

Frequently Asked Questions

SSC Membership Management System

Please note this document is a work in progress and will be amended as new questions arise and new enhancements are made to the system. The answers reflect the current state of the system as of the date of this document.

Membership

How does the system handle a Membership of each Organization?

When a Member joins a program they are becoming a member of the Club, the Provincial/Territorial Association (Branch) and Speed Skating Canada. All three of these memberships are displayed on the member's dashboard.

Can the Membership for each organization have different expiry dates?

Yes, each organization may set their own membership expiry date. It is possible for a member to be expired at a Club but still be a member of Speed Skating Canada. Speed Skating Canada membership expiry date is December 31.

How does the system handle a member joining a program at a different club?

The system allows a Member to join programs at as many clubs as they like, however the skating community prefers a skater to belong to only one club at a time. Provincial / Territorial Administrators can view reports that detail this occurrence and notify the Club Administrators. Club Administrators can also view the memberships on a member's dashboard. Ultimately the Member will need to communicate to both Club Administrators which club they wish to represent and one of the Club Administrators will need to manually expire their membership and perform any reimbursements.

When will I be assigned a new Membership Number?

The system will automatically assign membership numbers upon certain actions such as activating a member in a program or adding a user to a role.

How do I enter a legacy (previous) Membership Number into the system?

You will not need to enter legacy membership numbers as they will be exported from the old membership database. The purpose of having the legacy numbers populated is for reference only- and not for identification purposes. You will be able to search for a member by their legacy number.

Categories & Programs

How do Categories and Programs relate to each other?

Each Club Program roles up into a Provincial / Territorial (Branch) Category which in turn roles up into a Speed Skating Canada Category. It is important to have this structure so that Speed Skating Canada can provide accurate reports to its funding partners.

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At the Provincial/Territorial Level do I need to create Categories?

Yes, each Provincial/Territorial organization needs to create their membership categories so that their Clubs can create programs. When you add a membership category you will need to select the Speed Skating Canada membership category that it relates to.

What if I want a Program to span across multiple Categories?

You will need to create separate programs in each category. This ensures appropriate tracking of membership based upon association reporting requirements.

Can I create a Program at the Provincial/Territorial Level?

Yes, you can create Programs at the Provincial/Territorial Level. You will need to select the Provincial/Territorial category that it relates to.

How do I collect registration for something that is not an on-ice program?

SSC has created an additional nil fee category within the system to allow for other registrations. The nil fee category should be passed through by all Provincial / Territorial Associations which will then allow clubs to track registration and payment for these other items. It is essentially the same process for creating on-ice programs, therefore this approach has limited flexibility and does not support quantity and recording of custom attributes.

If you require more flexibility such as quantity and recording of custom attributes then you can use the "Event Registration Forms" available through your Peloton Account. You can obtain more information on this by emailing support@peloton-technologies.

Fees

If a member has already paid fees to Speed Skating Canada and a Provincial/Territorial Association, will that person have to pay those fees again if they join another program at the same or different club?

As long as the Provincial/Territorial Association and Speed Skating Canada membership categories do not change, the fees will not be charged again.

What fees are applied when a member joins an additional program in a category that has higher Provincial/Territorial or Speed Skating Canada Fees?

The system automatically calculates the difference between the Categories and only applies that difference to the amount being charged.

What fees are applied when a member joins programs across multiple Provinces or Territories?

If the new program is in a different Provincial/Territorial Association then the new Provincial/Territorial Association category fees will be charged. The fee for each Provincial/Territorial Association is only charged once for each membership year. System Administrators are able to view a members current memberships and one organization will need to manually expire their membership and perform any reimbursements.

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How does the system facilitate payment of SSC and Provincial/Territorial Association fees by clubs?

The system calculates the amount owed by each club. With a click of a button SSC and Provincial/Territorial Associations will be able to generate an online invoice to each of the clubs, for the outstanding amount. Club Treasurers and Administrators will receive a link to the invoice and be able to authorize payment from their club's Peloton Account.

General

What determines a member's Home Club?

Home Club is a concept that the Member decides, it is not something that is currently configurable within the system. If a competitive member enters into a contractual agreement with SSC, Province / Territorial Association or a Club, that agreement exists outside the membership system.

*Note: For statistical reporting purposes within the system, a member's membership category and club are determined by the category with the **highest fee and most recent join date**.*

Online Payments

How do the members pay online for their programs?

When online payment is available for a program, members will be provided with the option to pay immediately following the completion of a program registration. At any time members can log into their account and make a payment for a particular program by viewing the invoice shown in the Membership section.

What payment methods can be used for online payments?

Initially Visa, MasterCard, Amex and Pre-Authorized Debit will be supported. Other payment methods such as Visa Debit and MasterCard Debit (when available) are likely to be supported in the near future.

How do I send a receipt to a member for payment?

Members can log into their account to print or email receipts for all payments that are recorded within MMS. This includes payments that are manually entered. Administrators can also navigate to each payment and print or send the receipt to an email address.

Where do the online payments go?

The online payments go into your Peloton Account. A Peloton Account is a virtual wallet which operates like a regular bank account with more advanced features.

How do I get access to my Peloton Account?

There is a simple registration process to follow, which is integrated into MMS. Administrators can navigate to their Organization Dashboard and click the "Sign Up" button. This will generate a link to the online pre-filled form. Complete the online registration and within 24 hours your Peloton Account will be created and configured to be used with MMS. You specified administrator will receive login credentials at that time.

What is the monthly fee for a Peloton Account?

There is no monthly fee for your Peloton Account.

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What are the transaction fees for Credit Card transactions?

Peloton offers the low rate of 2.75% and 10c per transaction, regardless of the type of Credit Card used.

Can I push the Credit Card transaction fees onto the payer?

Currently in Canada it is illegal to add an additional fee equal to the amount of a transaction fee to each credit card transaction. You will need to account for the fees in your overall program cost.

What are the transaction fees for Pre-Authorized Debit?

Peloton offers Pre-Authorized Debit at \$1.50 per transaction.

Can I push the Pre-Authorized Debit transaction fees onto the payer?

Yes, an additional charge can be added for Pre-Authorized Debit. You will be able to configure this on a program by program basis.

How do I transfer my funds to my organization's bank account?

You add your bank account information in via the Peloton My Account web portal. Once added you can transfer funds to your organizations bank account.

What does it cost to transfer funds to my bank account?

One free withdrawal is provided per month. Additional withdrawals are \$1.50 each.

Who pays the transaction fees when a member pays online?

The transaction fees will be paid by the organization that created the program, regardless of whether it contains SSC or Provincial/Territorial Association fees.

When a member pays online for a program that has Provincial / Territorial and SSC fees does the system automatically distribute the funds?

No, the system will not automatically transfer the Provincial / Territorial fees.

How do I issue refunds/returns?

From the Payments area in MMS;

- If the member paid via credit card, you will be able to issue a return back to the members' card for an amount up to the original transaction amount.
- If the member paid by Pre-Authorized Debit you will be able to issue a return directly back to the user bank account.

You can also issue returns directly from your Peloton Account, however you will need to re-enter the information into the Payments area of MMS for the systems to reconcile.