

GTR "High Touch" Customer Service

Registration Management

Attendee Registration

- Process all registrations via web, fax, mail or telephone
- Proof and edit information on each registration
- Email and telephone communication with attendees (Any international phone charges will be added)
- Personalized confirmations & updates sent to each attendee
- One-on-one customer service for all attendees via phone, fax, mail or email

Hotel Rooming List

- Manage all sleeping room requirements with one or multiple hotels to include arrival & departure information, special requests, changes and corrections
- Field all calls and inquiries with regard to hotel accommodations
- Work as hotel liaison on managing the hotel information, reviewing rooming lists on a regular basis to ensure accuracy
- Assist with alternate accommodations when conference hotel block is filled
- Email individual hotel confirmations to each attendee, follow-up confirmations for every change

Name Badge Production

- Produce plastic "credit-card" style 4-color badges or paper "card stock" 4-color badges with plastic holder and neck chain
- Upgraded badge holder and/or lanyard available at additional cost
- Eco-earth friendly options

** Change fees will apply

Payment Processing

Full Service Fee Processing & Reconciliation

- Utilize the Online-Reg.com merchant account for secure payment processing
- Create invoices for attendees who prefer to pay with check or wire
- Process all credit card payments, checks and wires received
- Resolve all credit card disputes, declines, and charge backs
- Online report of attendee(s) payment status
- Registration fees are turned over to you with full accounting reconciliation of each attendee's payment
- Online-Reg.com will manage each event for a full 60 days following the event
- Bank, internet and wire deposit processing fees apply

Alternate Fee Collection

\$750 one-time set up fee

Utilizing your merchant account, we will set up your website to drop all funds directly into your bank account.

Communication

Email Development & Blast

- Online-Reg.com will develop your email blast in HTML or "text only" using your graphics, design templates and verbiage. Design services are available
- Add \$.25 per HTML email and Online-Reg.com will monitor your email blast for undeliverable emails that need to be resent to each individual. New "text only" emails will be sent to maximize your marketing campaign

