able to identify, at a glance, the day(s) stated on the badge; therefore, no information will be printed on the name badge (i.e. President, Registrar, etc.) except the name and the day(s) that have been paid for.

4.   Inventory Badge Holders

    a)   Inventory the number of badge holders on hand at the beginning and end of the reunion. Order badge holders, as necessary.

E.   Update/renew subscriptions

1.   Gmail, windows, 365 and McAfee

    a)   Passwords – contact the Membership or IT Chairman

    b)   A Gmail is used for registration - registrar4soar@gmail

    c)   Contact Systems Coordinator for passwords

d)   Previously registered members are in the Gmail contact list.

F.   Prepare financial accounting procedures
1.   Pre-registration receipting process (July – first day of reunion)
    a)   Create a mail log
        (1)   As Online registration forms are received, list them into an excel spreadsheet which will be used as the mail log.
    b)   The log should contain at least the date received, member name, SOA#, payment type, payment authorization (CC authorization #).
    c)   Log should keep a tally of receipts and reconcile total to database.
    d)   Spreadsheet should have several tabs to identify notables, widows, family members or others that will or may be recognized at the banquet.

2.   Receipting procedures after the reunion begins for cash and money orders
    a)   Cancel each check or money order with "For Deposit only" on the back.
        (1) Treasurer requires copy in the event a refund is requested.
    b)   Reconcile cash daily on a cash log.
        (1) Receipt all cash transitions coming in and out. (duplicated receipt book)
        (2) Add cash transaction to a log with signatures and transition purpose.
        (3) Cash log must be reconciled, and deposits made daily
    c)   Registrar will keep one copy and transmit a copy to the treasurer.

G.   Update Volunteer training modules (Appendix 5,6, 7, 8, 9, 10)
1.   Volunteer shifts
    a.)   4 Volunteer shifts 8-12, 12-5, 5-9, 9- close of Hospitality Suite.
    b.)
2.   Volunteer duties and Responsibilities
    a.)   contact each chair to identify the number of volunteers needed and duties.
    b.   Update modules as needed
3.   The Board will be responsible for assigning Security Volunteers

II.   REGISTERING MEMBERS IN THE DATABASE
A   Registration Forms see Appendix 4 for sample
NOTE: All attendees must have a completed registration form. These forms are the basis for the financial accountability of funds, verifies reunion attendance and generates the first estimates for determining the number meals ordered for the banquet and luncheon. There can be no exceptions to this section.
1.   Make a copy of the online registration form.
    a)   File it in alpha order in the Registrar's notebook
    b)   add info to mail log.
2.   Entering Member registration information into the database. The following is a step by step instruction:
    a)   Open the Registration Manager database and click on Master Roster and locate member record by entering the SOA# or the last name in the search box.

b) Under Select Member, type in last name or SOA number, information will auto populate.

c) Click the box *Name Tag Print List*
d) Highlight the days attending. In this case the Member is registering for the full reunion, so highlight ALL.
   (1) If member is registering for one or more individual days hold down the control key and highlight each individual day registered.
e) Double click the Name Tag Name field and the member's name will auto populate, enter the name as the member requested it to be on the registration form.
f) Check name and contact information. Contact member if necessary.
g) If necessary, place comments in Remarks box, such as Refer to Registrar, etc.
h) In years when the member gift is presented at check-in, the Gift Rec'd box will automatically be checked. This verifies the Member is entitled to the gift.
3. Registering Guests - Click Add New Guest. The member's last name will populate. If guest's last name is different than members, enter correct last name, then first name.
   a) Under Name Tag, enter guest name as requested on the registration form
   b) Check Name Tag box.
   c) From the drop down, box choose the day(s) attending. In this example, the guest will be attending on Thursday.
4. Fees tab - Click on the Fees tab to open the Fees Tab Fields
   a) review charges thus far to ensure they are correct.
   b) to add a charge for a vendor table:
   (1) Change the 0 beside Vendor Table to the number of tables desired.

c) Review all charges to ensure they are accurate. In the above example, the charges are $355:

d). Always remember to click Save Guest.

5. Payment information.

   a) Choose the method of payment from the drop down menu. Methods of payment could be a committee fund such as Family Warrior Fund or Brightlight in addition to check, credit cards, etc.

      (1) In the example, a check was received in the amount of $55 and an online payment was made in the amount of $300.

   b) Payment authorization

      (1) enter the authorization code if required.

      (2). Comped charges must indicate the name of the person authorizing the charge and the amount charged.

   c) The total fee charged can never be -0-. Always enter the amount of the fee.

6. Activities Tab - At the bottom of the Online registration form, members may sign up to volunteer or have special requests

   a) Click to open the activities tab.

   b) From the drop-down box, click the requested activity. Activities include firing range, requests for wheelchairs, volunteer as needed, etc.

   c) highlight each volunteer activity from the registration form.

   d) Add the request in the remarks section. At check in, he will be referred to the Registrar for an assignment

   e) Click the Close button at the top right of the page to return to the switchboard, you can now print name badges.

7. Print Name Badges and Member Envelopes -
   a) From the Switchboard, click the *Name Badges* button
   b) The draft badge appears with a dialogue box asking, *do you want to print the name badges*?
   c) Compare the badges to the requested information on the registration form. If correct, print badges if they are not correct, click no.
      (1) If no, the next dialogue box will appear and ask, do you want to delete the name tag list, click yes, return to the members registration file, make corrections, and then repeat process.
   d) If correct, print badges and then delete the print file.
   e) Print badges routinely to save paper and time.
8. Member envelopes should be printed at the same time the badges are printed.
   a) Print member's name and SOA# in the upper left corner of the envelope.
   b) File badges in envelopes and file in card boxes labeled a-l and m-z
   c) All badges are filed alphabetically in the name of the sponsor.
   d) Print additional envelopes are for cross referencing, i.e. hyphenated names.
9. Registration Forms with Errors
   a) Every effort should be made to correct mistakes prior to the reunion. In the event the member cannot be located:
      (1) Compile an alphabetized list of member names and SOA numbers.
      (2) File the list inside the front pocket of the Registrar's notebook.
   b) Add notes to the member's registration form as well as in the remarks section in the registration database record for the member to report to the Registrar at check-in. This message will popup when the member registers.
   c) Registrations with unanswered questions or errors will be checked-in by the Registrar.

B. **Pre-Reunion Reports**
1. Transmit reports during the pre-registration period to the Board of Director, Treasurer and Reunion Chairman.
   a) Total registrations processed to date and the number of paid meals.
   b) Report will contain information on:
      Member Type, Status, # Members Registrations, #Guests registrations and Amount processed

III SETUP REGISTRATION AREA PRIOR TO FIRST DAY OF REUNION

A **Registration Area -   See Appendix 3, Registration Area Traffic Flow**
NOTE: One of the primary registration goals is to maximize the reunion experience for members. Minimizing wait time by efficiently transitioning members through the registration process meets that goal.   The traffic flow cannot be altered without prior consent from the Registrar.
1. Computer Networked Stations - There should be five networked computer workstations that should always be attended. See Appendix 3 for setup plan.
   a) One (1) Registrar's Station.
      This station is staffed by the Registrar.
   b) This station is linked to the network and equipped with the master

computer, which is the server, a printer, credit card machine, card file box with badges of those members who have unresolved issues as well as those who did not pre-register.

  c) The Registrar's notebook is kept at this station.

2 Two Pre-registration stations.

  a) These stations will be staffed with two volunteers at each station, a computer linked to the network, notepads, pencils, and an itinerary.

  b) One station will register members A-L: the second M-Z. Each station will have a card file box with member and guest name badges.

3 One Banquet Seating Station.

  a) The purpose of this station is to assign banquet seats for members who have registered and checked in at the registration desk.

  b) This station is staffed with two volunteers and linked to the network with a designated printer, seating chart, note pads, markers, and pencils.

  c) Banquet seating is more efficient if it begins on the second day of the reunion.

4. One Administration Station

  a) This station has a computer(s); however, they are not part of the network.

  b) This station is staffed by the Membership Chairman and/or the Treasurer.

  c) The purpose of this station is to allow members to update their member records or pay dues.

5. One (1) Security Station

  a) The purpose of this station is to:

    (1) Ensures all who enter the hospitality room displays a valid name badge

    (2) Issues temporary (stick-on) name badges when necessary

    (3) Closes the hospitality room at a time prescribed by the BOD

  b) This station does not have a computer.

  c) Staffed by the Volunteer Coordinator, who is responsible for training volunteers and posting a daily schedule.

  d) Also staffed by (2) Security volunteers after the registration desk has closed, one of these volunteers is a member of the Board of Directors.

  e) The CQ notebook is kept at this station after the registration desk has closed and returned to the registration desk each morning for updating.

    (1) The CQ notebook contains a list, divided by alphabet, of the registered members.

    (2) Names on this list validates the member is registered.

  f) Issuing temporary badges See Appendix 9, Daily Log and Appendix 7 Security Volunteer Training module:

    (1) In the CQ notebook, locate the member name

    (2) If the member is on the list, issue a stick-on temporary badge

      (A) Add the members name on the daily log.

    (3) If the member is not on the list, review any credentials that he has and use your own discretion as to issuing the badge.

  (g) Remind them to visit the registration desk the next day.

B.   Test Run
　　　　1.　　Call a meeting prior to the first day of registration to test the network.
　　　　　　a)　　Run test by registering the members of the Board.

IV   FIRST DAY OF REUNION

A.   Checking in Pre-registered members and guests. Step by step
　　　　1　　Locate computer record – can be located by the *SOA#* or by inserting Member's last name under *Select Member* drop down box. Name will auto populate.
　　　　　　a)　　Cannot search by guest name
　　　　　　b)　　Guests cannot register if their sponsor has not arrived
　　　　2　　A dialogue box may appear requesting or giving addition registration information such as Member has Volunteered, See Remarks, Member owes dues, debug, etc.
　　　　3　　Click the box next to *check-in*. This verifies the date and time the member arrived.
　　　　　　a)　　If member has guests registered, a dialogue box appears "do you want to check in guests"? Click yes only if guests have arrived.
　　　　4.　　No member (or guest) should be checked in if they have not actually arrived.
　　　　5　　Give badge to the Member to insure they are correct.
　　　　6　　Direct the member to the Registration Gift table.
　　　　　　a)　　In years where the gift is distributed at the Registration Desk, The Gift Rec'd Box will automatically be checked when the check-in box is clicked. This verifies the member is entitled to the gift.
　　　　7　　If the member is attending less than full reunion, there may be several badges.
　　　　　　a)　　Advise member that appropriate badges must always be displayed.
　　　　　　b)　　Advise member the badge is the member/guest's validation for entry to the hospitality room, banquet, etc.
　　　　8　　Retain the envelope for use in future years Direct the member to banquet seating.

B.   Checking in non-pre-registered Members and guests.
　　　　1　　Member must complete a registration form.
　　　　2　　Registrar must enter member information direction into the database.
　　　　　　a)　　Open the Registration Data Db file and manually enter the information into the masterroster.
　　　　　　b)　　Only need to enter SOA number, name, membership type and status.
　　　　3.　　Member can now be directed to Banquet seating

C.   Banquet Seating　　See Appendix 13
　　　　1.　　No one will be assigned a banquet seat until they have been checked into the registrations database.
　　　　2.　　 No seats will be held or reserved except table #6 which is designated as the President's and two tables on the back row for the Sergeant at Arms and Color Guard.
　　　　3.　　Assigning Seats in the Banquet Master database
　　　　　　a)　　Link the Banquet Master database using Linked Table Manager.
　　　　　　b)　　Open the Banquet master database and relink it to the Registration data.
　　　　　　c)　　Open the Banquet Utilities, designate table #6 as a VIP table, then tab through the tables form beginning with table 1 through the last table in the

list, then click rebuild tables. (Contact Systems Coordinator for guidance if needed).

d) You are now be ready to make seat assignments

e) Neither members nor guests can be seated for the banquet until they have been checked in. Checking in infers receiving payment.

f) Open the Banquet Master database

g) Click on Banquet Seating

h) Locate the member by Member/sponsor or guest name, or by table number

i) The Member selects a seat from the seating chart of the banquet hall.

k) Enter the member to the assigned table.

4 Changing a table assignment (Move):

a) Interview member asking to be moved. Note name and currently assigned table and table he/she would like to be seated.

b) Search the database using the Banquet Seating form to confirm sufficient empty seats are available at the target table.

c) Using the Move Seat form, locate the present seating assignment by table. (Enter table number and click button 1.)

d) Select the record by mouse clicking in the left column on the member's line. (Note the record for table 18, seat 9.)

e) Click the "Move to new assignment" radio button control of the Move Seat form.

f) Click button 2 on the Move Seat form. The members name will be removed from the seat previously occupied.

g) Use the Banquet tool and move focus to the target table.

h) In the open seat, start typing the last name of the person being reseated. The full name will quickly appear. Click off the record to insure it is saved.

5 The registration Desk will close at noon on the day of the banquet.

a) Print no less than 5 copies of the seating reports for the Reunion Chairman to post inside and outside of the cocktail area prior to the banquet. The printing process is time consuming. See Appendix 11 for examples of the reports.

b) Recruit and train banquet assistant volunteers to help members find their seats on the charts and in the banquet hall.

6. Late arrivals at the banquet –

        a)   Often times, members who live in the immediate area of the reunion will only attend the banquet.
- (1) As a result, they have registered, but may not have a seat assignment.
- (2) The Reunion chair (or his representative) will use the CQ list and a report listing seats available.

        a)   The Reunion Chairman will assist attendees arriving late in finding an available seat.

        b)   Pre-registered member names will be on the list.

        c)   Non-registered attendees,
- (1) The Reunion Chairman (or his representative) will verify their credentials.
- (2) Assists them in finding a seat from the report.

D.   **Service Pin Recipients (in concert with the Pres., Sec, Reunion & Membership chairs**

1. The Registrar compiles a list of members eligible for their tenure pins.
2. Pin Distribution:
   - a) 5, 10, and 15-year tenure pins are distributed at the Members table.
   - b) 20, 25, 30, 35, and 40-year recipients are recognized at the GMM
   - c) 45, or highest year tenured recipients are presented at the Banquet.
     - SOA Pres., Sec and/or Treasurer will meet with the Registrar prior to the banquet to finalize the 45-year pin list to ensure it is accurate.
   - d) Pin recipients presented at the Banquet are to be seated at the front.
   - e) At the end of SOAR, SOA Sec gives the final list of recipients to Registrar/Membership Chair to update the database service pin history.

V   REUNION ENDS - FINAL REPORTING

A   Daily Reports
1   Run Banquet Statistical Report **daily** at 4:30 pm to estimate the number of paid meals needed for the luncheon and banquet.
- a) This number comes from a comparison of members registered/ pre-registered/checked-in, etc., and the Banquet Statistical Report.
- b) Provide a copy to the Reunion Committee Chairman and Board daily.

B.   Treasurer End of Reunion reports
- a) run a query listing Member ID and amounts paid.
- b.) Place a copy of the query in the Registrar's notebook.
- c.) Complete an inventory of registration equipment and materials

C.   End of Reunion Reports
1   Compile attendance records
- a) Include name, type status.
- b) Board of Director's report may include information on final attendance, areas that need improvement, stat comparisons from previous years, recommendations for changes in fee structure, etc.

D. Membership Chairman report
1. Attendance data
   a) include member name, type, status SOA#, SOAR #
   b.) Data will be appended to the Member management database.

E. End of Year Closeout
   a) Once all reports are completed, upload a copy of the backend to the IT Systems Coordinator SOA cloud.
   b) Execute the Secretary's Attendance Report to purge the data.

F. Update current year stats in the SOP.
   a.) Update fees, attendance, inventory, and all historical data.

APPENDICES

APPENDIX 1 – 2020 REGISTRATION PERSONNEL CONTACT INFORMATION

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Membership Chair
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APPENDIX 2 - REUNION FEES (effective 2022)

REGISTRATION OPTIONS

Fee Choice	$ Cost	DESCRIPTION
All	215 per person	Unlimited access to the Hospitality Rooms all days of the reunion
Monday	90 per person per day	Access to the Hospitality Room on Monday only
Tuesday	90 per person per day	Access to the Hospitality Room on Tuesday
Wednesday	90 per person per day	Access to the Hospitality Room on Wednesday
Thursday	90 per person per day	Access to the Hospitality Room on Thursday only

REUNION FEE HISTORY

Options	2015	2016	2017	2018	2019	2020*	2021	2022
FULL	$ 150	$ 160	$ 180	$ 180	$ 190	$ 190	$ 190	$ 215
Reunion Days	$ 95	$ 95	$ 110	$ 110	$ 120	$ 120	$ 120	$125
Banquet	$ 55	$ 60	$ 70	$ 70	$ 70	$ 70	$ 70	$ 90
Days	$ 55	$ 55	$ 70	$ 70	$ 70	$ 70	$ 70	$ 90
Vendor Table	$ 150	$ 150	$ 150	$ 150	$ 150	$ 150	$ 150	$ 150

*2020 reunion cancelled after fees were approved due to covid-19

total reunion days (120) + Banquet (70) = full registration. These fees are in the database.

APPENDIX 3 - REGISTRATION AREA TRAFFIC FLOW

A. Registration area with Setup for Computer and Volunteer Stations:

← To Entrance Door of Hospitality/Vendor Area

Security Station 3 Vols	↑
Vol Coord. Treasurer Stations	↑ ↑

← ← ← ← ↓　　　　↓ ←

Banquet Station 2 vols	Information Station: Registrar, Membership Chair, Vol. Coordinator **3 Vols**	(2) Pre-registration stations M - Z　　　　A – L 4 vols	Information, traffic control, late registrations	Empty space for at least 20 feet

2x6 tables for storage
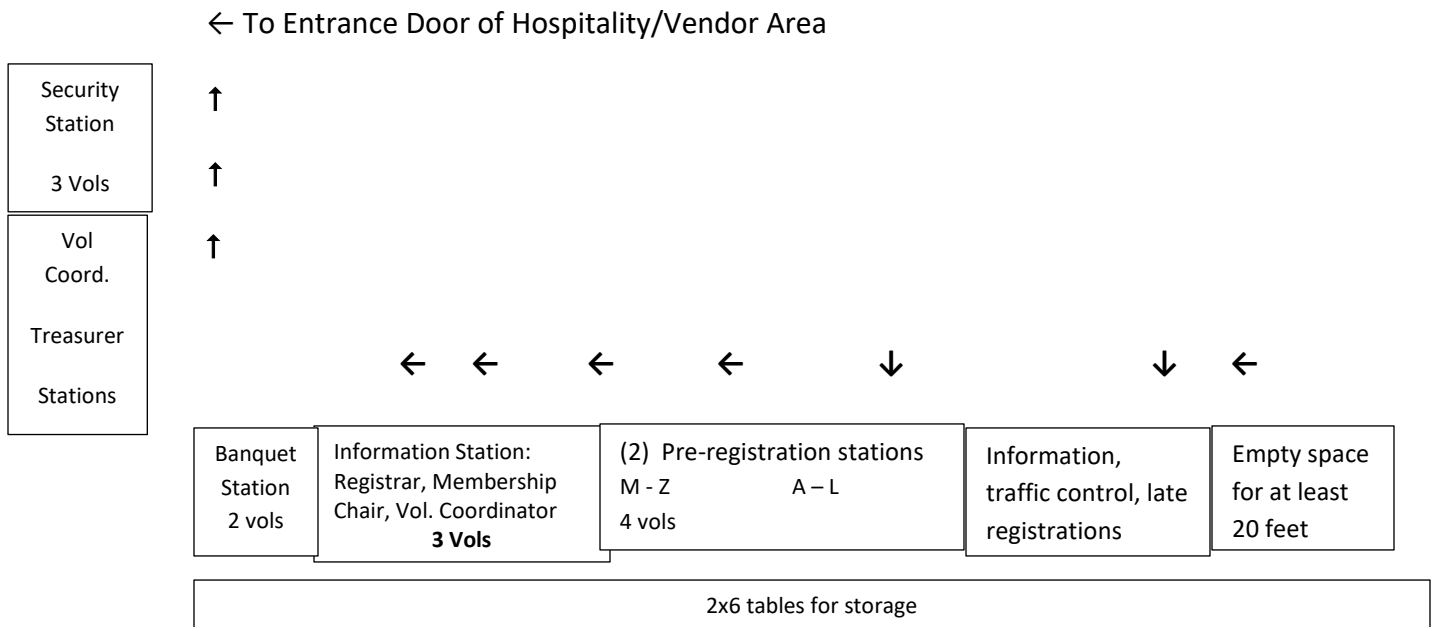
B.   Wired Ethernet Connection - Computers will be wired via an Ethernet switch with SOA #1 being the main computer in the network.

Items needed to set up:
14 - 4x8 tables (size may be 4x6)
8 - 2x6 tables
16 chairs
4 small trash cans
2 large trash cans
2 bulletin/cork boards (including dry erase markers and eraser)
2 rope line dividers
Power cords along the full length of both legs. Power cords are taped down to reduce risk of tripping; thresholds are placed over exposed power cords in walk-thru areas.
5 multi-outlet power strips
Credit card machine
assorted notepads and pens.
Other:
Hang 2 large banners and 3 smaller signs over registration areas
May need to hang a banner over the Security and Admin area.

C.   Network the Database:
1.   Refresh the Database - Turn on the SOA #1 computer and open the Microsoft Access program, click open *folder.*
.   Go to C:\SOARDATA, double-click Registration Manager; Enable contents, continue.
.   Switchboard will open.

. Click on Master Roster, if it does not populate, then relink the program.
. Open External Data tab, click on Linked Table Manager, select ALL, click box Prompt New Location, and click OK.
. Dialogue box will open stating All Selected Tables Linked successfully.

2. Network computers - From SOA 1, open Microsoft Access program, click open file,
. Click on My Network Places; double click SOAR DATA on REGISTRAR, double click Registration Manager; Enable contents; continue.
. Switchboard will open, click Registered Members, if it does not populate then relink the program as described above.
. Continue process until all are linked.

APPENDIX 4 – REGISTRATION FORMS

EFFECTIVE MAY 2020 PAPER REGISTRATION FORMS WILL NO LONGER BE PUBLISHED IN THE PRP; HOWEVER, THEY MUST BE UPDATED AND AVAILABLE AT THE REUNION FOR WALK-INS AND THOSE THAT DID NOT PRE-REGISTER.

SOAR XLV REGISTRATION

Special Operations Association Reunion 18-22 October 2021
The Orleans Hotel & Casino, Las Vegas, NV
(800) 675-3267

9999 AA   Placeholder
SOA #   First Name   Middle Name   Last Name

Address _____ City _____ State/Zip _____

123456789
Phone   Email

MEMBER AND GUEST NAMES	FULL REGISTRATION Member and/or guests attending full reunion, **$215 per person**. Includes the Wednesday Luncheon and Thursday Banquet	DAILY REGISTRATION Member and/or guests attending individual days. Wednesday rate includes the luncheon and Thursday rate includes the banquet **$90 per person per day**					
Please print names as you want them to appear on the name badge.	Mon - Thurs $215.00 per person	Mon $90	Tues $90	Wed $90	Thurs $90		**TOTAL**
Member (first name, last name) AA Placeholder	✓						$ 215
Guest (first name, last name) AA Placeholder Jr					✓		$ 90
Guest (first name, last name)							
Gust (first name, last name)							

1. Registration: Total Member + Guests = $ _____305_____

2. Vendors Only: Frontage Tables __1___ X $150 each = $ _____

GRAND TOTAL DUE **$** **305**

Complete and return to the Registrar. Make checks payable to SOA

EXAMPLE: Based on the sample Registration form. The member has registered for the full reunion and his guest is registering for Thursday.

APPENDIX 5 - VOLUNTEER OPPORTUNITIES AND DUTIES

There are 4 volunteer shifts – 8a -12n, 12n – 5p, 5p -9p, and 9p until the Hospitality Suite closes, normally at midnight.

Members may indicate on their online registration form areas where they would like to volunteer. After arriving at the reunion, they will be given a volunteer assignment.

The following describes the volunteer opportunities, duties and numbers needed in each area:

A.   Registration (need 8 vols per shift x 2 shifts – 16 vols per day)
      1.   Registration hours are normally from 8am – 6pm, Monday, Tuesday, and Thursday. However, it is at the discretion of the Registrar as to the time of closing.
            .   The registration desk closes at 12 noon on Thursday to prepare for the banquet.
      2.   Registration volunteer descriptions:
            a)   Check-in pre-registered members (need 8 per day)
                  .   Using the computerized registration database, check-in members
                  .   Distributes member gifts, schedules
                  .   Provides security to ensure all who enter the hospitality/vendor areas have an appropriate badge
            b)   Assign banquet Seats (need 4 per day)
                  .   Using the computerized Banquet Master database, assign registered members a table seat for the banquet.

B.   Security   Need 2 per shift x 2 shifts per day x 3 days – 12 total vols
      1.   Hours   6pm until the Hospitality room closes
            Monday Tuesday Wednesday
      2.   Volunteer Descriptions
            .   Security Volunteers – These volunteers ensure that all who enter the hospitality/vendor area display an appropriate badge. These volunteers may also Issue a temporary stick-on badge to members who arrive after the registration desk closes
            .   A board member will be assigned to assist the volunteer after the registration desk closes.
      3.   Sergeant at arms provides security at the banquet.

C.   Evening of the Banquet – 8 vols Thursday night only
      1.   Assist members and guest in finding and/or assigning banquet seats.

D.   Quartermaster Sales – need 2 per day per shift MTW 2 on Th 8-1
      1.   Hours: 8am – 5pm Monday, Tuesday Wednesday
                  8am – 1pm Thursday
      2.   Sales assistant – Assists in the sale of SOA materials.

E.   Liaison - 1 or 2 per day. Must have transportation, makes bank deposits and picks up supplies.

APPENDIX 6 - REGISTRATION VOLUNTEERS TRAINING OUTLINE

The most important role for volunteers at the registration desk is to be flexible, patient and most important, keep the registration line moving.

The following guide is to help ensure the registration process is efficient and a positive experience for everyone. As members arrive:

1. **Locate Member record:** Insert S*OA#* or last name under *Select Member* drop down box. Name will auto populate.
2. **Dialogue Boxes:** One of the following dialogue box(s) may appear, if so, please follow the instructions below. If a dialogue does not appear, skip to #3.   Do not turn the computer off:

Dialogue Box Contents	Check Member in?		Action
	Yes (Y)	No (N)	
Member has Volunteered	Y		Refer to Registrar for Volunteer Assignment
Review Marks Section	Y		Follow instructions in the remarks section
Amount Due	Y		Refer Member to Registrar
Debug		N	Call Registrar – Do not turn computer off

3. **Check-in:** Click the *check-in* box. The date and time of arrival will auto populate. This verifies the member has arrived.
     . If member has guests, a dialog box will appear that says, "check in guests?"
         .   If the guest has arrived at the reunion, click yes.
         .   If guest has not arrived, click no. They will be checked in when they arrive. No one should be checked until they have arrived at the reunion.
         .   Click on the ***See All Guests*** tab and compare names on badges to the names in the computer to ensure they are accurate. If not correct, refer to Registrar.
4. **Member Gift:** General, Associate and Operational Associates receive the member's gift. If qualified, a check mark will appear in the Gift Rec'd box at check-in. Present the gift to the **member** only.
5. **Name Badges:** Member and guest badges are in file boxes alphabetized by the Member's name in the upper left side of their envelope. Keep the envelope and place in the back of the box.
     .   Ask member to verify names are correct on the badge.
         .   If not correct, Check-in member, and refer to the Registrar for new badges.
     .   If the member is attending less than the full reunion, there will be several badges. Advise the member that the correct badge must always be displayed; if not, they may not be allowed in the hospitality areas.
     .   Member may pick up badges for all his guests; however, normally guests cannot register before the member/sponsor.
     .   During slow times, review check-ins to ensure everyone has been checked in appropriately.
6. **Banquet seating:** Refer Member to Banquet Seating table.
7. **Volunteers** – If the member has agreed to volunteer, check him in and refer him to the Vol. Coordinator.
8. **AA Placeholder**: Enter AA Placeholder in the Select Member box and hit Return.

APPENDIX 7 - SECURITY VOLUNTEER TRAINING OUTLINE (MANAGED BY THE BOARD OF DIRECTORS)

The most important role for volunteers at the security desk is to be flexible, patient and most important, ensure the reunion is a positive experience for all attendees. Use your own discretion when making decisions – remember we want the experience to be positive so always rule on the side of the Member.

Each evening after 5pm, a Board member will be assigned to assist the volunteers in issuing temporary badges. Temporary badges are stick-on.

Those who have already been checked in at the Registration Desk should have their name badge displayed. Valid badges will display one of the following:

All	Unlimited access to Hospitality Room for the entire reunion
Monday Tuesday Wednesday Thursday	Unlimited access to Hospitality Room **ONLY** on the **day** printed on the badge. Attendees requesting access on a day that is not printed on their badge will not be allowed access. However, they may request a temporary badge.

If a member arrives after the registration Desk closes, issue a stick-on temporary badge:

A.   The CQ Ring Binder contains all active members' names in alphabetical order. If that member is registered his name will appear in the name tag name column.

    1.   Locate Names in the CQ Ring Binder
        a)   Name is in the binder
            .   Add their name to the Daily Log, assign them a temporary badge.
            .   Advise Member that badge must be displayed at all times, and to go to the Registration desk the next day and secure their permanent badge.
        b)   Name is not in the CQ Ring Binder.
            .   Review their credentials and use your own discretion as to whether to issue the stick-on badge or not.
        c)   Guests arriving without a sponsor present.
            .   As a rule, guests are not issued a badge without their sponsor being present. If the sponsor's name is in the CQ Ring Binder, it is OK to accompany the guest into the hospitality room to find the Member.

APPENDIX 8 - MEMBER LIST USED BY SECURITY (CQ) AND THE MEMBER TABLE

The following example illustrates the CQ Log that Security will use to issue temporary badges and the Member Table to distribute the member gift and, if requested, tenure pins.

This report is sorted by Last Name

TENURE	SOA#	LAST NAME	FIRST NAME	GUEST NAME

APPENDIX 9 - DAILY LOG FOR ISSUING TEMPORARY BADGES

DAY _____

#	LAST NAME Please print	FIRST NAME Please print	SPONSOR NAME Please print

APPENDIX 10 - VOLUNTEER SCHEDULING SHEET

See Appendix 5 for volunteer duties

VOLUNTEER ASSIGNMENT SHEET (EXAMPLE)

DAY, AREA AND ASSIGNMENT	ASSIGNED VOLUNTEER NME (PLEASE PRINT LEGIBLY)	VOLUNTEER'S CELL # AND ROOM #	SHIFTS NEEDED			
	MONDAY		8-12	12-5	5-9	9-C
1						
2						

APPENDIX 11 - BANQUET SEATING

To establish order as well as emergency and safety and concerns, it is important to know where members are sitting in the Banquet Hall by name and table number.

In addition to the Banquet seating chart, the following reports are designed to: 1) identify who and where members, 2) Assist members in finding their assigned seats, 3) Assigning seats when necessary, and 4) resolving conflicts when they arise.   All of this in an orderly fashion.

These reports are in the Banquet Master and will be printed when the registration desk closes on the day of the banquet. Make several copies of each report and give to the Reunion Chair for posting and assigning seats on the night of the banquet.

Report A – Seating diagram by table number

STAGE

BUFFET TABLES
DESSERT TABLES

Row#

Row#													
1	1	2	3	4	5		**A**		**6**	**7**	8	9	10
2	11	12	13	14	15	16	**I**	17	18	19	20	21	22
3	23	24	25	26	27	28	**S**	29	30	31	32	33	34
4	35	36	37	38	39	40	**L**	41	42	43	44	45	46
5	47	48	49	50	51	52	**E**	53	54	55	56	57	58

BUFFET TABLES
DESSERT TABLES

The above is representative of the banquet setup. It shows five (5) rows; however, the room capacity is 1000+, so entire rows or individual tables can be added as needed. However, for each table added, 10 meals will be added to the total banquet costs.

1.   Table # 6 is designated as the SOA President's table. Table #7 is designated for BOD invited guests. There are no other reserved seats. However, those members being recognized for tenure or awards are usually seated in the first two rows.
2.   All tables have 10 seats. Row 1 has 100 seats; all others have 120 each.
3.   Assignments begin at the front of the room and work towards the back from the inside aisle outwards. This means that tables 55+ are the very last ones to be filled
4.   Try to avoid empty seats, especially at the front.
5.   Members nor guests will be assigned a seat without first being registered and checked in.

APPENDIX 12 - REGISTRAR REPORT FOR MEMBER TABLE DISTRIBUTE TENURE PINS AND MEMBER GIFTS.

The Registrar Report printed as necessary for the Members' table to verify Pin Eligibility and to distribute the annual member gift. The report is updated daily and any pins distributed will be reported to the Registrar.

TENURE	SOA#	LAST NAME	FIRST NAME

APPENDIX 13 – BANQUET HEAD COUNT AND ESTIMATED LUNCHEONS

The following historical records are actual banquet head counts and the # of estimated luncheons.

It is important to note that the **banquet head count** is different from the actual number of meals paid to the hotel. The hotel counts banquet attendees. The number of paid meals is the number of registrants that paid for a meal whether they attend the banquet or not.

This information is tracked for planning purposes only.

Year	Gross Meals	Meals guaranteed	Luncheon Estimate
2015		610	400
2016	675	628	450
2017	585	525	400
2018	587	513	450
2019	600	490	450
2020	0	*reunion cancelled due to Covid-19 pandemic*	
2021	658	560	475

APPENDIX 14 – SOA NAME BADGE TEMPLATE

SPECIAL OPERATIONS ASSOCIATION
SOAR XLV
2022

MEMBER NAME
SOA#
REGISTRATION TYPE (ALL, Monday or Tuesday, etc)