District Event Registration

Doubleknot provides online registration payment services to non-profit organizations. The executive board of the Sam Houston Area Council has made the decision to use Doubleknot as its primary registration tool for all district events. The use of Doubleknot improves efficiency and transparency while providing a standard customer interface with our Scouting families.

Why should districts use Doubleknot?

➢ **Convenience**. Participants can register at home, anytime day or night and pay by credit card, electronic check, or PayPal.
➢ **Better planning**. Volunteers can plan events better by knowing how many participants to expect.
➢ **Real time accounting**. There is no delay in knowing event income.
➢ **Accountability.** Payments won't get lost, washed in pants pockets, slipped into the back pocket of a computer bag, or deposited into the wrong account. Written receipts are not needed and don't need to be reconciled.
➢ **Volunteers** don't have to handle the money and can better spend their time focusing on developing a quality program.
➢ **Time is money.** When volunteers collect money, the money has to be turned into the DE which then has to be turned into the accounting office; each transaction has to be individually entered and deposited. This is not an efficient process and mistakes can be made.
➢ **Registration history**. Doubleknot will keep a historical record of income and registration numbers for budget planning.
➢ **Budget planning**. Income numbers recorded in Doubleknot will be used as the basis to plan future event budgets.
➢ **Doubleknot improvements**. Recent improvements have resulted in improved and streamlined performance.

Why is there a convenience fee?

The $1.50 convenience fee that is added to each transaction covers only approximately 1/3 of the cost of credit card fees and the online registration system. The council pays for the remaining balance of the fees out the administration part of budget.

What is the implementation schedule?

Beginning August 1, 2017, registration for all district and council events/trainings that collect income must be handled through Doubleknot. Events that do not have a fee (free events) can be handled through Doubleknot or using the survey application that is built into the district website.

What are the expectations?

➢ Event fliers are to be one-page only and should include the date, time, location, a general event description and the website URL for additional details.
➢ All details about district events (e.g., what to bring, program, rules, schedule, contact info) are to be posted on the district website on the event page. Event/leader's guides should not be printed. Participants can print the event information posted from the website. There is a link at the bottom of the page (Printable View) that makes it easy to print pages on the website. This keeps information consistent, saves money and the environment.
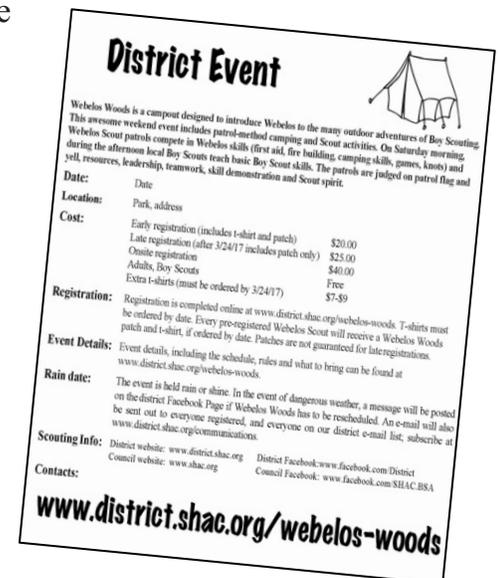
Expectations (continued)

➢ Online registration should begin a **minimum of three months prior to the event**.
➢ Paper registration is not to be distributed or available electronically. If a participant cannot register through Doubleknot, the event chair will need to contact the district executive for assistance.
➢ Registrations are not to be collected by volunteers, at roundtables or mailed to a volunteer's house.
➢ Event prices should be structured to encourage online registration (e.g., early bird registration, late registration) and significantly discourage onsite registration. If too many people register for an event onsite, then the onsite fee needs to be raised the next year.
➢ For events with onsite registration, if a participant shows up to registers onsite, remind them they can still register online (using their smart phone or a computer at registration and still get a discount); they will appreciate the gesture, and then hopefully register online for the next event.
➢ If camperships are needed for an event, request that at www.shac.org/dk so a code can be set up.

How do we get started?

➢ Draft registrations for 2017-2018 district events can be found at www.shac.org/doubleknot-event-registration-links. A link is also available on the District Operations page found on the Resource Page on the Tool bar under the Activities section of the page (www.shac.org/district-operations#activities).
➢ Corrections can be submitted: www.shac.org/dk.
➢ Begin working on fall events immediately, no later than four-months before an event.

Successful Strategies

➢ Advertise prices so they include the convenience fee.

Registration Fee	$11.50 for the first Scout and $10 for each additional Scout

➢ For onsite registration, prices are higher and program supplies and patches are not guaranteed.

Early Bird Fee	$11.50 for the first Scout and $10 for each additional Scout, and includes a patch and program supplies
Registration Fee	$16.50 for the first Scout and $15 for each additional Scout, and includes a patch and program supplies
Onsite	$20 check only. Program supplies and patches are not guaranteed.

➢ If offering t-shirts included with registration (e.g., camporee), only include t-shirts if pre-registered.

Registration Fee	$23.50 for the first Scout and $22 for each additional Scout; includes a t-shirt, patch, program supplies and camping fees
Late Registration	$28.50 for the first Scout and $29 for each additional Scout; includes a patch, program supplies and camping fees
Onsite	$34 check only

➢ When possible, consider registration by team/patrols versus individuals. For example, for pushmobile, register by teams. For Webelos Woods, camporees and first aid meet, register patrols (e.g., patrol includes up to seven Scouts) to eliminate late registrations and refunds.

Successful Strategies (continued)

- ➢ Don't begin late registration too early.
  - **Most events** (e.g., pinewood derby, fishing tournament, cuboree, pushmobile, first aid meet) - late fee begins the week of the event (e.g., Wed, Th). Onsite payment is significantly higher.
  - **District Dinner** - registration closes or fee doubles four-days before the event (so catering can be ordered)
  - **Camporee** - Step 1: Troops RSVP with estimated numbers and a commitment to run an event three-months out. Step 2. Final payment is due no later than the Monday before the event. Late fee begins the Tuesday before the event. Onsite payment is significantly higher.
  - **Camporee (with t-shirts)** – Step 1: Troops RSVP with estimated numbers and a commitment to run an event three-months out. Step 2. Final payment is due two weeks before the event with t-shirt order. Late fee begins two weeks before the event and t-shirts are not included. Onsite payment is significantly higher.
  - **Webelos Woods –** late fee begins one or two weeks before the event. Onsite payment is significantly higher.
  - **Webelos Woods (with t-shirts) -** late fee begins two weeks before the event and t-shirts are not included. Onsite payment is significantly higher.

How will I get reports?

- ➢ Districts will identify one or two individuals from each district who can pull reports for the event chair.
- ➢ Contact your DE to get access to Doubleknot, and to be the point person for your district.
- ➢ www.shac.org/doubleknot-reports has a list of individuals that have Doubleknot access to pull reports.

What are the recent Doubleknot changes?

- ➢ Sam Houston Area Council will now be identified on customers' bank and credit card statements instead of Doubleknot, Inc. This change will help Scouters recognize purchases, which will reduce the number of charges that are questioned as well as the number of chargebacks.
- ➢ Multi-page forms (with lots of conditions) can now be displayed as a single page by the user. In the past, users had to click through multiple pages on some events (e.g., day camp).
- ➢ Events now have a streamlined look. There are now links to the event location and event website. The register button is more prominent. The event can be added to your calendar through iCalendar (.ics).
- ➢ We've been told that hopefully later this fall, they will be adding an upgrade so reports will be able to be automatically emailed to the event chair on a regular basis (e.g., once a week).

Resources

Doubleknot support	shac.org/dk
District activities chair resources	shac.org/district-operations#activities
Draft registration links	shac.org/doubleknot-event-registration-links
Event Chairs Guide to Planning an Event (look for a revised version this summer)	www.shac.org/district-operations#activities
Council Activities Chair	Dennis Olheiser, dennisolheiser@gmail.com
Doubleknot or website support	Darlene Scheffler, darlene.scheffler@gmail.com, 832-788-3520