VRA Admin Manual – Using Online Entry (MASS)

Event Administrator's Manual – describes the Administration Manager's key responsibilities and tasks. Details key policies related to Admin, and how to setup and run Admin for an event.

Doc ID: VRA030

Date: April 2016

Authors: Phil Giddings & Greg Robinson

vra.rogaine.asn.au

Victorian **Rogaining Association Inc.**

OVERVIEW

Introduction

This manual describes the tasks undertaken by the Admin Manager before, during and after holding a Rogaine for the Victorian Rogaining Association when using Online Entry for event administration

CONTACT LIST

These people can assist you with any issues or questions before, during or after the event.

President

Tom Lothian 0409 991 291

MASS Support & Membership Secretary

Phil Giddings 0427 012 863

Admin Liaison Officer

Phil Giddings 0427 012 863

On-Site Event Day Committee Support

The VRA assigns a Committee Member to be the Point of Contact at each event.

Event Treasurer

Vic Sedunary 0413 328 584

DEFINITIONS AND POLICIES

Team Categories

Categories are listed in most newsletters, and determined when entrants enter online. The categories include:

- Men: All team members are male

- Women: All team members are female

- Mixed: At least one male and one female

- Veteran: All team members are 40 or over at event date

- Super veteran: All team members are 55 or over at event date

- Ultravet: All team members are 65 or over at event date. Note - no gender categories.

- Junior: All team members are under 18 at event date

- Novice: At least two team members are competing in their first rogaine

- Family: Team contains at least one adult and one junior who are related

Junior Teams

Policy Statement:

We actively encourage Junior teams to participate in Rogaining. There is no minimum age requirement for Junior members in a team. The Admin Manager has responsibility to decide who is allowed on the Rogaine Course. We allow Junior teams onto a Rogaine if one of the following conditions are met:

- Event is a 1 hour Suburban Adventure minigaine set in a suburban environment
- Junior teams accompanied by suitable adult (such as a Scout leader)
- Junior teams who have had previous experience Rogaining
- Junior teams participating in a Schools Championships, who have undergone navigation training
- Junior teams who can demonstrate their navigational skills to the Admin Manager or delegate

The Admin Manager has the right to refuse any Junior team from participating in a Rogaine. The decision of the Admin Manager is final regarding suitability of Junior teams.

(End of Junior Team Policy Statement)

Group Entries

Payment by invoice described below can also be applied to adult groups. Pricing method remains as done by MASS.

Schools and scouts groups entering multiple teams. These entries may be handled by Entries@vra.rogaine.asn.au however Admin Managers will need to be aware of them and our policy. Because an individual Rogainer can only enter a team they are competing in an Admin Manager or Entries@vra will enter their teams for them.

We ask the Group leader to get each student/scout to create their own Member Record in our system and supply us their Member Number and Name for each team's competitors.

Policy Statement:

We use MASS to calculate team fees for Junior groups team as a prefer method. If a group does put a case to us for a different pricing method we can use the Schools Champs pricing method as an alternative if that suits the group better.

MASS can only produce a separate invoice for each team. This does not suit groups who prefer to, or need to, pay as one invoice and/or need an Invoice which quotes a Purchase Order number. When requested for an invoice for a group, email the Noneventtreasurer@vra.rogaine.asn.au with the group contact details and details of all teams in the group (If not know supply team details when known).

The VRA Treasurer will supply an Invoice for them to pay. Once the Treasurer has the details the Admin Manager can assume they have paid although MASS payment will probably still show as outstanding.

(End of Group Entries Policy Statement)

Membership Fees

- There are no longer any membership fees. There is only the entry fee. On payment of entry to a Rogaine event, an entrant becomes a financial member for one calendar year.
- A Rogainer must be a member to compete.

Event Fees

The newsletter and/or website lists the event fees for juniors and adults, but for reference they are listed here.

Duration	Adults	Juniors
1 hour Suburban Adventure minigaine	$2	$2
6 hour – 12 hour	$30	$20
12+ hour to 24 hour	$45	$22
Championship events (Schools, University, Victoria, Australia, World)	Set by the VRA committee on a case by case basis	Set by the VRA committee on a case by case basis

The VRA committee has the right to set the fees for any event, or any category of entrant, at any time.

Junior Fees and Exceptions

- Juniors competing in a junior team (all juniors in the team) will all need to pay the junior event fee
- Any junior in the same team as an adult will not have to pay an event fee. Only the adults in the team pay event fees
- The juniors will still need to have VRA membership (i.e. their details need to be recorded but no fee)

Free Entry Vouchers

The VRA issues free entry vouchers to people who act in the role of event co-ordinator, setters, first aiders, checkpoint placers, water drop person, admin manager, cater manager and equipment officer, along with some regular volunteers. We also provide vouchers as prizes to other related events run by third-party organisations and sponsored by the VRA.

Late Fees

We encourage entrants to enter on time, so that we can provide a high quality event. We aim to minimise the late entrant numbers so that we do not run out of consumables such as maps, food, and fruit. Late entrants are additional unscheduled work for the Admin and Catering teams. Typically late entry date is 10 days before the event date, though this is at the discretion of the Entries Manager (who sets up the on-line event). We try to encourage (i.e. not penalise) new members and juniors (aim: growth in member numbers), we also try to accommodate (i.e. not penalise) team changes (aim: accurate knowledge of who is on the course).

Late Fees policy statement:

- A late fee of $10 applies for each non-novice adult team member if the entry is post - marked after the "Late date" or entered online after 11:59pm on late date.
- Late fee does not apply to new members or juniors.
- If a competitor changes teams, even at the last moment, no late fee is charged. (breaks the logic but done for fairness because most team changes are to accommodate novices)
- If a competitor substitutes for another in a team, the new team member is not charged a late fee (against the logic but means that we are notified of team changes). In most cases we allow the entry fee to transfer to the substitute team member and no refunds need to be written. It means we do not lose a team and we do not need to manage refunds.
- If an extra team member is added to a team after the late date, the extra team member only is charged the late fee.

(End of Late Fees policy statement)

Envelope Fees

We get very few postal entries these days. We previously charged a $2 fee to teams that did not include a SSAE (Stamped Self Address Envelope). All online entries download Final Instructions from the Website. These days for postal entries we assume that if there is no SSAE then they download Final Instructions from the web. They should have ticked that box on the posted entry form.

Refunds

The following defines our policy on refunds, along with the corresponding codes for entering into MASS.

Refunds Policy statement:

- Notification of a withdrawal **before the late date** of the event, - a **full refund** is paid. (MASS code: W1)
- Notification of a withdrawal **after the late date, but before the event day** - a refund of the **event fee less the late fee** per person is paid unless there is a 'sufficient reason' for the withdrawal (e.g.: illness or injury of a team-member, family bereavement or illness, work etc.) in which case a full refund will be paid. (MASS code: W2)
- Generally **no refunds will be paid where notification is on the day of the event** or after the event. An **exception** will be made where there is 'sufficient reason' and notification is given within a 'reasonable time' after the event (generally interpreted as meaning within 7 days after the event). (MASS code: W3)
- Overpayments amounting to less than $10.00 will only be refunded on request; overpayments of $10.00 or more will always be refunded.
- If the VRA cancels a event (eg Total Fire Ban) a Full refund is paid.

(End of Refund Policy Statement)

- A refund form needs to be completed by the Admin Manager (post event) and sent to the Event Treasurer.

Refund Payments

- **<u>Do not pay any refunds from cash received at the event</u>**.
- All refunds are by the event treasurer who will either deposit the refund to their bank account or send a cheque later.

MASS

MASS is the VRA computerised administration system. It records entries, memberships and payments received. From 2015 all event administration can be done by logging onto Online Entry.

The Version used online is to be know as MASS for Web and applicable to this manual. The version used prior to 2013 is MASS for Windows and is still available but no need to use it. It will vanish soon.

Entrant Mandatory Gear List

Entrants must carry the mandatory gear to participate in a Rogaine:

Mandatory Gear Policy statement – Suburban Adventure 1 hour events:

- Map
- Mobile Phone.

Mandatory Gear Policy statement – all other events:

- Mobile Phone
- First Aid Kit (per team)
- Map
- Compass
- Whistle
- Headlamp / torch

 (End of Mandatory Gear Statement)

Volunteer Mandatory Gear List

The VRA is committed to the conduct of safe events. This includes the safety of both the entrants and the volunteers. Volunteers are requested to bring the following equipment in the case of unforeseen circumstances (weather, equipment truck does not arrive, etc).

Mandatory Gear Policy statement – volunteers in a bush setting

- Warm clothes
- Waterproof clothing
- Spare water
- Spare food
- Torch/headlamp
- Sunscreen, hat
- **(End of Mandatory Gear Statement - volunteers)**

Intention Plan

An intention plan is the predetermined route of a team, prior to starting the event. During registration, each team is given a colour map (usually A2 or A3 size), and a black and white A4 size copy of the map as an Intention Plan. Teams mark the Intention Plan with their planned route and direction of travel, and hand this in to volunteers at the Event Briefing (conducted 15 mins before the start of the event). The Intention Plan provides an initial indication of the route plans of the team to assist Search and Rescue Efforts.

NavLight

NavLight is the VRA computerised scoring system, comprising of electronic punches, wristbands worn by competitors, and software on a laptop to read wristband and produce event scoring results.

RESPONSIBILITY – WHO'S IN CHARGE?

The Admin Manager is responsible for the Administration of the event. This includes the following policies and tasks outlined within this document.
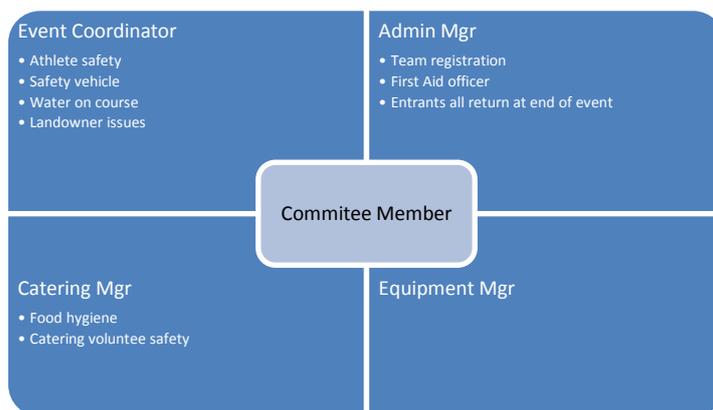
Key responsibilities:

- Following policies and tasks within this document
- Determining whether teams are competent to participate (especially junior teams)
- Registration of teams (including gear check)

- Determining which teams enter the course (staffing of briefing punches)

- Safety of the Admin volunteers

- Finishing teams (finish punch, printed results)

- Results

- Determination overdue teams, instigation of the Search and Rescue procedures where required
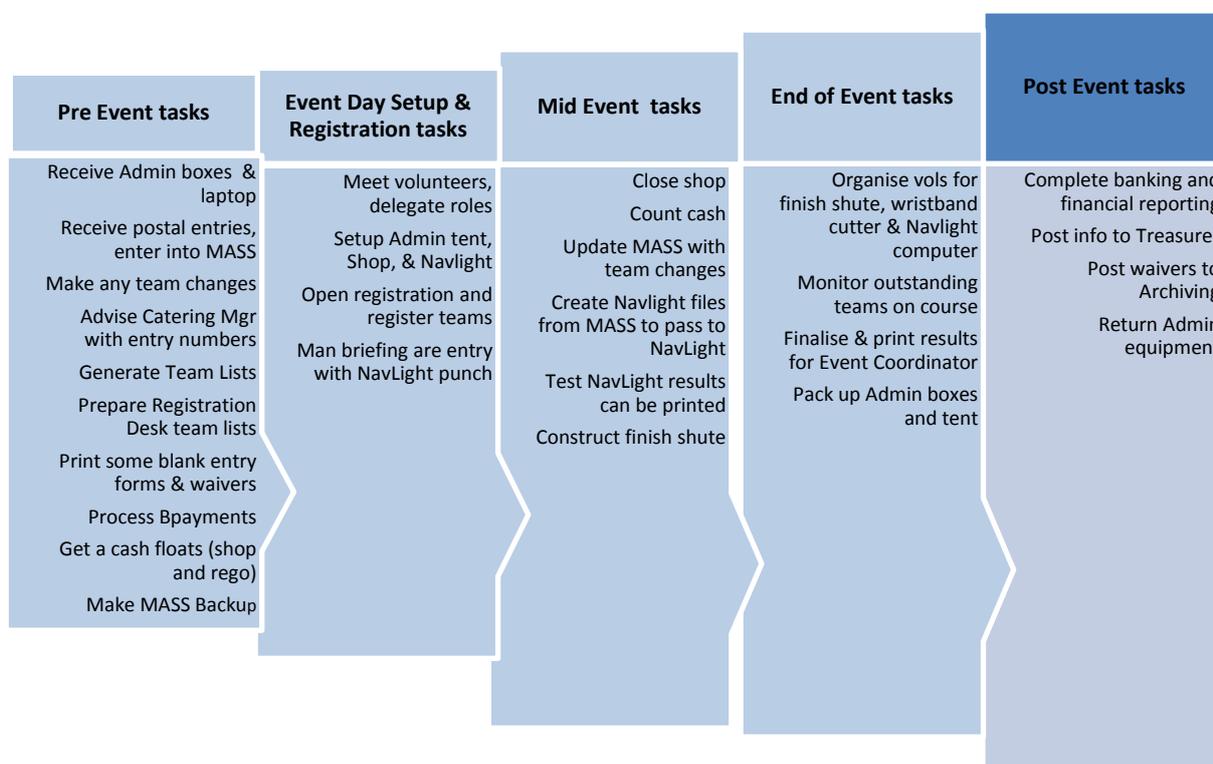
There are other people to assist including other Committee members, Event Coordinator, Catering Manager, Navlight manager and Admin volunteers. Importantly, the Admin Manager may be the only person at the Hash House site at times as other managers have duties that may take them onto the course.

Search and Rescue procedures are outlined in a separate document (copy kept with the Admin boxes). You should familiarise yourself with this manual prior to the event.

PROCESS OVERVIEW

Here are the Admin Manager tasks:

Pre Event tasks	Event Day Setup & Registration tasks	Mid Event tasks	End of Event tasks	Post Event tasks
Receive Admin boxes & laptop	Meet volunteers, delegate roles	Close shop	Organise vols for finish shute, wristband cutter & Navlight computer	Complete banking and financial reporting
Receive postal entries, enter into MASS	Setup Admin tent, Shop, & Navlight	Count cash	Monitor outstanding teams on course	Post info to Treasurer
Make any team changes	Open registration and register teams	Update MASS with team changes	Finalise & print results for Event Coordinator	Post waivers to Archiving
Advise Catering Mgr with entry numbers	Man briefing are entry with NavLight punch	Create Navlight files from MASS to pass to NavLight	Pack up Admin boxes and tent	Return Admin equipment
Generate Team Lists		Test NavLight results can be printed		
Prepare Registration Desk team lists		Construct finish shute		
Print some blank entry forms & waivers				
Process Bpayments				
Get a cash floats (shop and rego)				
Make MASS Backup				

EVENT SETUP (ADMIN LIASON OFFICER)

These tasks are usually undertaken by the Committee (Admin Liason Officer) but listed for your information.

Event Entry Information

In the months before the event, the Committee will contact you for an address to use to receive postal entries. We receive very few (if any) posted entries, but provide this service. The posted newsletter and an event page on the web advertises this address to send postal entries. You will be contacted before your address is advertised to get your agreement and confirm we have it correct.

On-Line Entries

The On-Line Entry system is configured for accepting entries for the event by the Admin Liason Officer.

The On-Line Entry system manages itself and issues are generally handled by the Committee person assigned to Entries@vra.rogaine.asn.au   (In 2016 it is Andrew Hunter).

Electronic Payments (Bpays) are processed by the Admin Liason Officer before the Laptop is handed to you. You will be given instructions with the Bpay file if you need to process any late payments.

Total Entrant Numbers

By the Friday after late entry date the Catering Manager, Competiton Manager and Event Co-ordinator need to be advised of entrants numbers. This is most often done by the Admin Liason Officer. Online entry does have totals at the top of the Team List. Withdrawn and Transfer Out are included in this number.

Team Lists for website

Will be generated by a committee member after Bpays are processed and posted entries are entered and cheques processed.

Our target is to have these on the Web by Monday Night before the Rogaine.

The Admin Liasion Officer normally sends a request to teams who have not paid by the weekend before the event reminding them to pay.

PRE-EVENT PROCESS

These tasks are usually done at home in the 1-4 weeks before the event date. You would usually receive the MASS computer about Midweek before the event.

Admin Access to Online Entry

The Admin Liason Officer will contact you to give you access to and instructions on using Online Entries as an administrator

Admin boxes

- You will receive the Admin boxes (full of general things like paper, pens, scissors, trays, cashbox etc) and the laptop from a the Admin Liason Officer during the week before the event.

Posted Entries

- Enter postal entry teams into the On-Line Entry System as per previous Instructions.

- Write team number on the entry form and the back of the received cheque.

- Record the payment by entering a Receipt with the type of Cash. Cheques to be banked with cash after the event.

Envelope Fee

- If you get any self-addressed stamped envelopes (SASE), write team number on the envelope to assist in case you mix the envelopes up   (We have not seen one for a year or two now)

Cheques

- Ensure cheque is signed

- Ensure cheque is crossed as 'Not Negotiable', if not, cross the cheque yourself.

Vouchers

Voucher Policy statement:

- We provide free entry vouchers to key volunteers to encourage their participation and say thank you.

- We provide vouchers as prizes to other organisations to encourage participation at Rogaines.

- Vouchers are valid for use for 1 year from issue date. This is not a strict rule and is at the discretion of the Admin Manager, though we would discourage vouchers older than 2 years. The system will only accept in range voucher numbers.

- The vouchers don't have to be used by the person to whom the voucher was issued. They are transferable to another person.
- Vouchers cannot be used for Championship events (such as when Victoria holds the Australasian Championships). **(End of Voucher Policy statement)**
- Vouchers entered online will be processed as voucher receipts by the Admin Liason Officer.
- Posted vouchers need to be processed the same as a cheque however use a type of Voucher.
- Online voucher payments do not need to get a copy of the voucher. We track the numbers.

Final Instructions

For Posted entries that included a Stamp Self Addressed Envelope (SSAE):   Rare these days

- Fill in each team's team number and any amounts over or under paid on their Final Instructions form.
- Fill the SSAE with final instructions and post preferably by the Monday prior to the event.
- All other teams will download Final Instructions from the Web and check team list for payments required.

Cancellation & Fire Ban On Event Day

- If there is a total fire ban (or extreme weather) on event day, the event will be cancelled by the Committee. Further policy details are in the Event Coordinators Manual.
- If the event is cancelled the committee will provide further instructions to you (related to refunds etc).

Late Entries

- If we can, we'll remain open for Late Online Entries until Tuesday before the event.
- Enter late entries using Online Entries when still open online or on the Laptop after the data is downloaded.   Inform late entries of any fee/additional fee due and that final Instructions are on the web.   We do not generally update the team list on the web for late entries.

Score Cards (If being used – mostly only Metro - Cyclogaines)

- Write out **Score cards** for all teams and file in team number order.

Prepare Registration Desk - Team Lists

One to 3 days before the event:

- Prepare the registration desk team lists.
- In Online Entries click on View Events   Click on the event,   Click on   Download Teams Members CSV File. A list of teams will be created in the Downloads Folder.
- Repeat for the other event if two events on the weekend.
- Using Excel delete columns to create a simple team list as below

Team	Category	Name	Status	Event fee	Late fee	Team Outstanding	Registration

- Print One copy for each registration station planned. Typically 3 lists.
- It's a good idea to have one master copy for compiling all the notes after teams start.
- Prepare an alphabetic list by surname of all competitors with their team number for people to look up their team number. Use the same spreadsheet sorted by surname with team number and delete all the other columns.

Late Bpayments

- The Admin Liason Office will notify you of any Late Bpays. Manually adjust for these in your registration team list.

Cash Floats

Prepare a cash float for Registration and Rogaine Shop. Suggested float for Registration:

- 3 x $10
- 3 x $5
- 5 x $2
- 5 x $1

    Total $60

Keep the Rogaine shop money separate so you can deposit this as a separate amount. It's easier for the treasurer to account for.

Suggested float for Rogaine Shop

- 1 x $10
- 2 x $5
- 8 x $1
- 4 x 50cents

Total $30

Most Admin Managers provide this out of their own pocket and recoup it at the end of the day. If you are unable to do this, please notify the Event Treasurer at least 2 weeks before the event and you will be provided with a cheque or EFT advance.

Blank Forms

Blank Entry Forms and Waiver Forms are in the Admin Boxes. There are softcopies on the Laptop (Icons on the RHS of desktop). Please ensure you have plenty available.

- Entry Forms - At least 20% of the number of teams entered
- Waiver Form – At least 40% of the number of teams entered

Make a backup of MASS

On the desktop double click on the folder   MASS Backups.

Double click on Back up the Laptop.

Organising Admin Volunteers

The Volunteer Coordinator will have Admin volunteers for you. You do need to be sure you have yourself and 6 other people. One of the 6 is normally the Navlight Manager.   If Navlight is not used two less volunteers are required.

Volunteers will be sent final instructions on how to get to the event, along with their mandatory gear requirements (in the event of an emergency). Liaise with the Volunteer Coordinator to ensure that your volunteers are known to you prior to arrival and that the Registration volunteers know to be there 15 minutes before Registration opens.

EVENT DAY SETUP & REGISTRATION

Arrival Time

You need to arrive 30-60 mins before Admin opens for Registration to allow enough time to setup and organise you and your Admin team. Admin tent needs to be setup, but this is usually done as the first task by the Equipment volunteers.

Admin Tent Layout

- Usually, one admin station should be able to deal with 60 teams
- If there are more than 60 teams, consider having 2 or more admin stations in the tent.
- Setup separate tables outside the Admin tent for the Shop, NavLight and Map Corrections(if required)
- Get volunteers to start threading NavLight tags with the plastic bands (this takes quite some time, depending on the number of teams entered, so gather extra volunteers to help out)
- Tape up the alphabetical team lists somewhere so that entrants can find their Team Number before coming in to register

Key Items

Make sure you have these things before you open Registration. If you are not ready, do not open Registration and ask people to wait for you.

- **NavLight box** unpacked, with tags (If possible all threaded)
- **Maps** (usually from Event Coordinator)
- Volunteer t-shirts handed out (usually provided by the Volunteer Coordinator)
- Map Corrections (if any) from Event Coordinator. Tape 2 marked up maps to the table and provide pens
- ScoreCards (usually only used on Metro Cyclogaines)
- Shop (selling Rogaining equipment)

Recommend Admin Layout below. For large events you may need some space for a queue for Navlight and Map Corrections

Admin Tent

Delegate Team Responsibilities

Meet your Admin volunteers.

- Gear Check (1 person)
- Shop (1 person)
- Registrations (2 people for most events)
- NavLight (2 people for most events)

Gear Check

Usually a one-person job. Check these 4 things:

- All team members are together
- Team numbers is known
- Signed Indemnity waiver form

- Mandatory Gear (listed at start of document).

Shop

- Usually a one-person job. Rogaine shop stuff for sale is contained in one box. Have volunteer unpack it onto the table. Price list is on a sheet in the box. Keep track of what is sold (for re-ordering and also the final banking).   For smaller Rogaines, one person can sometimes do both Gear Check and Shop.

Registering Teams with No Changes & No Payments required

- Collect and check Indemnity/Waiver form. (Must have Team no and all signed)
- **Clearly** check them off on the registration list.
- Confirm no payments and no changes
- Confirm **car registration** on registration list is correct
- Issue Map, CP Description and Intention sheet as required   **Write team number on intention map**
- Send to Navlight and map corrections (if applicable)

Registering Teams with Changes or Payments required

- New teams and any new team members being added must fill in a paper entry form and **ALL** details for people added to a team.   Check DOB, Suburb and writing is clear.
- Teams deleting one or two team members can be deleted on the registration desk list.
- **Collect outstanding fees**. (Normally recorded on the entry form and registration list.)
- Allocate new teams a team number (next sequential number on Registration list)
- Inform any teams who are owed a **refund** that refunds are paid by cheque and to email EventTreasurer@vra.rogaine.asn.au
- Admin Manager to fill in a refund request and sent to Event Treasure to authorise refund **DO NOT REFUND CASH FROM THE FLOAT.**
- Confirm **car registration** on registration list is correct
- Collect and check Indemnity/Waiver form (Must have Team no and all signed)
- Issue Map, CP Description and Intention sheet **Write Team Number on the Indemnity form.**
- Send to Navlight and map corrections (if applicable)

Team changes e.g.: amalgamations, additions, withdrawals, etc.

- For safety reasons (the VRA must know exactly who is out on the course) all changes must be recorded hence **for all additions obtain a paper entry form.**
- If **score cards** are being used they need to be updated
- Do not attempt to make changes in on the computer until after the event has commenced

Withdrawals

Do not remove or Delete members from teams as this deletes the payment record. Please use Withdraw.

If a team member withdraws from the event, make a note on the Registration Desk list and update Online Entry with the W1, W2 or W3 code. Use the comment boxes in MASS or Online Entry for the reason if known.

- For Teams changing from one event (e.g. 6hr) to another (e.g. 12hr) on the same weekend use transfer.
- For individual entrant transfers from one team to another existing team use transfer.
- For individuals transferring to a new team you must create a new team of two people first therefore us Withdraw (W3) to remove them from their old team.
- W1 – Withdrawn before Late Date – Full Refund
- W2 – Withdrawn after Late Date however before event day – Partial Refund
- W3 – Withdrawn on Event Date – No Refund
- No Show Teams. Add DNS to the comment field rather than withdraw them (W3) as some teams (particularly families) can arrive 2 or 3 hours late.   If you use W3 they are not in the Navlight file which means the Navlight file must be updated.   It's a pain and does cause Navlight problems reloading the file.

Score Cards (If Applicable)

- Hang out Score cards on a clothes line in team number order about 15 mins before the event start.

- Keep a record of all Score cards (team numbers) that have been hung out. Use this record to be sure which teams are on course and who did not start. At the end of the event to make sure all teams have come in (Compare the list against returned Score cards.)

- **NOTE: SCORE CARDS SHOULD NOT BE HUNG OUT UNTIL ALL OUTSTANDING MONIES HAVE BEEN PAID.** Exemptions to this rule can only be agreed to by you or the event co-ordinator in conjunction with a member of the VRA committee (preferably the treasurer or president, if they are present) upon receipt of a commitment by one specific team member to forward the outstanding amount to the VRA treasurer within a week. Keep a record of any of their outstanding payment who, why and how it will be paid.

Briefing area activities (For Navlight Events)

- Approximately 30 mins before the event start, find the "Briefing" Navlight punches (in the NavLight box or Laptop Bag).

- Approximately 20 mins before the event start, ensure briefing area has been created, staff briefing area (2 volunteers) to do the following:

  - Check Intentions Map is complete (team number, car registration, mobile number, along with a route and direction of travel)   Not used for Metro events.

  - "Punch" each entrant's NavLight tag

  - Admit them to the briefing area

  - Ensure that people enter ONLY through the gate (passing the volunteers) and don't jump the ropes

DURING THE EVENT

Once the event has started, relax a bit - get a cup of tea and have an Admin volunteer:

- Pack up the Rogaine shop and Record what was sold
- Separate out the Compass hire deposit money and have cash ready to refund deposits upon return
- Have the Registration cash counted and get your float money back
- Collate Intention Maps, put them in numerical order, and verify we have them all
- Collate Waiver Forms, put them in numerical order, and verify we have them all

- **SECURE THE CASH BOX** – lock it away in a vehicle

Update Online Entries

Update Online Entries to reflect "on the day" changes.

- Update where competitors change teams or events on the day. (Pre event changes should be done before event day)
- Check correct category where teams have changes. A mixed team may now be a mens team - etc.
- Do not withdraw no show teams yet. Add DNS (Did Not Start) to the team comment field.
- Produce the NavLight File. To produce the Navlight File - Click on View Events, Click on the Event, Click on DownloadNavlight CSV file. The File will be in the Downloads folder.
- Repeat the above for the other event if starting at the same time. The two files will need to be merged by either the Admin Manager of Navlight Manager
- Compare your record of who did not register with the NavLight Tags not collected and be sure you know who is on course and who is not.

Once the NavLight file has been successfully loaded in NavlLght

- Enter the on the day payments received in the Cash Receipts section for each team.

Cash Receipts

Team payment: [   ] Type: [Not Applicable ▼] Comment: [   ] [Apply]

Amount	Type	Comment
$30.00	BPay	BPay import
$30.00	Voucher	Voucher No 1129

Total Cash Receipts: $60.00

Enter the amount in Team payment, Select the type of Cash, Cheque, Voucher or Transfer, Add a comment if appropriate Once applied the payment will be added to the list of Payments received. Use a negative value to credit a payment and always explain any credit with a comment.

- Update any team member address changes you may have been given
- Make a back up of MASS. As described previously.
- You should finish with no teams showing an amount outstanding. You should have cash to match the cash receipted.

Managing Volunteers

- Most registration volunteers will move to catering after Registration. There is generally time for them to have a break.
- Record helpers' names and their roles and Handout volunteer t-shirts (if not already done). Provide the List to the Event Co-ordinate/Volunteer Co-ordinator.
- Offer expense claim forms to helpers. Let them have some time off from volunteering to relax
- Tell all to send **expense claims** direct to the Event Treasurer as soon as possible.
- Expense claims to be made only on the standard VRA claim form and be accompanied by receipts wherever possible.

Test NavLight can print results (This is normally managed by the Navlight Manager)

Make sure that this task is done early, because if there are issues you need time to determine the cause and fix it. We print results for each team as they arrive, and also print the Overall Results once all teams have returned.

- Soon after the event starts prepare two NavLight tags and ensure that they are entered into the event Navlight file

- Punch the Briefing punch with the test tags and 2 volunteers go for a walk and visit a checkpoints to punch the tags and come back soon and punch the finish punch.
- Ensure that NavLight can print the results, ensuring that there are no issues
- The test tags will need to be removed from the final results.

AT END OF EVENT

General Process
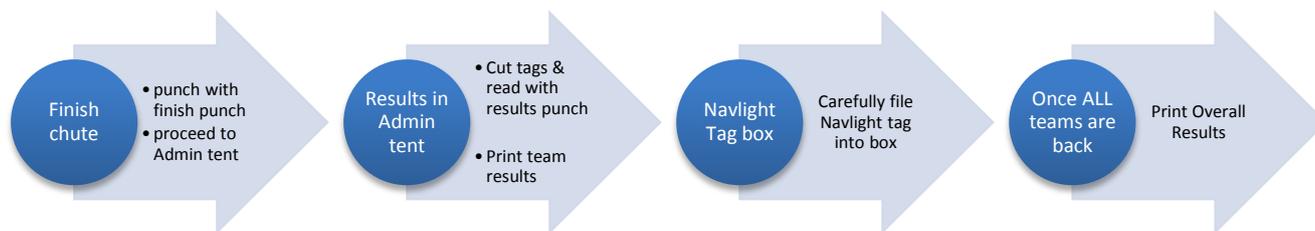
Critical Information

⚠️ Note that for safety reasons, it is essential that you can determine exactly **who** is **still on the course (and who has gone home) at the end of the event.** Take care filing NavLight tags when teams finish.

⚠️ In the event that a team is more than 10 mins late – undertake the Overdue Teams Process below, and after 45mins refer to the **Search and Rescue Procedures with a Committee Member**. There is a folder within the Admin boxes containing this document. Do not print overall results until ALL teams are accounted for.

Navlight Process

Usually about 45 minutes before the end of an event, staff the following positions with volunteers:

- Finish Punch (1 or 2 persons) – simply punch each team members wrist tag
- Cut off NavLight tags (1 person) – use scissors **and be careful**
- NavLight Computer to print results and file tags (1 person – usually the Navlight Manager) – read tags and file
- Hand out team print out usually there and then before teams wander off

Score Sheet Process

Usually about 45 minutes before the end of an event, staff the following positions with volunteers:

- Finish Checkpoint (2 people) – Record finish time on teams Scoresheet as they arrive.
- Direct teams to Admin tent and have them add up their score before handing in the sheet.

Determining Overdue Teams

There are always some teams back late and there are some teams always back late (but usually not more than 5 mins). Typically check for overdue teams about 10 mins after the end of an event.

- **When Using NavLight -** any missing tags is the quickest check of who has not returned
- **When using Score Cards** compare score cards returned against expect score cards returned

Overdue Team Process

- If a team has not come in after 10 minutes determine who they are. Collect names, car rego no, intentions sheet, any mobile numbers. If there are multiple events running (like an 8hr and a 24hr) then make sure they are entered in the correct event (i.e. you expected them back in 8hours, but were doing the 24 hour event).
- Find and inform the Event Coordinator and committee member on duty.
- If a team has not come in after 30 minutes work with the committee member. Attempt to phone or text the mobile numbers, determine if their car is still on site, use a PA announcement to see if anyone has sighted them.
- If a team has not come in after 45 minutes a member of the committee will oversee any search. Please provide all assistance you can.

Calculate and enter the competition results

- When using Navlight this is all done by Navlight and the Navlight Manager. Assist with co-ordinating volunteers collecting tags and distributing printouts.
- When using Score Cards results are entered into a supplied Spreadsheet. The Admin Liaison Office will train you on how to do this.
- Report of the top 3 in each category is required for reading out at presentation

- Sanity check the results for any obvious errors. E.g. Male team wins Mixed!
- Produce a list of all results for display at the end of presentation. All our Rogainers who are not top pace, also like to see their results.

Read out the results at end of competition.

This may be done by a committee person for you. Get the results to them. Have the full results ready for display.

- Provide copy of results to President or Event Coordinator or Committee Person to read the final results

Note: if there are problems and you cannot get results out in a reasonable time, the Committee or Event Co-ordinator reserves the right to take over the results process to manually or otherwise get some sort of results information out.

If you are unable to announce results within an hour after the event – please announce to everyone that results will be posted online.

After The Event - Before Going Home

Usually do the following at the end of the presentations:

- Pack up Admin boxes
- Pack NavLight box
- Pack Shop box (Normally packed after registration
- Empty Admin tent and pack tent

AFTER THE EVENT – WHEN YOU ARE HOME

Final Results

We know you want to relax however we do need the results sent quickly if not being sent by someone else. Send to all your committee contacts, who will place onto the website and in the newsletter. For Navlight events the Navlight Manager normally sends the results.

Banking Cash and Cheques

Bank Account details are:

Westpac Bank

BSB	033 157
Account Number	950910
Account Name	Victorian Rogaining Association

Email   Noneventtreasurer@vra.rogaine.asn.au   to tell him how much was backed and at which branch it was banked.

Financial Reporting

The Download Team Members CSV lists any outstanding payments. Hopefully there are none however school teams often pay on invoice therefore will appear as still outstanding.

To obtain a listing of all payments

Click Reports in the LHS Navigation bar. Click Financials tab. Find the 'Download Cash Receipts CSV file' button. In the Parent Code Selection select the code PYYMMDD where this date is the event date or the date of the Saturday event. Download the CSV file

This report will show the amount of Cash, Cheques, Vouchers, Bpays and Transfers recorded in MASS.

Prepare for the Event Treasure or Admin Liason Officer

- Refund requests
- Report of Rogaine shop sales
- Expense Claim forms

Return Waiver Forms with Admin Boxes for Scanning and Archiving

- Intention Maps can be discarded once all teams have returned.

Return Admin Equipment

Return the Laptop and Admin Boxed to the Admin Liaison Officer. Often all this goes back to the Admin Liaison from the event as MASS can go back online immediately after the event.

IN GENERAL:

If in doubt, contact the Event Treasurer, Admin Liaison Office or Membership Secretary as seems appropriate.

Once again, thank you for helping on the event, and if you have any queries, please don't hesitate to contact us.

PRIVACY POLICY

Privacy Policy statement:

ABOUT THE VRA

The VRA is the rogaining association for Victoria. The VRA is responsible for the administration and running of rogaining events held in the state of Victoria. It also provides a number of services relating to rogaining such as newsletter production and distribution, social media updates (Email and Facebook) and also training.

It is the policy of the VRA to respect the privacy of individuals at all times. This is achieved by:

- Only collecting information sufficient to meet our requirements under relevant acts under which the VRA is incorporated
- Only collecting Information to ensure members are kept informed of the activities of the VRA and events are conducted safely and efficiently.
- Ensuring information is kept secure and not disclosed inappropriately.

The VRA believes in celebrating success. Event results and the names of team members are published in newspapers, newsletters and on the VRA website. We will occasionally publish photos taken of members enjoying themselves at VRA activities.

Data Collection and Use

Information collected by the VRA consists of:

- Your Name
- Sex
- Date of Birth
- Address
- Phone numbers
- Email address
- Car registration number
- First Aid Qualification
- Financial information associated with fees paid (

This information is required to run a Rogaine and is collected on an event application form and via members completing their membership details on the VRA online system. The nominated leader of a team may be contacted if there are any queries in relation to an event. All members who are included in an event should be made aware of the data that will be collected and how it will be used. (The car registration number is only required to assist if teams are late returning from events. (Car registration and any details collected in relation to financial transactions (Bank accounts numbers, credit card details etc,) are kept with the documentation relating to the specific event.   All other details are entered on the VRA database.

Data on the VRA database is used to:

- Keep track of the currency of your membership
- Allow us to send you email updates and for some a monthly printed newsletter
- Reimburse you any monies owing
- Keep you informed e.g, if you are acting as a volunteer.
- Make information entry for an event easier
- Allow us to compile statistics on our membership and their event preferences
- Keep track of members volunteer activities
- Allow committee members to contact you in relation to VRA activities

Security

The database in held by the VRA membership secretary and on the web and is password protected. It is accessed by the event administrators and VRA committee members. Other people may have access to the database. For example if we are running training sessions on using the database to run events or when we are getting the software upgraded.

All persons having access to the database are made aware of their obligations in relation to privacy. We take all reasonable steps to ensure the information on the database is not accessible to anybody except as is necessary in relation to the successful running of the VRA.

Apart from those identified above information from the VRA database will only be disclosed if required by law.

Requests for the contact details of another VRA member will be forwarded to the member whose details have been requested by a committee member.

If you would like to access your personal information, place your request in writing to the president of the VRA or access this through the online system on the web. You will need your membership number and password to do this.

Data Accuracy

We endeavor to ensure information is kept up to date. Please let us know if there is an error in the information we have so it can be corrected.

(End of Privacy Policy statement)

ADMIN MANAGER CHECK LIST OF KEY TASKS

One month before Event

	MASS Manual Reference	Tick
Receive instructions and access to log on to MASS as an Admin Manager		
Receive the Admin manager Manual and review the tasks of the role	Read all sections	

Two weeks before event - Event Entries Late date is normally Wednesday of this week

Process posted entries and enter these to MASS also doing Cheque Receipts.		
Enquiries about team changes, Withdrawals will start. Response and update MASS as required.		
Plan Online Close date with Admin Liaison Officer and transfer of Admin Boxes and Laptop to you		
Plan for one or two nights before departing for the event to prepare the Registration Desk Team lists		

The week before event

You should have a list from the Volunteer Co-ordinator or Admin Liaison Officer of who your Admin Volunteers will be		
Make up a float of cash for Registration and Rogaine Shop	Refer Page 7	

One to three days before event

Prepare the Registration Desk Team Lists **High light teams who own money and or Car Registration using Yellow Background of High lighter pen**	Refer page 7	
Prepare an alphabetical list so teams can find their team number	Refer page 7	
Verify there are spare Indemnity forms and Entry Forms in Admin Boxes		

At Event - team registration

Arrive at least 30 min before Registration opens		
Set up Registration Desks	Refer Page 9 & 10	
Train each Volunteer on the role they will be doing	Refer Page 9 & 10	
Hopefully there are few team changes and payments giving you time to check Volunteers are not missing important steps		

At Event - After teams start

Record Team Changes and On the day entries then produce the Navlight File	Refer Page 12	
Record Team Payments only after the Navlight File is produced		

At Event – Finish

Manage the volunteers and do one of the roles yourself. The Navlight manager will be busy running Navlight. Refer Navlight Process.	Refer Page 14	
When teams have finished verify all teams have returned by checking for tags not returned to the boxes. Refer overdue teams	Refer Page 14	

At Event - Pack up

Try to return the Navlight and Admin hardware to the correct boxes.		
Plan who is going to send the results as soon as they get home for posting on the web. Email to all you Committee contacts		

Week after event – When at Home

	Refer Page 16	
Complete all team payments and Bank the money		
Check the reports to verify it all looks correct	Refer page 16	
Waiver Forms to be sent to Admin Liaison for scanning and archiving		