



December 17, 2019

TO : IGR Community

RE : Registration Platform – Status Update December 17

The Bingham Cup Ottawa 2020 organising committee would like to thank the member clubs of IGR for their patience and understanding. We continue to communicate regularly with our service provider to make sure that the registration system will go live again tomorrow at 8 am EST December 18 as planned. At this time we are a go.

Update on Incomplete Records

The 2,446 records that were identified yesterday have been cleaned up and duplicates removed resulting in 237 that are confirmed and paid. This leaves 462 records that will require follow up with registrants/club managers. This clean-up led our supplier to discover that, due to the multiple registration attempts causing duplicates, some participants were charged in a higher rate category for their registration than they should have been. This was incorrect and refunds will be issued to those whose registration was re-sorted by our service provider. ***In addition we have an additional 40 early bird registrations that will be available at 8 am EST on Wednesday, December 18. After those are gone, only the regular registration rate will be available.***

Starting this afternoon or tomorrow those club managers or individuals who have incomplete records in the registration system will be contacted via email by DESystem directly. The emails will bring registrants back to the registration portal to complete their transactions. We will ask that these transactions be completed no later than January 17, 2020; if payment is not received by that date, the registrations will be put back on sale.

Update on Registration Platform – Present Status

The system has been updated and tested to withstand volume greater than what it experienced on Sunday, December 15, and our provider assures us that this should not

be an issue moving forward. Today there was a lot of clean up on the database, confirming that parent/child relationships of the club records, their club managers and records purchased by club managers were properly aligned.

We know the last 3 days have been challenging but we are pleased to see that with robust redundancies and contingency plans, what was a history-making and record-breaking day. The Bingham Cup Ottawa 2020 look forward to welcoming you to Ottawa in August 2020!