

Introduction to Promotion Guidelines

Welcome to *Team Marketing*. We are a promotional marketing agency representing national clients at tradeshow, malls, stores, special events, athletic events, concerts, colleges and bars. We execute product demonstrations, sampling programs, membership acquisition, coupon distribution and awareness campaigns (hand out T-shirts, sunglasses and other logoed material). We work directly with clients, marketing companies, pr firms, ad agencies and other national agencies. We work with you to find the appropriate type of event that will be fun and interesting. Positions are based on the programs our clients have running – most are in-market on an as-needed, contract basis; while others may be longer, either on a tour or in-market program (manager, road crew, etc.). Although this type of work is fun and can be relatively easy, it is work, and we need to know that you are willing to make a commitment to the programs you are scheduled to execute and execute them the way Team Marketing and our clients want.

We have provided these **PROMOTION GUIDELINES** to help you understand procedures and for the promotions run smoothly. **These Guidelines apply to every program.** For some programs, however, there is also a training manual with specific program information which is **in addition to, not instead of,** our Promotion Guidelines.

After registering with us on our website, you then download, save on your computer, print out and review these Promotion Guidelines. Remember where you save it on your computer for future events! Before you can be paid you need to:

- 1) **Sign and date** the last page (p. 12), the Event Checklist (p. 2), the Contractors Agreement (p. 14) and W-9.
- 2) **Then send us ONLY these 4 pages** plus a copy of your Social Security card and a Timesheet if you worked. You can send it to us **3 ways**
 - a) **Via US Mail – make a copy of all the documents for your records** and send the originals to: *Team Marketing*, 721 Broadway, Suite 120, Kingston, NY 12401
 - b) **Via Email - scan and then email to registration@teammktgusa.com** ****Make sure scanned docs are not larger than 5MBs before emailing**
 - c) **Via Fax – send to 801-751-4823. Make sure writing is legible and dark – don't use pink/light pens**

Please e-mail your photos (jpegs) and resume (word docs) to registration@teammktgusa.com No links, pdfs or zip files please.

Keep these Promotion Guidelines on your computer so you can review and have Timesheets for future programs.

Please read the sections about **shift hours, cancellations** and **paperwork** closely. If you have any questions or concerns, do not hesitate to call us (ext. 100). Our goal is for people to have fun doing these events as well as make money. We have numerous promotions to look forward to and we will be very busy this year. Please feel free to forward our website www.teammktgusa.com or this packet on to others throughout the country.

Grace

Grace Sheaffer
For

Team Marketing Copyright, Team Marketing USA, Corp. 2011

Event Checklist - Bring to event with Timesheet

Do not fill out Timesheet in Advance!!

Pre-event (Minimum three days before event). Do not wait until night before event!

1. Review our Promotion Guidelines (where Timesheet is) and be familiar with our procedures at least **3-4 days before the event**. And if questions, **call us – NO Emails/Texts!**
2. Review the program training manual (if one) at least 3-4 days **before** the event.
3. Have the necessary clean attire - don't wait until night before or morning of to look.
4. Have **shift times, manager contact info, event address and directions to event site** in advance. (Don't rely on GPS; you should call site or check website if possible).
5. **By 1pm on the day before** the event do your **Pre-Event Check-In Call (NO TEXTING)** to the manager (at the number provided) or Team (at 845 338-8800 ext 102) as directed. **It is a check-in call, you are already booked.** If you **have to cancel or have any questions, issues, problems, etc, call Team Marketing ASAP** on the **ON-CALL HOTLINE 845 417-6561. Don't wait, don't email/text, don't call manager! Only call us!**

Event Day

1. Be appropriately attired and groomed (no piercing or visible tattoos, no excessive makeup or jewelry unless we say it's ok for a certain program).
2. **Make sure to have Time Sheet, manager's contact number and Team Marketing on call hotline # at 845 417 6561 or toll-free 888 879-0157 for all calls.**
3. Be at event site on time, take into account traffic and time to find parking. If running **late** for any reason (stuck in traffic, behind accident, car trouble, etc. – it happens) **you must contact Team (not manager) before start** of promotion, **before** you are late. If you are not standing at booth, next to manager at start time – you are late! Parking or walking to booth means you are late. ☺. Call us and let us know **before** the manager calls us to say you aren't there, before we replace you. Call even if you just think you might be late.
4. If you are on-site and **can't find event site, booth or manager**, call manager on his cell right away (don't delay or wait until after start time). If no answer, leave message and call Team Marketing on call # immediately so we can get you there on time. **NO TEXTING!**
5. **Work the shift booked by Team.** If manager wants to change hours, call us first for approval - no one can change hrs other than us. You won't be paid w/o Team pre-approval.
6. If **issues during event** –personal reason (ill), no product, manager sends you home – **call us before** leaving!! You do not leave an event early without Team Marketing authorization or you will not be paid!
7. Have manager **sign your timesheet at end of each day** -Don't wait until last day!

Post Event

1. Send in time sheet right away (mail, email, fax). If report forms send back within 24 hours to Team Marketing and client as directed. If mailing, keep a copy of everything for your records.
2. Return any event materials as directed.
3. Receive payment within 30 days of Team's receipt of timesheet.

Cancellations, Changes and Communication – A booking is a commitment. If sick or have a personal emergency, **call us immediately at 845 417-6561 or toll-free 888 879-0157 (NO TEXTING)**. These things happen, we understand, but communicate with us ASAP so we can address it. By not contacting us things are worse. **Do not contact manager, only Team Marketing.** If clients cancel or shorten events w/n 48 hrs of event, you receive a 4-hour minimum unless advised differently at booking. Clients cannot change shifts (add additional hours or days) nor can they can alter rate or authorize bonuses or reimbursement of expenses without our approval. Don't discuss w/ client – refer them to us.

Please note: We appreciate when you are sick or not feeling well and still want to work, but if you are visibly sick (sneezing, coughing etc.) please contact us right away - the day or 2 before if possible, so that we can be prepared in case you don't feel better on time. The goals of our promotions are for the clients' events to be executed successfully and for our team to have fun! If you are sneezing and coughing, tired or have a fever, these goals won't be accomplished.

Name _____ Signature _____ Date _____

BIG RICK'S 5 BIG RULES

BIG Rule 1 - Once booked on a program, if you have any questions, problems, issues, **you must call – no emails, no texts.** All communications between us after the booking are done on the phone (as emails don't always go through, may not be seen in a timely manner, etc. and we want to be responsive). Office # is 845 338-8800.

BIG Rule 2- Once you are **within 24 hrs of your event, during the event or any matter that requires immediate attention - you call the on-call no. 845 417-6561... do not call the office, text or email us.**

a) **before your event** - within 24 hrs of your event, (or from Friday on for a Saturday, Sunday or Monday event), or it's a time-sensitive matter or matter that requires immediate attention, you call us on the **on-call no.** If booked to do an event Wed at 2 pm and on Tues at noon you have a question or problem (sick, car issues, personal family matter, etc.), you call the on-call #, not the office. And if you are booked to do an event running Sat, Sun or Mon, any calls from Friday morning on are to the on-call # - NOT THE OFFICE - as Friday is the day before Monday!

b) **morning of** - You call the on-call number if running late, stuck in traffic, car/travel troubles, etc. Anything that affects you being on time, dressed correctly, ready to work the event correctly, etc. **you must notify Team about** - (not client)

c) **during event** - if any issues or problems during your event like you are feeling ill, have to leave, child is sick, issues with manager, event issues, store wants you to leave, etc. you call the on-call no. right away!! **Please do not wait to call us** at the end of the day, after an event or after you have left as it's after the fact and too late!. Call us when it's happening so we can help you and fix it then. We are on-call to help. Use us!!

BIG Rule 3- There are only 2 reasons you may call the manager – 1) to do your check-in call the day before your shift between 9am and 1pm (if he is designated) and 2) if you get to event site and can't find the booth or manager. **All other calls are to us!!** And don't share **personal or Team Marketing matters with manager/client.** Don't say this is my first event or ask how you get paid. Represent Team correctly!

BIG Rule 4- To get paid you bring a Team Marketing Timesheet to the event every day!!! It is in these Promotion Guidelines. **The timesheet is filled out at the event** (not in advance) and signed by the manager **everyday**. And if working multiple days, bring it every day (don't leave it to the last day), have manager sign, but **don't give it to the manager to keep overnight, you take it back**. When the event is over, bring timesheet home and send to us. Either scan and then email it to pay@teammktgusa.com, mail to address on the timesheet (If mailing, make a copy or scan FOR your records because the USPS sometimes loses mail or fax to 801-751-4823. Upon receipt your timesheet will be date stamped. We always pay within 30 days of receipt – try to do it within 3 weeks, but always less than 30 days. And you will never, ever, ever hear us say we can't pay you because our client hasn't paid us yet. That is crap - You work for us, not our client and if you execute correctly you are paid regardless if our client pays us.

BIG Rule 5 - Everybody makes mistakes – Own it - Don't lie. We all make mistakes and sometimes forget things or do things wrong – check-in calls, timesheets, untimely report forms, etc. When you do mess up (and some of you will – just as we will) and we call you to discuss it ... please admit it, own it and then we can move forward. **But don't lie.** If you lie then 1) we can't trust you and 2) we won't hire you again!

Communication Common-Sense with Dick and Jane

Only if you want to get booked on events ☺

1. **Call us back ASAP if you want to work even if after office**

hours – you won't wake us. If we leave you a message asking you to call us about a promo, you need to call us back on the office line extension provided (not the on-call number unless told so directly) and leave a message with a time for us to call you the next day so we know you want to work - other-wise we won't know and we will book someone else.

EX 1. Jane emailed us, responding to an email blast about a promo. We reviewed her photo and resume; liked her for the job; so we called her Thursday afternoon, but she didn't answer, so we left a message for her to call back to ext 102 to talk about the event. We said that if we didn't answer for her to leave a voice message as to a good time for us to call her. Jane finished home work and heard the voice message we left, but Jane was tired and it was after Team's offices were closed for the day so Jane didn't call. The next day Jane was busy working, so she didn't get to call Team until almost 5 pm. Unfortunately, having not heard from Jane for almost 24 hrs and having no idea she was still interested, we had just booked someone 15 minutes earlier - so Jane wasn't booked.

Ex. 2. Same facts as above except this time Jane called back, but didn't leave a message. We didn't know she called so Jane wasn't booked. What is the point of calling if you don't leave a message?

Ex. 3. Same facts as above except Jane left a voice message, but didn't tell us when to call her. We called her back twice the next day - never got in touch with her as unbeknownst to us she was working until 4pm and had her phone off. As it was getting late we booked someone else, so Jane wasn't booked.

Ex. 4. Same facts as above except Jane emailed back. Why not call as we requested? Jane can't follow instructions so Jane wasn't booked.

THE MORAL – call us back and leave a message with words expressing your interest and when to call you. It's an office voicemail, you won't wake us. Your message can say you are working and won't be available for a call until after 4 pm the next day, we will call you then.

2. **Listen to our message before calling back – as otherwise**

what's the point. If we leave a message that directs you to call a specific office extension or number or a specific time to call, please listen to and follow the message so that you can get in touch with us and get booked. If the message asks you to call us back in the office, then **DON'T** call the on-call number and don't email. If the message directs you to call us after a certain time, please honor that request.

Ex 1. We left Dick a message to call us back at ex. 102 about a job. Dick saw that we called, didn't listen to the message, assumed it was from a different booker and left a message at ext 106. The booker, not hearing from Dick, went ahead and booked someone else, so Dick wasn't booked.

Ex. 2. We left Dick a message to call us and Dick emailed back. Dick can't follow directions so he wasn't booked.

Ex. 3 We left Dick a message to call back on the on-call number as the person booking the program was leaving the office with the on-call phone and needed to speak to Dick that night. Dick didn't listen to the full message and called the office extension. The booker, waited 2 hrs and not hearing from Dick, booked someone else.

Ex. 4. We left Dick a message to call back after 3 pm, as the booker was on a conference call until 3. Dick didn't listen to the full message and instead called back during the call, and kept calling back as he really wanted the job. The booker, deciding that Dick doesn't listen to his messages, booked someone else.

3. We hate phone tag. Your time and our time are valuable. We respect you, please respect us and we can make bookings more time efficient for all of us.

EX. 1. If we leave you a voice message and ask you to call us back, we usually state that if you call back and we don't answer – as we are on the phone quite a bit – to please leave a number and time that is best for us to call you and be available at that time. This way we call you at that time instead of 4 or 5 calls back and forth.

Ex. 2. If we leave a voice message **asking you a specific question** – i.e.; are you still available and interested in an event, did you send in the report form from a program, did you send your picture in yet – don't simply call back, and leave a message that you are returning our call – please ANSWER the question we asked in your message, thus saving us from unnecessary additional calls.

4. If you call and we don't answer, leave a message ... otherwise we won't know you called!

EX 1. Jane had a question about a program running in 4 days. Jane called her account coordinator 5 times, but each time the person was on the phone and Jane never left a message. So Jane, thinking that no one is here and no answers the phone, calls the on-call number, which is for short notice and time-sensitive events and issues only. The on-call person answers and Jane complains that she has called the office repeatedly and no one ever calls her back. Jane is asked if she left a message. Jane says no, and the on-call person tells her to call the office, leave a message and someone will call her back. Jane won't be hired again as Jane doesn't get the point of voice mail which has been around for 20 years.

5. Make a Human connection - Call means call – not text, not email, not telepathy. We like to speak with you directly and address questions or issues you may have so we can resolve them for you and insure the events run correctly. We are here for you as a resource. For questions, issues, problems, cancellations, etc. you must call – no emails or texts.

6. If you don't know what to do, don't guess ... call us, b/c we don't have a time-machine! – During an event you may have an issue, problem or question arise. When that happens, you should never guess what to do, never stress yourself out ... if a problem or a doubt then you should call and ask us. That is why we are on-call, to help you.

Ex. 1. A staff calls us on Monday to tell us of a problem over the weekend. Hearing about this now is too late b/c we can't help, as we can't go back in time and fix things – we don't have a time machine.

Ex. 2. When we ask the staff why they didn't call, they usually say it's b/c they didn't want to bother us. Let's see, what is more of a bother, getting a call on a Saturday with an issue that we can fix and help insure an event runs correctly or getting a call on Monday that something was done wrong when it's now too late to do anything? When we say call, we mean call.

Bottom line - Please don't be Jane or Dick ... let's communicate efficiently and effectively, get you booked on fun events and do a great job for our clients.

Promotion Guidelines

Should be read promptly upon registering with us, again upon being booked, and at least 3 days before every scheduled event to insure that you are familiar and comfortable with our procedures.

I. PRE-EVENT

How we book events: Once registered with us, you will be contacted either via phone or email about events as they arise. These calls and emails go out to staff based on the information the staff filled out when they registered – market, any special skills or experience – management, auto, bar, bilingual, special license, juggler, segway rider, etc. So when you registered hopefully you included as much relevant info and filled out all the fields that applied. It's also important in getting booked to make sure your contact information, the markets you can work and any special skills you have are current. **To update your information - simply email the new information and any new photos or resumes to registration@teammktgusa.com**

Promotions/Events: Information we will send about promotions will include dates, shift hours, rate and a program description. We provide as much information as possible as we want you to know what you will be doing. But sometimes details change – hours, duties, etc. and we will update you ASAP. Based on those details you may choose to express interest in an event. Once you have, we will review your file and possibly call you for a phone screening. We only contact staff being considered as we can have 80 people respond for a program with 4 positions.

Bookings: A phone booking is a commitment. When booked on a program you will given all the program details we have over the phone including attire, contact info and location. You will also be told to review these Promotional Guidelines at least 3-4 days before the event in order to be prepared. Moreover, we may send you a client's program manual or schedule a training. **If no training manual we may not send an email.**

Please note:

Shifts: Most bookings are subject to a **4 hr minimum**. Ex. If booked for a 6 hour promotion and 5 hours into the event it rains or you handed out all the samples, the manager can end it early and you get paid for time worked – 5 hours. If its 3 hrs in, you get paid for 4 hrs. It's actual hours worked, subject to a 4 hr minimum, **but** the 4 hr minimum only applies if you arrive on time for your event. Moreover, managers cannot have you work a **longer shift** than we booked you for **unless** you call us for approval first. We cannot guarantee payment for shifts not approved by us.

Rate: When we book you we provide the program compensation. Unless agreed to at the time of booking there is no reimbursement for any expenses including travel (mileage/gas), food, etc. If you have questions, contact us before the event. Clients cannot change your rate or offer bonuses, per diems, reimbursement or any other financial compensation, nor can they authorize

purchases without you getting prior approval from us. We pay you, they don't, so do not speak with them about those things.

Timesheet: You **must bring** a Team Marketing Timesheet to every event – **and don't fill it out in advance!** They are available in the Promotion Guidelines. **If you cannot get one**, please contact us in a timely fashion **before the event** so that we can address – **don't wait until you are at the event!** The timesheet must be filled out at the event, signed by the manager and you send it in to us (either by **mail** (keep a copy for your records, scan and **email** or by fax). Regardless of whether clients or managers have their own paperwork **you must submit a signed Team Marketing timesheet to us in order to be paid. Do not give to manager! Do not ask manager about pay!**

Attire: Will be specified by booking agent or in promotional training material. No stretch pants, capris, jeans or shorts unless authorized. **No body piercing or tattoos can be visible unless told otherwise.** Must be well groomed. No excessive jewelry or makeup.

Pre-event Check-in call/directions: Talent should know where they are going and have directions 2-3 days before the event – don't rely on GPS or wait until the night before or day off to look it up – waiting just adds stress!! What if internet is down or GPS sucks?

Talent **must do a pre-event check-in call (not text)** as directed to the contact (generally the field manager **or** our check-in line at the office – 845 338-8800 ext 102) by 1 pm **the day prior to event.** Contact/Manager may leave an outgoing voice message with specifics as to meeting location and any changes that have been made regarding time, location etc. You simply leave a message stating "Hi this is (**your name**) checking in for the (name of promotion – Kellogg's) promotion tomorrow in (city) at (time)". **Do not** leave your phone number. **This is a check-in phone call only; contact will not call you back.** If you have questions, problems or have to cancel **you call us, not the manager on the on-call number – 845-417-6561.**

For some retail events* - there may be a pre-event check in call to the store 4-5 days in advance to confirm store knows the event is scheduled and they have product. Be polite – the store employees don't work for us.

Promotional kits and materials: For some promotions you are sent a demonstration kit that may include attire, program supplies, etc. **If you have not received it by 3:00 pm 2 days before an event (By Thursday afternoon for a Saturday/Sunday promotion) contact us immediately during office hours so we have sufficient time to inform client to send another kit.**

Pre-event questions/issues/problems: IMPORTANT - Once booked, all **communications are by phone – no emails or texts!!!** If you have a question or issue about any aspect of the program please call right away - **do not wait** until the night before or the day of the event to call us to discuss. Call in advance to the office during office hours (9 am to 5:30 pm EST). **Do not e-mail as emails don't always go**

through and can slip through the cracks. We would gladly take 10 minutes to answer all your questions prior to an event, than have a question go unasked and something be done incorrectly which may have far more negative consequences.

Cancellations: We take bookings very seriously as these are commitments you have made to us to work an event, just as we have made to you and to our clients. We understand that situations may arise that take precedence. If you are sick or have a personal emergency and cannot work your scheduled event, please notify **Team Marketing (not the manager)** right away, so we have as much time as possible to re-book it or get a backup ready. (You **cannot** just replace yourself with another person, though referrals are appreciated). To notify us of cancellations **do not send an e-mail or text. You must call and speak with a live person to confirm we have received the information.**

Where to call

1. **If more than 48 hours before the scheduled event, call the office 845 338-8800.** If you do not get a live person, please leave a message on the ext. of the person who booked you indicating your name, the program, the market (city) it is in and your number. Extensions of all staff are on the voicemail directory at ext. 8. You should receive a call back confirming receipt of your message. **If you do not hear back at least 24 hrs before the start of your event, please follow the procedures spelled out in #2 below to insure that we received the message.**
2. **if it's within 24 hrs of the event or within 48 hrs for a weekend event do not call the office, you must call the on-call staffing hotline @ 845 417-6561 (PUT THIS IN YOUR PHONE).** You should have this number with you for all events (it's on the Timesheet).

If you feel ill a day or two before an event, contact us then – ASAP - so we will be prepared in case you don't feel better the next day. Don't wait until the morning of. **Whatever the reason, we appreciate as much time as possible to find a replacement.** And while we appreciate that you may want to work and honor your commitment, if you are visibly sick, coughing, sneezing, scratchy voice, etc., your presence may actually damage the event as a sick staff doesn't represent the brand the way the client wants.

All NO-SHOWS (or cancellations not due to a justifiable reason or emergency within 48 hours of a booked program (72 hours for Monday events)) are subject to a \$40 **cancellation fee** that will be deducted from your compensation. If you are booked as an **on-call backup** (see below) and are not available when we call, that is considered a no-show and subject to a \$20 no-show fee).

Client cancellations - In some instances, a client may cancel a scheduled event. Client Cancellations within 48 hours of the event are usually subject to a 50% fee or a

4-hour minimum. **Shortened events** are also subject to 4-hour minimum unless advised differently at booking.

Pre-event training: On occasion clients require pre-event trainings (phone or in-person). In-person is always a paid training. Phone trainings vary by client. We will inform you of status at booking. On your own time you must read the clients' manual (if one) to prepare yourself for a program and do any check-in calls. If you no-show or cancel on an event or during a program, you will not be paid for any compensated training as you were hired to execute the promotion, not to attend the training. **If clients cancel a program, any paid trainings will be compensated.**

Back-ups: For some programs we may have **paid backups** who are paid to be available for 1 or 2 hrs and are considered the same as a booked staff! For most programs we have **on-call backups** who are not paid and who responded after the program was booked as staff can get sick or have personal matters arise. **When you are booked as an on-call backup we expect you to be available up to 30-45 minutes into the event.** As you may subsequently have another job or opportunity come up, and understandably you prefer that guaranteed work over backup work which doesn't pay, all we ask is that **you contact us immediately to inform us that you are no longer available** so that we can secure another backup. We don't want a situation where a staff wakes up sick on an event day (ex. Saturday), calls us, we call the backup right away and the backup tells us he/she took another job on Wednesday. Of course the staff could take the other job, but he/she should have called us on Wednesday to tell us they were no longer available so we could have secured another backup. **It is just about communication!**

Bottom Line: Communication is Key. If you have questions or problems don't hesitate to contact us at 845 338-8800 and leave a detailed message. Do not wait until the last minute. If your event is within 24 hours (or 48 hours if on a weekend or a Monday), call us @ 845 417-6561. If there is a problem, let us know as soon as possible.

II. EVENT DAY AND EXECUTION (BRING A TEAM MARKETING TIMESHEET!)

Arrival Procedures: Arrive at site **15 minutes** before promotion shift begins taking into account travel, traffic and parking, transit schedules, etc.

-If you are going to be late, you need to call Team before the scheduled start time (not manager) to inform us so we know and we can call manager/client. We don't want them calling us to say you aren't there. If you are not standing next to manager or at booth at scheduled time you are late. You are not on time if you are parking or walking to booth at scheduled start.

-If you are on-site and can't find the event, call the manager before you are late and if no answer, call us on the on-call. Our goal is to get you to the booth on time!

-If you are on time, but the manager/client contact isn't, stay at the event site or meeting location – don't leave. Call the on-site field manager or site contact to confirm you are at the correct location. If no response or there is no on-site contact, call **Team Marketing** on the on-call at 845 417-6561. **Do not leave the event site until you hear from us.** **If you follow these steps, you will be paid for your time.**

For programs where you are executing by yourself, you call us and check in at 845-417-6561 so that we know you are there.

Sign in and set up: Talent will arrive and sign-in with site contact/manager. Introduce yourself politely. If a store demo and you are by yourself with no manager, ask where contact wants you to execute the event. Request a high traffic area that will not interfere with store/site operations or cause traffic problems). If no on-site manager, contact us or the client-marketing company as outlined in training information. Listen to what the person or outgoing message says. Respond to the message.

Executing the Event

- Set up the display/booth as indicated by manager or training manual. Make sure to maintain the booth in a neat and orderly fashion.
- **Alcohol and drugs are not permitted before, during or while on break. Never eat, chew gum, drink or use cell phones** during an event (phones on vibrate so you can receive our calls).
- **Conduct:** Be pleasant and outgoing even if the customers are rude. Be nice to personnel, they help us do our jobs. Never slam us or client to anyone!
- Problems with Event Site: If you have **questions, problems** or you are **asked to leave** by the event site (Event may be cancelled on-site), address this with on-site field manager immediately or if none, **call Team Marketing immediately** on the on-call # at 845 417-6561. **Never, ever leave a promotion without authorization from Team Marketing.** Where applicable (in-store demos etc.), have the store manager sign your Report Form or Time Sheet stating in writing that the promotion was refused or cancelled. Do not get into an argument with site personnel, as we do not wish to damage our clients' relationships. Most programs have a 4-hour minimum.
- Problems with the Manager/Client: Never get into an argument or make a scene. If you have **a problem or issue with client/manager**, excuse yourself and call us. If there is a problem or if the client asks you to leave, step away from the event site and **call us immediately**. If the promotion is dangerous or unsafe, or if you feel pressured to carry out a task that you are not comfortable with or have been injured – you step away and **call us immediately**. **You do not leave!** It is our responsibility to look out for your interests. Do not disrupt the event. Remain quietly nearby until we contact you. Unless you contact us we cannot address your concerns. **Call us before you leave!!**
- If you have a personal problem or become ill: If during the program **you become ill, injured, are notified of a personal family situation or anything that affects your ability to work your scheduled shift fully, correctly and per the clients'**

expectations, you need to **contact us immediately** on the **on-call#** – do not wait, do not address with the manager or client!!!

- **Do not address payment or questions about hours with managers, only us. It is inappropriate and cause for removal from bookings and loss of a day's pay.**
- **If you are on time and the event is delayed for any reason, you will be paid from the scheduled start time. Do not leave, do not get frustrated. If you leave without authorization that is considered a no-show and you will not be paid.**

Contact with the manager should be limited to 1) the pre-event check-in and 2) you are at event site and can't find them. Of course they manage your duties at the event, but all questions/concerns that affect your ability to work your scheduled shift, be on time, are about pay, hrs, etc., you direct to Team Marketing.

Important: You are only booked to work the shift times given you by Team Marketing. If a manager asks you to stay later or come in earlier, you must call us for approval. Absent approval from Team Marketing you will only be paid for the hours we contracted you. Similarly, **managers cannot make promises about bonuses, reimbursement, extra pay, anything affecting compensation.** If that happens, you need to direct them to call us on the on-call # right away so that we can confirm, document and take steps to have it authorized.

Check-out

- At end of shift, make sure everything is put away neatly. Do not throw away display. Put it back in the storeroom.
- Have management or field manager if on-site, sign your **Timesheet** and if applicable sign and stamp your **Report Form**.
- For multi-day programs you have **your timesheet signed everyday** - don't wait.

Bottom Line: Communication is Key. You are representing the client, **Team Marketing** and yourself during the promotion. **Have fun, but be professional.** **Please note** that unless informed otherwise when booked, all events are subject to a 4-hr guaranteed minimum.

III. POST-EVENT

Paperwork: **Keep a copy of all paperwork for your records.**

Timesheets are to be mailed, emailed or faxed to Team Marketing (mail to the address on the Team Marketing Timesheet; email to pay@teammktgusa.com and fax to 801-751-4823), **not given to managers.** Time sheets must be **sent in** within 7 days after the event (**please make sure to also include a copy of your contractor's agreement and W-9 if you haven't sent it in yet, as no payment will be made without a copy on file**). We cannot invoice clients until all time sheets are received. The sooner the timesheets are in, the sooner clients are invoiced and the sooner everyone gets paid. Failure to promptly mail in a time sheet delays payment for you and other people who worked that event; you run the risk of a client closing out a

program and denying payment. **Regardless of whether clients or managers have their own paperwork you must submit a signed Team Marketing timesheet to us in order to be paid.**

Report Forms, if any, must be faxed or emailed by 10AM the next morning to *Team Marketing* in addition to what the clients' manuals say. Please keep a copy for your records. For many clients, not correctly filling out a Report Form is the equivalent of not executing the promotion correctly and they will refuse to pay. It is part of your job.

Receipts for pre-authorized expenses only, are taped to 1 side of 8 x 11 1/2 paper (no staples), cannot over lap, and the amount, date and item must be legible.

Materials: For some promotions, materials must be returned to client at the end of event. Failure to return the requested items as directed will result in a deduction of payment. Please, keep an accounting of all the materials in your possession so that we can pay you in full.

Payment: Payment will come from ***Team Marketing***. Generally we pay within 30 days of receipt of the time sheets. We pay our talent regardless of whether our clients pay us or not, but only if talent abide by our Promotion Guidelines and the clients' program procedures. We need to make sure that all timesheets are accurate and approved by client before payment so failure to promptly mail in a timesheet delays payment for you and other people who worked that event. **If any questions regarding your payment, contact the book-keeper at ext 100. Never contact a client regarding payment.** They will not deal with these issues. See below.

Client Contact: There can be no contact with clients during or after a program about compensation or other bookings. Such behavior is unprofessional. Violation of this rule will result in forfeiture of compensation, removal from future bookings as well as subjecting staff to legal liability for any resulting damages.

Our goal is that we want people to have fun doing events as well as make money. We feel lucky that we have the opportunity to be a part of these fun events and get paid for them -concerts, sports events, Spring Break, festivals etc.- and are glad to have you involved.

Bella's Bottom Line: ... COMMUNICATE ANY ISSUES AND HAVE FUN!

I have read the above 2010 Promotion Guidelines, Event Checklist and the Contractor's Agreement and agree to abide by the terms and procedures set forth within.

Print name

Signature

Date

TEAM MARKETING

Promotion & Event Marketing

Mail - 721 Broadway, Suite 120, Kingston, New York 12401- make a copy

Email - pay@teammktgusa.com Fax - 801 751-4823

Weekly Timesheet

Do not fill out in advance! Do not mix programs!

A manager must sign it every day!! Don't give it to manager, you keep it. Payment will **not** be made without a signed timesheet. Send Timesheets in within 7 days after promotions (**see above information as to where to send**). If mailing, make a copy for your records. Also send a copy of a **report forms** (if applicable) and any approved receipts with Timesheet! Payment will only be made for **shift times contracted** by Team Marketing. If client or manager **wants to change shift hours**, you must contact us to get approval. By taking part in this event, you acknowledge that you have reviewed and agreed to abide by the terms and conditions of the Team Marketing Contractor Agreement and the policies and procedures set forth in the Promotion Guidelines. Events are subject to 4-hr minimum.

If you are running late, have to cancel, or there is any other problem,
Call Team Marketing immediately at 845 417-6561 (No Texts!!). Do not call manager!

Please Print Clearly

Name _____ S.S.# _____

Address _____ Apt. # _____

City _____ State _____ Zip _____

Phone #(____) _____ Promotion _____

Location (City) _____ Store/Building _____

| | <u>DATE</u> | <u>IN/OUT</u> | <u>#HOURS</u> | <u>MGR SIGNATURE</u> |
|-----------|-------------|---------------|---------------|----------------------|
| Monday | _____ | _____/_____ | _____ | _____ |
| Tuesday | _____ | _____/_____ | _____ | _____ |
| Wednesday | _____ | _____/_____ | _____ | _____ |
| Thursday | _____ | _____/_____ | _____ | _____ |
| Friday | _____ | _____/_____ | _____ | _____ |
| Saturday | _____ | _____/_____ | _____ | _____ |
| Sunday | _____ | _____/_____ | _____ | _____ |

Total # of Hours

Check box if change in address

Talent Signature

Important: No payment w/o manager's signature

Contractors Agreement

I, _____, understand that I am an independent contractor, and will staff Positions for Clients of Team Marketing USA, Corp. (“Team Marketing”) as an independent contractor. I also understand that my work is “for hire” as defined by the US Copyright Act of 1976. I assume all responsibility for with holding tax, social security, state tax, public and private liability, and workmen’s compensation insurance. I am aware that Team Marketing executes all agreements with Clients as an independent contractor and is not an employee of Clients. I am free to accept or reject any jobs Team Marketing offers to me.

I assert that I am over 18 years of age and agree and understand that I will hold harmless, waive all rights, and make no claim of any sort against Team Marketing, for any and all damages, injury or harm of any accidental means or otherwise, arising out of or in connection with the performance of staffing a Position for a Client.

In consideration of Team Marketing’s time and effort in obtaining assignments for me, I also agree that for a 2-year period following the staffing of an event for a Client of Team Marketing, I will not contact said Client (met through working for Team Marketing) for any related marketing or promotional work without prior approval of Team Marketing. In the event that said Client or Client's Client expresses interest in my services for other work during that period, I will direct and refer those parties to Team Marketing for follow-up and negotiation. If within this 2-year period I obtain employment or staff any position directly for said Client or Client's Client without Team Marketing’s approval, I agree to pay Team Marketing 10% of my pay. This clause does not apply to work that I in good faith received from Clients through other independent sources unrelated to my work for Team Marketing – ads, postings, etc..

I agree not to provide Clients or third parties the names of other Team Marketing contractors, nor use the names of the other contractors for my own benefit. If I know of third parties who are interested in positions that I learn of through Team Marketing, I will direct them to contact Team Marketing.

I authorize the use, copying and reproduction of my image or photographs by Team Marketing and its clients for marketing purposes including brochures and web sites.

I have read and understood the Team Marketing Promotion Guidelines, the terms incorporated herein by this reference. Upon completion of an event, I agree to return all promotional materials as instructed. Failure to do so may result in an appropriate deduction from my compensation. I understand that payment is contingent upon fulfilling all the Clients' job requirements including recapping and representing the Client and Team Marketing appropriately. Timesheets must be sent in promptly. I agree not to contact Clients directly regarding payment. No show fees of \$40 may be imposed at Team Marketing's discretion.

I, (Print Name) _____, understand this agreement.

Signature x _____ Date _____