



## Information / New release major update

Great News - a new deployment was launched July 27th that includes changes to the set up of installments and how membership fees are applied to the registration.

**What is a membership fee:** The membership fee represents the amount required from the participant for registration to its governing body for the season. Membership fee is made up of insurance and assessment fees.

**Exclude membership fee option:** By excluding the membership fee, your organization on this specific registration is not responsible for collecting the membership fee.

### Note:

*This is usually used for training camps and other activities not related to main registration to a hockey season.*

*If you are responsible to collect these fees but you choose to exclude them, you will be manually invoiced for these fees during the reconciliation process.*

### What does the system update mean to me?

All registrations will now include the membership fee, even if the member is registered in the same organization or in another organization and has paid the membership fees. It will be the responsibility of the registrar to refund the full amount of the registration to the member if the player finally plays under another organization.

**Example:** Jimmy registers with association A and pays a registration fee of \$500. Jimmy then goes to the tryouts for association B and makes the team. Jimmy will need to register with association B and pay a fee of \$500. Association A will refund Jimmy \$500, and association will be invoiced the membership fee.

**Installments:** Will only be calculated on registration fee - Other Items will not be included.

**NEW:** Example of calculations for installments: if you want to set up a 50-50% installment plan, and your registration fee is \$500. The initial payment will now be \$250 with the installment fee of \$250.

**What changed:** Before this update, the calculation for the installment would first minus the membership fee, calculate the installments then add the membership fee back on. If we use the example from above, and lets say the membership fee is \$40, the initial payment would be:  $500 - 40 = 460$ ,  $460 \times 50\% = 230$ ,  $230 + 40 = 270$  - therefore your initial payment would be \$270 and your installment would be \$230

**What do I need to do:** Please check over your installment set up to confirm if you need to update your installment % using the new calculations.

**NOTE:** If you need to create new installments for your association, please remember to update the installment option in your registration fee. To do this, click on the registration fee. The side panel will open, click on Catalog, and edit the installments.

## Information / New release other updates

- Clinics can now be shared in multiple branches and not only inside your branch
- Display of the DOB is now standard
- Issue with applying credit is fixed
- Allow any manual payment method to be part of the refund no matter what was the initial one
- Email notification when we add a comment to a transfer
- Change in the international and USA transfer
- Adding a fee to a clinic from the clinic wizard
- Open URL in a new window in the waiver process
- Applying credits on multiple players
- CRC expiration date

## Documentation updates

We will be updating the support documents to reflect these changes in the following week.

We have added a new document for HU clinic creation ([link here](#))

## Question

**How can I see all my registrations (manual and online)?**

## Answer

To run a report of all pending registrations, please follow the steps below.

Choose reports in the left side menu, then registration.

Then, do not choose any online store from the drop down menu.

Under Registration Type, choose the word registration (this box is next to the blue search button).

This will now provide a list of all registrations (from all your online stores and all your manual registrations).

We know the report is not fully complete, we will be adding some feature and extra columns as we develop the reports better

Thanks

## Question

**How do I merge a player?**

## Answer

Please see guide to merge

[Merging A Participant's Profile - HCR Documentation - Spordle \(atlassian.net\)](#)

Depending on your branch and role, this feature might be restricted to you, if you do not have this option, please contact your branch so they may merge the members for you

Thanks

## Question

**I have expensive other items I would need to set up installments on.**

**Example if ice fees of \$1200**

## Answer

Please use this solution :

Create the other item (ice fees, tryout camps) as a registration fee, select the exclude all fees for this option so that you don't collect the membership fee again.

Create a new installment plan.

Add the installment to those newly created registration fees.

Link these registration fees is a new store

## Question

**I am receiving notifications of declined payments but in the profile, the payment is completed?**

## Answer

This is something we are working on to make the message more clear for the declined payments.

The payment was initially declined as the parent made an error during the payment (ie, wrong expiry date).

The parent sees the reason on the payment page, he corrects it and is then able to pay.

So when you go to the profile, you only see the completed transaction.

We understand this is far from ideal, and are working on the message you receive to correct the reason from declined to the real one (wrong expiry date entered - user error).

Thanks

## Question

**As a coach or referee, how can I check if my CRC is still valid?**

## Answer

Hi, please see 2 guides

[Coach Qualifications - HCR Documentation - Spordle \(atlassian.net\)](#)[Creating Your Account \(Coaches, Officials, Trainers & Parents\) - HCR Documentation - Spordle \(atlassian.net\)](#)

Then, under the member section, you can now see your qualifications and CRC history

Thanks

