INFORMS SUBDIVISION SERVICES

General Support Services

The following services are provided to all subdivisions as part of INFORMS' strong commitment to the health and well being of its subdivisions.

- Staff specialist to coordinate with subdivision officers

- Financial Services:
  - Subdivision Accounts:
    - Accounts payable and dues invoicing
    - Distribution of quarterly financial statements
  - Revenue Assistance - Subdivisions receive revenue from INFORMS through several Board-mandated distributions:
    - Yearly interest on account balances
    - A free section or society membership for INFORMS student members (The associated dues are transferred from a general membership account and credited to the chosen subdivisions.)

- Membership Services
  - Processing of all membership payments and customer service inquiries
  - Maintenance of membership rosters
  - Distribution of monthly subdivisions membership lists
  - For chapters, lists of INFORMS members in geographic regions

- Meeting Services
  - Reviewing and signing of contracts pertaining to meeting space or hotel space
  - Support for national meetings including catering set up and room assignments for business meetings and receptions

- Web Support
  - Space provided on INFORMS servers and limited consulting by volunteer editor
  - Creation and maintenance of individualized subdivision listserves on INFORMS server (http://list.informs.org/mailman/listinfo)

- Reactivation Services
  - The following services are provided to subdivisions that have been inactive for several years and would like to reactivate:
    - Staff support in reviewing bylaws, developing a slate of officers, and planning and conducting a general business meeting
    - For chapters, staff travel expenses for attendance at one reorganization meeting
    - Staff support for developing a written plan for reactivating the subdivision
    - Liaison with subdivision members leading the reactivation

PURCHASED SERVICES

Subdivision Membership Promotion and Development Services

The *fees for the following services* are based on a number of hours (agreed upon in advance) at a direct hourly rate:

- For chapters, E-mail or postal announcements of local meetings sent out to INFORMS members in the geographical area
- Staff support in developing strategies or producing materials to increase membership, attendance and subdivision participation
- Staff support for volunteer coordination and leadership development

Meeting Services

Service Fee
The service fee is fluctuating, depending on the type of meeting and number of attendees. A special rate for local chapter dinners or luncheon meetings is available upon request.
Note: Credit card processing fees of 2.5% of total revenue are additional.

Your attendees will be able to register online, by mail, by fax, or by telephone, using payment by check or credit card. Our office will provide the following services:

- Meeting planning, scheduling, and negotiating
- Creation of the online and PDF registration forms
- Online registration through a secure site
- Daily processing of registrations
- Financial processing and transfer of revenue to the subdivision account
- Customer service: registration questions handled by our office, general questions related to the meeting will be transferred to the appropriate subdivision representative
- Report including list of registrants and payment information, and other reports as requested on registration numbers and revenue
- Production of badges
- Supply of badges, badge holders, and INFORMS lanyards for all registrants, as well as supplies for possible onsite registrants
- Onsite registration staff support

Other Purchased Services

Upon request, the following services are available at direct labor rates and with direct expenses charged to the subdivision.

- Support for printing and/or mailing newsletters and ballots
- Specialized membership queries and lists
- Support for preparation of awards
- Assistance to subdivision officers in collecting funds from sponsors
- Specialized Web design
- Support for various fulfillment projects (abstract processing, conference proceedings, etc.)