



REGISTRATION FAQS: SUMA MEMBER MUNICIPALITIES

Before You Begin...

You'll need to gather the details for all of the attendees from your municipality before you log in and begin the registration process. As soon as you enter a delegate in the registration system they are considered registered — even if you don't complete their registration. Only enter delegates that have confirmed their attendance.

Use this checklist to be sure you've gathered and confirmed everything before you start.

The Basics

- Who is in charge of registration? Your municipality will be registered as a group and not as individuals, so it is important to assign one person (such as a CAO, administrator, or clerk) to handle the registration process.
- Who is attending from your municipality? Make sure you have the correct spelling of their names.
- What category will each attendee fall under?
 - Voting delegates
 - Non-voting delegates
 - Municipal employees
 - Award recipients (not attending Convention but attending the President's Banquet and Awards Ceremony)
- What education, breakout, and dialogue sessions will each of your delegates attend? These sessions are listed in the promotional brochure and available on the Convention & Tradeshow page of our website.
- How many voting delegates are allotted to your municipality?
- Which council members will be assigned voting privileges?
- How many Sunday evening Welcome Reception tickets (\$40 per ticket) will you buy? Remember to include spouses in your total, if necessary.
- How many President's Banquet and Awards Ceremony tickets (\$60 per ticket) will you buy? Remember to include spouses in your total, if necessary.
- Will you purchase a full table of eight at the President's Banquet and Awards Ceremony? We allow one reserved table per municipality. This can be done by purchasing tickets for an entire table (eight people), rather than rush seating. Remember, if you purchase a table you do not need to add individual tickets in the delegate registrations.

Special Circumstances

- Does your municipality have to register a SUMA Board member?
- If yes, please contact Heather Vanderaa at 306-525-4391 or suma@suma.org to discuss the registration process for Board members.
- Are any of your attendees receiving an award at the President's Banquet and Awards Ceremony? (This would include Honorary Service, Meritorious Service, Scoop Lewry, and Life Membership awards.)
- If you have any award recipients, did you receive the promotional code? If not, please contact Katee Galandy at 306-525-4398 or events@suma.org.



I Was Wondering...

You probably have questions, so we did our best to guess what they would be, and answered them here.



When is the deadline for registration?

Register before **December 21, 2017** to receive the early bird fees and be entered into a draw for a free Convention registration.

What are the registration and ticket fees?

	Postmarked <i>before</i> December 21, 2017	Postmarked <i>after</i> December 21, 2017
Member	\$325	\$425
Non-Member	\$525	\$625
Government	\$375	\$475
Welcome Reception — Sunday Evening	\$ 40	\$ 40
President's Banquet — Tuesday Evening	\$ 60	\$ 60
President's Banquet Table of 8	\$480	\$480

How and where do I pay?

Registration and ticket fees are payable to SUMA by cheque. The final step of the registration process also includes a payment page where you can find all the information regarding payments. Mail your cheque to:

SUMA
200-2222 13th Avenue
Regina, SK S4P 0M7

Where do I register?

SUMA will be emailing an invitation to register to your municipality's main contact email address. From there you will click on the link in the invitation and it will take you to the site to register.

How do I log in?

To ensure your security we have protected your account with a password. On the landing page, choose your municipality from the drop down list and enter the password provided in the email to proceed with registration.

Why can't I open the registration link that SUMA emailed me?

You may need to update your browser; the system only works in Internet Explorer 8 or higher. It works best in Google Chrome, which you can also download for free.



Can I log back in to make changes after I submit my registration?

You can log back in to make these changes:

- Edit delegate names.
- Update delegate's choice of education, breakout, and dialogue sessions.
- Add delegates.
- Purchase additional event tickets.

You **cannot** make these changes:

- Cancel or delete delegates. Please contact the SUMA office for cancellations.
- Add a promotional code to a delegate that has already been registered. Please contact the SUMA office if you need to add a promotional code.
- Return or cancel event tickets (Welcome Reception, President's Banquet and Awards Ceremony).

Once event tickets are selected the municipality is responsible for them; there are **no refunds**.

What is the cancellation policy?

Delegate registration cancellations received on or before January 11, 2018 are subject to a \$50 cancellation fee per registrant. There are **no refunds for cancellations received after January 11, 2018** for any reason. Substitutions are allowed without penalty. Refunds are not issued for Welcome Reception or President's Banquet and Awards Ceremony tickets.

If you need to cancel a registration before January 11, 2018 please contact the SUMA office at 306-525-3727 or email registration@suma.org.

What is the difference between a voting delegate and non-voting delegate? How do I know how many voting delegates our municipality is allowed?

A voting delegate can vote on resolutions; a non-voting delegate cannot. Each municipality is designated an allotted number of voting delegates based on the 2016 Census.

Municipal Population	Maximum # of Voting Delegates
1-500	1
501-2,000	2
2,001-5,000	4
5,001-10,000	6
10,001-50,000	7
50,001-100,000	10
Greater than 100,000	11

What is a promotional code?

Some attendees — such as Board members and award recipients — have custom registration needs. SUMA staff will send out promotional codes to municipalities that need them so their delegates can be registered correctly.

How do I register a Meritorious and/or Honorary Service award winner who is attending Convention as a delegate?

For award winners attending Convention as a delegate, determine if they are a voting delegate, non-voting delegate, or municipal employee. Add them in their appropriate category, and enter the promotional code that SUMA emailed to you. The registration system will then recognize them as an award winner, and if they are an Honorary Service recipient, it will allot them two complimentary tickets to the banquet.

What about Meritorious and/or Honorary Service award winners who are not attending Convention but want to attend the President's Banquet and Awards Ceremony?

Add them under the award recipient category. You will then select whether they are a Meritorious or Honorary Service award winner. Honorary Service recipients receive two complimentary tickets to the banquet.

My municipality has a SUMA Board Member. How do I register them?

If you are registering a SUMA Board Member, please contact Heather Vanderaa at 306-525-4391 or suma@suma.org to discuss the registration process for Board members.

Who should I contact if I have questions or am having trouble registering?

We are happy to help! Contact the SUMA office at 306-525-3727 or email registration@suma.org.

