

**bluecheetah**  
sports timing

## Instructions For Volunteers On How To Perform Packet Pick Up

### **PRE-REGISTERED RUNNERS:**

Any runner that has registered before the day of the race or before the first packet pickup day is known as a preregistered runner. Preregistered runners are unique in that they already have a bib -- and usually a t-shirt -- reserved and assigned to them in advance.

A preregistered runner will be listed on your “Alpha-Sheet”. The Alpha-Sheet is the list that was provided to you by Blue Cheetah Sports. It has the name of every preregistered runner as well as some basic information such as gender, t-shirt size, age and most importantly, their bib number.

When a participant approaches you during packet pickup, you will want to ask them if they have already registered, or if they are there to register. If they are there to register you will direct them to the “Same-day registration” table and follow the packet instructions on how to handle day of registrations which are included below. If they are preregistered and are there to pick up their packet (bib, shirt, swag, etc.), please continue.

Ask the participant their name and locate them on the Alpha-Sheet. Many times a participant will be picking up for several people. *This is very important:* **DO ONE AT A TIME** and write each person's name on the back of the bib. If you don't, the person will leave with several bibs, and will not remember which number belongs to which person. This leads to a timing and scoring nightmare, and it makes for a bad day for your race director.

Once you have located the person on the Alpha-Sheet, perform a “reality check” by verifying some basic demographic information. Does the person standing in front of you look like a 60 year-old male that confirms that they live in Bel Air, Maryland? If so you are good to proceed. Next, locate their bib number which is printed next to their name and then physically locate the bib in the bib box. Bibs are in numerical order in boxes of either 100 or 250. Carefully remove it and verify that the number on the bib matches the number on the chip on the back. If all is well, give them their bib along with any other items they should get as well as 4 safety pins. At this point you will want to give them basic instructions about how to use the bib and the chip. A fast and accurate script is as follows:

“You will be timed during this race using a disposable timing chip which is attached to the back of your running bib. Have you used these before? Okay, great. So the timing chip is attached to the back of the bib. Please wear it on the outermost layer of clothing at chest height and keep it horizontal. Also, please make sure not to cover it, get it wet, remove it or mangle the chip in any way. This way we can ensure you receive an accurate time for your racing efforts. Do you have any questions?”

At this point you are pretty much done and you can move on to the next person.

Once again, if Mom is picking up bibs for Dad, Daughter, Son, and Nephew, do **ONE AT A TIME**, and always make sure to **WRITE THEIR NAMES ON THE BACK OF EACH BIB**.

If you encounter someone who claims to have registered but they are not on the list, simply treat them like a Same-day registration, but do not charge them. Notate this on the application and waiver that they fill out, and a Blue Cheetah rep will research this later in conjunction with your Race Director.

### **HANDLING SAME-DAY REGISTRATIONS:**

During packet pickup and on the morning of the race it is common to allow people to register up until the last minute. These participants are known as “Same-day Registrations” and are handled differently than preregistered runners. Same-day registration should be handled at a separate area and with different staff in order to prevent confusion. When a person registers on-site, they will need to fill out a waiver form that also collects the demographic data we need in order to enter them into the computer and score them on race day.

Once the registration form is filled out, it is your job to ensure that **ALL FIELDS** are filled out correctly and that they are legible. Pay particular attention to gender, name and birthday. These three are absolutely essential in order for us to score them. After the designated volunteer has processed their payment, it is time to assign them their bib. You will be provided with a special box of bibs that are **ONLY** to be used for same-day registrations. Pull a random bib from the box (the numbers need not be in order) and give it to the runner. Record the number of the bib that you gave them on the top right area of the registration sheet. Give them the same instructions for use as above. Again, if someone is registering more than just one person, make sure to **WRITE THE NAMES ON THE BACK OF EACH BIB YOU ASSIGN!**

*Packet pickup is a simple and efficient process when handled correctly and with attention to detail. Carelessness, however, can wreak havoc on race day. If you have a question just ask someone! Thank you, and Happy Racing!*

## PACKET PICK-UP PUNCH DOWN LIST

### PRE-REGISTERED PARTICIPANTS:

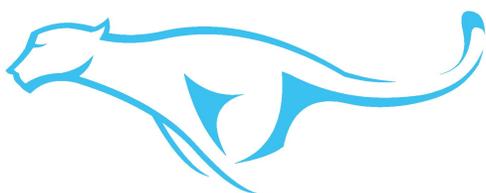
- 1) Customer approaches. Greet and verify if they are preregistered or if they are there to register for the race.
- 2) If preregistered, please continue below. If they are there to register, direct them to the same-day registration station.
- 3) Locate participant on Alpha-Sheet. Verify demographic data with participant.
- 4) Locate their bib number and remove it from the bib box.
- 5) Give participant instructions for proper use.
- 6) If the person is picking up more than one bib, **WRITE THEIR NAMES ON THE BACK OF EACH BIB!!!**
- 7) Thank the participant and keep the line moving.

### SAME-DAY REGISTRATIONS:

- 1) Direct Same-day registrations to a separate area away from the preregistered runners.
- 2) Have them completely, accurately, and legibly fill out the Blue Cheetah provided waiver form.
- 3) Collect their payment once the form is completely filled out, returned and verified.
- 4) Assign them a Bib. **RECORD THIS BIB NUMBER ON THE UPPER RIGHT PORTION OF THE FORM.**
- 5) Provide instructions for proper use to the participant. (See script above)
- 6) Verify once again that the data is correct, especially their name, birthday and gender.
- 7) Thank participant, and keep the line moving.

If at any time you have a serious question, please dial a customer service rep toll-free at:

# 1-844-4-CHEETAH



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