

How do I complete membership renewals in Swim Central?

Each season, clubs need to create membership products in Swim Central, for the different memberships they will be offering that season, for example:

- Competitive Swimmer 9&O
- Recreational Swimmer 9&O
- Swimmer 8&U
- Parent
- Coach
- Technical Official
- Life Member
- Non Swimmer

Clubs publish these products in the Product Catalogue, allowing members to go shopping for and purchase membership products. This guide is designed to walk clubs through the full process.

For the 20/21 season, to better coordinate our support of clubs and members and to ensure we can streamline this assistance; we have created an online form for clubs to complete detailing their membership fees. This will allow SQ staff to complete the membership product setup in Swim Central on your Club's behalf. We feel that this will free both us, and you, up to help members and to get your Club running again this season ASAP.

Access the online form here, to provide us the information we need to setup your products. If you use this service, you will not need to follow the steps in this guide.

Before starting anything in Swim Central, clubs need to determine their membership fees. We have developed an excel spreadsheet to assist clubs. This spreadsheet detail the SAL, SQ, each Region's membership fees and an estimation of the System Fee and the Transaction Fee.

You can access this [excel spreadsheet here](#).

You can also see a summary of membership fees per region on our website [here](#).

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STEP 1: SIGN IN AND ACCESS YOUR PRODUCTS TILE

Sign in to Swim Central and navigate via Entity Management to your Entity Home Screen. From your Entity Home screen, select the Products tile.

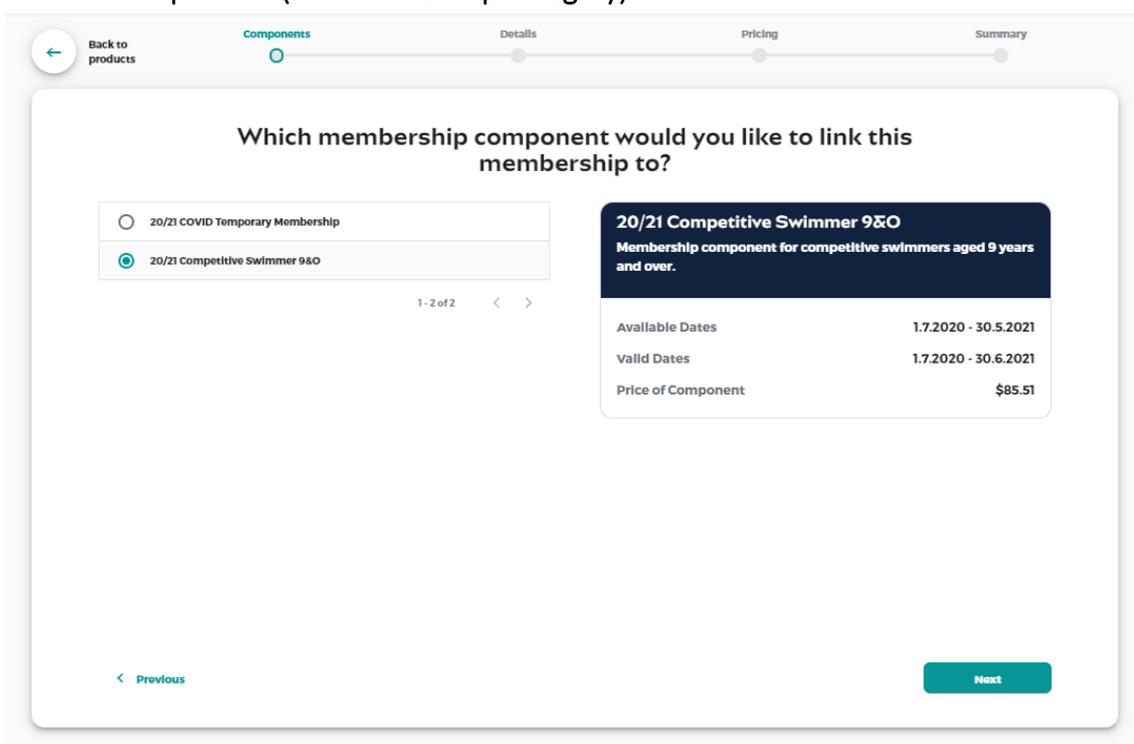
If you've forgotten your pin:

- *Family Administration Pin: Select the 'Forgot Pin' link to have it emailed to you.*
- *Entity Administration Pin: Contact someone else from your Club who has Entity Management Access or [contact SQ](#).*

STEP 2: FOLLOW PRODUCT CREATION WORKFLOW

From your Product Selector there will be a list of all of your previously created products, keep in mind that there are filtering options at the top of the screen to help keep this list concise. You will need to create new products each season, and **not edit old products**. Select the **Product +** button and choose **Membership** to initiate the Product Creation Workflow, which will walk you through membership product setup.

Screen 1 – Components (i.e. Membership Category)



- Choose the correct component (i.e. category) from the list displayed (e.g. 20/21 Competitive Swimmer 9&, 20/21 Swimmer 8&U, 20/21 Parent, 20/21 Coach or 20/21 Non Swimmer).
Note, if nothing displays memberships may not be setup yet.
- By selecting a component from the list, a preview detailing basic information about that component will be displayed, including:
 - Description
 - Available dates (i.e. dates the component is available to be used as a component)
 - Valid dates (i.e. the start and end of the membership season)
 - Price of the component (which will include SAL, SQ, Region and estimated fees)
- After selecting the correct component, select **Next** to proceed.

Screen 2 – Details

← Back to products

Components
Details
Pricing
Summary

Enter the membership details

General Information

Product Name *
 29 of 100

Product Short Name
 29 of 100

Description

File Edit View Insert Format

← → Formats **B** *I* [List Icons] [Link Icon]

POWERED BY TINYMCE

Shown in shopping view 0 of 250

What product is this replacing?

Are Requirements needed to purchase?

Documents
Accreditations

Document Category Document Type +

Documents issued on purchase?

Document Category Document Type +

Dates

Available Dates	Valid Dates
Availability Start Date <input type="text" value="1/7/2020"/>	Availability End Date <input type="text" value="30/5/2021"/>

Eligible Age Group

Minimum Eligible Age <input type="text" value="9"/>	Maximum Eligible Age <input type="text" value="150"/>
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Configuration

Component Only

Hide From Requirement Lists

← Previous
Next

All the details of your membership product will be set here:

- **Product Name:** Enter an appropriate name for your membership product.
(e.g. 20/21 Competitive Swimmer 9&O, 20/21 Swimmer 8&U, 20/21 Parent, 20/21 Coach etc.).
- **Product Short Name:** This field is optional and will display on a member's Membership Card within their My Memberships tile.
We suggest clubs use the Product Name (e.g. 20/21 Competitive Swimmer 9&O)
- **Description:** This is an optional field, which will show in the product catalogue.
While this field is not mandatory we have found it to be helpful for members.
- **What product is this replacing?:** This is an optional field to streamline the replacement product process (which is the process that best allows easy renewal for your Members). Select the field and from the drop down menu that displays select an **old membership product** (i.e. from the previous season) that members will transition from to the new product being created (e.g. when creating the 20/21 Parent select the 19/20 Parent).
- **Are Requirements needed to purchase?** This is an optional field to streamline the adding of either Document or Accreditation Requirements to a product. Toggle on to use this feature, then select the appropriate Document and/or Accreditation that a member requires to purchase this membership (e.g. your Coach membership may require a Blue Card Document or a Coaching Accreditation). **Please note this is an optional field and not required.**
- **Document issued on purchase?:** This is an optional field that allows you to provide a certain document to each member who purchases this product (e.g. the club handbook). Toggle the field on and upload the document to use this feature.
- **Available Dates:** These are the dates that you wish your membership product to be purchasable in the shopping catalogue by members. Suggest 01/07/2020 – 30/5/2021.
- **Valid Dates:** These are the dates that the product will be valid for use (i.e. season dates) and this is **pre-set by Swimming Queensland** as 01/07/2020 – 30/6/2021.
- **Eligible Age Group:** This field allows you to set any minimum or maximum age constraints for your membership product. These are **pre-set by Swimming Queensland** but your Club can further restrict if required depending on which ages your Club caters for.
- **Component Only:** This field should be **toggled OFF**.
- **Hide From Requirement Lists:**
 - Toggle **OFF** for dry members (e.g. Life Members, Coaches, Parents)
 - Toggle **ON** for wet members (e.g. Swimmers)

Screen 3 – Pricing

Back to products
Components
Details
Pricing
Summary

Set the pricing details for 20/21 Competitive Swimmer 9&O

Pricing Details

Cost Price exGST
150

GST Payable
Upfront Payment
Non-Subscription

Refunds Allowed

Membership Discounts

Create a discount for the membership

Name of Discount

5 % \$ %

Estimated Entitlement \$142.50

Start Date: 13/8/2020 to End Date: 20/8/2020

Save Discount

Pricing breakdown of bundled components

Swimmer (9 years & over) Jul 20 - Jun 21	\$28.41
20/21 Competitive Swimmer 9&O	\$46.70
20/21 Competitive Swimmer 9&O	\$10.40
20/21 Competitive Swimmer 9&O	\$171.67
Estimated Fees	
	\$8.08
TOTAL	\$257.18 <small>Inc. GST</small>

< Previous
Save Draft
Next

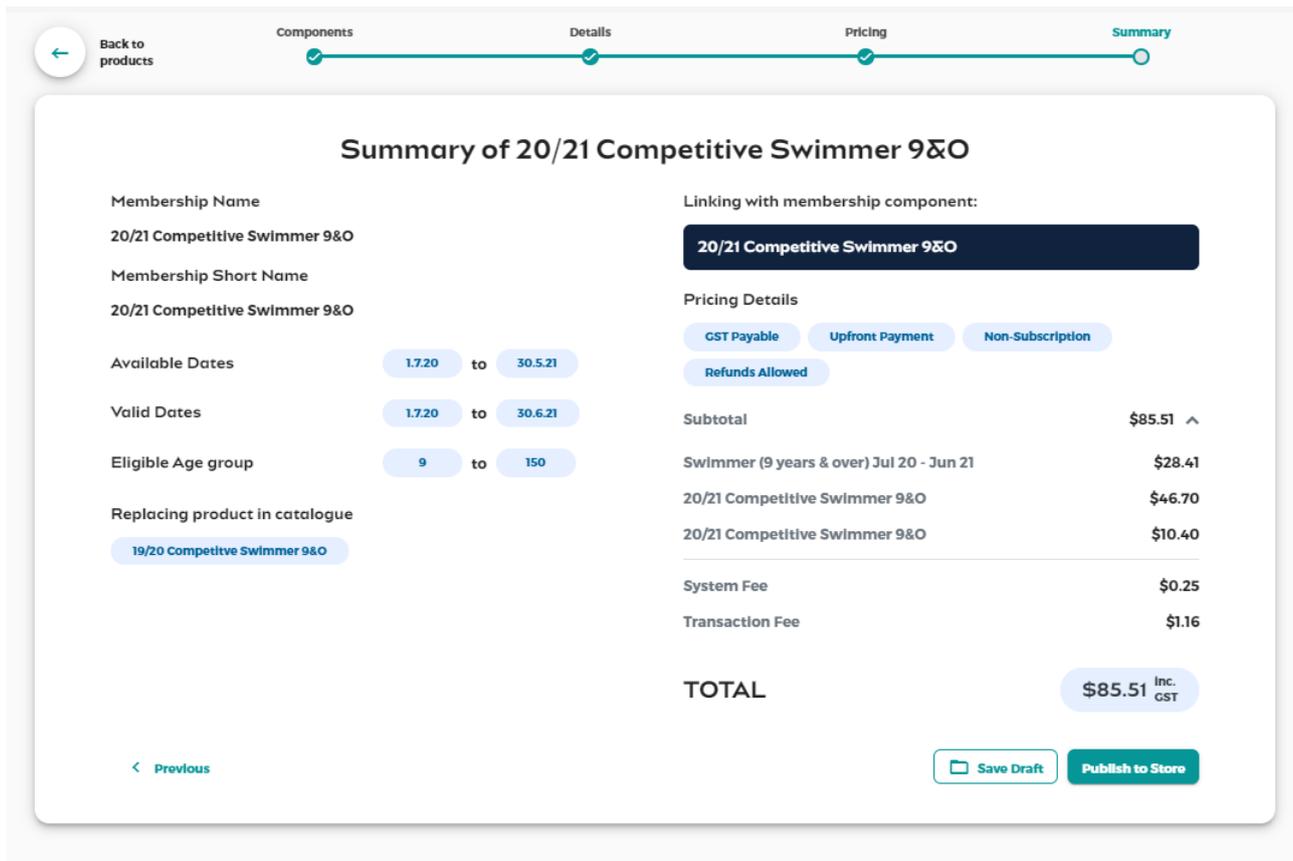
All the pricing details of your membership product will be set here:

- **Cost Price exGST:** This is the cost of your Club's membership component.
If your Club is registered for GST, please take care to enter the cost excluding GST as Swim Central will add GST to the amount.
- **Membership Discounts – Create a discount for the membership**
Clubs can choose to set early bird or late joiner style discounts against each membership product created. Toggle on to use this feature and complete:
 - Name of discount (e.g. Early Bird Discount or Mid-Season Discount)
 - The discount amount (can be either a \$ or a %)
 - The dates that this discount will be applicable
 - Select the **Save Discount** button
- **Pricing breakdown of bundled components**
You will see an estimated breakdown of the total cost to your Members for this membership. This includes (from the top) Swimming Australia, Swimming Queensland, your Region, your Club fee (as entered in the Cost Price field) and the estimated fees (System and Transaction).
- You can **Save Draft** your membership product at this stage, to save and continue at a late point in time or select **Next** to continue.

Screen 3 – Summary

The final screen allows you to check all the details of your membership product, **Save Draft** or **Publish to Store**.

Ensure you check each field is correct and use the **Previous** button to go back if required. Once you are happy with your membership product you can select the **Publish to Store** button, this will mean that **you can no longer edit your membership product and that it will be available to be purchased** (as per your available dates).



Summary of 20/21 Competitive Swimmer 9&O

Membership Name: 20/21 Competitive Swimmer 9&O

Membership Short Name: 20/21 Competitive Swimmer 9&O

Available Dates: 1.7.20 to 30.5.21

Valid Dates: 1.7.20 to 30.6.21

Eligible Age group: 9 to 150

Replacing product in catalogue: 19/20 Competitive Swimmer 9&O

Linking with membership component: 20/21 Competitive Swimmer 9&O

Pricing Details: GST Payable, Upfront Payment, Non-Subscription, Refunds Allowed

Subtotal	\$85.51
Swimmer (9 years & over) Jul 20 - Jun 21	\$28.41
20/21 Competitive Swimmer 9&O	\$46.70
20/21 Competitive Swimmer 9&O	\$10.40
System Fee	\$0.25
Transaction Fee	\$1.16
TOTAL	\$85.51 Inc. GST

Buttons: Previous, Save Draft, Publish to Store

AUTOMATIC RENEWAL REMINDERS

Swim Central has the capability to send members a reminder, via a renewal bot, when their previous membership is approaching expiry (i.e. the new season is approaching). This is set in Screen 2 – Details under the **What product is this replacing?** field.

The renewal bot will run **30 days before the end of the season**, but only once step 6 has been actioned by your Club. The renewal bot will:

- Send the Family Group Principal an email reminder,
- Send the Family Group Principal an internal Swim Central Message reminder, and
- Place the replacement new season membership product in the shopping trolley of the Family Group Principal.

Your Members will also have the ability to quickly and easily renew via their My Memberships, by selecting their OLD membership and using the Membership Replacement Available **Add to Cart** button.

My Memberships

Home

Entity Membership Status

Q Search
Membership Status
Active Only

Membership Name	Expiry
19/20 Competitive Swimmer 9+ years of a...	30.9.2020

19/20 Competitive Swimmer 9+ years of age Details

My Primary Membership ✓

Membership Replacement Available Add to Cart

Browse Membership Catalogue Shopping

VOLUME DISCOUNTS FOR MULTIPLE MEMBERS

Swim Central allows clubs to offer discounts for purchases of multiple paying membership products at the same time via Volume Discounts. However, clubs are not required to offer discounts.

Swimming Queensland does offer Volume Discounts and you can find out all the details in the excel spreadsheet designed to help clubs set volume discounts. If your Club does want to offer Volume Discounts, we suggest that you use this excel spreadsheet. [Access the spreadsheet here.](#)

Volume Discounts are for a certain number of membership products purchased at the same time (e.g. if a parent has Y number of paying membership products (any combination) in their shopping trolley they will received an X% discount for each of the Club's membership products in the shopping trolley).

Follow the steps below to setup Volume Discounts:

- From your Entity Home, select the Discounts tile.
- Select the Discount + button, and enter required information.
 - Quantity Breakpoint: The number of membership products this discount will apply to (e.g. if you enter 3 here, it will apply this discount to any shopping trolley with 3 x paying membership products from your Club).
 - Discount Percentage: The percentage discount that will be applied to your Club's membership product amount (not any included components) if the shopping trolley has the specified amount.
- Select next and save.

Detail
Summary

Volume Discount

Quantity Breakpoint

Discount Percentage (0.00%-100.00%)

Back
Cancel
Next

YOUR CLUB'S TERMS & CONDITIONS

Clubs also need to ensure their terms have been updated for the new season. These terms will need to be agreed to by anyone purchasing a product from your Club. You can update your Club's terms using the Legal Terms tile from your Entity Home screen.

RESTRICTING WHO CAN BUY YOUR MEMBERSHIPS

Clubs have the option to restrict membership at their club if required (e.g. a School based club may restrict membership to only attendees at their school). This restriction is set in Screen 2 – Details under the **Are Requirements needed to purchase?** field.

If your Club wishes to restrict membership, you will need to provide each approved member with a document, which they will in turn upload into their Swim Central Document Library. This document can be anything the club determines (e.g. a screen shot of an email stating approval) but needs to be:

- Document Category: Governance
- Document Type: Membership Eligibility Approval

Each purchase by a member will also need to be approved/verified by the club to ensure the document uploaded meets the criteria. Your Club will need to action these approvals regularly and will do this in Swim Central via Approvals, Purchases within Entity Management.

MEMBER TRANSFERS OR UPGRADES

If a member wants to transfer or upgrade (e.g. Recreational to Competitive) during the season, they can do this by purchasing the new membership product and using the transfer button from My Memberships, selecting the old membership and choosing to transfer to the new membership. This will automatically initiate a refund for any “like” components. See examples below:

Transfer within <i>same</i> region	Transfer to <i>new</i> region
Swimming Australia component from the <i>original</i> membership purchase is refunded	
Swimming Queensland component from the <i>original</i> membership purchase is refunded	
Region component from the <i>original</i> membership purchase is refunded	No refund applicable for the original region component
No refund applicable for the original club component	No refund applicable for the original club component

We have a step-by-step guide specific to this process which you can access [from our website](#). Please keep in mind that for a member changing clubs to begin a new season, there is no need for a formal transfer process. Members will simply purchase a new membership at their new club and allow their old membership to expire.

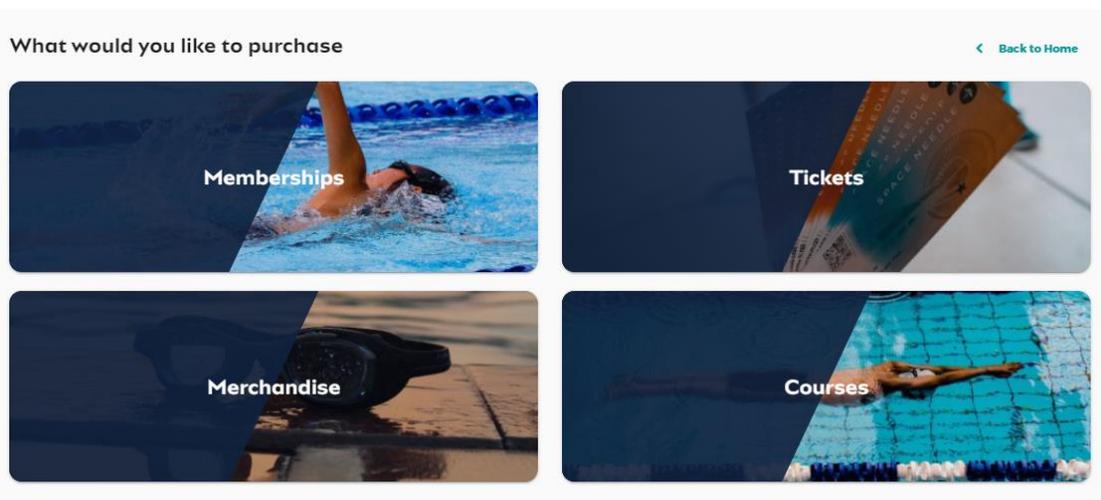
HOW A MEMBER PURCHASES YOUR MEMBERSHIP PRODUCT

Once you have published our membership products they will then be available for purchase by members through Shopping and the Product Catalogue.

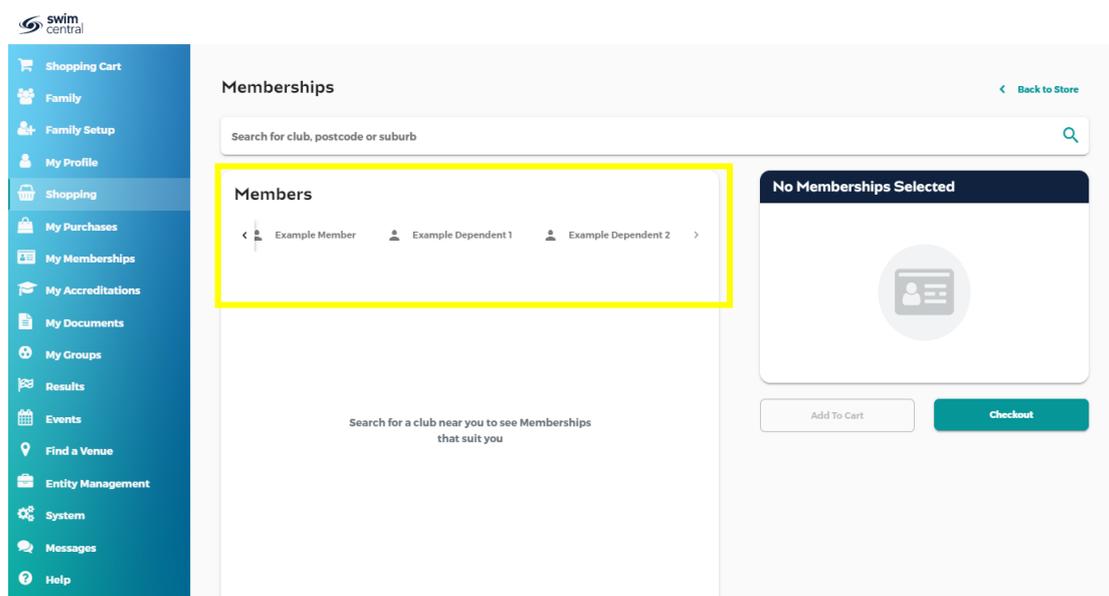
An existing member or a new member can purchase the new season membership by signing in to Swim Central and using the Shopping menu item. Please *remember to remind parents that they need to ensure they select the correct member of their family when adding membership products to their cart.*

They will follow these steps:

- Sign in to Swim Central and enter their Family Administration Pin.
If they're not sure of their pin, they select the 'Forgot Pin' button to have it emailed to them.
- After unlocking the Family Administration Pin, they should select the Shopping menu item (*it is not required to impersonate family members at this stage anymore*).
- From Shopping, choose Memberships.



- Each member of the family will be listed, under the Members heading. Select a member of the family to purchase a membership for them.



- Select your Club in the search bar and from the list of products, select the relevant one, confirm the details of the product on the right of the screen and then select the Add to Cart button. Repeat this process for each family member by selecting their name under the Members heading.
- Once all membership products have been added to the cart, checkout can occur. We strongly encourage the family member name, membership product, club name and total price to be checked before entering card details and selecting **Buy Now** to process payment.
- To ensure the purchase is successful they need to proceed until they see a confirmation screen and if successful, a confirmation email will be sent.

If for some reason they don't complete the purchase at that time the products in their shopping cart may be placed in the parent's My Purchases as Pending Payment, which can be completed or cancelled in the future from the parent's My Purchases.

Memberships ← Back to Store

Melbourne Vicentre Swimming Club

Members

Example Member **Example Dependent 1** Example Dependent 2

Available Memberships	Price
Adult Dry Member 20/21 Melbourne Vicentre Swimming Club	\$26.29*
Coach 20/21 Melbourne Vicentre Swimming Club	\$5.08*
Life Member 20/21 Melbourne Vicentre Swimming Club	\$5.08*
Squad Member (9 +) Melbourne Vicentre Swimming Club	\$100.92*

*inclusive of Fees and Taxes

Coach 20/21
Melbourne Vicentre Swimming Club

ET Example Dependent 1 Test

Start Date: 1.7.2020
Expiry Date: 30.6.2021
Age group: 0 to 150
Payment Type: Upfront Payment

Add To Cart Checkout

Use the **Add To Cart** button, then repeat for each family member before using the **Checkout** button.

Checkout ← Continue Shopping

Family member name ×

Membership Product \$198.92
Club name

Family member name ×

Membership Product \$26.29
Club name

GST	\$20.47
Fees	\$3.02
TOTAL	\$225.21*

*Includes components

Payment Method

Credit

Name on Card
Card Holder First Name Last Name

0000 0000 0000 0000 12/24 000

Agree with [Terms & Conditions](#)

Remember card details

Buy Now

FURTHER HELP

We hope this resource has assisted you with completing the Membership Renewal process in Swim Central. Please remember we're here to help, so if you do need further assistance please contact our office via email (admin.qld@swimming.org.au) or phone (07 3390 2011).