



One Time Events Procedure for Accepting Credit Card Payments

Financial Services, in collaboration with IT Services (ITS) have selected a software solution to help meet the needs for one-time events or annual events, such as conferences, where Queen’s business units would like to accept credit card payments. The solution we have selected for these situations is the company “ePly.”

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Advantages of ePly:

- Free for free events
- Fast, easy setup of event- Personalize the site with your event’s branding – see ePly’s [help centre](#) for access to training videos and documents
- Offers multiple ticket options (i.e. early bird pricing option, VIP tickets)
- Accept credit and debit card payments through a secure PCI compliant payment processor
- Send invitations and emails from ePly account to potential and existing attendees
- Send real-time push notifications to update attendees- Send event updates or reminders to your attendees, as well as track their payments, refunds, and other registration changes
- Talk with real (and genuinely friendly) people who can help guide you and troubleshoot with you
 - LIVE chat when you log into ePly
 - EMAIL support@ePLY.com
 - PHONE 1-800-507-3759 ext. 2
 - HOURS Monday - Friday: 7 AM - 5 PM PST (10 AM - 8 PM EST)
- No additional work or costs needed for the business unit to setup a PCI Compliant solution - ePly is a Queen’s approved Service Provider
- Multiple real-time [reporting options](#):
 - Event dashboard – including a snapshot of your events’ total revenue, tickets sold, page visits and payouts
 - Collect survey feedback during and/or after the event
 - Attendee summary
- Timely settlement of money to your account – recorded, at the end of the month, to Chartfields provided by department



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Determining if ePly is Right for You:

The use of ePly may be right for you in following situations:

- One-time events or conferences where fees are collected in advance
- Annual events or conferences where fees are collected in advance
- Non-profit or charity events where the business unit is not earning revenue
- Some registration fees (contact the PCI Coordinator to determine if your event qualifies)
- One-time workshops
- One-time training courses and/or sessions

ePly is **NOT** appropriate for the following situations:

- Events or conferences where fees are collected onsite or at the door; except expressly approved
- Where the business unit is looking to create an ongoing revenue stream
- Any form of tuition collection
- Camp registration
 - If you need this service, please reach out to the PCI Coordinator for assistance – CampBrain is the current approved solution for such situations
- Some recurring registration fees

NOTE: ePly is not suitable to collect medical or personal health information.

If you have any remaining questions or are still unsure if ePly is the right solution for you, please contact the [PCI Coordinator](#) to discuss.

Steps to Request and Receive Approval to use ePly:

1. Submit Request

- Contact the PCI Coordinator (pcicoordinator@queensu.ca) and request to use ePly
- PCI Coordinator will send you the following to be completed and returned:
 1. One-Time Event Request Form

2. Approval and Authorization to use ePly

- PCI Coordinator will review the request form and supporting documentation
- If the request is approved, the PCI Coordinator will create your ePly account and you will receive an email with login instructions
 1. This will be done within 5 business days of receiving the documents
 2. PCI Coordinator will email instructions for creating your event in ePly
- If the request is denied, the PCI Coordinator will advise the business unit of the decision and the process terminates here

3. Create your Event in ePly

- Login to [ePly](#) using the details received via the email on the approved One-Time Event Request Form.



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- Review the instructions provided by the PCI Coordinator
- If needed, ePly will guide you through customizing your own website to be able to collect payment
- It is recommended that you outline the event logistics before setting up the registration with ePly. Things to consider are:
 1. Date(s) of event
 2. How many tickets will be sold for each different rate (\$) category
 3. Different rates (\$) and timing of when rates are available (i.e. early bird rates)
 4. Do you want a waiting list
 5. Event Summary
 6. Logo
 7. HST/GST (contact hst.help@queensu.ca if you need assistance)
- If you ask registrants for accessibility and/or dietary needs, the following phrasing is recommended:
 - Queen's is committed to an inclusive campus community with accessible goods, services, and facilities that respect the dignity and independence of persons with disabilities. Are there any steps we can take to make this a more inclusive and barrier-free event?
 - Do you have any dietary requirements?

NOTE:

- Ensure you are accessing and collecting this information in a manner that aligns with our Queen's [Data Classification Standard](#) and the [Electronic Information Security Policy Framework](#)
- All events should be priced and transacted in Canadian Dollars (CAD)
- You must use the credit card payment option to process payments for your events and NOT PayPal. **PayPal is prohibited.**

Other Service Providers:

ePly is Queen's approved Service Provider for one-time events. If you would like to use an alternate, non-approved Service Provider, please follow the PCI Exemption Request Process detailed in the [Payment Card Acceptance Procedures: Section 3.0](#). Business units electing to apply for an exemption request should review Queen's [Payment Card Acceptance Policy: Section 4](#) to understand cost and responsibility commitments.