ACSM Regional Chapter Registration Management Instructions

(Updated July 2019)

ACSM provides management of regional chapter meeting registration through the iMIS database. Regional chapter leaders may access registration statistics and reports through each regional chapter’s iMIS admin portal. The instructions below provide an overview of the ACSM Regional Chapter Registration Management system. Specific questions and/or requests should be forwarded to Heather Turner, CAE, ACSM Directors of Chapter Services, at hturner@acsm.org or 317-637-9200 x138.

Online Registration Payments & Processing

- Chapter leaders should contact ACSM staff three (3) to six (6) months prior to the meeting start date and provide the following information: Meeting dates(s), meeting location, registration fees (member, nonmembers, professional, student, etc.), registration price break date (if applicable), online registration close date, and any special registration products (e.g. meal tickets, pre-con events, session sign-ups, etc.).

- ACSM staff will program the chapter registration site in iMIS, publish the registration site on the ACSM website, and provide the registration site URL to chapter admins.

- The online regional chapter registration sites contain: event pricing, individual login/registration instructions, group registration instructions, the registration cancellation policy (see below), and the standard “Image/Likeness/Voice Release” statement (see below).

- Each regional chapter registration site is programmed with the standard “Cancellation Policy” as follows: “All conference registration cancellations must be requested in writing. A 50% refund may be obtained up to 10 business days prior to the event. No refunds requested within 10 days of the meeting will be honored. Send cancellation requests to hturner@acsm.org.” If a regional chapter wants to use a different cancellation policy, that information should be provided to ACSM staff at the time that the registration site is programmed. Once a regional chapter changes its cancellation policy, the new policy is used for future meeting events until ACSM is notified to change the policy.
- Each regional chapter registration site is programmed with the standard “Image/Likeness/Voice Release” statement as follows: “I understand and agree that, as a result of participating in an ACSM conference, my image, likeness or voice may be recorded by photography, video or other medium. I hereby grant irrevocable and unrestricted permission to ACSM and its representatives or assignees to use my image, likeness or performance in any medium and for any purpose. I hereby waive any right to inspect or approve such use or materials. Submission of this form acknowledges acceptance of these terms.” The release allows the chapter to use attendee images, likenesses or voices in areas including, but not limited to, the chapter website, chapter social media sites, and future chapter meeting marketing materials.

- The online registration site is programmed so that it recognizes whether or not an individual is a current member of the regional chapter and provides the corresponding registration rates. If a registrant is not a current member of the regional chapter, he/she will have the opportunity to add a membership dues payment during the registration process.

- Registration discount codes can be programmed and used on a chapter by chapter basis, if needed.

- If the registrant wishes to join a regional chapter in order to receive the member registration pricing for a regional chapter meeting, the individual is strongly encouraged to pay chapter dues through the meeting registration process rather than through the regular join process as there can be a processing delay (up to 24 hours) for a membership processed through the regular join process. When an individual pays for chapter dues through the meeting process, both registration & membership can be processed in one transaction at the lowest available rate applicable to the individual.

- Registrants using the online registration process will receive a standard registration receipt at the email address associated with the registrant’s ACSM account.

- Following the online registration close date, ACSM staff will update the chapter’s online registration site to indicate that online pre-registration has closed and that on-site registration will be available.

**Mailed Registration Payments**

- While online registration is encouraged, regional chapters may offer the opportunity for hard copy registration forms.

- Registration forms & payments received via mail are processed through ACSM’s bank lock box facility in Illinois. Thus, the payment address on any registration form should be: American College of Sports Medicine, Department 6022, Carol Stream, IL 60122-6022.

- Mailed payments processed through ACSM’s bank lock box facility take 1-2 weeks to arrive at ACSM from the time the bank initially receives the registration form/payment. Internal ACSM processing for mailed payments can take up to an additional week. Thus, the pre-registration deadline on mailed / hard copy registrations should be a few weeks in
advancement of the online pre-registration / final pre-registration deadline.

- Hard copy registration forms should also include the “Cancellation Policy” and the “Image/Likeness/Voice Release” statements listed above.

- To ensure that all required information is included correctly on the hard copy registration forms, regional chapter administrators should forward a draft to ACSM staff for review and approval prior to distribution.

**Group Registrations**

- Group registrations are available by contacting Heather Turner, CAE, at hturner@acsm.org or 317-637-9200 x138.

- Two methods of group registration are available: 1) By check via mail and 2) By credit card via email/phone. If paying by check prior to the meeting, the group organizer should send a list of attendees (with names, mailing address and email address) and a check covering the registration total to the following address: American College of Sports Medicine, Department 6022, Carol Stream, IL 60122-6022. A cover sheet indicating to which meeting the payment applies should be included in the mailing. Check payments are processed through ACSM’s bank lock box facility, and registration takes 1-2 weeks from the time the bank receives the information. If paying by credit card prior to the meeting, the group organizer emails the attendee list (with names, mailing address and email address) to Turner then calls and provides the credit card number over the phone. Registrations processed via this method are completed in just a few days. All individuals on the group registration list must be current members of the regional chapter to receive the member rate. If they are not current members, they will be processed at the non-member or new member rate depending on guidance from the group organizer.

- ACSM staff will provide a list of all groups that register in this manner to the regional chapter meeting administrators prior to the meeting to assist with any on-site questions.

- Due to the larger number of group registrations that are submitted around the pre-registration deadline, ACSM often will set the group pre-registration deadline a few days to a week prior to the regular pre-registration deadline. The group registration deadline can be negotiated on a chapter by chapter basis depending on the volume of group registrations expected.

**On-site Registration**

- Regional chapter administrators may access attendee lists and registration reports via their individual chapter iMIS administration portal. Reports may be used to pull information for attendee badge preparation as well. To run the generic meeting registration report, complete the following steps in the chapter’s iMIS administration portal:

1. Click (sometimes requires a double click) the “Chapter Admin Reports” link on the side navigation bar under the
Community heading

2. Click (sometimes requires a double click) the “Chapter Queries” folder to open the report folder.

3. Click (sometimes requires a double click) on the registration report option.

4. Click “Run” and enter the event code for the event. The event code is always the chapter abbreviation followed by year and then either “F” for fall meeting or “S” for spring meeting. (For example, the fall 2019 Southwest Chapter meeting code would be: SW2019F). Don’t enter anything in the “Title Contains” and then click “Find”

5. There is a blue “Export” button on the right side which allows you to export into Excel.

Additional, customized reports can be created on a chapter by chapter basis as needed by submitting a request to ACSM staff.

- Regional chapter administrators are responsible for managing onsite registration, including collecting & processing onsite registration payments. For credit card processing, the online chapter registration site may re-opened so that individuals can register via their phones and/or computers onsite. Chapter administrators may coordinate re-opening of the online registration site with ACSM staff. Or, the chapter may opt to use a credit card processing system such as Square, PayPal, etc. The type of onsite credit card processing system used often is determined by the volume of onsite registrations. The ACSM National office can provide recommendations on a chapter by chapter basis.

**Post-Meeting Registration Processing**

- Shortly after the meeting, regional chapter administrators send all onsite registration forms and a single check (made out to ACSM) in an amount that corresponds with the total onsite registration fee total (collected from all forms of payment: check, cash and credit card). The single payment check and registration forms should be sent via UPS/FedEX to: ACSM, c/o Heather Turner, 401 West Michigan Street, Indianapolis, IN 46202.

- The rationale for chapters being required to send onsite registration forms & money to ACSM is due to accounting rules. ACSM auditors do not allow funds to be accounted for into the database unless ACSM has physical possession of the funds. So, ACSM must have possession of the registration funds for a staff member to apply a registration & payment to an individual attendee’s account. This allows us to keep correct registration and payment information for all attendees at every meeting in the database which is important because: 1) We want to have all money collected at a meeting in the system so the full registration fees collected at a meeting are available if National or the regional chapter need to pull that information in the future; 2) Attendees have complete ACSM & regional chapter activity history on their accounts should they need access to it in the future; 3) ACSM received requests throughout the year from people who need receipts from past chapter meetings; and 4) A registration and payment must be attached to an attendee account in order for CECs to be credited to the individual’s ACSM account.

- ACSM staff enter all registrations & applicable fees into the iMIS database on each individual attendee record. The corresponding registration funds are returned to the chapter via direct deposit (see “Financial Distribution of Registration Fees” below). ACSM simply returns all of the onsite registration funds back to the chapters.
- ACSM staff complete any post-meeting follow-up related to meeting cancellation and/or outstanding payments due.

- Once all financial transactions related to the meeting are completed and accounted for, ACSM staff close the meeting in the iMIS system. Once the meeting is closed, no financial transactions and/or registrations related to the specific meeting may be added or edited. Also, once the meeting is closed, CEC activity records are added to each attendee’s individual ACSM account.

**Financial Distribution of Registration Fees**

- Money collected for registrations (both pre-registration and onsite registration) are distributed to the regional chapters via direct deposit into the primary regional chapter account on file with the National office. All money collected within a specific month is provided in a single direct deposit transaction.

- Total yearly registration income is pre-populated on the regional chapter’s annual financial report template provided by the National office.

**ACSM Continuing Education Credits**

- All ACSM Regional Chapters are approved providers to offer ACSM Continuing Education Credits (CECs) at any educational meeting that the regional chapter convenes or sponsors. Regional chapters do NOT need to submit applications to provide CECs due to their approved provider status.

- Regional chapters determine the total number of CECs available for each meeting. 1.0 CEC should be provided for each hour of unopposed, educational content. CECs can be counted in 0.5 intervals. Any educational content (including, but not limited to speakers, panel discussions, free communication sessions, etc.) may be counted for CECs. Social events during a chapter meeting should not be counted for CECs. Complete information and regional chapter meeting CEC certificates can be accessed online at [http://www.acsm.org/membership/regional-chapters/leader-resources/cec](http://www.acsm.org/membership/regional-chapters/leader-resources/cec).

- CEC certificates may be provided to attendees at the meeting in print format and/or provided electronically via email post-meeting.

- Once a meeting has been “closed” (i.e. all financial transactions from a meeting have been processed), the CECs are added to each attendee’s online ACSM account.

- Regional Chapters wishing to offer non-ACSM continuing education credits/units (e.g. CME, NATA CEUs, NSCA CEUs, etc.) must apply directly with the respective organization in order to do so. ACSM National does not apply for non-ACSM CME or CEC/CEU on behalf of the regional chapters.