

PRAIRIE SERVICES: REGISTRATION 2016-17

General Information

NEW: *Group banking information is required for all Groups.*

Providing this information will allow for direct deposit of Group fees and refunds for traditional (on-paper) registrations to Group accounts. (It does not allow Scouts Canada to withdraw from your account.) With an aim to reduce costs and turn-around time, and to move toward a more paper-less organization, Scouts Canada will no longer issue cheques for refunds to Groups.

If your Group has not previously provided Scouts Canada's National Finance Department (Ottawa) with your banking information OR if you have recently changed banks/accounts, please contact the Council Registrar or visit prairies.scouts.ca for the form.

This form must be completed and submitted to Tania Burns in Ottawa for processing. (Tania's contact information and delivery options are included on the form.)

Early registration, full-year and part-year fees:

\$185

For Registrations completed in myscouts on or before the close of business 30 June 2016.

(The fee change is automated in the system; once the system "rolls" to the higher fee, that fee stands.)

\$200

For Registrations entered after the 30 June/1 July rollover until 31 December 2016.

\$150

For youth registered after 31 December 2016.

For new participants (and returning participants not registered for 2015-16), a promotional offer allows these youth to register and be active now for the rest of 2015-16 and through 2016-17 at no additional cost.

To qualify for the early fee, registrations must be completed in myscouts on or before 30 June 2016 before the fee increase.

To be considered "completed in myscouts"...

- For online Self-Registration, a parent/guardian must do data entry (or renewal) and payment for his/her child.
- For traditional paper registrations, Group must do data entry (or renewal) for youth.

Please be advised that the system tends to slow and may even become inaccessible due to the high volume of users at the end of June.

Do not wait until the last minute to complete your data entry and encourage your returning and prospective new members to register as soon as possible to take advantage of the reduced fee.

Note: Fees will not be adjusted for registrations entered after the fee increase on 30 June.

Packages must be received or post-marked before the end of business on Friday, 15 July, 2016 and must include full payment.

NEW: *Book an appointment to meet with a Council Registrar or other Service Centre staff member.*

When planning to visit the Service Centre, Group Commissioners, Registrar and others are encouraged to email or call ahead to book an appointment. It is especially important for people planning to go into the Adventure Centre in Edmonton to book an appointment

to ensure someone is available to accept your package. (Shop staff should not be expected to receive packages meant for the office and are not able to answer registration, screening or training questions.)

NEW: Do not send people to the Service Centre to register. (Groups should accept traditional paper registrations.)

We cannot accept debit or credit card payment for registrations, and do not have the resources to provide service to/for individuals.

Most people choose a Group because of its location: close to home. No matter the neighbourhood, not everyone can or chooses to pay by credit card. Help ensure that your new (and returning) families feel welcome by receiving paper registrations, cash and cheques. Someone made to go well out of their way or restricted to office hours to register may decide not to join.

Active Adult Volunteers auto-renew; youth Volunteers and all Participants have to be re-registered annually.

For Venturer Scouts who are also volunteers, registration fees are still due for the participant role.

Participants can be members in more than one Group; contact the Council Registrar to add secondary participant roles.

No One Left Behind (NOLB) Financial Assistance

Families requesting financial assistance must contact the NOLB program directly.

For Scouts Canada's "No One Left Behind" program, that means they may either email nolb@scouts.ca OR phone 1.844.300.6652.

A parent/legal guardian should be prepared to provide:

- His/her first and last name
- A personal email address (which will be/is being used as the parent's userID)
- His/her date of birth (for myscouts identification)
- Home address including postal code
- A contact phone number at which he/she can be reached during the day
- Number of people in the household
- Number of youth expected to register with Scouting for the application year
- Annual net household income from all sources
- The name of the Group with which youth will register if known

This information is used to create a profile for the parent in myscouts, our membership database or to verify that we're attaching the subsidy to the correct existing profile.

NEW: Groups should NOT enter NOLB youth into myscouts.

To ensure that subsidies are applied to NOLB-approved youth, these registrations must be completed either:

- Online by a parent/guardian using Self-Registration (with a credit card payment for the balance) OR
- By a Council Registrar, with payment by cheque or money order (payable to "Scouts Canada").

The NOLB does not cover 100% of the membership fee; families pay a portion.

Families requesting No One Left Behind assistance must re-apply annually.

For more information about the program, go to <http://www.scouts.ca/ca/no-one-left-behind>

Online Self-Registration

Groups are encouraged to offer online Self-Registration.

Self-Registration reduces the work-load for volunteers and staff alike, and can result in more accurate information myscouts because people enter their own details. (No handwriting interpretation required!) There are no payments to take to the bank or forward to the office, and none to go the other way either; refunds are made directly to the credit card used to register youth.

Being paper-less is also better for the environment and reduces operating costs for Groups and the office because there isn't the need for so much paper and printing/copying.*

*"Individual Member Detail Reports" may be printed for use by Sections. These provide contact, medical and other information that may be needed for each member of the Section or Group Committee regardless of how they were registered. No forms required.

That said, Groups who will be mailing packages are encouraged to copy or scan originals before posting in case packages go astray along the way.

Online Self-Registrations that do not include an online payment are incomplete.

Occasionally, a parent/guardian will start a registration using myscouts Self-Registration but does not complete the process with a credit card payment. For that youth to be fully registered, the parent/guardian must:

- Log back into myscouts to resume the Self-Registration and give credit card information OR
- Complete and sign a paper Participant Enrolment form and submit that with cash, cheque or other payment accepted by the Group.

If the parent/guardian opts for a traditional paper registration, the Group registers the youth in myscouts – being sure to search for an existing profile after clicking "Register a Participant – and forwards the form with a Group cheque (payable to "Scouts Canada") to the Service Centre to cover the National fee.

Online Self-Registration of participants is (still) by credit card only.

Scouts Canada is looking at alternative payment methods, but currently only credit cards are being accepted for online Self-Registration. People who do not have or want to use a credit card to pay for their youth's registration fees cannot use the online system.

Traditional (on-paper) Registration

“Pre-populated” forms for youth registered in the 2015-16 Scouting year will be available to download to simplify renewals for 2016-17.

Pre-populated forms are available for current participants (registered for 2015-16) until the member is renewed.

These forms include all the information already entered in myscouts for each participant so make renewing easier for parents (because they don't have to fill out new forms with the same information year after year; they can simply edit if/as needed) and for registrars (because changes needing to be made are easy to identify).

Blank forms will be available to download for new members and other youth that were not registered with your Group for the 2015-16 Scouting year.

A link to blank forms for both volunteers and participants is available on www.myscouts.ca (right hand side of screen).

Only 2016-17 forms will be accepted.

Requested information and agreement details change from year to year.

We can only accept 2016-17 forms for 2016-17 registrations. Please toss any outdated blank forms you may have in recycling.

Groups are required to do their own data entry.

We do not have the staff to data-enter participant or volunteer registrations.

Group/Area Registrars (of which you may have more than one) and Commissioners have the ability to enter registrations, references and interview information. They can also update Codes of Conduct for active/pending volunteers and Participant-Rovers, though all should be encouraged to log into their own myscouts profile to (re)commit to the Code of Conduct*.

*A reminder about the Code of Conduct: The CoC is an annual commitment which is first made upon application as a volunteer or Participant-Rover. Returning members will be asked to recommit earlier each CALENDAR year so do not need to sign a paper at spring or fall registration (unless they have been away from service and have not signed the current Code of Conduct --- eg. 1 February 2016 was this year's renewal. Anyone who has already signed will not be required to recommit until 2017.)

Invoices (in the form of “Batch Reports”) are generated by myscouts; the Service Centre no longer issues invoices for registrations.

Review your batch report for duplicates and other errors; contact Council Registrar if you discover errors.

Groups are required to pay for all youth they register; full payment is due with all submissions.

Registration involves two parts: information/agreement plus a payment.

When someone registers through the Group, it is the Group's responsibility to ensure that both are received, and that both are submitted to the Service Centre in a timely manner.

If your Group chooses not to require payment when the form is submitted or you make alternate payment arrangements (like a payment plan), you are still required to submit full payment.

If you identify people for whom making full payment may be a concern, please invite them to apply for No One Left Behind financial assistance.

Group cheque is the recommended method of payment. No credit/debit cards for traditional registrations.

We cannot accept credit or debit card payments for registration.

Groups should be collecting fees from parents/guardians and depositing those to their Group bank accounts then writing a cheque to "Scouts Canada" for the total.

Popcorn Cards many NOT be used for 2016-17 registration fees.

Our "Volunteers/Participant Rovers" and "Other Participants" coversheets help package processing.

We handle thousands of pieces of paper; coversheets help by identifying what has been submitted. The consistent format makes this faster and more efficient.

Please visit prairies.scouts.ca to download coversheets.

NEW: Year-round, submission of Group registration packages is expected within 2 weeks of being entered into myscouts.

For Groups mailing packages, this means the package has to be mailed within two weeks (not that we have to have received it).

Refunds

Requests for registration refunds must be initiated by the member's parent/guardian in writing.

For registrations between 1 May to 30 September:

100% refund if requested prior to 30 September.	50% refund if requested between 1-31 October.	No refund after 31 October.
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For registrations outside of this period (after 30 September):

100% refund refund if requested within 30 days of registration date.	No refund if requested after 30 days of registration date.
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Refunds are issued in the manner in which the original payment was made.

- Online Self-Registrations completed with credit card payments are returned to the card used.
- Payments made through Groups will be direct-deposited to Group bank accounts. *

*Groups MUST provide banking information to receive refund payments.

Myscouts

Review your Group's myscouts details and update as needed; people can't register for Groups they can't find.

At least annually, Group and Section profiles (including "Organization Details" and "Meeting Details" should be reviewed for accuracy and edited as may be required. Groups should ensure that each of their Sections appear when using the "Find a Group" search.

If you have problems, please contact the Service Centre in Calgary for assistance.

NEW: To open a new Section, contact a Council Registrar.

Group fee set up is necessary for all Groups; Groups that do not charge additional fees should input "\$0".

Until fees have been set up for the new Scouting year ("2017" indicates "2016-17"), people will not be able to register.

Instructions for setting fees can be found in the Registrars' Guide (intro to myscouts) on prairies.scouts.ca.

Deleting youth from your roster doesn't remove the invoice.

If you've renewed or entered a youth more than once in error, please contact a Council Registrar. Only Council Registrars can void invoices.

Group Registrars can transfer Participants between Sections; only a Council Registrar can transfer between Groups.

If you find a participant has been registered in the wrong Section, you can move him/her to the correct one using the "Transfer Only" option found on the "Renew/Transfer" button of the Section the participant is registered.

Participants registered with another Group for 2015-16 do not have to be transferred to register with your Group for 2016-17.

Only participants needing to be moved during the Scouting year are considered "transfers" so require a Council Registrar. Youth who will be starting a new Scouting year with a different Group may simply be registered with that Group.

For online Self-Registration, the parent uses the "Find a Group" search > "Register as a Participant".

For Group registration, the Registrar goes into the Section the youth will be joining and click "Register a Participant" then look for the existing profile using the "Register existing Scout" search.

Inactive members cannot be transferred. (Register them in the new Group/role.)

Only participants needing to be moved during the Scouting year are considered "transfers" so require a Council Registrar. Youth who will be starting a new Scouting year with a different Group may simply be registered with that Group.

For online Self-Registration, the parent uses the "Find a Group" search > "Register as a Participant".

For Group registration, the Registrar goes into the Section the youth will be joining and click "Register a Participant" then look for the existing profile using the "Register existing Scout" search.