RSVP GENIE

WHAT'S INSIDE

Welcome to the RSVP Genie Packages Guide—a comprehensive breakdown of everything our packages offer and what each feature means for you. Whether you're planning an intimate gathering, a medium-sized corporate event, or something in between, this guide will help you understand:

- **What's Included:** A clear explanation of each package's features.
- **What It Means:** Insight into how each feature works and how it can enhance your event planning experience.
- **Customisation Options:** Learn how to build a package tailored to your needs with flexible add-ons.
- **Flexibility Benefits:** No contracts, buy as you need, with bulk purchase options for added value.
- **Dive in** to discover the perfect solution for your event, from essential tools to advanced features that simplify and elevate the planning process. Let RSVP Genie transform the way you manage events!

Getting Started

Getting started is simple and efficient—here's how to begin:

Set Up Your Account & Start Onboarding

- To get started, open your RSVP Genie account by providing your company details, such as your name, contact information, and relevant business information. Once your package is activated (following upfront payment), you can immediately start setting up your event. Hosting begins as soon as the package is activated, so it's helpful to have your artwork, event copy, and any other content ready to go for a smooth setup process.

Access the Knowledge Base

- Make use of our Knowledge Base, a comprehensive resource filled with step-by-step guides to help you create forms, manage database entries, and customise your event pages. Whether you're new to the platform or a returning user, the Knowledge Base ensures you'll have all the information you need at your fingertips.

Customer Support

- Should you need any assistance along the way, our support team is ready to help. From technical guidance to answering questions about the platform, we're here to ensure your experience is hassle-free.

With RSVP Genie, managing your event is simple, seamless, and stress-free.

Let's get started today!

Which Package is Best for You?

Package	Best For
Simple Event Package	Perfect for small or intimate gatherings, needing basic communication and information.
Essential Event Package	Suitable for small to medium events, offering detailed information and feedback options.
Advanced Event Package **COMING SOON**	Perfect for roadshows or multi-location events with regional coordination needs.
Premium Event Package **COMING SOON**	Designed for large-scale events with complex logistics, including travel and accommodation.

What's included?

Each package is designed to cater to different event needs and budgets, offering a variety of features to help manage your event smoothly. The core components, such as guest databases, email templates, hosting, and website-building tools, are included in all packages, with the level of functionality varying based on the package tier.

The flexibility of our packages allows you to add the components you need without compromising on cost. Whether you need extra guest entries, additional email templates, or extended hosting, you can customise your package to suit your event's requirements. Plus, advanced features not included in the standard packages can be added as needed, providing even more customisation options to ensure your event runs perfectly.

RSVP Requirement	Simple	Essential	Advanced (COMING SOON)	Premium (COMING SOON)
RSVP form fields	20	35	40	55
Mailer template versions	4	7	15	20
Database entries	<1000	<2000	<4000	<10000
Months hosting	1	2	3	3
Forms	1	2	4	6
Webpages	4	4	6	8
SMS functionality (COMING SOON)	✘	✘	✘	✔
SMS credits	✘	✘	✘	✔
File attachments/static attachments	✘	✘	✔	✔
Personalised PDF component	✘	✔	✔	✔
Roadshow component (COMING SOON)	✘	✘	✔	✔
Additional form builder access	✘	✔	✔	✔
Document upload functionality	✘	✘	✔	✔
Activity component (COMING SOON)	✘	✘	✘	✔
Speaker question submission (COMING SOON)	✘	✘	✘	✔
Email credits	4000	8000		
SMS credits	0	0	0	5000

Package Add-ons

RSVP Genie offers flexibility through a range of add-ons that allow you to enhance your package based on your event's specific needs. If you're hosting a smaller gathering but require additional communication, such as a "Save the Date" mailer, along with the general communications and a thank-you mailer, you can easily purchase extra email templates and add them to your Simple Package.

For events like an advisor gathering where CPD certificates are necessary, you can purchase the *Personalised PDF* component and add it to your existing package to generate custom documents for attendees.

In addition to these common add-ons, there are advanced components that aren't included in any standard package but can be purchased and added as needed. These functionality-rich options provide extra features that allow you to tailor your event management experience further, ensuring you only pay for what you need while keeping your costs under control.

You can find the list of add-on at the end of this document.

Terminology: What it means

Here's a detailed breakdown of the key components and features available in RSVP Genie, so you can fully understand how they work and how they can be used for your event:

Form Fields: Refers to the fields that guests will complete to provide the necessary information for your event. These fields include basics like name, contact details, dietary requirements, and any other specific information you require. A single form typically covers all the initial information needed during RSVP registration. You can edit existing fields and add extra fields to the default RSVP form, allowing you to collect more customised information from guests.

Additional Form Builder: This provides the ability to add specialised forms beyond the standard one, such as:
- **Post-RSVP forms**, such as one for activity bookings, survey's or any further information required post RSVP registration or event conclusion.
- A **travel form** might collect details about flight or accommodation requirements after the initial RSVP is completed.
- Each form is standalone, designed to collect targeted data for specific needs.

Database Guest Entry: Database entries refer to the total number of guest records that can be stored in the system, not the number of RSVPs received. For example, if you have 250 guests, that's the number of entries allowed, including pending, attending, or declined guests. We don't charge per RSVP. If your database exceeds the package limit, you can purchase additional entries. Each package has a set limit, with the option to add more as needed.

Mailer Template: Mailer templates are versions of communications or emails that are sent to your guest list. Each template represents one version of a message, such as an invitation, reminder, or thank-you note. These templates can include event details, RSVP links, and followup communication. Each template can be tailored with branding and event-specific content.

Mail Credits: Mail credits represent the number of emails you can send via the platform per project/package. For example, if you send invitations to 500 guests, this will deduct 500 mail credits. These credits can also be used for follow-ups and additional communication.

Mailbox Services: This refers to the setup of a verified sending identity for your event emails. You can choose to send from RSVP Genie's default domain, your own event domain via DNS setup, or your corporate email account using your own SMTP server.
Mailbox storage and inbox access are not included with this service.

Site Hosting: Hosting refers to the secure cloud storage and technical infrastructure required to keep your event's RSVP page and associated data accessible online. You can extend hosting for your RSVP website by an additional month, ensuring your site remains live and accessible. This is particularly useful for events that have extended registration periods or post-event content. Hosting starts as soon as the package is activated, so it's important to have your artwork and copy ready to maximise your time.

Terminology: continued...

SMS Template: Allows you to predefine an SMS message template for bulk messaging. This feature is ideal for sending quick updates or reminders to your guest list, such as event timings, location changes, or last-minute instructions.

SMS Credit: Each SMS credit allows you to send one SMS to a guest's mobile number. This feature is useful for timely communication, and messages are subject to character limits (typically 160 characters per SMS).

Personalised PDF attachments: The personalised PDF feature allows you to create a template that merges individualised guest information into a professional PDF document. This PDF is automatically generated and attached to emails sent to your guests. It's perfect for generating items like CPD certificates, visa letters, accommodation confirmations, and more. Static PDF attachments can also be added.

Attachments - Static: Enables you to attach general information documents (static files) to your email communications. Examples include event schedules, maps, and welcome guides. These files are not personalised but provide essential information.

Webpages: The webpage module is for creating post submission confirmation/decline pages that guests see after submitting their RSVP. This is where they'll be directed once they've confirmed or declined their attendance. Additionally, you can add extra pages as tabs to your RSVP site, allowing you to create supplementary content such as an agenda page, FAQ section, speaker bios, or venue information. Each page is fully customisable and linked to your main RSVP site.

Document Upload Functionality: Allows guests to upload documents directly through your RSVP site as part of their RSVP submission. Examples include identity documents for verification, certificates for event entry, or signed waivers for specific activities.

Roadshow Component: Designed for multi-city events, this tool allows you to manage RSVPs and details for several event locations within one platform. Mailers can be set up to be region-specific, including details such as iCal files, venue addresses, and other location-specific information, ensuring tailored communication for each event location. Component supports up to 4 event locations, more can be added. **COMING SOON**

Activity Component: Allows you to manage up to five separate activities within your event such as Spa bookings for guests during a retreat or Game drives for a conference held at a wildlife lodge. The activity component can also be used to book workshops for guests during a corporate event. Each activity can be customised with availability limits and additional op... **COMING SOON**

Speaker Question Submission Tool: This feature lets attendees submit... for speakers ahead of the event. It's useful for Q&A sessions or panel discussions. **COMING SOON**

Terminology: continued...

Seating Manager: Helps you organise seating arrangements by assigning guests to specific tables, sections, or rows. This is particularly useful for formal events such as galas, weddings, or conferences where assigned seating enhances the guest experience. **COMING SOON**

2 Factor Authorisation: Enhances security for your RSVP platform by requiring two-factor authentication. This ensures only authorised users can access sensitive information or make critical changes. **COMING SOON**

Agenda Page Manager: Provides tools to create and manage a dedicated agenda page on your RSVP website. This is useful for listing event schedules, breakout sessions, or timelines, keeping guests informed about what to expect. **COMING SOON**

Session Scheduler: Lets you create and manage a schedule for event sessions, allowing guests to choose and book sessions they wish to attend. This is ideal for conferences or multi-session events with concurrent activities. **COMING SOON**

Group Booking Module: Enables a single user to RSVP for multiple guests, making it convenient for corporate teams, families, or group registrations. This module simplifies the process and reduces repetitive entries. **COMING SOON**

Voucher Bookings: Allows guests to use vouchers for booking paid activities or services during your event. Ideal for offering pre-purchased packages or complimentary services **COMING SOON**

Payment Integration Component: Integrates a secure payment gateway to facilitate online transactions. Guests can use this to pay for registration fees, activities, or merchandise directly on the RSVP site. **COMING SOON**

Invoicing Functionality: Allows you to generate and manage invoices for guest payments, providing a professional and streamlined approach to financial transactions. **COMING SOON**

Credit Note Functionality: Enables you to issue credit notes for refunds or payment adjustments, ensuring a clear audit trail and flexibility in managing guest transactions. **COMING SOON**

Receipt Functionality: Generates detailed receipts for guest payments, providing transparency and documentation for all transactions. **COMING SOON**

Can RSVP Genie build my site for me?

Yes! With RSVP Genie's **Professional Setup Services**, our team can handle the technical aspects of building your RSVP website while you focus on your event. Choose from two levels of service based on your needs:

ProSetup: The **ProSetup** service is designed for clients who want a professionally built RSVP site but prefer to manage post-launch activities themselves. Here's what it includes:

- **Customised Site Development:** Our skilled team builds your RSVP website in line with your specifications using the artwork, form fields, and mailer content you provide.
- **Testing and Approval:** Facilitation of a comprehensive testing phase by our team with you to ensure functionality and design meet your standards. Our team will action any changes or modifications required until you authorise the launch of the site.
- **Post-Launch Handoff:** Following your approval of the site prior to launch, we hand over the reins to you for all subsequent actions. This handoff includes the distribution of mailers and the full scope of post-launch site administration. We equip you with the tools and knowledge required for a hands-on approach, enabling you to manage delegate inquiries and further mail sends, thus allowing for a more personalised and direct engagement with your attendees

ProSetupPLUS: The **ProSetupPLUS** service builds on the ProSetup and offers sustained support and administrative management throughout your event's lifecycle. By adding the Plus service, you benefit from a comprehensive suite of features including:

- **Customised Site Development:** Continuation of the expert development of your event site post-launch, including creating and distributing supplementary mailers and other requirements as needed.
- **Administrative assistance:** Continuous administrative assistance from our dedicated team, which handles backend operations, responds to attendee queries, RSVP's on behalf of guests, extracting reports, and ensures your event platform remains up-to-date and efficient.
- **Proactive management** of additional responsibilities as requested by you.

This extended service can be purchased in addition to the Professional Setup Service at any time, and is designed for clients who prefer to delegate the technical and administrative responsibilities to focus on the event's core activities.

Add-on options (pricing accessible through the platform)

Add-on item	Description	Duration
Form Fields (5 additional)	Adds five extra form fields to your RSVP setup.	Per project activation
Database Guest Entry (per 10 added)	Adds 10 x individual guest entries to your database.	Per project activation
Mailer Template (Per mailer template)	Additional custom email template for event communications.	Per project activation
Site Hosting	Additional 1 month hosting for your RSVP site.	Per project activation
SMS Template	Template setup for sending 1 bulk SMS messages to your guests.	Per ~~COMING SOON~~ on
SMS Credit	Credit for sending SMS messages - 1 x credit for 1 x mobile number (character limits do apply)	Per project activation
Personalised PDF Module	Generate 1 x template version of a personalised PDF document as an attachment to a mailer	Per project activation
Webpage Builder - Per Page	Access to create an additional page/tab for your RSVP site (e.g., agenda, FAQs).	Per project activation
Form Builder	Access to build one additional form per project.	Per project activation
Domain Registration (.co.za)	Register a .co.za domain for your event's RSVP website.	Per project activation
Domain Registration (.com)	Register a .com domain for your event's RSVP website.	Per project activation
Document Upload Component	Enable guests to upload documents (e.g., IDs, certificates) through your RSVP site.	Pe ~~COMING SOON~~ tion

Add-on options (pricing accessible through the platform)

Add-on item	Description	Duration
Attachments - Static	Attach static files (General information documents with no personalisation) to your event communications.	Per project activation
Roadshow Component	RSVP tool for multi-city events (4), managing location-specific registrations and central tracking	Per **COMING SOON** tion
Roadshow Add 1	Add an additional 1 option for selection to roadshow component	Pr **COMING SOON** tion
Activity Component (up to 5)	Manage up to five event activities, such as SPA bookings or game drives.	Pe **COMING SOON** tion
Activity Add 1	Add one additional event activity to your component for your event.	Pe **COMING SOON** tion
Seating Manager	Manage seating arrangements for your event.	Pe **COMING SOON** tion
2 Factor Authorisation	Enable two-factor authentication for extra security on your RSVP site.	Pe **COMING SOON** tion
Speaker Question Submission Tool	Allow guests to submit questions for speakers during the event.	Pe **COMING SOON** tion
Agenda Page Manager	Create and manage an agenda page for your RSVP site.	Pe **COMING SOON** tion
Session Scheduler	Create and manage a session schedule for your event.	Pe **COMING SOON** tion
Group Booking Module	Allow guests to make group bookings for the event.	Pe **COMING SOON** tion
Voucher Bookings	Allow guests to make voucher-based bookings for the event.	Pe **COMING SOON** tion
Payment Integration Component	Integrate a payment gateway for online payments during event registration.	Pe **COMING SOON** tion

Add-on options (pricing accessible through the platform)

Add-on item	Description	Duration
Invoicing Functionality	Enable invoicing functionality for payments related to your event.	Per **COMING SOON** on
Credit Note Functionality	Enable credit note functionality for your event's transactions.	Per **COMING SOON** on
Receipt Functionality	Enable receipt functionality for payment transactions at your event.	Per **COMING SOON** on
ProSetup	Build support through to invitation distribution	Per project activation
ProSetupPlus	RSVP administrative management through the lifecycle of event	Per project activation

Terms and Conditions

Hosting and activation

- **Hosting Commencement:** Hosting services for a project begin upon activation of the package. The duration of hosting is specified within each package (e.g., 1 month for the Simple Event Package).
- **Project Duration**: Once activated, the project duration is limited to the hosting period specified in the package. Additional hosting can be purchased if needed.
- **Package Activation:** The activation of a package signifies the start of the project, during which all included features and services are available.

Intended use

The Service is intended for use by event managers and companies for the purpose of effectively communicating with people regarding events. The Service is not intended for cold-marketing purposes or unsolicited communication.

Package purchase and validity

- **Purchasing Packages:** Clients can purchase multiple packages upfront (e.g. 25 packages), which will remain in their tenant account for 12 months from the date of purchase.
- **Package Activation:** The hosting duration for each package begins only once the package is activated for a specific event. Activation starts the project duration, during which hosting services are provided.
- **Validity Period:** Each purchased package is valid for 12 months from the date of purchase. If not activated within this period, the package will expire and will not be eligible for a refund.
- **Add-on features:** Clients can purchase additional components and services to enhance active packages/projects.
- **Coming soon features:** RSVP Genie is continuously upgrading, with additional elements becoming available for inclusion in projects to enhance functionality and meet the evolving needs of your events. For more detailed information, please refer to the packages guide.

Payment terms

- **Upfront Payment:** All payments for packages, including additional services and components, are required upfront.
- **Credit Card:** A valid credit card is required for payment. We do not store your credit card information, so you will need to provide the details for each transaction.
- **Invoice and Receipt:** Upon payment, clients will receive a receipt for their records and an invoice within 72 hours.
- **EFT Option:** You can pay via EFT; however, the service only becomes available once your payment reflects in our bank account.
- **Access:** Access to packages is immediate upon receipt of successful payment.

Project duration and termination

- Upon project activation, users must specify a project end date.
- The project and all associated private information, including the guest database, will be deleted from our servers upon reaching the specified end date.
- Users may request early termination; however, no refunds will be provided for the remaining period.

The terms outlined in this document specifically relate to our packages. For a complete overview of our full terms and conditions, please visit our website. By using our services, you will need to acknowledge and agree to the full terms and conditions.

Resource Teams

Team	Email	Office Hours
New business & corporate	*nhlanhla@rsvpgenie.co.za*	*9am - 5pm (sast)*
Customer service & support	*thegenie@rsvpgenie.co.za*	*8am - 5pm (sast)*
Accounts	*corrine@rsvpgenie.co.za*	*9 am - 1 pm (sast)*

Useful Resources

Resource	Link
Knowledge base	*Coming soon..*
RSVP Website	*www.rsvpgenie.co.za*
RSVP Genie Software login	*Click here*