

Advance Registration Services

Registration Set-Up & Training

- Outline roles and expectations with client
- Obtain logo, design preferences and sample registration form from client in order to handle the design and creation of online registration forms
- Create attendee registration forms
- Ensure hotel link is set up for easy access to hotel reservations
- Ensure merchant account is set up and tested properly
- Test online form and have client test form
- Link registration form to client website
- Provide toll free number for client registrants
- Obtain event information to familiarize ourselves with the event
- Train our customer service representatives on all aspects of your event so we can knowledgeably respond to all customer queries and efficiently process their registrations

Registration Planning/Tracking

- Create Master Registration Specifications document outlining:
 - Budget
 - Production Schedule
 - Staffing Matrix
 - Onsite Registration Plan
 - Critical contacts list
- Set up planning meetings with client to review progress and plans

Advance Registration Management: Processing & Reporting

- Serve as the event information center for registration questions
- Handle data entry of all phone, fax and mail registrations into online system
- Send registration confirmations
- Send reminder and announcement emails as needed
- Act as liaison with online vendor in terms of online functionality
- Create custom reports as needed
- Set up comp and discount codes in system – provided reporting as needed
- Handle Visa Invitation/Support letters for international attendees
- Ensure all speakers are registered
- Ensure VIPs are not overlooked, and properly entered in the system
- Outline payment procedures for handling of check payments and manual credit card adjustments
- Apply check payments to registrations in the system
- Handle proper documentation of cancellations, including credit card refunds and request for check refunds
- Work with the client to ensure deadlines are extended or specials implemented appropriately
- Assist with the announcement of added workshops or events
- Update registration information routinely to ensure it matches event website
- Handle wait listing for sold out sessions