

**Answers to Events Registration Provider 2020 Questions**

1. How many register on line, by fax, via phone (if any)?
   1. **65% on-line; 30% mail; 5% phone**
2. How many on-site registrations?
   1. **Minimal…2-3%**
3. How many registration flows are there? Usually attendee, exhibitor.  Sometimes students, press, or others have a different flow.  Is there a non-member flow?
   1. **We usually get 95-100 non-member registrations.  Flows are probably member, exhibitor, sponsor**
4. Are you looking for assistance in sending (not designing) email campaigns?
   1. **No**
5. Are you seeking customer service support?
   1. **Yes**
6. If so, is it strictly phone inquiries, email or both?
   1. **Both**
7. Please provide the current registration forms for annual and regional conferences
   1. **Registration forms may be provided upon request**

1. Which mobile app provider do you use?
   1. **TripBuilder**
2. Are you able to provide a registration pace report?
   1. **We may provide this information upon request**
3. Because registration will be open before a provider is selected, how many records will be transferred?
   1. **Approximately 300-400.  We have never opened registration earlier than May/June, so this will be new**
4. Will the first year be data transfer only, with full registration starting the second year?  Or will we need to reach back out to existing registrants to complete further information based on new capabilities not provided in NetForum?
   1. **We estimate that we will use NetForum and then on January 1st, we will switch over to the new registration company**