



21st Romsey (Nursling & Rownhams)
Scout Group



Payment of Membership

Fees and Event Fees:

a Parents' Guide to the

On-line Scout Manager - GoCardless

payment system

Introduction:

This guide explains the process for paying your child's membership fees by direct debit through the OSM - GoCardless system. Payment for some camps and other events is also collected this way.

The group is run entirely by volunteers, who do not receive any payment for their time. Please help us to dedicate as much time as possible to our programme, rather than to administration, by signing up for automated payments through Online Scout Manager (OSM).

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?

In January or February each year the Group's Executive Committee sets the fees for the forthcoming financial year, taking into account the likely expenditure and income from other sources. The outcome of the discussions is then communicated to parents by email and made available in the members' area of the Group's website – www.21stromsey.co.uk.

When do I have to pay?

The normal payment schedule is monthly – i.e. one-twelfth of the applicable amount is paid by direct debit 12 times a year, towards the end of each month. The first payment that will be required is the one following the child's initial investiture into Scouting, or after a four-week trial period, whichever is sooner.

If you do not wish to pay by direct debit, in exceptional circumstances you can pay for four months at a time, at the beginning of each school term, by cheque or bank transfer. Please ask the Group Scout Leader for details: gsl@21stromsey.co.uk. For those in the Group at the beginning of the financial year the request to pay by cheque must be received by 1st April. For those joining during the year the amount required is the appropriate proportion of the annual amount, counting whole months from the date when the child is first invested into Scouting.

How do I pay?

We use a web-based system called Online Scout Manager (OSM) to run the group as efficiently as possible. OSM automatically processes our membership payments by direct debit. This guide will show you how to set up these payments. Note that you will receive an

individual request for each of the children you have in the Group and direct debits have to be made separately – but it's only a few clicks of the mouse to set them up. Unless you cancel it the direct debit is then active for as long as your child remains in that section. When they move up to the next section the direct debit will be cancelled automatically and you will be asked to set up a new one.

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, as stated previously, termly payment by cheque or bank transfer is still possible in exceptional circumstances. To arrange this please contact Randell McKay, Group Scout Leader, gsl@21stromsey.co.uk in good time, otherwise you will be added to the monthly direct debit schedule 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>).

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 , who can arrange some subsidy from Group and District funds. We can also help with grants for specific camps or activities if required.

What happens if I don't pay?

Payment of the membership fee is a condition of membership, therefore failure to pay on time without adequate explanation will incur sanctions which may ultimately lead to membership being terminated under national Scouting Policy, Organisation and Rules (rule 15.8). Further information about the Group's procedure is available in the members' area of the website.

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 and that you check it at least once a week. If you are not receiving fairly regular emails from the section leader first make sure that the emails are not being automatically sent to the junk folder then, if necessary, confirm the details with the leader.

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:

Welcome to My.Scout payments for **Example**

What is this?

We are using Online Scout Manager to let you pay online for your child's scouting online - this is easier for you and easier for us!

We would like you to set up direct debits for the payment schedules below - you will be notified each time a new payment is added to the schedule and you can cancel the direct debit at any time. Alternatively, you can pay for individual items from the payment schedules as one-off transactions.

Using this system is very safe as direct debits are protected by the Direct Debit Guarantee, and Go Cardless (the payment system) is regulated by the Financial Services Authority and sponsored by the Royal Bank of Scotland.

Payment Schedules

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.	View details
Explorer Camps & Activities	Payments for camps and activities in the Explorer Scout programme.	View details

A page similar to that 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 for camps and activities separately.

The membership schedule requires all payments to be made and, with a direct debit in place, will automatically deduct these from your nominated bank account on, or just after, the dates shown. You will receive email notification before each payment is actioned.

The other schedule will allow you to make payments for some specific activities. Although you subscribe by direct debit to this schedule 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:

Endeavour Scouts monthly membership fees for [REDACTED]

This is the Scouting membership fee for your child. Besides the week to week running of the section these fees also cover equipment, expenses associated with the HQ, insurance and the costs of Scouting at District, County and national level. Please use the "Setup Subscription" button to start a direct debit. If you have more than one child in the Group you will need to pay separately for each one. After setting up the subscription you may be asked if you want to create an account with OSM-MyScout. This is optional: doing so will allow you to access your child's records at any time, the alternative is to follow the links as and when they are issued. Note that when your child moves to a new section you will be removed from this schedule automatically and the associated direct debit will be cancelled. You will be asked to initiate new payment arrangements in the next section.

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	Last updated	Status
Scouts Aug 2018 subs	28/08/2018	£11.75	n/a	Not due yet
Scouts Sept 2018 subs	28/09/2018	£11.75	n/a	Not due yet
Scouts Oct 2018 subs	28/10/2018	£11.75	n/a	Not due yet
Scouts Nov 2018 subs	28/11/2018	£11.75	n/a	Not due yet
Scouts Dec 2018 subs	28/12/2018	£11.75	n/a	Not due yet
Scouts Jan 2019 subs	28/01/2019	£11.75	n/a	Not due yet
Scouts Feb 2019 subs	28/02/2019	£11.75	n/a	Not due yet
Scouts March 2019 subs	28/03/2019	£11.75	n/a	Not due yet

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

If paying membership fees you should click on "Setup Subscription", leading you to set up the direct debit authorisation. You will be taken to the website of our payment provider, GoCardless to complete the process following the simple on-screen instructions.

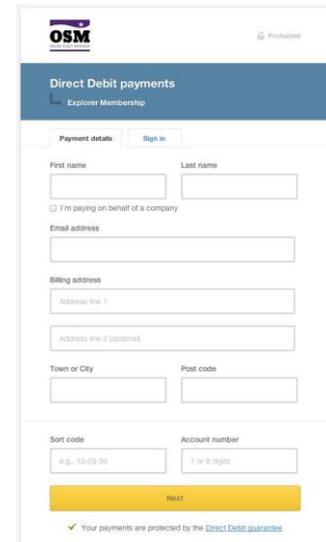
If "pay now" is shown under status this means that you could pay each amount individually. This is not available for subscriptions, only camps and activities. In this case following the instructions will give rise to a one-off payment.

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.

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 a web form titled "Direct Debit payments" for "Explorer Membership" on the OSM (Online Scout Manager) platform. The form includes a "Sign in" button and a "Next" button. The fields are organized as follows:

- Payment details:** Includes a "Sign in" button.
- Personal Information:** Fields for "First name" and "Last name".
- Company Information:** A checkbox labeled "I'm paying on behalf of a company".
- Contact Information:** A field for "Email address".
- Billing Address:** Fields for "Address line 1", "Address line 2 (optional)", "Town or City", and "Post code".
- Bank Information:** Fields for "Sort code" (with an example "e.g. 10-00-00") and "Account number" (with a note "7 or 8 digits").

At the bottom, there is a yellow "Next" button and a green checkmark with the text: "Your payments are protected by the [Direct Debit guarantee](#)".

Gift Aid:

Since our Scout Group is a charity, if the person paying the membership fee is a UK tax-payer we will almost certainly be entitled to claim Gift Aid on your subscription. This means the Inland Revenue will contribute 25% on top of your payment at no extra cost to you. We use Online Scout Manager to keep track of all our membership fee income that is eligible for Gift Aid. 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.

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 the My.Scout section OSM (see below) 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:

Now that the membership fee system has bedded-in we are beginning to use OSM - GoCardless to manage booking and payment for selected camps and 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

18th – 20th October 2013 (Book before 1st 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.

Following the link will take you to a page similar to the next screen-shot ...

The screenshot shows the OSM website interface. At the top, there is a navigation bar with links for 'Payments', 'Events', 'Programme', 'Badges', and 'Account'. The main content area features a green background with a white header for the event 'Tall Ships Sailing Weekend'. Below the header, there is a table of event details:

When	From 18/10/2013 at 18:00 to 20/10/2013 at 16:00
Where	Royal Harwich Yacht Club, Woolverstone
Cost	£45.00
Sign up before	01/10/2013
Attending	Invited

Below the table, there is a light pink box with the question 'Would you like to book a place on this event?' and two buttons: 'Yes' and 'No'.

Details

Tall Ships Sailing Weekend
18th – 20th October 2013 (Book before 1st 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.

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.

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.

If you do not wish to set up a log-in you can still access the information by following the dedicated, personalised link that will be sent to you when action is required.

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 relatively new to us. If you notice any errors, or have suggestions for improving the document, please e-mail gsl@21stromsey.co.uk so that the next version can be changed.

Randell McKay
Group Scout Leader

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