REGISTRATION PROCEDURES

Processing registrations

- If received by email, print a file copy.
- Enter the information from the registration form into the pre-set Summit categories.
- All extra activities should be called ADD ONs rather than different registration types.
- Hotel bookings should be entered and deposit required noted.
  - If a block booking has been made at a hotel, it is not necessary to send a rooming list and deposits until the date requested by the hotel.
  - If no block booking has been made, an accommodation reservation form (printed through Summit) should be forwarded to the hotel. When confirmation has been received that space is available, then the registration can be confirmed back to the delegate.
  - Deposits will need to be forwarded as each booking not pre-blocked has been made – preferably via electronic payment – obtain bank details from hotel(s) for transfer purposes (if possible).
- If accommodation requirements are for longer than the conference dates, check with the hotel that they have the space available.
- If accommodation request differs from what is offered by the hotel(s) (for example, number of people per room) contact the hotel to ascertain their ability/willingness to comply with request, checking if there are any extra charges to be paid by the delegate. If so, this should be notified to the delegate.
- A confirmation letter or receipt (pre-set in Summit) should be printed and sent to each delegate as they register and make payment.
- If no payment is received, a confirmation letter requesting payment or invoice should be forwarded to delegate.
- Registration forms must be filed alphabetically in a ring binder – using alpha separators. All information regarding delegates, their accommodation, tours and so on, to be filed with their registration forms.
- Special needs regarding transport, for example, disabled taxis, airport pick-up.
• Access requirements for clients with disabilities need to be included in accommodation bookings.

• Filed registration forms should be ‘tagged’ with coloured sticker until payment is received. This is to ensure easy checking of outstanding payments. An Outstanding Payments form should be printed each month prior to the conference and followed up with delegates if payment should have been received or advice that it has been sent has been received from delegate.

**Conference dinners**

• When registering delegates, ensure that they are registered for the dinner (through ADD ONs). If the dinner is optional, ensure that payment (if it is not part of the registration fee) is made with the registration fee. If not, the delegate must be invoiced and payment received before dinner place can be allocated.

• Special dietary needs should be identified and totalled for catering.

**Banking procedures**

• All cheque payments to be banked directly into the conference account via the pay-in book held by the Secretariat.

• Credit card payments:

  **American Express**
  - Run zip zap machine over Sales Voucher.
  - Fill out details on Sales Voucher – printing card holder’s number, name and expiry date of card on top of voucher as indicated (only if no cardmember card available for machine).
  - Fill in amount, date and description.
  - Ring Amex on 1800 222 000 for authorisation quoting Merchant number / Card Number and other information as prompted. An authorisation number will be given and this is to be filled in on the card – top right hand side under Approval Code.
  - In Cardmember Signature box, print – Mail Order – Sig on File.
  - A Charge Summary must then be filled out – firstly run through zip zap machine with plastic Amex merchant card in machine.
  - Fill in details as asked.
  - Send Amexco copy of Charge Summary and Amexco copy of Voucher to Amex – no staples or pins – in Amex envelope – to be mailed not banked.
  - Card member copies to be filed with registration form.
  - Duplicate copy to be filed in Merchant Summary folder for MR to check against bank statements.

  **Visa, Mastercard or Bankcard**
  - Run zip zap machine over Sales Voucher.
- Fill out details on Sales Voucher – printing card holder’s number, name and expiry date of card on top left side of voucher (only if no cardmember card available for machine).
- Fill in amount, date and description.
- Ring Card Services on 131456 for authorisation quoting Merchant number / Card Number and other information as prompted. An authorisation number will be given and this is to be filled in on the card – top centre.
- In Cardmember Signature box, print – Mail Order – Sig on File.
- A Merchant Summary must then be filled out – firstly run through zip zap machine with plastic merchant card in machine.
- Fill in details as asked; listing voucher totals.
- Bank copy of Merchant Summary and Sales Voucher placed in a CBA Merchant Summary envelope and deposited in appropriate conference account – no staples or pins – using normal pay-in book – make note on second page of delegate’s name corresponding to voucher, for later reconciliation.
- Card member copies to be filed with registration form.
- Duplicate copy to be filed in Merchant Summary folder for MR to check against bank statements.

Registrations

- Registrations will be received via email or hard copy.
- To be entered into a database, ensuring that all details are entered, including accommodation, tours and specific registration type.
- Payment to be received before hotel bookings confirmed.
- Invoice or confirmation letter with payment sheet to be faxed to delegate.
- Payment via credit card to be processed and banked.
- When payment is received for the registration or other activities, it must be entered into the Money Menu section of a database or conference package and a receipt faxed back to overseas delegates and posted to local delegates. If payment is not the correct amount due, a covering note should be faxed to the delegate.

Excursions

- Pre and post excursions listed on website.
- Close to closing date – check bookings to see if minimum numbers have been met.
- Excursions to be booked through the Secretariat, not direct with tour companies.
Accommodation

- Hotel options all listed on Summit or other conference package.
- Those with no block booking to be contacted as registrations come in – to confirm availability.
- MR to electronically transfer deposit received to appropriate hotel.
- Delegate to be sent confirmation letter or receipt when hotel booking is confirmed.
- Any requests apart from normal accommodation requirements to be referred to hotel before confirmation.
- All hotels that have been block booked to receive rooming lists by due date advised. Deposits to be forwarded electronically.
- Any accommodation block not used to be released.