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ICEREG: MEMBERSHIP DOWNGRADE

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ABOUT THIS DOCUMENT

Content

This document outlines the membership downgrade process for registration pathways 1 and 2 for Speed Skating Canada's online membership and events management platform, [IceReg](#). Note each registration pathway is unique and a membership downgrade must be executed per the process that corresponds to a club's chosen registration pathway.

Definitions

The following terms are applicable to this document:

- **SSC** – [Speed Skating Canada](#)
- **PTSO** – Provincial or Territorial Sport Organization
As an example, British Columbia's provincial sport organization is Speed Skating BC (SSBC).
- **IceReg** – Speed Skating Canada's online membership and events management platform



WHAT IS A MEMBERSHIP DOWNGRADE?

A **membership downgrade** is when an already registered participant wishes to lower (downgrade) their PTSO membership **and** corresponding SSC membership level.

INFORMATION FOR PTSOs

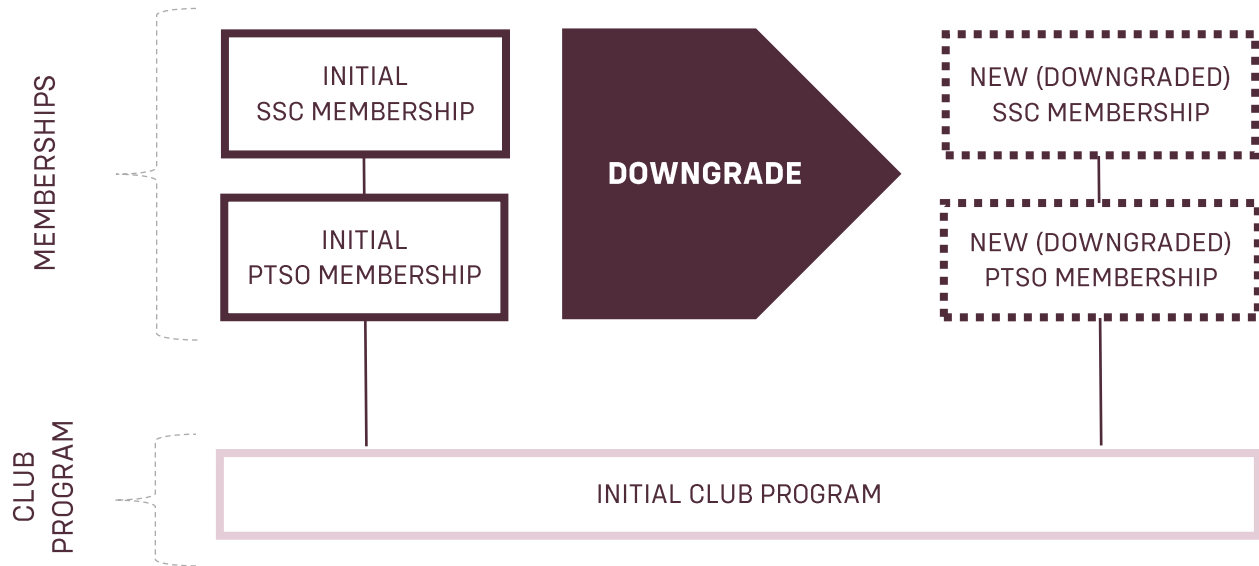
To validate a membership downgrade was successfully executed, PTSOs can download any membership report (ex., the **Memberships - Issued** report) and consult the **PTSO Valid Groups** column.

IMPORTANT: Within the PTSO membership reports, the initial (cancelled) membership will be replaced with the new (downgraded) membership in the **PTSO Valid Groups** column. And in the membership details page, the initial (cancelled) membership will be labelled as **cancelled**, and the new (downgraded) membership will be labelled as **complete**.

REGISTRATION PATHWAY 1

Important Things to Know

- A refund for the difference between the initial and downgraded memberships is issued electronically to the purchaser’s credit card via IceReg / payment processor, if applicable.
- A membership downgrade does not affect the club portion of the initial registration:



How to execute a membership downgrade?

STEP 1 CLUB	Using this email template , send a membership downgrade request to your PTSO representative.
STEP 2 PTSO	Downgrade the PTSO membership by following the steps outlined in this Knowledge Base article . Once the PTSO membership has been successfully downgraded, insert the SSC membership information into the club’s membership downgrade request and then forward it to pvargas@speedskating.ca .
STEP 3 SSC	Downgrade the SSC membership by following the steps outlined in this Knowledge Base article , and ensure a follow-up via email with the PTSO.

Email Template

To: PTSO Representative

Subject: Membership Downgrade Request

Hello,

My name is (your name) and I am a volunteer with (club name). Please downgrade the PTSO membership and the SSC membership for the following participant:

Full name	SSC number	Current PTSO membership	Required PTSO membership	Current SSC membership	Required SSC membership
				<i>To be completed by the PTSO</i>	<i>To be completed by the PTSO</i>

Kindly let me know when the PTSO membership and the SSC membership have been successfully downgraded.

Thank you!

Club Reports

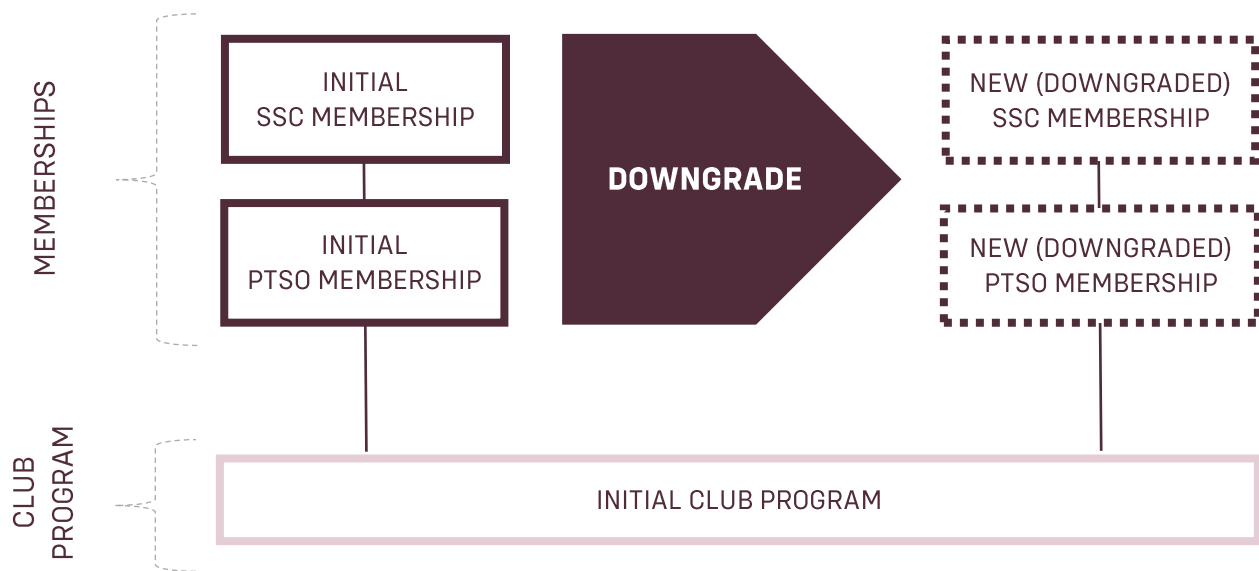
To validate a membership downgrade was successfully executed, clubs can download the **Complete Registration w/ Membership Info** report and consult the **Purchased Groups** column. Note only the PTSO membership(s) is listed within the **Purchased Groups** column.

A membership downgrade does not affect the club portion of the initial registration. Therefore, the **Category** column – within the **Complete Registration w/ Membership Info** report – will always list the club program selected during the initial registration.

REGISTRATION PATHWAY 2: CREDIT CARD PAYMENT

Important Things to Know

- A refund for the difference between the initial and downgraded memberships is issued electronically to the purchaser's credit card via IceReg / payment processor, if applicable.
- A membership downgrade does not affect the club portion of the initial registration:



How to execute a membership downgrade?

STEP 1 CLUB	Using this email template , send a membership downgrade request to your PTSO representative.
STEP 2 PTSO	Downgrade the PTSO membership by following the steps outlined in this Knowledge Base article . Once the PTSO membership has been successfully downgraded, insert the SSC membership information into the club's membership downgrade request and then forward it to pvargas@speedskating.ca .
STEP 3 SSC	Downgrade the SSC membership by following the steps outlined in this Knowledge Base article , and ensure a follow-up via email with the PTSO.

Email Template

To: PTSO Representative

Subject: Membership Downgrade Request

Hello,

My name is (your name) and I am a volunteer with (club name). Please downgrade the PTSO membership and the SSC membership for the following participant:

Full name	SSC number	Current PTSO membership	Required PTSO membership	Current SSC membership	Required SSC membership
				<i>To be completed by the PTSO</i>	<i>To be completed by the PTSO</i>

Kindly let me know when the PTSO membership and the SSC membership have been successfully downgraded.

Thank you!

Club Reports

To validate a membership downgrade was successfully executed, clubs can download the **Complete Registration w/ Membership Info** report and consult the **Purchased Groups** column. Note only the PTSO membership(s) is listed within the **Purchased Groups** column.

A membership downgrade does not affect the club portion of the initial registration. Therefore, the **Category** column – within the **Complete Registration w/ Membership Info** report – will always list the club program selected during the initial registration.

REGISTRATION PATHWAY 2: PAYMENT GROUP

Important Things to Know

- A membership downgrade consists of removing the initial memberships and then purchasing new memberships.
- A refund for the difference between the initial and downgraded memberships must be refunded to the purchaser by the club by cash, cheque, or EFT, if applicable.
- Once the new memberships are successfully purchased, IceReg shall issue the purchaser a new receipt.

How to execute a membership downgrade?

<p>STEP 1 CLUB</p>	<p>First, change the participant’s initial club registration status to ‘Cancelled’ by following the steps outlined in this Knowledge Base article. This action is required even though the club programming is listed at \$0.00 in IceReg.</p> <p>Then, remove the participant’s initial PTSO / SSC membership fees from the payment group that tracks PTSO / SSC membership fees by following the steps outlined in this Knowledge Base article. This action will remove the participant’s initial PTSO membership fee and initial SSC membership fee simultaneously from the payment group and will also update the PTSO membership status and the SSC membership status to Cancelled.</p>
<p>STEP 2 PURCHASER</p>	<p>The participant must re-register.</p>

Club Reports

To validate a membership downgrade was successfully executed, clubs can download the **Complete Registration w/ Membership Info** report and consult the **Purchased Groups** column. Note only the PTSO membership(s) is listed within the **Purchased Groups** column.