



REGISTRATION SERVICES FOR EXTERNAL GROUPS

Pre-Registration Services

- Consult with client regarding registration form set-up and design, registration fees and options.
- Communicate with participants via email; send reminders, urgent announcements and updates quickly & easily.
- Set-up and host the online registration database/website on secure server.
- Participants can register at their convenience, 24 hours a day: UT Conferences will accept and process registrations via U.S. Mail, Courier Services, Fax or by Phone and Online Registrations.
- Collect fees and manage all account receivables.
- Process checks, credit cards (Visa, MasterCard, Discover, or American Express), purchase orders, and internal UT transfers.
- Provide detailed participant receipt for payments.
- Issue refunds and credits as needed.
- Transfer, substitute and cancel participants.
- Track special requirements like food allergies or other needs.
- Provide specialized ticketing for events.
- Provide customized email confirmations and/or mailed confirmations.
- Provide custom name badges with your conference logo and/or design name tags. (Standard vinyl badge/clip or elastic cord badge).
- Provide session rosters.
- Provide a link for the client to print, view or email conference reports.
- Provide current financial and registration reports as needed.
- Provide detailed final revenue report.
- Provide custom reports based on program specifications.
- Provide final registration data in export Excel format.
- Provide client with appropriate registration materials if on-site registration service is not required, including check-in roster, supplies, walk-in registration forms all pre-registered badges.
- Process a pre-conference payment of registration fees minus UT Conferences expenses, if needed.
- Process a final payment of surplus revenue after expenses at the end of the program.
- Act as a friendly informational resource for all types of questions from your potential attendees, providing excellent customer service.



CONFERENCES

REGISTRATION

600 Henley Street, Suite 212, Knoxville, TN 37901 • Phone (865) 974-0280 or Email conferences@utk.edu

On-Site Registration Services

If on-site registration services are needed, our staff will:

- Transport all pre-registration materials to meeting facility.
- Set-up registration area.
- Review/train volunteers on registration procedures.
- Welcome attendees, speakers, exhibitors, etc. and staff an informational resource area.
- Process on-site registrations.
- Accept payments by cash, check, credit cards (Visa, MasterCard, Discover or American Express) and purchase order number.
- Provide receipts.
- Provide on-site name badge production.
- Distribute handouts, folders, binders or other materials.