

New Payment Gateway

1 — Last update: 24 March 2024

Surf Life Saving Australia

Table of Contents

1. Overview	3
2. Managing Payment Methods in Surfguard	4
3. Enforce Credit Card Payment is ON	5
4. Enforce Credit Card Payment is OFF	6
5. Direct Payments – Public Facing.....	11
6. Payment Gateway Reporting in Members Area	16
7. Fees & Charges	20

1. Overview

The new Payment Gateway will be completely managed by SLSA and offers the following:-

- Ability to enforce credit card payment before any pending requests are submitted by members for renewing or joining
- Enable Renewing & Joining Members to view Organisations bank account details to transfer funds into the clubs bank account (if activated in Surfguard).
- Payment notification emails sent to the following club officers positions in Surfguard as Bcc Administration, Paid Administration 1 and Finance
- Other club officers with the assigned Admin access via Officer positions can view all orders/ payments made to the club
- Reporting in Members Area > Reports shows all transactions made via Join, Members Area or using the public-facing URL **Note:** clubs will no longer need to login to Westpac iLink and download daily reports
- New Direct Payment URL that will pull details of the Price List setup in Surfguard.

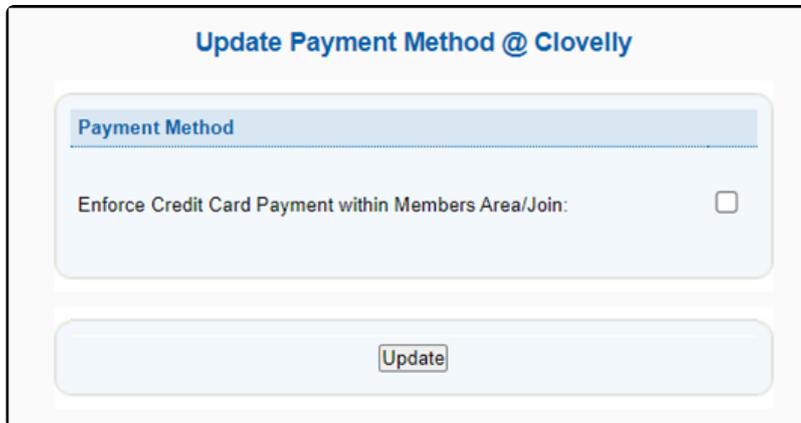
2. Managing Payment Methods in Surfguard

How to Enforce Credit Card Payment in Surfguard

Existing Members Renewing & New Members Joining

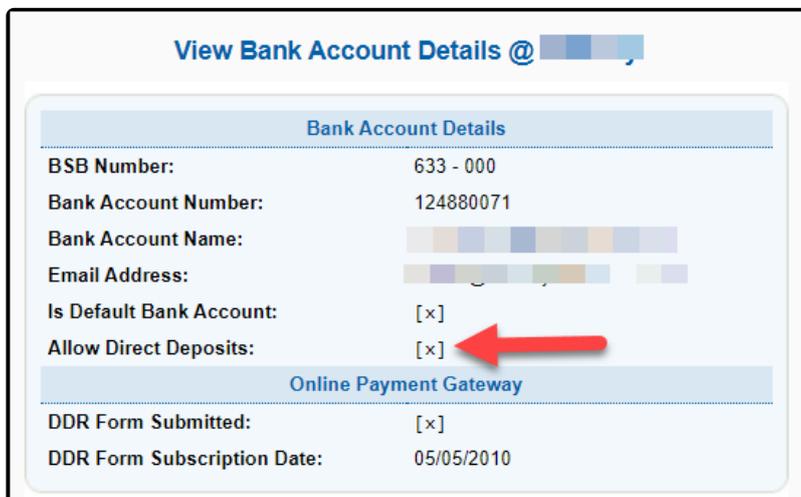
1. Enforced Credit Card Payment within Members Area/Join is turned on (**box is ticked**) in Surfguard – the pending request to Join or Renew in Surfguard **WILL NOT** be created until a credit card payment is made.
2. Enforced Credit Card Payment within the Members Area/Join is turned off (**box is unticked**) in Surfguard – the pending request to Join or Renew in Surfguard **WILL** be created without payment being made.

To change this setting in Surfguard select > Menu > Maintenance > Payment Methods



Enable Renewing & Joining Members to see Clubs Bank Account Details

To change this setting in Surfguard select > Menu > Bank Account Details > Click Edit > Tick "Allow Direct Deposits" > Clicks Update Bank Account Details



3. Enforce Credit Card Payment is ON

Renewing Members & New Members Joining

By enforcing credit card payment, renewing and new members joining will only get the option to pay by credit card and their pending request will not be created in SurfGuard until they pay.

The screenshot shows the 'RENEW' page in the Surf Life Saving Australia Members Area. The page includes a navigation menu, a summary section, an order summary table, and a payment form.

RENEW

Summary
You are renewing

Clovelly SLSC (NSW)

Member/s to renew
05/10/1965 Female

Order Summary
Please find below a summary of your order.

Long Service - Active Patrolling Member <small>Only for Long Service Members who are on rostered patrol team for the 2023/24 season.</small>	\$60.00
Long Service - Gym Access	\$110.00
Other - Annual Locker Fee - Patrolling Members	\$20.00
Total	\$190.00

Payment
Please make your payment below

Cardholder name

Credit card number

Expiry date
Month / Year

Security code

Test environment

4. Enforce Credit Card Payment is OFF

Renewing Members & New Members Joining

On the Summary page for renewing and new members the Payment Method will display two (2) payment options, the default is **Pay now by credit card**

Note: If the member decides to use payment by credit card then it will enforce payment before the pending request is sent.

Payment

Payment method

Pay now by credit card

Other payment options

Member selects Pay now by credit card

They enter the credit card details, complete the membership declaration and click Next

Payment

Payment method

Pay now by credit card

Other payment options

Cardholder name Test environment

Credit card number VISA

Expiry date

Month / Year

Security code

SLSA Membership application and declaration

I have read, understood, acknowledge and agree to the **declaration** including the warning, exclusion of liability, release and indemnity. I acknowledge that if my application for membership is successful I will be entitled to all benefits, advantages, privileges and services of SLSA membership.

I have read, understand, acknowledge and agree to the declaration and application and conditions of membership. I warrant that all information provided is correct.

Renewal confirmation screen displays

Home Memberships Patrols Nippers eLearning News and Events Document Library History Forms Reports SurfSports

RENEW

You have completed your renewal to Clovelly SLSC
Your order number is #1006

The application needs to be approved before you become a member and you must fulfill all of the Terms and Conditions of the membership process required by SLSA and the Club.

Step 1: DONE ✓ - Your online application has now been submitted
Step 2: DONE ✓ - Your payment of \$190.00 was received.

The pending request is submitted in Surfguard

Pending Member Requests View @ Clovelly

Request Type: Pending Request Status: Pending Request Date(From): 01/07/2023 Request Date(To): 11/03/2024 Request ID: [input] Hide Filters [search]

Member ID: [input] Member First Name: [input] Member Last Name(From): [input] Member Last Name(To): [input]

Request ID	Request Date	Member ID	Member Name	Sub-Membership Category	Season	Request Type	Request Status	Links
1175990	11/03/2024 11:08:29	4564123	[blurred]	Long Service	2023/2024	Renew Club Membership, Update Personal Details	Pending	\$

In Surfguard click the \$ to view the transaction details

Date	Type	Amount	Outstanding	ReceiptNo
11/03/2024	Membership fee	\$60.00	\$0.00	1119181108
11/03/2024	Gym fee	\$110.00	\$0.00	1119181108
11/03/2024	Locker key	\$20.00	\$0.00	1119181108

Member selects Other payment options

If you select the Other Payment option the following will display

Payment

Payment method

Pay now by credit card

Other payment options

Once you have submitted your membership request, you will be presented with payment options



MEMBERS AREA






[Home](#)
[Memberships](#)
[Patrols](#)
[Nippers](#)
[eLearning](#)
[News and Events](#)
[Document Library](#)
[History](#)
[Forms](#)
[SurfSports](#)

RENEW

Summary

You are renewing

Clovelly SLSC (NSW)

Member/s to renew

24/10/1994 Female

Order Summary

Please find below a summary of your order.

Long Service - Active Patrolling Member <small>Only for Long Service Members who are on rostered patrol team for the 2023/24 season.</small>	\$60.00
Long Service - Gym Access	\$110.00
Other - Annual Locker Fee - Patrolling Members	\$20.00
Total	\$190.00

Payment

Payment method

Pay now by credit card
 Other payment options

Once you have submitted your membership request, you will be presented with payment options

SLSA Membership application and declaration

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I have read, understand, acknowledge and agree to the declaration and application and conditions of membership. I warrant that all information provided is correct.

Previous
Next

Renewal confirmation screen displays

[Home](#)
[Memberships](#)
[Patrols](#)
[Nippers](#)
[eLearning](#)
[News and Events](#)
[Document Library](#)
[History](#)
[Forms](#)
[SurfSports](#)

RENEW

You have almost completed your renewal to Clovelly SLSC

Your order number is #1010

The application needs to be approved before you become a member and you must fulfill all of the Terms and Conditions of the membership process required by SLSA and the Club.

Step 1: DONE ✓ - Your online application has now been submitted

Step 2: Please make your membership fee payment by clicking the 'Make Payment' button below.

MAKE A PAYMENT

The pending request is submitted in SurfGuard

☰
Pending Member Requests View @ Clovelly

Request Type	Request Status	Request Date(From)	Request Date(To)	Request ID	
<input type="text"/>	<input type="text" value="Pending"/>	<input type="text" value="01/07/2023"/>	<input type="text" value="11/03/2024"/>	<input type="text"/>	<input type="button" value="Hide Filters"/> <input type="button" value="🔍"/>
Member ID	Member First Name	Member Last Name(From)	Member Last Name(To)		
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		

<input type="checkbox"/>	Request ID	Request Date	Member ID	Member Name	Sub-Membership Category	Season	Request Type	Request Status	Links
<input type="checkbox"/>	1175994	11/03/2024 12:39:55	3531133		Long Service	2024/2025	Renew Club Membership, Update Personal Details	Pending	

Total Records: 1

1

Actions:

The member then selects “Make Payment” and the following payment options are displayed:- Pay by card OR Pay by Bank Transfer. The club’s contact details are also displayed so the member can contact the club about other payment options available.

SLS PAYMENT PORTAL - CLOVELLY SLSC

Transactions

Long Service - Active Patrolling Member	Membership fee \$60.00
Long Service - Gym Access	Gym fee \$110.00
Other - Annual Locker Fee - Patrolling Members	Locker key \$20.00
	Total \$190.00

Pay by card

[Pay online](#)

Pay by Bank Transfer

This organisation will accept payment by bank transfer from your own internet banking account using the details shown below.

Bank Details - Clovelly SLSC

BSB Number

63 0

Account Number

12 71

Account Name

Clovelly Surf Life Saving Club

If you pay by bank transfer, please ensure meaningful information including your name is entered in the payment details field. You may also want to email your club a copy of the transaction receipt for their records

Contact the club for other payment options

Clovelly SLSC

Phone Number(s)

0 035

02 41

Email Address

ith@clovellyslsc.com.au

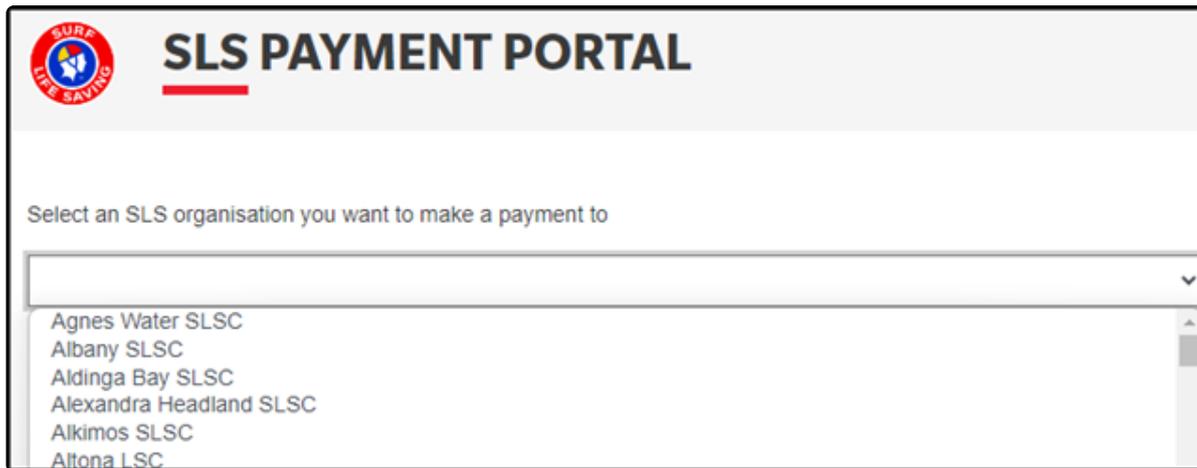
Website

www.clovellyslsc.com.au

5. Direct Payments – Public Facing

Public Facing Payment Gateway – <https://members.sls.com.au/members/pay>
Only Credit Card Payments can be made to an organisation using the public-facing URL. These transactions will not be recorded against an existing member in Surfguard as their Member ID is not identified.

When you browse to the direct payment URL you will be given the option to select from all SLSA organisations that are currently registered for the SLSA Payment Gateway



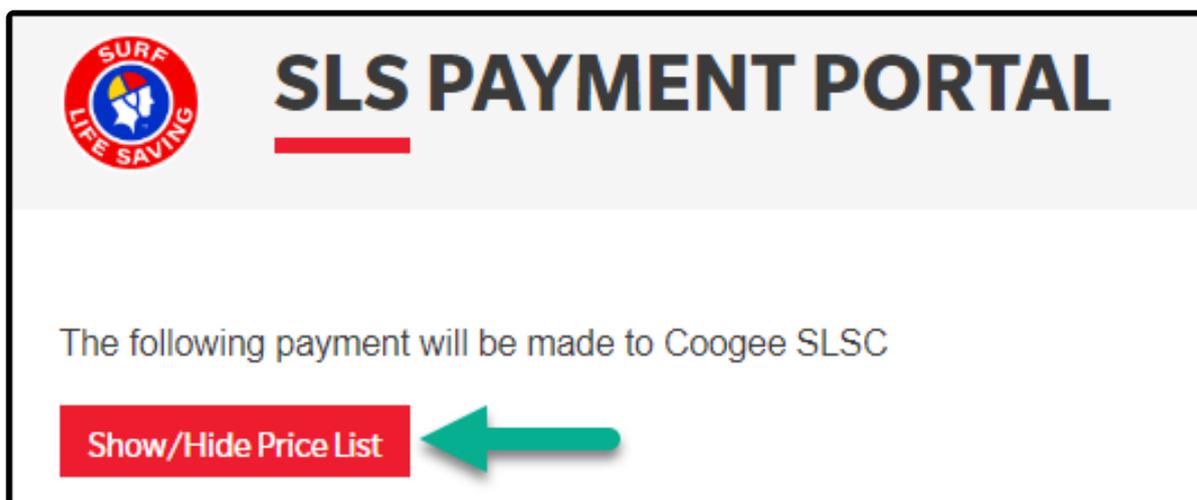
SLS PAYMENT PORTAL

Select an SLS organisation you want to make a payment to

Agnes Water SLSC
 Albany SLSC
 Aldinga Bay SLSC
 Alexandra Headland SLSC
 Alkimos SLSC
 Altona LSC

View the clubs Price List

Note: if **View Clubs Price List** does not display for the organisation selected it means there is no Price List in Surfguard for the organisation, however, you can still proceed to make a payment.



SLS PAYMENT PORTAL

The following payment will be made to Coogee SLSC

Show/Hide Price List ←

1. All fees are pulled from the organisation's Price list in Surfguard
2. **Membership Fees** – display all Membership Fees (Renewing Members) and Joining Fees (New Members)
3. **Other Fees** – display all other fee types e.g. Gym, Locker, Club Key, Merchandise, Donation, Special Event, Carnival Entry fee etc.

- Click **Hide Clubs Price List** to remove price list view

Complete Transaction

- Transaction Type – select form the drop-down – **Note:** Only SLSA Transaction Types show in the drop-down, other Transaction Types created by Clubs will not display in this drop-down

- Payment Description – provide more detail about the payment. **Note:** If paying on behalf of another member include the other member's name in the description
- Amount – Fill in amount
- Click **Add another transaction** if required e.g. if you are paying a gym fee and a Locker key.

Transaction 1

Transaction Type

Membership fee **1** ▼

Payment Description

2

Amount

3

GST Inc. (\$dd.cc)

[Add another transaction](#) **4**

5. Complete Payer & credit card details and click **Next**.

Payer's Name

Receipt Email Address

Cardholder name

Credit card number **VISA**

Expiry date: Month / Year

Security code ⓘ

NEXT

6. View Payment Summary and select **Make Payment**



SLS PAYMENT PORTAL

PAYMENT SUMMARY

Select an organisation you have or have had a membership with to make a payment.

Coogee SLSC (NSW)
▼

Transactions

Gym fee	Gym access for my son Ben Clarke	\$60.00
---------	----------------------------------	---------

Summary

Credit Card Number	[REDACTED]
Expiry Date	[REDACTED]
Cardholder Name	[REDACTED]
Payment Amount	\$60.00
Total Amount	\$60.00

Back
MAKE PAYMENT

7. View Payment Receipt and select Make Another Payment if required.



PAYMENT RECEIPT

?

PAYMENT RECEIPT

Status	Approved
Receipt Number	1119207943
Date	12 Mar 2024 11:08 AEDT
Total Amount	\$60.00 AUD
Club/Organisation	Coogee SLSC (NSW)

Transaction

Transaction Type	Payment Description	Amount
Gym fee	Gym access for my son Ben Clarke	60.00

Payer's Name	bec cocks
Cardholder Name	Bec Cocks
Credit Card Number	[REDACTED]
Expiry Date	08/26

MAKE ANOTHER PAYMENT

8. An email will be sent to the Payer with details of the payment and an attached receipt

From <noreply@sls.com.au>
To [Redacted]
Subject **Coogee SLSC (NSW) Payment Receipt**

Dear Sir/Madam

Attached is the receipt for your recent payment to Coogee SLSC (NSW), an Organisation affiliated with Surf Life Saving Australia.

Processing of the payment will take at least 1 working day.

If you have any enquiries related to this payment please contact the Club you were paying directly.

Club contact details can be found at <https://www.sls.com.au>.

Please retain the following information as confirmation that your payment has been received and processed successfully by Coogee SLSC (NSW).

Receipt Number	1119207943
Status	Approved
Payment Date	12 Mar 2024 11:08 AEDT
Payment Amount	\$60.00 AUD
Cardholder Name	[Redacted]
Credit Card Number	[Redacted]
Expiry Date (mm/yy)	[Redacted]

6. Payment Gateway Reporting in Members Area

Who Gets Email Notifications

Emails for Renewal and Joining submissions are sent to:-

- Member & email from Organisations Details in Surfguard
- BCC to: Administration & Paid Administration 1 officer positions in Surfguard

Emails for Club Payment receipts (Payment Gateway)

- Payer
- BCC to: Administration, Paid Administration 1 and Finance officer positions in Surfguard

Who Can Access Orders in the Members Area

Members at any level of the organisation who are in the following Officer Positions in Surfguard will automatically get access to the Orders in the Members Area

- Administration
- Paid Administration 1

Other club officers can also be assigned access to the Orders Report in their organisation/s by ticking the box next to “View Payment Gateway Orders Report in Members Area” in the Administrative Functions that display in the Setup Officer screen

Setup Officer @ Test NSW Club

Allocate Officer

Officer Position Name: Paid Administration 2

Officer: *

From Date: *

To Date: *

Use alternate email (Optional) for communication for this officer role. If not selected then communication will default to the officer's personal email which is

Alternate Email:

Administrative Functions

Approve Members Area News content

Approve Members Area Library content

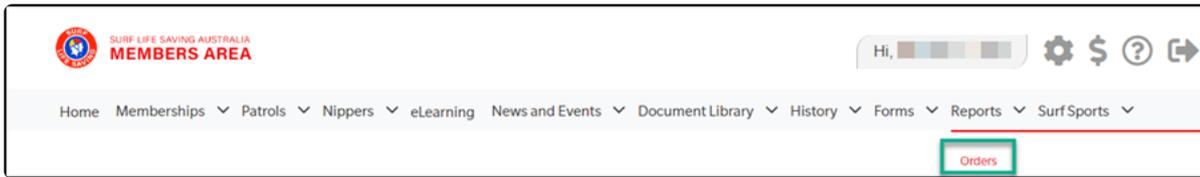
SLSA Online Member Store/Shop Administrator

Online Form Approver

View Payment Gateway Orders Report in Members Area

Access Orders in the Members Area – <https://members.sls.com.au>

Organisations using the SLSA Payment Gateway will now access all transaction reports via the Members Area > Reports > Orders.

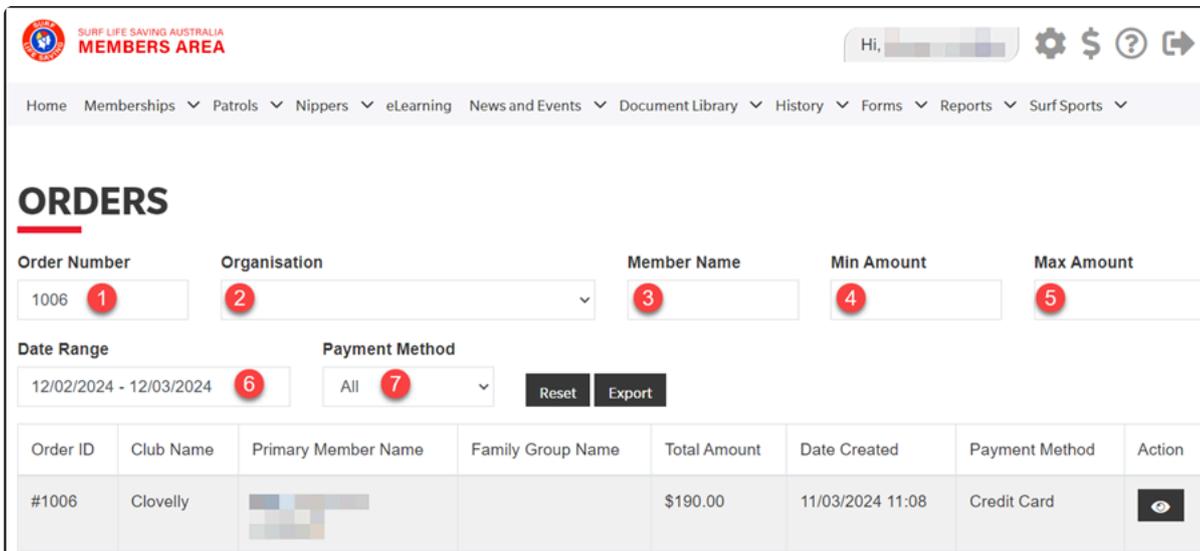


Filtering Orders

You can filter by the following

1. Orders Number – enter the number of the order you would like view
2. Organisation – members who need to view order reports at more than one organisation will be able to view the organisations they have been assigned access in the drop-down. See above for details on how to get access
3. Search for an order by First or Last Name
4. Filter by a minimum amount
5. Filter by maximum amount
6. The default date range is the last month.
7. Payment Method – Three (3) options are available in the drop-down menu:-

- All
- Credit Card
- Other



If you only want to see transactions processed via the Payment Gateway for a specific date range, you could filter by Date Range & Payment Method = Credit Card

ORDERS

Order Number: Organisation: Member Name: Min Amount:

Max Amount: Date Range: 01/12/2023 - 15/01/2024 Payment Method: Credit Card

Order ID	Club Name	Primary Member Name	Family Group Name	Total Amount	Date Created	Payment Method	Action
#996	Avoca Beach	[Redacted]		\$10.00	10/01/2024 15:36	Credit Card	
#995	Umina	[Redacted]		\$17.00	10/01/2024 15:35	Credit Card	
#994	Avoca Beach	[Redacted]		\$40.00	10/01/2024 15:33	Credit Card	
#993	Umina	[Redacted]		\$1.00	10/01/2024 15:29	Credit Card	
#992	Copacabana	[Redacted]		\$300.00	10/01/2024 12:03	Credit Card	
#991	South Maroubra	[Redacted]		\$0.01	10/01/2024 11:33	Credit Card	
#989	Clovelly	[Redacted]		\$285.00	21/12/2023 09:50	Credit Card	

View an Order

Click the view symbol in the Action column.

ORDERS

Order Number: Organisation: Member Name: Min Amount:

Max Amount: Date Range: 01/12/2023 - 15/01/2024 Payment Method: Credit Card

Order ID	Club Name	Primary Member Name	Family Group Name	Total Amount	Date Created	Payment Method	Action
#989	Clovelly	[Redacted]		\$285.00	21/12/2023 09:50	Credit Card	

Details of the specific order will display, click **Back** to get back to the screen above

ORDER SUMMARY (#989)

Your order number is #989 and was placed to [Redacted]
Please find below a summary of your order.

Rebecca Cocks

Long Service - Renewal 2023/24 Season	\$135.00
Long Service - Gym Access	\$110.00
Other - New Locker Deposit	\$20.00
Other - Annual Locker Fee - Patrolling Members	\$20.00
Total	\$285.00

Export Reports to Excel

ORDERS

Order Number

Organisation

Member Name

Min Amount

Max Amount

Date Range

Payment Method

Reset

Export

Order ID	Receipt Number	Club Name	Primary Membr	Primary Member Name	Family Group Name	Transaction Type	Description	Item Cost	Order Total	Date Created
996	1116935373	Avoca Beach				Merchandise	Toggle	10	10	10/01/2024 15:36
995	1116935369	Umina				Merchandise	Club Cap	17	17	10/01/2024 15:35
994	1116935366	Avoca Beach				Membership fee	Sharkied	30	40	10/01/2024 15:33
994	1116935366	Avoca Beach				Other	Toggle	10	40	10/01/2024 15:33
993	1116935361	Umina				Donation	Test Donation	1	1	10/01/2024 15:29
992	1116934870	Copacabana				Membership fee	family group	300	300	10/01/2024 12:03
991	1116934836	South Maroubra				Membership fee	Testing by	0.01	0.01	10/01/2024 11:33
989	1116336811	Clovelly	4625252			Membership fee	Long Service - Renewal 2023/24 Season	135	285	21/12/2023 9:50
989	1116336811	Clovelly	4625252			Gym fee	Long Service - Gym Access	110	285	21/12/2023 9:50
989	1116336811	Clovelly	4625252			Locker key	Other - New Locker Deposit	20	285	21/12/2023 9:50
989	1116336811	Clovelly	4625252			Locker key	Other - Annual Locker Fee - Patrolling Members	20	285	21/12/2023 9:50

You can now filter the report as required e.g. if you only want to view the total amount of each order you could de-duplicate by Order ID.

7. Fees & Charges

There is no set up fee. Payments made on the gateway will incur a transaction charge of 0.44% + GST and a payment fee of \$0.40 +GST, which is charged to the payee club or organisation.

Note: the above fees equate to about \$0.92c on a \$100 transaction.

On the second working day of each month, the fees for the previous month's transactions will be charged to the same account to which funds were deposited throughout the month. These fees will be directly debited from your account automatically as per the DDR Form you signed.

Where no activity was experienced during the month for your Club / Organisation, there will be no fees charged. There are no monthly merchant participation fees for your club, no terminal fees, no stationary costs and no call costs. SLSA will cover any additional hosting costs such as the provision of the service.

Occasional Transaction Fees

SLSA will cover the cost of any incidental fees arising from use of the payment gateway by SLSA affiliated organisations.