

## TAKING REQUESTS

Greeting	How can we help you today? Team or Action photos?
What is your name	Yes, First and Last of parent, not player
Your Email?	The system converts to upper case which works fine for all email systems.
Your Text# (Phone#)	If they ask, so we can notify them when the photos from that match has been uploaded
Ever say we are booked	No, the system will tell you when we are booked. For example, if someone tries to schedule a request and you heard or believe the photographers are all booked at a specific time, but the request is for the same team and court, just different player number, then the system will accept that request.
After taking a request that has been accepted	Tell the parent about an hour after the end of the tournament,
For requestors after first time, enter Album#	The system will detect that the requestor already has made a request and then show an Album# field for entering the customer's album#. If they say they haven't created an album yet, please let me know that it is important that they do so and look through the photos first to know if they still need more photos and if so, what type of photos (hit, dig, celebration). Ask them to create their album first and then come back to make another request if they need more photos. This is particularly important when we are super busy with many requests. If we are short on requests, then once the parent is reminded, then still take the request.
If we are really booked	Next match? If there aren't any more matches that day or it is a 1pm or 8pm match and it is running late, then take the request for 9pm for that day. The schedulers know the first thing in the morning to move the 9pm requests from the prior day to a court and time for that new day. Once we enter the request for 9pm, the parent doesn't need to come back to reschedule.
If they aren't sure of court or time	Click AES to check always even if they say they know. Use the abbreviated team name on the schedule if possible.
Team Name	Abbreviated name on AES schedule and jersey name if different – never enter age unless there is an existing team with the age in it. The age for us is a separate field, but parents are used to adding it as part of their team name. For example, with early requests, the team name is likely to already have the age group in it. If there are more than one teams for the same division and club, there will be a color, coach's name, number or something that differentiates it. Add this qualifier which is also on the AES schedule.
To add uniform#s	That's fine – it will accept 6 or so max per court – hard to get that many good shots of that many players, particularly in the cases we are shooting both sides of the court. If there are more than 6 requested per court, then we really should schedule another match with different player numbers. If they insist, then you need to inform the scheduler to change the max requests per court.
To change court	Enter the requestor if you have it and then click FIND. Once found, change the court and click MOVE. This will also change the court for any other players requested for the same match so check the schedule before doing the MOVE.
To copy a request	If we photographed a court and only got a few of the requested player(s), then we still want to upload that match, but want to schedule another match for the same players. Enter the requestor if you have it and click FIND. If you don't have the requestor, enter the Team name and Division and click FIND. Look below to see if it only found the requests for that request you are trying to copy. If found too many (for other days, for example), then enter the date, time, and court and do a FIND. Don't enter the uniform number, because you want to find and COPY all of the pertinent requests. Once you have done the FIND, then change the date/time/court based on the AES schedule and click COPY. This will leave the existing request for the photos already taken and copy all the requests to the new date/time/court.
Delete a request	Do a FIND on requestor or team name, etc. and then click DELETE. This should be seldom used.

<p>Did you photograph my last match?</p>	<p>On TexStarMain, near the bottom, click the Date and Time for the match and click CHECK UPLOADS. Find the court and see if the photo count isn't zero. If it says Alias, it means we shot both sides of that court and find another line with the same Court # and see if the photo count isn't zero. If not zero, then we photographed that match. The Match# is the same as Event# and let the customer know they can look up the photos on the iPads by Match#.</p>
<p>Customer asked to photograph entire team</p>	<p>We do follow the action, but it helps a lot to know specific players who are interested in photos. Take the requestor's info including their player's uniform# and ask if there are other players who specifically are interested. If so, enter these one by one and click Submit for each of them. If you get the message that you reached the maximum number of requestors per court, then say we will follow the action and get as many players as possible with emphasis on the requested players and if some players still need more photos, those player parents should request more photos.</p>
<p>Parent doesn't know for certain their player's uniform number.</p>	<p>In the AES system, there is a roster of players they can look up. It's under their team detailed information under the tab Past Schedule under the tab Roster.</p>