

Hard Copy Submission	Electronic Submission	Self Registrations
Expected turnaround from registration to mailed welcome package: 2-3 months	Expected turnaround from registration to mailed welcome package: 4-6 weeks	Expected turnaround from registration to mailed welcome package: 4 weeks
Step 1: Hard copy forms are gathered at chapter level.	Step 1a: Hard copy forms are gathered at chapter level. Step 1b: Alternatively Chapters can set up an electronic registration process for their events using free software such as Eventbrite or Google forms. If an electronic registration system is in place, the chapter can skip step 2 and export a csv or xlsx file to submit to national.	Step 1: Registrants can be directed sign up for membership through the online membership management portal on the CPF website.
Step 2: Hard copy forms are mailed to chapter.	Step 2: Forms entered into template spreadsheet and submitted to National electronically.	Step 2: Registrants submit payment. Membership is confirmed.
Step 3: Forms are received at National and date stamped. They are entered in queue for processing with a first in, first out policy. With no other interruptions or delays about 45 forms can be entered per day.	Step 3: Payment is submitted to National. Electronic payment is preferred. Cheque submission will delay processing time.	Step 3: New and renewing members receive an electronic welcome package the day after payment is processed. The hard copy welcome package will be sent during the next scheduled run of welcome packages with the mail house.
Step 4: New and renewing members receive an electronic welcome package the day after payment is processed. The hard copy welcome package will be sent during the next scheduled run of welcome packages with the mail house.	Step 5: Forms are entered by National within 1 week of receipt of forms with payment. There is no limit of how many forms can be processed at one time.	
	Step 5: New and renewing members receive an electronic welcome package the day after payment is processed. The hard copy welcome package will be sent during the next scheduled run of welcome packages with the mail house.	
<p>Turnaround time is based on assumption that all forms are submitted by Chapter directly to National immediately after receipt by Chapter and that payment is submitted in full. If there is missing payment, missing information or a declined credit card, this adds to processing time.</p> <p>Processing time will vary at different times of the year. It will be delayed when there are other National events such as concours or conference. It will also be delayed based on large submissions such as following summer camps or membership drives.</p>		

Steps to processing an electronic membership submission

1. Chapter leaders host an event or run a membership drive and collect the names of new and renewing members. The template found at <http://cpf.ca/wp-content/uploads/Submission-format-for-chapters.xlsx> contains the proper format for submission.

Electronic Registrations: The fastest and most accurate way to run an event or a membership drive is to have members register online. This improves accuracy and cuts down on the need for data entry. For events there are a number of free or cheap online services that can be used to collect payments and registrations. If you don't currently have a system in place here are a few options that are easy to implement:

- **Eventbrite** – Eventbrite allows for collection of payments and attendee information electronically that can later be exported to a spreadsheet. It is intuitive, easy to configure and has lots of tutorials and support available. There is a minimal fee to process transactions with Eventbrite. This fee can either be built into the registration fee or added on top of the fee. Eventbrite can be used at no cost for free events as well. Eventbrite can be integrated with Facebook pages and Twitter. An event link is provided and can be added on websites, social media and shared via email.
<https://www.eventbrite.com/support/GettingStarted>
- **Google Forms** – Google Forms are simple to build forms. For payment collection, you will need to use an external source such as Paypal or Electronic Funds Transfer in conjunction with Google Forms. Like most other Google applications, these are free and have tutorials and support available. The information collected can be exported to a spreadsheet. To build Google Forms and use other Google applications, the user needs a Gmail account. Google has a number of other free applications such as Google Drive, Google Docs, Google Sheets, Google Hangouts that work seamlessly with Google Forms. A link is provided and can be added on websites, social media and shared via email.
<https://support.google.com/docs/answer/87809?hl=en>
<https://gsuite.google.com/learning-center/products/forms/get-started/>
- **CPF website** – For membership registrations directing members to self-register on the CPF website is the quickest and most efficient method of registration. Payment is collected on the site and the membership registration or renewal is complete as soon as payment is approved.
<https://mycpf.cpf.ca/imispublic/Default.aspx>

Registration Forms: Whenever possible we encourage electronic registration. It improves data accuracy and cuts down on data entry. If registration forms are necessary, prior to submission to CPF National, the forms must be entered into spreadsheet for electronic submission. This can either be done at the Chapter or Branch Level. Acceptable file types are Excel, .csv or Google Sheets.

2. A spreadsheet is submitted to National office through the CPF website at <http://cpf.ca/membership-submission/>. Submissions must clearly state the Chapter name, Chapter contact and payment information. Upon receipt of submission, the Chapter leader and Branch contact will receipt confirmation that membership list has been received. If any information is missing or unclear, processing time may be affected. ([Submission template](#))
3. Payment must accompany a spreadsheet and be clearly labeled with the corresponding chapter. Membership applications will not be processed until full payment is received. Payments can be submitted electronically: <http://cpf.ca/membership-submission/>. If payment is made via cheque, this will add additional processing time.
4. Electronically submitted applications will be processed once a week. All complete submissions received from Monday – Friday will be processed on the following Tuesday. In case of holiday, absence or office closure, applications will be processed on the next business day. During busy periods (ie Conference or Concours) processing times may be affected. CPF National will advise if there are any anticipated processing delays.
5. Upon completion of a membership registration or renewal, the member will receive an electronic welcome on the next day. Mailed welcome packages are sent once a month.

Expected turnaround time from email submission date to mailed welcome package: **4-6 weeks**