



# Membership Processing Frequently Asked Questions 2016-2017

## **PROCESSING SYSTEM**

### **Q: How do I process memberships in 2016-2017?**

A: USBC will be making a change to the youth processing portal for the 2015-16 season. To process USBC Youth memberships for the 2015-2016 season, USBC Associations and centers will use a modified version of the USBC web portal that was in place prior to last season.

### **Q: How do I enter my averages for the 2016-2017 membership season?**

A: All averages beginning with the 2015-2016 season should be entered through the youth processing system. Log in to your portal, click the Averages tab, select the season and league to begin entering the averages.

### **Q: Will my 2015-2016 bowlers be accessible in the youth processing system?**

A: Yes.

### **Q: Will 2015-2016 leagues be accessible in the youth processing system?**

A: Yes.

### **Q: When can I process memberships for the 2016-2017 season?**

A: Beginning August 1, 2016.

### **Q: I am an Association Processor. How do I log in?**

A: The User ID for the portal is your association's number and the password is your supply password (all CAPS). Associations will not use the Registration Request Form.

### **Q: I am a Center Processor. How do I log in?**

A: If you set up an account during the 2013-14 season, or this past season, then you can still use those login credentials. If you forgot your password, please contact Brian English at [benglish@ibcyouth.com](mailto:benglish@ibcyouth.com) or call 817-385-8434.

If this is your first time using this Youth Processing portal, you will need to fill out the Registration Request Form. A link is provided on the USBC Youth Processing login page. Once verified, the center processor will be notified and can begin processing at that time.



**Q: If the local association is the Processor, will they use WinLABS to process membership?**

A: No. All USBC Youth memberships are processed using the Youth Processing System. Final averages for the 2016-2017 season also should be processed in the Youth Processing System.

**Q: Is the parent information required this season? It still says required on the membership application cards.**

A: Yes. The parent name, gender, date of birth and email is required for bowlers under the age of 18.

**Q: If the bowler is over the age of 18, is an email still required?**

A: Yes. An email is required to process a USBC Youth membership. However the parent name, gender and date of birth are not required for bowlers over the age of 18.

**Q: As an Association, will I have access to members who were processed by Center Processors?**

A: Yes. Local associations will have the ability to access membership records of all the bowlers within their jurisdiction and create reports of this information as needed. All youth bowler data submitted through the Youth Processing System will be displayed in the local association's records.

However, you will not be able to edit any of the membership information since you were not the processor. Only reports and information can be viewed.

**Q: Will I be able to run the reports I need this season?**

A: Yes. You will be able to utilize the reports in the youth processing system, or run the same reports in WinLabs that are currently available.

**Q: How are memberships paid that are processed by the bowling center?**

A: Memberships processed by centers can be paid by credit/debit card. This payment gateway only accepts Visa and Mastercard. Discover and American Express are not accepted at this time.

**Q: How are memberships paid that are processed by a local association?**

A: Membership will automatically be processed through Electronic Funds Transfer (EFT) by the checking account on file with the association.

**Q: If a center chooses to have an association that is outside of their geographical jurisdiction service their bowlers, what are the steps?**

A: The center needs to contact IBC Youth in order to update the association that will service the center for youth.



**Q: Can a center have multiple youth associations service different members?**

A: No. All youth leagues at a center must be handled by one youth association. The center, however, can choose to process a separate league using their center specific login.

**Q: Can I as a center give my center login to a second association or entity to process a specific league or group of kids?**

A: Yes. If you wish to pay a second association with different services to process for a different league or bowlers, you can. However, you would need to give them your center login and password. Currently only one association can be assigned to a center. This does not stop multiple associations from servicing multiple leagues in one center.

**Q: How do I process High School bowlers in this system?**

A: Based on State Athletic Association policy, high school bowlers can become USBC members as individuals, if they choose. This means not every member of a team, district or state high school program is required to be a USBC member, unlike standard USBC certified competitions.

To process those high school bowlers who wish to become members, you will create a new league in the Youth Processing System. Please include High School in the title of the league (ex. Roberts High School Team). Select High School for the League Type. Create the date range to cover the entire scholastic season, including post-season play. Proceed to enter the remaining information as any other league.

**Q: How do I process Special Olympic bowlers this season?**

A: Special Olympic bowlers participating in youth leagues will be entered in the youth processing system.

Those bowlers wishing to purchase a Special Olympics membership and participate in adult leagues would need to be entered in WinLABS.

**Q: I haven't processed in this system for a year. What do I do if I need help?**

A: We are here to help you, however you need us. We also have created guides to assist, located on [BOWL.com/YouthProcessing](http://BOWL.com/YouthProcessing) in the menu on the left-hand side. The guides:

- Association and Bowling Center How-to Guides
- A step-by-step youth processing guide with screen shots

The IBC Youth Development team has customer service specifically for USBC Youth Membership processing. Brian English is your primary point of contact and he has several team members ready to assist, as needed.



# Membership Frequently Asked Questions

2016-2017

## **GENERAL QUESTIONS**

**Q: What is the cost of the USBC Youth membership?**

A: \$4.

**Q: What is included in that membership?**

A: The membership provides:

- USBC Youth membership card
- USBC certified average
- USBC certified tournament eligibility
- Ability to apply for USBC scholarships
- Ability to use the Find A Member feature on BOWL.com

**Q: Does a league have to certify with USBC to purchase membership for its league members?**

A: Yes.

**Q: Do bowling centers have the option to process youth memberships?**

A: Yes. Bowling centers have the first choice to process USBC Youth memberships.

**Q: Can bowling centers have local USBC associations process youth memberships?**

A: Yes. If a center operator and USBC local association have a good customer-service system and prefer to have the association handle processing, the center and association are encouraged to collaborate on details of a mutually beneficial partnership. Funds and services provided are decided upon by both parties.

**Q: What is the role of the local association for this membership?**

A: Associations will conduct tournaments and execute the responsibilities listed in USBC Bylaws, in addition to any additional services worked out between the center and the association.

**Q: Who has permission to create and edit a league and its members?**

A: Whoever creates the league (Center Processor or Association Processor) is the owner of the league. They will have the administrative control to edit the league and add members to the league. An association that did not create the league will be able to see the information for report purposes, but cannot edit or add to the league.



**Q: As an Association, can I see the leagues and bowlers a center processed in my jurisdiction?**

A: Yes. For reporting purposes, you can see leagues and bowlers a center within your jurisdiction processed. However, you will not be able to edit the league information or add bowlers to that league.

**Q: Are any upgrades available to the \$4 USBC Youth membership?**

A: Yes. The upgrades are:

- Bowlopolis - \$3.50
- U12 Junior Gold - \$10
- U15/U20 Junior Gold - \$30

Please see below for more information on upgrades to membership.

**Q: What is the Bowlopolis membership upgrade?**

A: The Bowlopolis membership upgrade costs \$3.50 and can be purchased for any USBC Youth member. The benefits include:

- A Bowlopolis DVD
- A Bowlopolis Progress and Bowling Basics instructional guide with award stickers
- Membership in the Bowlopolis Kids Club
- One issue of Bowlopolis, Little Bowler Magazine

**Q: What are the costs and member benefits of the Junior Gold membership upgrade?**

A: The Junior Gold membership upgrade is \$30, discounted to \$10 for kids in the U12 division. It can be purchased for any USBC Youth member. For the 2016-2017 season, a child born August 1, 2004 or later qualifies as U12. The benefits included with this membership are:

- Opportunity to compete in the Junior Gold Championships and qualifying events
- USBC Junior Gold membership card
- Gold Approach newsletter
- Membership gift

## **USBC YOUTH MEMBERSHIP DETAILS**

**Q: Can someone bowl in a USBC Youth league or tournament without a current USBC Youth membership?**

A: No. USBC requires ALL participants in USBC Youth certified competitions to have a current season membership. In place of the previous participation fee, youth tournament participants now will be required to purchase a USBC Youth membership.



**Q: Does a USBC Youth member pay the \$4 for each league in which they participate?**

A: No. The USBC Youth membership is paid once per season and covers all USBC Youth certified leagues and tournament competition.

**Q: When does the USBC Youth membership expire?**

A: All USBC Youth memberships, including the Bowlopolis and Junior Gold upgrades, expire on July 31.

**Q: Will USBC Youth averages be official?**

A: Yes. Averages based on twelve (12) or more games in USBC Youth leagues are acceptable for USBC Youth tournaments in accordance with Rule 318.

**Q: What tournament eligibility comes with USBC Youth membership?**

A: USBC Youth members are eligible for their local and state association championship events without any additional membership fees. USBC Youth members are eligible for all USBC Youth certified competition unless eligibility rules require an upgraded level of USBC membership, such as a Junior Gold qualifying event.

**Q: Can an individual with a USBC Youth membership participate in the Pepsi Tournament?**

A: Yes. The USBC Youth membership is the base level of required membership. All youth bowlers with a USBC Youth membership are eligible for all levels of Pepsi competition.

## **AWARDS**

**Q: Are awards provided by USBC National to the leagues/members?**

A: No. National awards are not part of the USBC Youth Membership. All awards are purchasable.

**Q: Are high score awards provided by USBC for 300 games and 800 series?**

A: No. National awards are not part of USBC Youth Membership. All awards are purchasable.

Once the award has been verified and listed on BOWL.com, the youth or their parents can contact Keepsake directly to purchase the award of their choice.

**Q: What awards does USBC have available for purchase and how are they ordered?**

A: A wide choice of special achievement and high score awards can be purchased from IBC Youth. More information can be found at BOWL.com/Awards or orders can be placed by contacting the IBC Youth Team at [contactus@ibcyouth.com](mailto:contactus@ibcyouth.com).



## **MEMBERSHIP UPGRADE DETAILS**

### **Bowlopolis Membership Upgrade**

**Q: Can the Bowlopolis membership upgrade be purchased without the \$4 USBC Youth membership?**

A: No. All participants in USBC Youth certified competitions must have a USBC Youth membership.

**Q: Is the Bowlopolis membership upgrade fee paid for each league in which a bowler participates?**

A: No. The Bowlopolis membership upgrade fee is paid once per season and the member will receive one membership benefit kit each season.

**Q: When does the Bowlopolis membership upgrade expire?**

A: All USBC Youth memberships, including the Bowlopolis upgrade, expire on July 31.

**Q: Is the Bowlopolis membership upgrade exclusively for bumper leagues?**

A: No. The Bowlopolis membership upgrade is designed to provide benefits and educational tools for young beginning bowlers. Leagues utilizing the Bowlopolis membership upgrade option can be either bumper or non-bumper.

### **Bumper Bowlers**

**Q: Can bumper and/or peewee leagues be certified?**

A: Yes. Bumper or peewee leagues can be certified.

**Q: Can an association offer a bumper division in their tournament and are there any special limitations?**

A: Yes. However, all entrants will be bowling scratch. No bumper averages will be recorded.

### **Junior Gold Membership Upgrade**

**Q: Can an individual purchase the Junior Gold membership upgrade without the \$4 USBC Youth membership?**

A: No. All participants in USBC Youth certified competitions must have a USBC Youth membership. An individual without a current USBC Youth membership cannot purchase a Junior Gold membership upgrade.

**Q: Does a U12 Junior Gold member receive the same benefits for \$10 as the older Junior Gold members receive for \$30?**

A: Yes. The membership benefit packages are identical.



**Q: Does a USBC Youth member pay the Junior Gold membership upgrade fee for each league/competition in which they participate?**

A: No. The Junior Gold membership upgrade is paid once per season.

**Q: When does the Junior Gold membership upgrade expire?**

A: All USBC Youth memberships, including the Junior Gold upgrade, expire on July 31.

**Q: In what competitions is a USBC Youth member with a Junior Gold upgrade eligible to compete?**

A: USBC Youth members are required to have a current Junior Gold membership upgrade to participate in qualifying events (both league and tournament) for the Junior Gold Championships.

## **MEMBERSHIP DELIVERY AND SERVICES**

**Q: Who determines how memberships will be processed?**

A: As the host of youth activities, the bowling center operators will have processing responsibility under the program. If a center operator and USBC local association have a good customer-service system and prefer the association continue to handle processing, the center and association are encouraged to collaborate on details of a mutually beneficial partnership.

**Q: What are the responsibilities of the Processing Agent?**

A: The Processing Agreement consists of two components:

- Membership Processing: Input member data and submit dues to USBC.
- Final Average Submission: Input final average information for all participants in USBC Youth certified competitions.

**Q: What are the required timelines for the completion of the Processing Agent duties?**

A: USBC rules require the league secretary to submit membership applications and payment to the Processing Agent within 30 days from the start of the season. Additional memberships are to be forwarded to the Processing Agent within 30 days of receipt.

Final Average data is to be provided to the Processing Agent as soon as the league season ends and preferably before the distribution of prizes.

**Q: What process is followed for a center to become a Processing Agent?**

A: Centers will need to complete a registration form in the USBC Membership Processing System. The request will be verified and the center notified when they can begin processing. The request form is located on the Youth Processing login screen at [BOWL.com/YouthProcessing](http://BOWL.com/YouthProcessing).



**Q: How does the Processing Agent order league supplies?**

A: League supplies are ordered through email at [contactus@ibcyouth.com](mailto:contactus@ibcyouth.com).

**Q: Who does the Processing Agent contact with questions about services?**

A: Support questions should be emailed to [contactus@ibcyouth.com](mailto:contactus@ibcyouth.com).

**Q: Will associations receive membership data from the centers that do processing so the associations are able to market their tournaments and bowling opportunities to the bowlers?**

A: The online portal for youth registration will be tied into the USBC database. Once members are entered into the database, the appropriate local associations will have the ability to see and use the membership information to promote their events.

**Q: If an association has five centers, and three of them partner with the association to provide services and benefits, can the association charge the bowlers additional funds to participate in their events during the year?**

A: No, not in the area of membership, local dues or local fees. Associations CAN charge whatever they like as an entry fee to bowl, but everyone bowling would need to be charged the same no matter where the membership was processed.

**Q: How will the centers/associations know if the Youth member who bowls in another center already has paid for a membership?**

A: The registration portal will be a national database. Once a bowler is entered into the system, anyone trying to enter the same bowler into the system will be notified the bowler already has a national membership.

**Q: How will Alliance at Large/State BPA local associations be handled?**

A: The association will need to collaborate with the centers in their jurisdiction what products and services they want to provide and at what cost.

**Q: Can state associations charge a dues amount per member?**

A: No. State USBC Youth associations no longer will receive mandated funds from Youth membership. State association support should come through state tournaments and fundraising and local associations have the option to provide support through their service agreements with their centers.

**Q: What if a state youth association decides to dissolve?**

A: If state youth association board members choose not to be involved, we ask they seek new volunteers to serve on the board, instead of attempting to dissolve the state association.