

ICSE Registration Management Team Description (Contractor)

General Registration Functions

The contractor will:

1. Work with the Chair or designee to establish necessary registration policies (cancellations, cut off dates, refunds, approval for complimentary registration, requirements for student registrations, etc).
2. Work with the Chair or designee to establish necessary requirements for registration process (badges, tickets, ribbons, reports, post conference statistics, lists, tickets for functions, special dietary requirements, etc).
3. Work with Chair or designee to establish necessary mechanisms for handling funds, both in advance and on-site.
4. Work with the Chair or designee to create registration material for the conference web site and the Advance Program.
5. Establish system for handling telephone and written inquiries for conference information.
6. Work with Chair or designee to implement approved fee structure approved by sponsors.
7. Establish working understandings covering conference bags and inserted materials (maps, restaurant lists, handouts, etc.)
8. Establish working procedure and standard content for visa support letters, including a single point for issuing them. (Note that when ACM is the administrative sponsor, these letters are issued from ACM headquarters only.)

Pre-Registration Activities

The contractor will:

1. Design and implement registration forms and information for conference website, working with Chair or designee.
2. Process registrations received via the conference website, and by mail or fax.
3. Set up a registration procedure which will acknowledge to the individual registrants receipt of registration requests and amount paid.
4. Provide regular Registration Reports to the Chair or designee and the administrative sponsor, including breakdown by professional/non-member/student, early/late, and geographic distribution.
5. Handle complimentary registrations and special case registrations, such as corporate representatives, special funding situations (ie, NSF funding for students) etc.

6. Reconcile funds account and registration reports, and wire funds on a weekly basis to the Conference Bank Account.
7. Produce badges, tickets, receipts, etc. and assemble registration packets for distribution at the Conference.
8. Send out conference information in response to telephone or written inquiries.
9. Refer more specific questions unanswered by conference materials to the designated individual(s).

On-Site Registration Activities

The contractor will:

1. Coordinate all arrangements for equipment, forms, supplies, etc.
2. On-Site cash handling, up to funds deposit or wire transfer to conference bank account.
3. Establishment of on-site registration procedures.
4. Staff the registration desk throughout the registration period.
5. Coordinate with conference chair the on-site fee structure for ancillary items (copies of proceedings, tutorial notes, t shirts and promotional items, etc.).
6. Interact with student volunteer chair to secure student volunteers as appropriate for staffing.
7. Train student volunteers as appropriate to assist during periods of peak registration.

Post Conference Registration Activities

The contractor will provide a final report within 60 days of the end of the conference, having completed these tasks:

1. Audit Registration database.
2. Input new registrations.
3. Eliminate duplicate registrations.
4. Invoice returned checks or uncollectible credit card payments.
5. Reconcile financial registration records with registration detail reports.

In addition, the final report will include

1. Reports and statistics, as previously agreed.
2. Lists of registrants, as previously agreed..
3. A "lessons learned" section to be passed on to future conference leaders.

It is understood that final payment for services will not be made until the final report is received.