

## Introduction to Promotion Guidelines

Welcome to *Team Marketing*. We are a promotional marketing agency representing national clients at various locations and events - tradeshows, malls, stores, special events, athletic events, concerts, colleges, bars, etc. We execute product demonstrations, sampling programs, lead generation and membership acquisition, coupon distribution and awareness campaigns (hand out T-shirts, sunglasses and other logoed material), mystery shopping, and more. 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 our clients want.

We have provided these **PROMOTION GUIDELINES** to help promotions run smoothly. **These Guidelines are general common-sense practices – programs may or may not have their own specific rules and procedures which are set by the clients.**

**After registering with us on our website, it is helpful to then download and save these Guidelines on your computer to be available for review for future events. Remember where you **save it on your computer.****

**Please**

- 1) **Sign and date** the last page (p. 12), the Event Checklist (p. 2), the Contractors Agreement (p. 14) and a W-9 (available on the Staff FAQ page).
- 2) **Then send us ONLY these 4 pages** plus a copy of your Social Security card and an Event Invoice if you worked. You can send them 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](mailto:registration@teammktgusa.com)** **\*\*Make sure scanned docs are not larger than 5MBs before emailing**
  - c) **Via Fax – send to 855-844-9191. 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](mailto:registration@teammktgusa.com)**  
**No links, pdfs or zip files please.**

**Keep these Promotion Guidelines on your computer so you can review for future programs.**

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](http://www.teammktgusa.com) or this packet on to others throughout the country.

*Grace*

Grace Sheaffer

For

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## Event Checklist (Summary of the Guidelines) - Helpful to bring with you

### **Pre-event** – We suggest that 3 or 4 days before event

1. Be familiar with our communication procedures **before the event**. If questions, **call us – emails may not go through or we may not see emails in time!**
2. Review the program training manual if client provided one.
3. Check that you have the necessary attire for the job.
4. Have **shift times, contact info, event address and directions to event site** in advance. (Don't rely on GPS; best to call site or check website if possible).
5. **Make your pre-event check in call anytime before 1pm on the day before the event to either the client/manager (at the number provided) or to Team (at 845 338-8800 ext. 102). It is a check-in call as you are already booked. If you have to cancel or have any questions, issues, problems, etc, please call Team Marketing ASAP on the ON-CALL HOTLINE 845 417-6561. Don't wait! No texting.**

### **Event Day** – Always good to

1. Be appropriately attired and groomed – Based on the program.
2. **Make sure to have an necessary paperwork, contact number(s), and Team Marketing on call hotline # 845 417 6561.**
3. Take into account traffic and parking to be at event site on time. If running **late** for any reason (stuck in traffic, behind accident, car trouble, etc. – it happens), please contact **Team (not manager) before start** of promotion to let us know. Please call so that we know if you are just running late vs you are not able to attend. Great to call even if you just think you might be late.
4. If on-site, but **can't find event site, booth** or contact/manager, we think it's best to call the contact's cell right away (don't delay or wait until after start time). If no answer, leave message and call Team Marketing on call # so we can help you meet up with contact on time. Again, no texting as we don't have texting set up on that phone.
5. **Work the shift booked. If manager wants to change hours and you can work, that's great. But please, call us right away so that we can confirm the client authorized it as the manager in the field may not have that authority.**
6. If **issues during event** - personal reason (ill, family issue, etc.), no product, contact sends you home, etc. – **call us before** leaving so we are aware and can consult with the client. If leave early without permission the client may consider it a no-show.
7. If a contact, please have them sign your **invoice at end of each day** -Don't wait until last day as what if last day cancelled or you are sick?

### **Post Event**

1. Send in your Invoice by either mail, email, fax. If report forms, send back as per client's instructions. Don't delete until paid. If mailing, we suggest you keep a copy of everything for your records.
2. Return any event materials as directed by client.

**Cancellations, Changes and Communication** – A booking is a commitment. If you get sick or have a personal emergency, please **call** us ASAP so we can address and book a replacement. Normally you call the office# **845 338-8800, but** if it's the day before or day of your event, or from Friday on for an event that runs Sat-Mon, then use the on-call # **845 417-6561 (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 anyone other than Team Marketing.** If clients cancel or shorten events w/n 48 hrs of event, you may receive a cancellation fee – based on the client and program details and as negotiated with you when booked. On-site contacts cannot change shifts (add additional hours or days) nor can they can alter rate or authorize bonuses or reimbursement of expenses – only the client can. So call us right away so we can check with the Client.

**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, please call rather than **email, no text** - 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, best to contact us via the on-call no. 845 417- 6561, do not call the office or text or email us as we may not see them in a timely manner.**

**BIG Rule 3-** There are 2 reasons staff usually 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 please don't share **personal or Team Marketing matters with manager/client.** Don't say this is my first event or discuss pay.

**BIG Rule 4-** Bring an Invoice to the event every day – that is a great way to invoice us. A template invoice is in these Promotion Guidelines. **The Invoice is filled out at the event** (not in advance) and signed by the contact (if one) **every day**. And if working multiple days, bring it every day (don't leave it to the last day), have contact sign, but **don't give it to them to keep overnight, you take it back**. When the event is over, bring it home and send to us. You can submit it numerous ways - scan or take a photo and then email it to [pay@teammktgusa.com](mailto:pay@teammktgusa.com), mail it to address on the template Invoice (If mailing, make a copy or scan FOR your records because the USPS sometimes loses mail, or fax to 855-844-9191. Upon receipt your Invoice 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.

**BIG Rule 5 - Everybody makes mistakes.** We all make mistakes and sometimes forget things or do things wrong – check-in calls, invoices, 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

- 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. These are general policies and procedures meant to serve as a common-sense guide, but each job will vary based on the clients' specific programs.

### 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 clients' criteria and 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](mailto:registration@teammktgusa.com)**

**Promotions/Events:** Information we will send about promotions will include dates, shift hours, suggested rate and a program description – all based on information the client provides to Team. We provide you as much relevant information as we have been given because we want you to know what you will be doing (sometimes clients change things – hours, duties, etc. - and when they do we will update you ASAP). Based on the 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. Client's may be involved in screening and may have final say over who is booked for a program. During the screening is when we will negotiate the rate for that program or position.

**Bookings: A phone booking is a commitment.** When booked on a program you will given the basic program details we have at the time over the phone including attire, contact info and location. You will also be asked 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 – clients may just provide materials and/or train on site.**

#### **Please note:**

**Shifts:** Most bookings are subject to a **4 hr minimum; but not all**. Varies based on the program and the clients and what is negotiated with you. Ex. of 4 hr minimum - 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 may get paid for 4 hrs. It is 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 anyone work a **longer shift unless** you call us so we can contact our client to confirm. We cannot guarantee payment for shifts different than what we contracted with client.

**Rate:** In the email blast we send out about a program we list the suggested rate we want to book it at. You choose which jobs to express interest in working. The

contracted rate will be negotiated during a booking call. 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. On-site managers cannot change pay or offer bonuses, per diems, reimbursements, etc. as they are usually not authorized to speak for the client on those matters. Contact us right away so that we may confirm with client. We can't pay anything different from what was contracted unless it's authorized by client.

**Event Invoice:** This is a **suggested invoice** available on the 2<sup>nd</sup> to last page of these Promotion Guidelines. Bring it to every event and don't fill it out in advance as actual times may vary! **If you cannot get one**, please contact us in a timely fashion **before the event** so that we can address – don't wait until the morning of or you are at the event! The Event Invoice is filled out at the event, signed by the manager and then you send it 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, **to avoid any issues, please send a signed Event Invoice to us. Do not give to manager! Do not ask manager about pay!**

**Attire/Grooming:** Will be set by client. Will be communicated to you when booked or provided in promotional training material. Generally clients have requested staff not wear stretch pants, capris, jeans or shorts unless specifically authorized. Similarly, clients have requested **no visible body piercing or tattoos unless told otherwise**. Must be well groomed. No excessive jewelry or makeup.

**Pre-event Check-in call/directions:** Staff 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 with the store employees.

Staff 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?

**Promotional kits and materials:** For some promotions the client will send materials - may include attire, program supplies, samples, flyers, give-a-ways, 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 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 as contractors need to be interviewed and approved). To notify us of cancellations **do not send an e-mail or text as they may not go through or be seen in a timely manner. Please 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 office personnel 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 Event Invoice).

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.

**NO-SHOWS** or cancellations not due to a justifiable reason or emergency may be 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 – but it varies based on the program and what has been contracted with client and the staff at time fo booking. **Shortened events** may also be subject to 4-hour minimum unless advised differently at booking.

**Pre-event training:** On occasion clients request 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, usually any paid trainings will be compensated.**

**Back-ups:** For some programs clients may have us book **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 there are **on-call backups** who are not paid – people who responded after the program was booked but want to be contacted if an opening - 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 promptly 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

**Arrival Procedures:** Please 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, 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**, please check in as per client's training manual – either the client's # or with us at 845-417-6561 so that we know you are there.

**Sign in and set up:** Staff 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) unless using phone as part of the program (ex. demonstrating an app).
- **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 Invoice 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 un-safe, 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.** 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 clients or 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 by clients and we and you will not be paid.**

**Pre-event 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 which are what our clients gave us.** If an on-site contact or manager asks you to stay later or come in earlier, you must call us so that we can confirm this with the client. Unless our client confirms you will only be paid for the hours you were booked for by Team. Similarly, **managers cannot make promises about bonuses, reimbursement, extra pay, anything affecting compensation as it may not be consistent with what the client has contracted for.** 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 by our client.

### **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 **Event Invoice** and if applicable sign and stamp your **Report Form**.
- For multi-day programs you have **your Event Invoice 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.**

### **III. POST-EVENT**

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

**Event Invoices** are to be mailed, emailed or faxed to Team Marketing (mail to the address on the Team Marketing Event Invoice; email to [pay@teammktgusa.com](mailto:pay@teammktgusa.com) (photos are acceptable) and fax to 855-844-9191), **not given to managers**. Invoices should 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 invoices are received. The sooner the invoices are in, the sooner clients are invoiced and the sooner everyone gets paid. Failure to promptly mail in an invoice 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 please submit a signed invoice to us in order to be paid so we can avoid he said, she said situations.**

**Report Forms**, if any, must be submitted as per the client's instructions in the training manuals they provide. If mailing, make a copy for your records. For many clients, not completely and 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 by client, 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 as clients will charge us for materials not returned. Please, keep an accounting of all the materials in your possession.

**Payment:** Payment will come from **Team Marketing**. Generally we pay within 30 days of receipt of invoices. We pay regardless of whether our clients pay us or not, as long as they completed the job completely and followed the clients' program procedures. We need to make sure that all invoices are accurate and approved by client before payment so failure to promptly mail in your invoice 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 direct 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. Of course if you are answering a general advertisement or posting by the client or are hired through another agency in good faith, then these clauses are not applicable.

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 2015 Promotion Guidelines, Event Checklist and the Contractor's Agreement and agree to abide by the terms and procedures set forth within.

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Print name

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Signature

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Date

# **TEAM MARKETING**

Mail - 721 Broadway, Suite 120, Kingston, New York 12401- make a copy  
 Email - [pay@teammktgusa.com](mailto:pay@teammktgusa.com) Fax - 855 844-9191

## **Weekly Event Invoice template**

**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 invoice. Send in within 7 days after promotions (see above information as to where to send - photos are acceptable if emailing). If mailing, make a copy for your records. Also send a copy of report forms (if applicable) and receipts for any expenses with your invoice. Payment will only be made for **shift times contracted** client. If manager **wants to change shift hours**, you must contact us so we can confirm with client. By taking part in this event, you acknowledge that you have reviewed the terms and conditions of the Team Marketing Contractor Agreement, the policies and procedures set forth in the Promotion Guidelines and any program manuals provided by the client.

**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. or Tax ID# \_\_\_\_\_

Address \_\_\_\_\_ Apt. # \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone #(\_\_\_\_) \_\_\_\_\_ Promotion \_\_\_\_\_

Location (City) \_\_\_\_\_ Store/Building \_\_\_\_\_

- If being paid by mail and your address has changed - please check box
- If want to be paid via PayPal, then please provide your PayPal email address \_\_\_\_\_

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

\_\_\_\_\_  
**Total # of Hours**

\_\_\_\_\_  
**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 Clients of Team Marketing, I will not contact said Clients (met through working for Team Marketing) or Client’s clients, agents, employees, contractors, etc. (collectively “Clients”) for any related marketing or promotional work without prior approval of Team Marketing. In the event that said Clients express 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 Clients without Team Marketing’s approval, I agree to pay Team Marketing 20% of my compensation. 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, other agencies, 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 agency Clients for internal marketing purposes as well as brochures, web sites and social media. Non-agency Clients may use images or photos for internal purposes only.

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. Event Invoices 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 \_\_\_\_\_