

Regional On-Site Registration Procedures

Staffing numbers

- You should have at least 3-4 people to hand out materials, more depending on how many registrants you have.
- One person should be designated to take checks/credit cards. Keep these materials in a secure place during & after hours.

Set up

- You will need a minimum of (2) 6 or 8 foot tables with 3 or 4 chairs, a wastebasket. Access to a house phone or other phone is helpful, but not required. Ask that a water station be supplied by the hotel for the registration workers.
- The NACADA Display may be in close proximity to the registration table set up. The Executive Office will send a stand up display of a board that is 20 x 40, plus handouts and a set of monographs for display. So, you will need a table for that.

Supplies you will need

Sent from Executive Office

- List of participants to check off as they arrive (you may check or highlight their names)
- Nametags in alphabetical order
- Balance due cards (attached to nametags) These are colored cards that are put in place of the nametags for people who owe a balance. The real nametags *for people who owe money* are given to the "money taker" and he/she hands them out when the payment is made or a credit card guarantee authorization is made.
- Plastic name tag holders
- Ribbons (if your region chooses to use)
- Blank nametags
- Balance due list
- Receipt book

You supply

- Paper clips
- Stapler and staples
- Ink pens
- Highlighters
- Sharpie markers to make nametags for walk on's or correcting wrong spellings
- White out (for mistakes on nametags, this sometimes is better than making a whole new nametag)
- Several copies of the registration form for on-site walk-on's.
- List titled "Walk-On's" for people who show up at the conference but there is no record of their registrations.
- List titled "No-Shows" to list those who do not come and the reasons (if you know them).
- List titled "Spelling changes, address updates, questions for the Executive Office" You will then submit it with the paid registrations, lists above, etc. to the EO. THIS IS VERY IMPORTANT!
- How to get in touch with conference chair - cell phone, walkie talkie - when he/she will return, etc.

Registration Procedures for those who are PAID

- 1) Welcome them and ask their **last name**.
- 2) Get their nametag out of the box: Tell them:
 - Your nametag is your ticket to all events
 - Please wear it at all times
 - It will be checked at meals, etc.
 - You may pick up your nametag holder and ribbons (point to where!)
- 3) Give them their program materials
- 4) Point out any maps or quick schedules.
- 5) Tell them what/where the next event/session is to get them on their way!

Registration Procedures for those who have a COLORED BALANCE DUE CARD

- 1) Welcome them and ask their last name.
- 2) Get the colored balance due card out of the box. Reassure them and say:
 - Your registration has been received at the Executive Office, however, there is a balance due.
 - You may go to (the person who is designated to take money/credit card guarantees) at the end of this table and they will help you complete your registration (assure them their materials are here!)

IF You Can't Locate their Nametag or card

- Be reassuring
- Ask them if they have **2 last names**
- Look **forward and backward** to check for mis-alphabetizing of nametag
- Ask if they have a **copy of their confirmation** or if they remember getting one.
- Hand them an on-site registration form.
- Tell them they can fill it out and give it to the person designated to take money. Reassure them they can certainly get registered for the conference. If they insist they sent it in, be sympathetic and tell them you will check again with the Executive Office, but that to get things going for now, they need to register on site.

Registration Procedures for UNPAID PARTICIPANTS

(For the person designated to take checks / credit card authorizations / credit cards.)

Your responsibility:

It is a very important responsibility to take payments and keep accurate records of these payments. Some will come with checks, purchase orders. Some will claim they already paid (and in fact it actually may be in the mail). After a few years of coordinating this through the Executive Office, we have found that you can be a great help in encouraging timely payments. If people do not fill out the credit card authorizations or pay on-site, it is expensive and difficult to collect these fees later. This money will then be lost to your regional account. **RETURN ALL PAYMENTS AND RECORDS TO: NACADA REGION ____ REGISTRATION, 2323 ANDERSON AVE, STE 225, MANHATTAN, KS 66502. IT IS BEST TO OVERNIGHT THIS PACKAGE.**

One issue, in particular, is the issue of people who have paid the member fee, thinking they were members, but who have actually not paid their membership fees for the next year.

- The EO will have already sent them an invoice indicating that they paid as a member but still owe for membership dues.
- Please get a credit card payment, check or cash from these individuals.
- You can then write them a receipt and they can turn it into their institution for reimbursement.
- One of the benefits of NACADA membership is reduced fees at Regional Conferences. Therefore, to be fair to others, everyone must pay their membership fees or pay the non-member fee.
- It is much better to take care of this on-site and get their payment and have them call us after they get home if they have any questions.

To take payments on-site

- You will have a Balance Due list.
- Please indicate the amounts paid, method of payment on each individual's line.
- Attach the Colored Balance Due card to the person's check, purchase order or credit card guarantee
- **If they owe for membership (whether or not they have other balances due).** They must fill out a credit card payment authorization. They can then request reimbursement from their institution. If the checks have crossed in the mail, EO will refund or extend their membership.
- **Checks:** Make sure it is for the correct amount, clip it to their colored card, write a receipt and give them their materials
- **Original Purchase Order:** Check to make sure it covers all fees. Many do not cover membership fees. In that case, get a credit card guarantee for the \$55 membership fee and attach it to the purchase order and their colored card.
- **No purchase order or check:** They must fill out a credit card guarantee authorization form.
- If the fees are for membership only - they must pay on-site by credit card or check or cash.
- If the fees are for the conference and their institution is going to pay, **STILL** get a credit card authorization - **ASSURE THEM THE EXECUTIVE OFFICE WILL NOT PROCESS THE CARD FOR ONE MONTH** - so they have time to get back to their institution and get the payment to the EO before that date.

If they are not on the list at all:

- Reassure them they can still register for the conference. Their registration just may not have gotten through the payment process on time to get to the Executive Office.
- They should pay the combo fee (registration plus membership) or the non-member fee.
- Make them a nametag
- Take payment or credit card authorization
- Assure them we will not charge them twice if payment comes in the mail, also!
- Attach their payment or credit card info to their registration form
- **PUT THEIR NAMES ON the LIST OF On-Site New Registrations (WALK-ONS)** (the conference chair may need to know at any given moment how many people have come that he/she may not have counted on with original registration numbers.)

You may call the NACADA Exec Office at **785-532-5717** between 8-5 central time, weekdays with questions

These forms are sent on duplicate paper, with a yellow copy to give to the participant and the white part to keep to send to the Executive Office. This is here so you will know what to expect on the form.

_____ Region ____ NACADA Conference, (Date) _____

Credit Card Guarantee / Authorization

Payment for the conference, related activities or membership has not been received. This authorization enables you to participate in the conference while providing time for you or your institution to complete the processing of your payment.

\$_____ Conference and/or preconference fees: My institution will pay these fees. I will provide a credit card number below. I understand that if payment has not been received within one month of the above date my card will be charged. I will inform my business office of this balance due.

\$_____ Membership and/or optional tours: I understand my credit card **will be processed immediately** when these forms are returned to the Executive Office *If payment has been received by the Executive Office in the meantime, my card will not be charged.*

\$_____ Items not covered on my institution's purchase order: I understand my credit card **will be processed immediately only for those items** not covered by the purchase order. I may request reimbursement from my institution. (ATTACH PURCHASE ORDER IF AVAILABLE)

Please print

Amount due: \$ _____ **HOLD**

Name: _____

Amount due: \$ _____ **PAY NOW**

Institution: _____

Check credit card type, must be one of the following:

- Visa
- Mastercard
- American Express

Phone number: (____) _____

Print Cardholders Name

Email: _____

Credit card number:

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Expire date: □□ □□

Your signature, authorizing payment, based on the above checked condition.

Registration personnel initials/date