Cvent Process Overview

The MU Conference Office provides quality registration and event services to support MU Extension and Engagement programs. We will assist you in completing these simple steps to promote your event on the MU Extension website and manage participant registration.

START Submitting an event (all types)
1. Program organizer enters event details via MyExtension.
   a. Details include event description, fees (if applicable), deadline, attendance capacity, discounts offered, etc.
   b. Upon submission, program organizer receives e-notification summarizing event details.
2. MU Conference Office (MUCO) sets up event.
   a. Sends email introduction and event request confirmation to program organizer.
   b. Consults with organizer about additional planning services (if applicable).
   c. Reviews event information updates and provides registration preview.
   d. Develops online registration and additional event website pages (if applicable).
   e. Posts event on the MU Extension website and county page in five business days.
3. Organizer receives public web address (URL) for promotion.

GO Registration events (only)
1. Registration opens.
   a. Online registrations are processed in Cvent with credit card (3% transaction fee, system fee and campus program share deducted and balance deposited in county MoCode).
      i. County managing event may accept registrations at local office or event and records registrant details in Offline Registration Roster.
      ii. Payments are deposited into local/unit accounts.
   b. Cancellations and refunds (if applicable) are processed by same method as original payment.
   c. Monthly financial settle-up is processed through Extension Fiscal Operations.
2. Organizer has 24/7/365 access to up-to-date online registration rosters and fees paid.

FINISH Post event (registration events)
1. MUCO provides online registrant roster to program organizer.
2. Program organizer provides Offline Registration Roster (if applicable) to MUCO.
3. MUCO uploads Offline Registration Roster into Cvent.
   a. Final roster of attendees and fees paid (if applicable) provided to program organizer.
   b. Cvent data serves as official participant record for MU Extension programs.
4. Final processing of system fee and campus program share are charged to event MoCode.
5. Transactions are reflected in monthly financial settle-up by Extension Fiscal Operations.

Need assistance? Email the MU Conference Office at muconf8@missouri.edu or visit our site.