



OSU Conference Services  
Oregon State University  
100 LaSells Stewart Center  
Corvallis, Oregon 97331  
T 541-737-9300 | F 541-737-9315 | <http://oregonstate.edu/conferences/>

## OSU Conference Services

### List of Services

The team of event professionals at OSU Conference Services will work with you to make your conference a successful experience. Our staff will provide the support and service you need to achieve your goals. Below is a list of items OSU Conference Services offers. The list is organized into ten overarching categories. Our team will work with you to determine the level of support your conference will require.

#### Registration

- Setup online registration capabilities through Oregon State University secure website
- Create a customized online conference registration page to suit the needs of the conference
- Collect conference registrant data
- Assist participants with registration process
- Process participant's registrations online, by fax, by mail, and/or by phone
- Provide secure credit card service to process attendee payments by Visa, MasterCard, Discover
- Setup and maintain OSU index to deposit all income
- Process attendee payments by Purchase Order, Check or Oregon University System Index
- Accept, record and confirm registration information from registrants
- Provide toll free number and email for registrants
- Generate customized confirmation letter to attendees by email including hotel information, travel information, conference start times, summary of costs, and other customized information pertaining to the conference
- Provide customized receipts for attendees
- Per policies outlined by the client: provide special registrations to poster session attendees, provide free registrations to members of the press, provide free registrations as determined by conference manager
- Facilitate collection of all payments
- Collect income from sponsors/exhibitors and issue invoices
- Act as primary contact for general questions regarding facility, travel or special needs for registrants
- Track registrant changes
- Oversee and facilitate collection of all payments
- Process late registrations



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- Process cancellations including reporting, accounting, and refunds
- Process and bill purchase order registrations
- Provide periodic attendee reports to client
- Maintain accounting details of individual registrants
- Design and print name badges for all registrants

#### **Bill Pay**

- Receive invoices from vendors
- Approve, process and pay all incoming invoices
- Bill organizations/vendors

#### **Financial Services and Accounting**

- Create conference budget
- Monitor program budget
- Create account to deposit all income
- Provide financial details to determine conference registration fees
- Provide budget updates
- Process checks, credit card sales, and participant refunds
- Process expense documents, purchase orders, and receiving reports
- Provide eligibility for tax-exemption status
- Follow up to ensure payments are received
- Pursue collection of bad debts
- Provide detailed financial accounting of conference related income collected and expenses paid by OSU Conference Services
- Prepare post-conference financial statements

#### **Pre-Event Coordination and Contract Management**

- Conduct site selection for conference
- Negotiate contract rates for event space and exhibitor space, overnight accommodations, transportation and entertainment
- Assist with special travel arrangements, rooming needs, and orientation to campus/community
- Secure reservations of meeting facilities
- Explore AV needs with client and communicate requirements to facilities team
- Provide conference facility with all room set-up



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- Coordinate/manage all catering needs including selecting caterer; coordinating all aspects of catering details including menu selection and arrangements for special dietary needs; providing timely meal guarantee counts; managing catering needs to align with budget; ensuring accuracy of final master bill
- Coordinate transportation

#### **Tours and Fieldtrip Management**

- Plan pre/post tours and fieldtrips
- Arrange transportation
- Reserve facilities and catering
- Advise on local attractions
- Coordinate study tours including arranging for buses, hotels, meals, etc.

#### **Sponsor and Exhibitor Accounting/Management**

- Work with client to develop sponsorship levels for conference
- Prepare forms for sponsor to complete to confirm sponsorship
- Issue invoices to sponsors and exhibitors as directed by the client
- Secure information from sponsors and exhibitors as needed by client
- Provide hotel information as needed to sponsors and exhibitors
- Coordinate complimentary registrations for exhibitors and sponsors per agreement

#### **Speaker Details/Travel Reimbursements**

- Collect speaker contact information and prepare forms needed to make payments
- Secure speaker signatures as needed
- Process payment for speaker honoraria
- Process payments for speaker travel
- Facilitate travel needs of designated speakers
- Process speaker reimbursements

#### **Conference Materials**

- Coordinate production and printing of program materials as determined with client
- Prepare attendee document
- Coordinate and acquire conference packets (i.e. folders, bags, briefcases) and materials for conference packets
- Assemble conference packets



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### **Abstract Collection**

- Develop abstract submission page
- Provide confirmation of receipt of abstract/paper to submitting author
- Collect abstracts in format determined by client
- Provide shared drive login to view abstracts downloaded
- Oversee printing of abstracts
- Coordinate call for posters or abstracts/papers

### **Conference On-Site Registration**

- Provide on-site staffing for registration
- Welcome registrants to conference
- Provide professional, organized registration area equipped to print nametags on-site
- Collect day-of event registration fees
- Provide receipts, proof of attendance, nametags, etc. to attendees
- Assist guests with last minute needs
- Collect and process unpaid registration fees
- Act as concierge for attendees

### **Conference On-Site Management**

- Act as liaison with the conference facility during the course of the event
- Coordinate any on-site changes working closely with committee
- Coordinate all audio visual needs and equipment requirements including coordinating microphones, screens, projectors, videography; coordinating with facility staff to support AV needs; contracting vendors to supply projectors, screens and other equipment as determined by client; contracting and managing AV staff; managing AV needs to align with budget
- Manage room setups
- Manage social functions
- Provide meeting facilitators (hours billed separately)
- Coordinate all speaker details as outlined by the committee
- Coordinate transportation including onsite transportation, airport transportation, and customized transportation; and providing maps and directions
- Coordinate display of event sponsor signs
- Ensure accuracy of all billing



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### **Marketing**

- Provide clients with costs for all marketing material
- Design and print welcome signs, podium signs, simple marketing pieces, promotional paraphernalia (t-shirts, tote bags, mugs, lanyards, etc.)
- Work with client to secure appropriate artwork for signage and promotional materials
- Distribute direct mailings, press releases, and public-relations materials
- Order and accept delivery of promotional items
- Coordinate e-mail blasts

### **Website**

- Design and construct a website to match the needs of the client
- Host website on Oregon State University Conference Services server
- Provide accessible information about hotel, travel, visas, etc.
- Provide link to current conference program, keynote speakers, speaker bios and other designated data
- Honor sponsors, provide sponsor information
- Incorporate appropriate pictures, color schemes
- Link to relevant OSU and host city resources
- Maintain site and keep online data current

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### **Contact Information**

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