

New Payment Gateway

1 — Last update: 24 March 2024

Surf Life Saving Australia

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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.

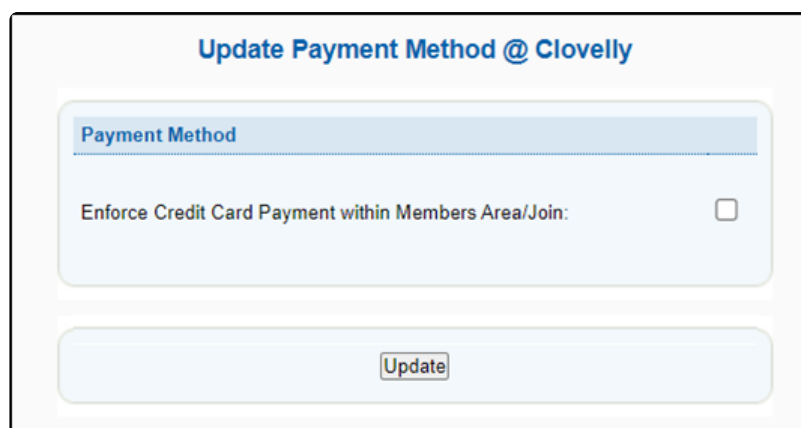
2. Managing Payment Methods in Surfguard

How to Enforce Credit Card Payment in Surfguard

Existing Members Renewing & New Members Joining

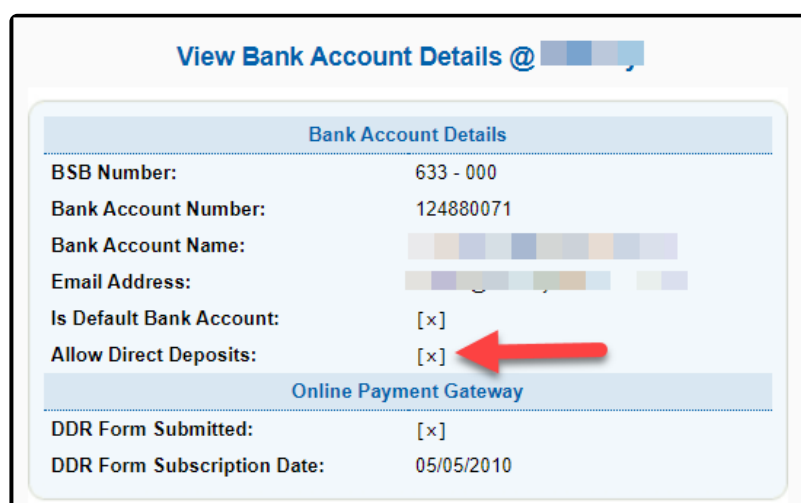
1. Enforced Credit Card Payment within Members Area/Join is turned on (**box is ticked**) in Surfguard – the pending request to Join or Renew in Surfguard **WILL NOT** be created until a credit card payment is made.
2. Enforced Credit Card Payment within the Members Area/Join is turned off (**box is 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



Renewing Members & New Members Joining


SURF LIFE SAVING AUSTRALIA
MEMBERS AREA

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


RENEW

Summary

You are renewing

Clovelly SLSC (NSW)

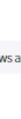
Member/s to renew



05/10/1965 Female

Order Summary

Please find below a summary of your order.




Long Service - Active Patrolling Member	\$60.00
<i>Only for Long Service Members who are on rostered patrol team for the 2023/24 season.</i>	
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

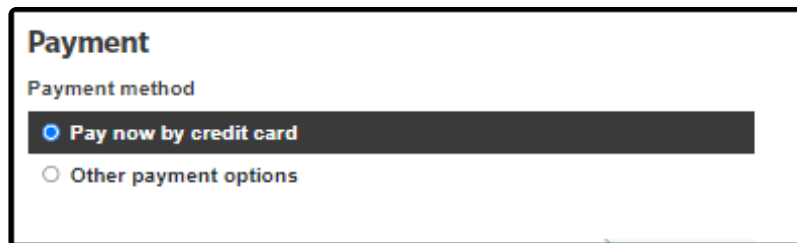


4. Enforce Credit Card Payment is OFF

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**

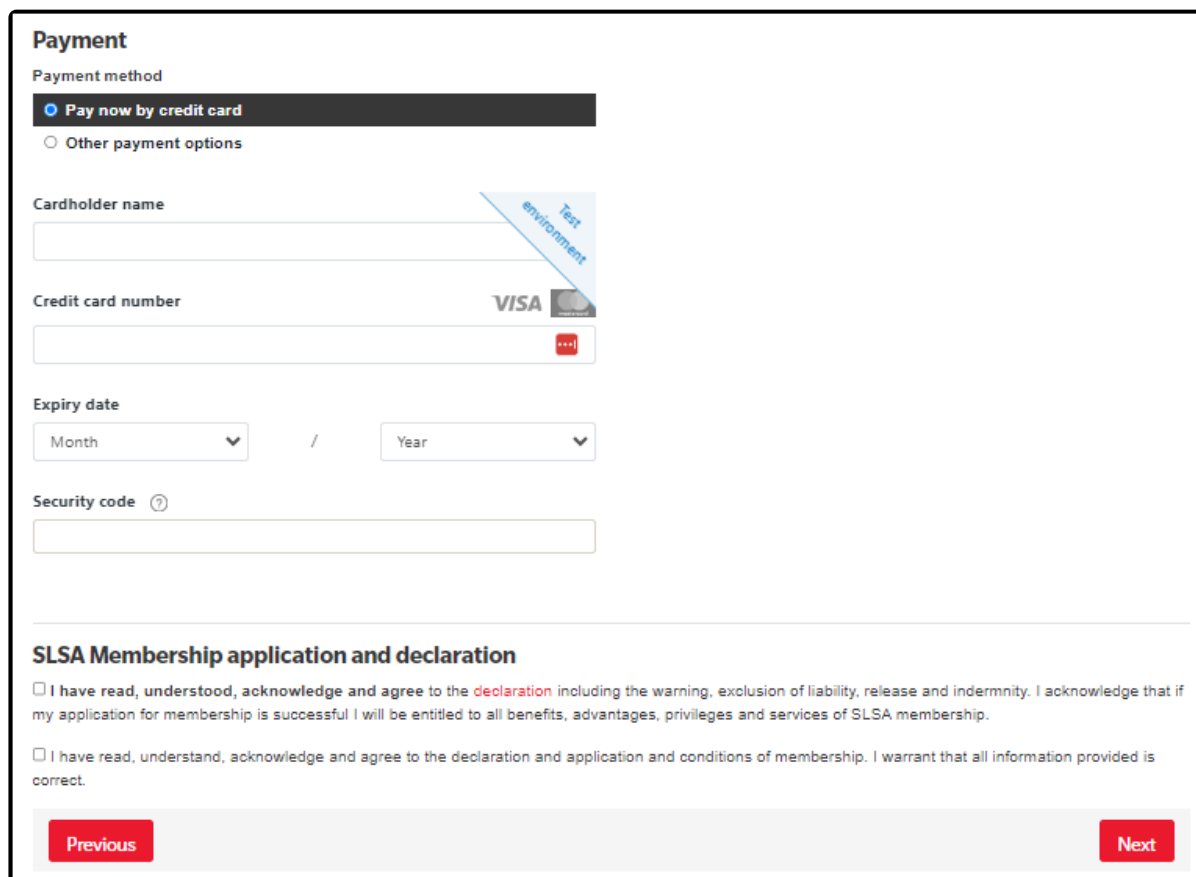
Note: If the member decides to use payment by credit card then it will enforce payment before the pending request is sent.



The screenshot shows a form titled "Payment" with a sub-header "Payment method". There are two radio button options: "Pay now by credit card" (which is selected) and "Other payment options".

Member selects Pay now by credit card

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



The screenshot shows the full payment and declaration screen. It includes the "Payment" section with the "Pay now by credit card" option selected. Below this are input fields for "Cardholder name", "Credit card number" (with a VISA logo and a "Test environment" watermark), "Expiry date" (with dropdowns for Month and Year), and "Security code". At the bottom, there is a section titled "SLSA Membership application and declaration" with two checkboxes for agreement to terms and conditions. At the very bottom, there are "Previous" and "Next" buttons.

Renewal confirmation screen displays

HomeMembershipsPatrolsNipperseLearningNews and EventsDocument LibraryHistoryFormsReportsSurf Sports

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 TypeRequest StatusRequest Date(From)Request Date(To)Request ID

Member IDMember First NameMember Last Name(From)Member Last Name(To)

Hide Filters

Request IDRequest DateMember IDMember NameSub-Membership CategorySeasonRequest TypeRequest StatusLinks

117599011/03/2024 11:08:294564123Long Service2023/2024Renew Club Membership, Update Personal DetailsPending\$

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





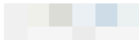
Once you have submitted your membership request, you will be presented with payment options

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SURF LIFE SAVING AUSTRALIA

MEMBERS AREA



HomeMembershipsPatrolsNipperseLearningNews and EventsDocument LibraryHistoryFormsSurf Sports

RENEW

Summary

You are renewing

Clovelly SLSC (NSW)

Member/s to renew

24/10/1994Female

Order Summary

Please find below a summary of your order.

Long Service - Active Patrolling Member

Only for Long Service Members who are on rostered patrol team for the 2023/24 season.

\$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

☐ 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.

Previous

Next

Renewal confirmation screen displays

HomeMembershipsPatrolsNipperseLearningNews and EventsDocument LibraryHistoryFormsSurf Sports

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

Member ID

Member First Name

Member Last Name(From)

Member Last Name(To)

Hide Filters

<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:

Manually Process/View Request(s)

Accept Request(s)

Reject Request(s)

Archive Request(s)

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 u

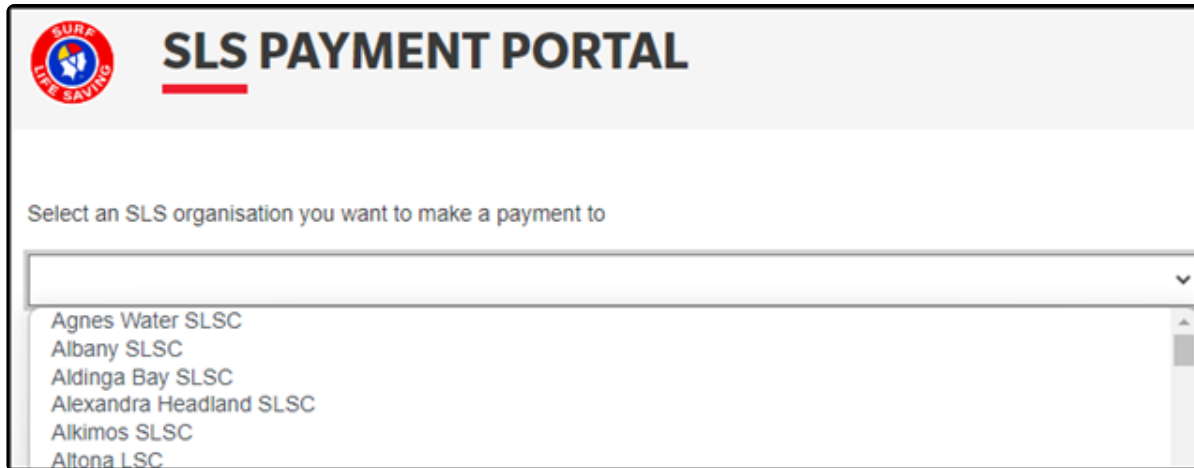
Website

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.

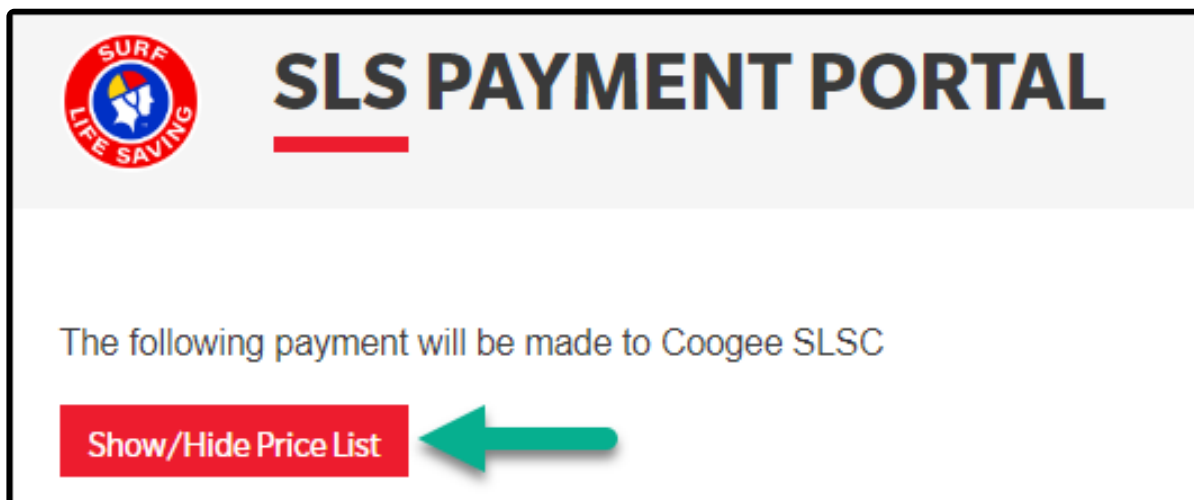
When you browse to the direct payment URL you will be given the option to select from all SLSCA organisations that are currently registered for the SLSCA Payment Gateway



The screenshot shows the 'SLS PAYMENT PORTAL' header with the Surf Life Saving Australia logo. Below the header, there is a text prompt: 'Select an SLS organisation you want to make a payment to'. A dropdown menu is open, displaying a list of organisations: Agnes Water SLSC, Albany SLSC, Aldinga Bay SLSC, Alexandra Headland SLSC, Alkimos SLSC, and Altona LSC.

View the clubs Price List

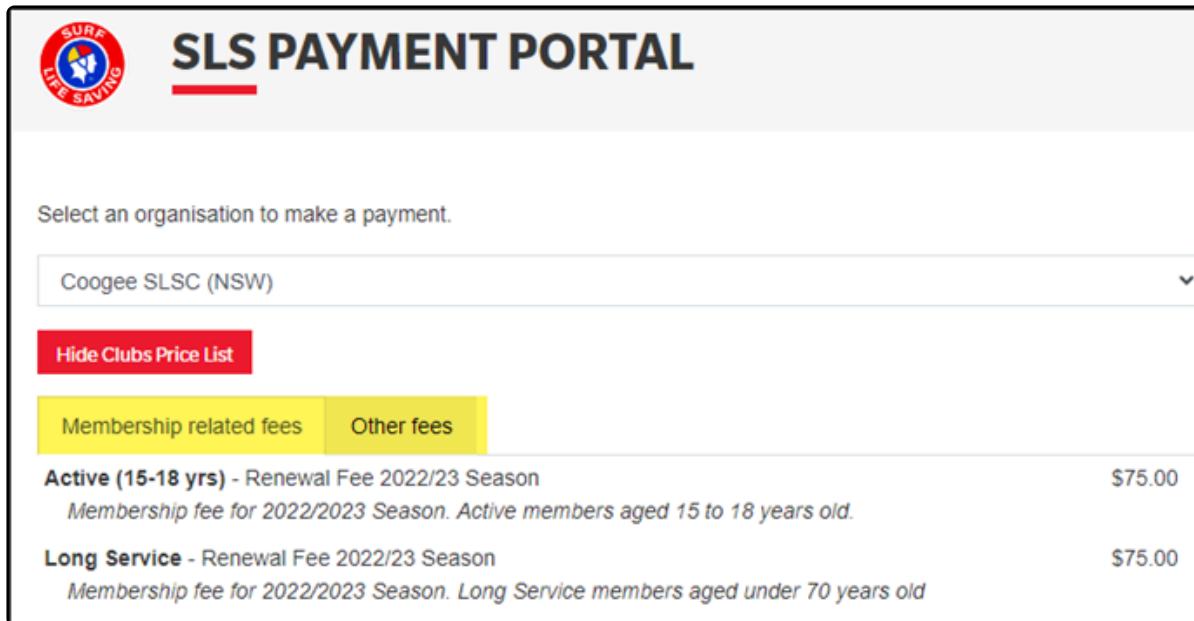
Note: if **View Clubs Price List** does not display for the organisation selected it means there is no Price List in Surfguard for the organisation, however, you can still proceed to make a payment.



The screenshot shows the 'SLS PAYMENT PORTAL' header with the Surf Life Saving Australia logo. Below the header, there is a text prompt: 'The following payment will be made to Coogee SLSC'. Below this text, there is a red button labeled 'Show/Hide Price List'. A green arrow points to the button.

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



SLS PAYMENT PORTAL

Select an organisation to make a payment.

Coogee SLSC (NSW) ▼

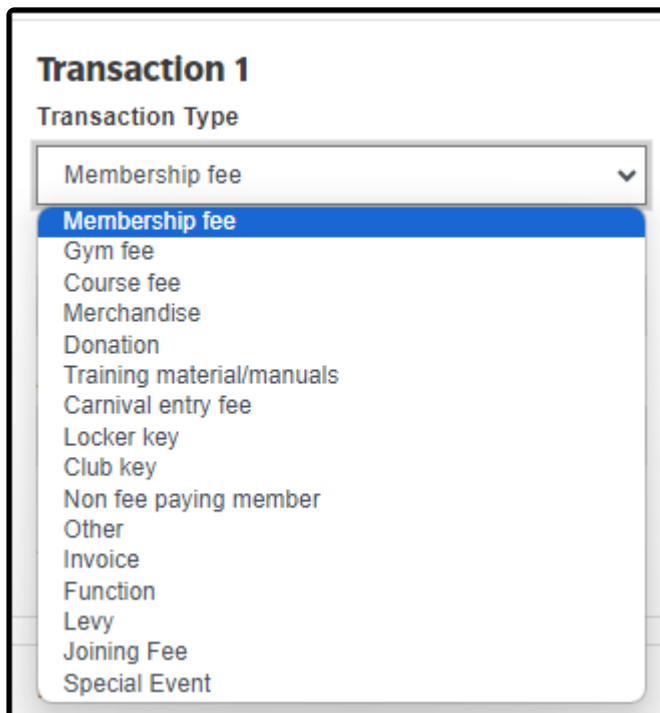
Hide Clubs Price List

Membership related fees Other fees

Active (15-18 yrs) - Renewal Fee 2022/23 Season	\$75.00
<i>Membership fee for 2022/2023 Season. Active members aged 15 to 18 years old.</i>	
Long Service - Renewal Fee 2022/23 Season	\$75.00
<i>Membership fee for 2022/2023 Season. Long Service members aged under 70 years old</i>	

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



Transaction 1

Transaction Type

Membership fee ▼

- Membership fee
- Gym fee
- Course fee
- Merchandise
- Donation
- Training material/manuals
- Carnival entry fee
- Locker key
- Club key
- Non fee paying member
- Other
- Invoice
- Function
- Levy
- Joining Fee
- Special Event

- 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	
Expiry Date	
Cardholder Name	
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

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

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

Credit Card Number

Expiry Date (mm/yy)

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

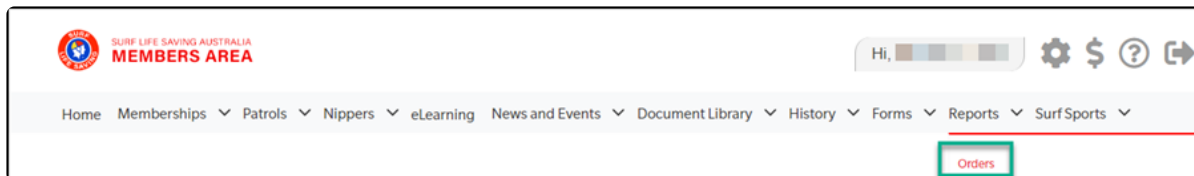
☐ SLSA Online Member Store/Shop Administrator

☐ 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

 This screenshot shows the 'ORDERS' section of the Surf Life Saving Australia Members Area. The page has a header with the organization's logo and navigation links. The main content area is titled 'ORDERS' and contains several filter fields:

- Order Number:** A text input field with the value '1006' and a red circle with the number '1' next to it.
- Organisation:** A dropdown menu with a red circle with the number '2' next to it.
- Member Name:** A text input field with a red circle with the number '3' next to it.
- Min Amount:** A text input field with a red circle with the number '4' next to it.
- Max Amount:** A text input field with a red circle with the number '5' next to it.
- Date Range:** A text input field showing '12/02/2024 - 12/03/2024' with a red circle with the number '6' next to it.
- Payment Method:** A dropdown menu showing 'All' with a red circle with the number '7' next to it.

 Below the filters are 'Reset' and 'Export' buttons. A table displays the filtered results:

Order ID	Club Name	Primary Member Name	Family Group Name	Total Amount	Date Created	Payment Method	Action
#1006	Clovelly	[Profile Picture]		\$190.00	11/03/2024 11:08	Credit Card	[Eye Icon]

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

Payment Method

Reset

Export

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

Payment Method

Reset

Export

Order ID	Club Name	Primary Member Name	Family Group Name	Total Amount	Date Created	Payment Method	Action
#989	Clovelly			\$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

Please find below a summary of your order.

Rebecca Cocks

Long Service - Renewal 2023/24 Season

Long Service - Gym Access

Other - New Locker Deposit

Other - Annual Locker Fee - Patrolling Members

Total

\$135.00

\$110.00

\$20.00

\$20.00

\$285.00

Back

Export Reports to Excel

ORDERS

Order Number

Organisation

Member Name

Min Amount

Max Amount

Date Range

Payment Method

01/12/2023 - 15/01/2024

Credit Card

Reset

Export

Order ID	Receipt Number	Club Name	Primary Membe	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.