



**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 camps and other events will also be 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 beginning 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.

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, other payment methods are available but only in exceptional circumstances. To arrange this please contact Jason Phelps, 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?

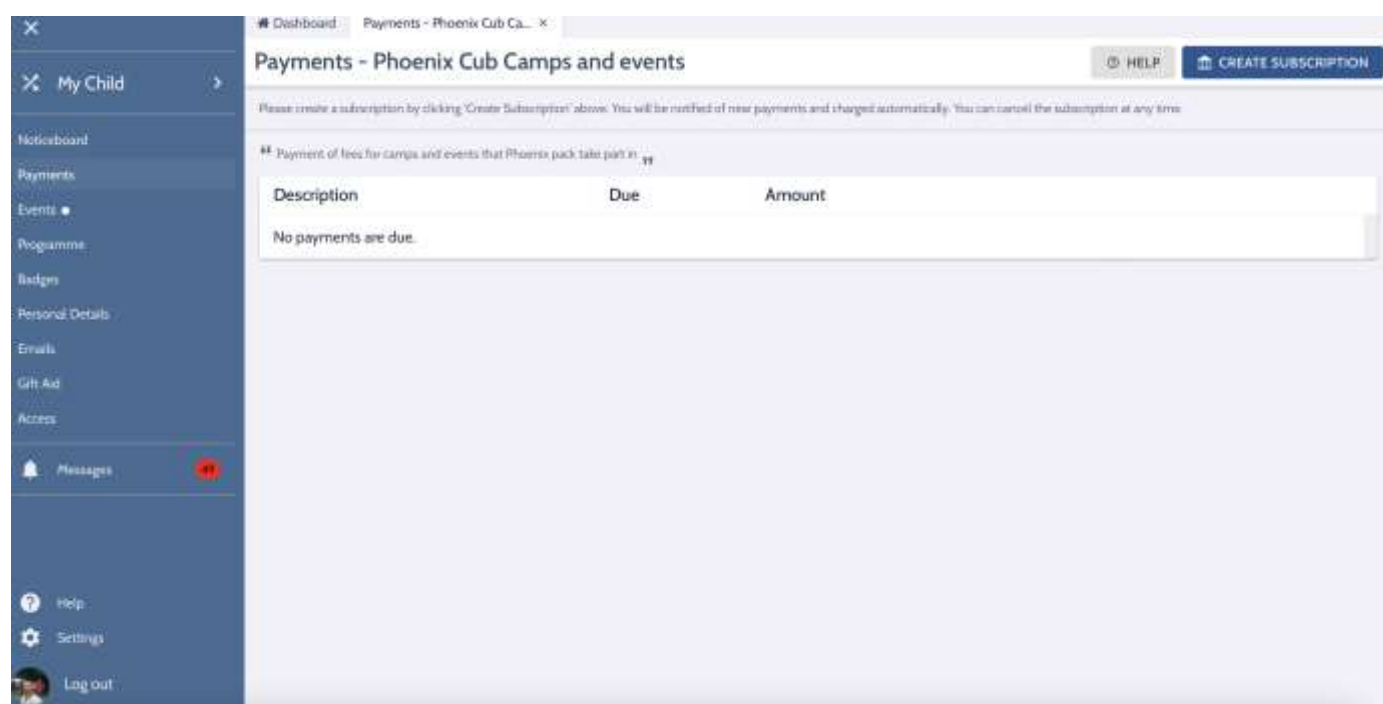
Payment of the membership fee is a condition of membership, therefore failure to pay on time without adequate explanation will incur sanctions which may ultimately lead to membership being terminated under national Scouting Policy, Organisation and Rules (rule 15.8). Further information about the Group's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

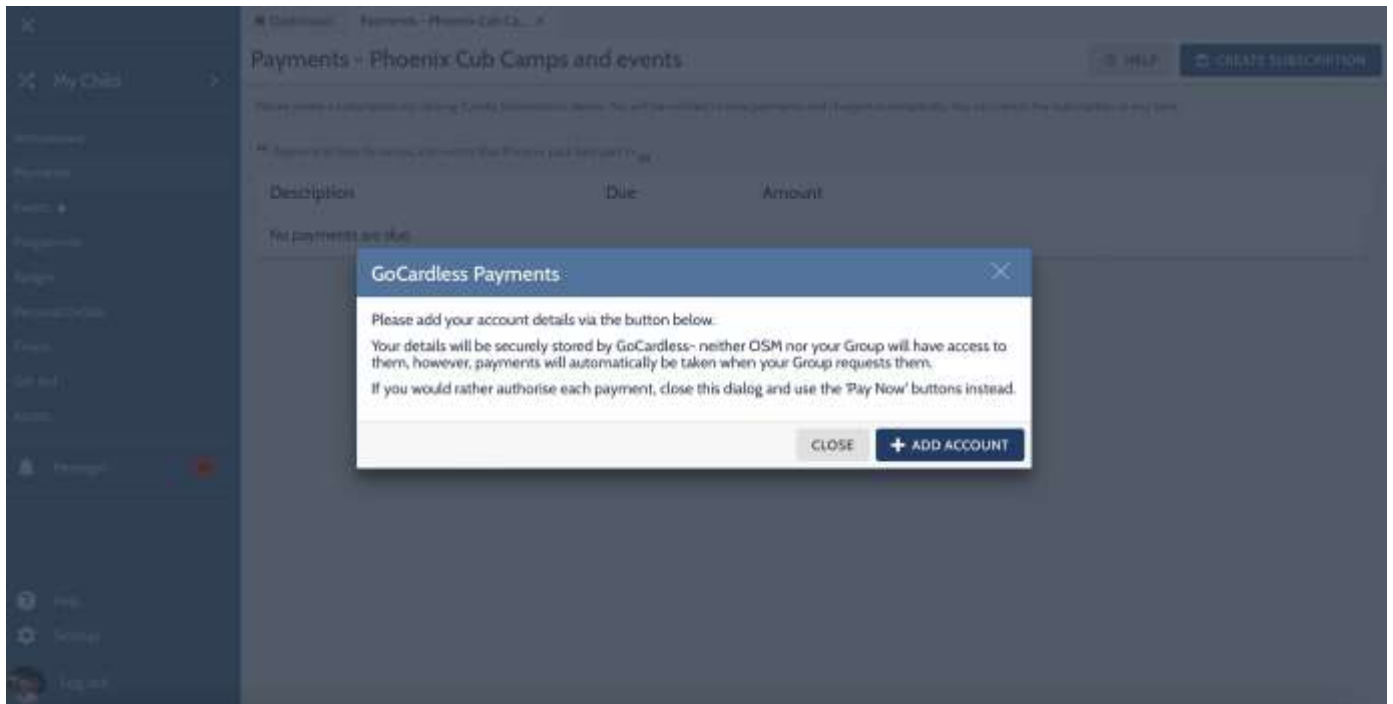
We will use your email address as our primary method of contact for non-emergency purposes therefore please ensure that we have the correct one and that you check it at least once a week. If you are not receiving fairly regular emails from the section leader first make sure that the emails are not being 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*...



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

Payment Schedules:



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.

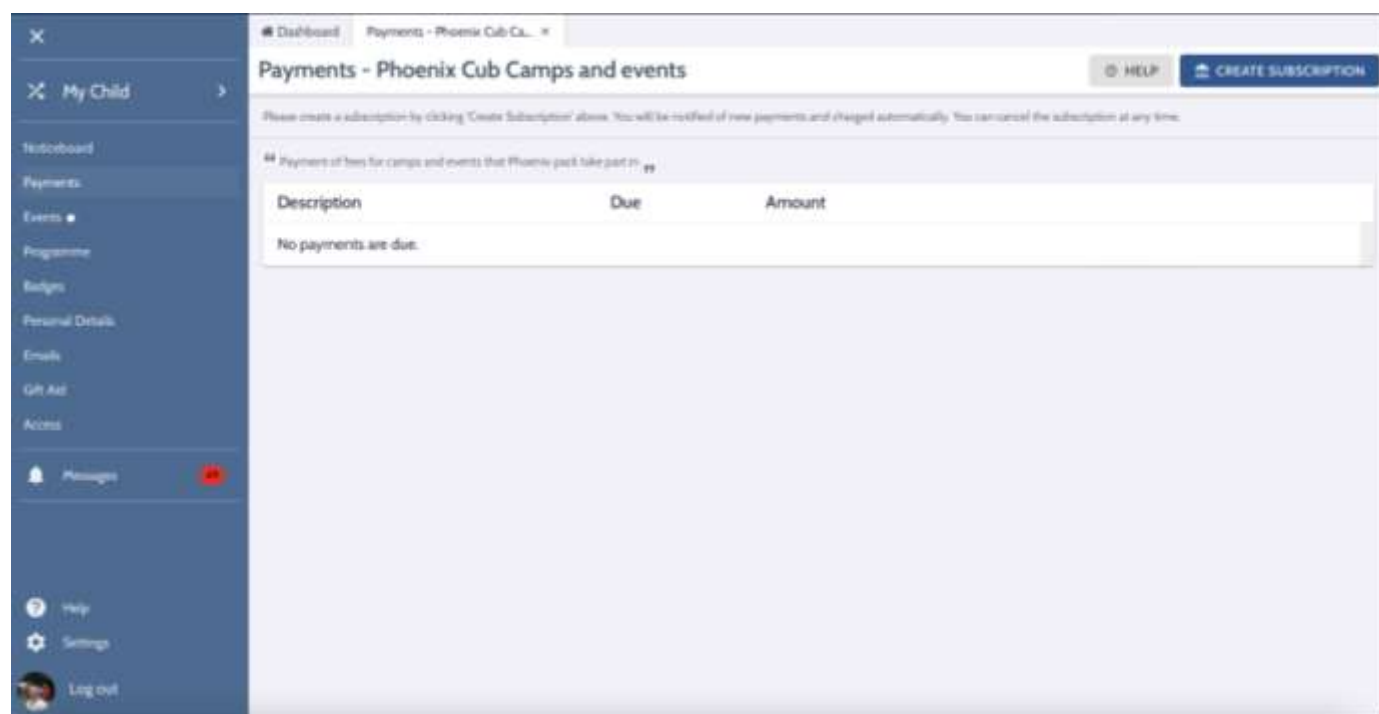
You can subscribe to one or more schedules to automatically make the correct payments by direct debit. Alternatively, you can make each payment for camps and activities separately.

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:



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.

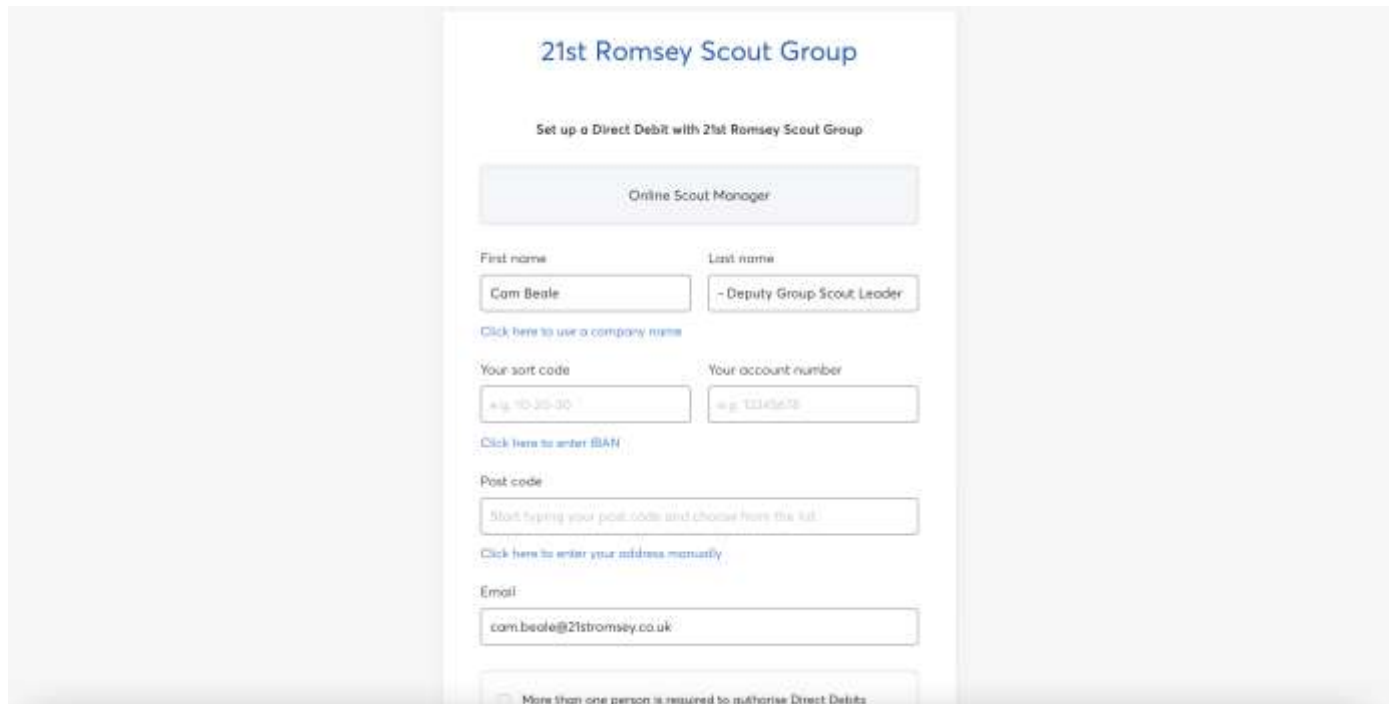
If “pay now” is shown under status this means that you could pay each amount individually. This is not available for subscriptions, only camps and activities. In this case following the instructions will give rise to a one-off payment.

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 "21st Romsey Scout Group" with the subtitle "Set up a Direct Debit with 21st Romsey Scout Group". The form is for "Online Scout Manager". It contains the following fields and options:

- First name:** Cam Beale
- Last name:** - Deputy Group Scout Leader
- [Click here to use a company name](#)
- Your sort code:** e.g. 10-20-30
- Your account number:** e.g. 12345678
- [Click here to enter BAH](#)
- Post code:** Start typing your post code and choose from the list
- [Click here to enter your address manually](#)
- Email:** cam.beale@21stromsey.co.uk
- ☐ More than one person is required to authorise Direct Debits

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.

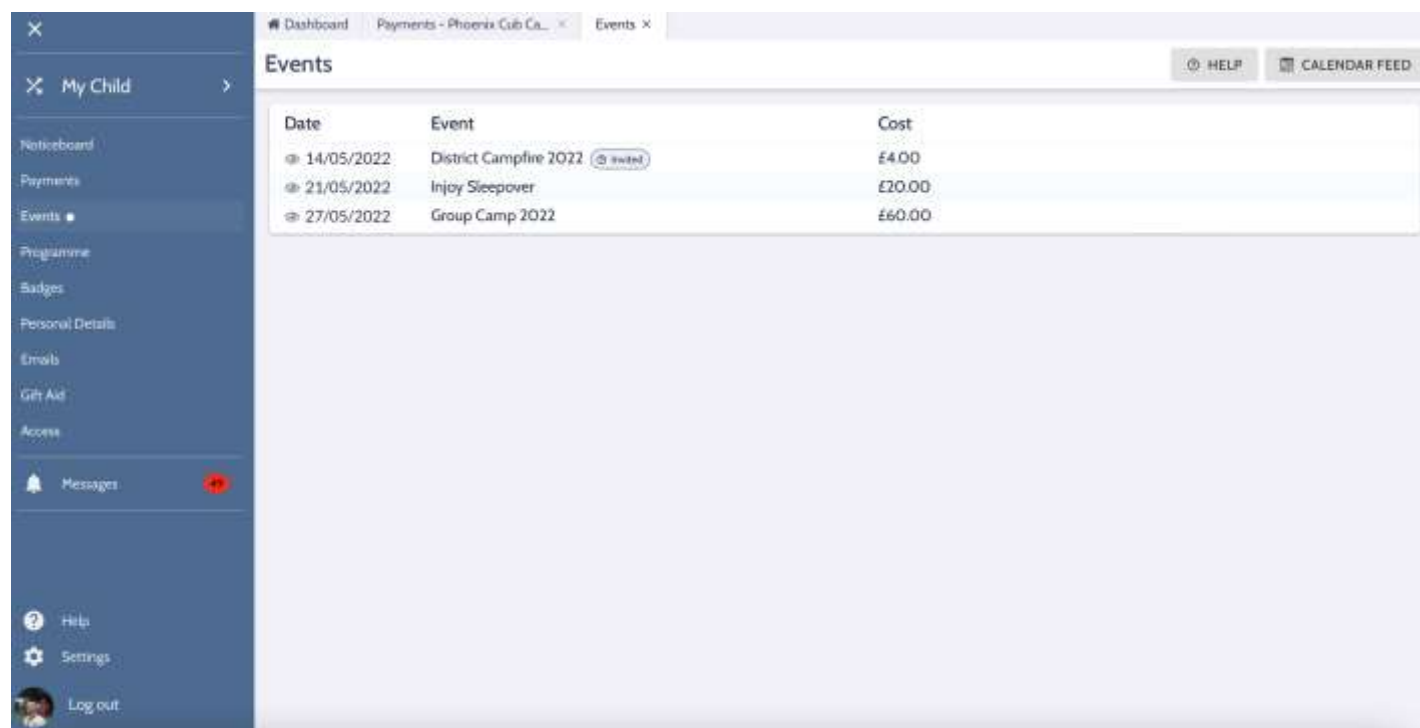
After your first schedule you do not need to register with GoCardless again. Simply sign in using your email address and password.

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.

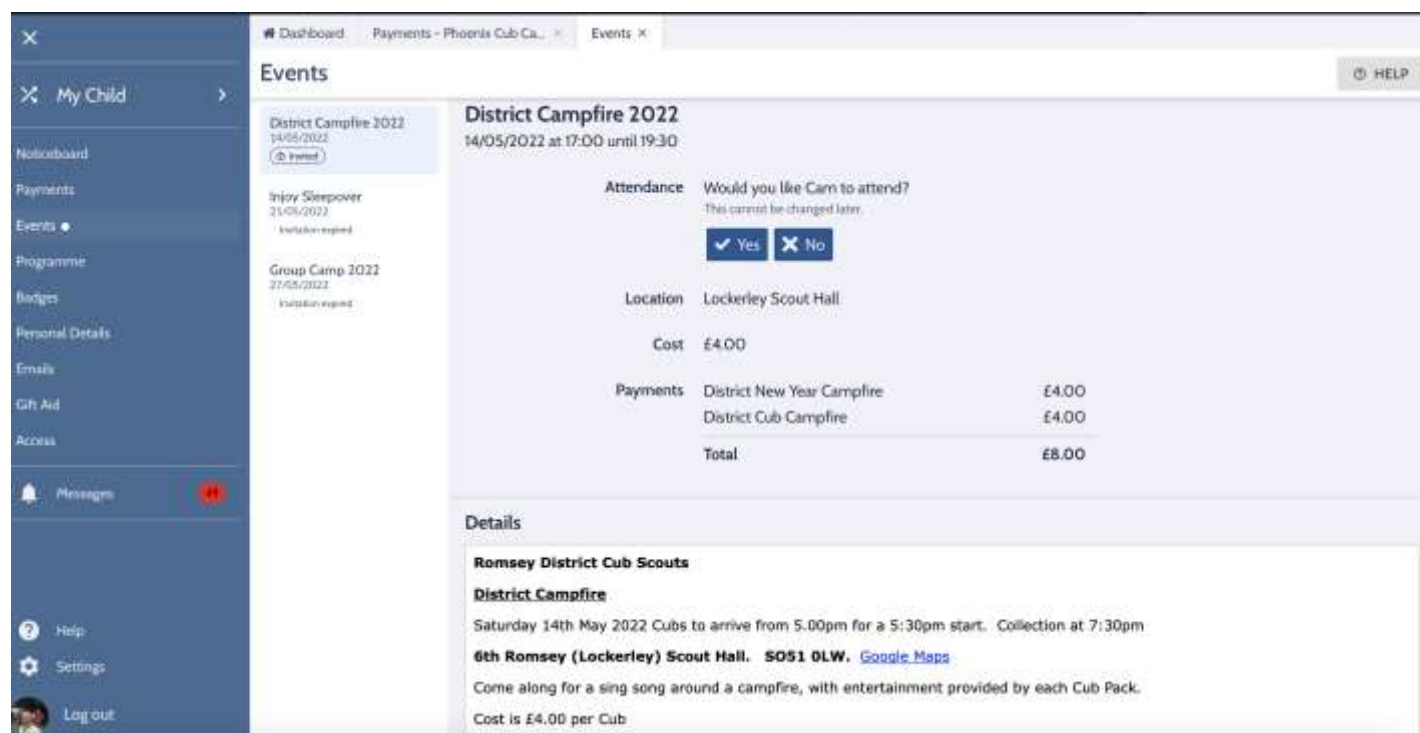
Note that the payment schedules are set for each section, so when your child moves from one section to the next their direct debit for the old section will be cancelled and you will have to set up another for their new section.

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.



Date	Event	Cost
14/05/2022	District Campfire 2022 Invited	£4.00
21/05/2022	Injoy Sleepover	£20.00
27/05/2022	Group Camp 2022	£60.00



District Campfire 2022
14/05/2022 at 17:00 until 19:30

Attendance Would you like Cam to attend?
This cannot be changed later.

Location Lockerley Scout Hall

Cost £4.00

Payments		
District New Year Campfire		£4.00
District Cub Campfire		£4.00
Total		£8.00

Details

Romsey District Cub Scouts
District Campfire
Saturday 14th May 2022 Cubs to arrive from 5.00pm for a 5:30pm start. Collection at 7:30pm
6th Romsey (Lockerley) Scout Hall. SO51 0LW. [Google Maps](#)
Come along for a sing song around a campfire, with entertainment provided by each Cub Pack.
Cost is £4.00 per Cub

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://www.facebook.com/watch/?v=1074154132657590> 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.

Cam Beale
Group Scout Leader

Version 3.0
May 2022