Reviewing/Approving an Event – Regional Reps

YouTube Tutorial: HERE

Log into the Events Center site: https://pfqf.myeventscenter.com/

As a "group manager" within the site, your homepage is the *Enterprise Dashboard*, which shows the highlights of your region. Use this feature to get a high-level idea of what is going on within your region – how many chapters have started an event, what is published, and what is waiting for approval.

*Events should not sit in the hold queue longer than 3 days.

1. The *Event Status* shows a summary of your region. How many events are in a draft, within the hold queue, published, paused, or finished.
   a. If any events are in the Hold Queue, simply select the blue arrow to go directly to the hold queue to review and approve the event.

2. If you select your region under the *Recent Ticket Sales* section, it will open to show the details of the events that are going on within your region.
   a. Select an event name to go directly to the *Event Details* page. From there you can review and edit the event for the chapter.

3. Once at the *Hold Queue/Approval Queue*, **review each event before releasing it to the site**. This is important because there are a lot of moving parts to this site, especially in ensuring that the memberships will be processed correctly.
   a. Here you will see any pending events for your group (region).
4. Review each event by clicking on the name – this will open the event in a new tab.

NOTE: when you *Release* or *Deny* an event from this page, the approval list will not update automatically. Be sure to refresh your *Hold Queue* each time you approve an event.

5. What you will need to review for each event:
   a. **Event Category** – this is important both as a search feature on the site and for tracking events within our database.
   b. **Host** – double check that it was set up under the correct chapter account.
   c. **Stripe Payment Account** – a chapter event must be connected to the PF/QF Chapter Accounts within Stripe for their revenue to be distributed correctly.
   d. **Ticket Details & Bundles** – product codes, guest information, and bundling must be reviewed for every event.
6. Double check here that your chapters are creating their events from an existing template. This ensures that the correct membership information, data collection, and brand standards are being met.

    a. Paying attention to inconsistencies in the *Event Details* and *Ticket Details & Bundles* will be the easiest places to notice if they are not using a template.

7. Under the *Ticket Details & Bundles* you will see a breakdown of how each ticket is set up. This is the best place to review a chapter's event tickets.

    a. All tickets should collect some sort of guest information, even if it is just an email and name.

    b. Every ticket that includes a membership needs to have a product attached to it.

    c. A bundled ticket should not have its own product, it should show that the tickets you have bundled together are the ones that contain the membership products.

▼ Ticket Details & Bundles			
Name	**Product**	**Price**	**Guest Info**
Affiliate Membership Ticket	QFAFFILIATE	$60.00	Email Addr Phone
Includes 1 dinner ticket and an annual QF membership ($35 value). Please be sure to fill out the full name and address for the membership.			
Meal Ticket		$25.00	-
Includes 1 dinner. ***MUST be a life member or a guest of a paid member.			
Youth Membership Ticket	QFWHISTLER	$30.00	Addr DOB
Includes 1 dinner ticket and 1 annual "Whistler" membership ($15 value). *14 years and younger. Please be sure to fill out the full name and address for the membership.			
Bronze Sponsor ⚙		$500.00	-
Includes 4 meals, 2 QF annual memberships ($35 value) and recognition. Please don't forget to include both names and addresses for membership materials.			
Meal Ticket		2	-
Affiliate Membership Ticket	QFAFFILIATE	2	Email Addr Phone

8. If any tickets are bundled, make sure they are bundled correctly, *i.e. a table sponsor has the right amount of memberships and meal tickets (to match the descriptions).*

    a. For example, below you can see that the Bronze Sponsor ticket bundle is incorrect – the description should match the ticket bundles.

**It is also important that an email, address, and phone number are required for any ticket that includes a membership.

▼ Ticket Details & Bundles		
Name	**Price**	**Guest Info**
Affiliate Membership Ticket	$60.00	Email Addr Phone
Includes 1 dinner ticket and an annual QF membership ($35 value). Please be sure to fill out the full name and address for the membership.		
Meal Ticket	$25.00	-
Includes 1 dinner. ***MUST be a life member or a guest of a paid member.		
Bronze Sponsor ⚙	$500.00	-
Includes 4 meals, 2 QF annual memberships ($35 value) and recognition. Please don't forget to include both names and addresses for membership materials.		
Meal Ticket	1	-
Affiliate Membership Ticket	1	Email Addr Phone
Chapter Sponsor Ticket ⚙	$250.00	-
Includes 2 meals, an annual QF membership ($35 value) and recognition. Please be sure to fill out the full name and address for the membership.		
Meal Ticket	1	-
Affiliate Membership Ticket	1	Email Addr Phone

There should be 2 meal tickets and 2 Affiliate Membership tickets to match the description

9. To edit a ticket bundle, click the ⚙ icon next to the bundle.

10. Click the dropdown to select the ticket bundle. Here you can see the already bundled tickets, as well as the types available to be bundled.

11. To edit the ticket quantity, click the ticket type.

02-15 07:00 PM : Couple's Ticket ⌄

Couple's Ticket : 02-15 07:00 PM : $80.00

Includes 2 meals and an annual PF membership ($35 value). Please be sure to fill out the full name and address for the membership.

Bundled Ticket Types

Performance	Ticket Type	Qty	Price	
02-15 07:00 PM	Associate Membership + Meal Ticket	1	$60.00	✗
02-15 07:00 PM	Meal Ticket	1	$25.00	✗

Types Available to Bundle

Performance	Ticket Type	Price
02-15 07:00 PM	Student Membership + Meal Ticket	$40.00
02-15 07:00 PM	Youth Membership Ticket	$30.00
02-15 07:00 PM	Associate Membership Only Ticket	$35.00
02-15 07:00 PM	Youth Membership Only Ticket	$10.00
02-15 07:00 PM	Student Membership Only Ticket	$25.00

Add / Update Ticket Bundle

02-15 07:00 PM : Associate Membership + Meal Ticket : $60.00

Includes 1 dinner ticket and an annual PF membership ($35 value). Please be sure to fill out the full name and address for the membership.
+ ticket requests entry of Guest Info

Quantity: 1

[Cancel] **SAVE**

12. Click *Save* and *BACK TO DASHBOARD* when finished editing all the bundles.

13. If the event is set up correctly, hit *Release* at the top of the page. This will then show a green bar across the top showing that the status is set to PUBLISH.

14. If the event is **not** set up correctly make a comment on what **specifically** is wrong and click 'RETURN' to email the chapter
    a. Their status will change to *draft* until they go back in to edit and re-publish their event

NOTE: You can also 'DENY' an event, but **there would be no reason we would Deny a chapter event**. This is a feature available to all PF/QF Events Center users outside of our organization. You can Deny any event you want but the chapter will **not** be notified.

Event Detail ▾

Banquet Test

Created: Jul 29, 2019   HELD

Approval: Release   Deny

or, Return to Host via email with instructions:

Your Bronze sponsor package is incorrect

Return

15. The email the chapter event contact will receive appears as the following:
    a. It is very important that you provide a specific reason for "returning" their event and what they need to do to get it published to the site

Online Ticket Sales | Event Promotion | Find Events in Your Area

EVENT

Your event is not quite ready...

Hi Haley Hauch,

Your event **Banquet Test** has been reviewed, but it needs some attention before it can be published, and it has been returned to DRAFT status.

Please log in, edit it to make the corrections requested below, and then publish it again for another review:

Your Bronze Sponsor bundle is incorrect. Please add meals and memberships to accurately reflect the sponsor description.

Thanks,