

Australian for life. 

Surf Life Saving Australia

Payment Gateway

User Guide

for Clubs, Organisations and Payees

April 2011

Version 2.0

Australian for life. 

Part 1

Guide for Clubs, Organisations and Payees

1. Introduction

1.1. Club Members and the Public

Surf Life Saving Australia created the Payment Gateway to enable surf lifesaving clubs and other affiliated organisations to accept payment via credit card for services and goods. Membership, course fees, uniform costs and donations can all be made in a secure environment managed for SLSA by Westpac. Many clubs and support organisations have signed up to the gateway, so please check with your club's administrators before attempting to make payments via the gateway.

1.2. Clubs, Branches, States and other SLSA Affiliated Organisations and Officials

Any SLSA affiliated organisation can sign up to the payment gateway and use it to accept credit card payments for services and goods. The gateway is maintained by SLSA and the actual payment fulfilment is managed by Westpac on our behalf. The gateway enables all Surf Life Saving organisations to take credit card payments without a large per-transaction financial overhead and with no setup fees. It avoids the need for the purchase of a costly EFTPOS machine and can be accessed and managed simply via a PC with an Internet connection and an ordinary web browser.

Surf Life Saving - Payment Gateway [Donate to SLSA](#) | [Back to SLS Website](#)

Online Payments

Step 1 of 4 - Enter payment details

As some clubs/entities may not participate in the Payment Gateway, you can only pay the entities available below. If the name does not appear when you type in your required club/entity, you must contact them for alternative payment options, please do not pay Surf Life Saving Australia.

Choose your Club or Service:

Transaction Type	Complete name / Meaningful payment details	Amount GST Inc. (\$od.0c)
<input type="text"/>	<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	<input type="text"/>	\$ <input type="text"/>
		Total: \$ 0.00

Payer's Name: Your contact details: Email for Receipt (Optional):

[Privacy Policy](#) | [Disclaimer](#) | [Security Policy](#) | [Find a Club](#) | [Terms of use](#) | [About Us](#) | [Contact Us](#) | [Refund Request Form](#)

2. Using the Payment Gateway

2.1. Payment Details

You can find the Payment Gateway at <http://pay.slsa.com.au> . On first arriving at the gateway, the club (or other SLSA service) may have been pre-filled in the 'Choose your Club or Service' entry box. However if this is blank, please enter the name of the club or service.

As you begin typing the name, a list of possible clubs or services will appear beneath your text; if the club you wish to pay does not appear in this list then they are not active on the Payment Gateway and you will need to find alternative means of payment by contacting the club or organisation.

You can find a complete list of clubs and their contact details on the SLSA website (www.sls.com.au) by using the 'Find a Beach or Club' search box at the right-hand side of the homepage.

2.2. Transaction Type

The Payment Gateway can be used to make a wide range of payments from an annual membership fee to a clothing payment. Indeed any club or service that is signed up to the gateway can accept payment for absolutely anything.

Your club or organisation should have advised you which category to use when making the payment. To begin making your payment select that transaction type from the drop-down box. If there is no entry that closely matches the payment you wish to make then simply select 'Other'.

2.3. Price List

If you are unsure of the cost of an item then you can view the price list for the club or service by clicking on the **View Price List** link (if available) next to the club entry window. If your club has not set a price list, the link will not show up.

Ballina Lighthouse and Lismore Price List

Active Membership	\$30.00
Associate membership	\$30.00
Under 6s & 7s	\$75.00
Under 8s to 14s	\$85.00
Family cap	\$300.00
Fun Paddle	\$25.00
Paddle Challenge	\$25.00
Paddle + Dash For Cash	\$30.00
1km SUP / Board Race	\$15.00
1km + 10km Paddle	\$30.00
Team Entry (2 Person)	\$40.00
Team Entry (Per Pers)	\$15.00

Close

2.4. Payment Details

The Payment Details window is a text entry box in which you enter information that identifies you as the payee, along with anything else you wish the club or service to know. Some example entries:

- Charles Harwood - Active Club Membership Fee 2010/2011 season
- Charles Harwood - 0292158000 - Payment for new patrol uniform minus the cost of a cap
- Charles Harwood - 0292158000 - Donation to club for rescuing my daughter from a rip

Everything you enter into the text box will be included in the details sent to the club after your credit card payment has been approved.

Step 1 of 4 - Enter payment details

As some clubs/entities may not participate in the Payment Gateway, you can only pay the entities available below. If the name does not appear when you type in your required club/entity, you must contact them for alternative payment options, please do not pay Surf Life Saving Australia.



Choose your Club or Service:	North Bondi View Price List	
Transaction Type ?	Complete name / Meaningful payment details ?	Amount ? GST Inc. (\$dd.cc)
Membership fee	Charles Harwood; Renewal, Active 2011 season	\$ 90.00
		\$
		\$
		\$
		\$
Total:		\$ 90.00
Payer's Name:	Your contact details:	Email for Receipt (Optional):
Charles Harwood	0292158000	info@sls.com.au

2.5. Amount

Enter the dollar amount (including GST) of the item you are purchasing. If you are purchasing more than one item, such as a membership fee, a course fee and an item of clothing, then enter each item on its own line. You can enter up to five different items in the one transaction.

2.6. Personal Details


In the three boxes at the bottom of the screen, enter your name, contact details (usually a mobile phone number) and a valid email address that you would like the receipt sent to. Please ensure that you enter your email address carefully as the receipt will only be sent once. After entering your email address, click the Submit button.

2.7. Credit Card Details

Enter your credit card details in the boxes provided. The Card Verification Value is the three digit number on the rear of your card. When you are happy that the details are correct, click the Submit button.

2.8. Payment Confirmation

The payment confirmation page enables you to double-check that you have entered everything correctly. Please make sure that the club or organisation that you are paying is correct, that the amount, your personal details and the credit card details are correct. When you are satisfied that everything is in order, click the Submit button.

Step 3 of 4 - Payment confirmation 

Please confirm your payment details are correct and click **Submit** to continue.

Payer's Name	Club	Contact Details
Charles Harwood	North Bondi	0292158095

Payment Type	Description	Amount
Membership fee	Charles Harwood; Renewal, Active 2011 season	\$90.00
Total:		\$90.00

Credit Card Details	
Credit Card Number	123412xxxxxx234
Expiry Date (MM/YY)	11/11
Card Verification Value	***

2.9. Payment

You will now be informed whether your payment has been successful and advised by email at the nominated address.

2.10. What happens next?

Your club will receive notification of your payment as soon as you have paid, however they will not receive the funds into their bank account until the next working day (for payments made prior to 5pm).

You will receive a copy of the transaction summary of your payment, please keep this for your records.

Tips

Only click the **Submit** button **once**. There is often a short pause while your information is sent through the payment gateway.

Summary

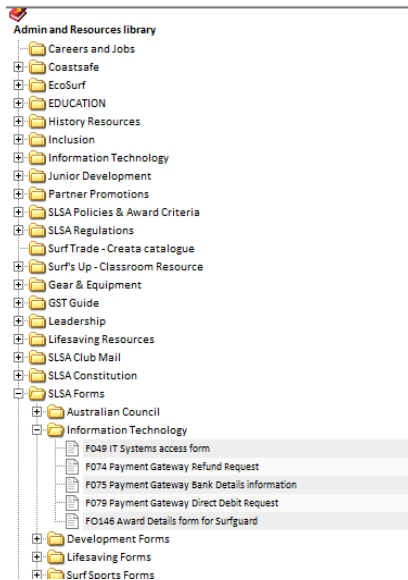
Enter each item you are purchasing on a different line.

Enter a meaningful text description in the payment details box including your name.

3. Payment Gateway Registration for Clubs, Branches and Support Organisations

3.1. Signing up for the Gateway

In order to accept credit card payments via the gateway, SLSA affiliated organisations need to sign up first. In order to add a club or service entity to the gateway we require two forms to be completed. Forms 075 and 079 are located in the Admin & Resources library at the SLSA homepage (www.sls.com.au). They can be found in SLSA Forms > Information Technology. Form 075 is an administrative form for SLSA that includes the email address a club nominates to receive email receipts at. Form 079 is an official Direct Debit Form required by law. Both forms must be completely filled in and faxed or email to SLSA. Once an account has been set up the club or service entity in question will be notified by email.



3.2. Directing Payer to the Payment Gateway

There are several ways to direct a payer to the gateway in order to make a payment to your club or service.

1. Direct link from the club, branch, state or support entity's own website.
2. Following the 'Renew' link from the Lifesaving Online (www.lifesavingonline.com.au) website. (Log-in to your Lifesaving Online account and click My Memberships > Membership View/Renewal) – or click on the 'Payments' menu.
3. Following the direct link to the Payment Gateway – <http://pay.slsa.com.au>

3.3. Receiving Payments via the Gateway

Once someone has made a payment via the gateway an email receipt will be sent to the payer and the club or service. While this process is near instantaneous, the funds will not be cleared into the appropriate bank account until the next working day (for payments made prior to 5pm).

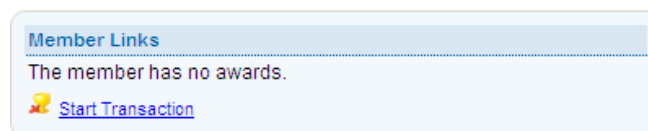
3.4. Reconciling Payments Made via the Gateway

The time difference between a payment being made and the bank clearing the funds to a bank account is important to remember when preparing club accounts using the club's bank statements. Another factor to consider is that a whole day's payments are totalled up and cleared as one lump sum, rather than individual payments. Thus any club or organisation's financial officer will need either all the payment notification emails or the end of day reconciliation file for that day.

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.

3.5. Linking Payments in Surfguard

Payments that have come from Lifesaving Online will automatically be added into Surfguard records against the member's record. Alternatively, if they have not come via Lifesaving Online, this information can be entered manually. To do this, open the member's record in Surfguard, click on 'Start Transaction' in the Member Links at bottom right of the page and fill in the details from the transaction receipt. Or alternatively, search for a member via the Find Members link and then click on the Transaction link next to their name.



Summary

It is essential that the correct forms are used when signing up for the payment gateway.

Form 079 (DDR) is required by law.

All payments made on one day will be deposited the next business day as a lump sum.

4. Managing the Payment Gateway for Clubs, Branches and Support Organisations

4.1. The Administration Area

On signing up for the Payment Gateway, all clubs will receive a unique log-in and password for the administration area of the payment gateway. This facility enables clubs to upload their own price lists and to download end-of-day reconciliation files for accounting purposes.

4.2. Logging In to the Westpac Administration Area

The administration area of the Payment Gateway is located at <https://ilink.westpac.com.au> . Enter the log-in name and password supplied at sign-up into the boxes. Log-in names and passwords are case sensitive.

4.3. The Inbox

The Inbox is where all end-of-day reconciliation files are saved. They are stored in date order with the newest at the top of the list. The files are saved in a .CSV format which can be opened and manipulated simply in Microsoft Excel or any other spreadsheet application.

Westpac

iLink **SLSA - Albany - Inbox** Help ?

Upload File

Folders

Inbox (37)

Sent

Deleted Items (22)

My Folders

Manage My Folders

Search Messages

Administration

Manage Users

Event History

Update Your Details

User Guide

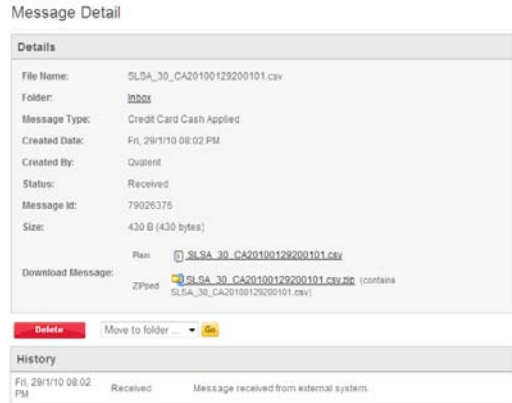
Sign Out

Below are the messages in this folder. Click the message name to view more details about the message. Alternatively, select some messages to be either downloaded, marked as unread or moved to another folder.

Messages will be deleted from this folder when they are 60 days old and placed in the deleted items folder.

<input type="checkbox"/>	Name	Type	Date	Status	Size
<input type="checkbox"/>	SLSA_30_CA20100129200101.csv	Credit Card Cash Applied	Fri, 29/1/10 08:02 PM	Received	430 B
<input type="checkbox"/>	SLSA_30_CA20100128200103.csv	Credit Card Cash Applied	Thu, 28/1/10 08:03 PM	Received	430 B
<input type="checkbox"/>	SLSA_30_CA20100127200104.csv	Credit Card Cash Applied	Wed, 27/1/10 08:01 PM	Received	653 B
<input type="checkbox"/>	SLSA_30_CA20100125200105.csv	Credit Card Cash Applied	Mon, 25/1/10 08:01 PM	Received	430 B
<input type="checkbox"/>	SLSA_30_CA20100122200059.csv	Credit Card Cash Applied	Fri, 22/1/10 08:02 PM	Received	430 B
<input type="checkbox"/>	SLSA_30_CA20100121200105.csv	Credit Card Cash Applied	Thu, 21/1/10 08:01 PM	Received	430 B

These files do not represent individual transactions - they include all payments made via the gateway to your club or support entity on a single day. Files are deleted 60 days after they arrive in the inbox so if you want a complete record of these, please download them regularly and save them on your own computer.

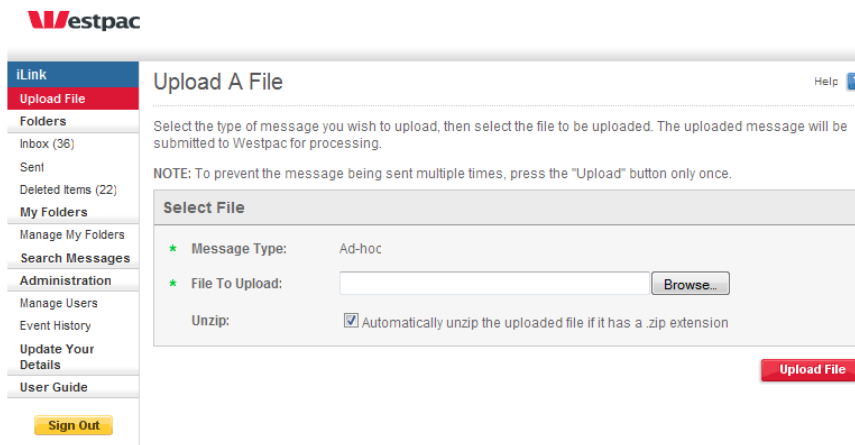


To download an end-of-day file, click on the file for the date in question.

Files can be downloaded in their uncompressed .CSV format, or in a smaller compressed Zip format. Simply click on the version you prefer and save the file locally on your PC.

4.4. Upload a File

The Upload File screen is used to transfer an updated price list onto the system.



The price list should be in a plain text file in the following format:

ITEM,<description>,<amount>

ITEM,<description>,<amount>

You can also add headings and comments to the price list to assist members in finding the correct prices that apply to them. This can be done in the following format:

HEADING,<description>

COMMENT,<description>

So an example pricelist might look like this:

```
HEADING,Membership Fees
ITEM,Active Membership,55.00
ITEM,Reserve Active Membership,50.00
ITEM,Long Service Membership,45.00
ITEM,Associate Membership,40.00
COMMENT,Please ensure you pay for the correct membership category
HEADING,Other Fees
ITEM,Gym Fee 6 months,45.00
ITEM,Gym Fee 12 months,75.00
```

The file should be created in a simple text editor, such as Notepad on Windows and not in a word processing application such as Microsoft Word as these applications add extra characters which are incompatible with the gateway.

A link to the price list that you upload appears next to the club or service name in the payment gateway screen.

Choose your Club or Service:	Bronte	View Price List
-------------------------------------	--------	------------------------

In order to revise the pricelist, simply upload a new text file to the server – this will overwrite any previously created list.

4.5. Manage Users

If you wish to give others access to the administration area of the payment gateway then it is always best to create a new account for them, rather than sharing your log-in details. To add a new user to the system, click on Manage Users > Create New User. Enter the person's details along with a secure password and click Save to add them to the system.

Edit User

Below are the details for the selected user, which can be updated as required. Please enter your own password at the bottom of this page to confirm your changes.

User Details	
Login Name:	ahutchinson
Role:	Upload/Download
Company:	SLSA - Albany
Full Name:	Andy Hutchinson
Work Phone Number:	1300 724006
Mobile Phone Number:	
Home Phone Number:	
Email Address:	ahutchinson@slsa.asn.au
Receive Email Notifications:	<input checked="" type="checkbox"/>
Email password to user:	<input checked="" type="checkbox"/>

Enter Your Own Password For Security	
Login Name:	slsa30admin
Password:	*****

Part 2

Payment Gateway Fees and Charges

5.0. Fees and 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 \$0.35 +GST, which are charged to the payee club or organisation. Note: the above fees equate to about \$0.80c 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 direct 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.

5.1. Occasional Transaction Fees

SLSA will cover the cost of any incidental fees arising from use of the payment gateway by SLSA affiliated organisations¹. Clubs and Organisations will only be charged the per transaction fees as detailed in section 5.0.

1. SLSA reserves the right to recover any funds deemed unreasonable or outside normal operational use.