

# Swim Central User Manual

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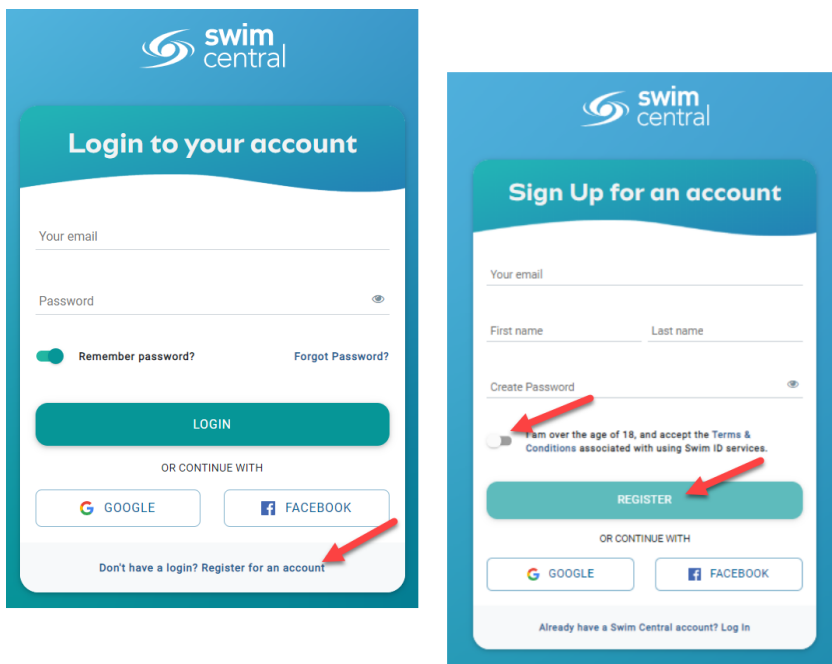
## HOW TO REGISTER WITH SWIM CENTRAL

To join Swim Central as a brand-new member, please follow the below steps to register and login.

**\*\*\*Please note, if you are registering an account for your child who is under 18, you must first register yourself and then create a family group, whereby you will then be able to add your child into your family group. More details below.**

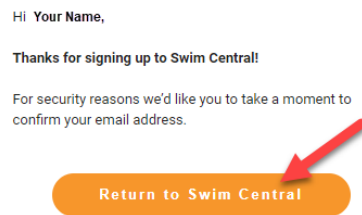
Please go to Swim Central located at: <https://swimcentral.swimming.org.au/>

Look to the bottom of the sign in window and click on **Register for an account**. You will be taken to a screen to **enter your e-mail, your name** and **create a password**. Accept the T&Cs then select **Register**.

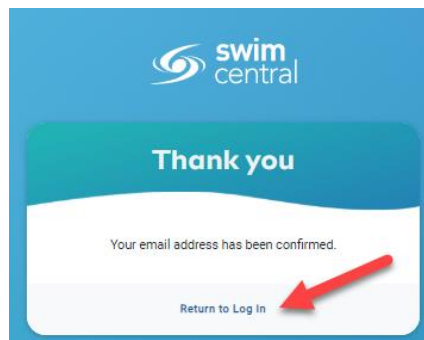


A confirmation email will be sent to the registered email address from [noreply@swimming.org.au](mailto:noreply@swimming.org.au). You will need to access your inbox and click the confirmation link in the email before proceeding. **\*\*Please check your spam/junk folders if you do not see an e-mail in your inbox within a few minutes.**

Select **Return to Swim Central** from the e-mail to confirm your e-mail address.



A new window will pop up to show you that confirmation was a success. Select **Return to Log in**



The system login screen will appear. Enter your newly registered e-mail and password then select **Login**.

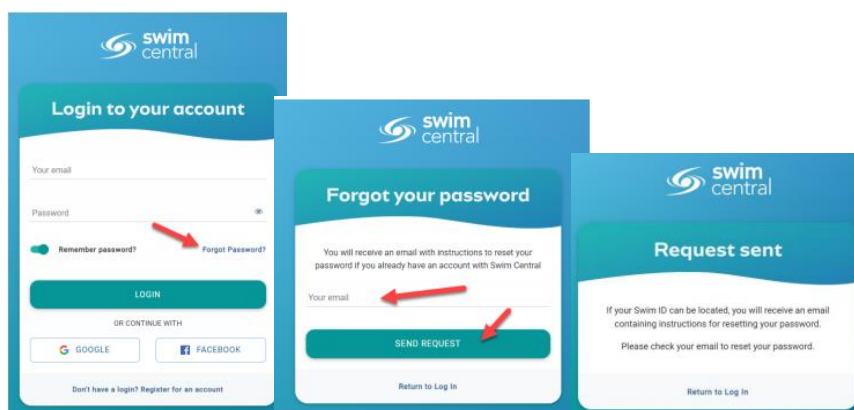
If you are an individual who will not be creating a family group to manage child accounts, please click [here](#) for instructions on how to view and update your profile, memberships, and documents. Click [here](#) to see how to purchase a membership with your club/organisation.

If you are an individual who will be functioning as a parent/guardian of a family group, please follow the steps [here](#) to create your family group or [here](#) to join an existing family group.

## HOW TO RESET MY PASSWORD - Revised 08/09/20

If you're having difficulty logging in because you've forgotten your password or are unsure of your password, it's important that you don't re-register using a different email address. Simply follow the steps below to reset your password.

1. From the Swim Central login screen select the **Forgot Password?** Option.
2. **Enter your email** address that was used to set up your Swim Central account into the 'Your Email' field, and then select 'Send Request'. You will see a pop-up that lets you know the request was received



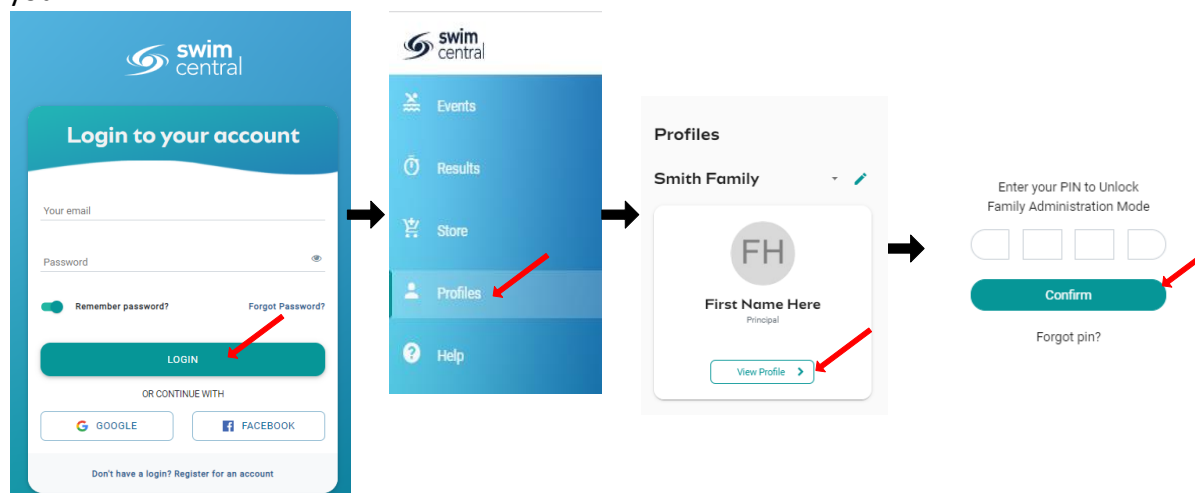
An email will be sent to you from [noreply@swimming.org.au](mailto:noreply@swimming.org.au)

**\*Please check your spam/junk folders if you do not see an email in your inbox within a few minutes.**

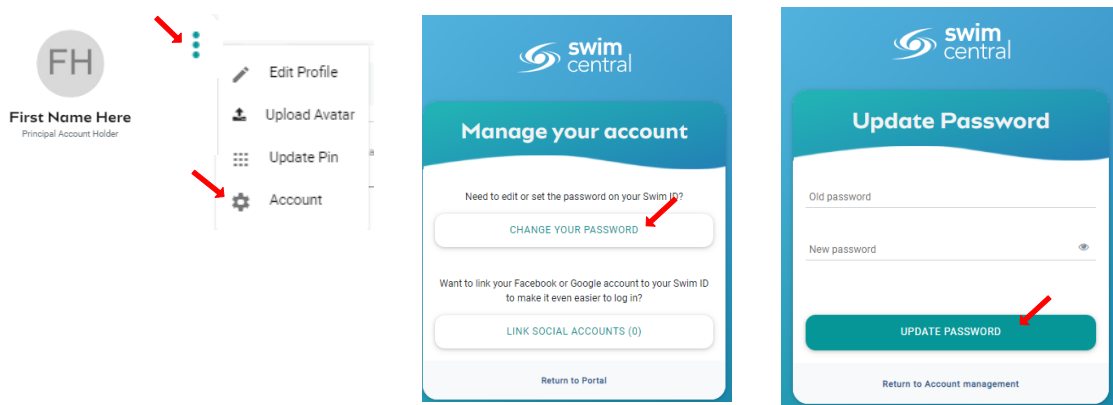
3. Confirm your email is valid using the 'Reset' button provided in the email.
4. This will open a 'Reset Password' screen within your internet browser. Enter your email address in the 'Your Email' field and then enter your desired password, then select 'Reset'. Your password will need to contain at least 8 characters, with at least 1 uppercase letter and 1 number.
5. You will be redirected to a 'Your password has been reset' screen once your password has been reset. Select 'Return to Log In' and complete the sign in process. You are now in Swim Central.

## HOW TO CHANGE MY PASSWORD - Revised 08/09/20

**Login** to Swim Central and from your family **Dashboard** select **Profiles** from the left-hand navigation panel. Select 'View Profile', for the **Principal Account Holder Profile** and enter your PIN.



From the Profile Summary select the 3 dots in the top right and select 'Account' from the drop-down box. Select 'Change Your Password' then 'Update Your Password'. To confirm the change a message will display 'Your Password has been changed' Click on 'Return to Portal' to navigate back to your profile.

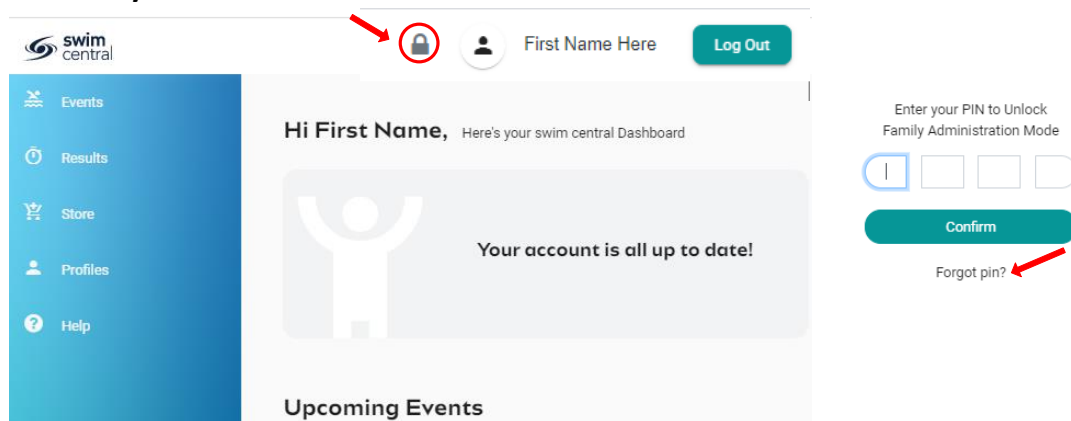


## HOW TO RESET MY FAMILY ADMINISTRATION PIN - Revised 08/09/20

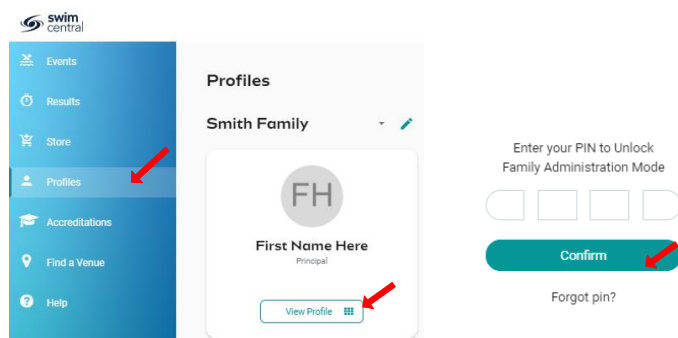
To maintain the integrity and security of Swim Central, pins are required for a **Principal Account Holder**. The family administration pin is a four-digit number and should be kept secure and not shared. Only **Principal Account Holders** have authority to change the family pin or modify the family account.

**Login** to Swim Central and from your family **Dashboard** select the padlock at the top right corner to **Unlock** your individual profile

If you have forgotten the family administration pin. Select 'Forgot Pin?'. This will generate an email to you, with your pin. **\*\*Please check your spam/junk folders if you do not see an e-mail in your inbox within a few minutes.**

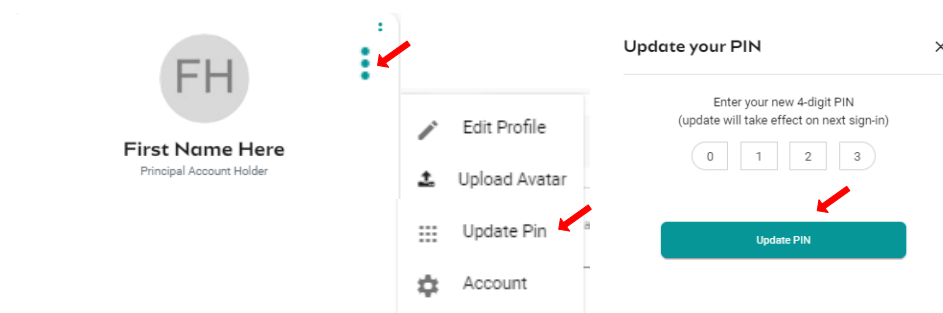


To change Your **Pin** Select profiles then 'view profile' for the **Principal Account Holder**. Enter your current family administration pin.





From the Profile Summary select the 3 dots in the top right and select 'Account' from the drop-down box. Select 'Update Pin'. Enter a new four-digit pin and select 'Update Pin'. A pop-up screen will appear at the bottom displaying 'Pin Successfully Updated'. Please note, this new pin will take effect immediately.

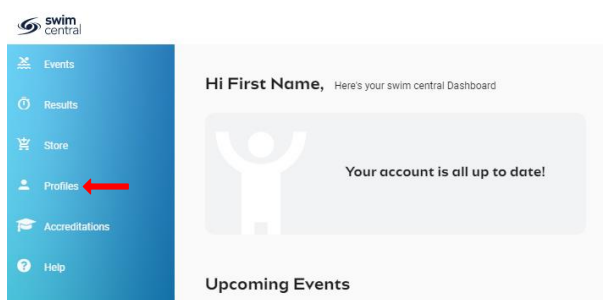


## HOW TO CREATE A FAMILY GROUP - Revised 08/09/20

Once you have registered and created your own profile in Swim Central, you have the option to create a family group to track all child profiles, join an existing family group, or maintain an independent profile that is not attached to a family group. This help guide is for creating a family group.

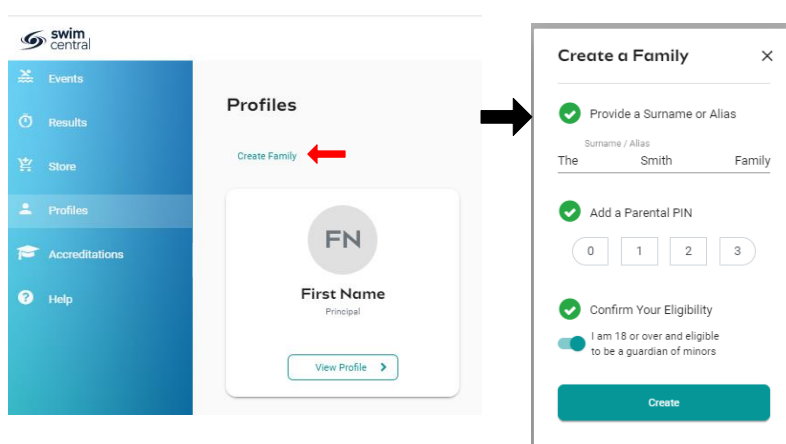
### Option 1: If you have no existing family members

**Login** to Swim Central and from your family **Dashboard** select **Profiles** from the left-hand navigation panel.



### Option 2: Create your new family group by completing the following:

- Select Create Family
- Name the family group
- Designate a secure family administration PIN that will control the authority features within the family group such as editing Principal Account Profiles and completing purchases
- Confirm your eligibility as a guardian
- Select **Confirm**



Once your family group is set up, you have the following options when you select **Profiles** from your dashboard

- Create A Profile by Adding a Dependant
- Graduate A Dependant
- Invite a member to join your family
- View and Update Profiles information (Profile, Membership, Documents, Order History)
- Update Family Administration Pin
- Edit Name – For updating

### **Roles of Family members and their permissions:**

Founder / Primary Account Holder (18+):

Role Title: Adult - ``Primary Account Holder``

Summary: Can invite and remove family members, as well as manage and make purchases on behalf of family members

- Can invite other users to their family group
- Set the role of an adult to Principal or Member (promote or demote)
- Manage (edit/read) profiles of all family members
- Make purchases on behalf of all family members

Principal / Guardian (18+):

Role Title: Adult - ``Secondary Account Holder``

Summary: Can manage and make purchases on behalf of family members

- Partner, co-parent of Founder
- Cannot invite other users to the family group
- Cannot set the role of an adult to Principal or Member
- Manage (edit/read) their own profile as well as dependents
- Make purchases on behalf of all family members

Member / Adult (18+):

Role Title: ``Account Holder``

Summary: Can make purchases on behalf of themselves only, can manage their own profile

- They have graduated but Founder/Principal manages their profile/purchases
- Cannot invite other users to the family group
- Cannot set the role of an adult to Principal or Member
- Manage (edit/read) their own profile, no access to dependents
- Make purchase for themselves only, cannot make purchases on behalf of all family members

Dependent (18+):

Role Title: ``Dependent``

Summary: Over 18 yet to create their own account in Swim Central, under the care of the Primary or Secondary Account Holder.

- They have not graduated or they are an adult with a disability
- They don't have log in access to swim central, under the care of the Founder/Principal

Child (Under 18):

Role Title: ``Child``

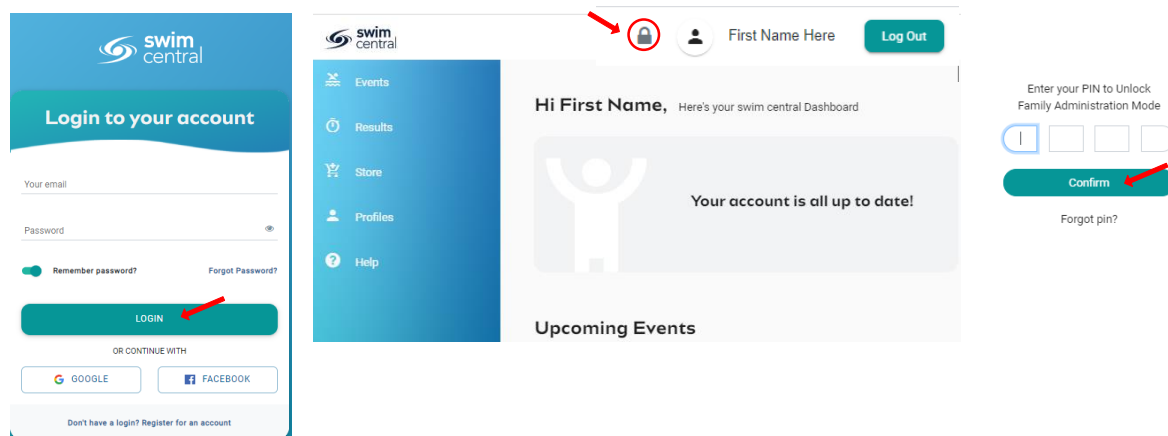
Summary: Under 18 yet under the care of the Primary or Secondary Account Holder.

- They don't have log in access to swim central, under the care of the Founder/Principal (i.e. to accept terms and conditions)

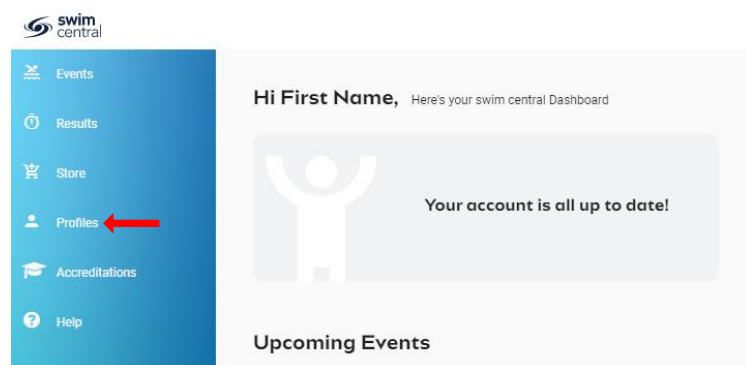
## HOW TO ADD OR UPDATE A DEPENDENT - New 08/09/20

This help guide is for adding a new child/dependant profile (under 18 years of age) to an existing family group

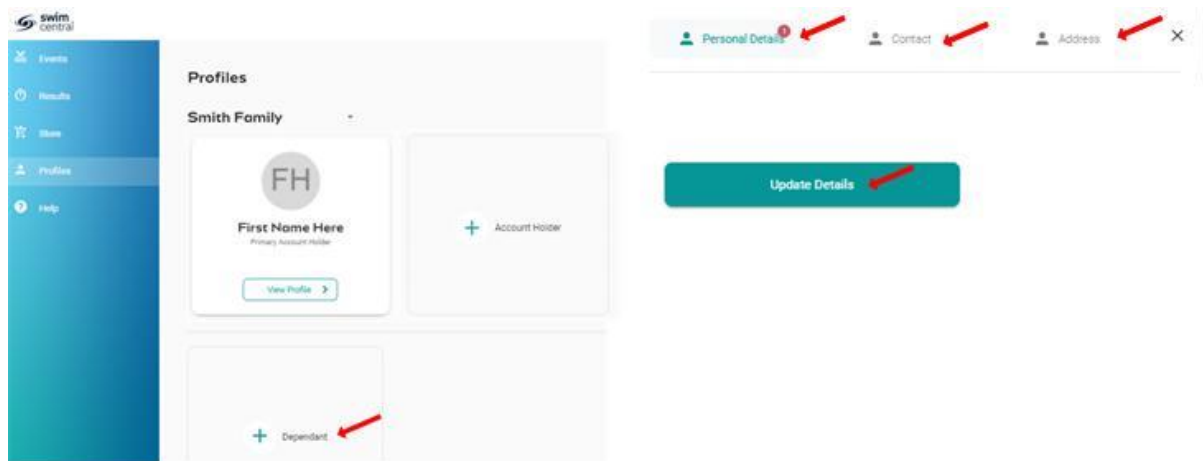
**Login** to Swim Central and from your family **Dashboard** select the padlock at the top right corner to **Unlock** your individual profile,  
Unlocking your profile as the principal account holder enables you to add/update any profile in the family along with your own.



Select **Profiles** from the left-hand navigation panel of your dashboard.



You will be taken to the Family screen where you will see your existing families profiles. select **+ Dependant** and a pop-up screen will appear. Fill in all profile information as you toggle through the navigation icons at the top of the page.



Once you have filled in all required fields, select 'Update Details'. A pop-up screen will appear at the bottom displaying, 'Dependant Created' and you will be taken back to the *Profiles* screen.

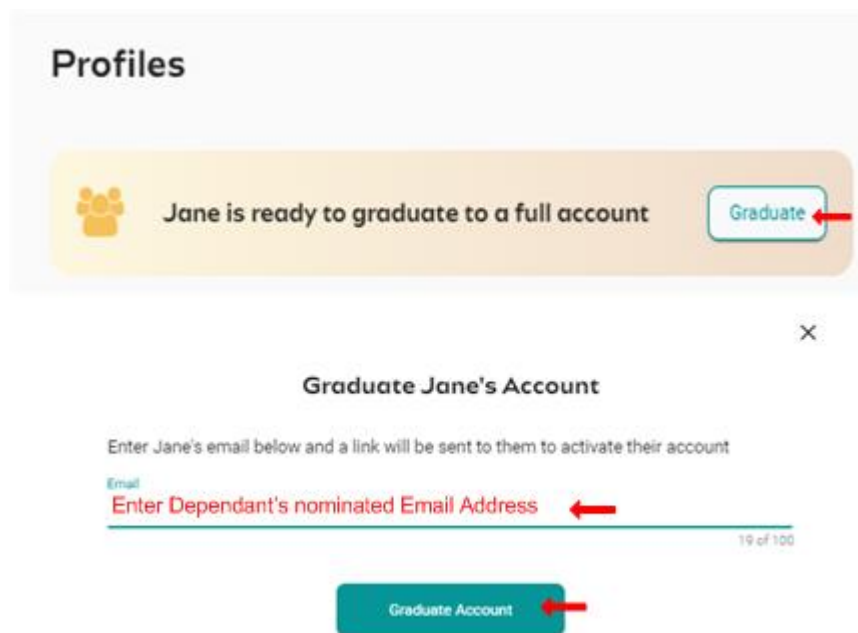
**Please Note:** To hide a dependant/child's results from the public portal, your club administrator will need to update this in the dependant's profile for you.

To create more child/dependant profiles, select **+ Dependant** and step through the process as many times as required

## HOW TO GRADUATE A DEPENDANT - New 08/09/20

A dependant can be graduated once they are over the age of 18. This requires them to setup their own unique Swim ID (Email) and login details. Graduated dependants can be managed either, by the Principal Account Holder or the graduated dependent.

Once a child has come of age (turned 18) an alert will be triggered on the family dashboard. Select graduate and a pop-up screen will display. Enter the dependant's nominated email address and select 'Graduate Account'.



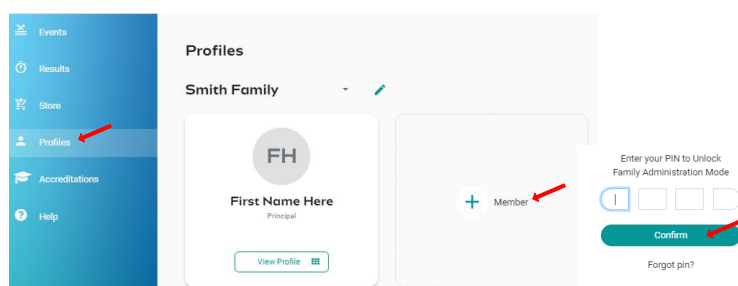
The screenshot shows a web interface with a 'Profiles' header. Below it is a yellow notification bar stating 'Jane is ready to graduate to a full account' with a 'Graduate' button. A red arrow points to this button. Below the notification is a close button (X). The main section is titled 'Graduate Jane's Account' and contains the instruction 'Enter Jane's email below and a link will be sent to them to activate their account'. There is an email input field with the placeholder text 'Enter Dependant's nominated Email Address' and a red arrow pointing to it. Below the input field is a 'Graduate Account' button, also with a red arrow pointing to it. A small '19 of 100' indicator is visible at the bottom right of the form area.

An email will be sent to the dependant where a bounce link will be provided to accept the invite to become a member. The graduated dependent will then need to complete the forgot password process, using their unique email address, before they can sign in for the first time.

## HOW TO INVITE A MEMBER TO JOIN EXISTING FAMILY GROUP - Revised 08/09/20

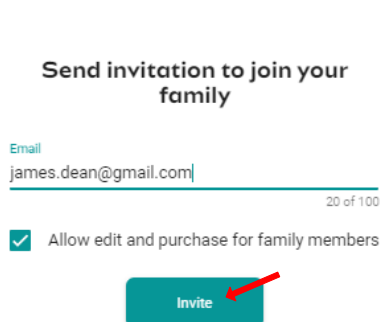
If you wish to add an existing member profile to your family group, you will need to confirm that the other independent member is a Principal Account holder of their own current Swim Central account.

Once this has been confirmed log in to your account and select 'Profiles' from the left-hand navigation panel. Select **+ Member** and enter your Family administration **PIN**



A pop-up window will show. Enter the email address of the member. To give permission for this member to 'edit and purchase for family members' make sure the box is ticked. If you don't wish to grant permission untick.

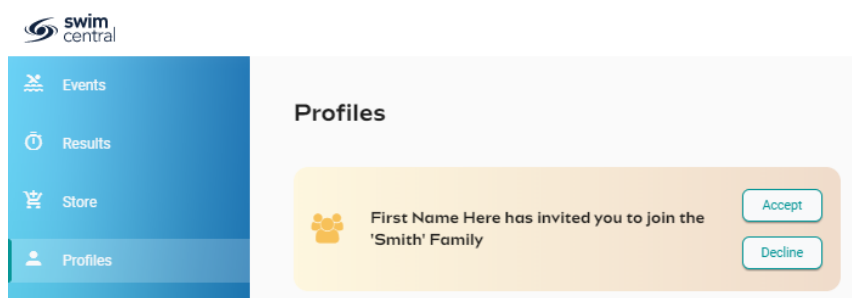
Select Invite and a pop-up screen will appear at the bottom displaying 'Invite Sent to .....'



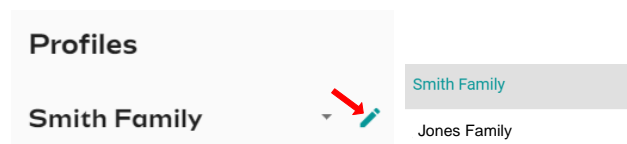
The recipient will receive 2 types of notification.

An email asking them to proceed to the Swim Central 'Profiles' page to Accept or Decline the invitation.

A notification on their dashboard inviting them to join the Family. They can then select Accept or Decline this invitation.



Once they accept, both parties will have access to each family's group. To switch between Family Group, from your 'Profiles' page select the edit icon and choose the family to view.



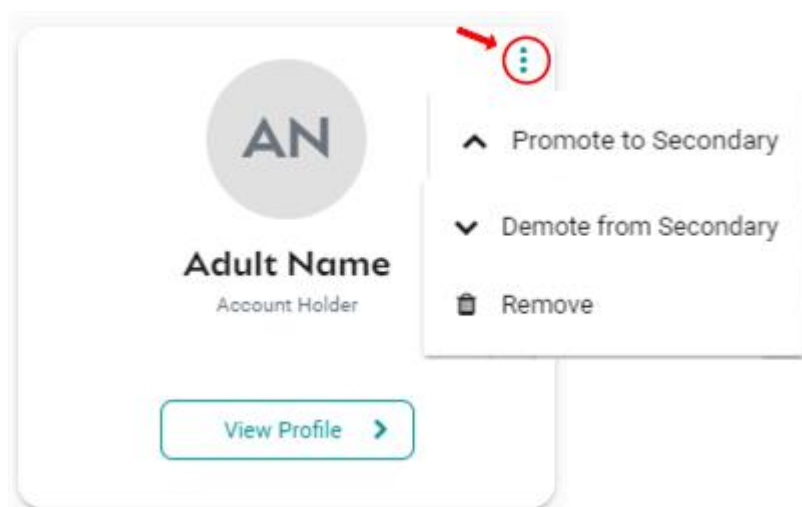
#### HOW TO PROMOTE/DEMOTE AN ADULT TO PRINCIPAL OR MEMBER - New 08/09/20

A Principal Account Holder has the option to promote or demote an independent member of their family group.

Promote to Secondary Account Holder gives permission to manage and make purchases on behalf of family members

Demote to an Account Holder gives permission to make purchases on behalf of themselves only, and manage their own profile.

From the Individual's Profile tile select the three dots at the top right. A drop-down box will display. Select the required action.



#### HOW TO REMOVE A MEMBER - New 08/09/20

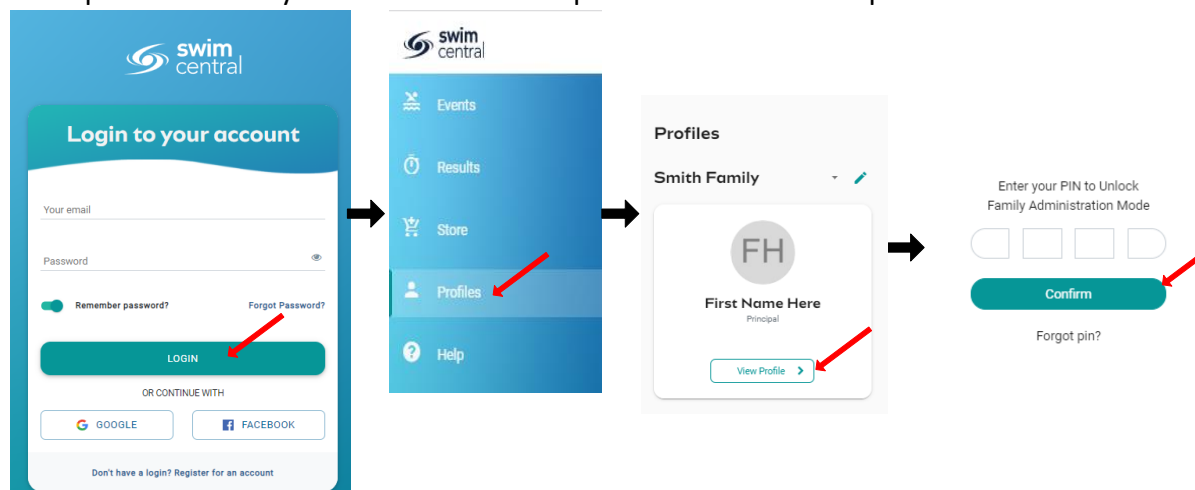
To permanently **'Remove'** a member from the Family Group select the **'three dots'** at the top of the profile tile and select **'Remove Member'** Warning once the member has been removed you will lose all of the profiles data and results and be unable to add them again.



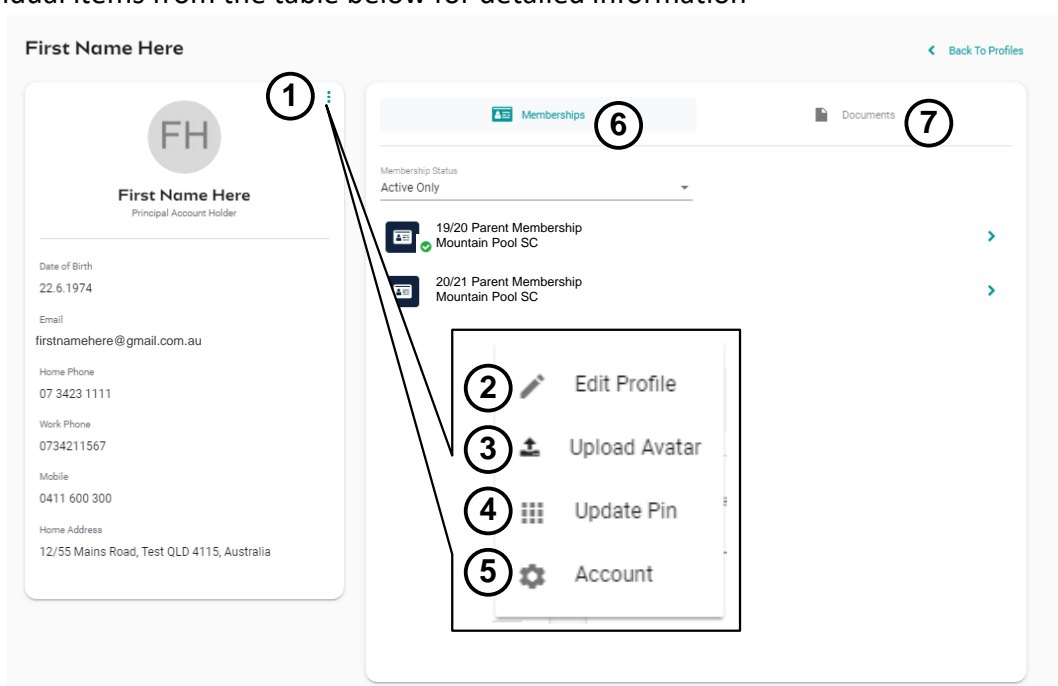
## HOW DO I UPDATE UP A PROFILE - New 08/09/20

All personal information is located in once central location. Under Profile you will be able to view and update personal details, view each profiles memberships and documents.

**Login** to Swim Central and from your family **Dashboard** select **Profiles** from the left-hand navigation panel. Select 'View Profile', for the **Principal Account Holder Profile** and you will be required to enter your PIN. For all other profiles a PIN is not required.



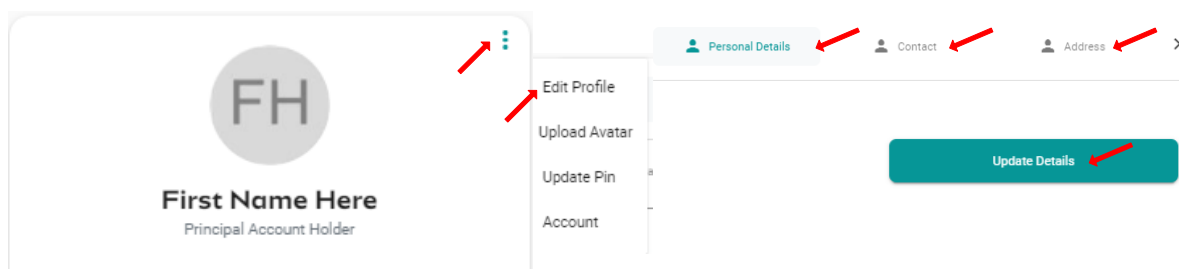
The Profile screen is used to modify personal information for an individual profile. Select the individual items from the table below for detailed information



①	To Open 'Edit' Window	②	<a href="#">Edit Profile</a>
③	<a href="#">Upload Avatar</a>	④	<a href="#">Update PIN</a>
⑤	<a href="#">Account</a>	⑥	<a href="#">Memberships</a>
⑦	<a href="#">Documents</a>		

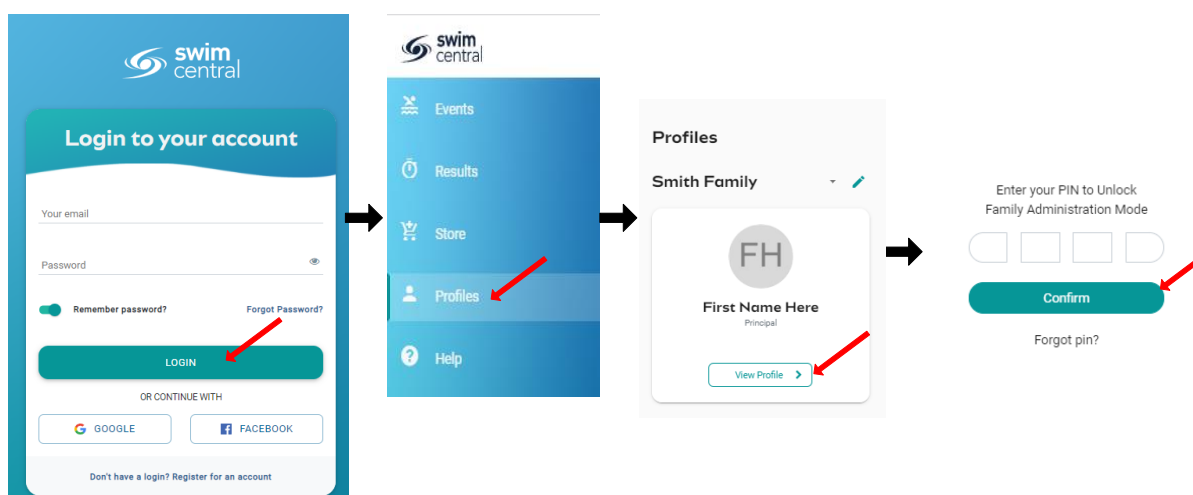
## HOW TO EDIT PERSONAL DETAILS, CONTACT DETAILS, ADDRESS - New 08/09/20


From the Profile Summary select the 3 dots in the top right and select 'Edit Profile' from the drop-down box. Update any relevant information by toggling through the navigation icons at the top of the page. Once you have completed all your updates select 'Update Details'. You will see a pop up at the bottom of the screen that displays, 'Profile Updated' you will be taken back to the *Profiles* screen.

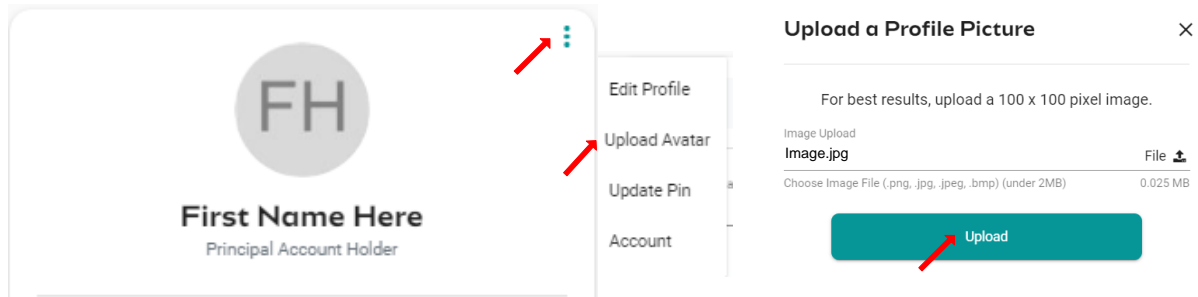


## HOW TO UPLOAD AN AVATAR - New 08/09/20

**Login** to Swim Central and from your family **Dashboard** select **Profiles** from the left-hand navigation panel. Select View Profile, for the **Principal Account Holder Profile** you will be required to enter your PIN. For all other profiles a PIN is not required.



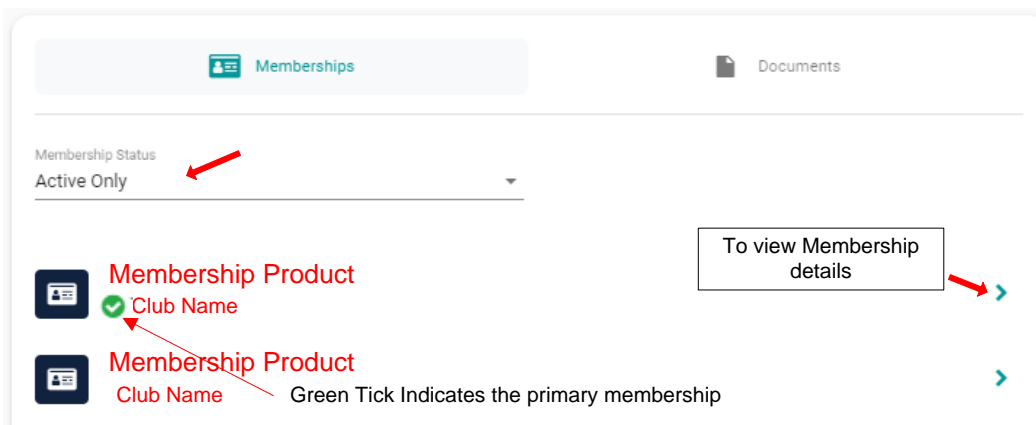
From the Profile Summary select the 3 dots in the top right and select 'Upload Avatar' from the drop-down box. Select  and choose an image file (Png, Jpeg or Bmp) to upload. Select 'Upload' and a pop-up screen will appear at the bottom displaying 'Avatar Uploaded'




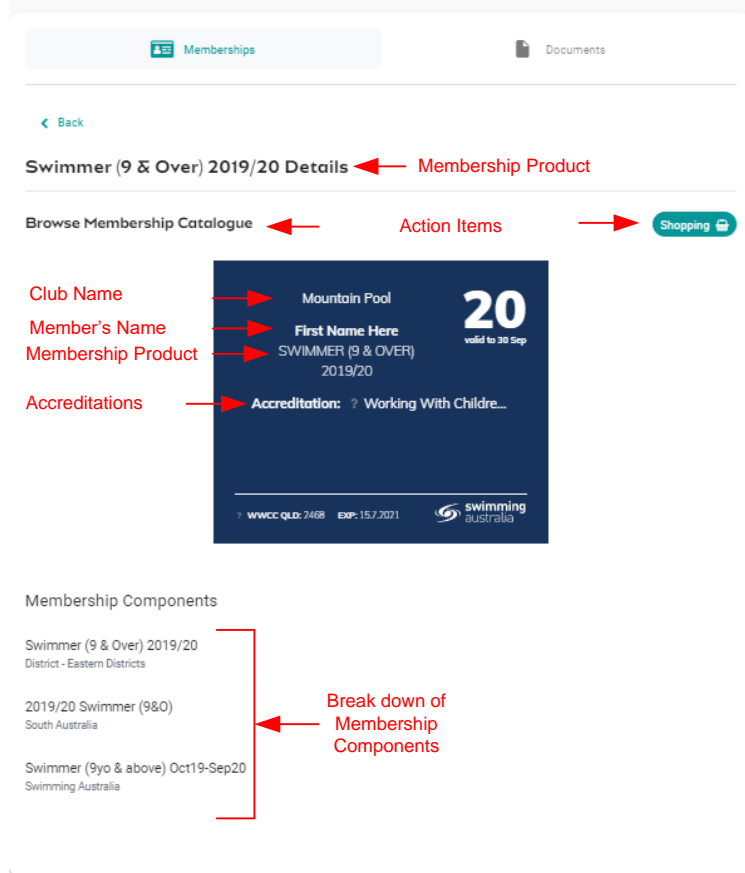
## HOW TO VIEW MY MEMBERSHIP - New 08/09/20

To 'Purchase A Membership' for a new profile please select [here](#) for instructions

From the individual Profile Summary page, a full list of active and expired memberships are shown.






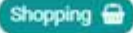
Select  to view detailed information about that membership



The screenshot shows the 'Swimmer (9 & Over) 2019/20 Details' page. Annotations include:

- Membership Product:** Points to the title 'Swimmer (9 & Over) 2019/20 Details'.
- Action Items:** Points to the 'Browse Membership Catalogue' and 'Shopping' buttons.
- Club Name:** Points to 'Mountain Pool'.
- Member's Name:** Points to 'First Name Here'.
- Membership Product:** Points to 'SWIMMER (9 & OVER) 2019/20'.
- Accreditations:** Points to 'Accreditation: Working With Childre...'.
- Break down of Membership Components:** Points to a list of components: 'Swimmer (9 & Over) 2019/20 District - Eastern Districts', '2019/20 Swimmer (9&0) South Australia', and 'Swimmer (9yo & above) Oct19-Sep20 Swimming Australia'.

Below is a list of Action Items that can be completed from the Membership Product screen

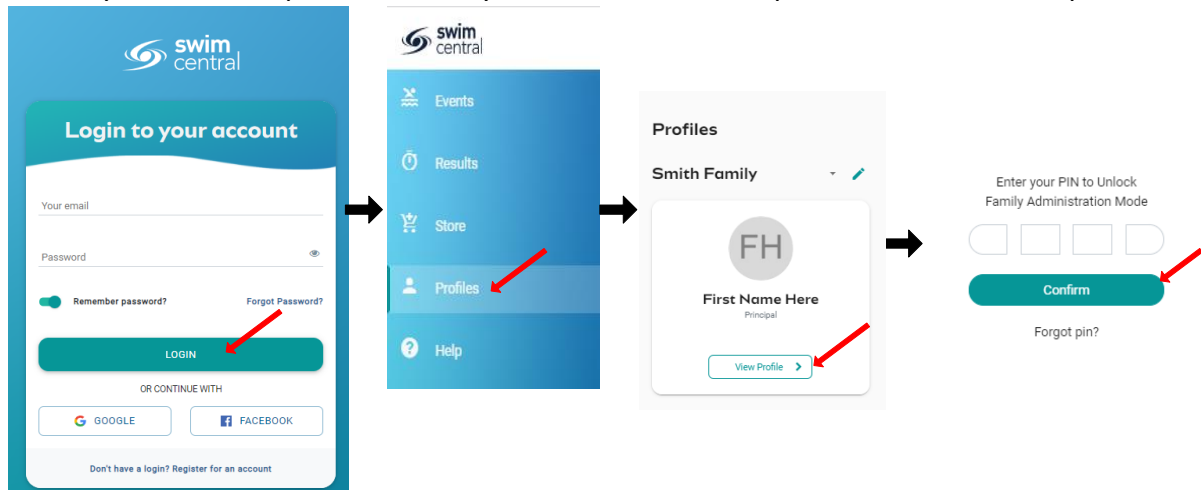
My Primary Membership		Indicates your Primary Membership
Promote Membership		To Make a Membership Your Primary
Transfer Options Available (1)		To Transfer to Another Club
Browse Membership Catalogue		To Purchase a Membership

Click [here](#) for instructions on how to Set My Primary Membership

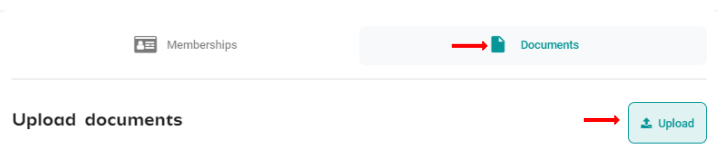
Click [here](#) for instructions on How to Transfer to Another Club

## HOW DO I UPLOAD OR VIEW A DOCUMENT - New 08/09/20

**Login** to Swim Central and from your family **Dashboard** select **Profiles** from the left-hand navigation panel. Select View Profile, of a member's tile, for the **Principal Account Holder Profile** you will be required to enter your PIN. For all other profiles a PIN is not required.



Select Documents  
click on 'Upload'.  
A pop-up screen will display.



Select the '**Document Category**' from the drop down list

Select the '**Document Type**' from the drop-down list

Select '**File**' to upload

Enter the '**reference number**' of the document if applicable

Enter the '**Expiry Date**' of the document if applicable

Click '**Upload**'

Confirmation of the '**document uploaded**' complete

Upload Document

Prefill Using Keyword e.g. driver

Document Category

Working With Children Check

Document Type

QLD - Blue Card or Exemption Card

File Upload

Document.docx

Choose File (under 3MB)

0.147 MB

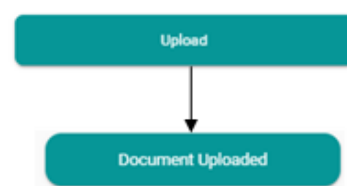
Reference Number \*

111111

Expiry Date \*

30/06/2021

This document expires in 304 day(s)



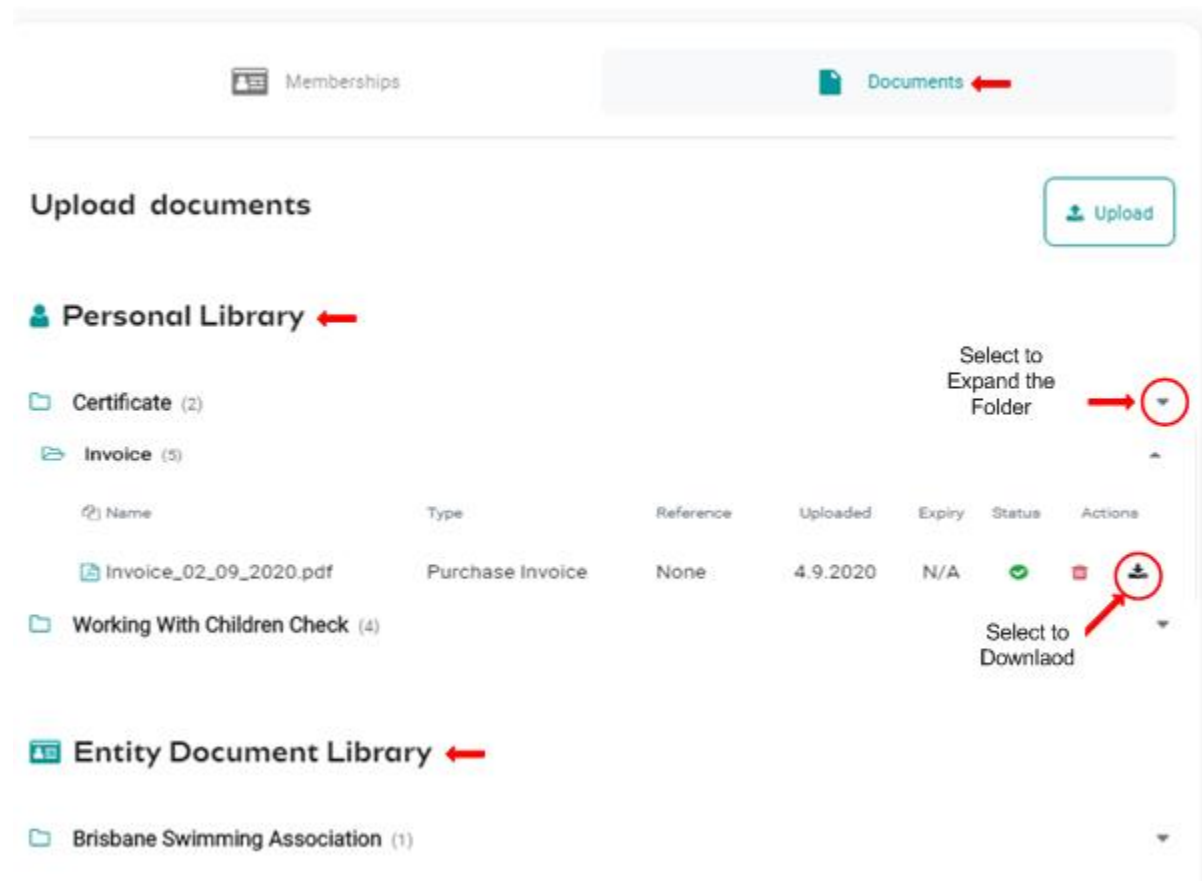
## To View A Document/Invoice

**Login** to Swim Central and from your family **Dashboard** select **Profiles** from the left-hand navigation panel







Select 'Profiles' and select the individual's 'View Profile' button whose document is associated to that profile.

Under the documents tab a detailed list of documents are shown under the heading 'Personal Library'. For Club Admin a list of documents will show under the heading 'Entity Document Library'.

Expand the folder to locate the document. To download, select the 'download' icon. A pop-up screen displaying 'Click HERE to Download' will appear. The link will expire after 30 seconds. Once selected the file will then download.



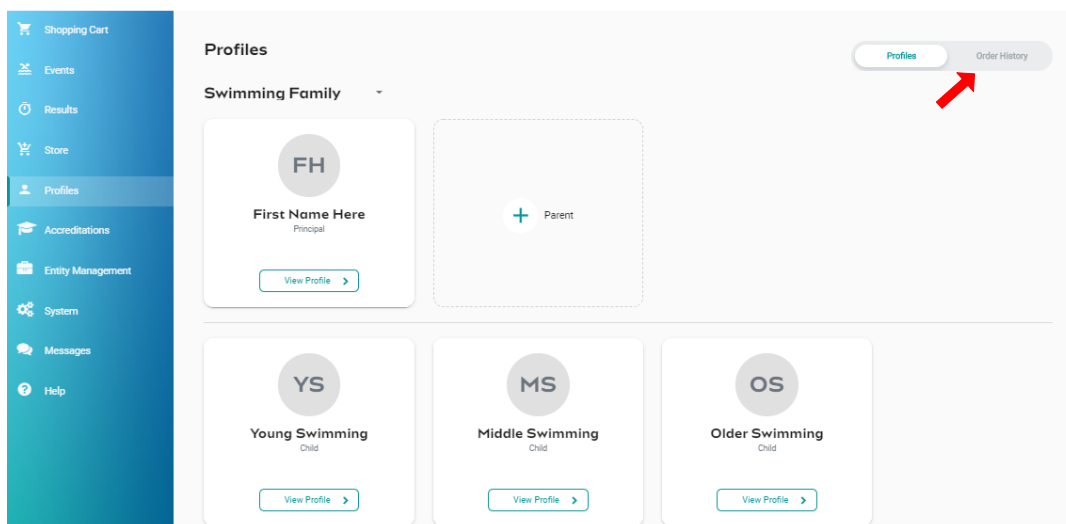
Below is a list of Icon Definitions

- |  |  |   |
|--|--|---|
|  Green Tick - Verified                |  Exclamation Mark - Expiring Soon |  Arrow Down - Download |
|  Question Mark - Pending Verification |  Red X - Expired                  |  Red Bin - Delete      |

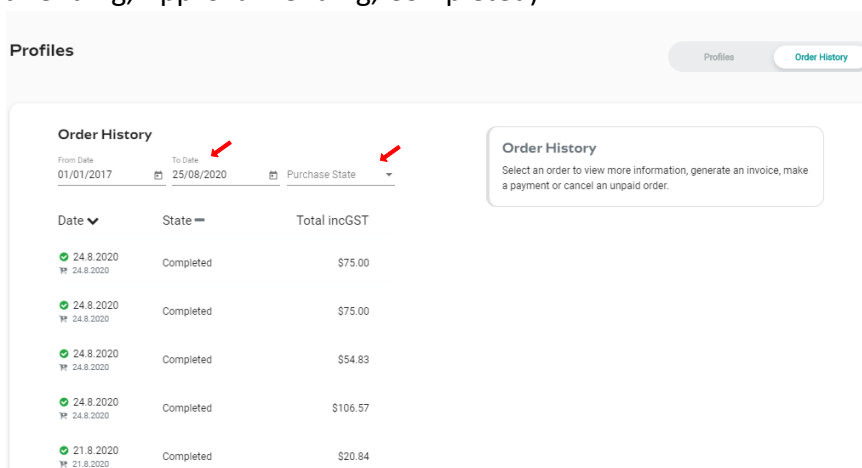
## HOW TO VIEW ORDER HISTORY - New 08/09/20

To view a list of purchase orders made by any Account Holders in your family group

From the Profiles screen, Toggle **Order History** ON and enter your Family administration **PIN**



You will see a comprehensive list of all purchases made by you for your family group within Swim Central. You have the option to filter the list by the date range or purchase status (All, Payment Pending, Approval Pending, Completed)



Select the invoice to see the details on the right  
To Download an invoice, select Invoice at the top right of the screen.

**Order History**  
From Date  
01/01/2017  
To Date  
05/09/2020  
Purchase State

**PO# 200901061909 Products**  
Transactions  
Invoice

Date	State	Total inc.
2.9.2020 First Name Here 2.9.2020	Completed	\$203.00
1.9.2020 1ICT Developer TEST Admin 1.9.2020	Completed	\$19.99
1.9.2020 1ICT Developer TEST Admin 1.9.2020	Completed	\$1.12
1.9.2020 1ICT Developer TEST Admin 1.9.2020	Completed	\$19.99

ProductName	exGST	Qty	incGST
2020 State SC Championships: Mens 200M Back Prelim 10-202 South Australia Test A Dependant	\$18.17	1	\$19.99
<b>Grand Total</b>		<b>1</b>	<b>\$19.99</b>
GST Component			\$1.82
Transaction Fee*			\$0.27

You will be taken to the Documents screen of the Account Holder who made the purchase.

Under the invoice folder is a full list of invoices from purchases made by that Account holder of your Family Group.

On the far right there is a download icon  Select the icon and you will be asked to click to download.

Memberships  
Documents

Upload documents  
Upload

**Personal Library**

Certificate (2)  
Invoice (5)

Name	Type	Reference	Uploaded	Expiry	Status	Actions
Invoice_02_09_2020.pdf	Purchase Invoice	None	4.9.2020	N/A	✓	<div> <div>Select to Expand the Folder</div> <div>Select to Download</div> </div>
Working With Children Check (4)						

**Entity Document Library**

Brisbane Swimming Association (1)

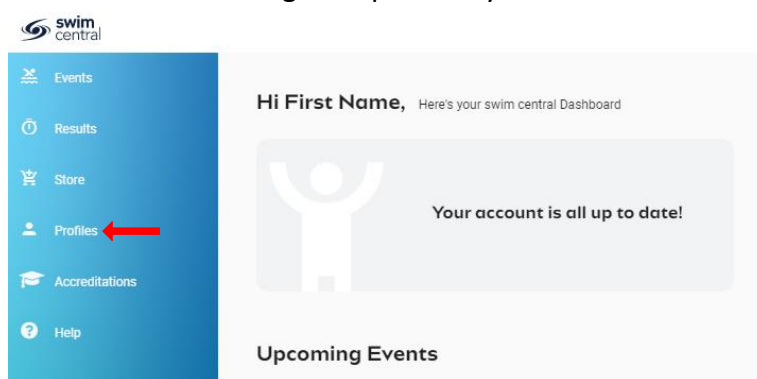


## HOW DO I REQUEST A REFUND - Revised 08/09/20

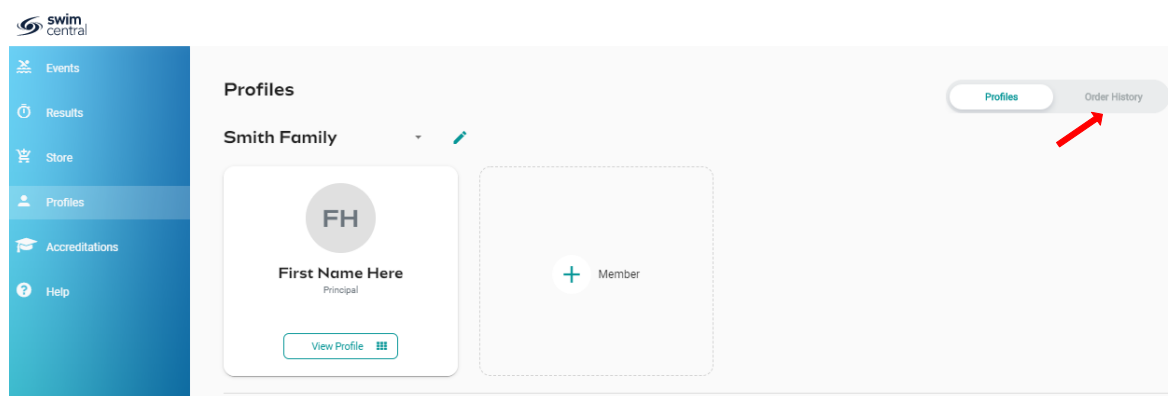
Swim Central allows members to request refunds from completed transactions directly to the Club from which the purchase was made. This help guide is for **Individual or Parent/Principal members** to request refunds for completed purchase transactions made via Swim Central.

Members will only be able to initiate a refund request on products that have been setup to allow refunds (i.e. the 'Refund Allowed' toggle has been used).

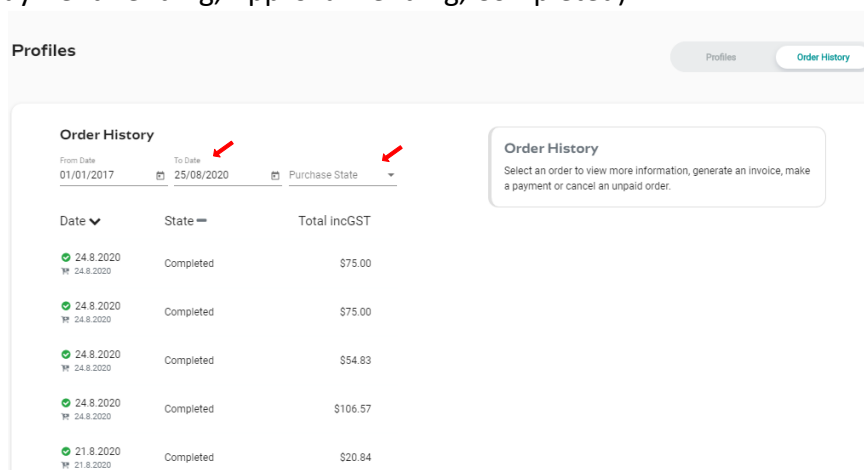
If you are the Parent / Individual member, **Login** to Swim Central and from the **Dashboard** select **Profiles** from the left-hand navigation panel of your dashboard.



From the Profiles screen, Toggle **Order History** ON



You will see a comprehensive list of all purchases made by you for you or your family group within Swim Central. You have the option to filter the list by the date range or purchase status (All, Payment Pending, Approval Pending, Completed)



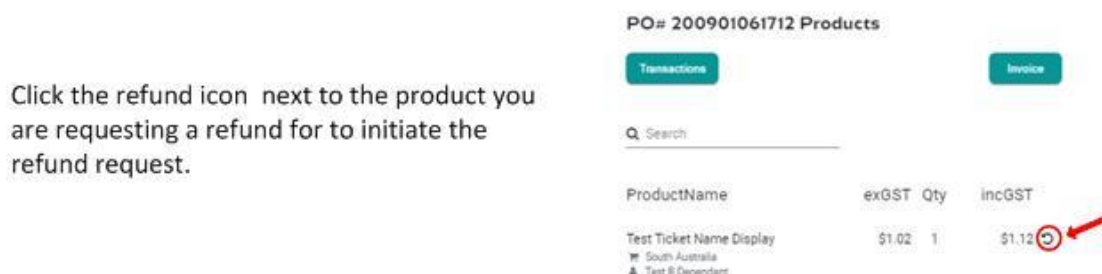
**Order History**

From Date: 01/01/2017 To Date: 25/08/2020 Purchase State: All

Date	State	Total incGST
24.8.2020	Completed	\$75.00
24.8.2020	Completed	\$75.00
24.8.2020	Completed	\$54.83
24.8.2020	Completed	\$106.57
21.8.2020	Completed	\$20.84

**Order History**  
Select an order to view more information, generate an invoice, make a payment or cancel an unpaid order.

Select the purchase which you would like to request the refund for on the left and the details of the purchase will appear on the right



**PO# 200901061712 Products**





Transactions Invoice

Search

ProductName	exGST	Qty	incGST
Test Ticket Name Display South Australia Test & Dependent	\$1.02	1	\$1.12

Click the refund icon next to the product you are requesting a refund for to initiate the refund request.

This request will then be sent to the Club that you purchased the product from for approval. The icons next to the line item in the invoice will display the progress of the refund request.

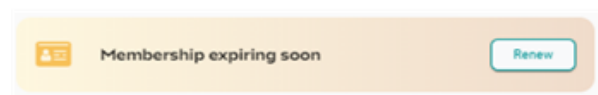
- A. The question icon  means the refund is pending. The refund request has been sent to the Club that sold the product to you and is awaiting approval.
- B. The green tick icon  means the refund has been approved by the selling Club and is awaiting refund transaction processing.
- C. The green dollar icon  means the refund has been processed and the money will be returned onto the card the purchase was made with.
- D. This red x icon  means the refund has been declined.

If the product contains higher entity components, (e.g. is a membership not a meet nomination) it will also require the higher entity to consider the refund request independently, and complete the approval process if granted.

## DASHBOARD ALERTS - New 08/09/20

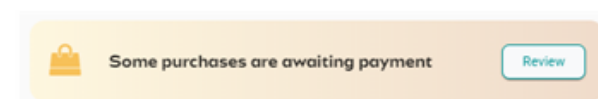
There is now a centralised location for alerts relating to your family group.

Family Alerts are in reference to actions required for 5 categories Memberships, Purchases, Profiles, Group Activities and Documents. The top 3 high priority alerts will show on your dashboard. Below is a description of what action will trigger an alert.



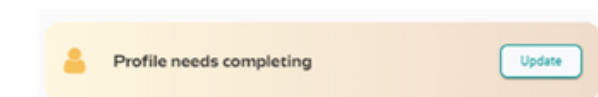
Membership expiring soon [Renew](#)

Will be triggered when a membership is within 14 days of the set hard expiry date of a current membership product. The notification will remain 7 days after the hard expiry date has been passed. Renew link will take members to membership list where they can click on expiring membership and have the option to browse membership catalogue for their existing club via a link that passes through Shopping > Member tab with products from existing club/organisation



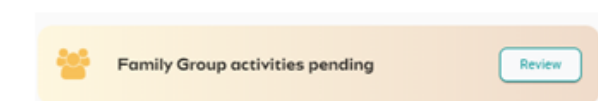
Some purchases are awaiting payment [Review](#)

Will be triggered when there is an item in the trolley and the purchase has not been completed



Profile needs completing [Update](#)

Will be triggered when there is a mandatory field in the member profile data that needs completion



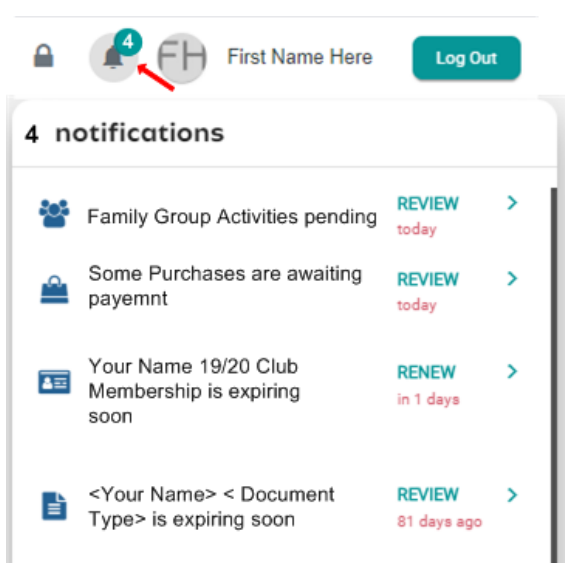
Family Group activities pending [Review](#)




Will be triggered when there is dependant who has reached the age of 18 and should be 'graduated' to their own member account using a unique personal e-mail address. This notification can also be triggered when an independent member has requested access to your family group







Mara Brownlee's Certificate documents are expiring in 1 days [Review](#)

Will be triggered when there are documents uploaded to the member library that are reaching defined expiry date



Navigation bar:    First Name Here [Log Out](#)

**4 notifications**

-  Family Group Activities pending [REVIEW](#) today >
-  Some Purchases are awaiting payment [REVIEW](#) today >
-  Your Name 19/20 Club Membership is expiring soon [RENEW](#) in 1 days >
-  <Your Name> < Document Type> is expiring soon [REVIEW](#) 81 days ago >

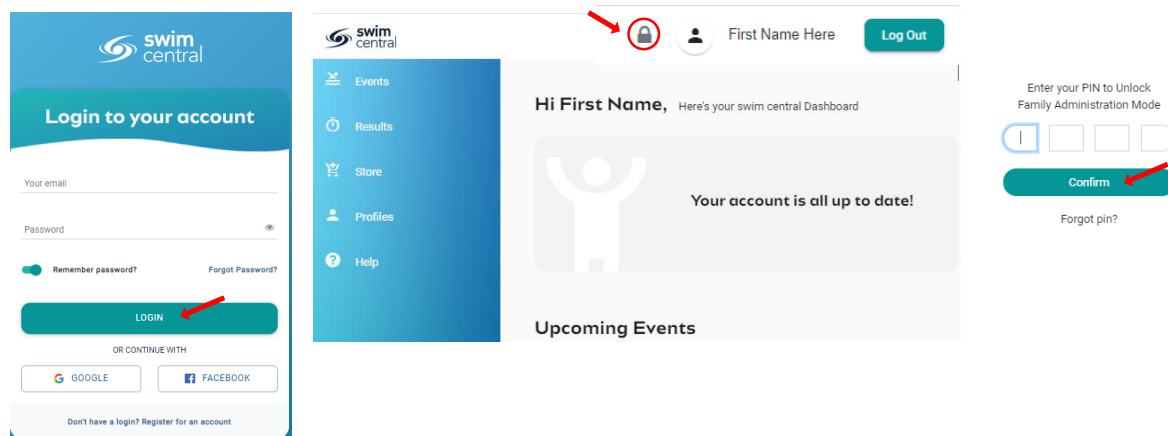
The alert bell icon in the navigation bar shows detailed information of all current active alerts for your family group. Select an individual item to action.

## HOW TO PURCHASE A MEMBERSHIP IN SWIM CENTRAL - Revised 08/09/2020

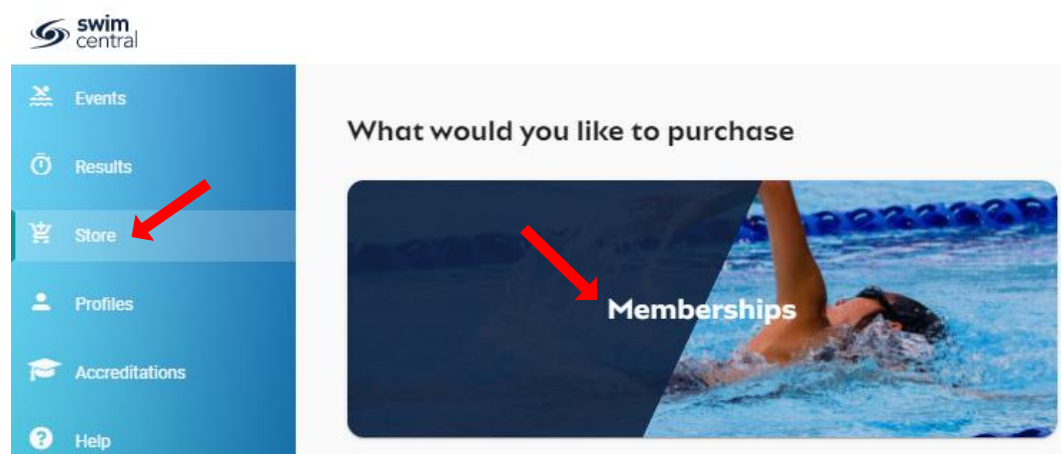
To become a member of a club/organisation, participants will need to purchase a membership product with that club/organisation in Swim Central. Please see instructions below.

**If you are an individual member not attached to a family group buying a membership for yourself**, **Login** to Swim Central and go directly to **Store** from your personal dashboard.

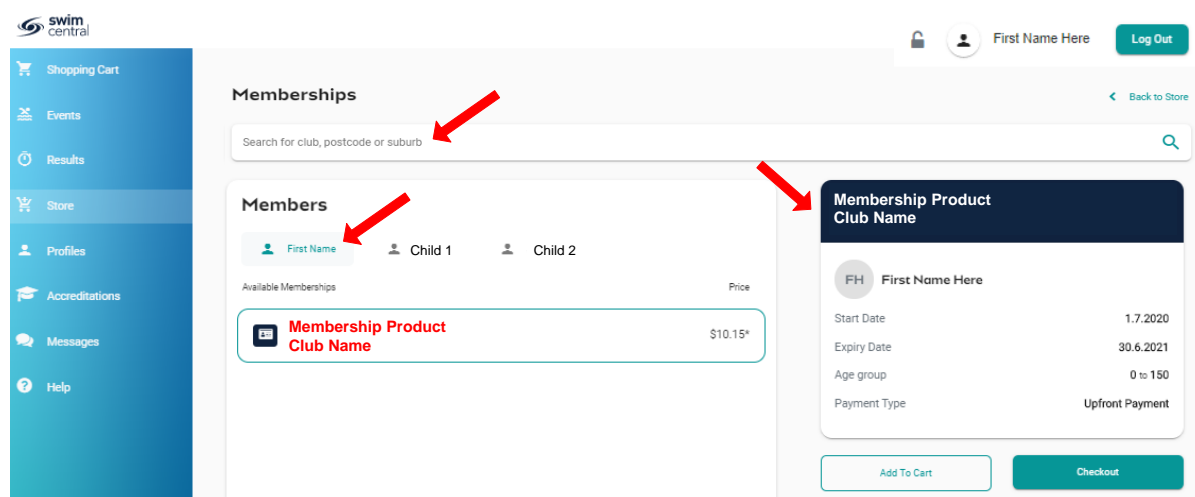
**If you are the Head of a family group buying a membership for yourself and a child/dependant**, **Login** to Swim Central and from your family **Dashboard** select the padlock at the top right corner and enter your PIN to **Unlock** your individual profile, Unlocking your profile as the principal account holder enables you to make purchases for any profile in the family along with your own.



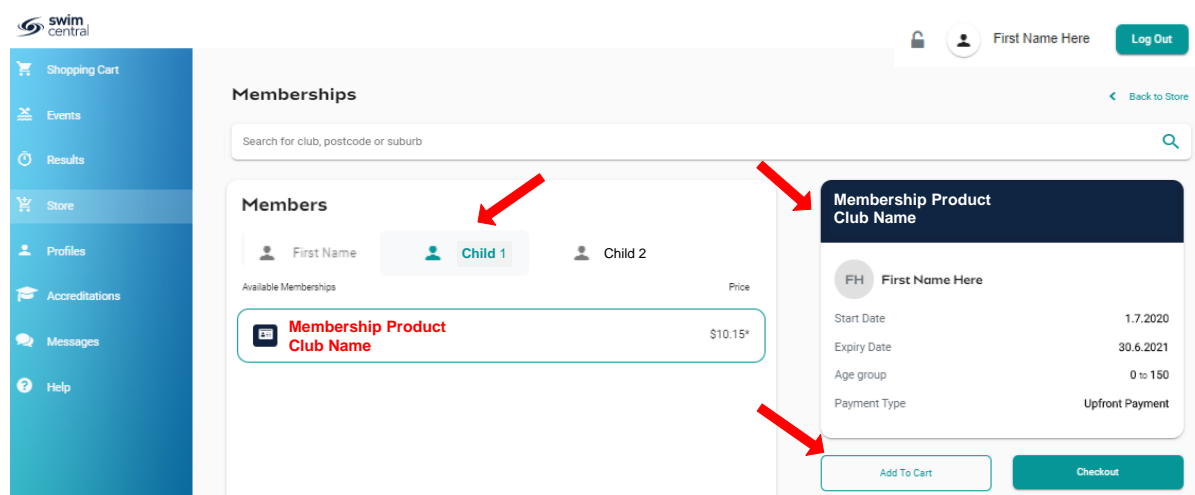
From the menu options on the left-hand navigation panel, select **Store**. You will see a new 'What would you like to Purchase?' with different categories. Please select **Memberships**.



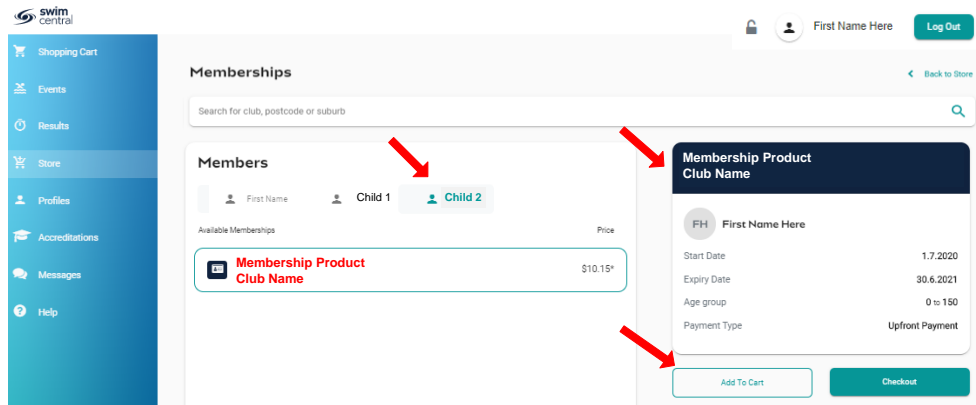
***If you are shopping for yourself***, you will see your name at the top of a tab with a list of available memberships for your current club/organisation for which you meet the age criteria. Select your appropriate membership to view membership details on the right. If you are changing clubs/organsiations or have never had a membership, you will use the Search functionality to search by club/organsiation, postcode or suburb. Click through memberships to view details on the right. Once you have the correct membership selected, click **Add to Cart**.



***If you are shopping for yourself and children in your family group***, you will see your name at the top of a tab with tabs adjacent for all children in your family group. Select the tab for whomever you are shopping for to view available memberships for which they meet the membership criteria. **\*\*Please note that membership filtering for age is based on the age of the member on the first day of the new membership (membership start date).** Click through memberships to view details on the right. Once you have the correct membership selected for that member, click **Add to Cart**.



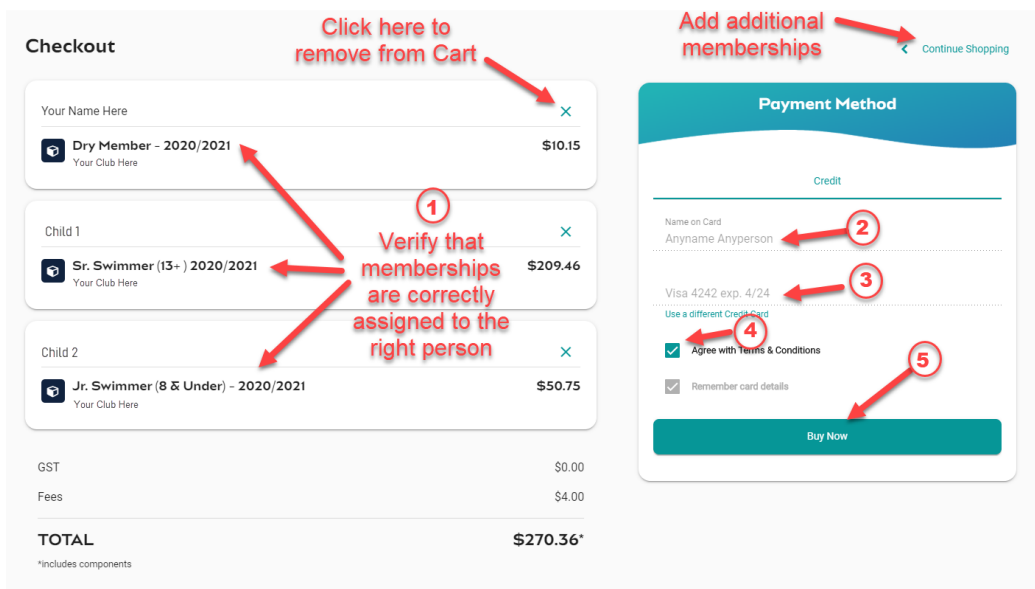
Continue to add memberships to your cart by selecting the member tab and then finding the appropriate membership then adding to cart as required.



Once you have tabbed through and selected memberships for all children (and yourself) verify that the correct number of items is in Shopping Cart at the top left. Select **Checkout**



A summary of your cart contents will be displayed. Each membership product will have the membership name, club/organisation, and member name to whom each membership is assigned. Follow steps 1-5 to complete the payment. ***If you will be using a government voucher to pay for memberships, please see [here](#).***






1. **Confirm the details of each membership per member name to make sure you have the correct membership for each person,**
2. Enter your payment details – name on card
3. Enter your payment details – card number and expiry date
4. Read and **agree to the T&Cs,**
5. Select **Buy Now** to complete your purchase

Providing your payment is Successful, you will be taken to the below page where you can **Go to Purchases** or Continue Shopping.

**Thank you for your purchase**

Your Name Here

	<b>Dry Member - 2020/2021</b> <small>Your Club Here</small>	\$10.15
Child 1		
	<b>Sr. Swimmer (13+ ) 2020/2021</b> <small>Your Club Here</small>	\$209.46
Child 2		
	<b>Jr. Swimmer (8 &amp; Under) - 2020/2021</b> <small>Your Club Here</small>	\$50.75
GST		
		\$0.00
Fees		
		\$4.00
Total		
		\$270.36*
<small>*Includes components</small>		

Go to Purchases

Continue Shopping

***\*If your payment is not successful, you will see a red box at the bottom of the screen notifying you of the action needed to complete a successful transaction.***

***\*\*If your membership requires a document upload, please see [here](#) for clarification on that process.***

Select **Go to Purchases** to view a list of all purchases made in Swim Central with the most recent at the top. You will see this most recent purchase in a 'Completed' state. Select this purchase to view details on the right. ***Please note, an invoice will be e-mailed to you upon purchase completion for your records.***

Finish off by setting your new memberships as your primary membership for competitions by following the steps outlined [here](#).

To download an invoice please follow the steps outlined [here](#)

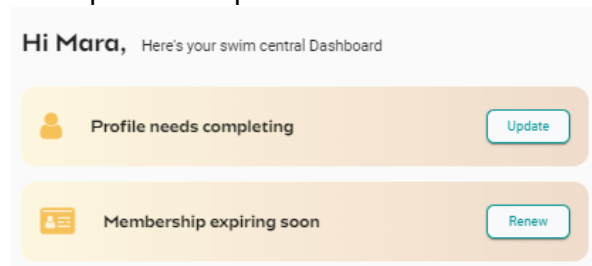
## AUTOMATIC RENEWAL REMINDERS - Revised 08/09/2020

Swim Central has the capability to send members a reminder of when their previous membership is approaching expiry

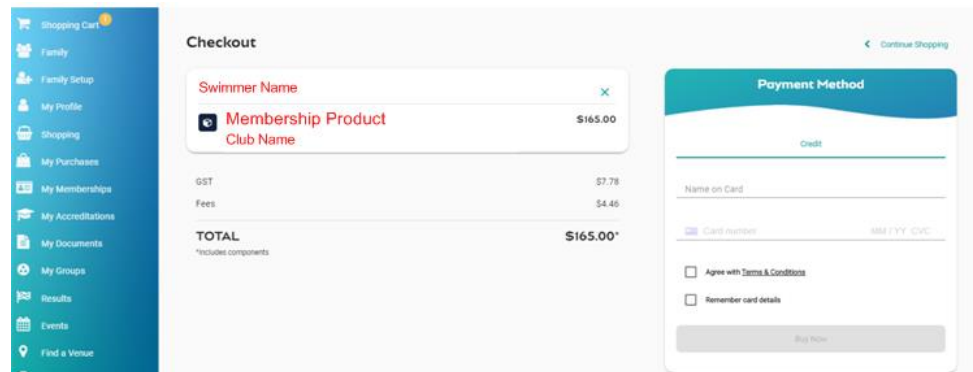
### When a replacement product has been set up

A Replacement Product must be set up greater than 30days prior to the previous membership expiring for this action to occur.

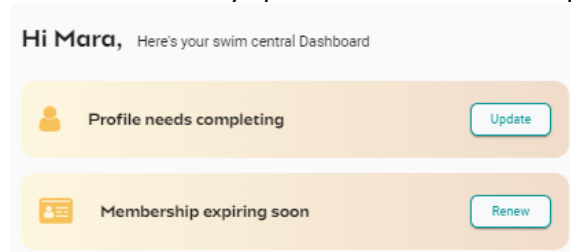
30 days prior to the membership expiring the **replacement** bot will send an email notification to the Account holder as well as an alert shows on the dashboard advising that the replacement product has been added to their shopping cart.



Select renew and the user will be taken to the shopping cart where the replacement product for the child will show. Check all information is correct for each swimmer and complete the purchase.

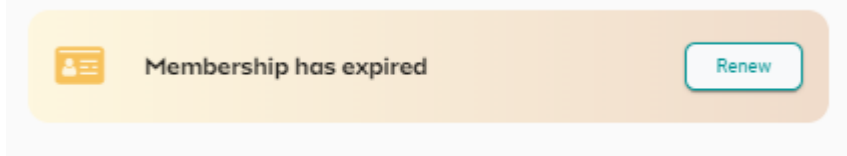


If no action is taken the item remains in the shopping cart and an alert is generated on the dashboard 14 days prior to the membership expiring, saying 'Membership expiring soon'.





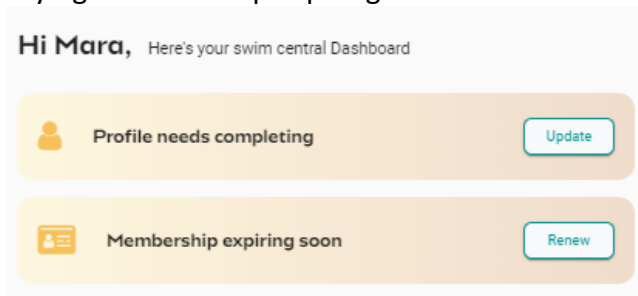
If no action is taken and the membership expires an alert will show on the dashboard up to 7 days after the membership has expired saying 'Membership Expired'



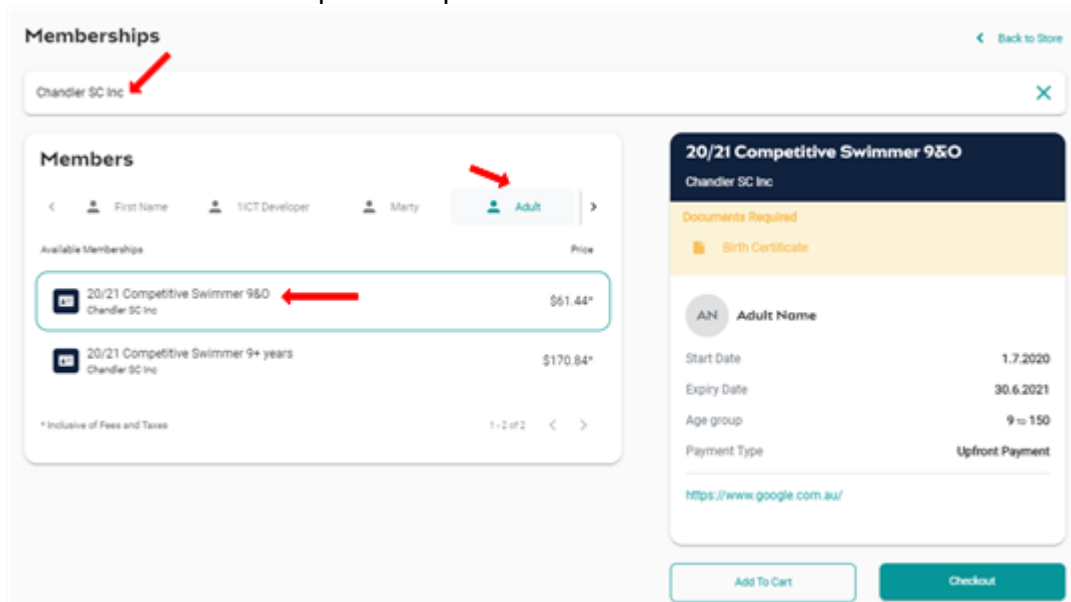
### If No Product Replacement Exists

The Replacement bot will NOT send an email or alert 30 days prior to the membership expiring.

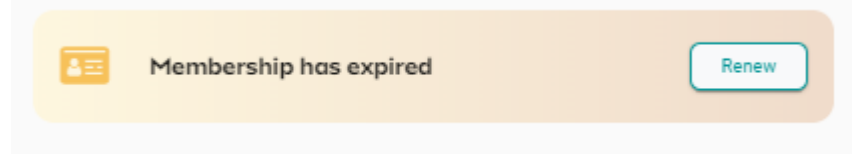
However, 14 days prior to the membership expiring an alert will show on the dashboard saying 'Membership expiring soon'



The user selects renew and will be taken to the shopping catalogue where they will be required to search for their club, select the appropriate membership for that swimmer, then add to the cart and complete the purchase.



If no action is taken and the membership expires an alert will show on the dashboard up to 7 days after the membership has expired saying 'Membership Expired'



Once a purchase has been made an email is sent to the individual (parent/guardian) confirming the purchase

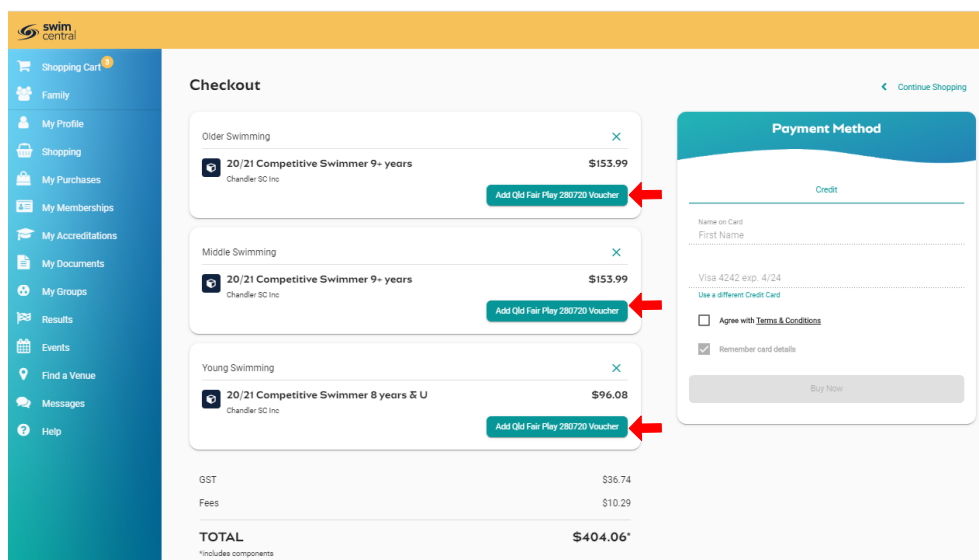
## HOW TO PURCHASE A MEMBERSHIP USING A GOVERNMENT VOUCHER Revised 08/09/2020

Once you have selected memberships for all children, verify that the correct number of items is in Shopping Cart at the top left. Select **Checkout**

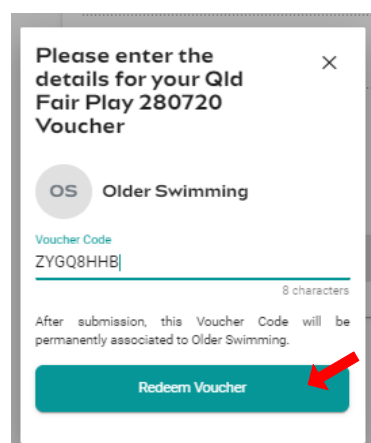


You will notice that for each membership that is eligible to purchase with a government voucher, you will have an option to apply the voucher to the purchase of that item

**To apply the Voucher to the purchase of that membership:** Select the **Add Voucher** option



From the government voucher provided by your State, enter the required voucher details towards the purchase of the membership for the child registered to that voucher. **Please make sure that the child name attached to the membership and the child name on the voucher are the same.** Select **Redeem Voucher**.



Please enter the details for your Qld Fair Play 280720 Voucher

OS Older Swimming

Voucher Code  
ZYGQ8HHB|

8 characters

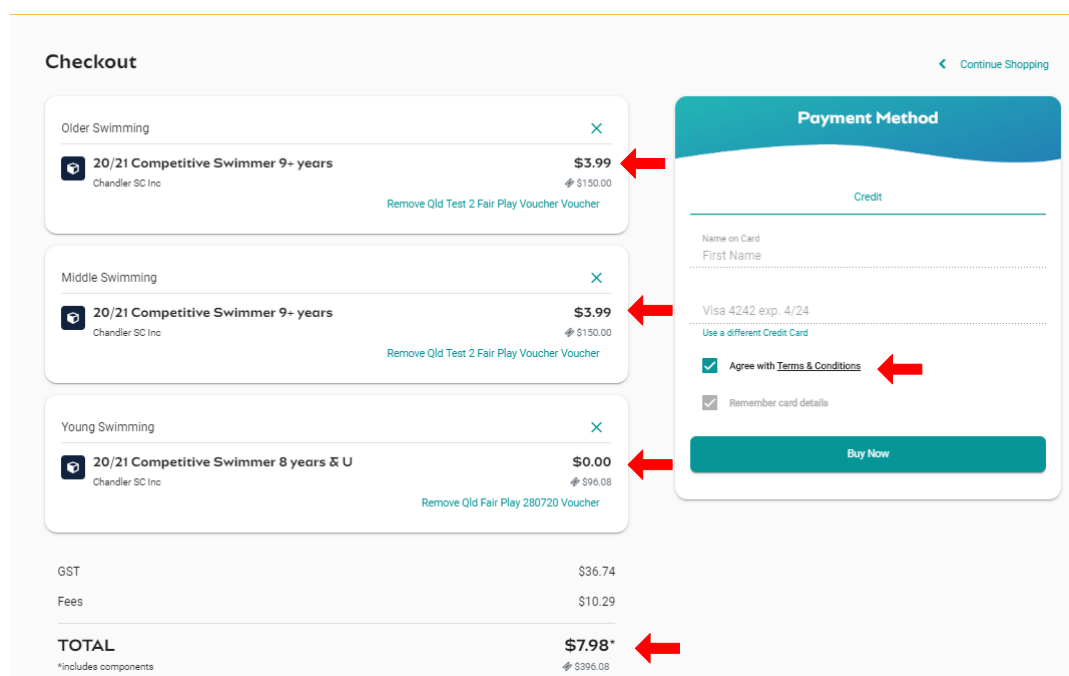
After submission, this Voucher Code will be permanently associated to Older Swimming.

Redeem Voucher

**\*\*Once the voucher is redeemed, the voucher code is permanently associated to that child in the Swim Central system.** If you make a mistake and associate the wrong voucher to the wrong child, please contact your State Administrator for further information.

Continue applying vouchers to membership purchases as necessary and then preview your cart.

The summary of your cart contents contains each membership product with membership name, club/organisation, and member name to whom each membership is assigned and any outstanding balances after the vouchers have been redeemed.



**Checkout**

Older Swimming

20/21 Competitive Swimmer 9+ years \$3.99  
Chandler SC Inc  
Remove Qld Test 2 Fair Play Voucher Voucher

Middle Swimming

20/21 Competitive Swimmer 9+ years \$3.99  
Chandler SC Inc  
Remove Qld Test 2 Fair Play Voucher Voucher

Young Swimming

20/21 Competitive Swimmer 8 years & U \$0.00  
Chandler SC Inc  
Remove Qld Fair Play 280720 Voucher

GST \$36.74

Fees \$10.29

**TOTAL \$7.98\***  
\*includes components

**Payment Method**

Credit

Name on Card  
First Name

Visa 4242 exp. 4/24  
Use a different Credit Card

☒ Agree with Terms & Conditions

☒ Remember card details

Buy Now

#### On the Payment Method

1. Enter your payment details – name on card
2. Enter your payment details – card number and expiry date

3. Read and **agree to the T&Cs**,
4. Select **Buy Now** to complete your purchase

Government vouchers can pay for all or a portion of the purchase. Where there is still a balance remaining, members will need to pay with a credit card. **\*\*Where the voucher covers the entire purchase and there is a NIL balance, a member will still need to enter a credit card and accept the Terms and Conditions for the purchase. No charges will process against the card but the system will complete the transaction of assigning the membership and voucher redemption to the correct person.**

Providing your payment is Successful, you will be taken to the below page where you can **Go to Purchases** or Continue Shopping.

**Thank you for your purchase**

Your Name Here

<div style="display: flex; align-items: center;"> <div> <b>Dry Member - 2020/2021</b>  <small>Your Club Here</small> </div> </div>	\$10.15
Child 1	
<div style="display: flex; align-items: center;"> <div> <b>Sr. Swimmer (13+ ) 2020/2021</b>  <small>Your Club Here</small> </div> </div>	\$209.46
Child 2	
<div style="display: flex; align-items: center;"> <div> <b>Jr. Swimmer (8 &amp; Under) - 2020/2021</b>  <small>Your Club Here</small> </div> </div>	\$50.75
GST	\$0.00
Fees	\$4.00
<b>Total</b>	<b>\$270.36*</b>
<small>*Includes components</small>	

Go to Purchases

Continue Shopping

**\*If your payment is not successful, you will see a red box at the bottom of the screen notifying you of the action needed to complete a successful transaction.**

**\*\*If your membership requires a document upload, please see [here](#) for clarification on that process.**

Select **Go to Purchases** to view a list of all purchases made in Swim Central with the most recent at the top. You will see this most recent purchase in a 'Completed' state. Select this purchase to view details on the right and have the option to download an invoice for the purchase. **Please note, an invoice will be e-mailed to you upon purchase completion for your records.**



Select **Profiles** select the appropriate **profile**. You have the option to download an invoice for the purchase.

On the far right there is a download icon



Select the icon and you will be asked to click to download.

## HOW TO SET A PRIMARY MEMBERSHIP - Revised 08/09/2020

Within Swim Central, each participant can purchase a membership from any number of clubs/organisations. **However, each participant needs to select which is their primary membership for competition purposes.** This help guide is for setting primary memberships in two different circumstances, for the individual membership holder (if applicable) and for dependants.

### SET YOUR OWN PRIMARY MEMBERSHIP

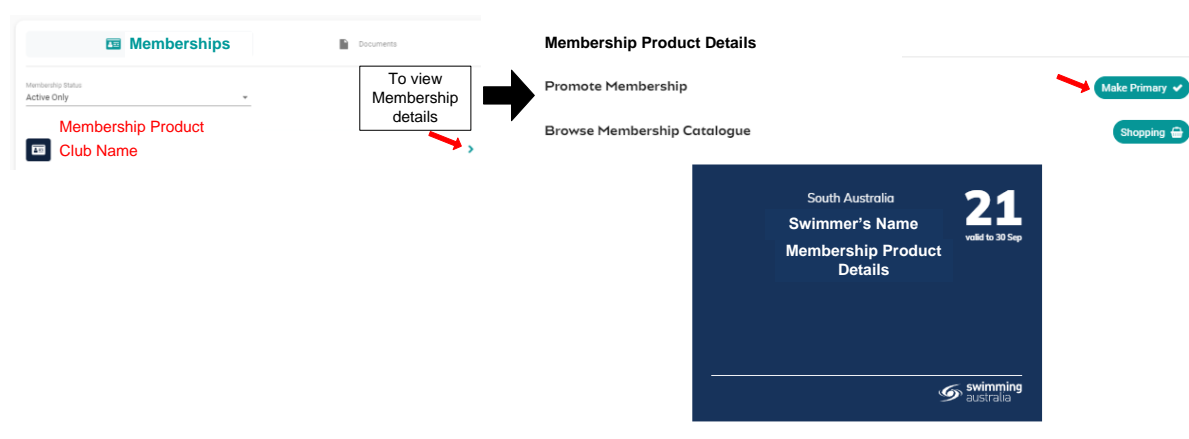
From your Swim Central family dashboard, select **'Profiles'** then select **'View Profile'** and enter your pin.

Select a Membership from your list to view more information. To set the selected membership as 'Primary' click on **Make Primary** above the membership details on the right to make the membership your primary membership. You will see a green tick appear to indicate you have designated this membership as your primary membership.

### SET PRIMARY MEMBERSHIP FOR CHILDREN

From your Swim Central family dashboard, select **'Profiles'** then select **'View Profile'** of the child for which you would like to set the primary membership.

Select a Membership from the list to view more information. To set the selected membership as 'Primary' click on **Make Primary** above the membership details on the right to make the membership your primary membership. You will see a green tick appear to indicate you have designated this membership as your primary membership.

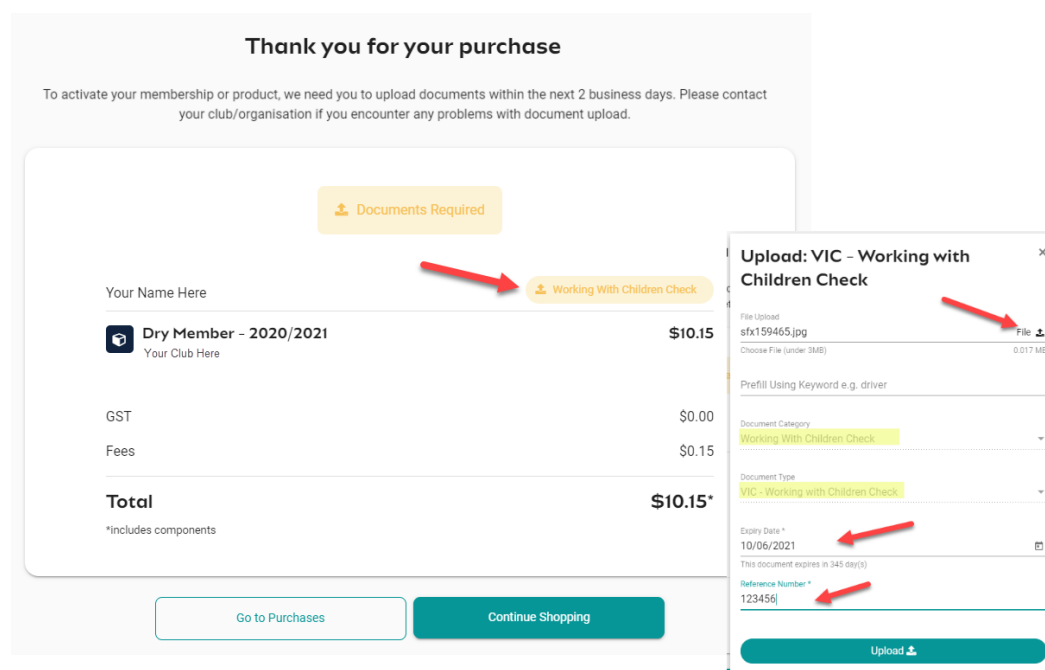


The screenshot shows the Swim Central interface. On the left, there's a 'Memberships' tab with a dropdown menu showing 'Active Only'. Below it, there's a 'Membership Product' section with a 'Club Name' field. In the center, there's a 'To view Membership details' button with a red arrow pointing to it. On the right, there's a 'Membership Product Details' section with a 'Promote Membership' button and a 'Browse Membership Catalogue' button. A red arrow points to the 'Promote Membership' button. Below this, there's a large blue box with the text 'South Australia', 'Swimmer's Name', 'Membership Product Details', and a large '21' with 'valid to 30 Sep'. At the bottom right of the blue box is the 'swimming australia' logo. On the far right, there's a 'Make Primary' button with a green checkmark and a 'Shopping' button.

Select **Back** to go back to the family group and select any other people needing a primary membership established. Repeat this process as required until you and all children have a primary membership designated.

## UPLOADING DOCUMENTS FOR MEMBERSHIP REQUIREMENTS — No Change

Some memberships require a document upload, if that is a condition of your membership purchase, you will see a notify of this action on your purchase confirmation that looks like this:



The screenshot shows a 'Thank you for your purchase' page. A yellow box labeled 'Documents Required' points to a 'Working With Children Check' button. Below this is a table of purchase details:

Your Name Here	
Dry Member - 2020/2021	\$10.15
Your Club Here	
GST	\$0.00
Fees	\$0.15
<b>Total</b>	<b>\$10.15*</b>
*includes components	

At the bottom are 'Go to Purchases' and 'Continue Shopping' buttons. A pop-up window titled 'Upload: VIC - Working with Children Check' is overlaid on the right. It contains a file upload section with a file named 'sfx159465.jpg' (0.017 MB). Below this is a 'Prefill Using Keyword e.g. driver' section. The 'Document Category' is set to 'Working With Children Check' and the 'Document Type' is 'VIC - Working with Children Check'. The 'Entry Date' is '10/06/2021' and the 'Reference Number' is '123456'. An 'Upload' button is at the bottom of the pop-up. Red arrows indicate the flow from the 'Documents Required' box to the 'Working With Children Check' button, then to the pop-up, and finally to the 'Upload' button.

To fully activate the membership, and fully process payment, you will need to upload the required documents within 2 days of the membership purchase to give the club registrar time to approve the document as meeting the conditions of the purchase. If the document is not uploaded and approved within 7 days, the membership purchase is void and you will be required to step through the purchase and upload process again.

**To upload documents, click on the document requirement next to the member name to be taken to that member's document library. A pop up will then give you an opportunity to upload a file with prefilled document type and document category. Please fill in all required information then select Upload. If you have trouble uploading your document, please contact your club administrator.**

Once your document is uploaded, you will see the confirmation page refresh to no longer show the yellow document upload option. Select **Go to Purchases** to view a list of all purchases made in Swim Central with the most recent at the top. For memberships requiring a document upload you will see the transaction in a 'Approval Pending' state.

Once the registrar has approved your document, the payment will process in full and the membership purchase will switch to a '*Complete*' status.



## HOW DO MEMBERS TRANSFER CLUBS IN SWIM CENTRAL - New 08/09/2020

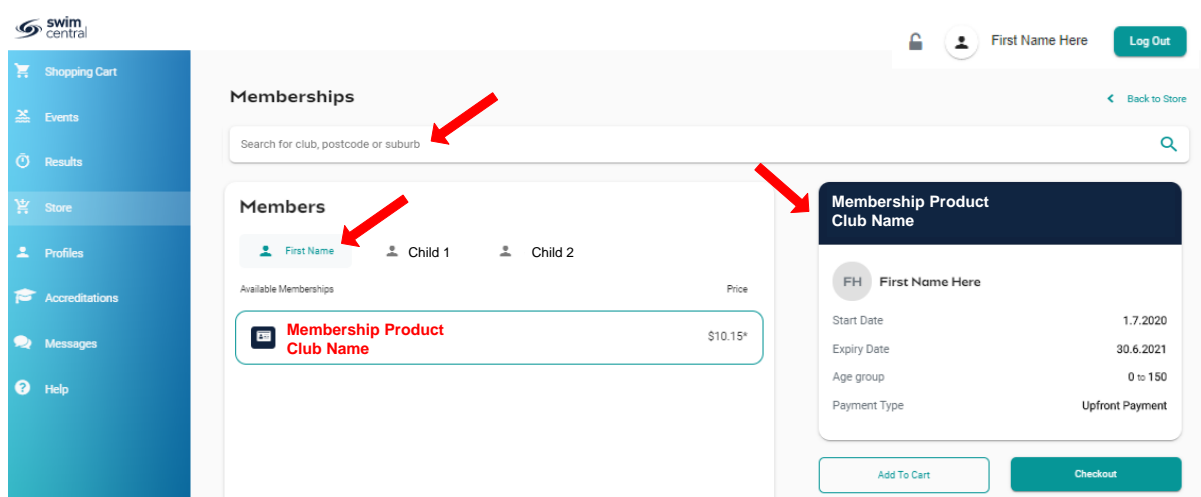
For a member to transfer clubs, they must purchase a product with a new club first. Once they have purchased the product, a transfer button will be available on the old membership product, whereby the swimmer will be eligible to receive a refund on any components which are common to both membership products (i.e. State fee and National fee components). The member should receive the refund within 10 days of the transfer being initiated.

**If you are an individual member not attached to a family group buying a membership for yourself**, **Login** to Swim Central and go directly to **Store** from your personal dashboard.

**If you are the Head of a family group buying a membership for yourself and a child/dependant**, **Login** to Swim Central and from your family **Dashboard** select the padlock at the top right corner and enter your PIN to **Unlock** your individual profile, Unlocking your profile as the principal account holder enables you to make purchases for any profile in the family along with your own.

From the menu options on the left-hand navigation panel, select **Store**. You will see a new 'What would you like to Purchase?' with different categories. Please select **Memberships**

Search the name of the club you wish to transfer to (NEW club) and select the membership product you want to purchase. Further information about the product, including member eligibility and price, will appear on the right-hand side. If the swimmer meets the requirements criteria established by the club for that membership, you will be able to select Add to Cart at the bottom of the page.



Your selected product will now be in the Shopping Trolley. The number notification on the shopping trolley, on the top task bar will indicate this.

Select Shopping Cart and verify that your trolley contents are accurate by ensuring the new membership is attached to the right member name, then proceed with checkout.

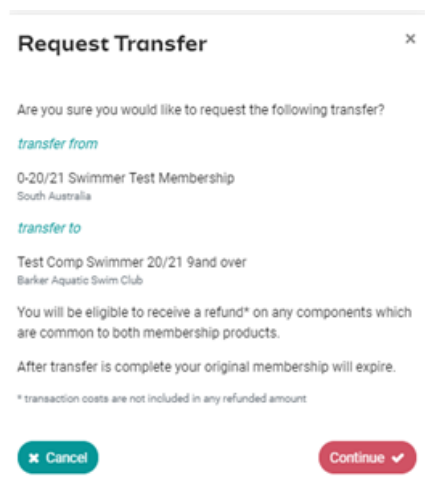
***\*\*If your membership requires a document upload, please see [here](#) for clarification on that process.***

Once the membership payment has been successful, proceed to the members profile and select 'view profile' and select the membership of the club you wish to transfer FROM (i.e. the club you are leaving).

A transfer button will appear on the right-hand side, select Transfer. If this button is not visible, please contact your state administrator.

A list of transfer options will appear. This may include other memberships within the same club (i.e. changing membership type). Select the option you wish to transfer to (i.e., the NEW club membership).

A pop-up message will appear, confirming that you are transferring from the OLD club into the NEW club. Please read this message carefully to ensure it is the correct transfer. Select Continue



**Request Transfer** ✕

Are you sure you would like to request the following transfer?

*transfer from*

0-20/21 Swimmer Test Membership  
South Australia

*transfer to*

Test Comp Swimmer 20/21 9and over  
Barker Aquatic Swim Club

You will be eligible to receive a refund\* on any components which are common to both membership products.

After transfer is complete your original membership will expire.

\* transaction costs are not included in any refunded amount

The transfer request is now approved.

It is important to note; you must go back into the list of memberships and update the primary membership. To do this, select the New Membership from your membership list and then select Make Primary. A green tick symbol will appear next to the new membership designating it as the primary membership.

The credit card (used to make the purchase) will be refunded on any components which are common to both membership products- e.g. Swimming Australia & State/Territory fees. You can expect to receive this refund within 10 days of completing the transfer.

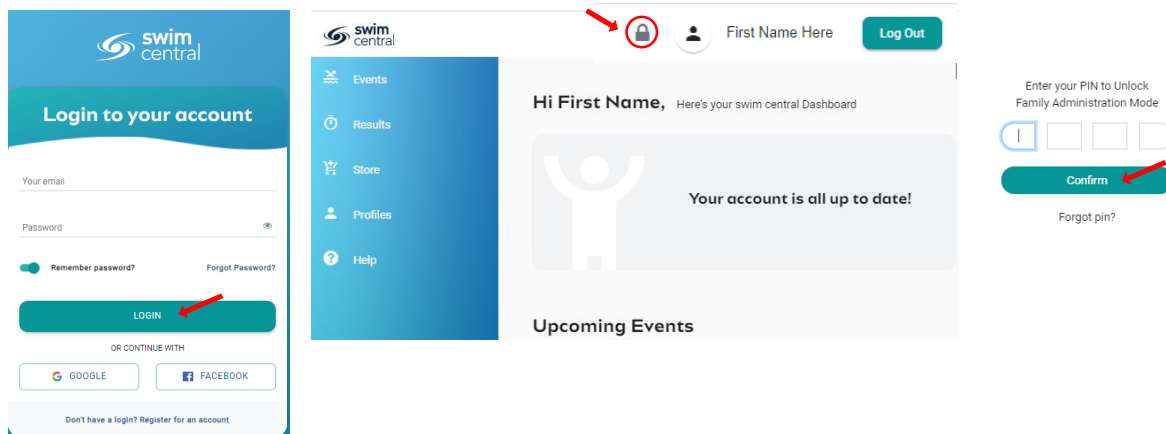
## HOW A SWIMMER ENTERS A MEET IN SWIM CENTRAL — Revised 08/09/2020

To participate in races at upcoming swim meets, participants will need to enter the meet via Swim Central. This help guide is for members wishing to enter and pay for race entries in upcoming swim meet events.

**If you are an individual member not attached to a family group entering a meet for yourself,** **Login** to Swim Central and go directly to **Events** from your personal dashboard.

To compete in meets, you need to have a primary membership assigned. To ensure you have your primary membership established, please following the steps [here](#). *This step is only required once, if your primary membership is already established, you do not need to complete this step again.*

**If you are the Head of a family group entering a child/dependant to participate in a meet ,** **Login** to Swim Central and from your family **Dashboard** select the padlock at the top right corner to **Unlock** your individual profile. Unlocking your profile as the principal account holder enables you to nominate your child/dependant for a meet and complete the purchases

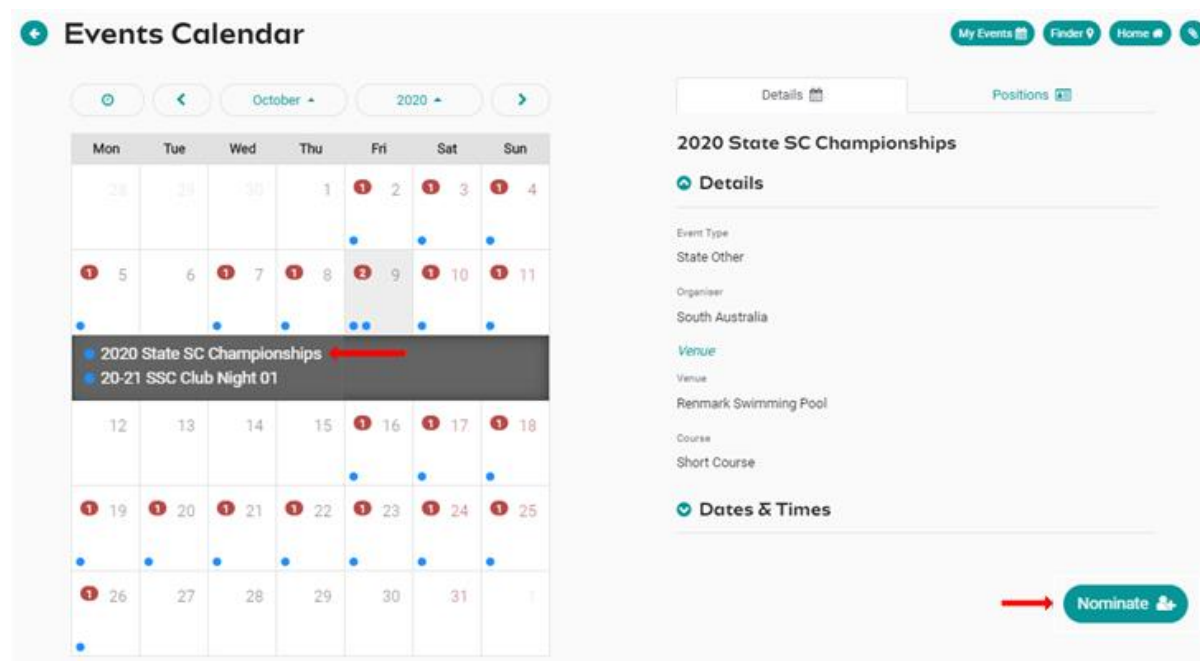


***\*\* If you are entering more than one child, you will complete the entry process for one child before proceeding with the second. Payment for all entries will be a single transaction at the end.***

## FINDING A MEET

From the Events home screen, you will see a calendar view that shows all upcoming meets your club/organisation is linked to. Generally, clubs/organisations are linked to their Region/District/Area in addition to State. If you are looking to enter a meet that is not shown on your events calendar, please contact your State Administrator.



Select the meet you are looking to enter by using the calendar tool and clicking on the date. Available meets will show for that date, select the meet to view details on the right.






## ENTERING THE MEET

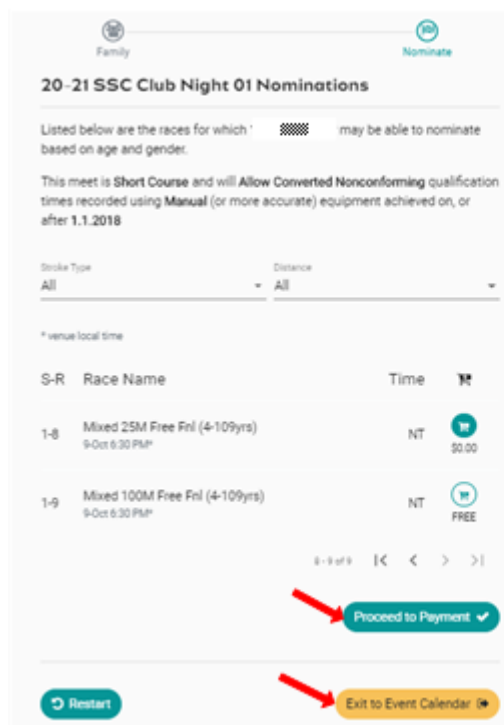
Once you have found the right meet, click on **Nominate**

You will be taken to your **Family members** then select the child profile you want to enter to race in the upcoming meet.

A list of all events this swimmer is eligible to enter will appear. This list has already been sorted for age and gender, in addition, if the event requires a qualification time, this will be beneath the event. If the swimmer is eligible to enter, you will see  to the right of the event with the price of entry for the event. If the swimmer is not eligible to swim due to not having the qualifying time, you will see  to the right of the event. Ineligible

Select **Add to Cart** for each event you want to enter the swimmer in. You will see the icon change to  which will indicate that you have entered the swimmer in that event. If you make a mistake, simply click on the  to remove the entry.

You will see the number adjust in your shopping cart on the top left  to reflect additions/removals.



Once you have entered all the events for that swimmer, you can either **Proceed to Payment, Exit to the Event Calendar, or Restart.**

If you select **Proceed to Payment**, you can review items in your cart, adjust if necessary and proceed to payment to complete the entry process for this one meet for this one swimmer. *If you wish to enter another child, see below ([ENTERING MORE THAN ONE CHILD](#)).*

If you select **Exit to Event Calendar**, you can select another swim meet from the event calendar and follow the entry steps to add entries for this same swimmer for a different meet to your shopping cart. This allows you to enter more than one meet for that single swimmer and have one payment transaction for all entries. *If you wish to enter another child, see below ([ENTERING MORE THAN ONE CHILD](#)).*

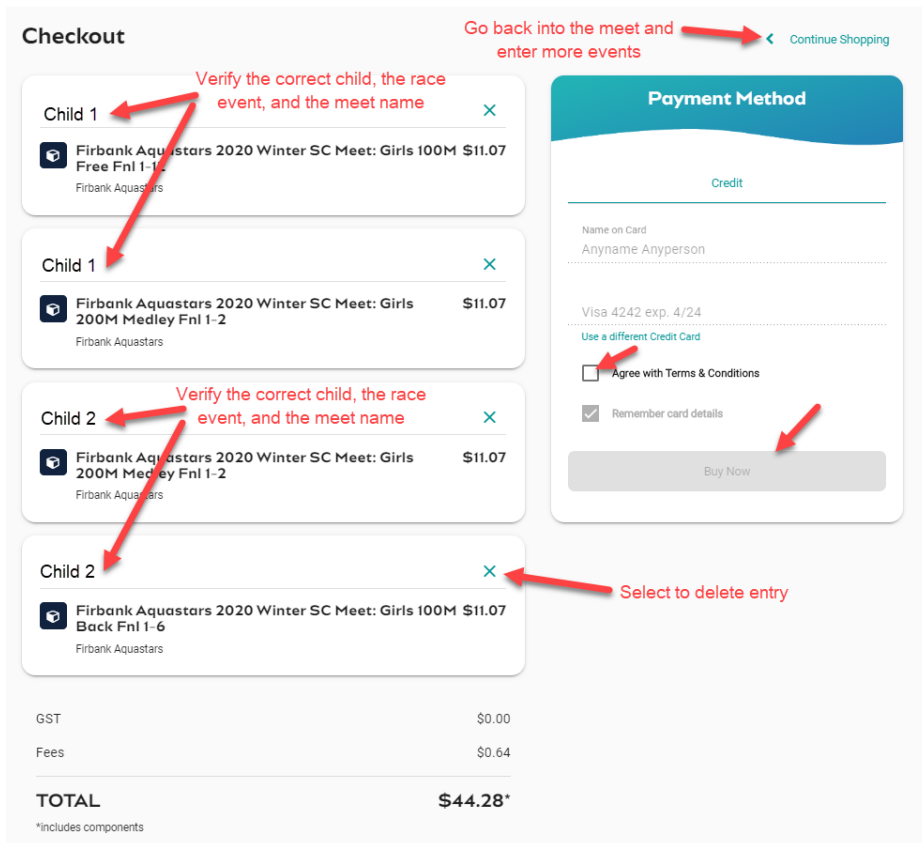
If you select **Restart**, you will clear all race entries from your cart and will start over in the process.

### **ENTERING MORE THAN ONE CHILD**

To complete entries for another child for the same meet or different meets, simply click on **Events** in the top left beneath the Shopping Cart icon then repeat the process of finding the meet, select nominate, select the next child then adding entries to your cart. You will see the total number of events entered for your family reflected in the Shopping Cart item count as you go along.

## PAYING FOR MEET ENTRIES

Once entries have been added to the Shopping Cart, click on the cart icon on the top left or select **Proceed to Payment**. You will see a confirmation screen listing all events you entered for each swimmer and which meets have been entered. Confirm all entries and, if necessary, remove any unwanted items by clicking the **X**.




**Checkout**


Go back into the meet and enter more events [Continue Shopping](#)

Verify the correct child, the race event, and the meet name

Child 1 **X**


 Firbank Aquastars 2020 Winter SC Meet: Girls 100M Free Fnl 1-12 \$11.07  
Firbank Aquastars

Child 1 **X**


 Firbank Aquastars 2020 Winter SC Meet: Girls 200M Medley Fnl 1-2 \$11.07  
Firbank Aquastars

Verify the correct child, the race event, and the meet name

Child 2 **X**

 Firbank Aquastars 2020 Winter SC Meet: Girls 200M Medley Fnl 1-2 \$11.07  
Firbank Aquastars

Child 2 **X** **Select to delete entry**

 Firbank Aquastars 2020 Winter SC Meet: Girls 100M Back Fnl 1-6 \$11.07  
Firbank Aquastars

GST \$0.00  
Fees \$0.64

**TOTAL \$44.28\***  
\*includes components

**Payment Method**

Credit

Name on Card  
Anyname Anyperson

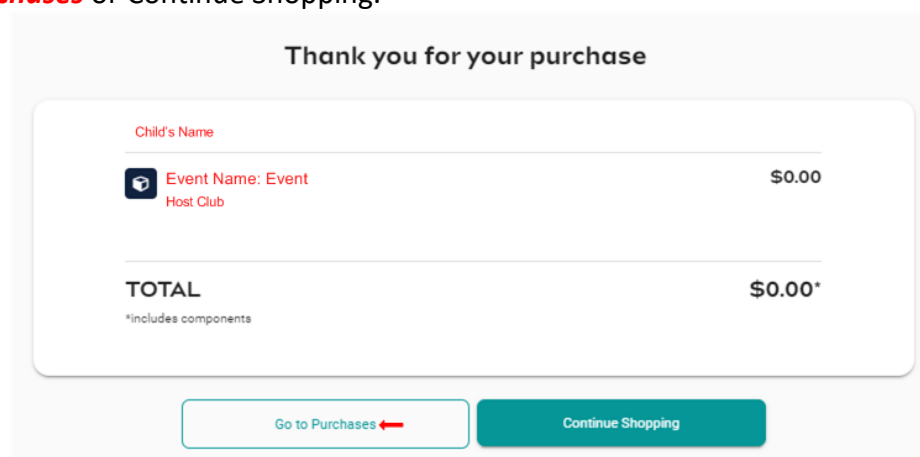
Visa 4242 exp. 4/24  
[Use a different Credit Card](#)

☐ Agree with Terms & Conditions  
☒ Remember card details

**Buy Now**


Enter payment details then select Agree with Terms & Conditions in the Payment Method window to complete the purchase.

Providing your payment is Successful, you will be taken to the below page where you can **Go to Purchases** or Continue Shopping.



**Thank you for your purchase**

Child's Name

 Event Name: Event \$0.00  
Host Club

**TOTAL \$0.00\***  
\*includes components

[Go to Purchases](#) [Continue Shopping](#)

***\*If your payment is not successful, you will see a red box at the bottom of the screen notifying you of the action needed to complete a successful transaction.***

Verify that your purchase is complete by selecting **Go to Purchases** and seeing that the purchase status is set to completed for the transaction.

Order History

From Date

01/01/2017

To Date

05/09/2020

Purchase State

Date

State

Total Inc.

2.9.2020

First Name Here

2.9.2020

Completed

\$203.00

1.9.2020

1ICT Developer TEST Admin

1.9.2020

Completed

\$19.99

1.9.2020

1ICT Developer TEST Admin

1.9.2020

Completed

\$1.12

1.9.2020

1ICT Developer TEST Admin

1.9.2020

Completed

\$19.99

PO# 200901061909 Products

Transactions

Invoice

Search

ProductName

exGST Qty IncGST

2020 State SC Championships: Mens 200M

\$18.17 1 \$19.99

Back Prelim 10-202

South Australia

Test A Dependant

Grand Total

1 \$19.99

GST Component

\$1.82

Transaction Fee\*

\$0.27

If the Purchase Status is showing Payment Pending, select **Make Payment** to complete the transaction.

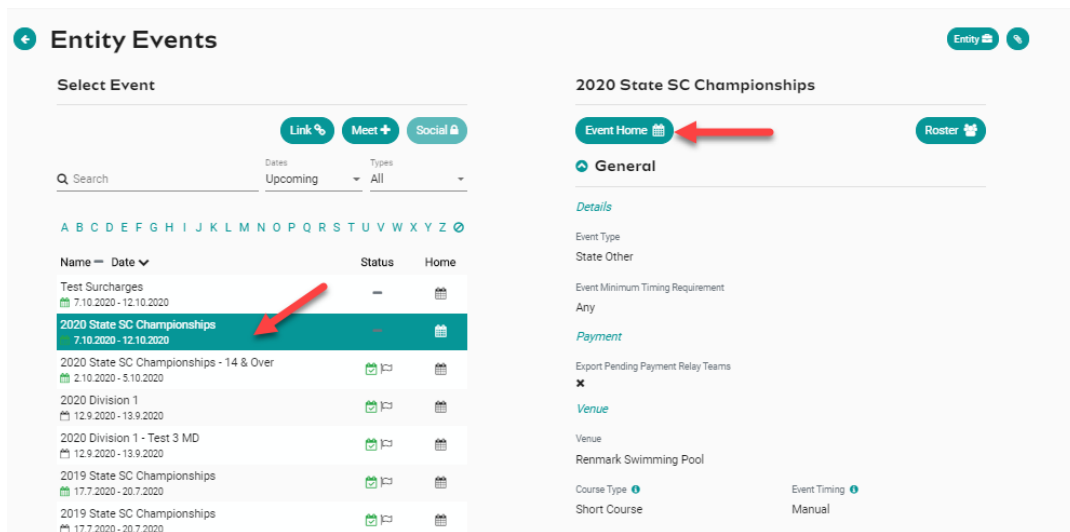
## HOW TO ENTER A RELAY – No Change

This help guide is for **Race Secretaries and Coaches** wanting to enter relay teams into upcoming swim meets.

From your dashboard home screen, select **Entity Management** from in the left-hand navigation panel. Enter your entity PIN and select **Confirm**, select the correct club/organisation for which relay teams are being created and entered.

Select **Events** and find the meet you are looking to enter teams to compete. To learn how to associate your club to an external meet, click [here](#) for instructions.

Once you have found the meet you are looking to enter relays for, select **Event Home**



**Entity Events**

Select Event

Link Meet Social

Q Search Dates Upcoming Types 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	Date	Status	Home
Test Surcharges	7.10.2020 - 12.10.2020	-	
<b>2020 State SC Championships</b>	<b>7.10.2020 - 12.10.2020</b>	-	
2020 State SC Championships - 14 & Over	2.10.2020 - 5.10.2020		
2020 Division 1	12.9.2020 - 13.9.2020		
2020 Division 1 - Test 3 MD	12.9.2020 - 13.9.2020		
2019 State SC Championships	17.7.2020 - 20.7.2020		
2019 State SC Championships	17.7.2020 - 20.7.2020		

**2020 State SC Championships**

Event Home Roster

**General**

Details

Event Type  
State Other

Event Minimum Timing Requirement  
Any

Payment

Export Pending Payment Relay Teams  
x

Venue

Renmark Swimming Pool

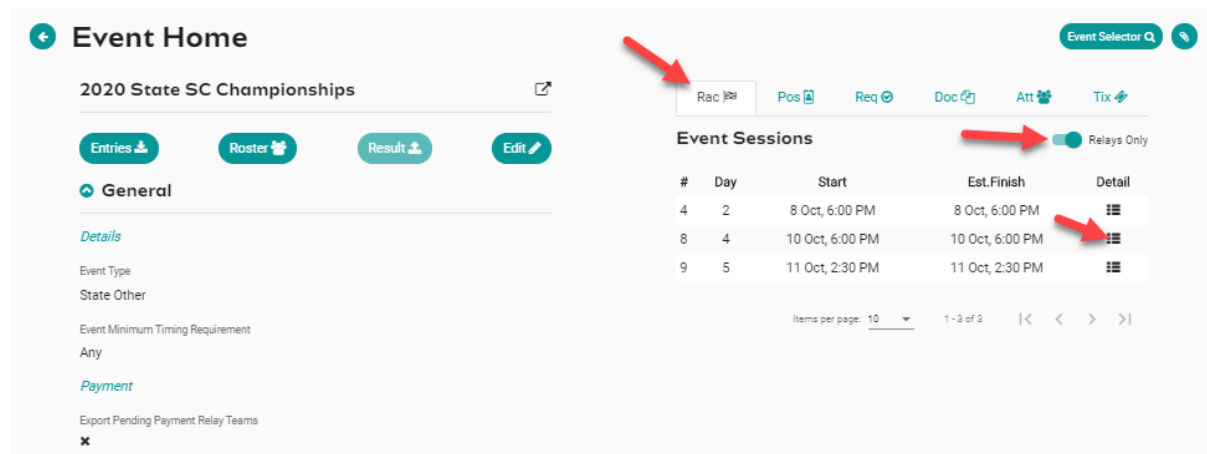
Course Type  
Short Course

Event Timing  
Manual

From **Event Home**, view the **Event Sessions** from the **Races** tab on the right. Turn on the toggle for **Relays Only** to view only the sessions with relay races available for entry. View the session event list by clicking on the session detail.

For instructions on nominating a team for a medley relay click [here](#)

For instructions on nominating a team for a mixed medley relay click [here](#)



**Event Home**

2020 State SC Championships

Entries Roster Result Edit

**General**

Details

Event Type  
State Other

Event Minimum Timing Requirement  
Any

Payment

Export Pending Payment Relay Teams  
x

Rac Pos Req Doc Att Tix

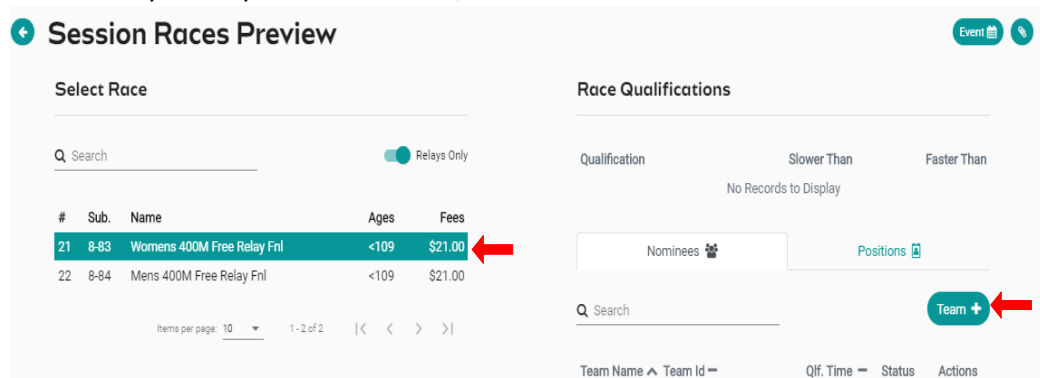
**Event Sessions**

Relays Only

#	Day	Start	Est.Finish	Detail
4	2	8 Oct, 6:00 PM	8 Oct, 6:00 PM	
8	4	10 Oct, 6:00 PM	10 Oct, 6:00 PM	
9	5	11 Oct, 2:30 PM	11 Oct, 2:30 PM	

Items per page: 10 1 - 3 of 3 |< < > >|

1. Select the relay event you want to enter, click on Team +



**Session Races Preview**

Select Race

Q Search Relays Only

#	Sub.	Name	Ages	Fees
21	8-83	<b>Womens 400M Free Relay Fnl</b>	<109	\$21.00
22	8-84	Mens 400M Free Relay Fnl	<109	\$21.00

Items per page: 10 1 - 2 of 2 |< < > >|

**Race Qualifications**

Qualification Slower Than Faster Than

No Records to Display

Nominees Positions


Q Search

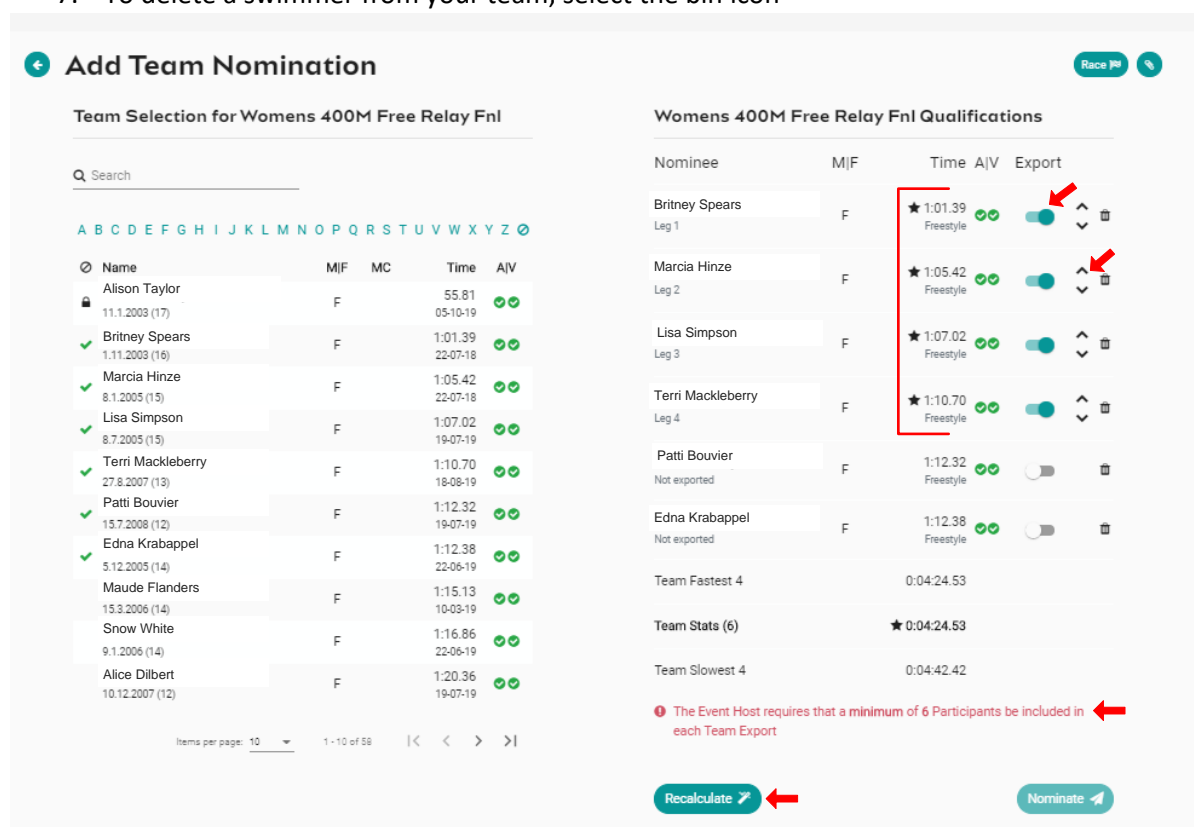
Team Name Team Id Qlf. Time Status Actions









Team +



Swimmers are shown by default as fastest to slowest and alphabetically by surname if equal times or NT. This provides a wider selection of participants for nomination.

2. The system will automatically show your 4 fastest qualifying swimmers from fastest to slowest on the right screen indicated by a star next to their time.
3. Confirm the **Export** toggle is on – this is required to export your team including the reserves to Meet Manager. If it is toggled off then the swimmer will not be exported and arrow keys disabled.
4. At the bottom of the screen is the **minimum participants required** for each Team Export. You will not be able to select 'Nominate' if you do not meet the minimum required number of participants for that event.
5. The **arrow keys**  allow the user to move a swimmer up to or down to the next leg. This is disabled for medley events.
6. To add a swimmer to your team, click on the swimmer's name once.
7. To delete a swimmer from your team, select the bin icon



-  1:00.37 Freestyle   Star indicates swimmers nominated for the relay team
-  A/V
-   Green ticks - Swimmer is **A** - available to nominate and **V** time is verified
-  Swimmer already assigned to a team in the same event will be locked.
-  Swimmer has no results but can be nominated
- **Recalculate** - clears the swimmers in the nominee screen and populates the 4 fastest available and verified swimmers

8. **Confirm** your Team then select **Nominate** to save your team. Repeat steps 2 to 7 to add extra teams to the same eve

### Add Team Nomination

Team Selection for Womens 400M Medley Relay Fnl

Stroke Type: Freestyle

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	M/F	MC	Time	A/V
Alison Taylor 11.1.2003 (17)	F		55.81 05-10-19	✓✓
✓ Britney Spears 1.11.2003 (16)	F		1:01.39 22-07-18	✓✓
✓ Marcia Hinze 8.1.2005 (15)	F		1:05.42 22-07-18	✓✓
✓ Lisa Simpson 8.7.2005 (13)	F		1:07.02 19-07-19	✓✓
✓ Terri Mackleberry 27.8.2007 (13)	F		1:10.70 18-08-19	✓✓
Patti Bouvier 15.7.2008 (12)	F		1:12.32 19-07-19	✓✓
Edna Krabappel 5.12.2005 (14)	F		1:12.38 22-06-19	✓✓
✓ Maude Flanders 15.3.2006 (14)	F		1:15.13 10-03-19	✓✓
✓ Snow White 9.1.2006 (14)	F		1:16.86 22-06-19	✓✓
Alice Dilbert 10.12.2007 (12)	F		1:20.36 19-07-19	✓✓

Items per page: 10 1 - 10 of 58

### Womens 400M Medley Relay Fnl Qualifications

Nominee	M/F	Time	A/V	Export
Lisa Simpson Leg 1	F	★ 1:15.21 Backstroke	✓✓	<input checked="" type="checkbox"/>
Maude Flanders Leg 2	F	★ 1:32.18 Breaststroke	✓✓	<input checked="" type="checkbox"/>
Marcia Hinze Leg 3	F	★ 1:10.66 Butterfly	✓✓	<input checked="" type="checkbox"/>
Britney Spears Leg 4	F	★ 1:01.39 Freestyle	✓✓	<input checked="" type="checkbox"/>
Snow White Leg 5	F	1:21.27 Backstroke	✓✓	<input checked="" type="checkbox"/>
Terri Mackleberry Leg 6	F	1:10.70 Freestyle	✓✓	<input checked="" type="checkbox"/>
Team Fastest 4		0:04:59.44		
Team Stats (6)		★ 0:04:59.44		
Team Slowest 4		0:05:14.81		





Team nominations for Medley Events must include at least one participant per stroke in each Team Export.

The Event Host requires that a minimum of 6 Participants be included in each Team Export

Recalculate



Nominate



9. Once you have nominated your teams, review your teams for each event – A Team ID Alpha Character is assigned to each team name; this is displayed as an additional column beside Team Name. The team list can be sorted by fastest time, which would list Team A first, then Team B etc
10. Select each of the **black trolley** to add each Team nomination to the entity cart. This will create a purchase order for each team nomination










-  Create Purchase order
-  Edit Team
-  In Shopping Cart; Purchase order not created - not exported
-  Delete the team

**Race Qualifications**

Qualification Slower Than Faster Than  
No Records to Display



Nominees  Positions 

Q Search  Team 










Team Name	Team Id	Qlf. Time	Status	Actions
Mountain Pool A MP		2:05.13		 
Mountain Pool B MP		2:15.84		 
Mountain Pool C MP		2:28.42		 

Items per page: 10 1 - 3 of 3 < > >>


11. Next go to **Entity Home**, **Entity Cart** where you can view your purchase orders for your relays. **Confirm or remove** any purchase order then select **Ts & Cs** then **Checkout**

**Entity Cart**  

**Confirm Your Cart Contents**

Product Name	exGST	GST	Qty	incGST
 2020 State SC Championships: Womens 200M Free Relay Fri 9-93 - Mountain Pool C  South Australia  Mountain Pool	\$23.85	\$2.39	1	\$26.24
 2020 State SC Championships: Womens 200M Free Relay Fri 9-93 - Mountain Pool B  South Australia  Mountain Pool	\$23.85	\$2.39	1	\$26.24
 2020 State SC Championships: Womens 200M Free Relay Fri 9-93 - Mountain Pool A  South Australia  Mountain Pool	\$23.85	\$2.39	1	\$26.24
<b>Grand Total</b>			3	\$78.72
<b>GST Component</b>				\$7.17
<b>Transaction Fee*</b>				\$15.72

\* Fees and surcharges included in total amount shown

☒ I agree with Ts & Cs 

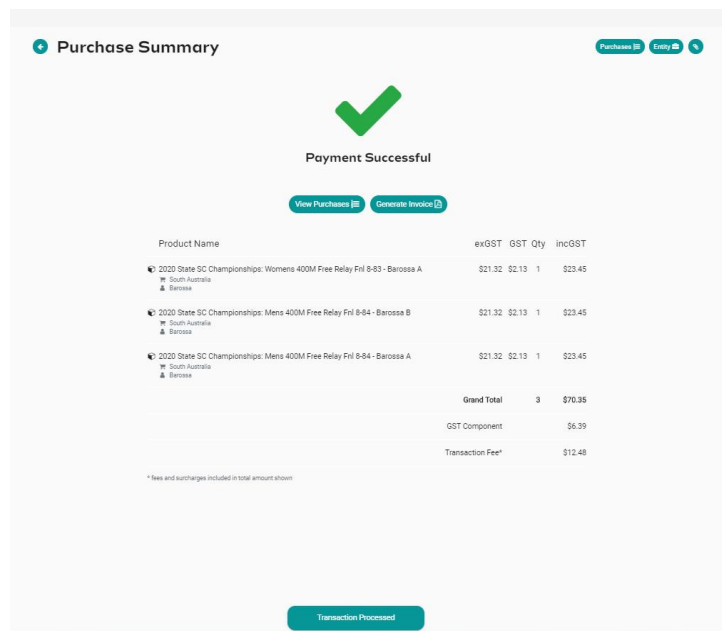
**Terms and Conditions of Purchase**

I agree to the terms and conditions of this purchase.  
I acknowledge the full terms and conditions are available to me [HERE](#)





**Specific Terms and Conditions:**

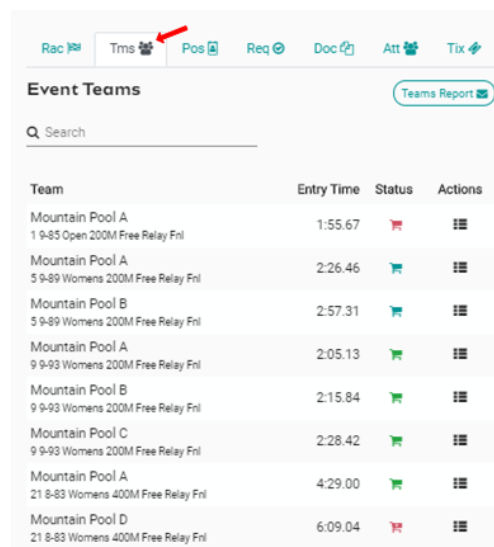
- Terms and Conditions of Membership - Individual
- Terms and Conditions - Promotions
- Terms and Conditions of Sale
- Terms and Conditions of Membership - Club / District
- Refund Policy
- Fees and Charges Policy
- Pool Deck Policy

12. Provide **Credit Card Details** then select **Purchase**  
A large green tick will show confirming that payment was successful



13. To View your nominated Teams and their status go to the **Events Home Page** select **Tms**. A list of your nominated teams will show. Note – only teams with a green or blue trolley status will be exported in the meet entry file.

-  Green Trolley – Payment Received and entry completed
-  Blue Trolley – Entry submitted & Purchase Order created (pending payment)
-  Red Trolley – Purchase Order not created, refunded or require payment – not exported
-  Red + Trolley – In Shopping Cart Purchase Order not created – not exported

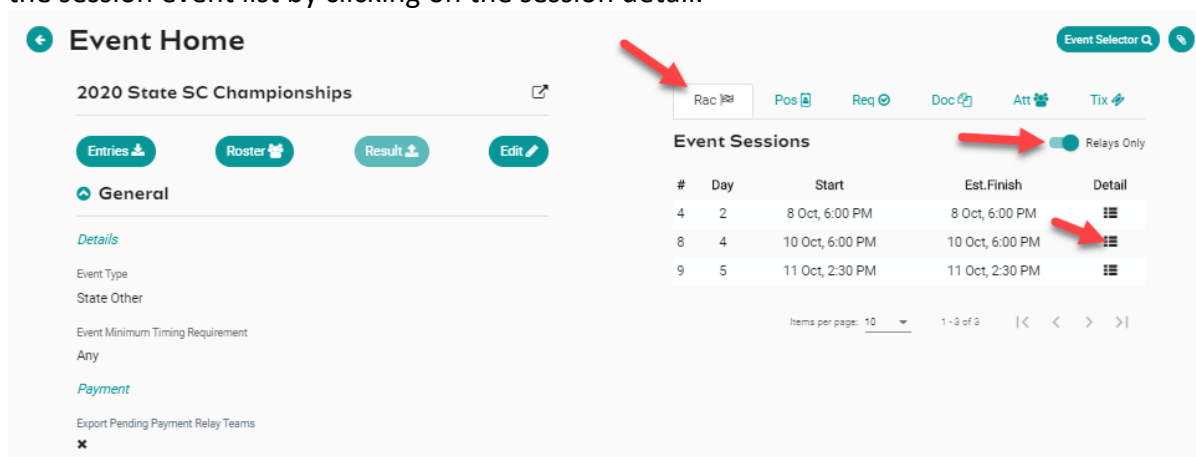


Team	Entry Time	Status	Actions
Mountain Pool A 1 9-85 Open 200M Free Relay Fnl	1:55.67		
Mountain Pool A 5 9-89 Womens 200M Free Relay Fnl	2:26.46		
Mountain Pool B 5 9-89 Womens 200M Free Relay Fnl	2:57.31		
Mountain Pool A 9 9-93 Womens 200M Free Relay Fnl	2:05.13		
Mountain Pool B 9 9-93 Womens 200M Free Relay Fnl	2:15.84		
Mountain Pool C 9 9-93 Womens 200M Free Relay Fnl	2:28.42		
Mountain Pool A 21 8-83 Womens 400M Free Relay Fnl	4:29.00		
Mountain Pool D 21 8-83 Womens 400M Free Relay Fnl	6:09.04		



## NOMINATING FOR A MEDLEY RELAY – No Change

From **Event Home**, view the **Event Sessions** from the **Races** tab on the right. Turn on the toggle for **Relays Only** to view only the sessions with relay races available for entry. View the session event list by clicking on the session detail.



**Event Home**

2020 State SC Championships

Entries Roster Result Edit

**General**

Details

Event Type  
State Other

Event Minimum Timing Requirement  
Any

Payment

Export Pending Payment Relay Teams

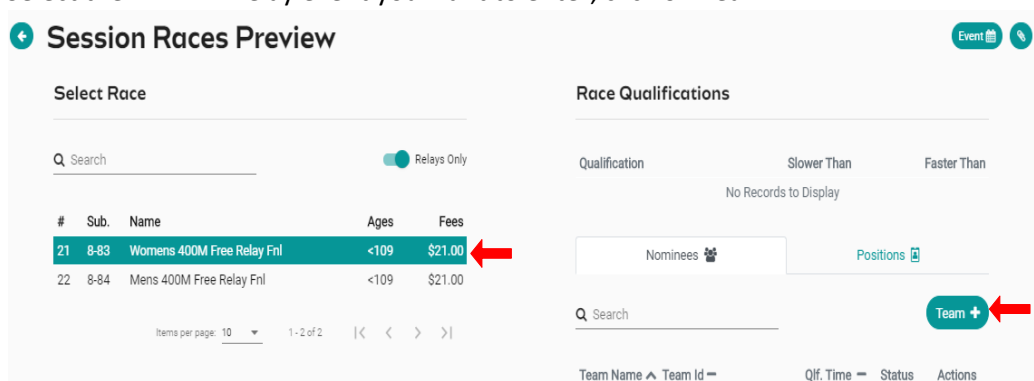
**Event Sessions**

Relays Only

#	Day	Start	Est.Finish	Detail
4	2	8 Oct, 6:00 PM	8 Oct, 6:00 PM	
8	4	10 Oct, 6:00 PM	10 Oct, 6:00 PM	
9	5	11 Oct, 2:30 PM	11 Oct, 2:30 PM	

Items per page: 10 1 - 2 of 2

1. Select the MEDLEY relay event you want to enter, click on Team +



**Session Races Preview**

Select Race

Search Relays Only

#	Sub.	Name	Ages	Fees
21	8-83	Womens 400M Free Relay Fnl	<109	\$21.00
22	8-84	Mens 400M Free Relay Fnl	<109	\$21.00

Items per page: 10 1 - 2 of 2

**Race Qualifications**

Qualification Slower Than Faster Than

No Records to Display

Nominees Positions

Search

Team +

Team Name Team Id Qlf. Time Status Actions

- The system will show the 4 fastest qualifying Swimmers on the right screen in the order of backstroke, breaststroke, butterfly and freestyle.
- A list of backstroke swimmers will be the default stroke shown in the left-hand screen. To **amend** your team, you can search for swimmers via stroke type and or swimmer's name. Swimmers are shown by default as fastest to slowest and alphabetically by surname if equal times or NT.
  - To **add** a swimmer to your team, select **stroke type** and then click on the **swimmer's name**. Depending on the event set up, you will be able to add up to 4 reserves. The reserves can be set at any stroke
  - Click on **Nominate** to save your team & repeat steps 1 to 5 to add extra teams to the same event. Swimmers already assigned to a team in the same event will be locked.

### Add Team Nomination

Team Selection for Womens 400M Medley Relay Fnl

Search ← Stroke Type ← Backstroke

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	M/F	MC	Time	A/V
Alison Taylor 11.1.2003 (17)	F		55.81 05-10-19	✓✓
Britney Spears 1.11.2003 (16)	F		1:01.39 22-07-18	✓✓
Marcia Hinze 8.1.2005 (15)	F		1:05.42 22-07-18	✓✓
Lisa Simpson 8.7.2005 (15)	F		1:07.02 19-07-19	✓✓
Terri Mackleberry 27.8.2007 (13)	F		1:10.70 18-08-19	✓✓
Patti Bouvier 15.7.2008 (12)	F		1:12.32 19-07-19	✓✓
Edna Krabappel 5.12.2005 (14)	F		1:12.38 22-06-19	✓✓
Maude Flanders 15.3.2006 (14)	F		1:15.13 10-03-19	✓✓
Snow White 9.1.2006 (14)	F		1:16.86 22-06-19	✓✓
Alice Dilbert 10.12.2007 (12)	F		1:20.36 19-07-19	✓✓

Items per page: 10 1 - 10 of 59

### Womens 400M Medley Relay Fnl Qualifications

Nominee	M/F	Time	A/V	Export
Lisa Simpson Leg 1	F	★ 1:15.21 Backstroke	✓✓	<input checked="" type="checkbox"/>
Maude Flanders Leg 2	F	★ 1:32.18 Breaststroke	✓✓	<input checked="" type="checkbox"/>
Marcia Hinze Leg 3	F	★ 1:10.66 Butterfly	✓✓	<input checked="" type="checkbox"/>
Britney Spears Leg 4	F	★ 1:01.39 Freestyle	✓✓	<input checked="" type="checkbox"/>
Snow White Leg 5	F	1:21.27 Backstroke	✓✓	<input checked="" type="checkbox"/>
Terri Mackleberry Leg 6	F	1:10.70 Freestyle	✓✓	<input checked="" type="checkbox"/>
Team Fastest 4		0:04:59.44		
Team Stats (6)		★ 0:04:59.44		
Team Slowest 4		0:05:14.81		

Team nominations for Medley Events must include at least one participant per stroke in each Team Export.  
The Event Host requires that a minimum of 6 Participants be included in each Team Export

★ 1:00.37  
Freestyle ✓✓

A/V

✓✓







Star indicates swimmer nominated for the relay team

Swimmer is available to enter this event and verified time

Swimmer has no results



Recalculate - clears the swimmers in the nominee screen and populates the 4 fastest available and verified swimmers

5. Review your teams for each event – A Team ID Alpha Character is assigned to each team name; this is displayed as an additional column beside Team Name. The team list can be sorted by fastest time, which would list Team A first, then Team B etc
6. Select the **black trolley** to add each Team nomination to the entity cart. This will create a purchase order for each team nomination


-  Create Purchase order
-  Edit Team
-  In Shopping Cart; Purchase order not created - not exported
-  Delete the team













**Race Qualifications**

Qualification: Slower Than, Faster Than  
No Records to Display

Nominees  Positions 

Search

Team 

Team Name	Team Id	Qlf. Time	Status	Actions
Mountain Pool A	MP	2:05.13		  
Mountain Pool B	MP	2:15.84		  
Mountain Pool C	MP	2:28.42		  

Items per page: 10 1 - 3 of 3

7. Next go to **Entity Home**, **Entity Cart** where you can view your purchase orders for your relays. **Confirm or remove** any purchase order then select **Ts & Cs** then **Checkout**

**Entity Cart**

Confirm Your Cart Contents

Product Name	exGST	GST	Qty	incGST
2020 State SC Championships: Womens 200M Free Relay Fri 9-93 - Mountain Pool C South Australia Mountain Pool	\$23.85	\$2.39	1	\$26.24
2020 State SC Championships: Womens 200M Free Relay Fri 9-93 - Mountain Pool B South Australia Mountain Pool	\$23.85	\$2.39	1	\$26.24
2020 State SC Championships: Womens 200M Free Relay Fri 9-93 - Mountain Pool A South Australia Mountain Pool	\$23.85	\$2.39	1	\$26.24
<b>Grand Total</b>			3	\$78.72
<b>GST Component</b>				\$7.17
<b>Transaction Fee*</b>				\$15.72

\* fees and surcharges included in total amount shown

☒ I agree with Ts & Cs **Checkout**

**Terms and Conditions of Purchase**

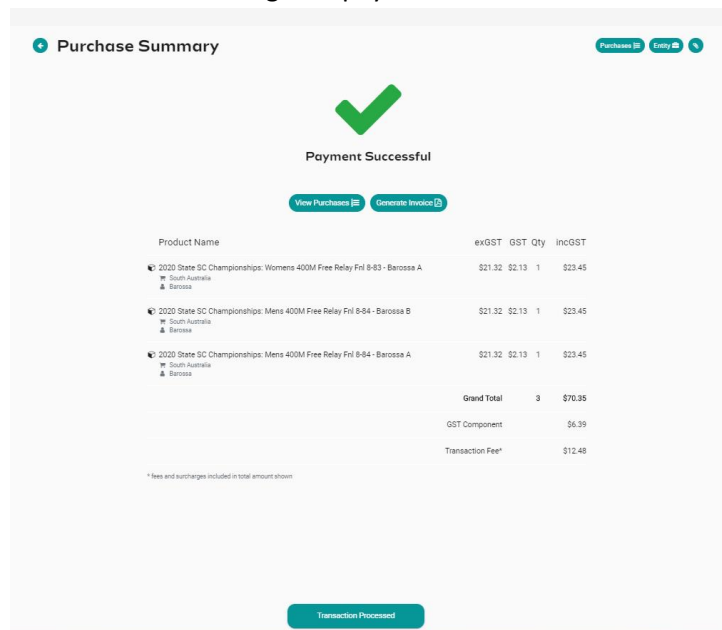
I agree to the terms and conditions of this purchase.  
I acknowledge the full terms and conditions are available to me [HERE](#)

Specific Terms and Conditions:





- Terms and Conditions of Membership - Individual
- Terms and Conditions - Promotions
- Terms and Conditions of Sale
- Terms and Conditions of Membership - Club / District
- Refund Policy
- Fee's and Charges Policy
- Pool Deck Policy

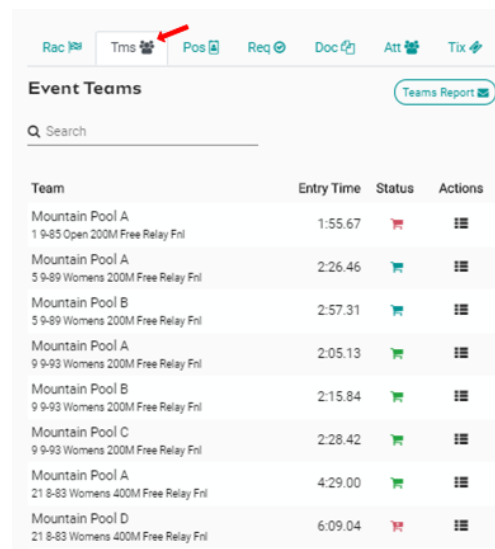


8. Provide **Credit Card Details** then select **Purchase**
9. A large green tick will show confirming that payment was successful



10. To View your nominated Teams and their status go to the **Events Home Page** select **Tms**. A list of your nominated teams will show. Note – only teams with a green or blue trolley status will be exported in the meet entry file.

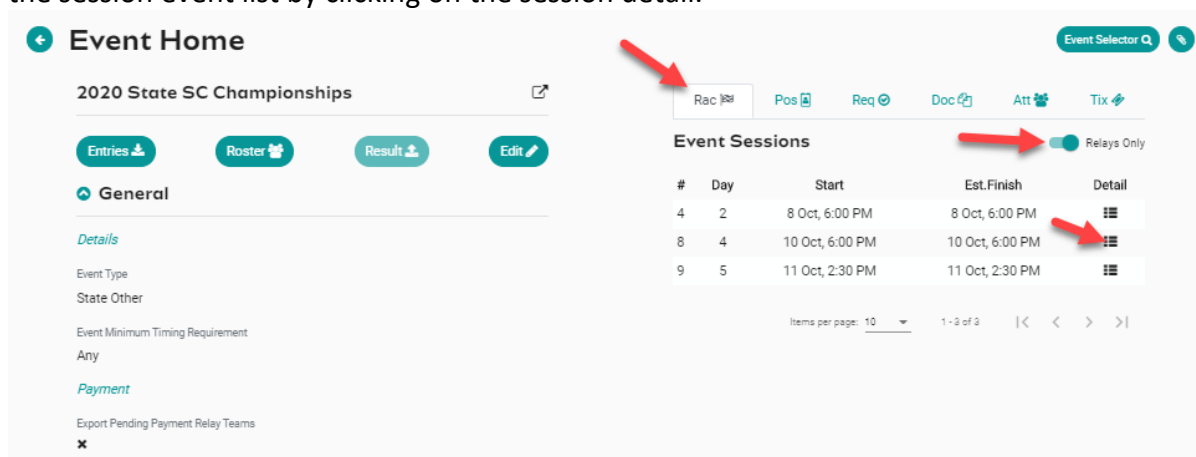
-  Green Trolley – Payment Received and entry completed
-  Blue Trolley – Entry submitted & Purchase Order created (pending payment)
-  Red Trolley – Purchase Order not created, refunded or require payment – not exported
-  Red + Trolley – In Shopping Cart Purchase Order not created – not exported



Team	Entry Time	Status	Actions
Mountain Pool A 1 9-85 Open 200M Free Relay Fri	1:55.67		
Mountain Pool A 5 9-89 Womens 200M Free Relay Fri	2:26.46		
Mountain Pool B 5 9-89 Womens 200M Free Relay Fri	2:57.31		
Mountain Pool A 9 9-93 Womens 200M Free Relay Fri	2:05.13		
Mountain Pool B 9 9-93 Womens 200M Free Relay Fri	2:15.84		
Mountain Pool C 9 9-93 Womens 200M Free Relay Fri	2:28.42		
Mountain Pool A 21 8-83 Womens 400M Free Relay Fri	4:29.00		
Mountain Pool D 21 8-83 Womens 400M Free Relay Fri	6:09.04		

## NOMINATING FOR A MIXED MEDLEY RELAY – No Change

From **Event Home**, view the **Event Sessions** from the **Races** tab on the right. Turn on the toggle for **Relays Only** to view only the sessions with relay races available for entry. View the session event list by clicking on the session detail.



**Event Home**

2020 State SC Championships

Entries Roster Result Edit

**General**

[Details](#)

Event Type  
State Other

Event Minimum Timing Requirement  
Any

[Payment](#)

Export Pending Payment Relay Teams

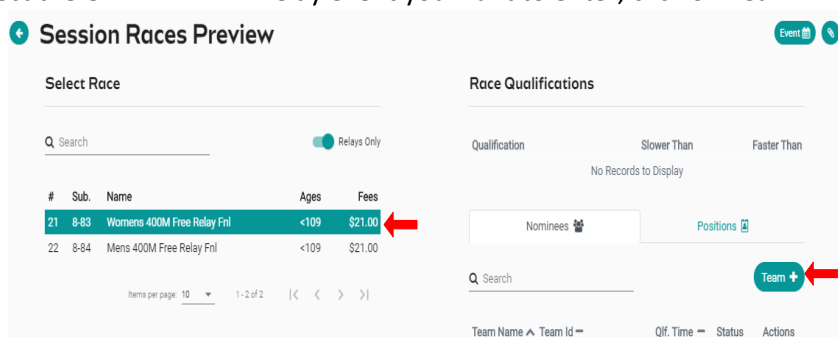
**Event Sessions**

Relays Only

#	Day	Start	Est.Finish	Detail
4	2	8 Oct, 6:00 PM	8 Oct, 6:00 PM	
8	4	10 Oct, 6:00 PM	10 Oct, 6:00 PM	
9	5	11 Oct, 2:30 PM	11 Oct, 2:30 PM	

Items per page: 10 1 - 3 of 3

1. Select the OPEN MEDLEY relay event you want to enter, click on Team +



**Session Races Preview**

Select Race

Q Search Relays Only

#	Sub	Name	Ages	Fees
21	8-83	Womens 400M Free Relay Fnl	<109	\$21.00
22	8-84	Mens 400M Free Relay Fnl	<109	\$21.00

Items per page: 10 1 - 2 of 2

**Race Qualifications**

Qualification Slower Than Faster Than

No Records to Display

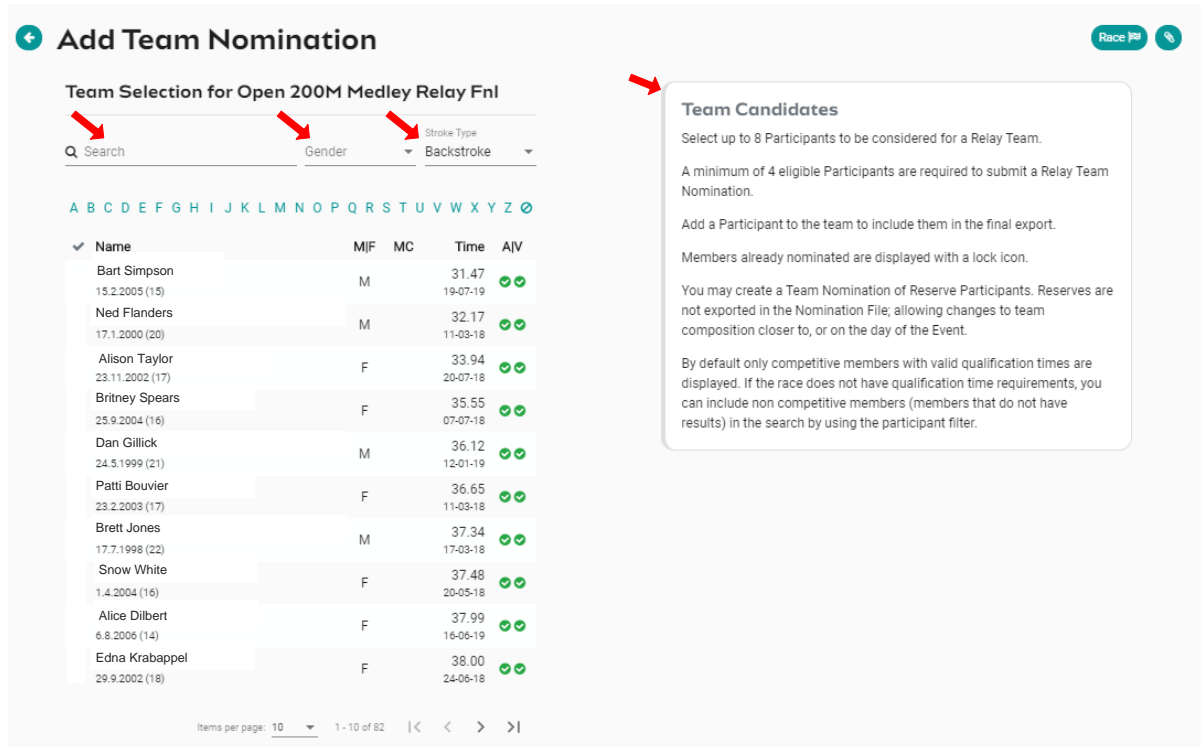
Nominees Positions

Q Search

Team +

Team Name Team Id Qf. Time Status Actions

2. The system will NOT automatically load any swimmers on the right screen. However, Team Candidate details for a Mixed Medley team will be displayed
3. Users can **search** via a **swimmer's name**, **gender** or **stroke type**.



**Add Team Nomination**

Team Selection for Open 200M Medley Relay Fnl

Search Gender Stroke Type Backstroke

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	M/F	MC	Time	A/V
Bart Simpson 15.2.2005 (15)	M		31.47 19-07-19	✓✓
Ned Flanders 17.1.2000 (20)	M		32.17 11-03-18	✓✓
Alison Taylor 23.11.2002 (17)	F		33.94 20-07-18	✓✓
Britney Spears 25.9.2004 (16)	F		35.55 07-07-18	✓✓
Dan Gillick 24.5.1999 (21)	M		36.12 12-01-19	✓✓
Patti Bouvier 23.2.2003 (17)	F		36.65 11-03-18	✓✓
Brett Jones 17.7.1998 (22)	M		37.34 17-03-18	✓✓
Snow White 1.4.2004 (16)	F		37.48 20-05-18	✓✓
Alice Dilbert 6.8.2006 (14)	F		37.99 16-06-19	✓✓
Edna Krabappel 29.9.2002 (18)	F		38.00 24-06-18	✓✓

Items per page: 10 1 - 10 of 82 |< >|

**Team Candidates**

Select up to 8 Participants to be considered for a Relay Team.

A minimum of 4 eligible Participants are required to submit a Relay Team Nomination.

Add a Participant to the team to include them in the final export.

Members already nominated are displayed with a lock icon.

You may create a Team Nomination of Reserve Participants. Reserves are not exported in the Nomination File, allowing changes to team composition closer to, or on the day of the Event.





By default only competitive members with valid qualification times are displayed. If the race does not have qualification time requirements, you can include non competitive members (members that do not have results) in the search by using the participant filter.

4. Select a swimmer to add to the nominee's screen  
Once you commence selection a **selection criteria** will be displayed at the bottom of the right screen

- ❗ Team nominations for Medley Events must include at least one participant per stroke in each Team Export.
- ❗ Team nominations for Open Events must include an equal number of female and male Participants
- ❗ The Event Host requires that a minimum of 6 Participants be included in each Team Export



5. Once you have selected your team Click on **Nominate** to save your team & repeat steps 1 to 5 to add extra teams to the same event. Swimmers already assigned to a team in the same event will be locked.

6. Review your teams for each event – A Team ID Alpha Character is assigned to each team name; this is displayed as an additional column beside Team Name. The team list can be sorted by fastest time, which would list Team A first, then Team B etc
7. Select the **black trolley** to add each Team nomination to the entity cart. This will create a purchase order for each team nomination

-  Create Purchase order
-  Edit Team
-  In Shopping Cart; Purchase order not created - not exported
-  Delete the team













**Race Qualifications**

Qualification: Slower Than, Faster Than  
No Records to Display

Nominees  Positions 

Search

**Team +**

Team Name	Team Id	Qlf. Time	Status	Actions
Mountain Pool A	MP	2:05.13		  
Mountain Pool B	MP	2:15.84		  
Mountain Pool C	MP	2:28.42		  

Items per page: 10 1 - 3 of 3

8. Next go to **Entity Home**, **Entity Cart** where you can view your purchase orders for your relays. **Confirm or remove** any purchase order then select **Ts & Cs** then **Checkout**

**Entity Cart**

Confirm Your Cart Contents

Product Name	exGST	GST	Qty	incGST
2020 State SC Championships: Womens 200M Free Relay Fri 9-93 - Mountain Pool C South Australia Mountain Pool	\$23.85	\$2.39	1	\$26.24
2020 State SC Championships: Womens 200M Free Relay Fri 9-93 - Mountain Pool B South Australia Mountain Pool	\$23.85	\$2.39	1	\$26.24
2020 State SC Championships: Womens 200M Free Relay Fri 9-93 - Mountain Pool A South Australia Mountain Pool	\$23.85	\$2.39	1	\$26.24
<b>Grand Total</b>			3	\$78.72
<b>GST Component</b>				\$7.17
<b>Transaction Fee*</b>				\$15.72

\* fees and surcharges included in total amount shown

☒ I agree with Ts & Cs **Checkout**

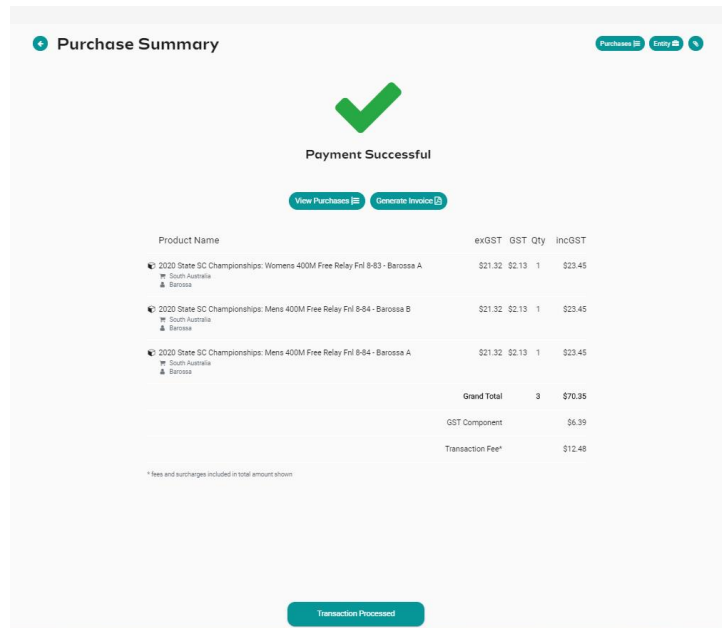
**Terms and Conditions of Purchase**

I agree to the terms and conditions of this purchase.  
I acknowledge the full terms and conditions are available to me [HERE](#)





Specific Terms and Conditions:

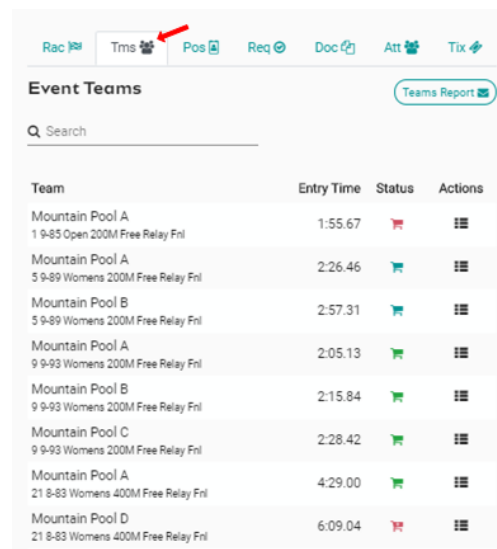
- Terms and Conditions of Membership - Individual
- Terms and Conditions - Promotions
- Terms and Conditions of Sale
- Terms and Conditions of Membership - Club / District
- Refund Policy
- Fee's and Charges Policy
- Pool Deck Policy

9. Provide **Credit Card Details** then select **Purchase**
10. A large green tick will show confirming that payment was successful



11. To View your nominated Teams and their status go to the **Events Home Page** select **Tms**.  
A list of your nominated teams will show. Note – only teams with a green or blue trolley status will be exported in the meet entry file.

-  Green Trolley – Payment Received and entry completed
-  Blue Trolley – Entry submitted & Purchase Order created (pending payment)
-  Red Trolley – Purchase Order not created, refunded or require payment – not exported
-  Red + Trolley – In Shopping Cart Purchase Order not created – not exported



Team	Entry Time	Status	Actions
Mountain Pool A 1 9-85 Open 200M Free Relay Fnl	1:55.67		
Mountain Pool A 5 9-89 Womens 200M Free Relay Fnl	2:26.46		
Mountain Pool B 5 9-89 Womens 200M Free Relay Fnl	2:57.31		
Mountain Pool A 9 9-93 Womens 200M Free Relay Fnl	2:05.13		
Mountain Pool B 9 9-93 Womens 200M Free Relay Fnl	2:15.84		
Mountain Pool C 9 9-93 Womens 200M Free Relay Fnl	2:28.42		
Mountain Pool A 21 8-83 Womens 400M Free Relay Fnl	4:29.00		
Mountain Pool D 21 8-83 Womens 400M Free Relay Fnl	6:09.04		

## ATTENDEES REPORT – No Change

To obtain a list of attendees for the relay events go to **Event Home** -> **Att Tab** -> Select **Attendees Report**. A report will be emailed which details the attendees and how many relay nominations. This is also visible on the screen in the "event attendees list". Select the individual and a list of their race nominations will display at the bottom of the screen

### Event Preview

#### 2020 State SC Championships

General

Details

Payment

Venue

Qualifying

Dates & Times

Roster

Status

Venue

Online

Website

http://www.renmarkparinga.sa.gov.au/councilfacilities

Contact

Rac

Tms

Pos

Req

Doc

Att

Tix

Event Attendees

Attendees Report

Search

Participant	Visitor	Relay Only	Status	Actions
Bouvier, Patti MP				
Dilbert, Alice MP				
Flanders, Ned MP				
Gillick, Dan MP				
Jones, Brett MP				
Krabappel, Edna MP				
Simpson, Bart MP				
Spears, Britney MP				
Taylor, Alison MP				
White, Snow MP				

Items per page: 10

1 - 10 of 48

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#### Race Nominations

Race	Status	Details
9-89 Womens 200M Free Relay Fnl Team QT: 2:57.31		

Items per page: 10

1 - 1 of 1

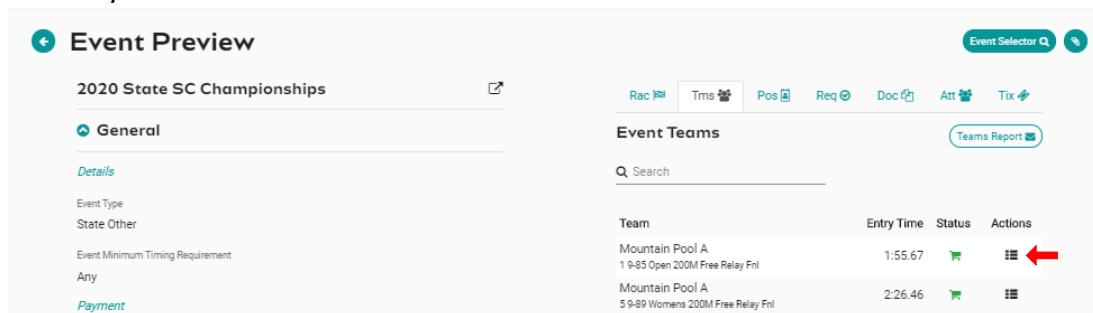
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## TEAMS REPORT - No Change

To view a list of each team nominated for a relay go to **Event Home** -> **Tms Tab** -> select **Teams Report**. A report will be emailed which details the Team Name, Team Alpha Character, Race Number, Race Name, Team Entry Time, List of Athletes Names, Event Cost and the payment Status.

A	B	C	D	E	F	G	H
Team Name	Team Alpha Character	Race number	Race name	Team Entry Time	Athletes name (age)	Event cost	Status
Mountain Pool	C	9 9-93	Womens 200M Free Relay Fnl	02:28.4	Alison Taylor (12); Cruella Deville(14); La	21	Paid
Mountain Pool	A	20 4-40	Womens 400M Medley Relay Fnl	05:00.7	Britney Spears (17); Marcia Hinze (17); Lis	21	Not Complete
Mountain Pool	A	21 8-83	Womens 400M Free Relay Fnl	04:29.0	Edna Krabappel (16); Alice Dilbert (16); Ar	21	Paid
Mountain Pool	C	21 8-83	Womens 400M Free Relay Fnl	05:19.5	Snow White (18); Patti Bouvier (18); Mau	21	Paid

Alternatively select the 'Details' icon under Actions



**Event Preview**

2020 State SC Championships

**General**

[Details](#)

Event Type  
State Other

Event Minimum Timing Requirement  
Any

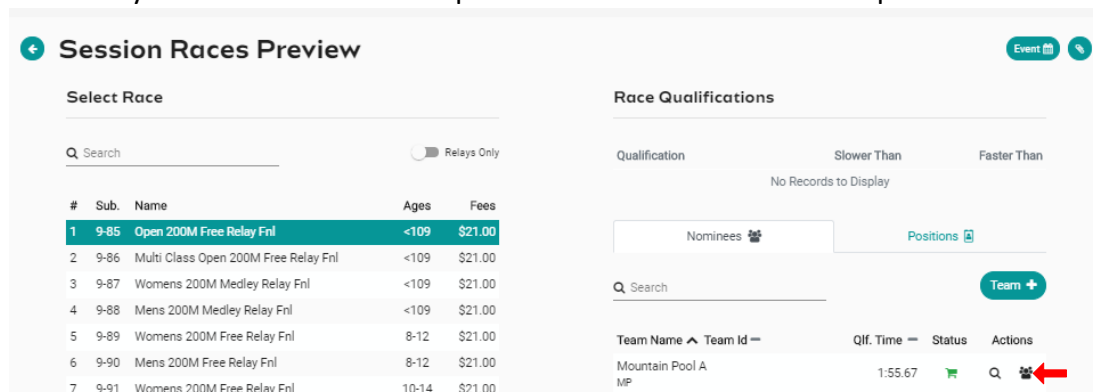
[Payment](#)

**Event Teams**

Search

Team	Entry Time	Status	Actions
Mountain Pool A 1 9-85 Open 200M Free Relay Fnl	1:55.67		
Mountain Pool A 5 9-89 Womens 200M Free Relay Fnl	2:26.46		

This will take you to the session Races preview screen. Select the 'Group' icon under Actions



**Session Races Preview**

Select Race

Search

Relays Only

#	Sub.	Name	Ages	Fees
1	9-85	Open 200M Free Relay Fnl	<109	\$21.00
2	9-86	Multi Class Open 200M Free Relay Fnl	<109	\$21.00
3	9-87	Womens 200M Medley Relay Fnl	<109	\$21.00
4	9-88	Mens 200M Medley Relay Fnl	<109	\$21.00
5	9-89	Womens 200M Free Relay Fnl	8-12	\$21.00
6	9-90	Mens 200M Free Relay Fnl	8-12	\$21.00
7	9-91	Womens 200M Free Relay Fnl	10-14	\$21.00

**Race Qualifications**

Qualification

Slower Than

Faster Than

No Records to Display

Nominees

Positions

Search

Team

Team Name	Team Id	Qlf. Time	Status	Actions
Mountain Pool A MP		1:55.67		

This will display a list of relay teams in the left screen.

Select a Team and a list of athletes will be displayed on the right screen

Groups Selector

Entity

Groups

Groups Report

Q Search

Group Type

All

Group +

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 ^

2020 South Australia LC State Championship Open 200M Medley Relay Fnl Team 1

Relay Team

4 0

2020 South Australia LC State Championship Open 200M Medley Relay Fnl Team 1

Relay Team

4 0

2020 South Australia LC State Championship Open 200M Medley Relay Fnl Team 1

Relay Team

4 0

2020 South Australia SC State Other Mens 400M Free Relay Fnl Team 84 A

8 0

2020 South Australia LC State Championship Op...

Q Search

Msg +

Member +

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 ^

Propl.

Actions

Ned Flanders

Dependant

Snow White

Dependant

Alice Dilbert

Dependant

Brett Jones

Dependant

Items per page: 10

1 - 4 of 4

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## HOW TO ASSOCIATE A MEET TO MY CLUB/ORGANISATION - No Change

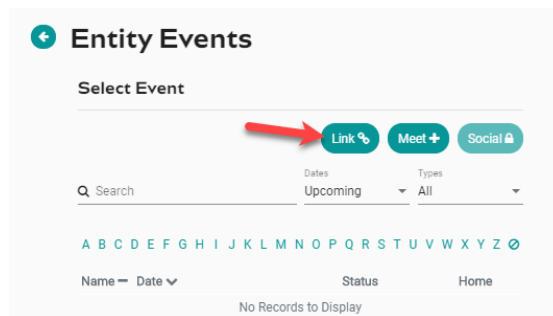
There are two primary reasons to Associate a meet to your club/organisation/district:

1. Enable your club/organisation/district swimmers to see and enter meets in a different state from the event calendar
2. For your club administrators and coaches to see who is attending the meet from your club

This help guide is for **Club Administrators and Coaches** to associate external meets to their club for visibility of attendance.

From your dashboard home screen, select **Entity Management** from in the left-hand navigation panel. Enter your entity PIN and select **Confirm**.

Select **Events** from the left-hand navigation panel then select **Link** under the Select Event option.



Search for the **Club/District/State** whose meets you wish to associate with your club/organisation/district. A calendar view will appear on the right showing upcoming events for that Club/District/State. **Select the event date** and then **select the appropriate meet** to view meet details.

**Event Association**

Entity Selection

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	State	View
Bendigo Hawks Aquatic	VIC	Q
Blacktown City ASC	NSW	Q
Gardens SC Inc	QLD	Q
New South Wales	NSW	Q
Northern Territory	NT	Q
<b>South Australia</b>	<b>SA</b>	<b>Q</b>
STARplex	SA	Q
Tasmania	TAS	Q
Trinity Lismore Swimming Club ...	NSW	Q
Warringah Aquatic SC Inc	NSW	Q

Items per page: 10 1 - 10 of 10

South Australia Events

July 2020

Mon	Tue	Wed	Thu	Fri	Sat	Sun
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

Diving Back In - Meet 1 - Session 1  
 Diving Back In - Meet 1 - Session 2

Confirm using the meet details that this is the correct meet you are wanting to associate to your club/organisation/district then select **Associate**.

**Diving Back In - Meet 1 - Session 1 Preview**

Calendar Associate

**General**

**Details**

Event Type

State Preparation

Event Minimum Timing Requirement

Electronic

Event Description

**Athlete Entry Requirements:**

- Minimum age 13yrs
- Maximum 4 races per swimmer

You will get the option to set a surcharge, if this is not necessary, select **Next**.

**Event Association**

Optional : Set a surcharge to be applied to primary members

Surcharge Is Percentage

Global Surcharge

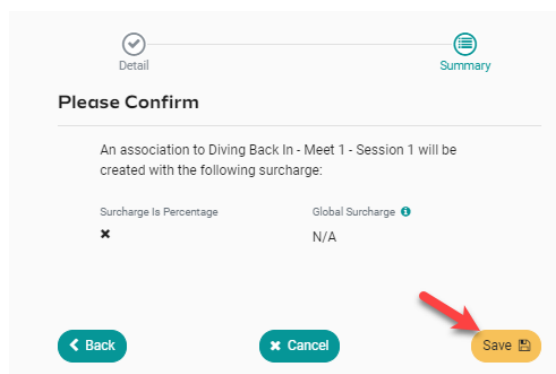
0

Back Cancel Next

**\*\*The surcharge denotes a fee that the visiting club/organisation may wish to add onto the swimmers' entry costs. For example, aiding in travelling to the event, like covering costs for**

the coach to attend the event, or paying for a bus to transport participants. That is, the normal entry fee will be paid to the meet host, while the global surcharge (if any) is paid to the club/organisation who is associating with the event.

Confirm the association and select **Save** to have the meet appear on your member's calendars and to make entries for your team visible to club administrators and coaches.



## HOW DO I CREATE A DIRECT LINK - New 08/09/20

In Swim Central, it's possible to generate a direct "clickable" link, to allow potential participants direct access to nominate for your meet in Swim Central. This direct link can be emailed, placed within a flyer or on a website.

Sign in to Swim Central, navigate to your Entity Home screen and select your Events tile, select the event you wish to create the direct link for from the list, to access the Event's Home screen.

From the Event's Home screen, you can copy the direct (bounce) link by selecting the icon to the right of the event name on the Event Home screen.

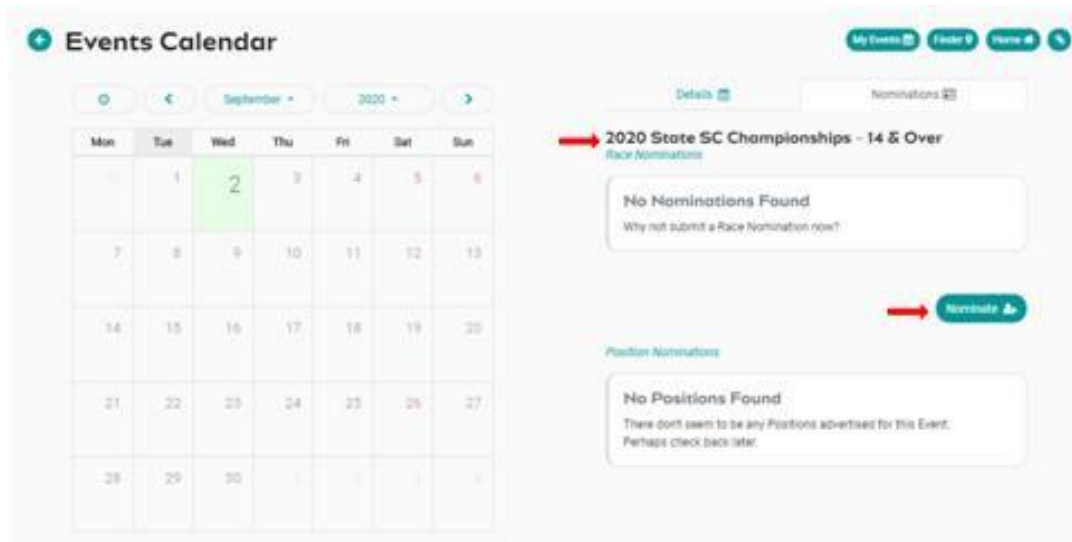
2020 State SC Championships




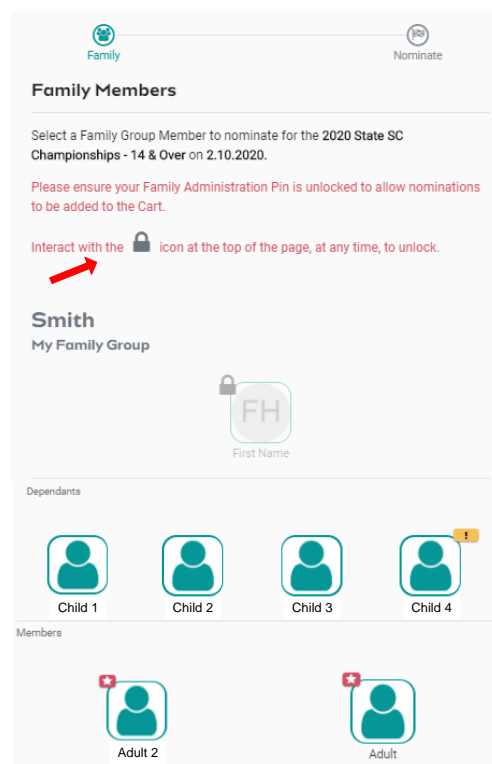
## WHAT HAPPENS WHEN A MEMBER USES THE DIRECT LINK?

After clicking the link, the parent is directed to the Swim Central sign in page (if not already signed in).

Once they have signed in, they are directed to the Events Calendar, where the meet is pre-selected and showing on the right side of the screen on a desktop view; or after scrolling down the page on a mobile view.



The user selects nominate and will be taken to their Family page where they select the family member they wish to nominate first. An exclamation mark  next to the profile will indicate that a Primary Membership has not been selected. You will also be reminded to select the padlock at the top of the page to enter your pin and unlock, to allow nominations to be added to the Cart.

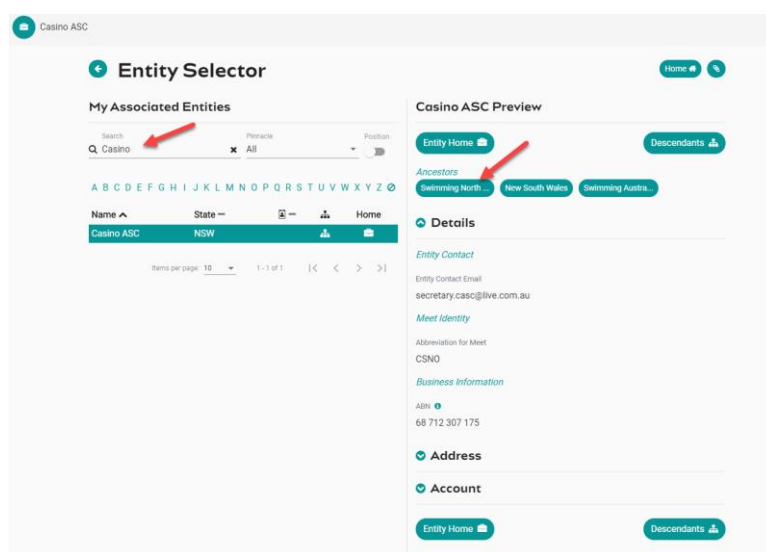


They then use the Nominate button to complete the nomination workflow process for the first family member and they repeat the nomination workflow process as needed, to complete nominations for all family members.

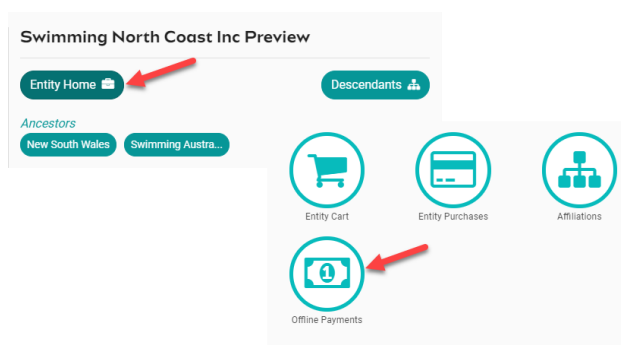
## HOW TO SET UP OFFLINE AFFILIATION PAYMENTS — No Change

This help guide is for **Region/State/National level Administrators** to grant clubs/organisations the ability to capture offline payments for Affiliation purchases. **This process should only be used where a club/organisation has paid for Affiliation fees OUTSIDE of Swim Central and this payment needs to be captured with the club/organisation purchases.**

From your dashboard home screen, select **Entity Management** from in the left-hand navigation panel. Enter your entity PIN and select **Confirm**, select the correct club/organisation that is making the affiliation payment. From the right-hand detail view, select **the immediate ancestor** for that club/organisation (usually Region but can be State).



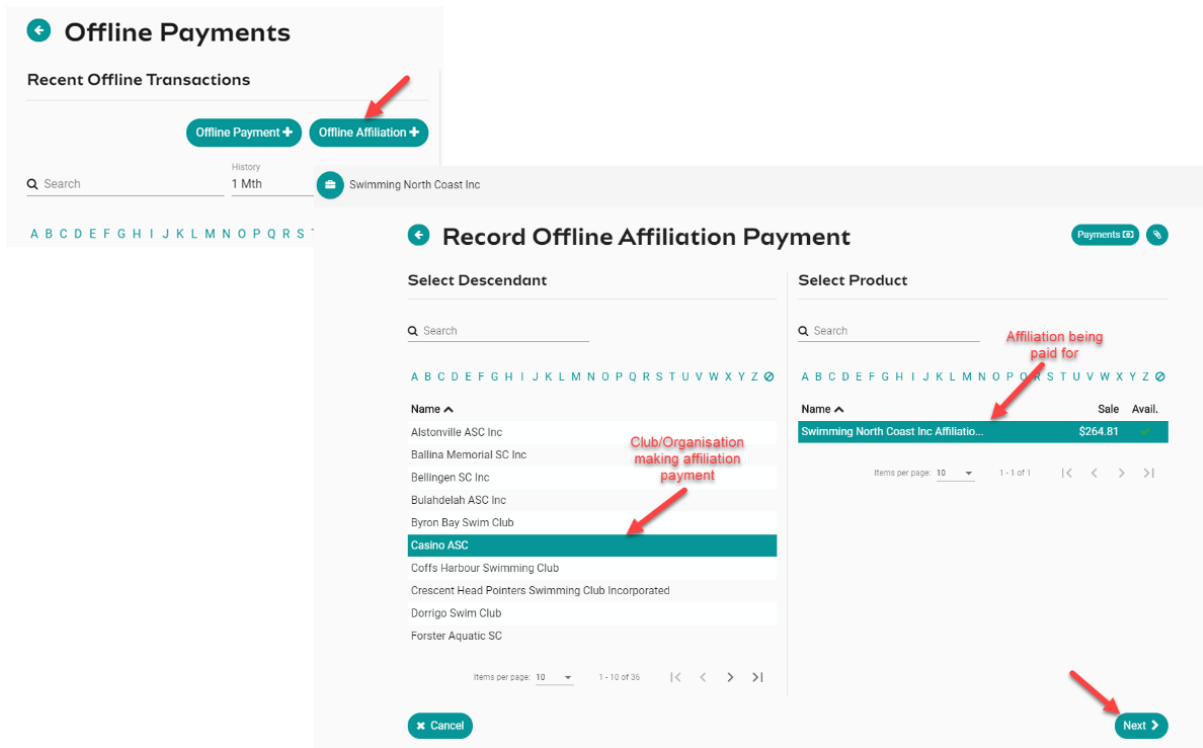
Navigate to the Region/State/National organisation *Entity Home* then select **Offline Payments**



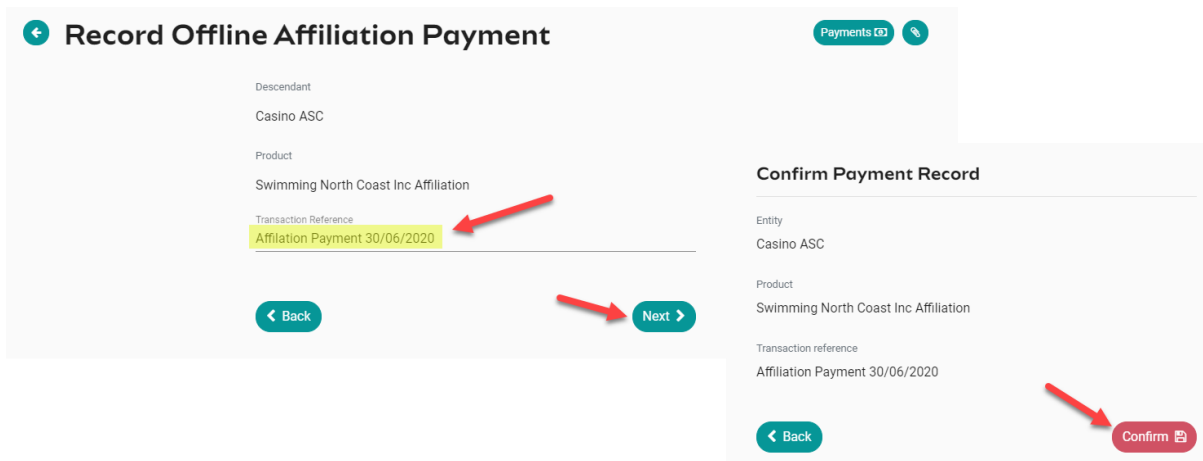
**\*\*If the Offline Payments option is not viewable, it will need to be switched on in Dynamics. To view instructions on how to turn that option on click [here](#).**

Select **Online Affiliation +** where you will then see a list of clubs/organisations association to that Region/State/National organisation. Select the **club/organisation making the payment**

on the left-hand side and then select the **affiliation being paid for** on the right-hand side. Select **Next**



Add a **reference name** for the transaction and select **Next** to verify the payment record and then select **Confirm** to log the payment



You will then see a new record against the Region/State/National organisation transaction list, the club/organisation Affiliations list, and club/organisation Purchases library.

Swimming North Coast Inc

## Transactions

Recent Transactions [Report](#)

From Date: 26/5/2020 To Date: 27/6/2020

Q Search

ABCDEFGHIJKLMNOPQRSTUVWXYZ

Reference	Date	Status
Mara Brownlee	26.6.2020	20.30

PO# 200626065528 Products

Q Search

ABCDEFGHIJKLMNOPQRSTUVWXYZ

Product Name	Unit	Qty	Line
Swimming North Coast Inc Affiliation	\$20.30	1	\$20.30
Mara Brownlee			
Deductions			\$0.00
Total inc. GST *			\$20.30

Casino ASC

## Entity Affiliations

Casino ASC Affiliations [Affiliate](#)

Q Search Status: Current/Upcoming

ABCDEFGHIJKLMNOPQRSTUVWXYZ

Name	AUD incGST
Swimming Australia Annual Affiliation 20/21	\$0.00
Swimming Australia	
Swimming North Coast Inc Affiliation	\$20.30
Swimming North Coast Inc	
New South Wales Affiliation	\$244.51
New South Wales	
Swim Central Affiliation	\$0.00
Global Administration	

**Entity Affiliations**

The current affiliation your entity holds can be viewed here.

If your parent entity has affiliations available, your bundle products will not be available for participants to purchase until you affiliate.

To view your parent entity's affiliations, click on the Affiliate button.

To create your own affiliation product for your descendants to the purchase, go to the Entity Products page.

Casino ASC

## Purchases

Recent Purchases

From Date: 26/5/2020 To Date: 27/6/2020 Purchase Status:

Q Search

ABCDEFGHIJKLMNOPQRSTUVWXYZ

Participant	Purchased	Created	State
Mara Brownlee	26.6.2020	26.6.2020	

PO# 200626065528 Products

[Transactions](#) [Invoice](#)

Q Search

ABCDEFGHIJKLMNOPQRSTUVWXYZ

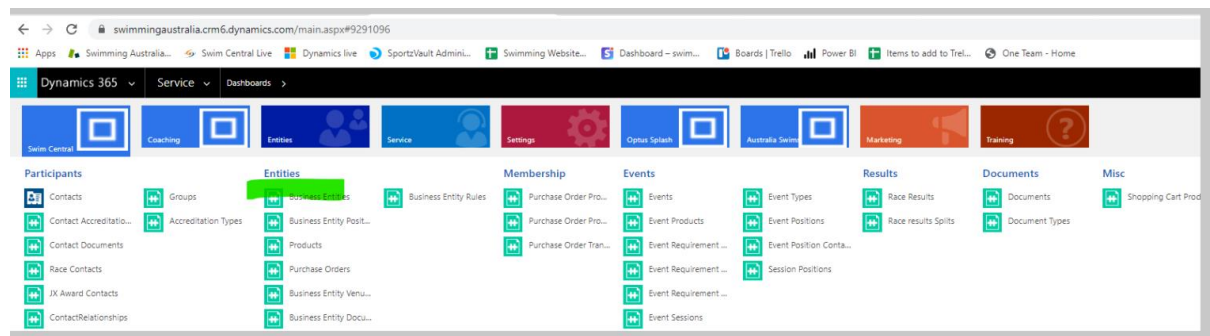
Product Name	exGST	Qty	incGST
Swimming North Coast Inc Affiliation	\$242.58	1	\$264.81
Swimming North Coast Inc	\$20.30		\$20.30
Swimming Australia Annual Affiliation 20/21	\$0.00	1	\$0.00
Swimming Australia			
New South Wales Affiliation	\$222.28	1	\$244.51
New South Wales			
Swim Central Affiliation	\$0.00	1	\$0.00
Global Administration			
<b>Grand Total</b>	<b>1</b>		<b>\$264.81</b>
GST Component			\$22.23

\* included in total

## HOW TO TURN ON OFFLINE PAYMENTS IN DYNAMICS – No Change

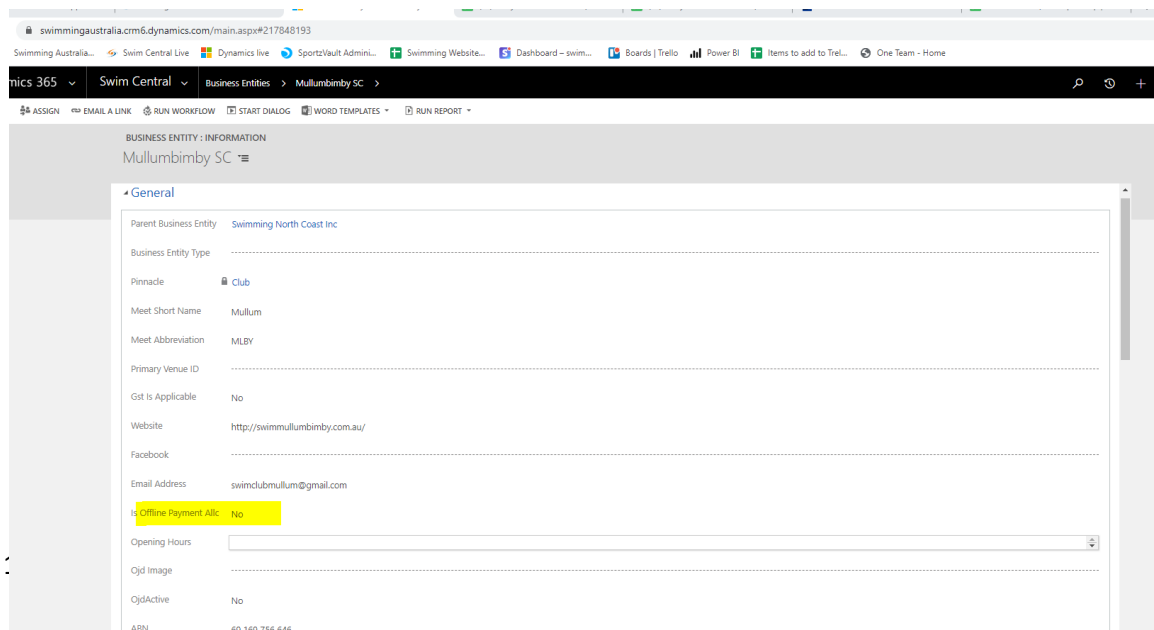
Follow these steps to enable the Offline Payments option on the Entity Home in Swim Central.

From the top menu bar of Dynamics navigate to **Swim Central > Entities > Business Entities**



In the right-hand corner search bar, **type the club/organisation name** as it appears in Swim Central. **Select the club/organisation name** from search results to view details.

Scroll down to **'Is offline payment allowed'** and **click on 'No' to change to 'Yes'**.



**Save** changes then check the changes by going into *Swim Central > Entity Home* and look for the **'Offline Payments'** icon on the bottom.



## HOW TO ENROLL IN A GOVERNMENT VOUCHER PROGRAM — No Change

This help guide is for **Club/Organisation Administrators** in NSW, NT, QLD, SA, TAS, and WA wishing to enrol in a government voucher programs within Swim Central. Enrolment in a Government Voucher Program will allow club/organization members to pay for membership, registration, or participation fees using a government issued voucher. Eligible government voucher programs by State or Territory include the following:

NSW – NSW Office of Sport

NT – Department of Tourism, Sport and Culture

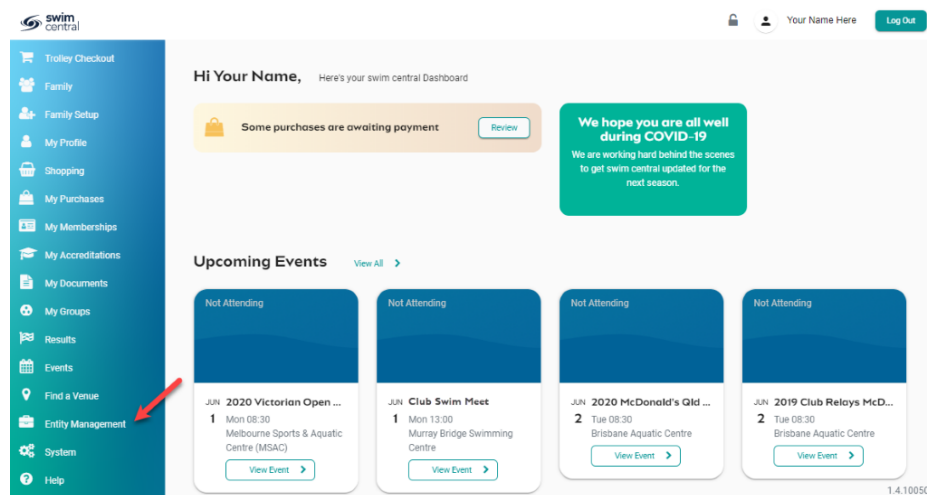
QLD – Department of Housing and Public Works

SA – Office for Recreation, Sport and Racing

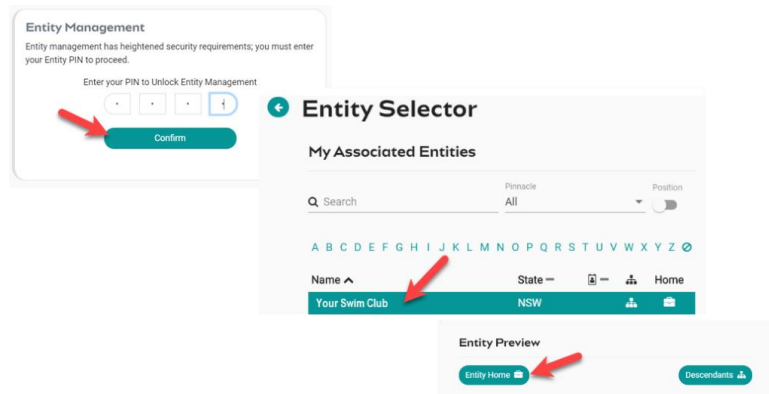
TAS – Department of Communities, Sport and Recreation

WA – Department of Local Government, Sport and Cultural Industries

From your home screen, select **Entity Management**

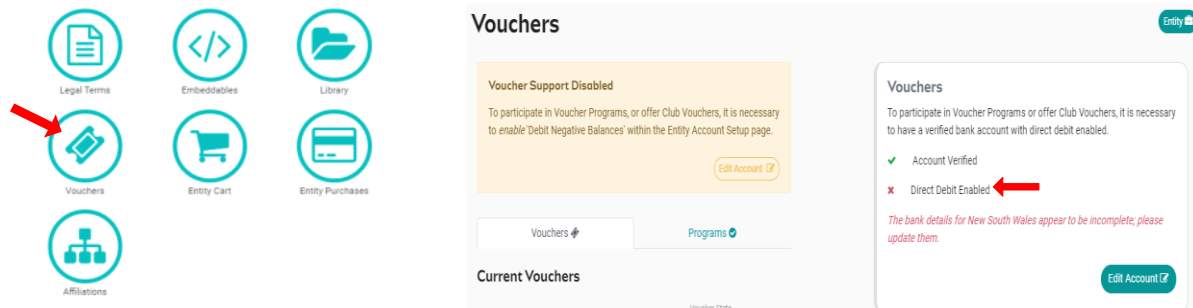


Enter your entity PIN and select **Confirm**, highlight/select your Club, Select **Entity Home** from near the top right-hand side of the screen.



The image shows two screenshots from the Swimming Australia system. The first screenshot, titled 'Entity Management', displays a PIN entry field with a red arrow pointing to the 'Confirm' button. The second screenshot, titled 'Entity Selector', shows a list of 'My Associated Entities' with a red arrow pointing to 'Your Swim Club'. Below this, the 'Entity Preview' section shows a red arrow pointing to the 'Entity Home' button.

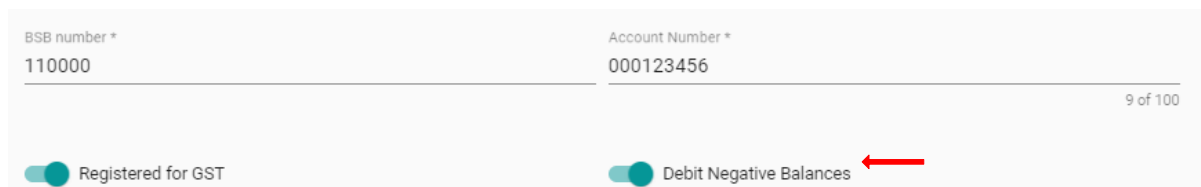
Select **Vouchers** – you will be notified of any **outstanding Stripe requirements**.



The image shows the 'Vouchers' page. On the left, a sidebar contains icons for 'Legal Terms', 'Embeddables', 'Library', 'Vouchers', 'Entity Cart', 'Entity Purchases', and 'Affiliations', with a red arrow pointing to the 'Vouchers' icon. The main content area is titled 'Vouchers' and includes a 'Voucher Support Disabled' warning box. Below this, there are tabs for 'Vouchers' and 'Programs'. A red arrow points to the 'Direct Debit Enabled' status, which is currently turned off. The 'Current Vouchers' section is also visible.

Resolve any updates required for club banking details to meet Stripe requirements. For a comprehensive listing of Stripe banking detail errors and notifications, please click [here](#).

Once you have resolved any outstanding banking detail updates, adjust the toggle to the correct on/off position for registered GST for your club. Next, toggle on **Debit Negative Balances** to allow Stripe to deduct payments from the club account for voucher payments.



The image shows a form with two toggle switches. The first toggle, labeled 'Registered for GST', is currently turned on. The second toggle, labeled 'Debit Negative Balances', is currently turned off, with a red arrow pointing to it.

Select **Programs** to see a list of available government voucher programs. The program list is sorted to show most recent program at top. **\*\*Please note, a government voucher program can only be made available for participation by State and Territory Administrators. If you do not see a valid government voucher program for your State or Territory, please contact your administrators for additional help.**

Select the **government voucher program** from the list of available programs set up by your State or Territory Administrator

### Vouchers

Vouchers

Programs

Available Voucher Programs

Test Voucher NSW KDB

Participation in some of the government voucher programs is contingent upon upload of a government voucher verification document. This document will differ by State/Territory and will depend on whether the government voucher program provides a document to your club/organisation as proof of registration for participation in the voucher program. If your program does not require a document upload, please skip to [here](#).

#### APPLYING DOCUMENT UPLOAD REQUIREMENTS – No Change

If your state requires a document to be provided and you did not receive a document providing proof of registration from the government agency, please use a screen shot (saved as a .jpg or .png) of the proof of enrolment screen for your club/organisation with the government voucher program.

**Program Website** – Specific to state, SAL recommends the following:

**NSW** – <https://www.service.nsw.gov.au/campaign/active-kids#about-active-kids>

**NT** – <https://nt.gov.au/leisure/sport/sport-and-swim-vouchers/sport-voucher-scheme-urban/get-sport-vouchers-for-your-child>

**QLD** – <https://www.qld.gov.au/recreation/sports/funding/fairplay>

**SA** – <https://sportsvouchers.sa.gov.au/>

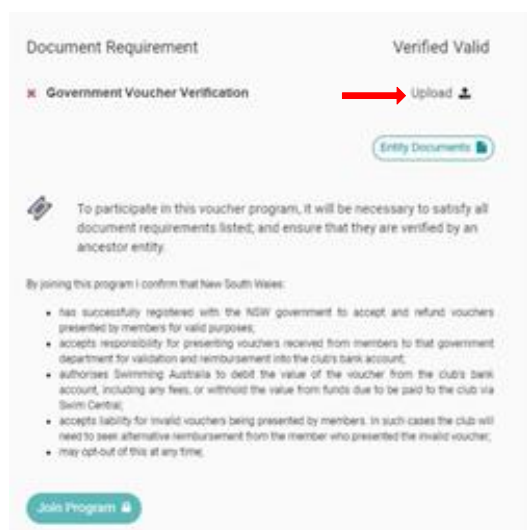
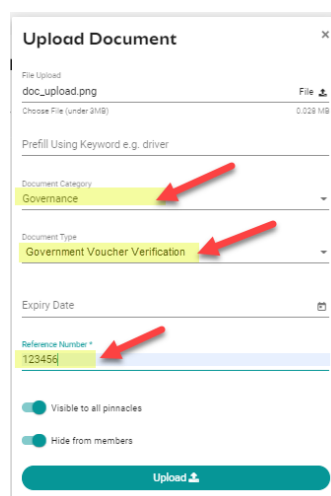
**TAS** – <https://www.communities.tas.gov.au/ticket-to-play>

**WA** – <https://www.dlgsc.wa.gov.au/funding/sport-and-recreation-funding/kidsport>

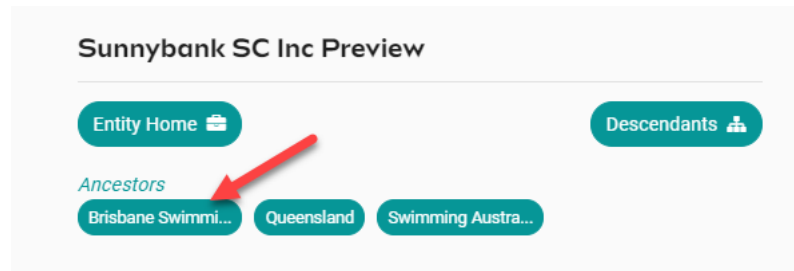
Please upload the enrolment document or the screen capture into your club/organisation document library with the following:

**Document Category** = Governance / **Document Type** = Government Voucher Verification

Use the Account ID as the Reference Number upon upload.

Once you have uploaded the required documentation you have now proved that your club/organisation has registered with the government scheme for vouchers in that State. Your immediate overarching Administrator will receive notification to approve the document which will then allow you to join. It is recommended that clubs/organisations follow up with this approving administrator to inform them that the process is needing action. To see who this approving administrator is, go to your club/organisation *Entity Home* and see what club/organisation is your direct immediate Ancestor (located to the far left in the row of Ancestors).



This approving administrator will go into their **Entity Home > Documents > Descendant Tab** to approve/verify documents from your club/organisation.

Once approved, you will see a green tick indicating your document upload has been **verified/approved** by your State/Territory administrator, which will allow you to join the program.

#### JOINING A GOVERNMENT VOUCHER PROGRAM – No Change

Please carefully read through the terms and conditions of participation in the government voucher program for your club/organization. They are as follows:

By joining this program, I confirm that <Your Club/Organisation>:

- Has successfully registered with the <your State> government to accept and refund vouchers presented by members for valid purposes;
- Accepts responsibility for presenting vouchers received from members to that government department for validation and reimbursement into the club's bank account;
- Authorizes Swimming Australia to debit the value of the voucher from the club's bank account, including any fees, or withhold the value from funds due to be paid to the club via Swim Central;
- Accepts liability for invalid vouchers being presented by members. In such cases the club will need to seek alternative reimbursement from the member who presented the invalid voucher;
- May opt-out of this at any time.

Depending on the government voucher program, Clubs/Organisations may be required to enter a program registration number before they can Join the program. For NSW, this is the POS Terminal ID on your program registration.

Once you have fulfilled the requirements of enrollment (i.e., document upload and/or entering Program registration number) you will be Accepting the Terms and Conditions of participation by selecting **Join Program**.

Document Requirement

Verified Valid

✓ Governance

Reference 123456 Expires 15.7.2021

✓

✓

Entity Documents

To participate in this voucher program, click the 'Join Program' button.

By joining this program I confirm that Sunnybank SC Inc:

- has successfully registered with the QLD government to accept and refund vouchers presented by members for valid purposes;
- accepts responsibility for presenting vouchers received from members to that government department for validation and reimbursement into the club's bank account;
- authorises Swimming Australia to debit the value of the voucher from the club's bank account, including any fees, or withhold the value from funds due to be paid to the club via Swim Central;
- accepts liability for invalid vouchers being presented by members. In such cases the club will need to seek alternative reimbursement from the member who presented the invalid voucher;
- may opt-out of this at any time;

Join Program

After you have joined your club/organization to the program, you will need to setup which club/organization products from the catalogue can be purchased with the government vouchers from this program.

When joining any program for the first time:

Select **Setup Products** from the bottom of the summary for that voucher program.

✓



You are currently participating in this voucher program.

Leave Program

Setup Products

A list of eligible products for voucher purchases be listed. ***To be considered an eligible product for purchase with a voucher, the product must adhere to the following rules:***


- 1. the product must have an overlapping age range of eligibility with the voucher program age range***
- 2. the product must have an overlapping period of validity (program start to program expiry)***











Click the Toggle link icon  next to the product to allow this product to be purchased with a government voucher. A green tick  will appear to the left of the product to indicate that it has been set to eligible. Products with a green tick in the 'Customer Can Purchase' column show which products have been set to available in the product catalogue.


**Qld Test 2 Fair Play Voucher Eligible Products**

Link eligible products to allow customers to leverage the Qld Test 2 Fair Play Voucher program at the checkout.


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 ^	Customer Can Purchase	Link
 20/21 Competitive Swimmer 8 years & U		 
 20/21 Competitive Swimmer 9&O		
20/21 Competitive Swimmer 9+ years		
20/21 Competitive Swimmer 9+ years		

To unlink this product at any time, select the unlink icon  next to the product.

When joining any program when similar active programs already exist:  
Select **Setup Products** from the bottom of the summary for that voucher program.

 You are currently participating in this voucher program.


[Leave Program !\[\]\(95f36e31cdb1a43835207b277a635db7\_img.jpg\)](#)  [Setup Products !\[\]\(ad874020188b9f505051b50b42a10b97\_img.jpg\)](#)








The list will show products that are already linked and eligible to the new program, via a green tick on the left  of the product.  
(This is because they were linked to a similar active voucher program already)



**Qld Test 2 Fair Play Voucher Eligible Products**

Link eligible products to allow customers to leverage the Qld Test 2 Fair Play Voucher program at the checkout.

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 ^	Avail.	Link
20/21 Competitive Swimmer 8 years & U		
20/21 Competitive Swimmer 9+ years		
 20/21 Competitive Swimmer 9+ years		
Do not use (Life Member w/ no component)		

For new products not linked to the program click the Toggle link icon  next to the product to allow this product to be purchased with a government voucher. A green tick  will appear to the left of the product to indicate that it has been set to eligible. Products with a green tick in the 'Avail.' column show which products have been set to available in the product catalogue.

**\*\*Please note that clubs/organisations can not define the eligible product types, this is done at the State/Territory Administrator level only. If you are trying to apply a product type that is not listed, please contact your State/Territory Administrator.**

For every linked product, you will see a verification pop up at the bottom of the screen to confirm that the process is complete and the product can now be purchased with a government voucher.

Active Kids LINKED to 20/21 Test Member 9 & Over



## HOW TO SET UP A GOVERNMENT VOUCHER PROGRAM – No Change

This help guide is for **State and Territory Administrators** in NSW, NT, QLD, SA, TAS, and WA intending to set up a government voucher program for clubs/organisations in their respective State or Territory. Enrolment in the Government Voucher Program will allow club/organization members to pay for membership, registration, or participation fees using a government issued voucher. Eligible government voucher programs by State or Territory include the following:

NSW – NSW Office of Sport

NT – Department of Tourism, Sport and Culture

QLD – Department of Housing and Public Works

SA – Office for Recreation, Sport and Racing

TAS – Department of Communities, Sport and Recreation

WA – Department of Local Government, Sport and Cultural Industries

**\*\*Please note, this process should only be used to set up government voucher payment programs from those offices listed above.**

From your dashboard home screen, select **System** from in the left-hand navigation panel. You will then select **Vouchers** from your *System Management* home screen.

To create a new government voucher program, select **Voucher Type +**

Enter voucher details:

**Voucher Program Name** – Name of the State Government Voucher Program

*\*Because you can only have a single voucher program, per State, for a single season, SAL does not recommend reusing programs. To help keep the program list relevant and referenceable, it might be helpful to include season/date/voucher amount in the Program Name [i.e., NSW Active Kids \$100 (Spring 2020)]*

**Voucher Type Program** – This program type defines the rules of processing the vouchers within Swim Central. Current options are:

- Government Automatic – To be used when an API will be in use (NSW only)
- Government Manual – To be used when an API will not be in use
- **Generic – This voucher type program is not in use at this time.**

**Program Country State** – Select the applicable State/Territory government issuing the voucher

Select **Next** to confirm the Name, Type, and Location specific details then select **Save**.

You will then have the option to edit the voucher type details which includes the following data fields:

**Description** – Please include a detailed description of the government voucher type along with any necessary eligibility requirements. Feel free to include hyperlinks to external websites that might provide further information.

**Program Start Date** – The date the program becomes valid for participation. This date will help define how long the voucher is available in the checkout.

**Program Expiry Date** – The date the program will be invalid for participation. This date will help define how long the voucher is available in the checkout.

Age Requirements are inclusive of minimum and maximum age for participation in the voucher program.

**Program Minimum Age** – Minimum Age of eligibility for a participant

**Program Maximum Age** – Maximum Age of eligibility for a participant

Program Contact section includes details about the Government Program issuing the vouchers. These details include:

**Program Website** – Specific to state, SAL recommends the following:

**NSW** – <https://www.service.nsw.gov.au/campaign/active-kids#about-active-kids>

**NT** – <https://nt.gov.au/leisure/sport/sport-and-swim-vouchers/sport-voucher-scheme-urban/get-sport-vouchers-for-your-child>

**QLD** – <https://www.qld.gov.au/recreation/sports/funding/fairplay>

**SA** – <https://sportsvouchers.sa.gov.au/>

**TAS** – <https://www.communities.tas.gov.au/ticket-to-play>

**WA** – <https://www.dlgsc.wa.gov.au/funding/sport-and-recreation-funding/kidsport>

**Program Contact Email** – E-mail of the responsible party at the State Government Voucher Program office.

**Program Contact Telephone** – Contact phone number of the responsible party at the State Government Voucher Program office.

Voucher Template Details apply to all vouchers in the program and will include:

**Voucher Monetary Value** – Dollar value of the government voucher

Checkout Rules can be applied for each voucher redeemed for the program:

**Accepted Voucher Code** – This value is unique to the program by State or Territory and will be defined by the program. *Please contact the System Administrator for a valid voucher code enforcement value.*

**Voucher Code Mandatory** – Toggle on to require a voucher code be validated to complete the purchase transaction. Turning this feature on requires a valid external API to process the validity step (currently only possible in NSW).

**PIN Mandatory** – Toggle on to require PIN to be validated to complete the purchase transaction. *PIN is defined by the State government program and is NOT the family admin PIN in Swim Central.*

**Birth date Mandatory** – Toggle on to require a birth date be validated to complete the purchase transaction.

Processing Rules determine how payments are verified and tracked within Swim Central. These rules can be applied for each voucher redeemed for the program and include the following:

**Manual Approval Required** – Toggle on to force all direct debit transactions from the clubs/organisations connect account into the platform account to a state of approval pending. This means that regardless of the balance of the clubs/organisations connect account (i.e., funds available) the clubs/organisations contribution to cover for the voucher amount is stalled until the manual approval is given. Leave this toggle off (Grey) to automatically direct debit the voucher amount from the club/organisation connect account.

**Manual Redemption Required** – Toggle on to require that redemption be a manual process. Leave this toggle off (Gray) to allow API processing for redemption (NSW only)

**Refund Process Allowed** – Toggle on to allow refunds to be issued for the value of the voucher previously direct debited from the club/organisation back to the club/organisation. Refund would also reimburse out of pocket expenses paid, in excess of the voucher, back to member credit card.

**Is Single Use** – Toggle on to allow the voucher to be redeemed only once for the assignee during the period of validity (ignoring any unused balance).

Registration Requirements sets a constraint on who is allowed to join the government voucher program.

**Requires External Program ID** – Toggle on to require clubs/organisations to enter a government issued program ID to join the voucher program.

Once the Government Voucher Program details are complete, select **Save**.

#### APPLYING DOCUMENT UPLOAD REQUIREMENTS – No Change

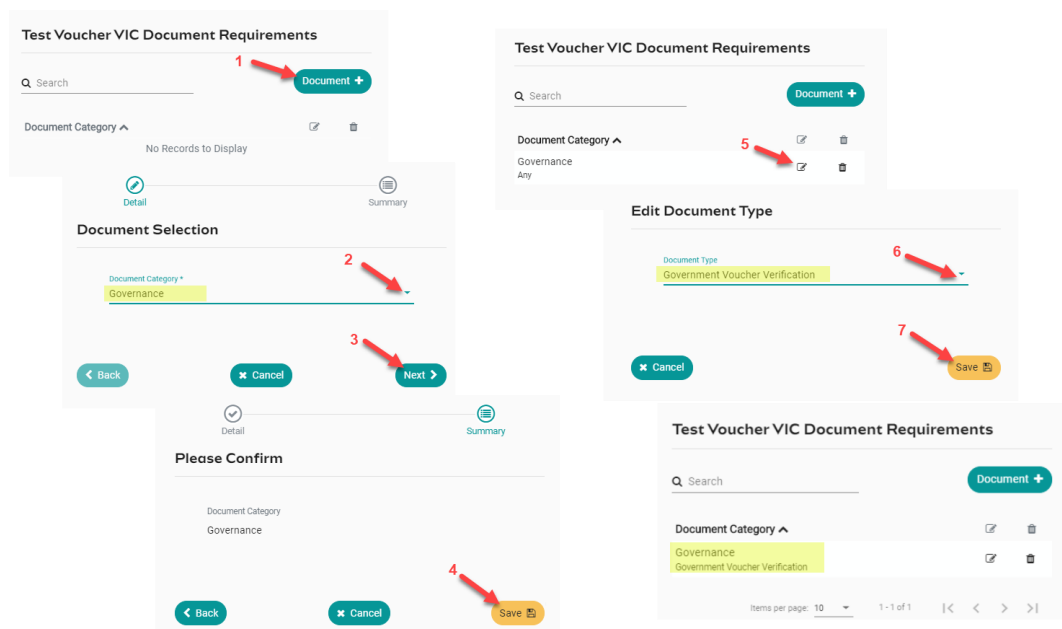
You have the option to apply further requirements on the participation in the Government Voucher Program you have just created. If you do not wish to set document requirements, skip to [here](#).

Some programs may want each club/organisation to provide proof that they have registered with their State or Territory and been granted permission to accept government vouchers as payment. *To impose this restriction, you can require each club/organisation to upload proof of registration in the club/organisation document library that you will then verify and approve before they can participate in the government voucher program.*

To set up a document requirement for program participation, select **Document +** under the requirements section of your newly created voucher program. SAL recommends using the following:

**Document Category** = Governance

**Document Type** = Government Voucher Verification (this is set by editing the document requirement once you have set the Governance document category)



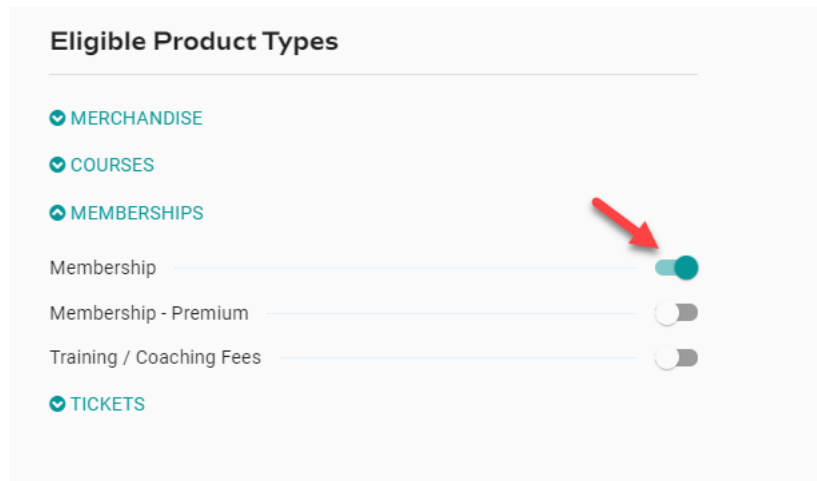
**\*\*Should you enforce the document requirement for participation in the government voucher program, approving administrator clubs/organisations will need to frequently check the document approvals in their respective Entity Home. Once a club/organisation has uploaded a Government Voucher Verification document to their library, it will need to be verified/approved by their direct approving ancestor club/organisation to enable the club to 'Join' the program.** Clubs will be informed in the How to Enrol in a Government Voucher Program document to notify their Approving Administrator of this approval to expedite the process.

#### SETTING ELIGIBLE PRODUCTS FOR VOUCHER PURCHASE – No Change

You have the option to specify which products on offer by a club/organisation can be purchased using a government voucher. **To set this requirement, the product must adhere to the following rules:**

1. the product must have an overlapping age range of eligibility with the voucher program age range
2. the product must have an overlapping period of validity (program start to program expiry)

To set eligible products for voucher purchase toggle on the desired product types under *Eligible Product Types* in the *Voucher Type Home*.



**Eligible Product Types**

- ☒ MERCHANDISE
- ☒ COURSES
- ☒ MEMBERSHIPS
  - Membership ☒
  - Membership - Premium ☐
  - Training / Coaching Fees ☐
- ☒ TICKETS

Once you set the eligible product types, clubs/organisations can only apply only these products to a voucher purchase. Clubs/organisations can not define the eligible product types, this is done at the State/Territory Administrator level only.

Once you have applied any document requirements and set eligible product types to your voucher program, your setup is complete. Go to **System > Vouchers** to verify that your newly created voucher program is visible in the list of available programs. The program list is sorted to show most recent program at the top.

#### HOW TO FIX AN INCORRECTLY ATTACHED VOUCHER IN DYNAMICS - No Change

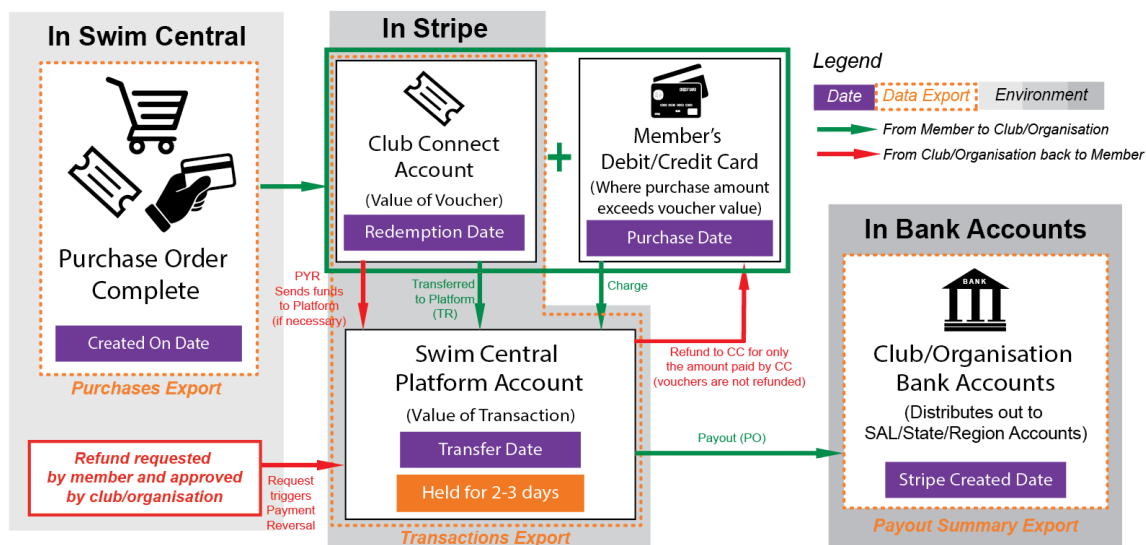
If a parent has assigned the incorrect voucher code to a membership, this can be re-assigned in Dynamics by State Administration only

## POST REDEMPTION APPROVAL AND TRACKING OF GOVERNMENT VOUCHERS - No Change

This help guide is for **State/Territory Administrators and Club/Organisation Administrators** in NSW, NT, QLD, SA, TAS, and WA wanting to manage the approval and tracking process for government vouchers used for products at their Club/Organisation.

### HOW PAYMENTS AND REFUNDS WORK FOR GOVERNMENT VOUCHERS - No Change

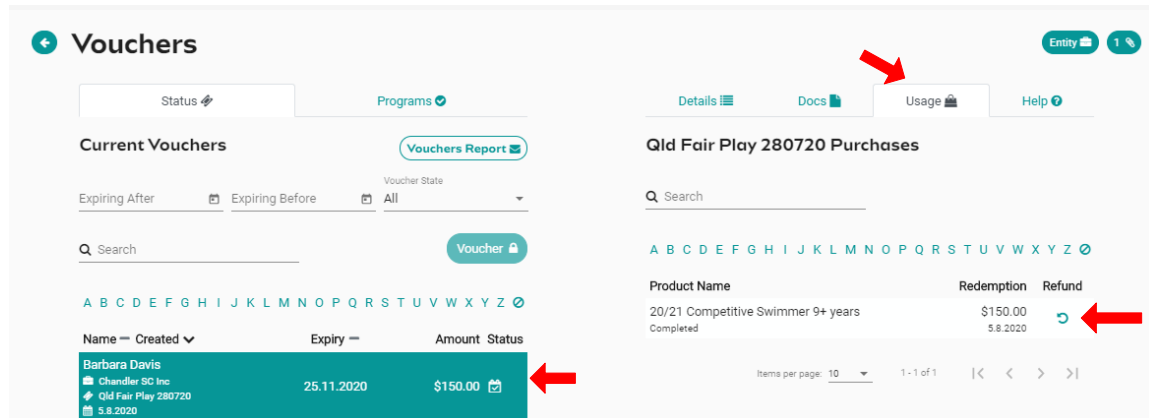
For a quick overview of the payment and refund process when a voucher is used for a purchase in Swim Central, see below:



Government vouchers can pay for all or a portion of the purchase. Where there is still a balance remaining, members will need to pay with a credit card. ***\*\*Where the voucher covers the entire purchase and there is a NIL balance, a member will still need to enter a credit card and accept the Terms and Conditions for the purchase. No charges will process to the card but the system will complete the transaction of assigning the membership and voucher redemption to the correct person.***

Member requests refund from **Member Home > My Purchases > Select refund symbol next to the item to be refunded.**


**Please note that a club admin can also select refund from the voucher/ customer voucher / usage tab**

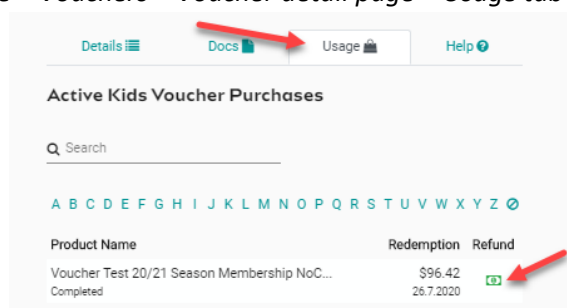


The screenshot shows the 'Vouchers' page. On the left, there's a 'Current Vouchers' section with a search bar and a list of vouchers. One voucher is highlighted: Barbara Davis, Chandler SC Inc, Qld Fair Play 280720, 5.8.2020, with an expiry of 25.11.2020 and an amount of \$150.00. On the right, there's a 'Qld Fair Play 280720 Purchases' section with a search bar and a table. The table has columns for Product Name, Redemption, and Refund. A red arrow points to the 'Usage' tab, and another red arrow points to the 'Refund' button in the 'Usage' tab.

Club/organisation administrator approves the refund at **Entity Home > Approvals > Refunds**. Refunds for products with components will need approval from club admin first and then state admin. The club admin approval triggers the refund to be visible in the state admin approvals and the Purchase Order will remain as approval pending until both club and state admin have approved the refund.

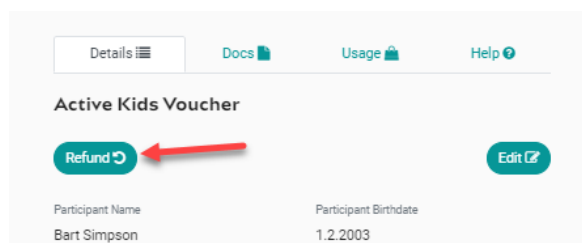
There will be a delay between the refund approval and the system picking up the approval so please give up to 30 minutes, it will not be instant. When the system sees the approval, two things will happen:

1. The PO will present as a normal green dollar note icon  in the refund column on the **Entity Home > Vouchers > Voucher detail page > Usage tab**




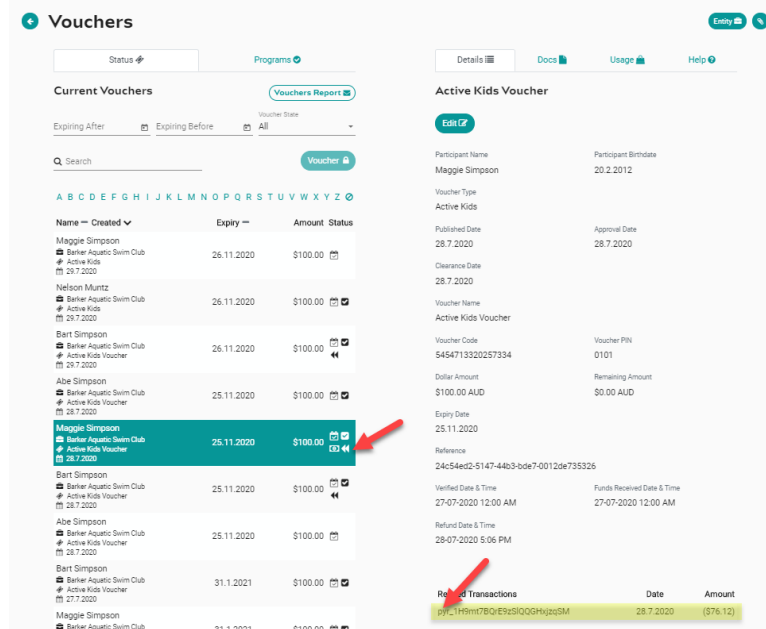
The screenshot shows the 'Voucher detail page' for 'Active Kids Voucher Purchases'. It has tabs for Details, Docs, Usage, and Help. The 'Usage' tab is selected. Below the tabs is a search bar and a table. The table has columns for Product Name, Redemption, and Refund. A red arrow points to the 'Usage' tab, and another red arrow points to the green dollar note icon in the 'Refund' column.

2. You will have the option to action the refund of the voucher under the voucher details tab







The screenshot shows the 'Voucher detail page' for 'Active Kids Voucher'. It has tabs for Details, Docs, Usage, and Help. The 'Details' tab is selected. Below the tabs is a 'Refund' button and an 'Edit' button. A red arrow points to the 'Refund' button. Below the buttons, there's a table with columns for Participant Name and Participant Birthdate. The data shown is Bart Simpson and 1.2.2003.




Select **Refund**, then to action and finalise the refund process select **Continue**. This will record a PYR code to indicate funds are approved for transfer. An  icon will appear on the voucher list to show that the refund is complete.





**Vouchers**



Status  Programs  Empty 


**Current Vouchers** Vouchers Report 

Expiring After  Expiring Before  All 

Q Search Voucher 

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	Created	Expiry	Amount	Status
Maggie Simpson Barker Aquatic Swim Club Active Kids 28.7.2020		26.11.2020	\$100.00	
Nelson Murtz Barker Aquatic Swim Club Active Kids 28.7.2020		26.11.2020	\$100.00	
Bert Simpson Barker Aquatic Swim Club Active Kids Voucher 28.7.2020		26.11.2020	\$100.00	
Abe Simpson Barker Aquatic Swim Club Active Kids Voucher 28.7.2020		25.11.2020	\$100.00	
Maggie Simpson Barker Aquatic Swim Club Active Kids Voucher 28.7.2020		25.11.2020	\$100.00	
Bert Simpson Barker Aquatic Swim Club Active Kids Voucher 28.7.2020		25.11.2020	\$100.00	
Abe Simpson Barker Aquatic Swim Club Active Kids Voucher 28.7.2020		25.11.2020	\$100.00	
Bert Simpson Barker Aquatic Swim Club Active Kids Voucher 27.7.2020		31.1.2021	\$100.00	
Maggie Simpson Barker Aquatic Swim Club		31.1.2021	\$100.00	

**Active Kids Voucher** Edit 

Participant Name: Maggie Simpson  
Participant Birthdate: 20.2.2012

Voucher Type: Active Kids

Published Date: 28.7.2020  
Approval Date: 28.7.2020

Clearance Date: 28.7.2020

Voucher Name: Active Kids Voucher

Voucher Code: 5454713320257334  
Voucher PIN: 0101

Dollar Amount: \$100.00 AUD  
Remaining Amount: \$0.00 AUD

Expiry Date: 25.11.2020

Reference: 24c54ed2-5147-44b3-bde7-0012de735326

Verified Date & Time: 27-07-2020 12:00 AM  
Funds Received Date & Time: 27-07-2020 12:00 AM

Refund Date & Time: 28-07-2020 5:06 PM

Refund Transactions	Date	Amount
pyr_L1Hrm17BQ-E5c3lQGHkzpsSM	28.7.2020	(\$76.12)

**\*\*Please note that the value of vouchers will not be reimbursed to members, only to the club/organisation debit account. Members are only entitled to a refund of any out of pocket costs that exceeded the voucher amount, refund of transaction fees are not included.**



## VOUCHERS AND STRIPE - No Change

**1)** Once a voucher purchase is approved a TR code will appear under 'Related transactions'. This indicates the money is about to be debited and soon to leave the clubs connect account and transfer to the Platform account.

### Active Kids

Edit

Participant Name	Participant Birthdate
Nelson Muntz	2.3.2011
Voucher Type	
Active Kids	
Published Date	Approval Date
4.8.2020	4.8.2020
Clearance Date	
4.8.2020	
Voucher Name	
Active Kids	
Voucher Code	Voucher PIN
5442503048507718	0101
Dollar Amount	Remaining Amount
\$100.00 AUD	\$0.00 AUD
Expiry Date	
2.12.2020	
Reference	
d76ccde7-d04f-441d-a253-b72b49b14134	
Verified Date & Time	
04-08-2020 12:00 AM	

Related Transactions	Date	Amount
tr_1HCCPoKwImIjHnup314coaVE	4.8.2020	\$101.52

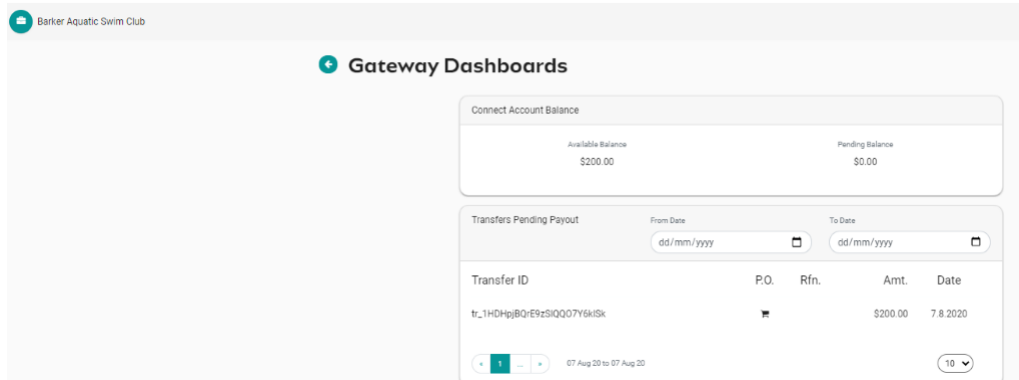
**2)** When the money has left the clubs connect account, a 'clearance date' field will show under the voucher purchase details. This indicates the money is on the way to the Platform account (can take up to 24hr)

Clearance Date

4.8.2020





Voucher Name

3) Once the funds hit the Platform, this can take 2-3days for this to appear on the clubs “Gateway Dashboard” under “Transfers Pending Payout”. This indicates the funds are ready to be distributed out to the relevant components pertaining to the membership bought e.g. SAL, State, Region, Club



Transfer ID	P.O.	Rfn.	Amt.	Date
tr_1HDHjBQrE9zSiQQ07Y6kISk			\$200.00	7.8.2020

4) Once the payout has occurred from the Platform account, the report will record in the clubs ‘Payout Summary’. The payout frequency is dependent how the club have set it= Daily, Weekly or Monthly

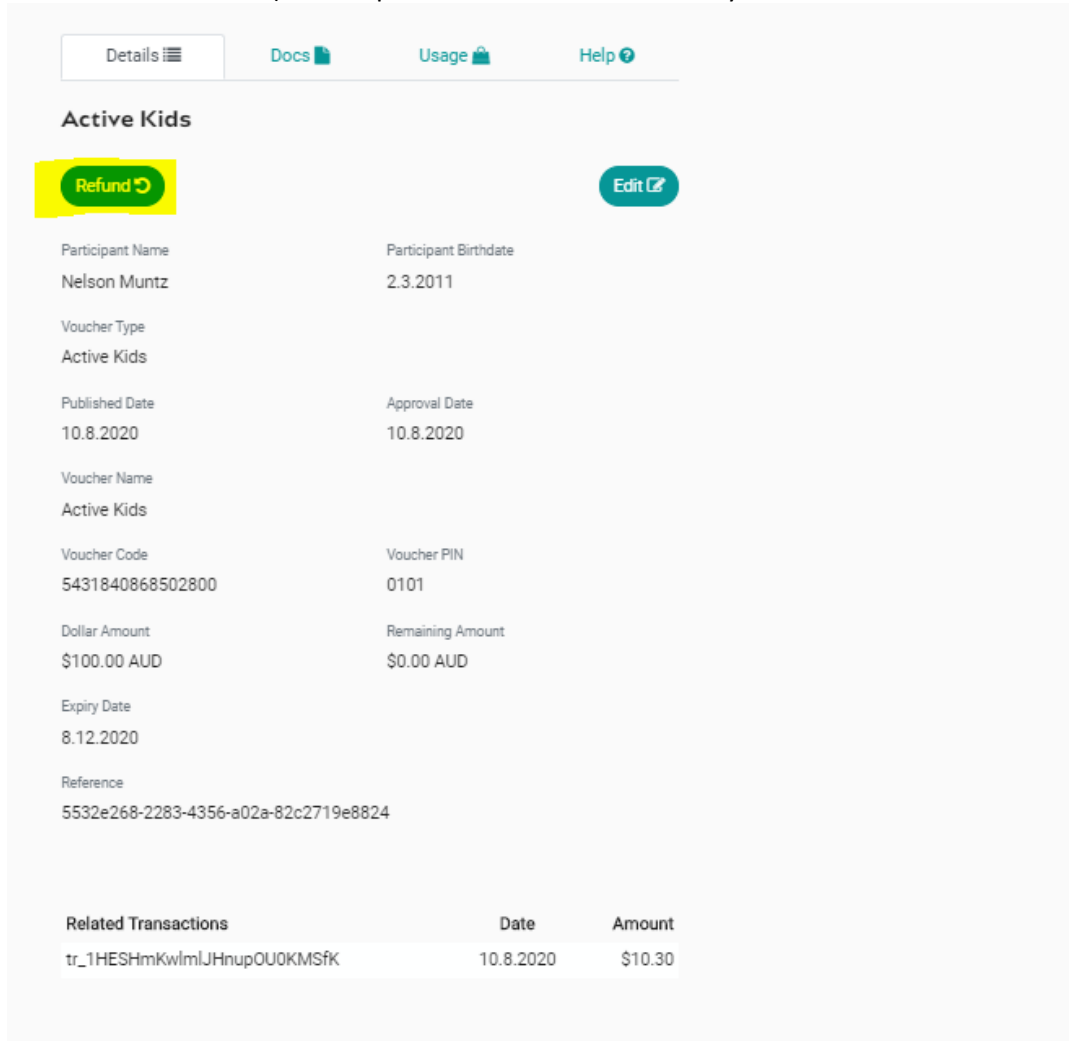
Payouts Summary		From Date	To Date
		dd/mm/yyyy	dd/mm/yyyy
Payout ID	Amount	Deposit	
po_1HCGo5KwImIJHnupz5VnISx0	-\$101.48	4.8.2020	
po_1HBu7WKwImIJHnupPsUTzbuJ	\$400.00	3.8.2020	
po_1HASQVKwImIJHnupwv4w4doJ	-\$101.52	30.7.2020	
po_1HA4TIKwImIJHnupdkRYfjuX	-\$189.10	29.7.2020	

## Refund process for vouchers

1) Refund request on the members purchase order line OR Vouchers > Detail home > Usage Tab > Click the Refund icon

2) Approve the refund at CLUB and STATE levels

3) Wait for refund bot to pick up the approval (run on the hour and half hour) Navigate back to Vouchers > Voucher of the person refunded. A green 'Refund' button will appear on the details page to finalise the Refund (tells Stripe to send the voucher money to send back to club account)



Details Docs Usage Help

**Active Kids**

**Refund** Edit

Participant Name: Nelson Muntz Participant Birthdate: 2.3.2011

Voucher Type: Active Kids

Published Date: 10.8.2020 Approval Date: 10.8.2020

Voucher Name: Active Kids

Voucher Code: 5431840868502800 Voucher PIN: 0101

Dollar Amount: \$100.00 AUD Remaining Amount: \$0.00 AUD

Expiry Date: 8.12.2020

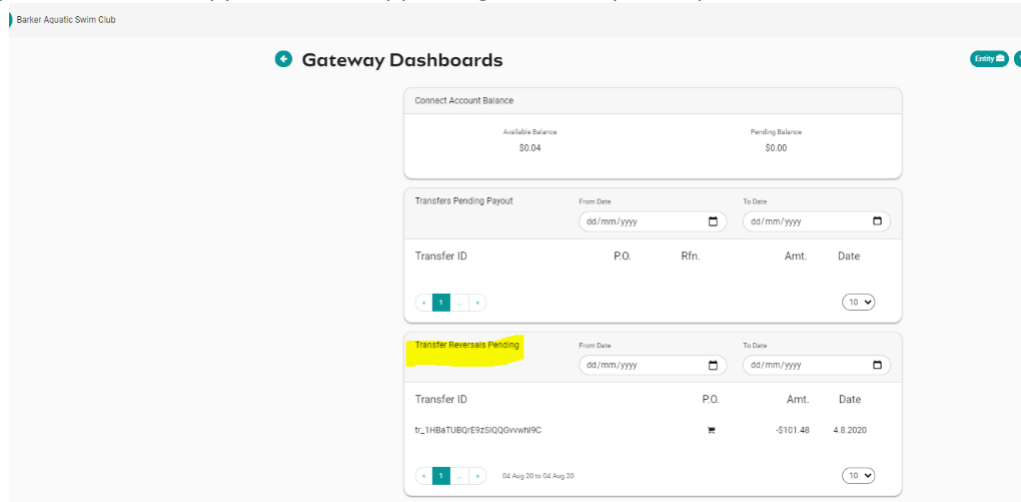
Reference: 5532e268-2283-4356-a02a-82c2719e8824

Related Transactions	Date	Amount
tr_1HESHmKwlmJHnupOU0KMSfK	10.8.2020	\$10.30

4) Click 'Refund' and the PYR code will show on the 'Related Transactions' page. This indicates the voucher money is returning to the clubs account

Related Transactions	Date	Amount
tr_1HESHmKwlmJHnupOU0KMSfK	10.8.2020	\$10.30
pyr_1HEImbBQrE9zSIQQ42Ohphq8	11.8.2020	(\$10.15)

5) The refund will show on the Gateway Dashboard under “Transfer Reversals Pending”. This may back up to 48 hours to appear before appearing on the Payout report.



The screenshot shows the Gateway Dashboard for Barker Aquatic Swim Club. It includes sections for Connect Account Balance, Transfers Pending Payout, and Transfer Reversals Pending. The Transfer Reversals Pending section is highlighted with a yellow box and shows a transfer ID, P.O., Amount, and Date.

Transfer ID	P.O.	Rfn.	Amt.	Date
tr_1H8aTUBQ/EzSiQQGvwh9C			-\$101.48	4/8/2020

## VOUCHERS + PAYOUT REPORT- HOW TO READ IT - No Change

### In the case of a Voucher APPROVAL e.g. Nelson Muntz \$100 Voucher

Transfer Date= **12/8/2020**

Transfer Time= **5am**

Transfer reference= **tr\_1HFCmWKwlmIJHnupFBSNsZNA**

Is Refund= **Will be FALSE**

Transfer Amount= **\$101.52**

Source Name= **Active Kids**

SourceExGst = **\$100**

SourceDeduction = **0**

SourceIncGst = **Voucher Amount**

SourceQuantity = **Will always be 1**

SourceTotalIncGst = **Voucher amount e.g. \$100**

ChargeTotalIncGst = **Voucher amount + fees e.g. \$101.52**

SourceEntityName = **Club who has the voucher program e.g. Barker Aquatic**

PurchaseDateTime = Approval date e.g.12/8/2020

Purchase Order ID= Will read as 00000000-0000-0000-0000-000000000000

PurchaserFirstName = First name of club admin approver e.g. Mara (or AUTO)

PurchaserLastName = Surname of club admin approver e.g. Brownlee

PurchaserId = Club approver ID number e.g. b2964c53-bfc8-e711-9403-0003ffc39a28

AssigneeFirstName = Swimmer's first name e.g. Nelson

AssigneeLastName = Swimmer's last name e.g. Muntz

AssigneeId = Swimmer's ID number e.g. 68fe2aa8-5356-4953-a6dd-d52dd6235c70

Stripe Amount: -101.52 (will always present a negative with approvals)

Stripe Refund: FALSE for approvals

**In the case of a Voucher REFUND e.g. Nelson Muntz**

Transfer Date= Date of original approval e.g. **12/8/2020**

Transfer Time= Time of original approval e.g. **5am (UTC)**

Transfer reference= Reference code from original approval e.g. **tr\_1HFCmWKwlmIJHnupFBSNsZNA**

Is Refund= **Will be FALSE**

Transfer Amount= **Voucher amount + fees e.g. \$101.52**

Source Name= Name of Voucher program e.g. **Active Kids**

SourceExGst = Original voucher amount **\$100**

SourceDeduction = **0**

SourceIncGst = **Voucher Amount e.g. \$100**

SourceQuantity = **Will always be 1**

SourceTotalIncGst = **Voucher amount e.g. \$100**

ChargeTotalIncGst = **Voucher amount + fees e.g. \$101.52**

SourceEntityName = **Club who has the voucher program e.g. Barker Aquatic**

PurchaseDateTime = Approval date e.g. **12/8/2020**

Purchase Order ID= Will read as 00000000-0000-0000-0000-000000000000

PurchaserFirstName = First name of club admin approver e.g. **Mara (or AUTO)**

PurchaserLastName = Surname of club admin approver e.g. **Brownlee**

PurchaserId = Club approver ID number e.g. **b2964c53-bfc8-e711-9403-0003ffc39a28**

AssigneeFirstName = Swimmer's first name e.g. **Nelson**

AssigneeLastName = Swimmer's last name e.g. **Muntz**

AssigneeId = Swimmer's ID number e.g. **68fe2aa8-5356-4953-a6dd-d52dd6235c70**

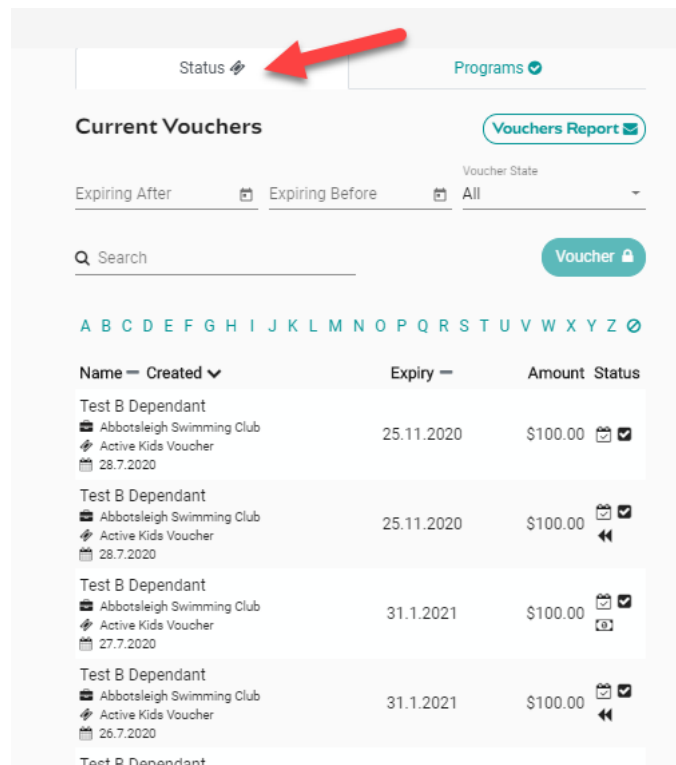
Stripe Amount: **101.52 (will present as a positive with refunds)**

Stripe Refund: **TRUE for refunds**

## UPDATING AND TRACKING STATUS OF GOVERNMENT VOUCHERS - No Change

Once a member has redeemed a voucher towards a purchase of a membership with your club/organisation, you can manage the approval process to process that voucher payment through Stripe.

From **Entity Home** > **Vouchers** select the **Status** tab where you will see a comprehensive list of all vouchers applied for product purchases with your club/organisation.




Name	Created	Expiry	Amount	Status
Test B Dependant Abbotsleigh Swimming Club Active Kids Voucher 28.7.2020		25.11.2020	\$100.00	Expired
Test B Dependant Abbotsleigh Swimming Club Active Kids Voucher 28.7.2020		25.11.2020	\$100.00	Refunded
Test B Dependant Abbotsleigh Swimming Club Active Kids Voucher 27.7.2020		31.1.2021	\$100.00	Pending Refund
Test B Dependant Abbotsleigh Swimming Club Active Kids Voucher 26.7.2020		31.1.2021	\$100.00	Pending Approval

The list is filterable on Date or voucher status. Voucher status will fall into the following categories:

- Expired (voucher is expired)
- Refunded (voucher found to be invalid and has been refunded or refunded on request)
- Pending Refund (refund request is pending approval)
- Pending Approval (awaiting approval by club/organization administrator to confirm Government funds in club account)
- Pending Publish (date the voucher becomes available to use in swim central)
- All

Search to find a voucher redemption using any of the following criteria: participant, voucher code, or club/organisation name.

For each voucher redemption made for a purchase, you can quickly view the name of the person for which the voucher was used, the club/organisation where the voucher was used, the voucher name, the date of the purchase, the voucher expiry, the voucher dollar amount and the voucher status icon. Voucher status icons are defined as follows:

If voucher is published and available for use you will see 

If voucher has been approved for debit to the club account you will see 

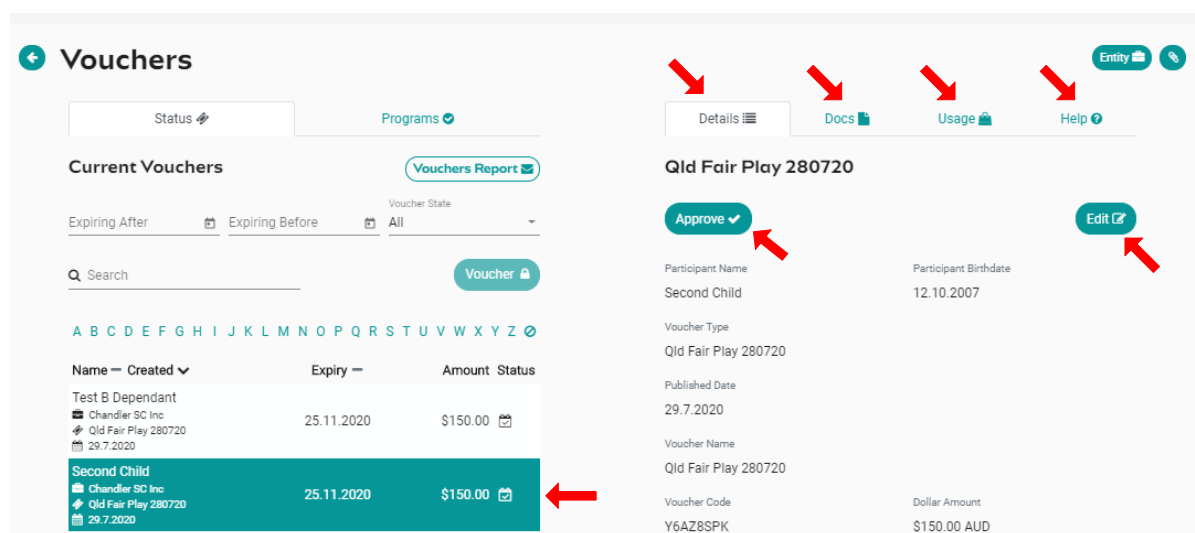
If voucher payment has cleared 

If voucher refund complete (voucher redemption reversed) 

Selecting a voucher on the left will bring up a detail screen on the right with tabs

- Details of the voucher
- Docs - Documents attached to the voucher
- Usage - What the voucher was used for
- Help

**For manual voucher tracking**, you will use the detail tab and select **Edit** at the top right.



**Vouchers**

Status Programs

**Current Vouchers** Vouchers Report

Expiring After Expiring Before Voucher State All

Q Search Voucher

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	Created	Expiry	Amount	Status
Test B Dependant Chandler SC Inc Qld Fair Play 280720 29.7.2020		25.11.2020	\$150.00	
<b>Second Child Chandler SC Inc Qld Fair Play 280720 29.7.2020</b>		25.11.2020	\$150.00	

**Qld Fair Play 280720**

Approve

Participant Name: Second Child Participant Birthdate: 12.10.2007

Voucher Type: Qld Fair Play 280720

Published Date: 29.7.2020

Voucher Name: Qld Fair Play 280720

Voucher Code: Y6AZ8SPK Dollar Amount: \$150.00 AUD

Club/Organisation administrator will manually enter the date the voucher was verified to trigger a 'Verified' status. Club/Organisation administrator will manually enter the date the voucher funds were received to trigger a 'Funds received' status.

**For automatic (API) voucher tracking,**

Select **Edit**

**Verified Date** – input the date the voucher was verified by a club/organisation administrator.

**Funds Received Date** – Input date the funds are received from the government to club/organisation account

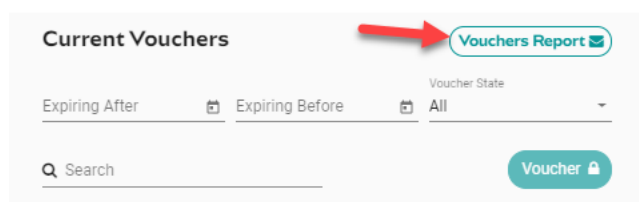
Select **Save**

Select **Approve**

Within 24 to 48 hours the funds will be withdrawn and a clearance date will be shown on the details screen and a TR code will show under “Related Transactions”

## VOUCHERS TRACKING REPORT - No Change

To export a full list of vouchers for filtering and sorting, you can export the Vouchers Report by clicking the button at the top right of the Voucher Status tab.



Selecting this button will trigger Swim Central to email you a copy of the current version of the vouchers list. The report includes the following columns:

- **[Vendor]** = club the product came from
- **[Voucher Code]** = voucher code entered during transaction
- **[Voucher Expiration Date]** = voucher expiration date entered during transaction
- **[Voucher Name]** = The name of the voucher program
- **[Product Purchased]** = Product that voucher code was applied to
- **[Date of Purchase]** = Date of Purchase
- **[Status]** = pending verification (yet to be verified by the club), verified (verified by the club), funds received (funds received from government to cover the cost of the purchase), refunded (voucher was found to be invalid, product was refunded)
- **[Participant Name]** = name of child voucher was used for
- **[Participant DoB]** = date of birth of child voucher was used for
- **[Product Cost]** = Cost of product voucher was applied to
- **[Reimbursement amount]** = amount to be reimbursed by Government Voucher
- **[Date voucher was verified]** = date entered by club administrator
- **[Date funds were received]** = date entered by club administrator
- **[Date voucher was refunded]** = date voucher completed refund process



## **HOW TO CREATE A PRODUCT – MEMBERSHIP** - No Change

This how to guide is for club admin/organisations registrars to create a membership product.

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

Before starting anything in Swim Central, clubs need to determine their membership fees.

### **SAL and ASCTA membership – Please use the Legacy Workflow**

How do I complete membership renewals in Swim Central?

Click [here](#) for instructions.

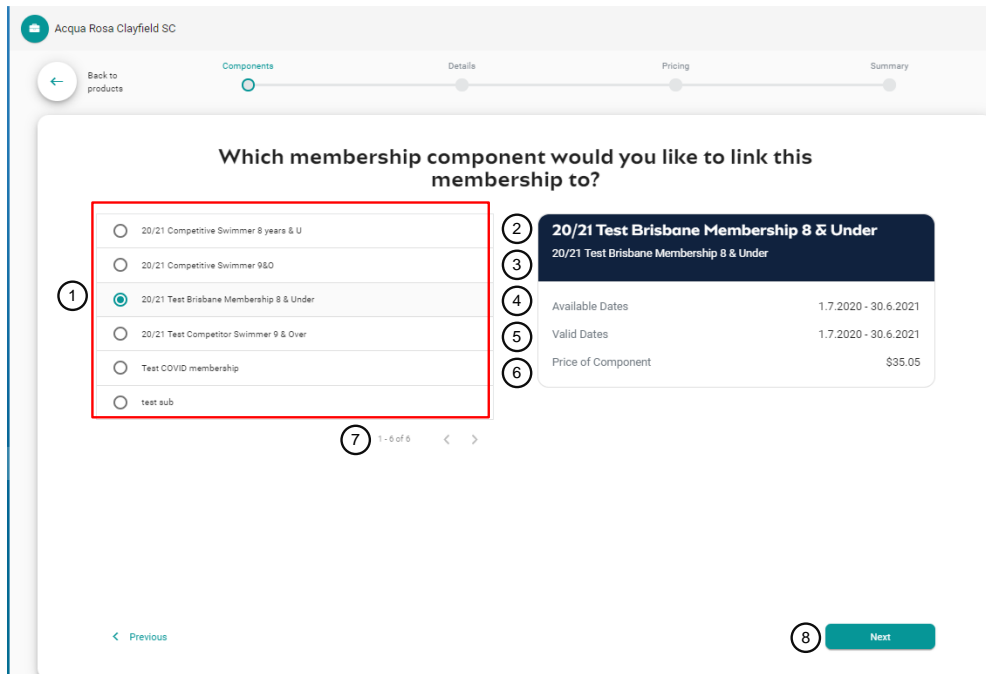
### Club Admin/State Admin –

From your home screen, select **Entity Management**, enter your pin, confirm.

Highlight/select your club, entity home. Select Products, Product +

Select What type of Product you would like to create -> **Membership**

1. Ancestor Components are listed by membership Name on the left-hand side. When a single component is selected the details are displayed in the right-hand frame, including:
2. Membership Name
3. Membership Description -
4. Available Dates (refers to Swim Central legacy available dates)
5. Valid Dates (refers to Swim Central legacy hard dates)
6. Price of membership component (National, State, Region/District)
7. Please use the arrow keys to scroll across pages if required, to locate the membership component.
8. Once an ancestor component is selected, select the "Next" button.



Acqua Rosa Clayfield SC

Back to products Components Details Pricing Summary

Which membership component would you like to link this membership to?

1 - 6 of 6

20/21 Competitive Swimmer 8 years & U

20/21 Competitive Swimmer 9&O

20/21 Test Brisbane Membership 8 & Under

20/21 Test Competitor Swimmer 9 & Over

Test COVID membership

test sub

20/21 Test Brisbane Membership 8 & Under

20/21 Test Brisbane Membership 8 & Under

Available Dates 1.7.2020 - 30.6.2021

Valid Dates 1.7.2020 - 30.6.2021

Price of Component \$35.05

Previous Next

## ENTER THE MEMBERSHIP DETAILS – No Change

**Membership Name** – mandatory field

**Membership Short Name**

**Membership Description** – brief description of the product.

**Which Product is this replacing?** – select from the drop-down. A list of available products that have a future expiration date (hard end date) and are of the same product type. Once this product expires, it will be replaced by the product currently being created.

**Are Requirements needed to purchase** - Toggle On if Documents or Accreditation required

- If you require a Document or Accreditation to be provided to purchase this product, Under the document tab, user can select document category and document type and submit document by selecting the "+" button
- Accreditation select Accreditation Type, select "+" button
- The submitted documents are listed, to remove Select the "bin" icon

**Documents issued upon purchasing** - Toggle on if you need a document such as a club handbook to be issued upon purchase, select "+" button

The submitted documents are listed, to remove Select the "bin" icon

**Available Dates** – Input Start and End dates the product is available to purchase

**Valid Dates** – These are set by the Component and are read only. If a National/ASCTA membership has been created with no hard start or hard end date then valid date is editable

**Eligible Age Component** - Default Age is set by Ancestor Component, this can be modified by the user, as long as it is within the limits of the Ancestor Component.

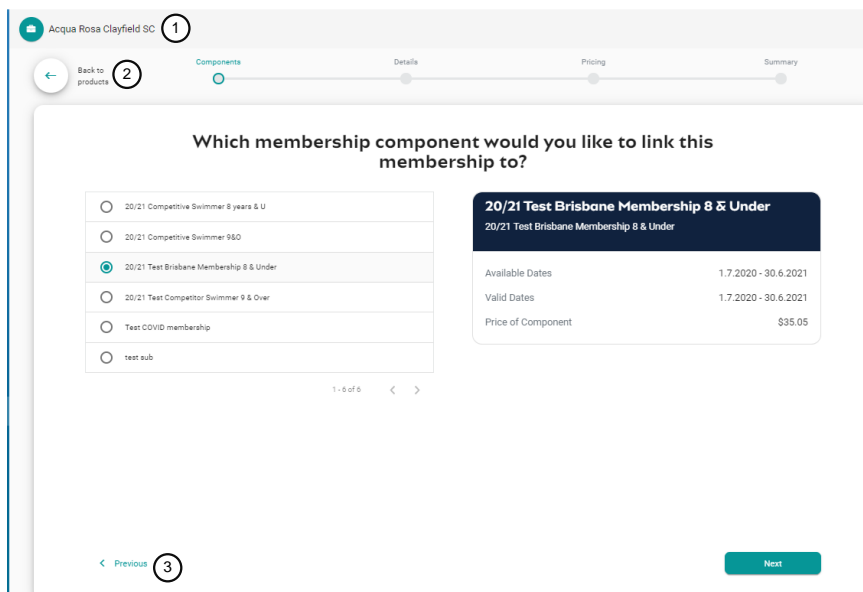
**Component Only** – Toggle On when product is to be used in a bundle, clubs toggle off

**Hide From Requirement Lists:** This field determines if the product will appear in the list of requirements possible to nominate for a meet. We recommend clubs:

- Toggle OFF for dry members (e.g. Life Members, Coaches, Parents)
- Toggle ON for wet members (e.g. swimmers)

Once all membership details are set, user selects the **"Next"** button

1. User can go back to Entity Home by selecting the 'Entity Name' in the top left-hand corner
2. User can go back to Products Selector via "Back to Products" button.
3. User can go back to changing the product type by selecting the "Previous" link.



Acqua Rosa Clayfield SC

Back to products

Components Details Pricing Summary

Which membership component would you like to link this membership to?

- ☐ 20/21 Competitive Swimmer 8 years & U
- ☐ 20/21 Competitive Swimmer 9&O
- ☒ 20/21 Test Brisbane Membership 8 & Under
- ☐ 20/21 Test Competitor Swimmer 9 & Over
- ☐ Test COVID membership
- ☐ test sub

1 - 6 of 6

20/21 Test Brisbane Membership 8 & Under  
20/21 Test Brisbane Membership 8 & Under

Available Dates	1.7.2020 - 30.6.2021
Valid Dates	1.7.2020 - 30.6.2021
Price of Component	\$35.05

Previous Next

## PRICING DETAILS – No Change

**Price of Membership (ex GST)** – input your clubs fee (exc GST)

**GST Payable** – read only as set by your ancestor component

**Upfront Payment** – read only as set by your ancestor component

**Non-Subscription** – read only as set by your ancestor component

**Refunds Allowed** – read only as set by your ancestor component

### Membership Discounts:

Swim Central allows clubs to offer discounts for purchases.

However, clubs are not required to offer discounts.

**Create a discount for the membership** (On/Off toggle, default off)

#### Name of Discount

**Amount** select either “\$” for dollar discount or “%” for a percentage discount

**Start Date**– start date can only be from date the discount is created

**End Date** - date can be modified by user

**Save Discount** – select this button to save the discount created. You have the option to create multiple discounts for the product.

**Please Note:** If the discounts is equal or greater than the revenue for the club (for both % or value), You will see trigger pop up warning message **"The membership will not generate revenue based on the current price of the membership, as it does not cover the applied discounts"**

Discounts can also be set up after you have published a product

### Pricing Details

Cost Price exGST  
100.00

---

GST Payable

Upfront Payment

Non-Subscription

Refunds Allowed

### Membership Discounts

☒ Create a discount for the membership

Name of Discount  
multiple

---

5 %

\$

%

Estimated Entitlement \$95.00

Start Date  
12/8/2020

to

End Date  
19/8/2020

Save Discount

### Price Breakdown of Bundled Components

**List of affiliation sub components** (by pinnacle hierarchy ascending)

**Estimated Fees** – Transaction and Service Fees

**TOTAL** - Total bundled component cost and Estimated Fees

**Save Draft** – User has the option to Save a Draft and come back later to complete the product creation. The Product can be located under “Entity Home” - “Product Selector”

**OR**

Once all membership details are set, user selects the **"Next"** button

### Set the pricing details for 20/21 Test Algester Competitor Swimmer 8 & Under

#### Pricing Details

Cost Price exGST  
100.00

GST Payable

Upfront Payment

Non-Subscription

Refunds Allowed

#### Membership Discounts

☐ Create a discount for the membership

#### Pricing breakdown of bundled components

20/21 Swimming Australia Membership	\$10.15
20/21 Swimming Queensland Membership	\$11.17
20/21 Test Brisbane Membership 8 & Under	\$13.73
20/21 Test Algester Competitor Swimmer 8 & Under	\$114.44
Estimated Fees	\$5.22
<b>TOTAL</b>	<b>\$149.49</b> <small>inc. GST</small>

[< Previous](#)

Save Draft

Next

## SUMMARY PAGE – CHECK ALL DETAILS PRIOR TO PUBLISHING. – No Change

User is presented with the "Summary" which lists the following attributes:

Membership Name

Membership Short Name

Membership Description

Available Dates

Valid Dates

Eligible Age Group

Requirements to purchase

Replacing product in catalogue (links to component chosen in "Which product is this replacing?" section)

Linking with membership component

Discounts

Pricing Details (accordion), when expanded shows:

- Subtotal = Total inc GST minus fees:
- Component Cost Breakdown = Adds to Subtotal:
- Fees
- Total = Subtotal + Fees

Once all pricing details are set, user selects the "Publish to Store" button, this triggers a "Ready to publish?"

"Once you confirm this, you will not be able to edit any details of the membership in the catalogue." Product is now showing in catalogue and available for purchase.

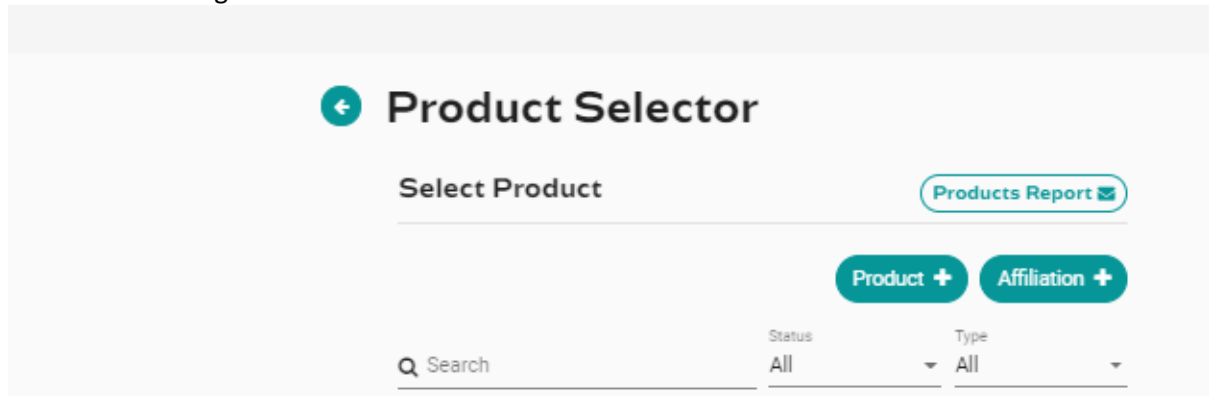
### Summary of 19/20 Queensland Summer Junior Membership

<b>Membership Name</b> 19/20 Queensland Summer Junior Membership	<b>Linking with membership component:</b> <div>19/20 Accredited Technical Official</div>
<b>Membership Short Name</b> 19/20 QLD Summer Junior	<b>Configuration</b> <div>Component only</div> <div>Hidden from requirements list</div>
<b>Membership Description</b> Brief description of Membership for the summer season at the Queensland Club. This could contain links and it could expand over multiple lines, which will push the sections down further.	<b>Discounts</b> <div>\$20 Late Starter   25.7.2020 - 30.7.2020</div> <div>20% Off Early Bird   15.6.2020 - 25.7.2020</div>
<b>Available Dates</b> 12.6.20    to    25.8.20	<b>Pricing Details</b> <div>Payment type</div>
<b>Valid Dates</b> 12.6.20    to    25.8.20	Subtotal    \$50.50    ▼
<b>Eligible Age group</b> 18    to    20	<b>TOTAL</b> <b>\$56.50</b> inc GST
<b>Requirements to purchase</b> <div>T/O License    Accreditation    ID</div>	
<b>Replacing product in catalogue</b> <div>Old membership last season</div>	
<a href="#">&lt; Previous</a>	<div>Save Draft    Publish to Store</div>

## LEGACY WORK FLOW FOR NATIONAL LEVEL PRODUCTS - No Change

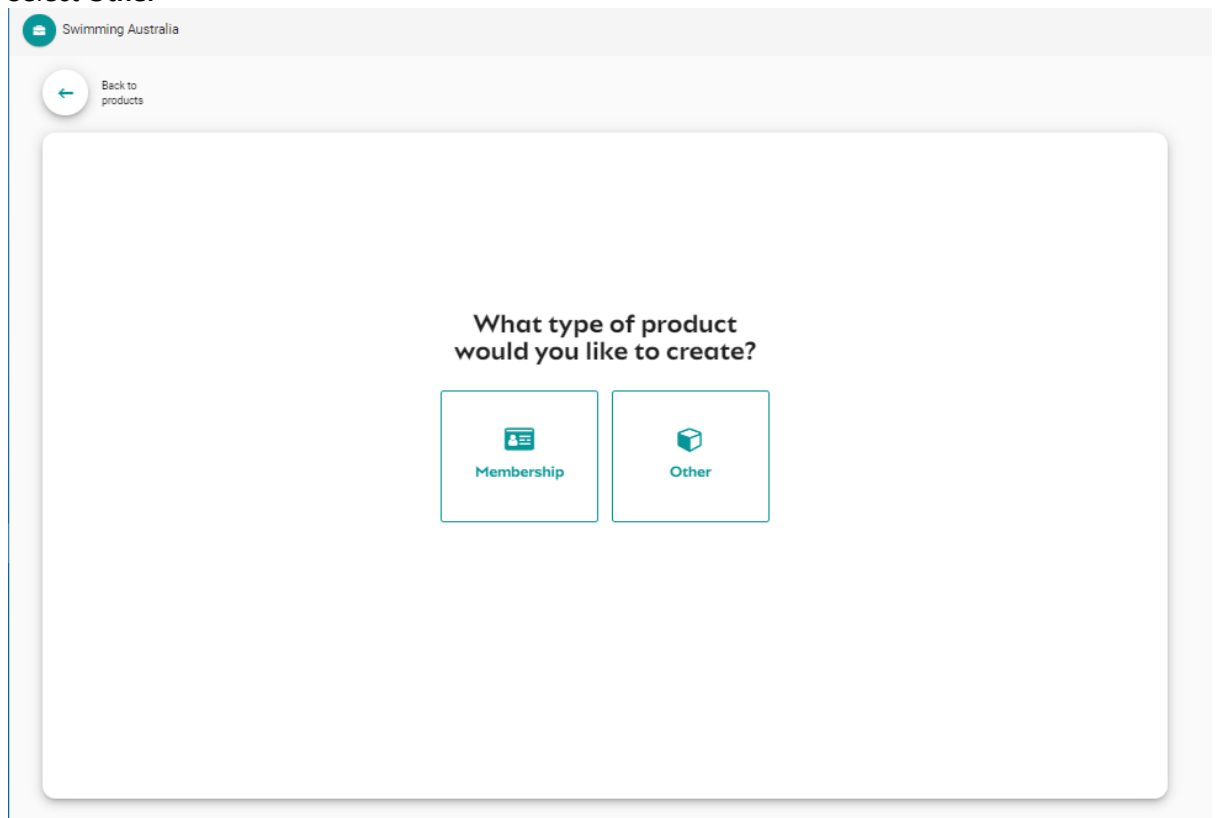
### Instructions for Legacy Work Flow for National level Products

1. Swimming Australia Home > Products > Product +



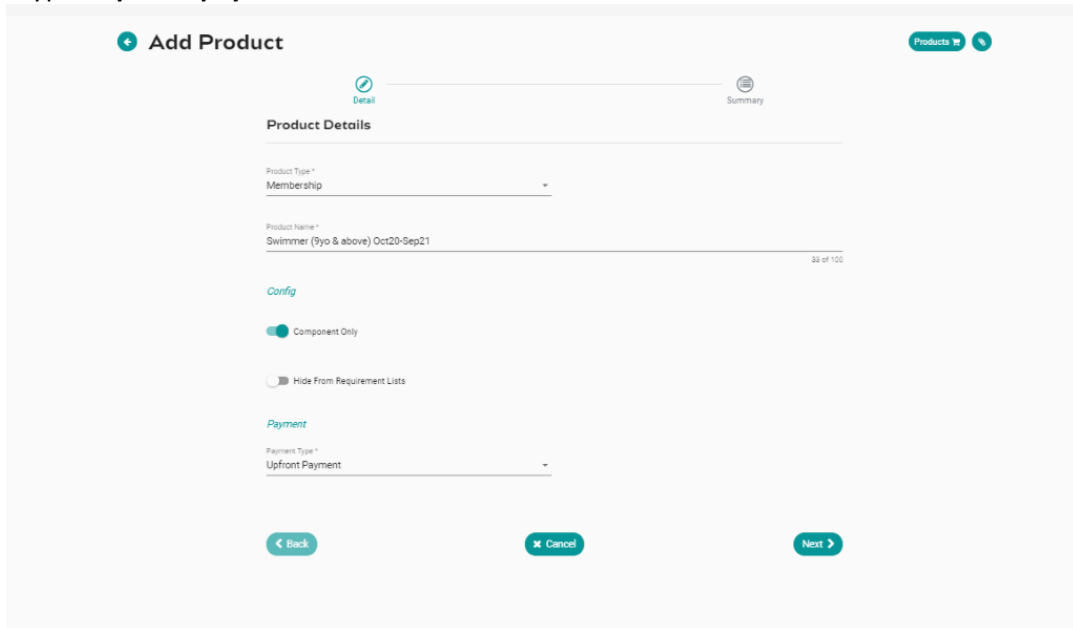
The screenshot shows the 'Product Selector' page. At the top, there is a back arrow icon and the title 'Product Selector'. Below the title is a 'Select Product' section with a 'Products Report' button. To the right of this section are two buttons: 'Product +' and 'Affiliation +'. At the bottom, there is a search bar with a magnifying glass icon and the text 'Search'. To the right of the search bar are two dropdown menus: 'Status' with 'All' selected and 'Type' with 'All' selected.

2. Select **Other**



The screenshot shows the 'Select Other' page. At the top, there is a 'Swimming Australia' header with a back arrow icon and the text 'Back to products'. Below this is a large white box with the text 'What type of product would you like to create?'. Underneath this text are two buttons: 'Membership' with a person icon and 'Other' with a cube icon.

3. This will take you to the Legacy Workflow. Select the desired Product Type from the drop down list and give the product a name. **Membership= Swimming Australia, Membership-Premium= ASCTA**
4. For Swimming Australia components for memberships, recommended naming is **Membership Type/Age/Season e.g. Swimmer (9yr and over) Oct20-Sep21**. For other products e.g. Coaching, any naming convention is fine e.g. Development reaccreditation
5. For Swimming Australia products to be used as a component, toggle **ON** 'Component only'. To allow the component to show as a meet requirement, toggle **OFF** 'Hide from Requirement Lists'. Payment type= **Upfront payment**



**Add Product**

Progress: Detail (active) | Summary

**Product Details**

Product Type\*  
Membership

Product Name\*  
Swimmer (9yo & above) Oct20-Sep21

**Config**

☒ Component Only

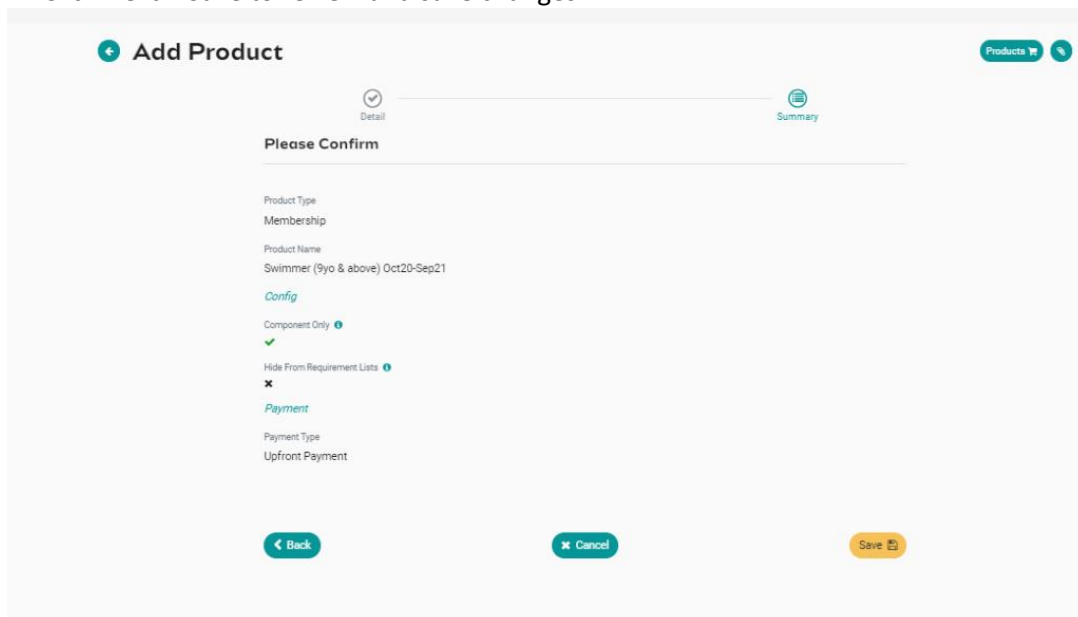
☐ Hide From Requirement Lists

**Payment**

Payment Type\*  
Upfront Payment

Buttons: Back, Cancel, Next

6. Click Next > Save to review and save changes



**Add Product**

Progress: Detail | Summary (active)

**Please Confirm**

Product Type  
Membership

Product Name  
Swimmer (9yo & above) Oct20-Sep21

**Config**

Component Only ☒

Hide From Requirement Lists ☐

**Payment**

Payment Type  
Upfront Payment

Buttons: Back, Cancel, Save



7. Product Edit page:

**Description:** Enter appropriate description for the product eg. Swimming Australia Component for Competitive Swimmers 9 years and Over.

**Product short name:** Enter appropriate description e.g. Swimmer (9yo & above) Oct20-Sep21

**Hard Start Date:** The first day of the season e.g. 1/10/2020 for Oct/Sept Season

**Hard Expiry:** The last day of season e.g. 30/9/2021 for Oct/Sep season

**Hard Expiry time:** 11:59pm

**Refunds allowed:** Toggle **ON**

**Hide from requirements list:** Toggle **OFF**

**Cost Price exGST:** For 9yr and over (Rec or Competitive) \$25.45. 8yr and under (Rec or Competitive) \$14.55

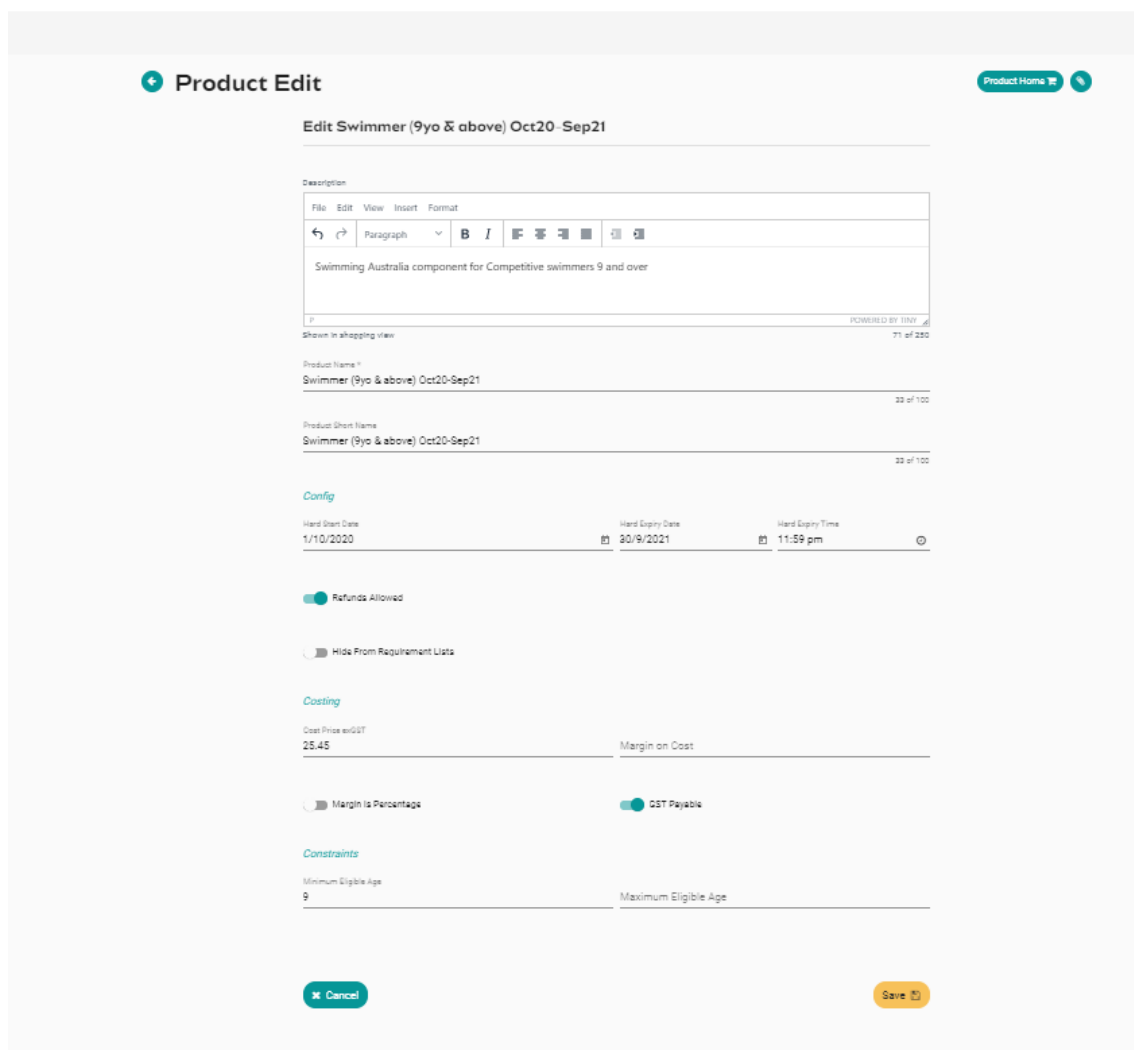
**GST Payable:** Toggle **ON**

**Margin is percentage:** Toggle **OFF**

**Minimum Eligible Age:** 9 for 9yr and over memberships

**Maximum Eligible Age:** 8 for 8yr and under memberships

**SAVE**



**Product Edit** Product Home

**Edit Swimmer (9yo & above) Oct20-Sep21**

**Description**

File Edit View Insert Format

Paragraph B I

Swimming Australia component for Competitive swimmers 9 and over

71 of 255

**Product Name \***

Swimmer (9yo & above) Oct20-Sep21

33 of 100

**Product Short Name**

Swimmer (9yo & above) Oct20-Sep21

33 of 100

**Config**

Hard Start Date: 1/10/2020

Hard Expiry Date: 30/9/2021

Hard Expiry Time: 11:59 pm

☒ Refunds Allowed

☐ Hide From Requirement Lists

**Costing**

Cost Price exGST: 25.45

Margin on Cost

☐ Margin Is Percentage

☒ GST Payable

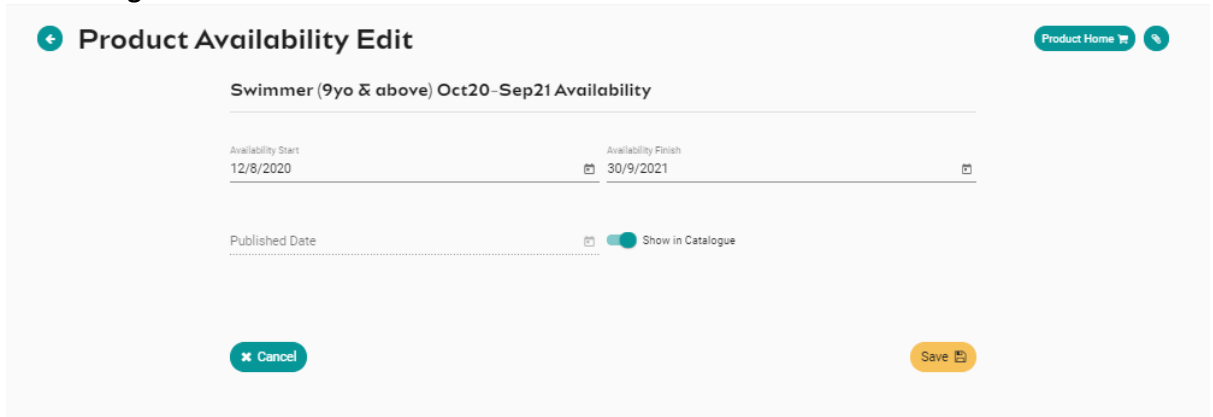
**Constraints**

Minimum Eligible Age: 9

Maximum Eligible Age

Cancel Save

8. Set availability dates to make the product available for States to link by clicking on **Availability**
9. Select the dates to make the product to become available for purchase. For components, recommended start is today's date, finish date as the last day of the season.  
Show in Catalogue: Toggle **ON** if you wish to publish to catalogue. **NB. You will not be able to edit the product after switching this toggle on. Components will not show in the shopping catalogue as an individual product.**  
**Save changes**



The image shows a web form titled "Product Availability Edit" with a back arrow icon on the left and a "Product Home" button with a magnifying glass icon on the right. The form content includes a title "Swimmer (9yo & above) Oct20-Sep21 Availability", a date range from "12/8/2020" to "30/9/2021" with calendar icons, a "Published Date" field, and a "Show in Catalogue" toggle switch which is currently turned on. At the bottom, there are "Cancel" and "Save" buttons.

Product Availability Edit

Swimmer (9yo & above) Oct20-Sep21 Availability

Availability Start: 12/8/2020

Availability Finish: 30/9/2021

Published Date:

Show in Catalogue: ☒

Cancel Save

## STRIPE ERROR MESSAGES IN SWIM CENTRAL - No Change

Please see the below for clarification on Stripe error messaging and how errors are represented in Swim Central

Error	Stripe Description	Swim Central Error Message
invalid_address_city_state_postal_code	The combination of the city, state, and postal code in the provided address could not be validated.	The entity city, state or post code could not be validated, please enter a valid address.
invalid_street_address	The street name and/or number for the provided address could not be validated.	The entity address could not be validated, please enter a valid Street name/number.
invalid_value_other	An invalid value was provided for the related field. This is a general error code.	You entered invalid value. Please contact support@swimming.org.au for assistance.
verification_document_corrupt	The uploaded file for the document was invalid or corrupt. Upload a new file of the document.	The document provided failed to upload due to the file being corrupt, please check your file and try again.
verification_document_country_not_supported	The provided document was from an unsupported country.	Please provide a document from a supported country.
verification_document_dob_mismatch	The date of birth (DOB) on the document did not match the DOB on the account. Upload a document with a matching DOB or update the DOB on the account.	The DOB on the ID document provided did not match DOB for the account contact.
verification_document_expired	The document could not be used for verification because it has expired. If it's an identity document, its expiration date must be after the date the document was submitted. If it's an address document, the issue date must be within the last six months.	Please check your ID document and upload an ID document that has not expired.
verification_document_failed_copy	The document could not be verified because it was detected as a copy (e.g., photo or scan). Upload the original document.	Please upload a copy of the original document, not a copy of a photocopy of the document.
verification_document_failed_greyscale	The document could not be used for verification because it was in greyscale. Upload a color copy of the document.	Please upload a colour copy of the original document.
verification_document_failed_other	<a href="#">The document could not be verified for an unknown reason. Ensure that the document follows the guidelines for document uploads.</a>	One of your documents could not be verified, please contact support@swimming.org.au for assistance.
verification_document_failed_test_mode	<a href="#">A test data helper was supplied to simulate verification failure. Refer to the documentation for test file tokens.</a>	One of your documents could not be verified, please contact support@swimming.org.au for assistance.

Error	Stripe Description	Swim Central Error Message
verification_document_fraudulent	The document was identified as altered or falsified.	The document was identified as altered or falsified, please contact support@swimming.org.au for assistance.
verification_document_id_number_mismatch	The document ID number on the account could not be verified. Correct any errors in the ID number field or upload a document that includes the ID number.	The document ID number for the account contact could not be verified. Please enter the correct document ID number (e.g. correct passport number) or upload the document with the correct document ID (e.g. the passport with matching passport number).
verification_document_id_number_missing	The document ID number was missing on the document. Upload a document that includes the ID number.	The document ID number for the account contact is missing. Please upload the document that contains the correct document ID (e.g. the passport with matching passport number).
verification_document_incomplete	The document was cropped or missing important information. Upload a complete scan of the document.	The document was cropped or missing important information, please upload again.
verification_document_invalid	The uploaded file was not one of the valid document types. Upload an acceptable ID document (e.g., ID card or passport).	Please check your ID document, re-upload one of the valid document types (e.g. Passport, License) if required
verification_document_manipulated	The document was identified as altered or falsified.	The document uploaded was identified as being manipulated/falsified. Contact support@swimming.org.au for assistance
verification_document_missing_back	The uploaded file was missing the back of the document. Upload a complete scan of the document.	The document uploaded was missing the back of the document, please check and upload the back of the document if required.
verification_document_missing_front	The uploaded file was missing the front of the document. Upload a complete scan of the document.	The document uploaded was missing the front of the document, please check and upload the front of the document if required.
verification_document_name_mismatch	The name on the document did not match the name on the account. Upload a document with a matching name or update the name on the account.	The person's name on document does not match the name on the account. Please upload the correct document or update the account contact details.
verification_document_name_missing	The document name was missing on the document. Upload a document that includes the document name.	The document name was missing on the uploaded document, please upload the document and include the document name.
verification_document_nationality_mismatch	The nationality on the document did not match the person's stated nationality. Update the person's stated nationality or upload a document that matches it.	The nationality on the document did not match the account contact's stated nationality.
verification_document_not_readable	<a href="#">The document could not be read. Ensure that the document follows the guidelines for document uploads.</a>	Your document could not be read, please try uploading again or contact support@swimming.org.au for assistance.
verification_document_not_readable	<a href="#">The document could not be read. Ensure that the document follows the guidelines for document uploads.</a>	Your document could not be read, please try uploading again or contact support@swimming.org.au for assistance.

Error	Stripe Description	Swim Central Error Message
verification_document_not_uploaded	No document was uploaded. Upload the document again.	No document was detected. Please reupload the ID document again
verification_document_photo_mismatch	The document was identified as altered or falsified.	The photo was identified as altered or falsified. Contact support@swimming.org.au for assistance
verification_document_too_large	The uploaded file exceeded the 10 MB size limit. Resize document & upload the new file.	The uploaded file exceeded the 10 MB size limit. Please resize the document under 10MB and upload the new file.
verification_document_type_not_supported	The provided document type was not accepted as proof of identity. Upload an acceptable ID document (e.g., ID card or passport).	The provided document type was not accepted as proof of identity. Please upload an acceptable ID document (e.g., ID card or passport).
verification_failed_document_match	The document could not be verified. Upload a document that includes the company name, ID number, and address fields.	Your document could not be verified, please try uploading again or contact support@swimming.org.au for assistance.
verification_failed_id_number_match	The company ID number on the account could not be verified. Correct any errors in the ID number field or upload a document that includes the ID number.	The document ID number for the account contact could not be verified. Please enter the correct document ID number (e.g. correct passport number) or upload the document with the correct document ID (e.g. the passport with matching passport number).
verification_failed_keyed_identity	The person's keyed-in identity information could not be verified. Correct any errors or upload a document that matches the identity fields (e.g., name and date of birth) entered.	The document ID number for the account contact does not match the ID of the document uploaded. Please enter the correct document ID number (e.g. correct passport number) or upload the document with the correct document ID (e.g. the passport with matching passport number).
verification_failed_keyed_match	The keyed-in information on the account could not be verified. Correct any errors in the company name, ID number, or address (or upload a document that shows those fields)	You entered an invalid field, please contact support@swimming.org.au for assistance.
verification_failed_name_match	The company name on the account could not be verified. Correct any errors in the company name field or upload a document that includes the company name.	You entered an invalid field, please contact support@swimming.org.au for assistance.
verification_failed_other	Verification failed for an unknown reason. Correct errors and resubmit the required fields.	Stripe failed your verification, please contact support@swimming.org.au for assistance.
company.verification.document	Verification could not be validated for an unknown reason	There is an issue with your account, please contact support@swimming.org.au to resolve.
All other error codes		There is an issue with your account, please contact support@swimming.org.au to resolve.