

# Acteva Pricing

Products | Discount Packs | Add-ons | Professional Services

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**Actēva**  
Online Registration & Payments

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## Overview

This document contains descriptions of Acteva's products, discount packs, registration fees, add-on features, special options and professional services.

It's a good reference document for budgeting purposes and may also help you determine which Acteva products and services are best suited for you and your events.

Of course, please feel free to call us at (877) 933-4730 if you have any questions.

## Acteva Express

Acteva Express is an entry-level solution that allows you to get your online registration pages up and running quickly and easily – with no upfront payments. Acteva Express is a simple, pay-as-you-go solution ideally suited for self sufficient Organizers holding small or infrequent events.

Acteva Express charges a Registration Processing Fee for every completed registration. This fee starts at .75 and is deducted from any money received when attendees use Acteva Express to register and pay online. For Organizers planning to use Acteva Express for no-charge events, the Free Event Template is a streamlined registration solution that costs .99 per attendee. Kindly refer to the Registration Processing Fee Table on page 7 for a complete listing of these fees.

**NOTE: You can connect your Acteva Express account to your own merchant account and pay fees charged by your own merchant processor or you can use Acteva Payment Management Services for 3.75% per transaction.**

With Acteva Express, Acteva manages the online registrations and payments for your events and sends you a check in the amount of your net sales once a month.

**Note: Acteva Express allows Visa and MasterCard credit card payments ONLY, while Acteva Plus allows payments from Visa, MasterCard, Discover, American Express as well as alternate forms of payment.**

## Acteva Plus

Acteva Plus is a more powerful solution than Acteva Express, capable of handling the most basic through the most advanced event registration requirements. Acteva Plus incorporates a broader set of features and enables an Organizer to accept Visa, MasterCard, American Express, Discover, offline registrations and alternate forms of payment.

Like Acteva Express, Acteva Plus Organizers pay Registration Processing Fees for each completed registration and the appropriate payment management fees. Payment management fees are 3.75% for Visa, MasterCard, Discover and American Express. For Organizers planning to use Acteva Plus for no-charge events, the Free Event Template is a streamlined solution that costs just \$1.99 per attendee. Registration Processing Fees for paid events start at \$1.49 per registration option or ticket (please see page 8 for details). Acteva Plus Organizers also pay an Event Activation Fee that is charged for each event. This fee is priced at \$100 or less.

## Acteva Payment Management Services

Many Acteva customers utilize Acteva's Payment Management Service for 3.75% per transaction. More than just credit card processing, many customers use Acteva Payment Management Services as their 'outsource merchant operations department.' You may also use your own merchant account and pay rates and fees charged by your merchant processor and bank — it's your choice:

### Compare Acteva's Payment Management Service to Your Own Merchant Account

	Acteva Payment Management Service	Your Own Merchant Account
Revenue Distributions	Acteva reconciles event revenues and mails checks in the amount of your net sales due (twice a month for Plus, monthly for Express)	Direct deposit into your bank account, usually within 3 to 7 business days
Merchant Processing Fees	3.75% + \$0.00 per transaction	2.2% to 5% + flat fee from \$.10 to \$.50 per transaction*
Downgrades Fees - additional fees when cardholders use Corporate Cards, Mileage Cards, Special Promotions & Giftcards	None	.5% to 1.5%
Gateway Fee	None	\$50 setup fee, \$40 to \$70 per month + \$.15 to \$.25 per transaction fee*
Reporting Fee	None	\$10 to \$20 per month
Deposit Required	None	Yes*
Help with Fraud Mitigation	Included, no additional charge	Limited
Reconciliation	Included, no additional charge	You do it
Refund Processing & Management	We do it + \$2 per refund	You do it + gateway fees
Chargeback/Dispute Resolution	We do it + \$20 per occurrence	You do it + \$20 to \$40 per occurrence
Cardholder Support	We do it, no additional charge	You do it
Application Process	None	Full credit application + 1 week minimum to set up
Term Obligation	None	2 to 5 year lease obligation

\*Typical fees when qualifying for a merchant account. Based on risk profile, annual volume and credit history.

Acteva Plus Event Activation and Registration Processing Fees can be heavily discounted by purchasing Event Packs and Registration Processing Fee Packs. These discount packs may be purchased at anytime and are available exclusively to Acteva Plus customers. Discount tables and explanations are detailed in the “Acteva Plus Event Fee Packs” section starting on page 4.

With Acteva Plus, Acteva manages the online registrations and payments for your events and sends you a check in the amount of your net sales twice a month.

Acteva Plus comes with powerful Standard Features at no additional charge, as well as a host of add-on Selectable Features and Special Options. For Acteva Plus customers with unique requirements, Acteva’s world-class professional services team is available on an hourly or per-project basis. Details on Acteva Plus Standard Features, Selectable Features and Special Options can be found in Appendix B.

### Acteva Plus Event Fee Packs

Acteva Plus Event Fee Packs help reduce the overall cost of using Acteva. By purchasing an Event Pack, an Organizer can save 40% or more on Event Fees and Selectable Features. The table below shows what’s included with each Event Pack.

Acteva Plus - Event Fee Packs				
	Single Event Pack	Quarterly Event Pack	Monthly Event Pack	Enterprise Event Pack
Included Event Activation Credits	1	5	12	20+
Included Selectable Features	1	2	3	3+
Cost per Additional Selectable Feature	\$250	\$200	\$150	\$150 or less
List Price of Package	\$100	\$750	\$1,700	\$2,500+ (TBD)
<b>Event Fee Pack Cost</b>	<b>\$100</b>	<b>\$400</b>	<b>\$900</b>	<b>\$1,300+ (TBD)</b>
<b>You Save</b>	<b>-</b>	<b>\$350</b>	<b>\$800</b>	<b>\$1,200 + (TBD)</b>

These packs have been created to accommodate the most common number of events held by the more than 14,000 Organizers using Acteva today.

#### Acteva Plus – Single Event

This pack is mainly for organizations planning their first event or planning a single event with online registration and payments. Organizers receive 1 Event Activation Credit, which must be used within 12 months from the date of purchase. Acteva Plus customers may purchase additional Event Packs as needed at any time.

#### Acteva Plus – Quarterly Event Pack

Many organizations hold four quarterly meetings and one annual event. This pack provides 5 Event Activation Credits that must be used within 12 months. The Quarterly Event Pack also includes one Selectable Feature, and allows additional Selectable Features to be purchased at a discounted rate. Additional Event Packs may be purchased as needed at any time.

**Acteva Plus – Monthly Event Pack**

The Monthly Event Pack is designed for organizations that generally hold monthly meetings, and includes 12 Event Activation Credits. As with all packs, the credits must be used within 12 months. This Event Pack also includes 3 Selectable Features. Additional Selectable Features are available at a reduced rate. If more than 12 events are held in a year, additional Event Activation Credits may be purchased at any time at the same discounted rate – without buying an additional event pack.

**Acteva Plus – Limited Enterprise Event Pack**

This Event Pack is ideal for those organizations that expect to hold at least 20 events throughout the year and includes 20 Event Activation Credits. Three Selectable Features are also included. Additional Selectable Features can be activated for a heavily discounted rate.

**Acteva Plus – Enterprise Event Pack**

For organizations holding more than 20 events per year, Acteva can create an Enterprise Event Pack to meet your specific requirements. This pack will include a negotiated number of prepaid events and Selectable Features. Please call Acteva Sales at (877) 933-4730 for details.

### Acteva Plus Registration Processing Fee Packs

Registration Processing Fee Packs reduce the costs associated with registration processing. As with prepaid phone cards, event Organizers receive volume discounts when they pre-purchase registration fees: the larger the pack, the larger the discount.

#### Summary of Registration Processing Fee Packs

Acteva Plus - Registration Processing Fee Packs					
	Pack 1	Pack 2	Pack 3	Pack 4	Pack 5
Registration Processing Fee Credit Amount	\$1,500	\$2,500	\$5,000	\$10,000	Call
Basic Event Setup Services Included (Acteva Professional Services)	1	2	3	4	TBD
List Price of Package	\$1,600	\$2,700	\$5,300	\$10,400	TBD
<b>Registration Processing Fee Pack Cost</b>	<b>\$1,350</b>	<b>\$2,125</b>	<b>\$4,000</b>	<b>\$7,700</b>	<b>TBD</b>
<b>You Save</b>	<b>\$250</b>	<b>\$575</b>	<b>\$1,300</b>	<b>\$2,700</b>	<b>TBD</b>

#### Acteva Event Setup Service Included

Every Registration Processing Fee Pack also includes at least one Event Setup Service, which provides an Organizer with hands-on help to customize their registration and payment design using all of the Standard Features available in Acteva Plus. The standard fee for this service is \$100 for each event (see Appendix E for details).

### Appendix A: Acteva Express and Acteva Plus Registration Processing Fees:

Organizer's Ticket Price Range		Registration Processing Fees	
		Acteva Express	Acteva Plus
From:	To:	Fee Range	Fee Range
FREE	FREE	\$0.99	\$1.99
\$.001	\$24.99	\$0.75	\$1.49
\$25.00	\$49.99	\$0.99	\$1.99
\$50.00	\$74.99	\$1.49	\$2.49
\$75.00	\$99.99	\$1.99	\$2.99
\$100.00	\$199.99	\$2.75	\$3.75
\$200.00	\$374.99	\$3.49	\$4.49
\$375.00	\$574.99	\$4.25	\$5.25
\$575.00	And Up	\$4.99	\$5.99

Acteva Fees are subject to change. Your fees will be those in effect at the time you create your account.

## Appendix B: Acteva Plus Standard Features, Selectable Features and Special Options

Acteva Plus comes with powerful Standard Features as well as a host of add-on Selectable Features and Special Options.

Please contact Acteva Sales or Customer Support at (877) 933-4730 if you have any questions.

### Acteva Plus Standard Features

Acteva Plus has a robust set of Standard Features that are included at no additional charge. These features are not available to Acteva Express customers.

Standard Feature	Description and Availability
<b>Promo Codes</b>	<p><b>Description:</b> Promo Codes increase attendance and reward select attendees such as speakers, presenters and VIPs. Organizers can define Promo Codes for incentive-based marketing as well as to measure success across various marketing campaigns.</p> <p>The event Organizer can define any number of Promo Codes and assign them to any number of events. Promo Codes can trigger a predefined discount off the Booking Option purchase price. A discount can be expressed either as a percentage or a set amount. Promo Codes can also be used to trigger volume discounts and discounts if a purchase is made before a certain date ('early-bird' pricing). Acteva Registration Processing Fees are charged at the non-discounted value of the ticket/transaction.</p> <p><b>Availability:</b> Promo Codes is a self-service feature accessible from within the Acteva Plus Organizer interface. A separate click-through agreement is required in order to activate this feature.</p>
<b>Attendee Types</b>	<p><b>Description:</b> The Attendee Types feature allows the Organizer to define different groups and versions of the registration form so that attendees only see options and pricing relevant to them. Organizers save time and avoid having to create separate events for each attendee type.</p> <ul style="list-style-type: none"> <li>Organizer may assign different booking options and questions to each attendee type</li> <li>Registrants select their attendee type before registering</li> <li>On the registration page, registrants see their appropriate booking options and questions as per their chosen attendee type</li> <li>Organizers can run special reports, filtering by attendee type</li> <li>Simple member validation can be used to validate an individual's membership within a specific group</li> </ul> <p><b>Availability:</b> Attendee Types is a self-service feature accessible from within the Acteva Plus Organizer interface. A separate click-through agreement is required in order to activate this feature.</p>
<b>Post-Event Surveys</b>	<p><b>Description:</b> The Post-Event Surveys feature allows event Organizers to publish an attendee survey. Survey results are tied back to both the event and the responder for easy reporting.</p> <ul style="list-style-type: none"> <li>Organizers can easily define survey questions, send out Post-Event Survey notification emails, and run reports to view the results</li> <li>Organizers receive valuable feedback from attendees to help improve future events</li> </ul> <p><b>Availability:</b> Post-Event Surveys is a self-service feature accessible from within the Acteva Plus Organizer interface. A separate click-through agreement is required in order to activate this feature.</p>
<b>Full Test System</b>	<p><b>Description:</b> Full Test System enables Organizers to conduct a full test of the consumer booking track, from initial registration all the way through payment.</p> <p><b>Availability:</b> Full Test System is a self-service feature accessible from within the Acteva Plus Organizer interface.</p>

<b>Wait List</b>	<p><b>Description:</b> The Wait List feature helps Organizers maximize capacity utilization and increase revenue. When a booking option is sold out, registrants may place themselves on a 'wait list'. The Organizer can view who is waitlisted and has the option to send them a private registration link or complete the registration on their behalf. Both options bypass inventory control (that is, the requirement to limit the number of tickets sold per event).</p> <p><b>Availability:</b> Wait List must be activated by Acteva. Please contact Acteva to add this feature to your Acteva Plus Account.</p>
<b>Bar Coded Receipts</b>	<p><b>Description:</b> Organizers can allow their attendees to print out bar coded receipts directly from their web browser.</p> <ul style="list-style-type: none"> <li>• Organizer chooses the Bar Code format to be used</li> <li>• Attendees are given a unique URL to access and print their receipt</li> <li>• The receipt can be scanned with standard bar code readers to validate attendees at the door. Validation occurs via the local bar code reader system</li> <li>• Organizer arranges for their own bar code reader device and software</li> <li>• Acteva Registration Processing Fees apply as normal</li> </ul> <p><b>Availability:</b> Bar Coded Receipts must be activated by Acteva. Please contact Acteva to add this feature to your Acteva Plus Account.</p>
<b>Full Participant Information (FPI)</b>	<p><b>Description:</b> Full Participant Information (FPI) enables the registrant to register multiple people during one transaction by cycling through the booking track multiple times, and filling out specific information on behalf of each person in their group.</p> <p>FPI is different from the default 'Supplemental Names' feature. Supplemental Names only captures the names and email addresses of the additional attendees.</p> <p><b>Availability:</b> must be activated by Acteva. Please contact Acteva to add this feature to your Acteva Plus Account. FPI cannot be used with Supplemental Names.</p>

### Acteva Plus Selectable Features

Selectable Features are priced separately and require an additional contract. Although they include an annual fee, these fees can be waived or deeply discounted with the purchase of an Event Pack. It takes about two days to set up one or more Selectable Features, so please contact your Acteva Sales Representative for details.

There are two kinds of Selectable Features: Selectable Registration Features and Selectable Payment Features. Both are described in detail below.

Selectable Registration Feature	Description and Pricing
<b>Acteva Phone Registration Service</b>	<p>When this service is activated, prospective attendees may call Acteva to register via telephone. An Acteva Customer Support Representative enters the data on behalf of the attendee. Acteva Phone Registration service operates from 6AM to 5PM Pacific Standard Time.</p> <ul style="list-style-type: none"> <li>• Acteva provides the event Organizer with a toll-free number that attendees can call to register</li> <li>• Acteva completes the attendee registration</li> <li>• Acteva provides the event Organizer with the ability to track phone registrations</li> <li>• Acteva Registration Processing Fees apply as normal, per the account's fee table</li> <li>• An additional Registration Handling charge of \$3 will be assessed for each registration processed</li> <li>• There is a \$250 annual fee for this service unless it is included in an Event Pack purchase or reduced in price when adding multiple Selectable Features</li> </ul>
<b>Acteva Fax Registration Service</b>	<p>Acteva processes faxed-in registrations securely on behalf of the event Organizer.</p> <ul style="list-style-type: none"> <li>• Acteva provides the event Organizer with a fax number to which attendees can fax their completed registration forms</li> <li>• Acteva completes the attendee registration</li> <li>• Acteva provides the event Organizer with the ability to track fax registrations</li> <li>• Faxes are processed Monday-Friday, 8AM-5PM PST</li> <li>• Acteva Registration Processing Fees apply as normal, per the account's fee table</li> <li>• An additional Registration Handling charge of \$3 will be assessed for each registration processed</li> <li>• There is a \$250 annual fee for this service unless it is included in an Event Pack purchase or reduced in price when adding multiple Selectable Features</li> </ul> <p><b>Note: This service is not available for events using inventory controls.</b></p>
<b>Acteva Mail-In Registration Service</b>	<p>Acteva handles mail-in registrations on behalf of the Organizer.</p> <ul style="list-style-type: none"> <li>• Confirmation emails are customized to include instructions for the attendee to mail in their completed registration forms to Acteva's mailing address when check payment is selected</li> <li>• Acteva completes attendee registrations, processed M-F, 8AM-5PM PST</li> <li>• Acteva provides the event Organizer with the ability to track mail-in registrations</li> <li>• Acteva Registration Processing Fees apply as normal, per the account's fee table</li> <li>• An additional Registration Handling charge of \$3 will be assessed for each registration processed</li> <li>• There is a \$250 annual fee for this service unless it is included in an Event Pack purchase or reduced in price when adding multiple Selectable Features</li> </ul> <p><b>Note: This service is not available for events using inventory controls.</b></p>

Selectable Payment Feature	Description and Pricing
<b>Acteva Check Processing Service</b>	<p>Registrants may choose to pay Acteva directly by check and Acteva processes the payment on behalf of the Organizer.</p> <ul style="list-style-type: none"> <li>Acteva automatically enables Organizers to use a check payment option for their Events, in addition to the ability to pay with a credit card</li> <li>All checks are mailed to Acteva, and Acteva disperses funds according to the standard payment cycle</li> <li>Attendee's email confirmation will instruct the attendee to mail the check to Acteva's mailing address</li> <li>Organizers can track check payments received by Acteva</li> <li>Acteva Registration Processing Fees apply as normal, per the account's fee table</li> <li>A separate Check Processing Fee is charged in lieu of the Credit Card Processing Fee <ul style="list-style-type: none"> <li>2% for checks with a value less than \$100</li> <li>1.25% for checks with a value between \$100.00 and \$500</li> <li>1% for checks with a value greater than \$500</li> </ul> </li> <li>There is a \$250 annual fee for this service unless it is included in an Event Pack purchase or reduced in price when adding multiple Selectable Features</li> </ul>
<b>Pay-by-Check</b>	<p>Enables a Pay-by-Check payment option that can be turned "on" or "off" for each event. When turned on, the attendee pays the event Organizer directly.</p> <ul style="list-style-type: none"> <li>Acteva enables the Organizer to define the pay-to information and instructions for their Account</li> <li>A check payment option is enabled for each event in addition to the credit card payment option</li> <li>The online receipt and email confirmation will include instructions to send the check to the pay-to company and address in Organizer's account profile</li> <li>Organizers can track check payment status</li> <li>Acteva Registration Processing Fees apply as normal, per the account's fee table</li> <li>There is a \$250 annual fee for this service unless it is included in an Event Pack purchase or reduced in price when adding multiple Selectable Features</li> </ul>
<b>Register with Purchase Order (PO)</b>	<p>Enables a separate PO payment option which can be activated as needed for each event. The payment option may be configured to require entry of a PO and other information as defined by the Organizer.</p> <ul style="list-style-type: none"> <li>If the registrant provides PO information upon registering, the Organizer is responsible for collecting payment directly</li> <li>Acteva enables the Organizer to define pay-to information for their account, as for check payment</li> <li>Acteva neither invoices the registrant nor collects registration revenue; this is the responsibility of the Organizer according to their Purchase Order collection/remittance policy</li> <li>Organizers can track PO payment and registration status</li> <li>Acteva Registration Processing Fees apply as normal, per the account's fee table</li> <li>There is a \$250 annual fee for this service unless it is included in an Event Pack purchase or reduced in price when adding multiple Selectable Features</li> </ul>

### Acteva Plus Special Options

The Special Options below have special terms and conditions, incur additional fees, and require assistance from Acteva Customer Support to set up.

Special Option	Description, Pricing and Availability
<p><b>Use Your Own Merchant Account (UYOMA)</b></p>	<p>Organizers may use their own Internet Merchant Account (IMA) instead of Acteva’s Credit Card Payment Management Services.</p> <ul style="list-style-type: none"> <li>• The Organizer’s IMA must be supported by the Verisign PayFlow Pro Gateway</li> <li>• With UYOMA, credit card payments go directly to the Organizer’s own IMA. The Organizer is responsible for handling all refunds, charge backs, and fraud situations. Other payment options, such as check or PO, are still available</li> <li>• Acteva Registration Processing Fees apply as normal, per the accounts fee table</li> </ul> <p><b>Note: Requires up to 5 days to set up after IMA information is received by Acteva. The merchant processor must be compliant with Verisign PayFlow Pro Gateway</b></p>
<p><b>Membership Module</b></p>	<p>Acteva’s Membership Module gives Organizers the ability to sell and track Memberships, validate preferred pricing and offer a private Member Directory.</p> <ul style="list-style-type: none"> <li>• Acteva will work with membership-based organizations to setup the Membership Module in their Acteva Plus Account, including help with uploading their existing member database</li> <li>• Members can view and update their own profile in the private membership directory</li> <li>• Organizers can track different types of memberships, individual member profiles, and renewal dates</li> <li>• Organizers can easily send EventMail invitations and updates to their membership database</li> <li>• The Membership Module helps Organizers enforce Members-Only events and Members-Only pricing. During registration, non-members can instantly purchase a membership and receive preferred pricing in the same transaction</li> <li>• Members can easily view all their transactions with the organization</li> <li>• Organizers may combine the Acteva Membership Module with Attendee Types, thus providing relevant booking pages to Members and Non-Members alike</li> <li>• There is a one time setup fee of \$250</li> </ul> <p><b>Note: Member Directory imports are performed by Acteva Professional Services. The initial import is included with the setup fee. Subsequent directory imports are charged separately.</b></p>

## Appendix C: Acteva Plus – MultiVent Option

MultiVent is an affordable and practical way to run large numbers of events. With MultiVent, Attendees have several intuitive ways to navigate into event detail pages, pick the events they want, place them in their shopping cart, and checkout. As such, MultiVent is the ideal solution for organizations holding multiple events on an ongoing basis, or that wish to offer a series of events within a specific time period or season.

Event Organizers are able to quickly setup and categorize large numbers of events – by date, location or other criteria – for automatic display in their own Advanced GO Page. The Advanced GO Page is an Event Listing Page with search, filter and calendar-view navigation capabilities. With MultiVent, Attendees are more likely to find what they are looking for, register and make a purchase.

Attendees also enjoy the convenience of registering for multiple events in one streamlined transaction – for themselves or on behalf of one or more friends, family members or colleagues. For example, attendees can purchase multiple tickets, classes, tours or other simple events in one transaction.

With MultiVent, Organizers can easily publish multiple, recurring events. Organizers quickly designate certain events to recur automatically, alleviating the burden of re-creating each event from scratch. Every event will automatically show up in the Organizer’s Advanced GO Page.

### MultiVent Availability and Limitations

MultiVent is not suited for all events. MultiVent is best suited for simple events with one or a few booking options. Certain event level variations are not allowed. For example, Organizers cannot define event level questions or vary payment options across multiple events. Also, Full Participant Information (FPI) is not captured when an attendee adds additional event participants to a MultiVent transaction (however, first and last name can be captured).

**Note: Organizers may combine MultiVent with Acteva’s Ticketing Option.**

### MultiVent Pricing

MultiVent is free with the purchase of 12 or more Acteva Plus Event Activation Credits. Please call Acteva Sales at (877) 933-4730 to develop pricing and terms that are right for you.

## **Appendix D: Ticketing Option and Bar Code Equipment Rental Program**

Acteva's Ticketing Option is available on all Acteva Account types and offers seamless integration with Acteva Express, Acteva Plus and Acteva Plus - MultiVent Option.

As a value-added service, Acteva offers Organizers a Bar Code Equipment Rental Program, including wireless ticket scanners, wireless capable base stations, event staffing and technical support.

### **Ticketing Option**

With Acteva's Ticketing Option, Organizers can configure ticketing for one or more Events and Booking Options. When a buyer orders a ticket, Acteva dynamically prints a ticket with the name of the event, booking option selected, venue name, and event date and time.

Upon each order, Acteva prints and mails the tickets to the buyer within one business day. Buyers receive a packing slip and a separate ticket for each ticketing-enabled Booking Option they selected during their purchase. For added convenience, Organizers can also let buyers print tickets at home.

All tickets (whether professionally-printed or Print-at-Home) include unique bar codes to protect against fraud and for integration with Acteva's Bar Code Equipment Rental Program. The professionally-printed versions include a UV-visible logo for an additional layer of fraud protection.

### **Ticketing Option Pricing**

There is a \$250 setup fee to add the Ticketing Option to an Acteva Account. Shipping and Handling Fees are \$1.25 per order and \$1 per ticket. Organizers can absorb all or part of the Shipping and Handling Fees or simply pass these costs on to their Attendees. These fees are in addition to all other fees. Organizers must sign a separate agreement for Ticketing and can then begin selling tickets the same day. To get started, please call Acteva Sales at **(877) 933-4730**.

### Bar Code Equipment Rental Program

To support Acteva's Ticketing Option, Acteva also offers bar code equipment that is pre-programmed to work with the Organizer's event. Acteva's Bar Code Equipment Rental Program integrates wireless handheld scanners, wireless-capable base stations, customer support and Acteva's Ticketing Option.

Acteva drop ships the equipment to the Organizer who then ships everything back after one or more events. Acteva can also send trained staff to setup and staff admissions control.

A rental agreement and deposit is required for this program. No infrastructure is required on the part of the Organizer.

Organizers may choose to have Acteva's pre-programmed handheld scanner to work with their existing WiFi+Internet enabled network. If one is not available, then the wireless option is available at no additional cost.

Free telephone support is included with all bar code equipment rentals. Premium on-site setup and training is also available for an additional cost (see table below).

Rental Program Component	Pricing
Wireless Handheld Scanners	<ul style="list-style-type: none"> <li>• \$99 per week</li> <li>• \$299 per month if for less than a 1 year term</li> <li>• \$129 per month if for greater than a 1 year term</li> </ul>
Mobile Broadband Router (Includes Internet Access)	<ul style="list-style-type: none"> <li>• \$99 per week</li> <li>• \$299 per month if for less than a 1 year term</li> <li>• \$199 per month if for greater than a 1 year term</li> </ul>
Service and Support	<ul style="list-style-type: none"> <li>• Telephone support included at no additional charge</li> <li>• Full service and swap-out included at no additional charge</li> <li>• Premium On-Site Support and Training is \$3,000 for the 1<sup>st</sup> day and \$1,750 for each additional day</li> </ul>

**Note: Shipping charges and a deposit is required for the Acteva Bar Code Equipment Rental Program.**

## Appendix E: Acteva Professional Services

Acteva's Professional Services are available to customers that request work outside of standard customer support services and product capabilities – for example, event setup services, advanced design services and custom programming to meet unique requirements.

Professional Services	Description and Terms of Service
<p><b>Basic Event Setup Service</b></p>	<p>This service is available to all Acteva customers.</p> <p>The Basic Event Setup Service is currently priced at a standard \$100. It must be included on the contract, or a separate contract must be signed.</p> <p>The Basic Event Setup service uses standard Organizer-enabled product capabilities to set up a single event for a customer (larger quantities may be purchased for Organizers anticipating multiple events). The Basic Event Setup Service includes basic font, color, and text formatting but excludes creative effort, such as extensive HTML design and incorporation of graphics outside the header and footer. All images must be provided by the customer. Acteva will neither create nor modify graphic images to be used in the event registration page. Only those Selectable Features and Special Options that the Organizer has activated for the account may be used.</p> <p>After customer acceptance, additional revisions or changes will be charged at the Professional Services rate of \$125/hr.</p> <p><b>Note: This Professional Service should not be confused with the Event Activation Fee.</b></p>
<p><b>Advanced Account Setup Services</b></p>	<p>This service is available to all Acteva customers.</p> <p>The Advanced Account Setup Service is currently priced at a standard \$500. It must be included on the contract, or a separate contract must be signed.</p> <p>The Advanced Account Setup Service includes custom tailoring of fonts, colors, headers and footers used. This flexible service could consist of 'framing' the registration page, inclusion of sidebar graphics, incorporation of graphics, or other design changes required to meet the customer's provided visual design specifications. Uses HTML encoding.</p> <p>After customer acceptance, additional revisions or changes will be charged at the Professional Services rate of \$125/hr.</p>
<p><b>Custom Work</b></p>	<p>Custom work is only offered to Acteva Plus customers.</p> <p>Custom Work comprises any modification of standard product functionality. Please contact your sales representative for details.</p>

### About Acteva

Acteva is the trusted leader in online event registration, ticketing and payment management services. Since 1998, over 14,000 customers have used Acteva to manage more than 260,000 events and process more than 4.6 million registrations. Acteva's customers include Bausch & Lomb, Pfizer, SAP, Girl Scouts of America, Whole Foods, BMW/MINI, NASA, VMware, Apple, DHL, PG&E and thousands of small to large-sized businesses and organizations. Acteva is headquartered in San Francisco, California. More information on Acteva is available at [www.Acteva.com](http://www.Acteva.com)

When you choose Acteva, you immediately benefit from our experience with helping thousands of Organizers increase event revenue and reduce administrative costs.

Find out how Acteva can benefit your organization today by visiting us on the web at [www.Acteva.com](http://www.Acteva.com) or calling us at (877) 933-4730.