

Online Registration FAQ

Common questions that may come up at your board meeting.

“It’s too expensive. We’re a non-profit group and can’t afford it”.

Actually, the online registration service is free to the league. There are no set up fees, merchant account fees, or any other fees to the league. The parents simply pay a small additional convenience fee when registering their child online. Some parents may decide they would rather come to the “in person” registration and not pay the convenience fee, but many will gladly register online. Online registration is simply a great compliment to your “in person” registration day for those who appreciate convenient options.

Some leagues will choose to “build in” this fee as a league expense because they want to encourage more parents to register online. This way a parent does not pay an additional fee to register online. These leagues find the cost of absorbing the online processing fees is well worth the benefits and convenience the service provides.

We have had many leagues tell us that offering online registration actually increased their revenue. They consistently register more kids (because registration is available 24 hrs/day for months), get earlier registrations, collect fundraiser buyout fees, sell merchandise and sponsorships, collect donations and more...all online.

We like to see people face to face so we can “twist some arms” to get volunteers.

We simply have not had leagues report to us that they lost volunteers due to online registration. On the contrary, since you can make the Volunteer information mandatory on the registration form, many leagues tell us that they are getting more volunteers using online registration. Further, offering online registration means that parents can register months before your first “walk in” day. Therefore you are getting volunteer data earlier than in past seasons and can see what areas you are short volunteers. You can then steer people into those areas during the rest of the registration period.

It is also very easy to set up a Volunteer buy-out, so that a parent can pay a fee and acknowledge that they can’t volunteer this season.

**How do we validate residency and proof of age if someone registers online?
Online registration is great for returning players where we have their proof of age and residency on file, but what about validating new players?**

Hundreds of leagues successfully use the service, and here are a few of the ways leagues have told us they handle it:

- 1) Online registration for new players is conditional on them presenting their Birth Certificate at walk in registration. Therefore, new players parents must still come to the “walk in” day, but instead of having to wait in a line to fill out their forms and write a check, they simply go to your *Online Registration Express* line. You simply check them off your list. It’s easy like having a Will Call area. Since they registered online, you can easily use the built-in broadcast email tool to remind these folks before walk in that they are not yet “officially” registered. This is the most common approach.

- 2) Some leagues allow new players to mail in copies of their birth certificate, or show them at try outs, or at another time everyone will be together.
- 3) Some leagues don't allow new players to register online. They offer it only to returning players. At least you are offering the service to about 80% of your families, and don't have to deal with all those forms and checks.

We have a discount for 2nd and 3rd child registration and a \$150 family maximum. It's probably too complicated to do online.

Active.com processes millions of registrations every year and the majority of our youth sports leagues have some sort of a multi-registration discount. Our system allows for "family registration", so it is very easy to set up a second child discount or a family maximum. When registering more than one child, the system will remember the family info such as address and phone number. So, this information only has to be entered once by the parent.

Lots of parents in our league don't have computers or wouldn't register online.

Most parents will have access to the internet at home, work or at the local library. The vast majority of folks out there are now comfortable logging on to perform a simple task like signing up their kid. We realize that not everyone will be able to, or want to, register online.

While many leagues go 100% online with registration, we are not suggesting that you completely do away with the in person registration process. There will probably be folks who prefer to come in person. If only half of your participants register online, think about how much easier your walk in day would be to manage!

Our league has a candy fundraiser and we use the in person registration day to either collect their "candy buyout" money or to distribute boxes of candy.

This is common and should not prevent you from taking advantage of the many benefits of online registration. The online form can easily be set up to collect their "candy buyout" fee if they are not selling candy. They simply pay this along with the player's registration fee online.

If they choose to sell the candy, you can let them know where and when they can pick up their candy. Common solutions are: walk in registration, tryouts, picture day, or through the team mom.

Our league uses a roster management software package to keep our data season after season. We use it to place players on teams, etc. Will I have to re-enter the data into that system?

No. Active.com's online registration service gives you the ability to download your registration data into a common file format which can be opened with Excel, Access or any other database program.

Our download can be imported seamlessly into Active Roster Management (ARM) software, for example. Any good roster management database program (especially one that is a Little League Baseball licensee) should allow you to import the registration data.

Ask your software provider if they accept the official Little League data format (Active File Transfer Format, or AFTF).

IMPORTANT: Little Leagues please keep in mind that we are the *exclusive* provider of online registration services to Little League Baseball.