Reviewing/Approving an Event – Regional Reps

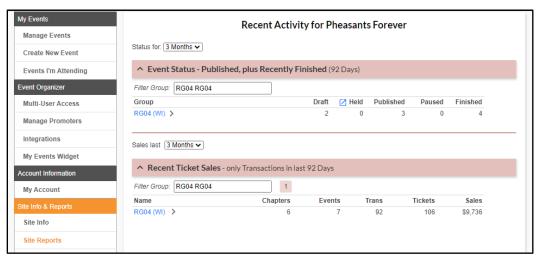
YouTube Tutorial: **HERE**

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

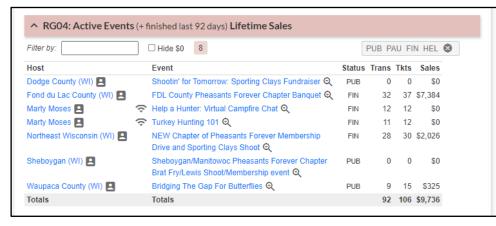
As a "group manager" within the site, your homepage is the *Enterprise Dashboard*, which shows the highlights of your region. Use this feature to get a high-level idea of what is going on within your region – how many chapters have started an event, what is published, and what is waiting for approval.

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

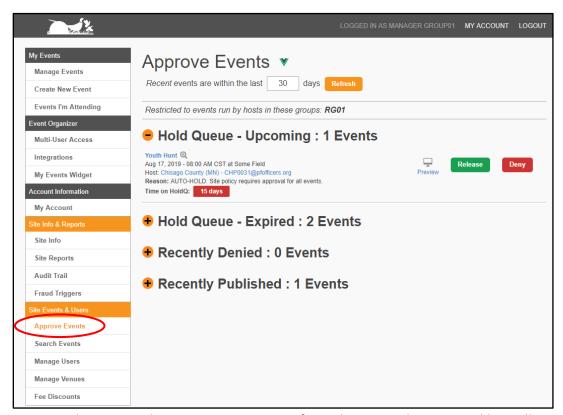
- 1. The *Event Status* shows a summary of your region. How many events are in a draft, within the hold queue, published, paused, or finished.
 - a. If any events are in the Hold Queue, simply select the blue arrow to go directly to the hold queue to review and approve the event.



- 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.



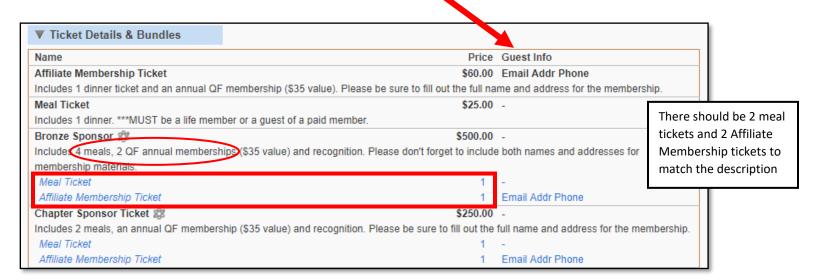
NOTE: when you *Release* or *Deny* an event from this page, the approval list will not update automatically. Be sure to refresh your *Hold Queue* each time you approve an event.

- 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.
 - 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.

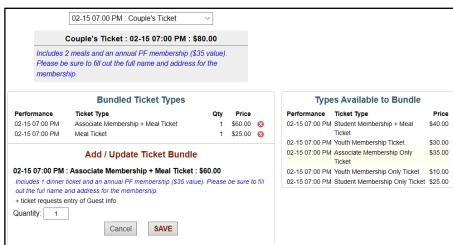
- a. Paying attention to inconsistencies in the *Event Details* and *Ticket Details* & *Bundles* will be the easiest places to notice if they are not using a template.
- 7. Under the *Ticket Details & Bundles* you will see a breakdown of how each ticket is set up. This is the best place to review a chapter's 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.



- 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.



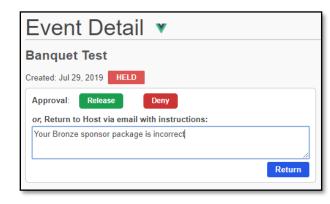
- 9. To edit a ticket bundle, click the icon next to the bundle.
- 10. Click the dropdown to select the ticket bundle. Here you can see the already bundled tickets, as well as the types available to be bundled.
- 11. To edit the ticket quantity, click the ticket type.



- 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 <u>not</u> 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.



- 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

