

2019-2020 Swimming NSW Registration checklist

By now, we hope you would have read [this document](#) and [this checklist](#) located on our [Registrars](#) web page, outlining the steps to set up your club for renewals in Swim Central. Please ensure you have done this, before taking note of the specifics below.

Note: Clubs can ONLY set up their season products from 17th September onwards. Trying to do this beforehand results in not creating the correct products.

Which products to set up

Your club **must** set up the following membership categories:

- Swimmer 8 & Under
- Swimmer 9 & Over
- Non-Swimmer
- Life Member (if your club has, or may have any, in the next 12 months).

Important: If your club distinguishes members by the squad they are in, this will need to be set up in accordance with the 8 & Under and 9 & Over categories. For example, if you have categories like 'Club Night-only Swimmer' and 'State-Level Swimmer' to distinguish members, then you must now set up the following categories for Swimmers:

- Club Night-only Swimmer (8 & Under)
- Club Night-only Swimmer (9 & Over)
- State-Level Swimmer (8 & Under)
- State-Level Swimmer (9 & Over)

Then, make sure to add in your Non-Swimmer/Life Member products.

Please also remember to add in any applicable Minimum/Maximum eligible ages for each category, to ensure that an 8year-old, for instance, doesn't have the option to accidentally purchase a 9 & Over membership.

Replacement products

Replacement products can be set up following the instructions from p.6 of [this document](#). Please read further regarding whether you wish to employ the use of replacement products:

Each season, clubs can set their newly created membership products as replacements to their old membership products. Once a replacement membership product has been set, the system will automatically place that new membership product in the **family group founder's shopping trolley**. At this point, a notification via email and via internal messaging in Swim Central will be sent to the family group founder advising them of the

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expiring membership product and the replacement membership product that has been placed in the family group founder's shopping trolley. A further notification will be sent on the day that the old membership expires (however, if in the meantime they purchase a new membership product, the notifications will not be sent).

It is important to note that this automatic adding to trolley and notification functionality **only works if a Replacement Product is set up.**

We would highly recommend that Replacement Products are set up for at least Non-Swimmers and Life Members.

Below is a table of pros and cons to using Replacement Products. We encourage clubs to decide based on this table whether or not this will be a good way to manage renewals or not.

If you decide that this isn't the way to go, clubs can just **set up products and then email all members from your [members list export](#) provide them with instructions to log in and purchase the required membership product** (i.e. the normal [product purchase process](#)).

Replacement products

Pros	Cons
No need to email your existing financial members as they will receive the renewal bot notification via email and Swim Central notification; the bot will notify the Family Principle on the 17 th September and once again on the 1 st October.	If a replacement product has been set up for a specific existing product, but the participant intends to join into a <u>different</u> category, there is risk that the participant (or rather, their guardian) will not notice this and just purchase the incorrect membership that has been placed in their trolley.
The exact Replacement Product you have setup for a participant's existing product, will appear in the guardian's trolley automatically.	If this occurs, the simple refund request process can be followed by the guardian, and then they can then proceed to purchase the correct product from the shopping icon, following the product purchase process .

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Using Replacement Product Method



- Decide on your club fees and set up the products following the instructions provided (**only from September 17**)
- Set up replacement product following the instructions provided
- The renewal bot will do the work and notify the family guardians to purchase the product, which will already be in their trolley
- It may be necessary to follow up with some members who do not action the notifications

Using Email Method



- Decide on your club fees and set up the products following the instructions provided (**only from September 17**)
- Export your Members list to obtain the emails of your members (specifically, the guardians who will be the ones to log in and purchase the relevant membership/s).
- Advise them to follow the product purchase process. If they log in and cannot find the product, you may not have toggled ON the 'Show in Catalogue' option yet.

Reminders

- Encourage families to purchase all at once so any volume discount the club has set up, applies.
 - Volume discounts can only be applied to the **club portion** of the fee.
 - \$0 purchases do NOT count towards the volume discount.
- IE discounts do not work as intended, please contact us as we can help to fix it moving forward. For those families that the discount has not worked for, SNSW recommends the best course of action is to reimburse the member/family outside of the system; i.e. we cannot reverse payments.
- Offline Payments, if requested by the club to be switched on for Active Kids vouchers, are **ONLY** to be used for these vouchers, and nothing else. Using them for other payments does not constitute a membership purchase and the participant will physically not be able to enter meets, be covered by insurance, or be affiliated at all with Swimming NSW or their club.