

# BE READY FOR ANYTHING

## **Prepare for disputes regarding buyers**

Many parents forget they didn't order. Expect confusion, and be firm but understanding.

- ☐ Keep an accurate record of each book sold.
- ☐ Log all sales in eBiz.
- ☐ Station an adult at a separate table (close to distribution but out of the line).
- ☐ Ensure this adult is ready to answer questions and solve problems.
- ☐ Ask for the buyer's confirmation email.
- ☐ Be aware some may provide last year's confirmation.
- ☐ Look up student name in eBiz or call Yearbook Order Center.
- ☐ Have detailed notes and receipts ready.
- ☐ Keep all documentation neat and accessible.

## **Document each person who gets a book**

Create a distribution sheet with a column for signatures.

- ☐ Include this statement at the top: "By signing below, I attest I have received my items and they are neither damaged nor defective."
- ☐ Ask students to show ID and mark them off the list or have students use a pen to initial next to their name
- ☐ Have the students write their name in the book if not already personalized

## **When Distribution is over**

Store unclaimed books in a central location (accessible to office staff).

## **Divide leftover books:**

- ☐ Purchased but unclaimed
- ☐ Unsold inventory
- ☐ Start a waiting list if you run out of books.

## **Prepare for negative comments**

Be emotionally ready — some feedback may be harsh. Most critics don't realize how difficult yearbook creation is.

**Remind students (and yourself):** Mistakes happen in every book. Even Maya Angelou wasn't fully satisfied with her final drafts.

## **Troubleshooting and handling issues**

**If a student insists they bought a book but are not on the list:**

- ☐ Ask if they have a confirmation email or receipt.
- ☐ Double-check under different name spellings or nicknames.
- ☐ Take down their information and promise to follow up.

**If someone gets upset or confrontational:**

- ☐ Stay calm and listen first.
- ☐ Repeat what you understand the issue to be.
- ☐ Offer to look into it and follow up later — don't block the line.

**If a student says their book is missing or damaged:**

- ☐ Verify that they are on the list of confirmed buyers.
- ☐ Make a note of the issue and set aside the book for resolution.
- ☐ Offer a replacement if extras are available (after full distribution).

**If you run out of books unexpectedly:**

- ☐ Start a waiting list immediately with names and contact info.
- ☐ Communicate clearly that more books are not guaranteed.
- ☐ Always have a backup adult present for support and escalation.
- ☐ Keep a log of any unusual issues — this helps with accountability and planning for next year.