

**RE REGISTRATION  
MAIL IN - WALK IN – PAPER PROCESS  
Nova Scotia**

Starting May 1st 2011, Girl Guides of Canada introduced a new Online Registration System for current Members to re-register.

It is recognized that while the majority of the members will re register using the online system there will be a need to address:

- Mailed in registration and Walk in member registration

**Provincial Office Process**

<b>Customer Service Rep (CSR)</b>
<b>Mailed In Registration Forms</b>
<ul style="list-style-type: none"> <li>• Receives Registration Forms (A5.P)</li> <li>• Confirms active member               <ul style="list-style-type: none"> <li>○ Date stamps Forms, confirms payment and completes the “For office use only” section on the A5P.</li> </ul> </li> <li>• Membership Status:               <ul style="list-style-type: none"> <li>○ Member:                   <ul style="list-style-type: none"> <li>▪ forwards A5.P to IMIS for entry</li> <li>▪ Payment Received with A5.P:                       <ul style="list-style-type: none"> <li>• Forwards payment to Accounting Clerk                           <ul style="list-style-type: none"> <li>○ Cheque / Money Order: documents participant info on the back of the cheque / Money order:</li> <li>○ Cash: Issues receipt to payee, documents participant info on the back of receipt copy</li> </ul> </li> <li>• Payment not received with A5.P or Assistance requested                           <ul style="list-style-type: none"> <li>○ Ensures IMIS # is recorded on form</li> <li>○ Forwards A5.P &amp; / or Guiding Assistance Form to Membership Support Assistant</li> </ul> </li> </ul> </li> </ul> </li> </ul> </li> </ul>

<b>Customer Service Rep (CSR)</b>
<b>Walk In Registration Forms</b>
<ul style="list-style-type: none"> <li>• Greets walk in client</li> <li>• Verifies the following in IMIS:               <ul style="list-style-type: none"> <li>○ Unit Availability                   <ul style="list-style-type: none"> <li>▪ Quickly looks to see if Unit has waiting list (as per Membership Support Assistance notes) and advises parent</li> </ul> </li> <li>○ Membership status                   <ul style="list-style-type: none"> <li>▪ If active Member offer:</li> </ul> </li> </ul> </li> <li>• On Line Registration Option               <ul style="list-style-type: none"> <li>○ GGC computer should the client wish to do on line registration</li> <li>○ Directs person to Volunteer desk and provides the Step by Step Instruction Guide to On Line Registration.</li> <li>○ If not using the On Line reg option provide the AOR (prefilled A5 form) to parent to review and update.</li> </ul> </li> <li>• Non On Line Registrations (paper)               <ul style="list-style-type: none"> <li>○ Receives Registration Form (A5.P) &amp; completes the “For office use only” section.</li> </ul> </li> </ul>

- Date stamps Form & confirms payment or accepts Guiding Assistance Form and completes
- Issues official receipt to client (for payments made) & maintains a copy for GGC
  - Attaches payment to receipt & forwards to Accounting Clerk.
- Forwards A5.P to IMIS for entry
- Payment not received with A5.P or Assistance requested
  - Ensures IMIS # is recorded on form
  - Forwards Guiding Assistance Form to Membership Support Assistant
  - non member, cancelled member or not in IMIS
    - Forwards all info to Office Manager

- | IMIS  |
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| <ul style="list-style-type: none"> <li>• Member Forms received               <ul style="list-style-type: none"> <li>○ Enters member forms as received into the On Line Re registration process.</li> <li>○ If waitlisted:                   <ul style="list-style-type: none"> <li>▪ Advises Membership Support Assistant of Waitlist situation (includes IMIS #)</li> <li>▪ Files Girl A5.P</li> </ul> </li> </ul> </li> </ul> |

- | Accounting Administrator   |
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| <ul style="list-style-type: none"> <li>• Registration payment received               <ul style="list-style-type: none"> <li>○ Enters payments into AccPac System noting Budget line</li> <li>○ Processes payments for deposit.</li> </ul> </li> <li>• Forwards payment to National for Registrations received</li> </ul> |

- | Membership Support Assistant   |
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| <ul style="list-style-type: none"> <li>• Guiding Assistance Requests               <ul style="list-style-type: none"> <li>○ Receives forms / request                   <ul style="list-style-type: none"> <li>▪ If uniform or books</li> <li>▪ Contacts parents, acknowledges receipt or request and suggests outside organizations options and redirects if possible.</li> </ul> </li> <li>○ Records request and updates spreadsheet as per discussion</li> <li>○ Maintains activity log on the Common Drive</li> </ul> </li> <li>• Receives notification of Waitlisted member               <ul style="list-style-type: none"> <li>○ Contacts parent / guardian of Waitlisted member                   <ul style="list-style-type: none"> <li>▪ Advises of waitlist situation</li> </ul> </li> <li>○ Once spot becomes available                   <ul style="list-style-type: none"> <li>▪ Contact parent / guardian to confirm placement</li> </ul> </li> <li>○ Placement confirmed                   <ul style="list-style-type: none"> <li>▪ Updates imis for member unit placement</li> </ul> </li> <li>○ Placement denied                   <ul style="list-style-type: none"> <li>▪ Works with parent for options for other units.</li> <li>▪ Advises Accounting Admin of placement denial</li> </ul> </li> </ul> </li> </ul> |

- | Accounting Administrator  |
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| <ul style="list-style-type: none"> <li>• Placement Confirmed               <ul style="list-style-type: none"> <li>○ Processes Registration payment</li> </ul> </li> <li>• Placement denied               <ul style="list-style-type: none"> <li>○ Returns payment to parent / guardian</li> </ul> </li> </ul> |

