



INDEPENDENT OPERATOR'S MANUAL

ATTACHMENT B OF INDEPENDENT CONTRACTOR OPERATOR AGREEMENT

Worried you won't remember everything from training?
This manual & the training videos, especially how to use the INVENTORY TOOL to ensure timely commission payment & the Marketing Tips, are the best ways to be prepared.

Info found inside:

- **Staying Legal** (Permits/Dates/Etc)
- **When & How** to do something
- **Support Resources & Contacts**
- **Success Tips** from Top Operators
 - Sales/Service/Marketing to hit \$\$ goals
 - Handling Money & Theft prevention
 - Tent Planogram Layouts with Display Pics

The Contents within this document are considered proprietary and confidential and shall not be redistributed, copied, or discussed with any parties out of those entered into this Independent Contractor Agreement. (Tent Operator's team helping run tent can view)

THANK YOU FOR BEING AN OPERATOR WITH US THIS SEASON.
We want you to make big Commission \$\$'s, the training Videos & this manual will help you do that! (watch the videos during downtime with your team)

QUICK HELP CONTACTS/RESOURCES TO KNOW

#1 Resource Library: www.WorldClassFireworks.com/Resources
(Training Videos, Planograms & Example Pics – Check it out!)

CLOUDSENT EQUIPMENT HOTLINE: 855-742-5002
(If Leaving Message: We need Operator Name, Location #, Phone# to call back)

VIP PROGRAM: 855-749-0202 | **BACKYARD PREVIEW: 620-325-6725**
(Visit JakesFireworks.com/VIP and join for free to scan & view BackYard Preview Firework Videos on phone)

TENT COACH PICTURE Submissions (required):

Visit: worldclassfireworks.com/operator-submission or click on QR Code →



FACEBOOK OPERATOR SUPPORT GROUP: Fireworks Operators
(request to join would have been emailed to Tent Operator email – great afterhours resource!)

CUSTOMER SERVICE: 800-766-1277

Your Main Support Point of Contact: your Route Manager

ROUTE MANAGER RESPONSIBILITIES



Call you to introduce themselves and finalize delivery schedule



Deliver the Product and verify beginning inventory



Pick up & count the Money – You **MUST** give manager your money!



Bring fireworks for you to re-stock the tent



Support with accuracy of inventory check in process.



Verify that the tent is clean, has back stock, bunting up, lights hung, trash picked up



Tent set up according to table layout and shelves are full and faced



Paperwork is filled out correctly



Ensure final inventory is accurate and packed up correctly

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REMEMBER TO BRING WITH YOU ON 1st DAY

- **Money Storage:** 2 bags to keep register money when removing money from a register
- **Comfort Items:** Cooler for drinks; Chairs; Step Stool; Fans; Paper Towels; BabyWipes; FirstAid Kit; Phone charge cords, Bug Spray, Hand Sanitizer, etc
- **Start-up money for 1st day:** \$100 broken down for change (1's, 5's, quarters, dimes, nickels) – you will take start-up money back out when you make that much from cash sales.
 - **PENNIES:** pennies are no longer available, you will find a sign in RedBag to put by Register explaining how retailers are rounding up/down accordingly for Cash Sales.
- **HELPERS** for Initial Setup of Fireworks & Signage. (*even if using Merchandiser program*)

INDEPENDENT OPERATOR STATUS

As defined in the Independent Operators Contract, you and members of your team are **not** employees of the Fireworks Company (defined in the contract as well), or its subsidiary or affiliate companies. You are an Independent Contractor. This status also applies to anyone who may assist you in the operation of your location. As a proprietor, not an employee, you are not covered under the worker's compensation policy of Fireworks Company, or its subsidiary or affiliate companies. You are responsible for filing your subsequent earnings with the state and federal governments. We will send you a 1099-MISC to assist you.

Being an Independent Operator is a fantastic opportunity! You are provided instructions to operate your own business without any out-of-pocket expense. You provide & pay the labor and security you determine you need to run the location. We, as your Wholesaler, supply all the other items necessary to operate a firework stand/tent.

Our Part

Fireworks Company agrees to handle all business expenditures surrounding the setup and non-labor operation costs of your location; including but not limited to: land leasing costs, state and local permit costs, premise and product liability insurance, as well as the realized cost of supplies for things like cash registers, lighting, bunting, etc. We will supply the structure & training to conduct your business.

Additionally, as the Fireworks location we support, we will provide you access to the best product in the country and a World Class ad campaign that includes print, digital, radio and television. *If you happen to see any incorrect directions, phone numbers, hours of operation, ads, etc. Please let us know immediately so we can make the necessary updates!*

Your Part

Fireworks/Product Responsibility: The product issued to you by the Fireworks Company will be your responsibility from the time you receive the product until the Route Manager/Warehouse accepts your return product. At the end of the season, credit and cash collections will be reconciled to the inventory issued to your location throughout the selling period. Your commission will be calculated on Net Revenue of the products sold, minus any holdbacks, fees, or shrinkage as defined in the Independent Operator agreement and in the Settlement section of this manual.

Following Guidelines: Guidelines for Success are provided to you in this manual, the CloudSent manual, during training from the Fireworks Company, and the Route Manager. These methods and procedures can help you achieve success, but only if you follow them. Example Guideline: the most successful hours are:
Operating Hours: 9am-10pm (*& staying open later on weekends & July 3rd & 4th*).

****Always be courteous to Authorities, Landowners/Store staff, and the Route Manager****

Good luck and enjoy the people, stories, and the season – This is truly a unique experience that will give you memories for a lifetime!

OPERATOR DAY 1 SETUP CHECKLIST

Steps (in order) for when you get to tent on 1st day (see Appendix & Videos for additional helpful details)

1. **Roll-up Tent SideWalls** (*Weather Permitting*). Do not drop/remove the side walls from tent. (see Video)
2. **Help Rt Manager with supplies:** start with the **RedBag** for instructions/permits/Manuals/Labels (see Video)
3. **Follow Planogram In Operator Manual** for your size of tent & set the entrance/exits/registers/generator. (Place Register tables by entrance so you can see products & provide easy customer flow during busiest times)
4. **Lighting:** Test & replace any bad bulbs & then Hang String Lights along inside perimeter & 1 strand down the middle of tent. It is best to do this before tables are in way & before it gets dark. Start at register for power plug & go down 1 side & then down middle wrapping around center poles (higher on pole the better for lighting) back to where you started at registers & then do the other side. (see Video)
5. **TEST Generator:** Test with Rt Mgr before they leave (If it needs replacement, do it now while Rt Mgr is there)
6. **Tables/Shelving:** Setup with any applicable firebreaks according to Planogram (aisles at least 5 foot wide).
7. **INSTALL Security FENCING** in 1-2 rows (top & bottom) of outside tent poles to help prevent “reach-in” theft. Start by wrapping around a pole at the entrance opening & secure with zip ties; Continue around the tent & wrap leftover fencing around final tent pole back at entrance (connect 2nd roll to 1st using 6-8 zip ties with 1’ overlap whenever 1st roll runs out) (see Video)
8. **Cloudsent Registers:** Set Up/Charge/Test CloudSent Register System & tradeout non-working units (see Cloudsent Manual before unboxing. Save CS boxes in a dry area off ground under register table or in your car)
9. **CHECK-IN INVENTORY – A MUST TO GET PAID RIGHT!** (see training video if not sure how)
 - a. Check in Fireworks & Supplies from Pallet Packing Slip & then Accept Inventory into CloudSent tablet with Rt Manager to ensure any corrections save correctly – doing this wrong will hurt your \$\$’s.
10. **Table BUNTING:** attach to the tables (tight & level straight and secured with strong tape at top)
11. **Set up REGISTER** area with CloudSent Equipment/Bags/Permits/Signs (including VIP/Thank You sign)
12. **STOCK** (only after inventory check-in is verified/corrected): Set Fireworks into correct category sections and begin to unbox products according to Planogram. Pro Tip to stock faster without reworks:
 - a. Open one box of each “initial stock” pallet firework, look up price & write it on that FW cardboard box next to “Firework Color” (stock by price (cheapest to highest) for each Firework “Category”)
 - b. Put all the same color “firework color” boxes in front of same CATEGORY table section in price order (once you have all fireworks in place & in correct price order you can stock fully)
 - c. Place backstock on pallets under tables and in the storage areas. (KEEP OFF THE GROUND!)
13. **Once Fireworks are stocked:**
 - a. **Break down the firework boxes** & stack neatly out of customers way at back of tent for Rt Manager to pick up. (Save & Label a box for damaged NOT FOR SALE items)
 - b. **Print out price labels** using CloudSent printer on the supplied “sticky paper” and place on Bunting below product or on the retail box. (Labels should not be placed directly on products at any time)
 - c. **Hang 1’x4’ Category & Bundles signage** (KidZone, Fountains, etc) & any add’tl signage/banners
 - d. **Set or Hang the Fire Extinguishers**, making sure they are displayed properly and easy to get.
14. **Walk around your tent** to make sure the area is clean & clutter free. (Collect all trash, boxes, etc...)
15. **Inspection:** Most areas require inspection by local and/or state authorities after setup. Always be courteous to inspectors and contact your Route Manager immediately if asked to do something you don’t know. If Inspections are by appointment & are/or need scheduled, instructions will be in the RedBag.
16. **Switch Banners from Coming Soon to the Open & Brand Banners** (roll up & store coming soon banner)
17. **SUBMIT TENT COACH Setup pics (QR Code on inside cover) & Follow Facebook operators page daily**
 - a. **You will get Tablet Messages on what Pictures to send in during Season**
 - **Day1 (when setup): 4 Pics of outside of Tent (each of 4 Sides showing all banners/flags/etc) & then 4 Pictures from each inside corner of tent showing all tables/registers/fireworks/signs.**
18. **Have all Tent Helpers Download Backyard Preview App** so they can show customers (helps sales \$\$!)

THE RED BAG

(What is it & What's in it?)

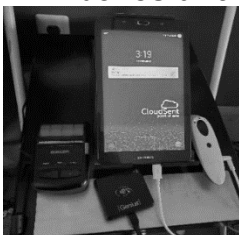
The **FIRST** thing your Route Manager should do is hand you your “**RED BAG**” which contains all your paperwork you need to set-up, train staff & operate (legal permits etc.). Please pull everything out and read it over. **Every year we get calls for info that ends up being found inside the “Red Bag”.** 😊

1. **CONTACT SHEET** – Keep in a safe/dry place & add to your phone
2. **CASH REGISTER/CLOUDSENT POS Log-in infosheet & Manual**
 - Keep this training aid safe & Dry along with Operator Manual
 - **Pro Tip:** Run Transaction with cheap item to make sure working correctly
3. **LEGAL STUFF- Read & post Near Register so easily seen**
 - **FW ORDINANCES** from State & any local entities
 - **PERMITS/Licenses from Local & State authorities** (Sales Tax Certificate; City/County/State Permits &/or Distributor License
 - **Register Signs** – Return policy, No Check policy, Penny Shortage Rounding Up/Down for Cash Sales etc.
 - **Packing List (Inventory)**- Keep by registers in case an authority requests to see (*some require*).
4. **INSPECTION INSTRUCTIONS SHEET** if inspection is required
5. **THEFT Help: “Video Surveillance”** Notices to post around the tent.
6. **BOX LABELS/STICKERS** – Very important for after-season returns – pay attention to boxes!
 - **REPACK LABELS** –Place on side of Repack boxes after season – not on the Fireworks!!!
 - **NOT FOR SALE** – place on each side of a repack box for damaged and returned items.
 - **SUPPLY** –place one on each side of the box if yours didn't come in a tub.
 - **ROCKETS** – place on any repack box that contain rockets. Place next to repack label.
7. **PAPERWORK & MONEY STUFF** (*make sure you understand this - doing wrong can hurt you*)
 - **Paperwork Envelopes** – use to put your daily register reports, inventory receipts, etc.
 - **Money Bags** – Use new bag each time Route Manager picks up money. Keep plastic strip as receipt.
 - **Settlement Appointment** for when you “settle up” after season and commission is determined.
8. **Extra Helpful Stuff:** Product Signs (for Bundles/HotDeals/etc), Helpful Scanner sheet for difficult to scan items, Possible Contest Info etc that didn't make it into Manuals)



CLOUDSENT P.O.S./CashRegister EQUIPMENT

The cash register system you will be using is called CloudSent. **Don't open the CLOUDSENT boxes until after you read the CLOUDSENT MANUAL & SAVE the boxes for repacking.**



Each **CLOUDSENT** kit will include:

- 1 Cash Drawer (*doesn't have power, push on front to open*)
- 1 Tablet & Stand; 1 Scanner; 1 Printer; 1 Card Reader
- Applicable Power Cords & Matching Numeric Stickers so the “kit” stays paired together



The contents of each kit are expensive to replace, and we ask that you take good care of them.

If CS Kits or Boxes they came in are lost, stolen, or broken you will be charged for them at settlement.

- DO NOT ALLOW food, drink, rain, direct sunlight around the equipment.
- Make sure power cords are not where someone could trip over & damage equipment.
- If you are in a tent or trailer, DO NOT LEAVE any of the CLOUDSENT equipment in your location when you close at night. TAKE it with you.

TENT Planogram Layouts/Guidelines

The following “guidelines” will depend on your tent size & customer entrance, etc. You may need to adjust for obstacles, Local authorities & Route Manager directions, etc.

- **Entrance:** Registers, then lower priced items & work your way back with higher priced FW.
- **Exits:** You will need at least 2 exits per tent (*3 if you are in Iowa or Michigan or other specific cities*)
- **Table/Shelving:** Place 1-2’ inside the Tent sidewall to help prevent reach-in theft from outside
 - Aisles should be at least 5’ wide for code & ease of shopping
 - Leave 6” around Middle tent poles in case of leaks (help keep most expensive items dry)
- **Fireworks** should be organized by Firework category (Novelty, etc) for the convenience of customers. The easier they can see/find, the more they will purchase & that means more \$’s for YOU! Retail Boxes can typically be stacked 3 High & each item facing should be 2-3 wide to catch the eye.
- **Adult Snappers & Punks:** Put these items around register tables with price label for Adult Snapper impulse buys &/or FREE Punk at checkout & the 1-2 novelty items you are too long on that you can give out as part of the “Free Gift with Purchase” promo that we occasionally run.
- **3 Sided Center Poster** (*Fold around center pole high enough to see & Tape & Tie strings to pole*)
- **8 Inside Category Signs (1’x4’):** All should be hung with zipties onto sidewall rope
 - VIP/Thank You: Hung behind register table area
 - Bundles Pricing: Hung behind 200g Cakes at back of tent
 - KidZone: Hung centered behind Novelties
 - Fountains: Hung centered behind Fountains
 - Watch before you Buy Backyard Preview: Hung behind 200g Cakes at back of tent
 - Roman Candles: Hung behind the 2 tables of Roman Candles
 - Aerials: Hung behind the 200g Cakes at back of tent
 - Missiles/Parachutes/Rockets: Hung behind this section

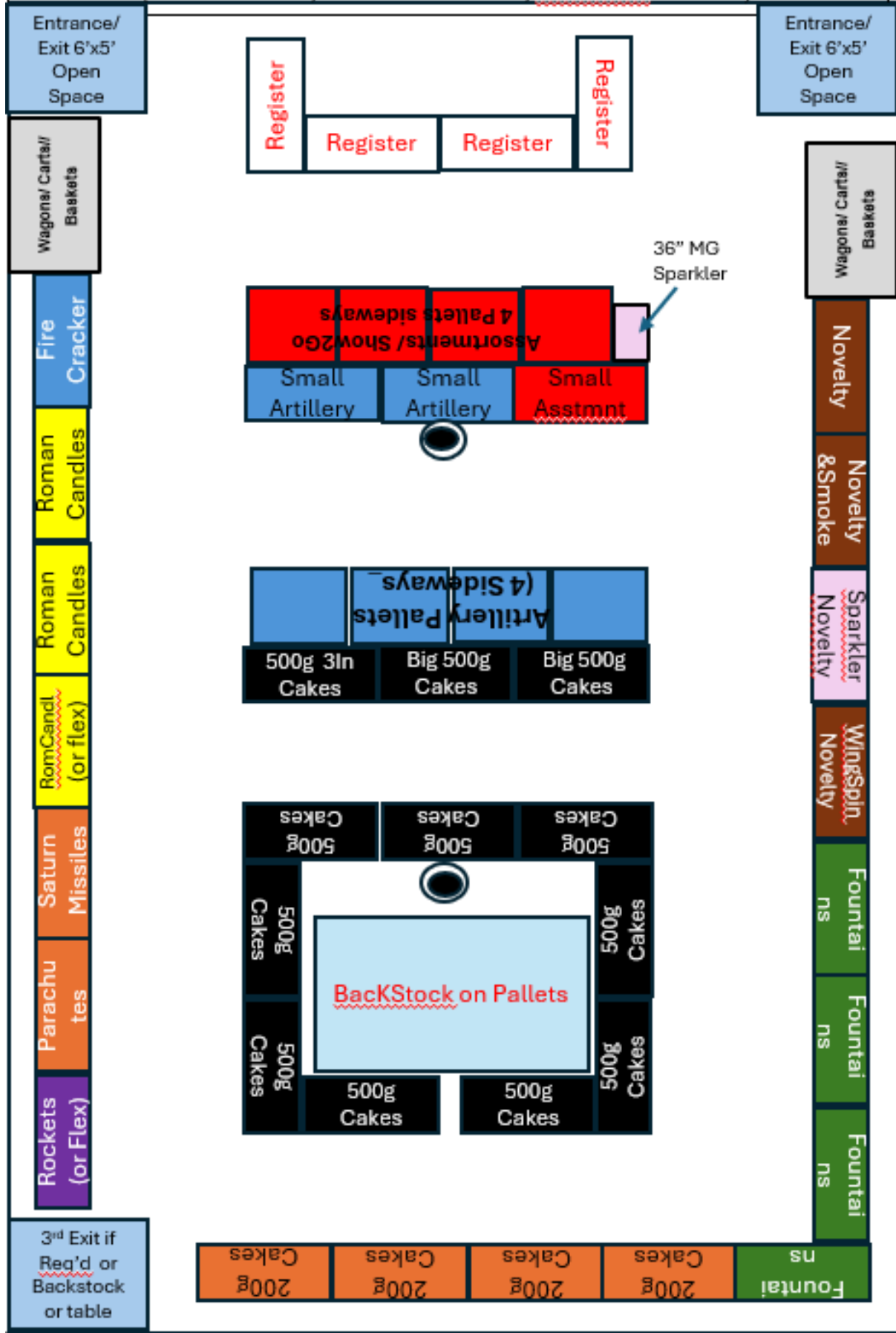
Exterior Signage Example: your tent will have your specific brand logo etc (Flags on the tent & some banners will be up before you arrive at tent)



[Special Note for Michigan & Iowa Tents: Visit www.WorldClassFireworks.com/Resources for “FireBreak Compliant” layouts showing slight differences in table spacing for the following layouts]

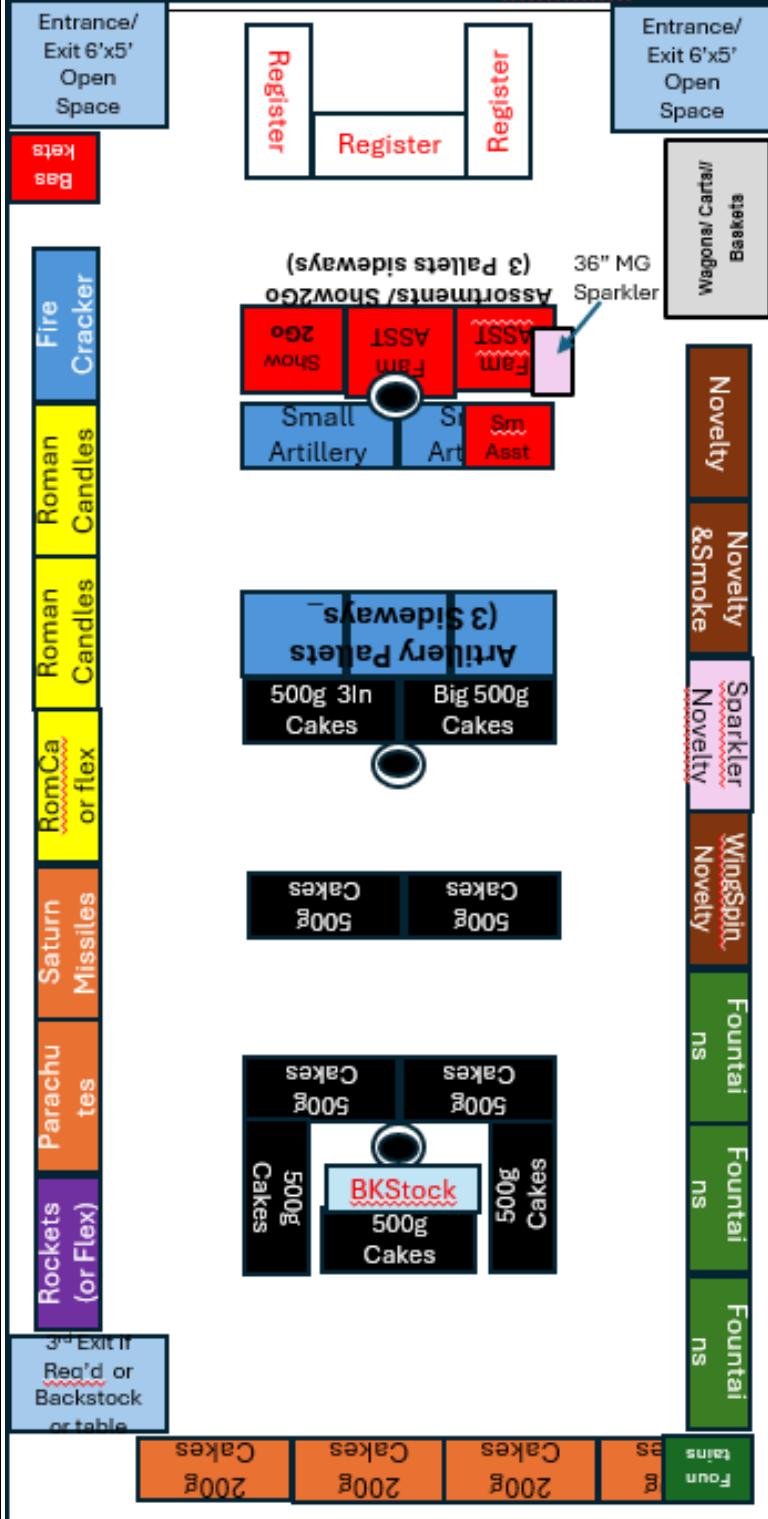
40' by 60' Setup (38 Tables/8 Pallets 40"x48")

(5' Minimum Aisles; Tables 2' from Sidewall, CenterPoles 20'/20'/20')



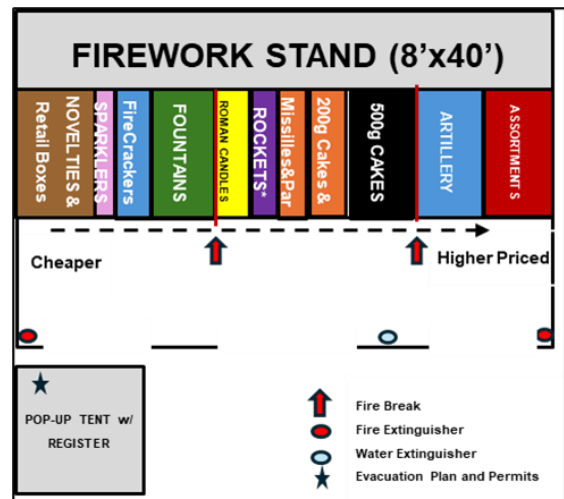
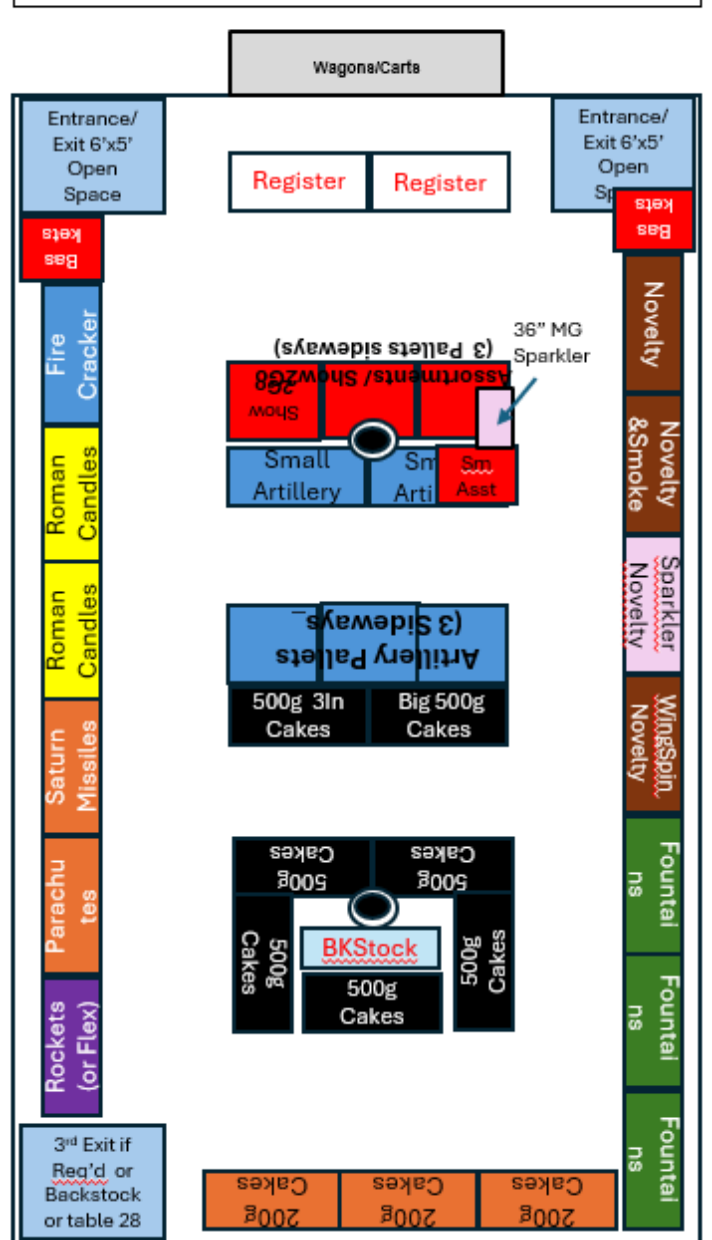
30' by 60' Setup (32 Tables/6 Pallets 40"x48")

(5' Minimum Aisles; Tables 18" from Sidewall, CenterPoles 15'/20'/15')



30' by 50' Setup (28 Tables/6 Pallets 40"x48")

(5' Minimum Aisles; Tables 18" from Sidewall, CenterPoles 15'/20'/15')



NOTE: 20' Wide x 40'/50'60' Tents Layout:

Please Visit www.WorldClassFireworks.com/Resources for Special Shelving/Table Layout Planogram & Video

INITIAL PRODUCT DELIVERY

(you will typically receive your fireworks delivery the day before you open)

The Route Manager (RM) will contact you to schedule a delivery drop-off window for product.

- **You MUST have enough staff to help unload and set up.** While RM will *help* you unload your fireworks, it is not their job to unload the fireworks by themselves *for you* without help.
 - The number of people required of you is relative to the size of tent. A 20' x 40' tent would require 2-3 people to unload, while a 60' x 90' tent might need 6-9 workers.
- **Beginning Inventory Check:** The RM will check off inventory with you before any product is removed from pallets – this is important for an accurate beginning \$\$ value for you.
- **Delays can happen with delivery.** Generally, delays are caused because the previous location did not have enough help & it took longer than anticipated to unload the product. Additionally, Commercial Drivers are legally limited to a maximum number of hours a day to work, so short-handed longer unload time hurts every location on the route. Delays can also happen because of weather or vehicle problems. The RM will update you when delays occur.
- **Know Your Color Codes:** Group boxes based on their color codes to save moving twice!

INSPECTION ALERT: Some areas require inspection after you have set up your tables, signs, fire extinguishers, etc. --- **BUT BEFORE inventory may be placed inside the tent.** Please follow the Inspection instructions found in your red bag. **It could save you from extra work!**

Product Stocking Tips

Pro Tip: Pull out & Lookup Price for 1 Firework per box prior to stocking product on tables. Write the Price on the cardboard box (this makes it easier to arrange items from cheaper to higher).

NEATNESS COUNTS: Taking the time to place products neatly on tables will help make it easier for you & your staff to find & replace items & know the price while assisting customers.

STACKING: Be cautious of how high product is stacked down middle of tent. You want to be able to clearly see the other side of your tent to discourage theft. *(put a person in blind spots)*

FRONTING/FACING: Make sure the product is pulled up to the front edge of the table to look full & inviting and that the label is "Facing" the customer, so it's easily read/seen.

LARGE ITEM DISPLAY: Place on Pallets to protect from accidental run-ins from carts/wagons & to prevent water damage from rains & spills. **PRO-TIP:** Put Bunting over pallet to dress it up

RETAIL BOX: Box of fireworks requiring you to just remove the cardboard before display.

BACKSTOCK: "extra" product not on display needs to be managed effectively. Keep "back-stock" out of aisles so customers have room to shop and your tent looks attractive to customers.

- A great place to store back stock is to sort & stack it by category color on pallets underneath tables so it's easier to find when you & your team need to restock.
- Products behind tables should be far enough from sidewalls to protect from theft & weather.
- Avoid cluttering back-stock areas with drinks, food, trash & personal items.

FIREWORKS COLOR CATEGORIES

(Color Code Tips to Save you time!)

Fireworks have different types/categories. Same Category Fireworks should be placed together.

- Similar to how a grocery store would not put cucumbers next to cereal, you will not mix Sparklers with Fountains. To help you categorize the fireworks, we use a color-coding system. The category color square can be found on full case boxes. The color may also be written or printed on the box, like the word BLACK (instead of a colored square).



The color box (black) indicates this product is a 500-gram cake.



The color box (brown) indicates this product is a novelty.



The color box (green) indicates this product is a fountain.

Fireworks Color Reference List



BLACK **500 Gram Cakes:** A box firework that shoots multiple aerial shots and has the max amount of powder a firework is allowed. Effects, sound and colors vary.



ORANGE **200 Gram Cakes - Saturn Missiles - Parachutes:** All shoot into the air. 200-gram cakes are generally in a box, have multiple aerial shots & may produce noise & several effects. Saturn Missiles shoot little missiles that scream. Parachutes launch one or more day or night parachutes into the air & may have some sparkle effect if they are a night parachute.



BLUE **Artillery & Firecrackers:** Artillery are shells that are put into the provided Kit tube & when ignited, they launch into the air & produce different effects. Firecrackers are small explosive devices designed to produce a large amount of noise, especially in the form of a loud bang.



GREEN **Fountains:** Launches a fountain of sparks into the air, may produce sounds and different color sprays. Product stays on ground and does not launch into the air.



BROWN **Novelties & Retail Boxes (snakes, smoke bombs, snappers):** produce visible or audible effects by combustion while stationary or spinning rapidly on or near the ground, emits smoke, a shower of colored sparks, whistling effects, flutter sparks, or balls of colored sparks, and includes combo items that contain one or more of these effects.



PINK **Sparklers:** Slow Burning hand-held fireworks emit colored flames, sparks, & other effects



YELLOW **Roman Candles:** fireworks that eject one or more stars or exploding shells.



PURPLE **Rockets:** Aerial device that shoot stars into the sky in an upward spray pattern.



RED **Assortments:** Great for family celebrations, variety of sizes with variety of fireworks.

If you are not sure what category something is, read the warning label.



PRICING THE PRODUCT

(DO NOT Handwrite Prices – print them out with Cloudsent Printer)



Follow the instructions in your CLOUDSENT manual for printing prices.

- **The tablet is your source of pricing.** NEVER MAKE YOUR OWN PRICING!
- **Pricing Updates:** Update tablet at beginning & end of each day to make sure you have any pricing changes-not doing this can make your Inventory off & commissions less! Print Prices.
- **Note:** The only Pricing needed is the price label put on the bin/table **NEVER** on the firework

Mid vs Piece: Some products are sold as a Mid (multi-pack) or a Piece & it can cause a \$\$ issue if you mix them up. The Mid price will always be higher than the Piece price!

Ways to determine if a product can be sold as either a Mid or Piece:

- ❖ Look for 2 different bar codes. The box or package will have a different bar code than the individual piece inside the package. When printing price labels, scan the Mid (multi-package) bar code and the Piece bar code to determine if the prices are different.
- ❖ Go to the website and search for the product. When a product can be sold as both, the following statement is usually included in the item description, “These items can be sold individually or by the pack.” (see *DYNO Mighty Mite* below to see how that can hurt you!)
- ❖ Ask your Route Manager.

Below are examples of products that can be sold as both Mid or Piece.



← **Important: DYNO MIGHTY MITE = Sold as Piece Only – not 6-pack!!!**

The **DYNO MIGHTY MITE** product arrives packaged in bundles of 6 (as shown).

- You **MUST** remove the black strap and separate the bundles when setting up your product and before selling it.
- DynoMightMite is **ONLY** priced per 1 stick & each stick has a bar code.
- If the bundle of 6 is sold for the price of 1 stick, you will create an inventory shrinkage of 5 sticks with every transaction – costing you real \$\$'s as **Inventory shrinkage can reduce your commission!**

PRODUCT RE-ORDERS

You will place all restock orders with the Route Manager. RM will inform you how to place orders and the deadline. If you fail to order by the deadline, your restock will most likely be delayed one to two days or not be fulfilled. The earlier you place your restock order, the better.

Re-order List: Some areas will have a pre-selected list of items which may be reordered. This list is based on all available stock at the warehouse your location is assigned – Items not on the list cannot be reordered & requests for those items will be ignored.



DAMAGED PRODUCTS & RETURNS

(NOT FOR SALE RETURNS)

NOT FOR SALE

DAMAGED PRODUCTS: Products that are missing a fuse, broken, squashed or not in a condition to sale. All unsaleable items must be saved in a special “NOT FOR SALE” box to ensure settlement credit. **Using a repack box**, place one of the **RED** “NOT FOR SALE” stickers in your Red Bag, on each side of the box. This box should be kept out of sight of the customers.

CUSTOMER RETURNS = EXCHANGE but NO REFUND for items that did not shoot correctly.

- **The Return must have a receipt from your location & can only be exchanged for like product – Never refund \$s for a return.** If the product is sold out, call your Route Manager.
- **SAFETY: NEVER allow Returns that have been shot off be brought into your tent as it still may go off.** Place the return several feet away from tent & douse with water.
- **After the returned product is completely cooled**, place 1 blank white label on the returned product with “Defective – Returned by Customer” written on it & the following:
 - **Reason for the return** – “it lit but did not go off” or “it only lasted 15 seconds vs 3 minutes” etc (*this info will help product quality team investigate the issue*).
 - **The name of the new product that was given to the customer in exchange.**
 - **Place cooled return with label in the NOT FOR SALE box.** Follow the instructions in CLOUDSENT manual for end of season inventory of the NOT FOR SALE box.



SEVERE WEATHER & STORM TIPS



BE PREPARED - Fireworks & Water do not Mix! You will be charged retail value of products damaged from being directly on the ground (*Place on a table or pallet-Pallet Height restrictions vary by state*). **Throwing wet or damaged fireworks products into the trash is also illegal!**

IF RAINING and/or HIGH WINDS occurring or expected:

- **Put Sidewalls down but leave wall facing the storm loose to prevent pressure build-up.**
 - Keep one or two of the front sections of the tent rolled up so that customers can see that you are still open. Operators have bagged many fireworks for customers in rain.
- **Check that tent is secure:** Tent ropes and stakes are taut & secure.
- **Check for Issues:** Dump any water build-up in Tent Corners (*push brooms work well*); Check Tent seams - if leaking, move product away from leak and patch hole with duct tape.
- **Protect CloudSent equipment from water/wind AND Secure money** (*remove if needed*).
- **Everything off ground:** Place products & electrical cords on tables/pallets above water.
- **Cover Product** with plastic sheeting secured to back of table to keep from getting wet
 - **HUMID AREAS:** Covering should also be done every night to combat dew/wetness
- **IF HIGH WINDS:** Lay down big items that will blow over & secure banners & equipment

If the weather gets too bad: get to a safe location. Take CLOUDSENT equipment, paperwork & money with you **AND CALL ROUTE MANAGER IMMEDIATELY.** Once the weather has passed, you are expected to return to assist in getting your location back up and running.

For Locations with Storm Damage: we understand you have been through a scary experience & we will get teams together immediately after the storm to assess and assist. Our priority will be securing structures at locations. Once all locations have their tents safely back up, we will begin work replacing damaged products and supplies. Please note: you must inventory all damaged product.



TENT SUPPLIES



Fireworks Company will supply supplies required to operate your location (extension cords, table bunting, tape, point of sale system, generator etc.). If you need something else to follow an ordinance or special circumstances, contact the Route Manager.

IMPORTANT: If any supplies are missing or not working properly, let your Route Manager know ASAP so we can try to get the issue taken care of before you open. Waiting until the day you open to find issues is not fun for anyone!

You will be held responsible for supplies issued to your location. Please keep supplies protected & working.

- **Consumables:** these are supplies that may be used up during season at no charge to you (zip ties, trash bags, labels, etc). *Please return leftover consumables.*
- **Required Supplies to Return.** These Supplies can be re-used (tape guns, string lights, extension cords, fire extinguishers, signage etc). **Failure to return these will result in replacement Fees held from commissions.**
 - **Especially CloudSent Equipment**
- **BLACK SUPPLY TUB & Returning Items:** keep the tub your supplies came in to Return Supplies at end of Season to ensure proper credit.

TENT LOCATION & NO. _____

ITEM	Quantity	Check out	Check in	Replacement fee charged
ABC FIRE EXTINGUISHERS	1			
WATER FIRE EXTINGUISHERS	1			
EXTENSION CORDS	2			
POWER STRIP	1			
LIGHT STRING	1			
SHOPPING BASKETS	20			
3" Tape	4			
TAPE GUN	1			
KNIVES	2 or 3			
LIGHT BULBS	10			
TRASH BAGS	1 Roll			
PLASTIC SHEETING	1 roll			
BANNER	1			
PENANT FLAGS	1			
NO SMOKING/DISCHARGE SIGNS	4-8 each			
EMERGENCY LIGHTS	3			
GENERATOR	1			
ZIP TIES	1 Bag			
MISC. ITEM:	1			
Flag Kit	1			

OPERATOR SIGNATURE: _____ Date Out _____
 MANAGER SIGNATURE: _____ Date Out _____

OPERATOR SIGNATURE: _____ Date in _____
 MANAGER SIGNATURE: _____ Date in _____

GENERATORS *(if location is on a generator)*

PREVENT POWER SURGE DAMAGE: Items should be unplugged from Generator when you first start it each day. *(Issues starting? Google the name/number of Generator for YouTube troubleshooting Video)*

NIGHTLY: Generator & gas cans should be put inside tent for safe keeping after closing. You are not allowed to run campers or RV's on our generators as doing so can harm the Cloudsent equipment.

FUEL Receipts: NO prepaid or handwritten receipts for fuel will be honored.

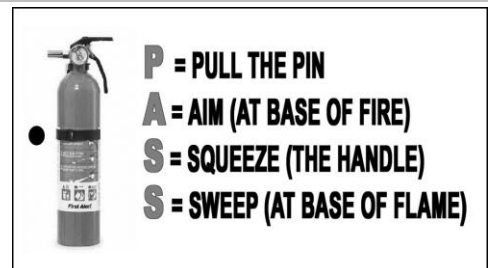
PARKING AND BARRICADES

Many customers won't stop/shop if they can't park, so have staff park away when open (& closer overnight to deter thieves). **Barricades:** Some areas require (check Red Bag & with Route Manager).

FIRE EXTINGUISHERS

HANGING: If authorities request you hang fire extinguishers and you don't know how, please contact Rt Mgr for instructions to make them easy to grab & use. You will typically want to place at your Registers & Middle tent Pole.

Safety: Make sure all helpers know how to use.



FEE SCHEDULES

(while we hope this doesn't apply to anyone, please review & be aware)

Failure to Attend 1 of the In-Person Training sessions if you did not operate a tent for us last year	\$250
Failure to Submit Required Tent Coach Pics (see Tent Coach page in this manual for details)	\$250
Failure to Repack Product Properly with supplied Label Each Repack box must have a label listing the following: 1. Location Name, 2. Tent# & 3. Each Firework Name & Qty within each Repack Box. (failure to do so can delay Final Audit by 30days for final payment)	\$250 if a Label is Not filled out for each Repack Box
Failure to Pickup Trash & Debris around your Designated Location during season & before leaving location after season. You are responsible for Trash/Debris disposal at your location. Your Route Manager will take care of cardboard that you breakdown & flatten and pallets. Warning: Never put trash in trailers, with supplies or Inventory. Ask Route Manager if it is ok to discard anything on-site in trash dumpster etc to make sure it has been cleared with landowner	\$250 minimum Plus any Fees charged to us by Landowner for Trashy site or non approved dumping

Fees for Missing/Damaged Supplies

DAMAGED/MISSING Supplies will be charged to you if Misuse, Not Following Guidelines, etc.
Damage due to events beyond your control (tornado, etc) won't be charged to you.

Supplies Provided by Company	Non-Returned Fees
Electrical Cords Large	\$100.00 each
Electrical Cords Small	\$ 50.00 each
Fire Extinguishers	\$150.00 each
CloudSent Equipment:	
Tablet:	\$400.00 each
Tablet Stand:	\$150.00 each
Printer:	\$450.00 each
Barcode Scanner:	\$250.00 each
Card Reader:	\$100.00 each
Cash Drawer:	\$100.00 each
Scanner Power Cord:	\$ 30.00 each
Anker Charging Block	\$ 50.00 each
Charging Cables	\$ 15.00 each

Supplies Provided by Company	Non-Returned Fees
Generators	\$600.00 each
Light Strings	\$100.00 each
Lighted Exit Signs	\$ 50.00 each
Wagons & Shopping Carts	\$100.00 each
Tables	\$ 50.00 each
6' Metal Shelving	\$200.00 each
Banners/Signs (Interior & Exterior)	Interior: \$100 for set & \$250 for Exterior Set
Tent Side Walls (varies)	Minimum \$200
Security Fencing	\$ 75.00 per roll
Surge Protectors	\$ 20.00 each
Gas Can for Generator	\$ 20.00 per roll
Tape Guns	\$ 20.00 each
BackYardPreview Adaptor	\$ 50.00 each

MARKETING & SALES: Easy Tips to Be Retail Ready

The **Tent Layout Guideline** found in your RedBag is to ensure a Clean & Consistent approach to help sales for your sized tent. Once you have tables laid out correctly, you will put **BUNTING** on your tables.

BUNTING: All locations are required to use the table bunting supplied to you. This will give your location a neat and uniform look. It is important you put bunting on tight and well secured. Any unused bunting rolls/partial rolls should be saved & returned at end of season (*you can throw away the bunting you used*).

TABLES with BUNTING & Labels Facing Customers = GOOD LOOKING TENT



NO BUNTING = BAD LOOKING TENT



SIGNAGE: A major part of your location's success will rely on the various Signage supplied to you for Marketing & Legal awareness for customers. (Flags, Pennants, Banners & Signs)

- **Required:** You are required to hang the SIGNAGE you receive as some signs are required by law.
- **Placement:** Keep Signage off the ground & strung in highly visible places that customers can easily notice. Make sure the sign placement doesn't block right of ways or obstruct safety of traffic views.
- **Maintain:** Keep tight for good visibility from a distance & re-check daily for adjustments needed.
- **Sign Permits:** Fireworks Company has filed and paid for any required sign permits.
 - **Unapproved Signs:** Signs you make must be approved by us before use. Many areas have ordinances regarding signs & placing unapproved signage could result in fines.
- **Flipping Your Opening Soon Banner:** When ready to open on 1st day, flip your Banner(s) from the "Coming Soon" one to the regular In Season Branded Banner (*save the "Coming Soon" one*).
- **July 5th Special Signage:** Rt Manager will provide you special banners to hang for July 5th Sale!

=====

HELP Your Location stand out even more with \$50 Exterior Marketing Matching Program:



- **We Pay you up to \$50** for items to make your tent stand out (*can be fun customer selfie stations*)
- **Qualified Items:** 6' inflatable or Tube Man etc to draw attention (*Amazon has many \$50-\$100 items*).
- **Reimbursement:** At settlement we reimburse you \$.50 for every \$1 you spend up to a max \$50 from us to you. Example: You spend \$50, we reimburse you \$25. You spend \$100, we reimburse you \$50. You Spend \$125, we reimburse you the max \$50. You submit the receipt with all your other receipts & make sure to mark it as "\$50 Exterior Marketing Match Program Receipt" & we will credit up to \$50 back to you. **Don't miss out on this very effective program to increase your sales & \$\$'s to you!**

TENT COACH: Required Picture Submissions

How does it work: We have “Coaches” that review a set list of items from your video or pics, helping to make sure you are LEGAL, SAFE & READY for INCREASED SALES. Coaches will review & highlight anything needing attention (cardboard trash that Rt Mgr needs to pick up, etc).



Take & submit pics to: WorldClassFireworks.com/Operator-Submission – make sure to Include your Location ID (Tent #), City & State on each submission. Failure to send pics will result in a \$250 deduction to commissions. **Questions or issues submitting? Call 800-766-1277 for assistance**

KEY Picture Views to send (if timeout issues, try 4-6 pics per upload)

Exterior Tent Views

- Take 1 pic of each of the 4 sides of Tent **like this** ----->
- Pic of a Clean & Clear path from customer parking area to your Tent Entrance (pic facing entrance from where customers park). Include porta-potty or camper with tent in pic to show distance tent



Inside of Tent Views (like the below examples)

- 2 Front Corners looking into tent (with baskets/wagons in pic or as addt'l pic)
- 2 Back Corners Tent looking down each aisle as shown below to show signs are hung
- Pic of Family Packs/Assortments & Artillery stood up on pallets to keep from getting damaged
- Register/Checkout Area (pic from middle area of tent looking at Checkout & showing bunting)



Additional Required Pictures to Submit:

- **July 1st & as requested:** You will submit 4-6 pics to ensure you are ready for the 3rd & 4th
- **Last Pics before you leave: show you left a clean location without trash & debris:** Same as Day1 Pics & 1 showing inside of trailer if using a trailer on-site. **Thank You!**

10 SALES TIPS to Increase your Commission \$\$'s!

(Reminder: This is a FUN Holiday, make it a FUN experience for your team & customers!)

1. **Clean & Attractive Location that is Ready for Sales**
 - No trash or clutter in customer area or visible from street or parking area (*Make sure path from Customer Parking area to location is clean/nice/inviting vs looking sketch*)
2. **Exterior SIGNAGE that attracts attention & gets customers to want to stop and shop**
 - **Your Location relies on IMPULSE Drive by traffic** – make sure your tent & Signage have elements to catch attention – think Garage Sale signage on telephone poles or cheerleaders doing a carwash with someone waving a sign to passing cars – this is what you need to stand out to passing cars that don't know about you yet.
 - Make sure all signage is hung tight/not sagging & Can be SEEN/READ by customers – small type on a poster isn't getting read by anyone from 40+ ft away going 40mph!
3. **Music playing in background has been shown to make people buy more**
 - Radio, but not too loud or in your face – country or yacht rock is usually successful.
4. **Demo BackYard Preview to customers as “Watch Before You Buy Fireworks”**
 - **Show how to download the free app & how to scan the bar code** to see video showing what it does – Customers Love It & will tell others helping to drive more sales!
 - Visit Google Play or Apple Store to download the BackYard Preview app to your mobile device. BYP is a Great Sales Tool for you & your team to use!
 - **Don't Miss Out!** Locations using BYP have seen increases in sales/Commissions
5. **USE WAGONS as Shopping Carts to sell more Fireworks in Gravel/Grass Floor Tents**
 - Customers stop shopping when arms are full – wagons help them buy \$43 more on avg vs just baskets! (*If no wagons, offer to sit their items at register for when ready*)
6. **Greet Every Customer walking in to make them feel welcome** (*also helps reduce theft*)
7. **Gain Customer Trust:** ASK Customer what kind of Firework experience they are looking for (is it to “keep kids entertained for the day” or “friends/family get together” or “looking to be the “Town Legend”! - then help them have a great experience accordingly.
 - **95%+ of customers are not pyro fireworks experts with unlimited budget** – helping novices understand how to read the labels & use BYP App will really help them out – telling them about VIP Program giving them a discount also helps.
 - **Sign them up on VIP program:** customers spend 37% more than planned when using digital coupons – VIP program sends them these (*see VIP Op guide on pg 19*)
 - **Customers don't mind spending more if they have a great experience – help'em!**
8. **Tell Customers leaving to “tell your friends & family about our fireworks tent at _____**
(*this simple suggestion has been shown to increase referrals & \$\$'s to operators*)
9. **USE Social Media Daily** (*& show helpers how to share/market your post to their friends/followers*)
10. **EXECUTE WELL:**
 - **Have ENOUGH Staff that know their role & are trained for busiest days** (*Registers, Baggers, Stockers, Trash & wagon returns*) -keep registers moving quickly & happy!
 - **Product Full & Faced** (*looking attractive to pick up with label facing customer*)
 - **Bunting & Price Tags correctly in place** (*walkthrough & check during slow times*)
 - **Make sure staff is talking to customers & not to each other** (*helps sales a lot!*)

5 SOCIAL MEDIA TIPS to Increase Sales!

(all these can be used on Facebook, Instagram, X (twitter), TikTok)

- 1. Make sure Customers know WHERE & WHEN they can buy from you!** *(don't overlook!)*
Use a tag line at end of post with Address & Hours such as "Come visit us at (insert location) from (insert Open hours) to get your pick of the best (insert firework company name) fireworks today!"
 - **Days & Hours of operation.** Simple "Open 9am-10pm daily"; "Bonus Hours: 9am-Midnight Now til July 5th"; "Don't forget to stock up for the year ahead before it's too late, Open July 5th til 5pm!" *(so they aren't afraid you open later/close earlier & don't drive over)*
 - **Make sure they don't go to wrong TENT!!!** Take a photo of the exterior of your tent or building & any additional helpful landmark in background or message *(Next to Fred's BBQ, etc.)*. Make sure Fireworks Company logo is somewhere in the picture so they know which tent you are AND make sure your exterior banner can be seen from traffic looking for that Firework Company name!
- 2. Copy/Borrow someone else's Fireworks post you think might work for you**
 - **Share/Borrow Creative posts from other Tent operators on the Fireworks Operators** Facebook page that you heard about at training & able to join *(private group)*
 - **Share the incredible WCF 2024 Shoot-off Finale Video** dubbed the best one done with consumer legal fireworks – only available at tents with WCF fireworks like yours
- 3. Showcase Why Customers Should Shop your location**
 - **Worry Free Buying with Backyard Preview post.** POST a photo or video of your favorite World Class Fireworks product & tell people to come to your location to "See before you buy" with Backyard Preview App where all you do is scan the Firework to see it on your mobile device – Worry Free Buying! *(find firework videos you can use on jakesfireworks.com product page or FB live or record your Backyard Preview videoscreen for a focus firework post)*
 - **Share the promotions you have going on** *(encourage customers to "come get them today!")*
 - **Share appearances from Local Celebrity or Community Youth Group performances etc possibly** with a free Giveaway drawing for all attending. *(note: Free item would be at your expense)*
 - **Selfie: Share a selfie of you & your team working the tent!** *(& have your team share also)*
 - **Interior Photo: Post a Photo of the interior of your store/tent with Address & Landmark directional.** *(make sure it looks good & inviting)*
 - **Use Facebook Live to grab attention & show items in tent– remember to smile & act fun!**
- 4. Share Fireworks info Customers might not be aware of** *(Leverage PR/News content tie-ins??)*
 - **Fireworks Safety PSA** *(most fireworks injuries occur from people leaving still hot sparklers on the ground that people step on- end with a tagline that is upbeat "Make some great new 4th of July memories for you & those around you - you deserve it!)*
- 5. General Overall Reminders regardless of Post**
 - **Use "#WorldClassFireworks"** on all posts during the Social Media Contest days *(winners of these extra \$\$'s are drawn from operators using that hashtag the day of the contest)*
 - **Get Creative & Have Fun.** But what if it's a dud? *-you'll have another shot the following day!*
 - **Best Times to Post on Social Media:** *(schedule post times in advance – google how)*
 - Facebook & Instagram: Friday 10am & Tuesday 9am are peak times to post
 - Additional Times throughout the day if doing a fb live post: 9am/3pm/7pm

***Note of Caution:** *Don't over post early in season or folks will snooze you thru the busier days when more likely to buy – keep it to a post a day & try to vary the content so it doesn't feel spammy!*



VIP/LOYALTY REWARDS Program – OP GUIDE

IT'S FREE TO JOIN! Just ask for the customer's **phone number** — that's all we need! Click **"Add Loyalty Customer"** in the bottom left corner of the sales screen.

HOW TO EXPLAIN THE PROGRAM AT CHECKOUT (*EASY SCRIPT If Asked Why*)

- "Our VIP Rewards are totally free — we just use your phone number. **You get a free 200g cake today and earn 10–20% of your total before sales tax back in points every time you shop.** After checkout, you can use points like cash - even today!"

★ You'll know it's a first-time sign-up when a pop-up appears saying "Loyalty Account Created" and "Your loyalty account was successfully created." Once confirmed, the new account will appear in the bottom-left corner of sales screen.

➡ OUT OF VIP CAKES? Any 200g cake at or below \$14.99 "VIP Coupon" may be used as the free item

HOW CUSTOMERS EARN REWARDS & HOW TO CHECK POINTS

- Type the customer's phone number in again (*after the sale is complete to add the new points earned*) & the system will now show **exactly how many points** were earned and available to spend

Purchase Range	% Back in Points	Example Earned	Value Next Time
\$1 – \$499	10% back	\$100 purchase → \$10 earned	\$10 off
\$500 – \$999	15% back	\$600 purchase → \$90 earned	\$90 off
\$1,000+	20% back	\$1,000 purchase → \$200 earned	\$200 off

💡 Example: A \$100 purchase earns **\$10 in points**, which can be spent today (immediately after sale) or saved.

HOW POINTS WORK WHEN SPENDING THEM

When a customer chooses to use points for payment: **You cannot choose how many points to use.**

- Points **automatically apply** to cover the balance when you click **"Points/Store Credit"** at checkout.
- If their points **cover the entire total**, the transaction is \$0 due, and you finish the transaction.
- If points **do not cover the total**, the customer pays the remaining balance to finish the transaction. (Example: \$30 Total Bill & Customer has \$18 in points. \$18 points auto applies, leaving \$12 still owed)

HOW TO ENCOURAGE CUSTOMERS TO USE THEIR POINTS:

- "You've earned \$10 in points — want to grab another cake or a few items and use it today like cash?"

★ Team Tip: Encouraging point use helps customers feel immediate value and increases repeat visits.

WHY VIP SIGN-UPS MATTER TO YOU if you want more Commission \$\$'s

⚠️ The average VIP customer spends \$40 more than a non-VIP customer.

- $100 \text{ new VIP sign-ups} * \$40 = \text{approx. } \$4,000 \text{ in additional revenue. } (\$4k * \text{your Commission } \% = \text{$$'s to u!})$

FRAUD RULES FOR STAFF USE OF VIP ACCOUNTS (To protect the program due to past abuse)

! Operators & Employees are NOT allowed to hold or use a VIP account for themselves during season.

- All accounts are monitored for suspicious activity. Using a VIP account for gain is considered fraud.

⚠️ Consequences may include: Loss of commission | Disciplinary action | Recovery of fraud earnings

Top Legal & Operating DO's & DON'Ts

Top 10 Operating DO'S:

1. **DO plan for an adult on site 24hrs every day** (& have a back-up coverage plan)
2. **DO be unpredictable with cash handling routine** (keeps thieves guessing if no easy pattern)
3. **DO Lower all tent sidewalls & Leave Lights On after close** (helps keep thieves & weather out)
4. **DO Plan ahead BEFORE you run out of something.**
5. **DO maximize your OPEN HOURS – You can only make money when you are OPEN!**
The minimum successful operating hours, unless local ordinance dictates different, are 9 am – 10 pm even if it's rainy (9am-Midnight the final days of season, as 70+% of sales will be in the final 2-3 days). You are required to post hours of operation - look in "RED BAG" for your times & dates sheet to post at tent & on your social media). Paying a couple of helpers \$20 each to sell an extra \$1k during extended hours makes good \$\$ sense for everyone – plus someone has to be there anyway!!!
6. **DO Keep a trash free & well-organized customer area** (throughout the tent & paths to tent)
- review merchandising/signage section for how the most successful tents have done it for high \$'s
7. **DO Exterior Signage Checks daily – Traffic goes up when they can read your signs!**
8. **DO GREET every Customer** (remind your helpers daily – helps sales & reduces theft)
9. **DO talk with Customers & be helpful in the way they need helped**
-novice Dad with kids & a budget needs spoken to & helped differently than a Pyro with lots of \$'s
10. **DO Leave a Positive Impression with every customer when they are leaving- it helps!**
Say "Thank You!" & "tell your friends to come to the (insert brand) Fireworks Tent by (location)"

*In a culture where any customer can quickly blast a positive or negative review,
Let's try to make every customer interaction one that could go viral for being so good!*

The 7 Deadly DON'TS

1. **NO Leaving site unattended – you're responsible for location & inventory 24hrs day**
NOTE: Some area ordinances do not allow sleeping inside the tent/stand, or staff to be in the tent/stand once restocking is completed for the night. Please follow the instructions given to you by the Route Manager, found in your red bag, or given by local authorities regarding securing your location after closing for the day.
2. **NO Drinking Alcohol, doing Illegal Drugs or parties/campouts allowed on location.**
3. **NO Smoking or Vaping within 300 feet of the tent or stand (this includes workers!).**
4. **NO Shooting fireworks on the property, even if you purchase them. (Includes helpers)**
5. **NO Returns or Refunds:** We do not accept product back after it has left the location. You may do an even exchange for a product that misfired. We do not return or refund because of bad weather. **NEVER give cash back or credit a customer's card without getting authorization from CLOUDSENT HOTLINE.**
6. **NO Ignoring Customers** (remind your helpers to greet every customer – helps sales & reduces theft)
7. **NO Underage Minors running register or buying fireworks (check ID's) – KEEP LEGAL!**
Note: Minimum Age varies – read the ordinance found in your red bag for specific age requirements for your location. Minors may help sack, stock shelves, etc. – they just can't be in charge of the register or location.

Campers/RVs: must be approved by the Company office in advance as not all locations allow RVs/ Campers. If approved, campers should always be behind the tent & out of the way of customer parking.

PERMITS (in RedBag): Need to be Posted near the register

Flame Resistant CERTIFICATES: Are sewn into the tent

INSPECTIONS by Local Authorities: COMPLY & BE NICE!!!

****Always be courteous to Authorities, Landowners/Store Staff, and the Route Manager****

MONEY TRAINING: Acceptable forms of Payment

(Cash, Credit & Debit Cards, COUPONS, Pay APPs, VIP points)

CASH & Credit/Debit Cards are accepted for payment. **CHECKS ARE NOT ACCEPTED!**

Credit/Debit cards: All locations accept Visa, MasterCard, Discover & American Express.
*PIN debit transactions are NOT accepted (ALL debit cards are treated as Credit Card sales)



Chip cards Tip: Removing from card reader before receipt prints will freeze system. Even if the screen flashes “Approved” or shows a remaining balance, cashiers typically re-run the transaction, resulting in a duplicate charge for the customer. Do NOT re-run the card. **Instead: See CLOUDSENT Manual for “running Credit Card as CASH”.**

\$ TIP: ALWAYS LEAVE THE CARD IN the reader until receipt prints!

DOUBLE CHARGES CONFUSION: Contact CLOUDSENT Hotline to have double charges verified. If operator refunds a “double charge” without checking, refund may be taken from commissions.

Coupons: Refer to CLOUDSENT Manual for handling Coupons. Many of the coupons have expiration dates. If you scan a coupon that is expired, even if the customer is purchasing the qualifying item, it will not take effect. The system will not allow coupon stacking. If coupons/ discounts do not seem to be working, it could be because there is already a \$ off or % off deduction. **Always scan coupons LAST.**

Payments by APP: In Addition to cash, debit, and credit cards we accept Google and Apple Pay & VIP Rewards Club App from Fireworks Company. (see CLOUDSENT Manual for more details)



**** VIP REWARDS APP & POINTS for Payment ****

The FREE to join **VIP Rewards Loyalty Program** is an App that boosts sales with special coupons/offers that encourage customers to return year after year. **Locations who promote VIP have seen an increase in sales. (VIP Customers spend \$40 more on avg, every 100 VIP's can equal addt'l \$4k for your location!)**

*See *CloudSent Manual* to train your staff on how to sign-up customers to VIP & use VIP points for payment. The VIP App is available in the Apple App Store & Google Play.

****We are NOT able to add VIP points to a customer's account after the closing of a sale, so do it during sale by always asking customer for their phone number before scanning first item (add them to VIP as a new sign-up if phone# is not found).**

***Note: Due to past misuse, Operators & staff are not able to use the VIP program for free fireworks for themselves. ALL VIP sales (like all discounts) are monitored for suspicious activity. Actions, including loss of commissions, will be taken to recover any fraud through the VIP program.**

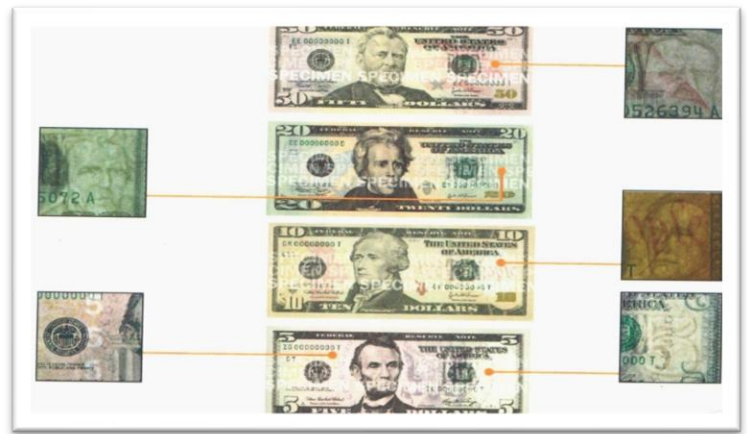
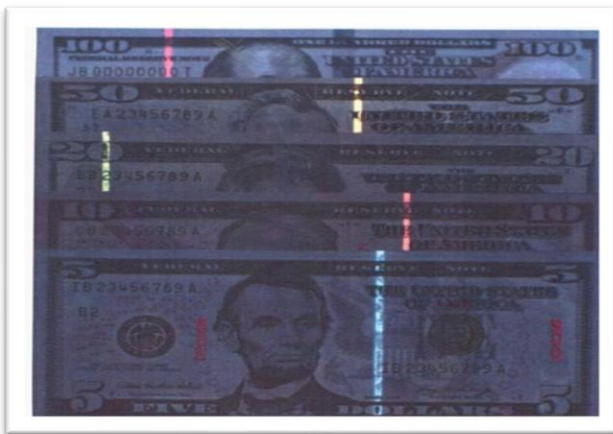
MONEY TRAINING: Spotting Counterfeits

(Note: counterfeit money turned in will be deducted from your commissions)

*****Operators receive thousands of dollars in counterfeit bills every year, so be aware!*****
You are responsible for checking all currency you accept. Train everyone working registers how to spot counterfeit \$20s/\$50s/\$100s – it only takes a moment. We have special money counters that detect counterfeit bills & we will not accept counterfeits as submitted cash from you to us.

DETECTION PEN: We recommend using a counterfeit detection pen containing special ink that will change color if bill is counterfeit. These pens can be found in any office supply store. **DO NOT RELY on pens alone to spot counterfeits as trickier counterfeits can fool the pen.** If the counterfeit is a bleached smaller denomination bill made to look like bigger bill (*yes, it happens*), the pen will not work if a \$20 bill has been bleached down to blank paper & had a \$100 copied on to it, as the pen only tests paper

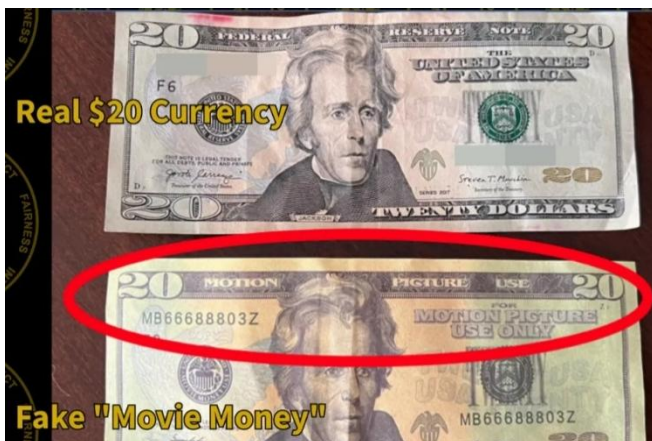
*****Counterfeit detection pens do not always work – so, learn how to look for the strip!*****
Hold up to Light & Look for Strip/Stripe **Look for Watermarks**



#'s on different Bills shouldn't match: Often counterfeit bills have same serial numbers - so look at the #'s to the right of the President Pic on stacks of bills to spot issues quickly.

===== **PAY ATTENTION for these Obvious Fakes** =====

Motion Picture Fakes (*common attempt*)
*Very Common fake – Read the Bill to spot!



Size Difference (Easily sticks out as different size from your other bills)



THEFT PREVENTION TIPS & REPORTING

Make it Harder to steal from you by how you set-up & maintain tent (*don't make theft easy*)

- Having only 1 shared Entry/Exit will help prevent shoplifters that just grab & run (*if in a high-theft prone area: a second fence around the tent with a single entry/exit 20' away will further help*)
- Walkaround & Check on things both inside and out & make sure fencing is secure.
- Protect product & backstock that may have fallen/been pushed too close to tent walls.
- Keep valuables out of sight (change bag & personal items like purses and phones).

Clean & Organized: a messy & dirty tent tells shoplifters the workers are not paying attention.

- Keep shelves & displays low and lights on for better visibility
- Keep commonly stolen items in plain view to discourage shoplifters. Place frequently stolen items in the front near the cash register or another highly visible area.

Let Customers know they have been Seen & workers are paying attention

- **Greet** customers as soon as they come into tent. Acknowledging customers lets them know they have been seen. Shoplifters typically avoid tents with attentive workers.
- **Cameras** (& Security signage): 50%+ of shoplifters will leave if cameras are present
- Engage suspicious behavior shoppers and ask if they need help, that's often enough
- **Have an adequate number of employees** to give customers personal attention.

Be discrete handling & counting \$\$'s & don't brag about sales in front of others.

- **Stagger lunch & break times among team and when you remove register cash.**
- **After Hours/Overnight Tips:**
 - Drop & secure tent walls & Keep Lights on at night after close.
 - Have 2 people stay with/near the tent, awake and alert.
 - Park a vehicle near tent entrance so tent doesn't look abandoned/empty.

If you suspect someone in the tent is shoplifting:

1. If the suspect is still in the tent, calmly approach them and ask if they need assistance.
2. If you have official security at location, notify them & let them handle the situation.
3. If shoplifter tries to leave without paying, calmly suggest that you can help them at register
4. If the customer leaves the tent, **do not attempt to chase, or apprehend them.**



Handling Theft: If you see or discover a theft, do the following:

1. Take pictures of any damage done to the fence, tent, boxes, etc.
2. If items are removed from a larger assortment or artillery, remove pkg from the sales area.
3. Inventory (*to the best of your ability*) to make note of what was taken. (*write down details*)
4. Gather as much information as you can if you see the suspect:
 - Suspect Description: height, weight, distinguishing features like scars & tattoos.
 - Vehicle Description: make, model, color, license plate number, special markings.
5. Call police and report the theft with itemized list of stolen FWs & then Contact your Route Manager
6. Bring police report with itemized list to settlement (or add to a money bag) so \$ value can be determined.

SELLING-SEASON DAILY CHECKLIST

Important Daily Safety Reminder for your staff: Never Brag about Sales/Money in front of outsiders, as it puts you and your staff in harm's way. When emptying registers, try to bring as little attention to yourself as possible. Remove \$'s from registers more often on busy days. *(Maintain 2+ alert workers at all times: less than 2 = theft opportunity)*

BEFORE YOU OPEN (30mins+)

- Walk outside of tent & fix anything that doesn't look good (check for water issues)
 - Check/Tighten fencing
 - Customer Parking area to Tent: pick up trash, adjust/fix anything from overnight
 - From Car traffic view: Check Exterior banners and signs - adjust as needed
- Walk through your tent – make sure everything is tidy & no trash is visible
 - Add stock as needed & put misplaced items where they belong so it looks appealing
 - Straighten or tighten bunting & fix/retape any price labels
 - Check Interior banners and signs from customer viewpoint – adjust as needed
- Check for any messages from Route Manager, etc. that need addressed
- Get cash drawer ready – Do you need to send someone to get change before Open?
- Log into & Update CLOUDSENT & Check Messages from Cloudsent (Issues, Updated Prices *(just reprint on sticky paper like before)*, etc.)
- Put tent sidewalls up
- Take a pic of Tent with landmark in back or Cool Product to feature (or one of the other suggestions from training or that has worked for you previously) & post to Social Media
- Energize your Staff: Make a game of who can make the most customers laugh today!

DURING THE DAY

- Walk through tent as customer would – make sure everything is tidy & no trash is visible
- SELL SELL SELL** – get familiar with your products and have some idea of what they do so you will be able to help customers. **Show customers how to download Backyard Preview App to scan the firework barcodes to watch product so they can “See before you buy!”.**
- SMILE & GREET ALL CUSTOMERS. They may have lots of Friends & Family that buy!
- Keep INSIDE & OUTSIDE of Tent Neat, Organized, Products Fronted & Restocked**
Add stock where needed & put misplaced items where they belong so it looks appealing
- Have price labels fallen off? – if so, re-secure to tables or print out new ones
- 3pm: Walk the outside of tent before evening rush – Check/Tighten fencing, pick-up trash etc. from customer parking area to Tent, adjust/fix anything that doesn't look good
- Check Interior/Exterior banners and signs from customer viewpoint – *adjust as needed*
- Post to Social Media with BackYard Preview Firework Video of the day you like
- Stay in contact with the Route Manager for stock running low, excess cash etc.

AT CLOSE

- Drop side walls & have staff tidy up, restock & remove trash while you close out
- Straighten or tighten bunting as needed & fix any price label issues (retape, etc.)
- Take your CLOUDSENT equipment and money to a safe/secure area (recharge them)
- Place all receipts (*credit card, register close out, money drops, receipt for generator fuel etc*) in proper envelope. NO receipts for prepaid or handwritten fuel will be honored. Fuel receipts must be paid by credit or debit card. All Expenses >\$50 should be requested of Route Manager to purchase, as any Receipt greater than \$50 must be pre-approved in writing from Route manager & put with applicable receipt for reimbursement.
- Leave your lights on at night to help prevent theft

PAPERWORK: Daily Register Closeout & Money Bag Deposits

#1 TIP: Write your tent # and City/State on EVERY deposit slip/Money Bag to get proper credit!

Logon to CLOUDSENT/Register to do daily accounting (Refer to CLOUDSENT Manual)



MONEY DROP BAGS (plastic & in RedBag): use with Route Manager to protect your cash

- Keep coins/small bills (approx. \$250 worth) for next day register needs, then sort/band all \$20/\$50/\$100 bills by denomination (*all 50's together/banded, all 20's, etc face side up & facing same direction*) and then place into Money Bag.
 - The money bags, once sealed, are secure & cannot be reopened/resealed. DO NOT PUT COINS, gift certificates or close reports in the money drop.
 - "MONEY DROP" PICKUPS WILL BE DONE BY ROUTE MANAGER ONLY – Do NOT give money to anyone except Your Route Manager.
 - *Money bags will be opened/counted in front of you at Settlement (on camera if remote).*

CHANGE BAG: After you put your large bills into your "money drop" bag, you should put the remaining \$250 or so of small bills & coins into a "Change Bag" for the next day needs. Record what goes in/out from Registers during day to buy rolled coins & small bills.

- Plan to visit the bank for change & small bills if your change bag is running low
- You should balance the change bag every day and only let 1-2 people have access to it. DO NOT keep change bag under or next to your registers – easy theft opportunity

Drop Off Receipt Book (in Red Bag): a deposit book with Drop Off Total Receipts. Each set consists of four parts: a white, yellow, pink, and gold copy.

- When you complete a receipt, it will copy onto the three copies underneath. The back cover of the booklet folds out to give you a sheet to place between sets of receipts, so they do not copy onto the next set. **A ballpoint pen must be used on these carbonless receipts to go thru other copies.** Please write the amount (in dollars) for each denomination on the receipt.
- **Complete the top & side portion of your receipt with the appropriate location info.** Do not initial the bottom until the Route Manager verifies the funds. Route Manager will write NV next to their initials on days when Money Drop contents are not verified.
- **IMPORTANT:** When the Route Manager stops by, give them the bag and your deposit book (4 parts: white, yellow, pink & gold copy). If time allows, they will verify your count and initial the receipt. You will then initial the receipt and they will remove the white, yellow, and pink copies from your book. They will keep the pink copy and put the white & yellow copies in the bag. They will then seal the bag and **give you the receipt strip from the bag.**

SEE NEXT PAGE FOR MONEY BAG EXAMPLES ----->>>>>>

RECEIPT STRIP →

- Keep "your" copy of money drop receipts until settlement, do not put them in the plastic money drop bags.
Pro Tip: Take selfie with Money Bag # & Rt Mgr in same pic

Remove this Receipt Before Attempting to Seal Bag. Retain for Records.

Location: 1049 Amount: \$1 million
 Date: 3 July 2022 112573691
 Prepared By: _____



**YOU
Keep!**

ALERT SECURITY BAG

INSTRUCTIONS:
 1. Use ballpoint pen. Work on a smooth, flat surface.
 2. Complete required information in all white areas of the bag and receipt.
 3. Write bag serial number on deposit slip and insert with contents.
 4. Tear-off perforated receipt. Remove adhesive backing and fold at line indicated to create tamper evident seal.

DELIVER TO: _____

SENDER INFORMATION:
 Company: JODEKA KWIK SHOP
 Location #: 1049 Date: 3 JULY 2022
 Prepared By: _____

Deposit Said to Contain:
 Cash: \$ \$1 million
 Checks: \$ 0
 Other: \$ _____
 Total: \$ _____

STOCK NUMBER 1210 AV
 MANUFACTURED IN USA BY PACKAGING HORIZONS
 www.SecurityBag.com 1-888-467-1916



**THEY
Keep!**

HOW TO PREPARE A MONEY DROP

1 8980682

Drop Date: 7-2-2023 2

Location #: 2121 3 Location Name: Winfield 4

Tent Manager: Jeff B 5 Amount: \$780.00 6

Notes: 7

Please Use Sharpie to Complete (Do Not Use Ballpoint Pen) 8

Tent # Location Name: 2121 Winfield 4 Drop Date: 7-2-2023 2
 BAG #: 8980682 1

Cash: \$ _____
 Fives: \$ _____
 Tens: \$ _____
 9 Twenties: \$ 580.00
 Fifties: \$ 100.00
 Hundreds: \$ 100.00
 DROP TOTAL: \$ 780.00

CONTENTS NOT VERIFIED 8

- Bag #** Write this number on your deposit slip
- Drop Date** The date the manager is picking up the bag
- Location (Tent) #** Your location Tent number is: 2121
- Location Name** Your location Name is: Winfield
 Location name listed may have been abbreviated to accommodate for limited writing space on bag and deposit slip
 On your receipt write **BOTH** your Location # and Location Name.
- Tent Manager** Your manager is: Jeff B
- Amount** Cash Amount Enclosed – only send twenties, fifties, and hundreds until 7-4 drop
- Notes** Comments related only to your cash drop
- Not Verified** Manager will mark this box on the bag & receipt.
- Drop Value** List the value of each denomination being dropped. **Do not** write the number of bills being sent.
- Operator Initials** Operator Initials when drop is picked up
- Manager Initials** Manager Initials when drop is picked up

- DON'T** Seal your bag, your Area Manager will do this when he signs for your drop.
- DON'T** Roll your bags, and then seal them.
- DON'T** Use Gel or Roller Ball Pens to write with, they will smear
- DON'T** Send anything other than cash

- DO** Have your receipt completed and money bag filled out before your manager arrives for drop.
- DO** Leave pink copy in receipt book

- The new bags are large enough to accommodate the receipt without folding. White copy of deposit slip should be place in bag forward facing.
- When the manager seals the bag, he will give you the tear away strip from the top of the bag. Staple this to the pink deposit slip left in your deposit book.

SPECIAL REMINDERS: FINAL 4 DAYS of SELLING SEASON

- **July 2nd (or Dec 29): PREP & Extend Hours for July 3rd & 4th Best Selling Days**
 - Hours: Extend Hours for more sales & more commission \$'s to you!
 - Staff: Make sure Extra Staff is available & trained for the 3rd & 4th rush (*Dec 30th & 31st rush*)
 - Interior: Make sure you have enough Product stocked & all trash & clutter is removed
 - Exterior: look over Tent from Customer Perspective & Make Sure all Exterior Signage & Customer approach view angles Look Great
 - Send in the required Pictures to FW Company showing you are Clean & Ready to Sell!
 - Online Marketing: Post on Social Media to drive Business & ask staff to do same. Schedule additional posts now for July 3rd, 4th, & 5th. (*Dec 30th, 31st, Jan 1st*)
- **July 3rd & 4th (or Dec 30th & 31st): Biggest Selling Days & 70%+ Season \$'s – get it!**
 - **HOURS:** Extend Hours for more sales & more Commission \$ to you!
 - **CASH:** Plan for & do more frequent cash pulls from registers
 - **PRODUCT:** 1+ Staff assigned to just refilling tables with product
 - **CLEANLINESS:** Keep trash & clutter out of tent and customer view
 - **THEFT Prevention:** 1+ Staff Greeting Customers with eyes on Products
 - **Additional Marketing Efforts:** Now is the time to pull out add'l steps if you haven't already (*examples: have someone waving arrow signs toward your tent, use of Blow-ups to attract attention, flyers on nearby cars – just always be safe & legal with your efforts & in good taste please*)

July 4th Special Money Pick Up Info

- The Route Manager will pick up money later in the evening.
 - If you are still open or will be open the next day, the Route Manager will leave you enough register funds to operate. Everything else should go in a secure money bag.
 - **Make sure all your location info is written on the bag!** The money does not have to be neat or sorted - managers will not have time to wait for you to count all the money.

Final day of Season: JULY 5th Reminders (& July 6th & 7th for tents allowed):

- While slower than the 4th of July there is still quite a bit of commission money to be made.
 - We will have special Final Day of Season promotions to help you sell & debulk inventory.
 - No one will be picked up before 10pm on this final day, so sell hard all day to reduce your repack inventory & earn some more commission \$\$'s!
- Your Route Manager will notify you when to stop selling and start your final inventory procedure found in the CloudSent Manual (*& video on the Resource page*).
- Begin to review the After-Season checklist so you have enough help to have everything ready for when the Route Manager comes to pick up.
- **REMEMBER to include all your Cash/Coins/Receipts from your Registers & CHANGE BAG for YOUR FINAL MONEY DROP.** Also, have your RedBag & Cloudsent Units charged, boxed & ready.

AFTER-SEASON PICK UP PROCESS & CHECKLIST (FINAL Onsite or Offsite Audit)

If Route Manager Pick-up: Rt Mgr will contact you to arrange time. We try to get everyone picked up within 72 hrs of season close. Weather, mechanical issues, or previous locations on route not ready can cause delays. be patient, the Route Manager wants to get home just as much as you do.

- When Route Manager arrives to pick up your items, he will first check your firework repacks.
- If everything is in order, they will move on to checking supplies against the checkout sheet. *You will have to pay for anything missing at settlement – so don't forget anything!*

If you have been instructed to put your location product and supplies into a trailer: Please stack the repack boxes on their own pallets, full cases on separate pallets & Supplies on their own pallet. Load the trailers neatly. **Do NOT place any trash inside the trailer!**

If your location takes leftover products and supplies to a warehouse, someone will be there to check you in. You will not be able to settle until you have completed this process.

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After-Season Ready for Pick-up Checklist Steps in Order:

1. Remove Fencing & Neatly roll up
2. Take down & fold banners, vinyl signs, pennants, standup Flags, "realtor" signs
3. Put all cash drawer signs, permits, notices and such inside vinyl pocket in RED Bag.
4. Remove personal items (*coolers, radios, chairs, etc*)
5. Remove Table Bunting & dispose of (*only return the unused bunting*)
6. Pack-up Supplies such as Fire Extinguishers, no smoking signs & pack them the way they came
7. Look around the tent & parking area & pick up misc trash & supplies (*parking barricades etc*)
8. Leave all CloudSent equipment on the table plugged in with their empty boxes. After Rt Mgr verifies these are in working order you will repack in the box they arrived in for Rt Mgr to take.
9. Money/Receipts: Put Receipts paid out of register in small white envelope provided in Red Bag
 - Place white envelope with receipts and all remaining cash and coin in money drop bag provided. Don't forget to pay yourself back the start-up change from start of season if you haven't already.
 - Your Route Manager will pick up this final money bag with the fireworks. (Make sure all your Location Info is written on the bag! (Tent#, Your Name, Location City & State)

IF YOU HAVE BEEN TOLD THAT YOUR LOCATION WILL BE COUNTED BY A COUNT TEAM at your location, skip to Step 15: "ONSITE COUNT TEAM FIREWORKS & SUPPLIES FINAL AUDIT", otherwise do the following steps 10-14:

10. **Complete Closing Location & Final Audit Inventory Process** as shown In CloudSent Manual. **Follow all the Instructions!** Your Route Manager will tell you when you can begin boxing up Fireworks. DO NOT begin boxing until you have permission from Route Manager. All Fireworks will be recounted later during an official Audit after Settlement, please make sure to count correctly so you have fewer surprises later. **NOTE: Re-Pack Labels go on Cardboard boxes only – DO NOT put directly on the Fireworks labels!**
11. **StringLights & Extension cords:** Remove, Roll up, and zip tie so they don't unravel
12. **Tables: Clean, fold & stack them neatly for loading**
13. **Make sure all tent sidewalls are attached to the tent & unrolled for tent pick-up crew.**
14. **After Route Manager leaves,** look around 1 more time & pick up any trash, etc to leave location better than you found it (site owners get angry if don't) – **Thank you, it's appreciated!**

Your Next Step is SETTLEMENT!

STEP 15: IF ONSITE COUNT TEAM for FIREWORKS & SUPPLIES FINAL AUDIT

(if you are not being counted on-site by a Count Team, Step 14 was your last step)

Congrats on having an on-site Count Team Final Audit – you will get final payment quicker!

- **IF you have a Backstock Trailer at your location:** *(Pro Tip: don't wait til end of season counts, do this at start of season to make your in-season stock resupply picks faster)*
 - **Take Product off Pallets in trailer and stack product neatly against both sides of trailer** so there's a walkway down the middle (This helps find resupplies faster In-Season & counts After)
 - **IN-SEASON:** Faster & Easier to you & team to find product to resupply your tent
 - Reminder: Never Store trash in the trailer (fire hazard)
 - If you open a case in trailer, take it inside tent so you don't mix up full cases w/ partials
 - Save 1 each of Large Firework SKU Boxes (KING/USA/GOLIATH) so you can use them to Repack remaining large fireworks after season ends.
 - **AFTER-SEASON:** This makes it faster for the Count Team (& you) to get an accurate final count & checked out quicker to go home! Once the product has been counted by the Count Team & their counts match your counts, product will be put back on pallets.
 - Pallets will be separated by the following: Original Full Case items that were not taken off Trailer; Remaining Firework "Repacks" from the Tent; "Not For Sale" boxes
- **Make sure your Tablets are fully charged** for when the Count Team gets there.
- **Arrange open box items on your tables so all Individual SKU's are with their like SKU's**
 - *Example: all poopy puppies are together vs multiple spots that could cause a miscount*
- **Do your Count for each SKU item & write the number on a post-it** (ex: "23" in front of tanks, etc)
 - **You will only count & write on paper, you will NOT enter it into the Inventory Tool yet.** *(you are now done until Count Team arrives, go ahead & pick-up location trash, etc while wait)*
 - **The Count Team will come and do their count.** If counted numbers are different for a SKU, the Count Team & Operator will count that SKU item together to determine correct number.
 - **After all counts are completed,** Count Team will enter the #'s into the Inventory Tool to check "variances" vs what was checked in at start of season & what was sold during season. Any variances will be discussed with operator to see if any missing items can be found.
- **You will sign the "Operator Checkout Sheet" with any notes for the variances, etc**
- **You will now pack up the now counted fireworks into boxes & load onto pallets. Reminders:**
 - Mark out any previous "old" location #'s on a repack box that may have been used before (Label fresh with Location # on cardboard box but never on the Firework itself!!!)
 - Always put the heavier Fireworks in the bottom row of boxes & make sure the bottom row boxes are full/filled to the top to prevent crushing/tipping over of pallet *(always put light boxes on top & smashable products like novelties should ALWAYS go in top boxes)*
 - When filling a box full, put any items that won't fit into a different box – smashing products to make it fit into a repack box will damage the product.
 - You will now put String Lights & Tables away & unroll the tent sidewalls if they aren't already)
 - Assist the Count Team with wrapping & labeling location # on pallets for stability to load
- **Remember to finish picking up any trash at the location & cardboard flattened for Rt Mgr** – trashy sites will be charged a cleanup fee. Take your final pic for Tent Coach & submit it.
- **After Everything has been packed onto pallets & turned in to Route Manager, the Route Manager or Count Team will let you know that you are free to leave the location.**



YAY – You Did It!

NEXT STEP: SETTLEMENT!!!

SETTLEMENT – PAYDAY!

(Person that signed the Operator Agreement must attend settlement – we cannot pay anyone not on contract)

IN-PERSON - What To Bring With You: Anything you forgot to turn in to Route Manager at end of season so you don't get charged for any missing equipment/supplies/receipts etc.

REMOTE (ONLINE) SETTLEMENT: Online meeting using Zoom or Microsoft Teams

What to Expect during the meeting:

- \$ Fireworks Rep will open & count all sealed money drop bags (*in-person or in camera view*)
- \$ Determine amount of commission based on Inventory Variance Report
- \$ Confirm Direct Deposit + W-9 is correct (completed with Independent Operator Agreement)
- \$ Settlement Summary (Sign and receive printed copy if in-person or emailed copy if Remote)
- \$ Your Commission payment will be submitted to your bank/financial institution for Direct Deposit on the payment date given to you during your Settlement meeting (*this can take up to 3-5 banking days after payment submission date before showing up in your bank account, depending on your bank*) – *please make sure your Account #'s are correct to prevent delays!*
- \$ Any remaining commission from the "Hold-Back til Final Audit" will be paid by Direct Deposit within 60 days, after post-season Inventory & Supply audit is completed.

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1099-MISC Notes for ALL Operators receiving commissions in 2026:

- Operators receive a 1099-Misc for commissions paid + any cash shortage (Timing: Feb2027)
 - Nonprofit organizations must provide us a copy of your State Tax Exemption or IRS 501c(3) Exemption Determination Letter, otherwise a 1099-Misc will be issued.
 - Collect staff info to show their expense against your 1099-Misc Revenue for taxes.
 - If your mailing address changes prior to 1/1/2027, it is your responsibility to inform us with your updated address to send the 1099.
- =====

QUICK NOTE ABOUT NEXT SEASON

If you move or your contact information changes (*or the contact person running the tent for your organization will be different next season*), please email us and let us know the new info. Also, if you know a friend or non-profit group and they are interested in becoming a Tent Operator, please send them our way – we are growing & have many new openings each year.

NEW OFF-SEASON FUNDRAISING OPPORTUNITIES: Contact us to see how we can help you make even more money! **Email: Operator.Recruiter@JakesFireworks.com**

Thank You – We Appreciate YOU!!!

- The Entire World Class Fireworks Team

FLAME RESISTANCE CERTIFICATES



NOTE: The pic above is for Container Inflatables, while Sewn in Tent ones will look more like the below & side. Contact Route Manager if there are any issues.

