

Electronic Reservation System (ESVP) Policies and Procedures

The Office of University Events can provide the service of an electronic reservation system to aid in attendance accuracy and alleviate time event planners spend taking invitees' feedback via the telephone or individual e-mails, and then collecting and analyzing those responses in separate databases.

The ESVP (E-Mail S'il Vous Plait) or in other words online RSVP (Repondez S'il Vous Plait) system allows invitees to instantly confirm or decline attendance in addition to offering to respond to a multiple choice of special requests tailored to the event (meal preference, desired seating assignments, etc.) to accommodate efficiently to their specific needs.

The many benefits of the Program include but are not limited to:

- Send electronically personalized professional messages
- Manage an unlimited number of fully customizable groups/lists with an unlimited number of recipients
- Do follow-up mailings with precision and have access to all sent related details in highly defined reports and logs
- Graphics like programs, maps, presentations and other documents can be incorporated
- Fully control and target mailings with powerful filters, in-line message scripting, reply management controls, customizable headers and in-depth logging and reporting
- Prepare and schedule messages for delivery any time in the future

The event planner has constant access to their ESVP event status and the recipient feedback can be roughly grouped and reported in two categories:

General Feedback

Accepted – recipient accepted

Rejected-recipient rejected

Maybe – recipient pressed on Maybe button

No Response – the recipient opened the e-mail but did not respond

No Response – the recipient did not open the e-mail

Specific Preferences Feedback

Allergies

Meal type

Seating preference

Airport pick up

Etc.

POLICIES

1. The ESVP system will be used for university events that require confirmation of attendance like dinners or special invited guests with prior approval of the Department Head/Director.
2. The submission of the *ESVP Service Request Form* should be carried out a minimum of five working days before the ESVP send date.
3. The complete kit (i.e. guest list database in required format, e-vite with ESVP button design, etc.) is required upon submission.
4. The Office of the University Events will review and process the material within two working days.
5. An agreement will be made between the Office of University Events and requesting department with respect to the service rendered and fee structure.
6. ESVP send and tracking process by the Office of University events will be carried out on the agreed upon date.
7. Invitees will be receiving an email from **AUC Events** account with a customized subject line.
8. The Office of University Events is not responsible for any no-shows or cancellations.

SERVICES OFFERED

- **Category A:** the single attendance question ESVP with a single final report by the agreed date
 - a. for a maximum of 200 attendees
Fees: EGP 100
 - b. for more than 200 attendees
Fees: EGP 200
- **Category B:** the single attendance question ESVP with continuous follow-up with a day by day report of the invitation situation:
 - a. for a maximum of 200 attendees for a maximum of 7 working days
Fees: EGP 300
 - b. for more than 200 attendees for a maximum number of 7 working days
Fees: EGP 400
 - c. for more than 200 attendees for more than 7 working days
Fees: EGP 500

- **Category C:** a multiple question ESVP with a single final report by agreed date
 - a. for a maximum of 200 attendees
Fees: EGP 600
 - b. for more than 200 attendees
Fees: EGP 700
- **Category D:** a multiple question ESVP with continuous follow-up with a day by day report of the invitation situation:
 - a. for a maximum of 200 attendees for a maximum of 7 working days
Fees: EGP 800
 - b. for more than 200 attendees for a maximum of 7 working days
Fees: EGP 900
 - c. for more than 200 attendees for more than 7 working days
Fees: EGP 1000
 - d. for a maximum of 200 attendees for more than 7 working days
Fees: EGP 1100
 - e. for more than 200 attendees for more than 7 working days
Fees: EGP 1200
- **Category E:** Individually tailored ESVP e.g. with special multimedia design, unique tracking requirements and diverse needs:
Fees: EGP 1500

PROCEDURES

1. Submit the ESVP request form (attached) and complete material kit including but not limited to:
 - the Excel Sheet database (.csv format) for (template attached) where:
 - a. Each data is in a separate column as a unique field
 - b. Email address is the primary key for the ESVP system; it has to be verified and edited upon the submission
 - The e-vite which includes an ESVP clickable button (design is through the Office of Communications – Creative Services) as a link to the Survey view with the assigned questions.
2. The Agreement will be reached with the requesting Department within two working days with written confirmation from both sides – via e-mail communication (template attached).
3. The Office of University Events will incorporate the database into the program along with the design and send a test sample of the message to the initiating office/department.

4. The invitation will be sent out by the Office of University Events within one working day after the Agreement.
5. Any additional invitee/contact recipient name added after sending the e-vite to the database will be subject to nominal fee of EGP 30 per name.