FAQs for CVENT Event Management

What is CVENT?
- CVENT is an online event registration system, much like Eventbrite or other similar systems. If you attended our 2021 virtual MathFest, you're already familiar with registering using CVENT!

Do I have to use CVENT for my events?
- Not at all! If you decide CVENT is not the right option for your Section, you may feel free to use another platform. We merely want to ensure that every Section has the tools available to organize a successful event.

How do I get my meeting set up through CVENT?
- All you have to do is submit your meeting information through this form.

How long before my event do I need to make the request to use CVENT?
- Please allot 6 weeks, to allow MAA time to set up the meeting in CVENT and a minimum of a month for registrations to be open.

What information do I need for setting up the meeting?
- To set up the event, we will need the following information:
    - Meeting date
    - Section name
    - Fee amount(s)
    - Dinner fee (if applicable)
    - Refund deadline
    - Description of the event
    - Graphic (can be your Section logo)

Once I submit the information, how long will it take for the event to be set up and able to be open for registrations?
- Our standard turnaround time for the process is 3 business days.

Are there any fees for using CVENT?
- Much like any other platform, there are fees involved with CVENT. Per registrant, there is a $6.23 fee from the CVENT platform, as well as a 3% fee from Paypal for processing. These fees should be taken into account when setting registration prices to ensure your Section receives an acceptable net amount.

Can we have different price tiers in CVENT (for members, students, etc.)?

- Yes, simply indicate the different levels on your information submission form. This includes the possibility of a free value for student registrations, keeping in mind this will be an honor policy.

What about different events, such as adding a dinner or luncheon?
- Definitely. CVENT can make your event registrations as all-encompassing as you like.

How does the money get sent to our Section's bank account?
- Registration funds will be collected by MAA and then transferred to Section bank accounts via bill.com, the same way annual subvention payments are made. Funds sent will be the net amount after all fees have been collected, so you don't have to worry about an invoice after the fact.

Can institutions pay for a group through CVENT?
- Yes. MAA can issue an invoice through our bill.com system to the institution. To do so, we would need the following information:
    - Mailing address
    - Email address of the responsible party
    - Phone number
    - Details of who we are billing for

What if someone doesn't want to pay via credit card? Are there other options?
- Yes! At checkout, there will be an option for "Other" payment. Checks can then be mailed to MAA HQ or collected onsite at your Section meeting. If an invoice is needed, you can insert "check" and send your request to communities@maa.org.

Can registrants add a donation to the registration fee?
- Yes, this can be a custom option upon request.

Can we get any tracking reports on registrations since we're not managing the process ourselves?
- Absolutely! We can provide detailed reports on a weekly basis.

Can CVENT be used for submitting abstracts or posters for sessions?
- No, this is not a function that is within CVENT's capability.