

Memo

DATE: August 1, 2008
TO: Fall/Winter Minor Sports Staff & Volunteers
FROM: Lori Ludwig – City of Waterloo, Payment Assistance Coordinator
SUBJECT: City of Waterloo Payment Assistance Program

The City of Waterloo will again be offering Payment Assistance to the residents of Waterloo registering for Minor Sport Programs that are affiliated with the City of Waterloo. ****Rep fees will not be considered for Payment Assistance.**

Registrants asking about Payment Assistance should be treated with respect and utmost confidentiality.

Questions or inquiries about the details of the Payment Assistance program can be directed to Payment Assistance Coordinator at 885-1220x244.

Please ask your registration staff and volunteers to follow the steps listed below.

STEP I - Registration

1. Applicants to complete the registration application with the sport group first to ensure they are registered **Fundraising fees must be paid by applicant**
2. If the customer is asking to pay through Payment Assistance, record PA as method of payment on the registration form **Fees should not be collected at this time**
3. Record the registration fees on a receipt/green notice for the PA Coordinator
4. Give applicant a green Payment Assistance notice (with fee recorded), that explains their responsibilities, and have them contact the Payment Assistance Coordinator within 1 week of registration for a telephone interview.

****Deferred payment option is an alternative payment plan that DOES NOT need to be administered through the Payment Assistance program. This option can take place at the time of registration with each sport group. The customer and sport group decide on appropriate number of payments (post dated cheques) that will equal full payment by the end of the sport session.**

STEP II – Payment Confirmation

1. To ensure the family qualifies and to confirm payment, **each Sport Organization must contact** the Payment Assistance Coordinator at 885-1220 x 244 or lludwig@city.waterloo.on.ca, one week after registration.
Fundraising fees are not eligible for payment assistance
2. Upon end of season, the City of Waterloo will arrange for payment of all fees to each individual sport organization.