

National Framework Deliverers Annual Renewals 2019 – Administrators Guidelines

Link to the Online Membership System:- www.scottishswimming.azolve.com

The renewal window is open and closes on 31st March 2019.

Guidelines to help when renewing existing members:

1. National Framework Deliverers are responsible for renewing their Teacher/Coach Non Swimming members – very important to note, your staff/members CANNOT renew their memberships themselves; you are responsible for renewing your Non-swimmer memberships (members cannot even access the area to purchase swimmer or Non-swimmer memberships)

Membership costs: Non-Swimmer £10

Please note there is an appendix at the end of this guide to instruct you in producing a Report if you haven't already done so – this should help you get an overview of your staff/members (page 3)

We are here to help you so if you have any questions, no matter how silly you may think they are, please get in touch—we would rather you asked than sat at your computer frustrated and confused!

Renewing your Members:-

1. **Log on** - If you need help logging on to your account please contact us info@scottishswimming.com
2. During the renewal period, when you log in you will be automatically taken to the bulk renew page

The screenshot shows the 'Club Profile' page for 'Carlo Club'. The 'Club Members' section is highlighted with a red circle, and a 'Bulk Renew' button is also circled in red. The page displays various membership statistics in circular gauges:

Category	Count
All Members	15
Non-Swimmer	11
Probationary Tutor Licence	2
Recreational Subscription	2
Swimmer	7
Teacher Coach Level 1 Coach	2
Teacher Coach Level 1 Synchro	1
Teacher Coach Level 1 Teacher	1

3. **If you administer more than one account** please check you are working on the right one by checking which Swim School is listed here and use the switch button here to change to the correct club
4. You should have already produced a report which provides a list of who you want to renew (if you don't remember how to produce the report, instructions are in the appendix of this guide)
 - (i) You are only going to renew PRIMARY members with your Swim School



Select the Non-Swimmer button and renew or lapse your members.

The screenshot shows the 'Club Members' page with a red arrow pointing to the 'Non-Swimmer' button. The page displays various membership statistics in circular gauges:

Category	Count
All Members	97
No Membership	39
Non-Swimmer	29
Swimmer	1
UKCC TRAINEE	28

6. A list will appear of all your Non-Swimmers

Select All | Deselect All

Name	Email	Primary Club	Membership	Renewal
 Rachel Adamson	r.adamson@scottishswimming.com	Yes	Swimmer Expires: 28/02/2019	This membership cannot be renewed at this time.
Francesca Carlo	f.carlo@scottishswimming.com	Yes	Swimmer Expires: 28/02/2018	


What is new here is that it tells you if you are their primary Swim School, we suggest only renewing primary members.



7. Work down the list, selecting the tick to select members you wish to renew – it will turn green once you have selected someone.
8. Any members you do not wish to renew then please don't select, and their tick will remain grey
9. Once you have selected everyone you wish to renew return to the top and select "renew"

★ Club Profile

★ CLUB PROFILE GO! CLUB DETAILS 👤 CLUB MEMBERS GO! CLUB AFFILIATION 📄 CREDENTIALS 📄 FAMILIES

Club Members
Below is a list of all your club members for you to view and manage





Search ...  Search

 Bulk Renew ▾  Renew (7)

10. You will then be taken to the payment section. Click pay later.

YOU ARE NOW READY TO CHECKOUT

11. Then click checkout- **Please double check the payment summary-** you can delete people from the cart at this stage (click remove then click yellow update button at the bottom), but once you have generated an invoice it is not so easy, so PLEASE DOUBLE CHECK you are happy with your invoice before you click to generate an invoice.
12. Handy tip – if you look at the bottom of your invoice, if you have any discounted membership an “information” icon will appear. If you hover over the icon it will detail why you have got discounts (e.g. it may tell you that someone already has their swimmer membership, or gets a discount because they hold another type of membership already, or payment is taken as part of your agreement). The icon will not appear if no one got a discount.

 UKCC TRAINEE (test seven) UKCC TRAINEE In Stock	£10.00	1	£10.00
			
			
			Sub Total  £96.00
			Discount -£94.50
			Total £1.50

If payment is required you can then generate an invoice and pay by BACS, card or cheque – **PLEASE ensure you quote the invoice number when making a payment (starts with PR)**. Remember to pass the invoice on to your Finance Department, invoices have to be paid within 14 days.


13. Do you have some totally new members to add?



- I. Come out of the bulk renew tool by clicking on the arrow next to bulk renew – and select membership


★ Club Profile


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Club Members
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Search ...  Search

 Bulk Renew ▾  Renew (0)

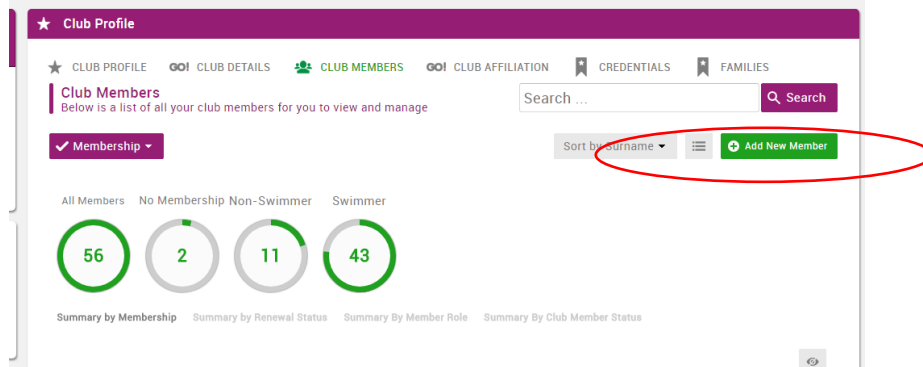
 Membership

 Bulk Renew ▾

Transfer Requests(0)

56 2 11 43

II. Select add new member and add details as normal

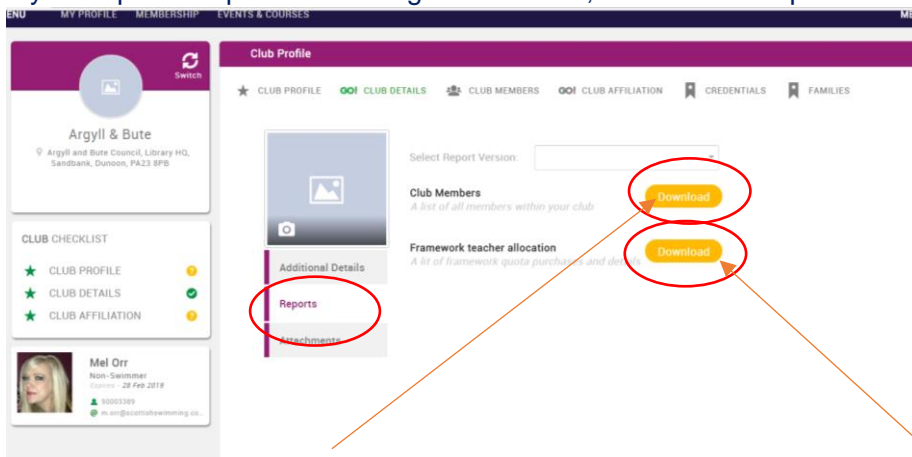


III. Select save and continue and add all your new members – once all have been added click save and continue

APPENDIX - RUNNING A REPORT

At any time you can run a report for your Swim School which will detail who is in the Swim School and membership type. This is useful both before and after you carry out your renewals.

A. If you require a report – click on go club details, then click on reports



B. Then select extended as the report version and click download. This is a list of all your members and details.

If you are a National Framework Deliverer this report will tell you what membership allocation you have left, click on Download. Your reports will appear in the bottom left hand side of your screen.

Common questions

- I have some members who are not primary with my Swim School – should I renew their membership?
 - o No! It is the primary Swim School/Club's responsibility to renew their membership.
 - o If the primary Swim School/Club is renewed, the second will automatically show as active too
 - o If the primary Swim School/Club don't renew them, then they will totally lapse from the system once the renewal window closes
- How long does the membership last?
 - o Non swimmer memberships when renewed after 1st March 2019, will be valid until end March 2020.
- I have completed my annual renewal and have some members showing who no longer are part of my Swim School – what do I do about them?
 - o Just don't renew them – once the renewal window closes, I will then remove everyone who you have allowed to lapse from your club so you won't see them anymore. I will do this in April.
- I have made a mistake and didn't mean to renew someone
 - o If they are still in the cart, you can simply remove them using the remove button. Then use the yellow update button once you have removed anyone – then click to request invoice at the top in yellow.
- General help

If you are struggling please give Mel or Francesca a call on 01786 46 6520 or email info@scottishswimming.com