

ASTTBC renewal invoice FAQ - for registrants

October 17, 2022

1) Q: How do I make an electronic payment?

A: **Important info: payment is accepted through ASTTBC's new payment system, and not the ASTTBC Portal.** Please follow the instructions provided to you in a recent email; you will need the information to complete your declaration and to make a payment. Payment link:

https://registrants.asttbc.org/Shared_Content/Membership/Renewal-Process.aspx

Invoices can be accessed through the new payment system. You cannot access the new payment system from the Registrant Portal, you must follow the link and instructions provided to you in in your email.

1) Q: When is the annual deadline to renew registration?

A: Registrants must renew their registration on or before November 30 of each year for the following year. Please note that renewal requires the completion of declarations, in addition to the payment of fees. Late-renewing registrants will be subject to late fees, as set out in the [ASTTBC Bylaws](#).

2) Q: Why do I need to complete a declaration?

A: It is required under the [Professional Governance Act](#) and [Bylaws](#) to provide declarations in a form approved by the registrar that registrants seeking renewal are in compliance with the PGA, regulations and Bylaws, and with any limits or conditions imposed on their registration. This is a very common regulatory requirement.

3) Q: How do I complete my declaration?

A: Please check your email and follow instructions. You must login to the new payment system, when you click the 'Pay Fees' button, your declaration will automatically appear. Please complete your declaration online.

5) What if my employer pays my renewal fees?

A: You are still required to log on to the new payment system and complete your declaration. Once you've completed your declaration, you can download your invoice and pass on to your employer. Payment is due before November 30, 2022.

6) What will happen if I renew late or do not renew?

A: If you renew your registration after November 30, 2022, but before December 31, 2022, a late fee of \$56.80 will apply. If you have not yet renewed your registration by January 1, 2023, your registration will be cancelled immediately. If you attempt to renew your registration between January 1, 2023, and March 1, 2023, and can provide reasonable justification for late payment, a late fee of \$170.35 will apply. In addition, the period during which your registration was cancelled will be shown on the registrant directory, as required by section 31(3)(e) of the [Professional Governance Act \(PGA\)](#). Those who wish to become registered again on or

after March 1, 2023, following cancellation for late payment will be required to apply for reinstatement under section 48.1 of the [ASTTBC Bylaws](#).

7) Are there any circumstances where ASTTBC will make an exception and reduce or waive the registration renewal fee?

A: If you are experiencing extenuating circumstances, please read the [Fee Reduction and Waiver Policy](#) to see if you qualify.

8) Q: Where can I get my invoice and receipt?

A: Invoices and receipts can be downloaded from ASTTBC's new online payment system. Please check your email for instructions. Please note that we no longer mail invoices, except in justified instances.

9) What are the benefits to being an ASTTBC registrant?

Your registration represents recognition of your professional title, competence, ethics, commitment to the public interest and standards of practice. As a regulatory body, ASTTBC remains committed to excellence, ensuring registrants have the requisite qualifications to practice in their areas of expertise while contributing to a secure, healthy, and sustainable society and environment.

10) I still have questions:

Please direct your questions to:

- Payment system login difficulties: techinfo@asttbc.org. Please allow up to 24 business hours for a response.
- Fee renewals and invoicing: Evan Triste, manager finance, etriste@asttbc.org
- Practice and CPD: please visit [ASTTBC's CPD page](#) for resources and information, or email CPD@asttbc.org
- Registration status updates: registrations@asttbc.org
- Compliance with PGA: Michael Thain, deputy registrar, mthain@asttbc.org