

## Village of Hewitt, WI

Softball, Volleyball and Race Registration/Online Payment Solutions

### Option 1 - cvent

<http://www.cvent.com>

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This is an end to end online solution for Events and Surveys. They offer you a customized event website. You can register users, send pre and post event surveys, send reminder emails and provide social media integrations. The registration aspect is completely customizable and would more than fit our needs. From the administrative side, there are tracking and reporting capabilities, email updates, event dashboards, the ability to export data and manage payments. Money collected from participants is sent to us on a monthly basis. There is no surcharge or fee from cvent for the payment processing but you are still required to have a merchant account or an e-commerce gateway like PayPal and they will still take the normal fees for processing credit cards.

This solution is not feasible. Their bottom of the barrel pricing starts at \$1500 per year plus transaction and per registration fees. We stopped discussions at that point.

### Option 2 – Eventbrite

<http://www.eventbrite.com>

Eventbrite is an online event management/registration solution. It's geared more at events than registering for softball and volleyball leagues but we could make it work to suit our needs. It allows us to create events and then sell tickets. The downside is that it's customizable but not necessarily to the point that we want it. Also, we need to define how many "tickets" we want to sell.

There are no monthly charges, enrollment costs or setup fees. They do however take 2.5% of the ticket price plus \$0.99 per ticket (with a maximum fee of \$9.95) plus a 3% payment processing fee. For example, a \$20 fee would result in \$17.91 coming in after the fees and credit card processing fees. Payouts are initiated 5 business days after the event's end date.

### Option 3 – PayPal

<http://www.paypal.com>

PayPal has two options: PayPal Standard and PayPal Pro.

PayPal Standard has no setup fees and no monthly fees. You pay 2.9% + \$0.30 per transaction. Unfortunately, this is only a payment collection option. There is no way to collect all of the registration information that we need. Thus, they'd still have to fill out a form and send it in and then pay online. This would be a disaster as you'd have no way to tie the registrations to the payments.

PayPal Pro has more customization features. For this you pay \$30 per month + 2.9% + \$0.30 per transaction. Although they say it's customizable, the big sell here is keeping your customers on your site instead of redirecting to the PayPal site. We actually don't want that. We still wouldn't have a way to collect the registration information that we need and get it back to the Rec Department.

#### **Option 4 – Active Sports**

<http://www.activesports.com>

<http://www.activeendurance.com>

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Active Sports has several solutions that would perfectly fit our need. First, they have a league management software that gives you online registration and payment processing as well as roster creation and management, document and waiver tracking, communication tools, reporting and websites. Second they have race management software that allows you to do the same things but specific to races. They offer family-based accounts so families can enter their registration information once and then register the kids for multiple leagues. Registration information can also carry over from year to year so they don't have to re-enter all of the family information. The registration form is completely customizable. They also let you collect volunteer information so that you can use the software to organize volunteers as well. The solution is mobile friendly. Parents can edit their information so you don't need to worry about going in and making edits. You can set the deadline after which edits cannot be made. They also manage waivers so you can collect waiver information at the time of registration. All of this leads to customizable reporting. They have tons of reports you can access out of the box but you can also create your own reports. Reports can be run, shared or exported to HTML, Excel or Word. This solution includes an assigned account manager and 24x7 support. You also have email tools that allow you to communicate with your participants and families. It also comes with a free league website if you want to post rosters and schedules and other items.

There is a one-time implementation fee of \$500 to setup the league management software. Then, they charge \$3.00 per registration plus a 3.65% credit card processing fee. You do have the ability to backlog registrations. They would be subject to the \$3 fee but not the credit card fee if they happen to pay by check. They are their own credit card processor so we would not need a merchant account. We would have the ability to issue refunds if we need to. We would be paid every two weeks. They are PCI Level 1 compliant.

For the race software, there is no implementation fee and there is no credit card processing fee. Instead, it's a flat \$3.25 per registration fee (as long as our entry fee is under \$30 per person). It also includes a free listing on active.com so the event would be more widely publicized.

For the race software, you can issue refunds through the administrative interface. For the league software, that does not yet handle refunds so if we needed to refund money, we'd have to cut a check and mail it back.

*Note:* If we sign the contract to use both the LeagueOne software AND the ActiveWorks Endurance software before the end of January, they would offer us a 5% discount on registration fee and the credit card processing fee for the LeagueOne software. This means that instead of \$3.00 per registration and 3.65% credit card fee, we would pay \$2.85 per registration and 3.47% credit card processing fee.