



21<sup>st</sup> Romsey (Nursling & Rownhams)  
Scout Group



# Payment of Membership Fees and Event Fees: a Parents' Guide

## **Introduction:**

This guide explains the process for paying your child's membership fees and also paying for camps and activities by bank transfer or direct debit.

The group is run entirely by volunteers, who receive no payment for their time. Please help us to dedicate as much time as possible to our programme by signing up for automated payments through Online Scout Manager (OSM), the administration system.

## **Frequently Asked Questions:**

### **What are membership fees for?**

The Scout group has a number of financial commitments related to the operation of our headquarters, payments to the county and national Scout Associations, programme, equipment, and insurance for our members. Contributing to the Group's income to cover these costs through payment of a membership fee is a condition of membership.

### **How much does it cost?**

For the year commencing 1<sup>st</sup> April 2017 our fees are

Each Beaver Scout: £108 per year – payable in instalments (see "How do I pay?" below)

Each Cub Scout and Scout: £129 per year – payable in instalments (see "How do I pay?" below)

### **When do I have to pay?**

The normal payment schedule is termly – i.e. one third of the applicable amount is paid 3 times a year: the beginning of June, October and February.

However, if you prefer and request it, a monthly schedule can be accommodated – please ask the Group Scout Leader for this: [gsl@21stromsey.co.uk](mailto:gsl@21stromsey.co.uk). The request must be received by 15<sup>th</sup> April, otherwise a termly schedule will be set up automatically. Exceptionally an annual payment by cheque will be accepted.

### **How do I pay?**

We use a computer system called Online Scout Manager (OSM) to run the group as efficiently as possible. OSM automatically processes our membership payments by bank transfer or direct debit. Note: the monthly schedule is only available by direct debit. This guide will show you how to set up the payments through OSM. Note that you will receive an individual request for each of the children you have in the Group and payments have to be made separately – but it's only a few clicks of the mouse.

We would prefer everyone to pay by direct debit as this automates the process for leaders completely and removes the need for a trip to the bank. However if you need to pay by cheque it is still possible: Cheques for membership fees must be made payable to "21st Romsey Scout Group" and have your child's name written on the back. Send the cheque to Randell McKay, Group Scout Leader, 16 Mossleigh Avenue, Rownhams, Southampton, SO16 8FU by 15<sup>th</sup> April. If it is not received by that date a termly schedule through OSM will be set up automatically. Please do not give cheques for membership fees to section leaders as they have enough to think about on a busy section evening.

## **Will my direct debit payments be safe?**

Payment is through a GoCardless account, a company similar to PayPal and authorised by the Financial Conduct Authority ( <https://gocardless.com> ). Therefore your payments are protected by the Direct Debit Guarantee ( <https://www.directdebit.co.uk> ). There is also another safety-net within OSM as each schedule will be assigned a maximum amount that can be taken per year. Note that this is higher than the annual membership fee, to allow for inflation and the possibility of an extra payment falling into the next year – for example if one is paid late. However it will prevent any significant errors.

Furthermore, you will receive an email notification before each payment is taken from your bank account. In the unlikely event that you wish to cancel a payment you can do so by clicking on the link in the notification email.

## **What if I can't pay?**

It is the policy of the group that no young person should be excluded from Scouting activities on financial grounds. If you are not able to pay please discuss this with the Group Scout Leader:

[gsl@21stromsey.co.uk](mailto:gsl@21stromsey.co.uk) , who can arrange some subsidy from Group and District funds. We can also help with grants for specific camps or activities if required.

## Setting Up Direct Debit and Bank Transfer Payments:

As part of our safety procedure we must have emergency contact, medical and dietary information for your child. Part of this information is a valid email address – if you do not have one please speak to the section leader.

We will use your email address as our primary method of contact for non-emergency purposes therefore please ensure that we have the correct one – if you are not receiving fairly regular emails from the section leader please check.

When we have your email address we will send you an invitation to the Online Scout Manager system by email. Below is an *example* ...

### New Payment System

Hi,

Our scout group is now managing its payments through "Online Scout Manager" and "GoCardless" which will make it far easier for you to pay for things - it'll take under a minute to set up - all you need is your bank details.

We would like you to pay for Scout Membership for Example using this system.

You can login using this link: <https://www.onlinescoutmanager.co.uk/>

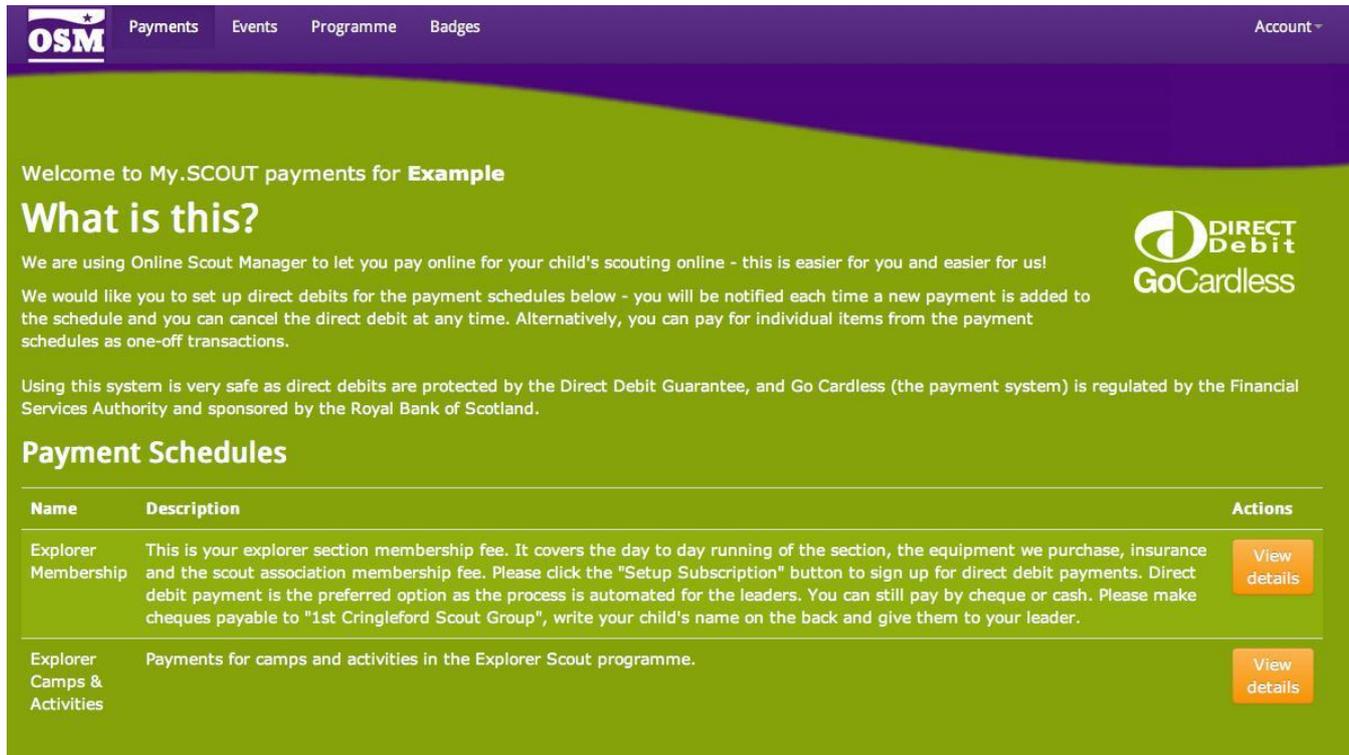
*Full link will be included*

Thank you.

This email has been sent by My.SCOUT from Online Scout Manager, which is a trading name of Online Youth Manager Ltd., registered company number 8084641. Email sent at 01/09/2013 10:44.

Click on the link in this email to begin the payment process.

## Payment Schedules:



The screenshot shows the OSM (Online Scout Manager) interface. At the top, there is a navigation bar with 'OSM' logo, 'Payments', 'Events', 'Programme', 'Badges', and 'Account'. The main content area is green and features a welcome message: 'Welcome to My.Scout payments for Example'. Below this is a section titled 'What is this?' which explains that the system uses Online Scout Manager for online payments and offers direct debits or one-off transactions. It also mentions the safety of direct debits and the regulation of GoCardless. A 'Payment Schedules' table follows, listing two schedules: 'Explorer Membership' and 'Explorer Camps & Activities'. Each schedule has a 'View details' button.

Name	Description	Actions
Explorer Membership	This is your explorer section membership fee. It covers the day to day running of the section, the equipment we purchase, insurance and the scout association membership fee. Please click the "Setup Subscription" button to sign up for direct debit payments. Direct debit payment is the preferred option as the process is automated for the leaders. You can still pay by cheque or cash. Please make cheques payable to "1st Cringleford Scout Group", write your child's name on the back and give them to your leader.	<a href="#">View details</a>
Explorer Camps & Activities	Payments for camps and activities in the Explorer Scout programme.	<a href="#">View details</a>

The page shown above should open in your web browser.

This shows the payment schedules for your child. There will usually be two schedules, one for membership fees and one for other activities.

You can subscribe to one or more schedules to automatically make the correct payments by direct debit, alternatively you can make each payment individually (not available for the monthly payment plan).

The membership schedule requires all payments to be made and, if a direct debit is in place, will automatically deduct these from your nominated bank account at the start of each term on the dates shown. If there is no direct debit you will receive an e-mail prompting that payment is due and giving a link to the "Pay now" option – see overleaf.

The other schedules may allow you to make selected payments for specific activities. If you subscribe by direct debit to these schedules only the relevant payments will be deducted from your nominated bank account. If your child does not book a place on an activity or camp then the payment will not be taken.

Click on the "View Details" for the schedule to see more details and subscribe.

## Schedule Details:

**Explorer Membership**

This is your explorer section membership fee. It covers the day to day running of the section, the equipment we purchase, insurance and the scout association membership fee. Please click the "Setup Subscription" button to sign up for direct debit payments. Direct debit payment is the preferred option as the process is automated for the leaders. You can still pay by cheque or cash. Please make cheques payable to "1st Cringleford Scout Group", write your child's name on the back and give them to your leader.

Please setup a direct debit subscription by clicking 'Setup Subscription' below. You will automatically be charged according to the payment schedule; you will always be informed of new payments and given the opportunity to cancel the direct debit at any time. Alternatively, you can pay for individual items using the Pay Now buttons.

[Setup Subscription](#)

Description	Payment Date	Amount	Pay Now	Last updated	Status
Winter Term 13/14	13/09/2013	£35.00	<a href="#">Pay Now</a>	n/a	Not due yet
Spring Term 13/14	10/01/2014	£35.00	<a href="#">Pay Now</a>	n/a	Not due yet
Summer Term 13/14	09/05/2014	£35.00	<a href="#">Pay Now</a>	n/a	Not due yet

When you click on the "View Details" button the page above will be displayed. This shows the payment amounts and dates. It also shows the status of your payments.

If paying termly you will have the option of either "Set up Subscription", meaning paying by direct debit, or "Pay Now" to pay each amount individually. The advantage of the former is that, once you have done it, you will not have to concern yourself with payment of the membership fees until your child moves to their next section.

Note that in both cases the payment is through a GoCardless account, a company authorised by the Financial Conduct Authority. (<https://gocardless.com>). The Scout Group does not have access to your bank details. Those of you who use PayPal will be familiar with the concept.

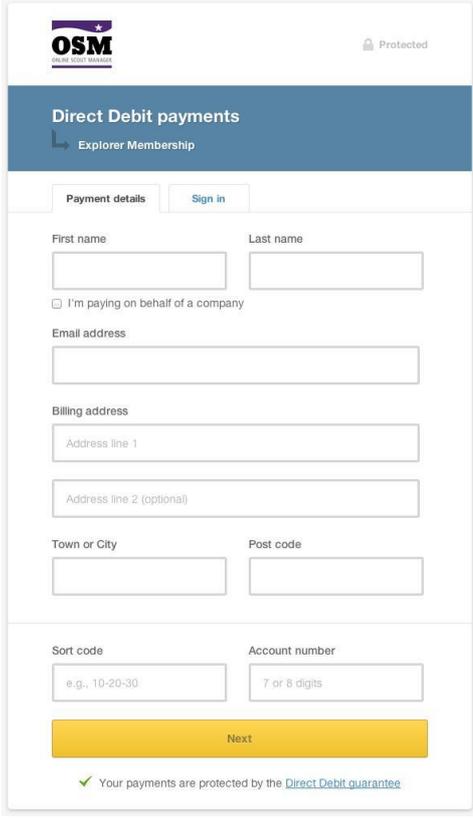
To pay by direct debit click "Setup Subscription" to subscribe to this schedule and set it up. You will be taken to the website of our payment provider GoCardless to complete this process.

To pay an individual instalment click the "Pay Now" button and follow the on-screen instructions.

## GoCardless Account Setup:

If you already have a GoCardless account you can click on “Sign In”, otherwise please complete the form and click “Next”.

Rest assured that your bank details and payments are secure. GoCardless is backed by the Royal Bank of Scotland and protected by the direct debit guarantee.



The screenshot shows the OSM (Outward Bound Scotland) website's "Direct Debit payments" form for "Explorer Membership". The form is titled "Direct Debit payments" and "Explorer Membership". It has two tabs: "Payment details" (selected) and "Sign in". The form fields include: "First name" and "Last name" (text boxes), a checkbox for "I'm paying on behalf of a company", "Email address" (text box), "Billing address" (text boxes for "Address line 1" and "Address line 2 (optional)"), "Town or City" and "Post code" (text boxes), "Sort code" (text box with example "e.g., 10-20-30") and "Account number" (text box with example "7 or 8 digits"). A yellow "Next" button is at the bottom. A green checkmark and text at the bottom state: "Your payments are protected by the [Direct Debit guarantee](#)".

## Setting Up Multiple Schedules:

The easiest way to pay for all Scout activities is by direct debit. Sign up for all available schedules to ensure that you are able to pay this way.

Once in OSM you can click on “Payments” at the top of the screen to view all schedules.

After your first schedule you do not need to register with GoCardless again. Simply sign in using your email address and password.

If you have more than one child in the Scout group you can use the same GoCardless account, but will need to subscribe to individual schedules for each child. You should receive a welcome email for each child.

Note that the payment schedules are set for each section, so when your child moves from one section to the next their direct debit for the old section will be cancelled and you will have to set up another for their new section.

## Sign Up For Events:

We intend to use OSM to manage events like camps and paid for activities. When a new event is created using the system you should receive an email invitation like the one shown below.

### **Tall Ships Sailing Weekend**

Hi,

Please could you visit the following link to let us know if Example would like to go to Tall Ships Sailing Weekend. The event will cost £45.00 and is taking place from 18/10/2013 at 18:00 to 20/10/2013 at 16:00 at Royal Harwich Yacht Club, Woolverstone.

<https://www.onlinescoutmanager.co.uk/parents/events.php?sc=298587&se=11563&a=v&e=32625&c=3147aa9036c02d0a563d9dc289e08ca8>

#### **Tall Ships Sailing Weekend**

**18<sup>th</sup> – 20<sup>th</sup> October 2013 (Book before 1<sup>st</sup> August)**

Royal Harwich Yacht Club, Harwich

We have booked a weekend voyage on the Faramir from Harwich. This is heavily supported by grant funding that brings the price down from over £200 per person to just £45. You will get to sail the boat for two days and live onboard. The voyage is supported by a trained crew, who will show you the ropes. Places are limited by the number of cabins, so book now to avoid disappointment.

Thanks.

This email has been sent by My.SCOUT from Online Scout Manager, which is a trading name of Online Youth Manager Ltd., registered company number 8084641. Email sent at 01/09/2013 12:52.

The screenshot shows the OSM website interface. At the top, there is a navigation bar with 'OSM' logo and links for 'Payments', 'Events', 'Programme', 'Badges', and 'Account'. The main content area has a green background with a white header for the event: 'Tall Ships Sailing Weekend'. Below this, event details are listed: 'When' (18/10/2013 to 20/10/2013), 'Where' (Royal Harwich Yacht Club), 'Cost' (£45.00), 'Sign up before' (01/10/2013), and 'Attending' (Invited). A pink box asks 'Would you like to book a place on this event?' with 'Yes' and 'No' buttons. Below this is a 'Details' section with the event title, dates (18th - 20th October 2013), location (Royal Harwich Yacht Club), and a paragraph explaining the grant-funded voyage on the Faramir.

Click on the link to tell us if your child will be attending or not. To avoid repeated questioning by leaders it is equally important to tell us if your child won't be attending!

When you click the "No" button your leader will be informed that your child is not able to attend. If you change your mind your leader can change your booking status for you.

When you click "Yes" a place will be booked for you. If you have subscribed to the relevant payment schedule then payment will be automatically taken on the specified dates. If you have not subscribed you will receive a payment request email with further instructions.

## Gift Aid:

Since our Scout Group is a charity, we may be entitled to claim Gift Aid on your subscription payments, which means the Inland Revenue contributes an additional 25% on top of your payment at no extra cost to you. We use Online Scout Manager to keep track of all our Gift Aid payments. When you make your first payment to our Scout Group you will receive an email invitation to complete a simple online form to opt in or out of the Gift Aid scheme. Please help us by completing this Gift Aid form.

## **My.Scout Accounts:**

My.Scout is the parents' gateway into sections of OSM that are relevant to their own child. It also gives you access to personalised information about your child's progress through Scouting, such as the badges that they have been awarded (and where they go on the uniform!), enable you to update some of their personal details, see the programme and in some cases book on events. More information about My.Scout can be viewed at <https://vimeo.com/165843161> and in the Parents' Guide on our website.

If you have not already discovered My.Scout ask your section lead to email you an invitation link. If you have more than one child in the Group you can use the same username and password but will need separate invitations.

When you are in the OSM system you can also set up a My.Scout account by clicking on the "Account" menu in the top right-hand corner of the screen. Creating an account will allow you to sign in at any time to check your payments and event bookings.

## **Any comments?**

Whilst as much care as possible has been taken in the preparation of this document, to ensure that it is clear and accurate, this system is new to all of us. If you notice any errors, or have suggestions for improving the document, please e-mail [gsl@21stromsey.co.uk](mailto:gsl@21stromsey.co.uk) so that the next version can be changed.

Randell McKay  
Group Scout Leader

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