

## 2019-2020 Swimming NSW Membership Renewals & Registration

### **STEP 1: Determine Club Fees**

Membership fees will consist of Swimming Australia, Swimming NSW, region & club fees. Remember to consider all levels of fees when determining your club fees.

2019-2020 Membership Fees (SAL & NSW ONLY)			
Membership Type	SAL Component	NSW Component	TOTAL
Swimmer 9 & Over	\$28	\$46	\$74
Swimmer & & Under	\$16	\$46	\$62
Non-Swimmer	\$0	\$22.50	\$22.50
Life Member	Free	Free	Free

\*SAL: Swimming Australia

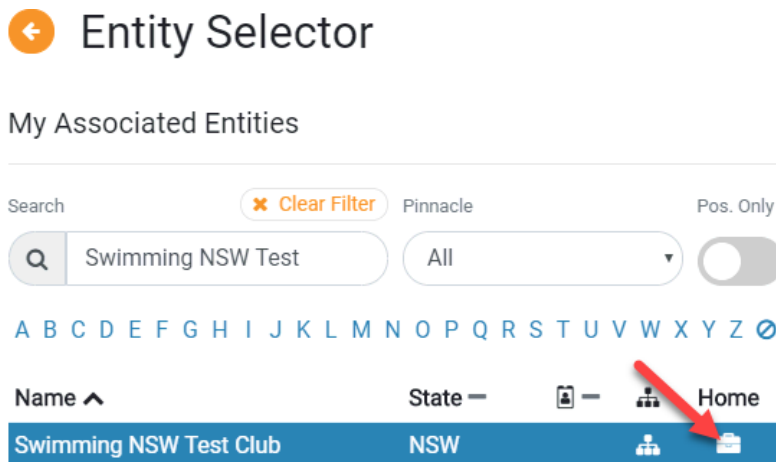
Your Area's fee will also be included in the registration fee. Click [here](#) for more info.

### **STEP 2: Switch off availability of old products**

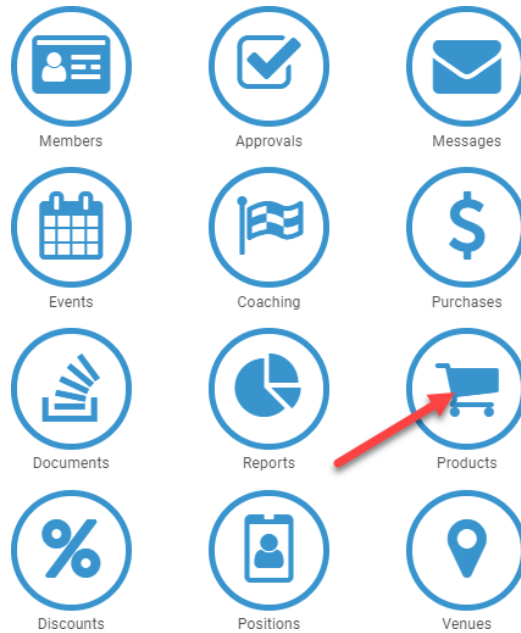
Log-in to Swim Central and access *Entity Management* using your 4-digit entity administrator pin



Access your entity home by clicking on the suitcase



Click on the *Products* icon



A list of your clubs' current products will appear on the left-hand side of the screen. You will need to make the previous season products (and any other old products) unavailable for purchase. This includes all JUNIOR DOLPHINS products, as this product will no longer be continuing in the 2019/2020 season.


**\*\*Note:** a green tick next to the products price, indicates it is available for purchase.










Select Product

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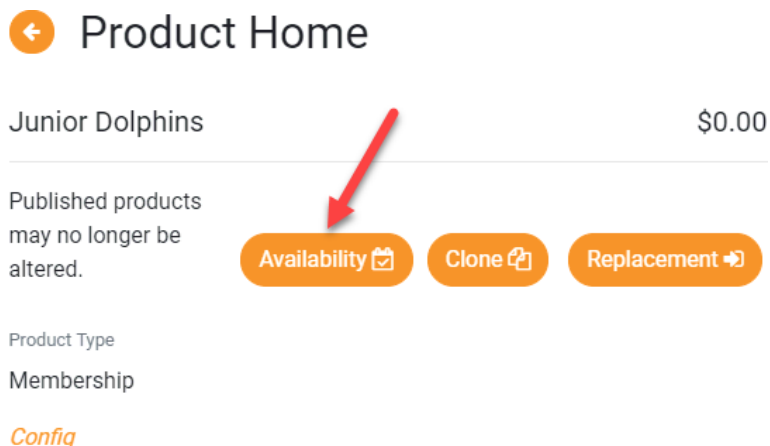
Search

Active
Product +

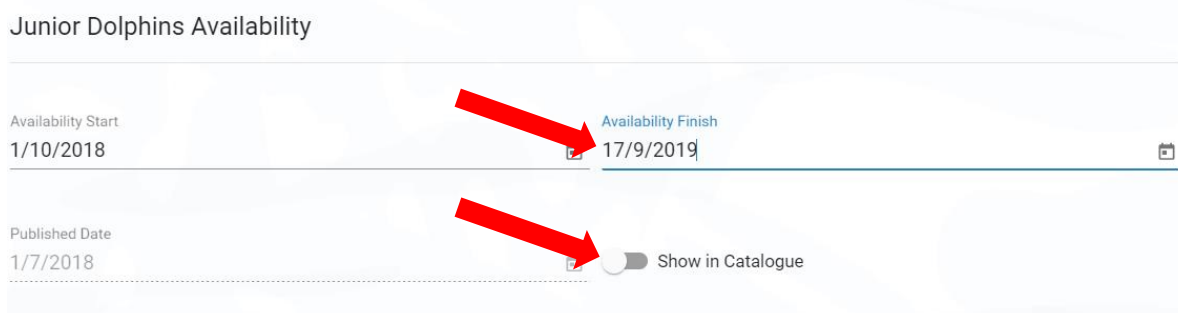
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z 

Name ^	Sale	Active	Home
Junior Dolphins	\$0.00		
Junior Swimmer	\$100.49		
New Swimmer	\$90.34		
Non-Swimmer	\$26.40		
Senior Swimmer	\$120.78		
Swimmer	\$125.87		
Swimmer 10+	\$77.65		
Test Product	\$0.00		

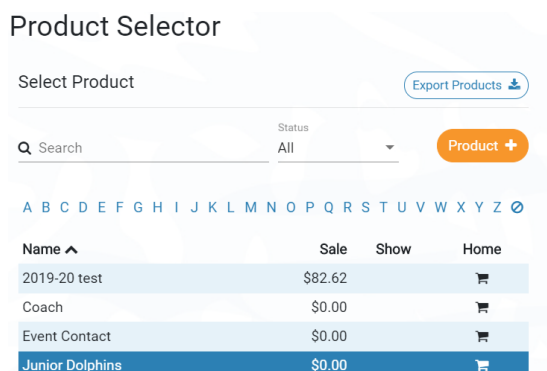
Access the products Home (by clicking on the shopping trolley icon for that product). Once on the product home, click the *Availability* button.



On this page you can edit the Availability Dates of the product and make the product no longer visible in the shopping catalogue for members to purchase. Ensure the *Show in Catalogue* toggle is switched OFF- i.e. is grey as seen below. Change the *Availability Finish* date to whatever today's date is – this will ensure nobody else joins late into the season and is then required to re-pay for another season, shortly.



Once completed & saved, go back to the product selector. There should no longer be a green tick next to this membership product (in the 'show' column) and therefore it is unavailable for purchase.



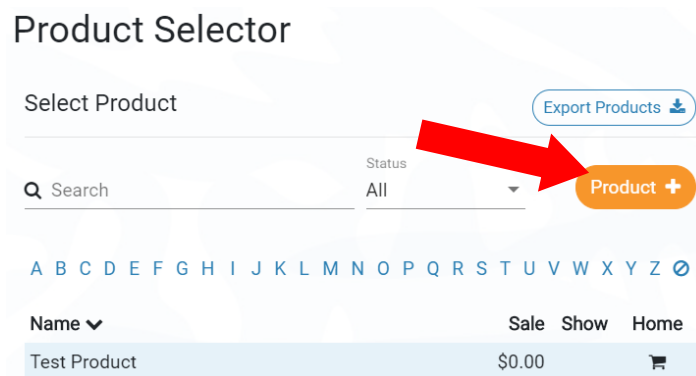
You will need to do this for each product that currently has a tick next to it – as these products are not applicable for the 2019-20 season.

### STEP 3: Creating New Membership Products in Swim Central

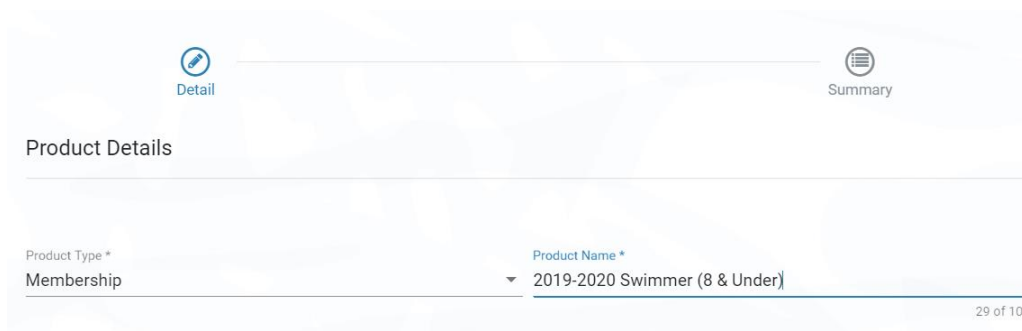
Once you have determined your club portion of the fees and made last season's fees unavailable for purchase, you can now create your product in Swim Central.

Access the 'Product Selector' by clicking on the product icon in your entity home. Here you can view a list of your clubs' current products, as well as add new ones.

Click the **Product +** button.



Enter your product details:



**Product Type:** select from your product type from the drop-down list. For membership products select 'Membership'

**Product Name:** Type in a name for your product e.g. Swimmer 8 & Under- 2019/20.

SNSW strongly recommends you include the season (e.g. 2019-2020) of the membership in the name to provide clarity for members when purchasing.

**Refunds:** SNSW require all clubs switch the 'refunds allowed' toggle **ON**, as when a refund is required & approved for membership, the process is very simple if the refunds allowed button has been switched on. A refund must be physically approved by Swimming NSW before anything is refunded.

**Component Only:** Ensure the Component Only field is toggled **OFF**. Only region and above membership products will be component only.

**Payment:** Clubs do not have access to edit the boxes under payment. Select *Next* and then *Save*.

The next screen will allow you to edit further components of the product, explained below.

**Description:** Here you can include a description of your product. E.g. "A membership product for swimmers aged 8 & under". This is not mandatory but is useful.

**Product Name:** As earlier, you can edit your product name.

**Product Short Name:** The Product Short Name will be used on the members 'online membership card'

**Hard Start Date:** The date that the product will be valid from.

**Hard Expiry Date:** The date that the product will be valid until.

**Cost Price exGST:** The price of your club's membership product, **excluding GST and not including SAL, NSW or region fees.**

**Margin on Cost:** Allows your club to add a margin on top of the cost price; the margin can be a dollar amount or percentage

**GST Payable:** Ensure this is toggled appropriately for your club, dependent on whether your club is registered for GST.

**Minimum Eligible Age:** A constraint which needs to be set for any membership product which is restricted to members over a certain age (e.g. Swimmer 9&O Product would require a minimum age of 9).

**Maximum Eligible Age:** A constraint which needs to be set for any membership products restricted to members under a certain age. (e.g. Swimmer 8&U membership product would require a Maximum Eligible Age of 8).

Ensure you check all fields and then select save.

### **Linking your membership product to the correct region membership component**

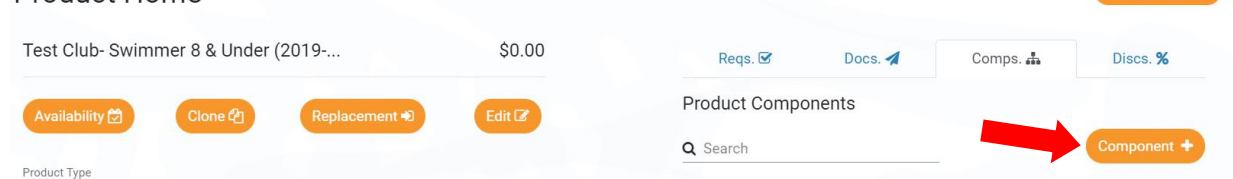
This step ensures that the membership includes the appropriate fees for region, state and national components, and therefore ensure the member can compete and is covered by insurance.

Access the membership product which you have set-up from the product selector.

Click on the **Comps.** (components) Tab.

Then click **Component +**

Product Home



The screenshot shows the 'Product Home' interface for a product named 'Test Club- Swimmer 8 & Under (2019-...' with a price of '\$0.00'. On the left, there are buttons for 'Availability', 'Clone', 'Replacement', and 'Edit'. On the right, there are tabs for 'Reqs.', 'Docs.', 'Comps.', and 'Discs.'. The 'Comps.' tab is selected. Below the tabs, there is a search bar and a 'Component +' button. Two red arrows point to the 'Product Selector' button in the top right corner and the 'Component +' button in the bottom right corner.

Select from the list, the component from your Region that links to this membership product.

Confirm the information of the component is correct.

Select the blue **Next** button at the bottom of the list, then **Confirm**.

Your membership product is now linked to the region, state & national components in one step.

#### **Extra Optional Product Features**

- **Requirements:** this allows your club to set-up a certain requirement (e.g. accreditation or document) which will restrict who joins your club. For example: some school-based clubs require the swimmer to be a student at the school).
- **Document Requirements:** For instructions on how to add a document requirement to a product (i.e. the document must be approved before the membership is finalised), please read [these instructions](#).
- **Documents:** This feature allows you to provide a certain document to every member who purchases that membership product. For example- a document containing club rules. This document will be placed in that members document library. The additional benefit of this, is the document can be updated whenever needed, and it will be updated for everyone who has that membership product automatically.
- **Discounts:** Allows you to set an “early bird” or “late joiner” discount (amount or percentage) based on dates (e.g. you could set that an x% or \$x discount to apply within a certain date range). This discount will only apply to your Club component amount (and not any components from region, state or national).
- **Including T&Cs:** For instructions on how to include terms & conditions for members when purchasing a product, please read [these instructions](#).

#### **STEP 4: Replace last seasons membership products**

The new products that you have now set-up, can be used as ‘replacements’ to your old membership products. Once a replacement product has been set-up, and the old membership is within 30 days of expiry or has already expired, Swim Central will automatically place the new membership product (i.e. the replacement) in the family founder’s (primary member) trolley. An internal message within Swim Central, as well as an email sent to the group founder/guardian, will be sent notifying them of their due-to-expire product, as well as the replacement product that is in the trolley. A further notice will be sent closer to the expiry.

**Note: SNSW recommends you only do this if you will not be including discounts. One reason for this is that if you have, for example a family of three (3) in the 18/19 season, all 3 will have replacement products automatically added to their trolley. However, if only two (2) swimmers wish to renew, you’ll need to remove the relevant swimmer’s product from your trolley so you don’t purchase it, and this could affect the application of the discount that you had previously set up.**

If you wish to proceed, follow these steps to complete the replacement process for **each** membership product:

Access your product listing

### Product Selector

Select Product Export Products

Q Search Status All Product +

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Name	Sale	Show	Home
Test Product	\$0.00		
Test Product	\$32.49		
Test Club- Swimmer 8 & Under (2019-...	\$0.00	✓	

Select the appropriate product from last season. It is important you are selecting last season's product and not the new product you have just created.

Access the product home and click **Replacement**.

### Product Home

Swimmer \$125.87 \*

Published products may no longer be altered.

Availability
Clone
Replacement

Please note, the existing Junior Dolphin memberships is to be replaced by the Swimmer 8 & Under membership product.

On the right-hand side, select the relevant new season membership product. (This step is one of the reasons why, when setting up the new products, it is beneficial to include the season in the name).

### Product Replacement

Swimmer Replacement

Replacement Product \*  
2019-20 test

12 of 100

Back
Cancel
Next

Available Options

Q Search

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Name	Active	Cost
2019-20 test		\$82.62
Junior Dolphins		\$0.00
Junior Swimmer		\$100.49
New Swimmer		\$90.34
Non-Swimmer		\$26.40
Senior Swimmer		\$120.78

The selected membership product will be populated on the left. Click **Next & Save**.

Repeat the above step for each membership product from last season, ensuring you apply the correct 'replacement product'. Be sure to take note of the age group of both the old product & the new product.

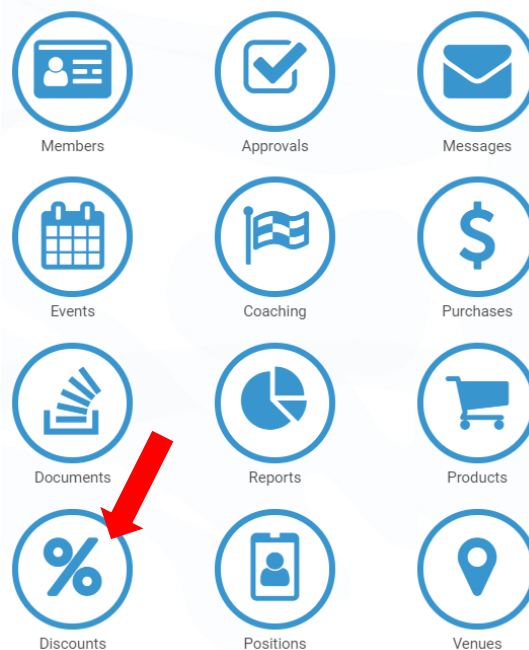
### STEP 5: **Setting up Volume Discounts**

You have now created your new membership products for 2019-2020 and replaced your old membership products. You can now set any volume discounts (or multi-purchase) discounts. Swim Central allows clubs to offer discounts for purchases of multiple paying membership products in the same transaction. These are referred to as Volume Discounts. Clubs do not have to offer discount if they do not wish, as it is optional. The discount is for club component only. There are no discounts for regional, state & national level components.

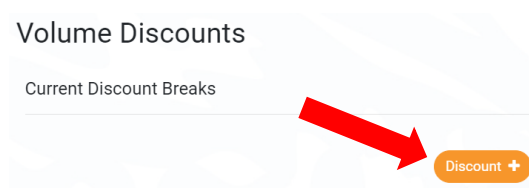
See the below steps for setting up volume discounts in Swim Central.

Decide on the discount percentage you will offer (Note: only percentage discounts are available, not dollar discounts). Keep in mind this is for a certain number of membership products purchased in one transaction.

From *Entity Home*, select the **Discounts** tile.



Click the **Discounts +** button

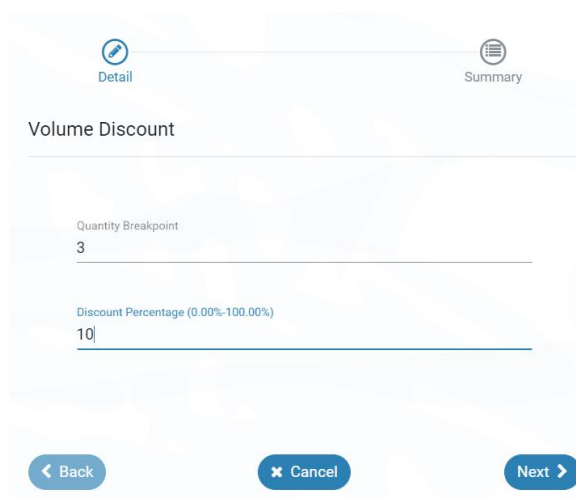




**Quantity Breakpoint:** The number of membership products this discount will apply to. E.g. if you enter 3 here, it will apply this discount to any shopping trolley with 3x paying membership products (i.e. no \$0 products will apply) from your club.

**Discount Percentage:** The percentage discount that will be applied to your club's membership product amount (i.e. ONLY club component) if the trolley has a specified amount (quantity breakpoint). For example, if the total club component of a fee is \$100 for three (3) memberships, and you apply a 10% discount when four members of a group renew together, then the new fee will be \$90. This means the family will pay the SAL/SNSW/Region (if applicable) fee, PLUS \$90 (as opposed to the original \$100).

Once this has been entered, click Next & Save.



Detail Summary

Volume Discount

Quantity Breakpoint  
3

Discount Percentage (0.00%-100.00%)  
10

Back Cancel Next

You have now added a volume discount for anyone who's trolley contains the number of products you have specified in the above steps. Repeat for as many discounts that are required.

***Please note: discounts will NOT apply to \$0 products. So, if you were to set up a volume discount for 3 swimmers, and one of them was an Active Kids voucher recipient and therefore owed nothing, then Swim Central would only recognize 2 of those 3 swimmers for a discount, and so the Volume Discount of '3' would not apply.***

#### **STEP 6: Making your membership products available for purchase**

Once completely ready, you will need to make your product 'Available' and visible in the membership 'catalogue'- which is when your members are shopping for products. (This is the same process you followed above when switching off the old products availability but instead you are switching them to be available).

Availability Start & Finish Dates should be as follows:

**Start Date:** the date you are willing to open registrations from (i.e. as early as September 17)

**Finish Date:** 30/09/2020

Test Club- Swimmer 8 & Under (2019-... Availability

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Availability Start  
17/9/2019

Availability Finish  
30/9/2020

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Published Date  Show in Catalogue

Confirm the availability start and finish and switch 'show in catalogue' **ON** if you wish your product to be visible to members. Click *Save*.

**Once your product is made 'Available' or 'Published', you will no longer be able to edit it.** To confirm the product has been set up and is available, go back to your product selector. A green tick should appear next to the product, if you have made it available, as shown below.


Product Selector

Select Product

Q Search Status: All

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Name	Sale	Show	Home
Test Product	\$0.00	<input type="checkbox"/>	<input type="checkbox"/>
Test Product	\$32.49	<input type="checkbox"/>	<input type="checkbox"/>
Test Club- Swimmer 8 & Under (2019-...	\$0.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>



Some products you may not wish to show in catalogue, for example Life Member. Do not switch on the toggle for products such as these, as it will mean anyone can join into that membership.

### **Important Extra Info & Changes from ClubLane:**

- **Lapsing Members:** Clubs no longer need to lapse members who do not rejoin their club. Instead, 30 days after the membership product has expired, they will disappear from your membership list. If they wish to re-join later, they can simply purchase your clubs membership product.
- **Reinstating:** Old members who may not have been active for some time, no longer need to be reinstated. They can just sign-in to Swim Central, following the forgot password process and register with the club they choose. If they need old results, please contact us and we can link these results to their profile.

- **Upgrading or Transferring Memberships:** If a member wishes to upgrade or transfer during the season, they simply purchase the new membership product and complete the [transfer process](#).
- **Active Kids Vouchers:** The Active Kids program is currently not built into the system and therefore some pre-set-up is required if members wish to use their active kids voucher with your club. Please refer to our [detailed support guide](#) about this process.

**If you have any questions about the above process, please contact the Swimming NSW Office and we will be happy to assist you.**

- [admin@nsw.swimming.org.au](mailto:admin@nsw.swimming.org.au)
- (02) 9763 5833

Another useful resource for Swim Central Questions is our [Swim Central Support Page](#).