JACoW Team Meeting May 11, 2005

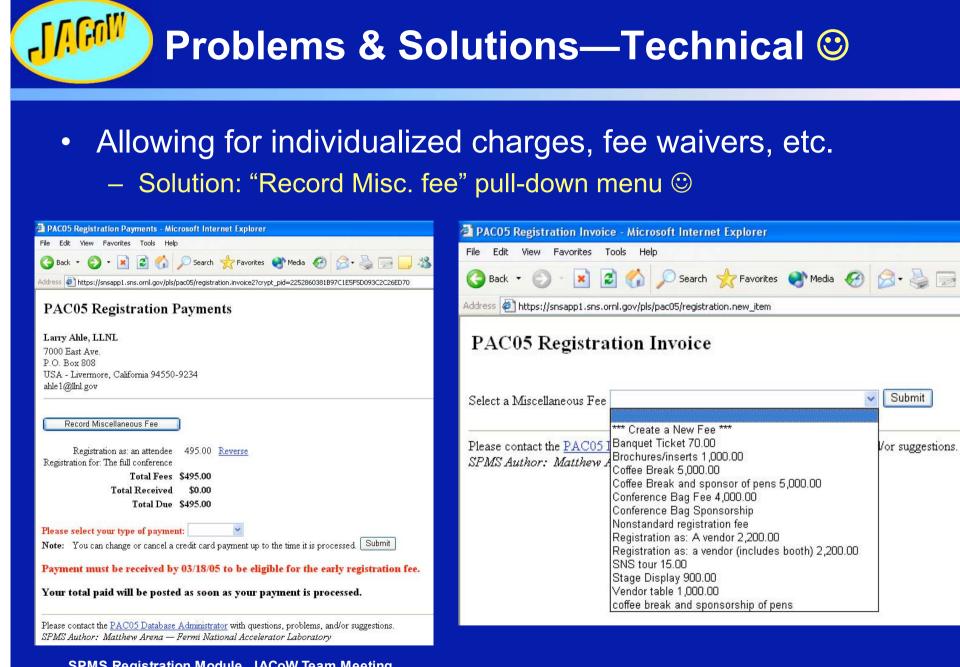
JACoW Database SPMS Registration Module --PAC05 Experience

Charlie Horak, ORNL/SNS

Problems & Solutions—Technical ③

- People with no affiliation (retirees, etc.)

 Solution: On Matt's to-do list. (small problem w/time-consuming fix)
- Cancellations (registration data wiped out—should probably store somewhere in case of mistakes)
 - Solution: Matt can change this.
- Transfers of registrations between people
 Solution: Easy for DBA to do, admin capability?

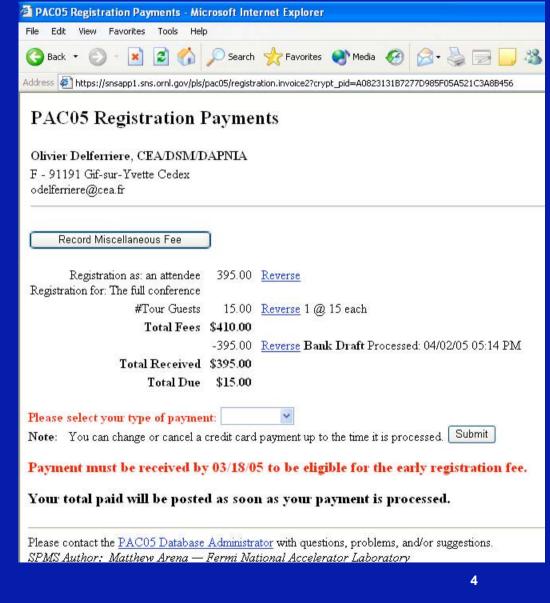


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Problems & Solutions—Technical ©

- Indicating changes in payment status (to correct errors)
 - Solution: Reversing charges/payments feature [©]

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Problems & Solutions—Technical 😊

- Flow of pages within SPMS not always easiest for user
 - Solution: Matt, yet again, fixed to best suit situation

Problems & Solutions—Technical ??

•	Flow of
	multiple
	pages/items
	and required
	items (e.g.,
	SNS tour
	registration)
	Solution: ??

PAC05 - Microsoft Internet E	xplorer					
Close Window						1
	Indicates required data					
	Please enter the total number of people you are regist people, please contact <u>Charlie Horal</u> . If you need to	ering for the tour, includin change your registration a	g yourself. The cost is \$15 pe fter you've paid, please log in	r person. You must complete the req again, make the changes, and resubmit	mested information for each guest. If you would like to register m	sore than six
* Number for tour	@ \$15 each					
	Information for you					
* Country of citizenship						
* Date of birth	Format: MM/DD/YY					
* City of birth						
	Information for guest 1					
Guest 1 full name		-				
Guest 1 country of citizenship						
Guest 1 date of birth	Format MM/DD/YY					
Guest 1 city of birth		2				
Guest 1 state, province, or country of birth						
	Information for guest 2					
Guest 2 full name						
Guest 2 country of citizenship						
Guest 2 date of birth	Format: MM/DD/YY					
Guest 2 city of birth						
Guest 2 state, province, or country of birth						
Guest 3 full name	Information for guest 3	1				
Guest 3 country of citizenship						
Guest 3 date of birth	Format MM/DD/YY					
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Problems & Solutions: Policy/Structure Issues

- Collecting payment vs completing registration process—when is a registration "complete."
 - Solution: auto e-mail reminders (work great but not ideal solution)

PACO5 Registration List - Microsoft Internet Explorer								
File Edit View Favorites Tools Help								
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Address 🕘 https://snsapp1.sns.ornl.gov/pls/pac05/registration.notices								

PAC05 Registration List

Back to Payments and Invoices

Send registration email notices to unpaid balances.

- Send 1st email notice only.
- Send email notice to all unpaid balances.

Send Mail

Please contact the <u>PAC05 Database Administrator</u> with questions, problems, and/or suggestions. SPMS Author: Matthew Arena — Fermi National Accelerator Laboratory

Problems & Solutions: Policy/Structure Issues

PAC05 Registration	Raymond Claflin	Logout	Home	Search	<u>My Sc</u>						
Thank you. Your registration data was saved. You will receive e-mail confirmation shortly. You can change your registration at any time by returning to the PAC05 r can view your invoice by logging into your account and clicking "Show Invoice."				Registration							
Registration as: a vendor associate (no booth) Registration for: The full conference 495.00 Registration as: a vendor associate (no booth) Registration for: The full conference -495.00 ReversedReversed: 05/06/05 03:29 PM #Tour Guests 15.00 1 @ 15 each 2,200.00 Raymond Claflin, Claflin Associates Inc. 42 Main ST, Suite 11 POB 88 Mail USA - Leominster, Maine MA 01453 ray@888claflin.com				с.		"comple	etion"	(COI	nt.)		
Registration as: a vendor associate (no booth) 495.00 Registration for: The full conference											
Registration for: The full conference #Tour Guests 15.00 1 @	eversedReversed: 05/06/05 03:29 PM @ 15 each	Р	AC05 R	egistratio	n		Raymond Claffin	<u>Logout</u>	Home	<u>Search</u>	My Sche
2,200.00 Total Fees \$2,215.00 -2,200.00 Check Processed: 04/23/05 02:08 PM Total Received \$2,200.00 Total Due \$15.00 Please select your type of payment: Note: You can change or cancel a cre Bank Draft Check Credit Card e eligible for the early registration fee. Your total paid will be posted as soon as your payment is processed.		Jau PA Oa 1 H	Checks must be received before March 18, 2005, to be eligible for the early registration fee. Please make checks payable to "PAC05" and mail to: Janet Bivens PAC05 Treasurer Oak Ridge National Laboratory 1 Bethel Valley Rd, Bldg. 8600 Oak Ridge, TN 37831-6477								
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Please print this page for your records.		19,770	ray@888claffin.com								
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Problems & Solutions: Policy/Structure Issues

- Vendors!!! and others not used to SPMS system
 - Solution: I did a lot of handholding (hint: this ain't a good solution).
 - Solution: Set up separate registrations for teachers and media. Easy solution because no money involved, but, again, not ideal.



- Need a clearer difference between submitting an abstract and registering for the conference.
 - Solution: Better instructions that, once again, won't be read?
- Getting checks and bank drafts with no names, etc.
- Incorrect charge card data (won't be an issue for some conferences)

If I had it to do over again...

- Separate vendor registration from general registration for "real people"
- Separate companion registration also
- Do what is best for users (even if it hurts)
- Offer cash prizes for people willing to test the system

Recommendations for next users

- Layout needs and specifications, *explicitly*, before design and page construction begins. This was biggest source of problems with vendor registration.
- Layout how data will flow (ditto above)
- Consider designating several people to handle registration data (it's a *huge* task).
- Registration admins need to involved early and continually in conference planning to know what's going on.