

## WEB COLLECT - Members Guide to Renewing

If you get into difficulties email [websec@thesyc.co.uk](mailto:websec@thesyc.co.uk) with details.

### To start

I go to web site <http://webcollect.org.uk/syc> and click the Renew Subscription button and then 'login'

#### Existing Members

[Access your account >](#)

[Renew subscriptions >](#)

**Sign in**

E-mail  ?

Password  ?

[Login >](#)

I enter my User Name (my email address)  
I enter my Password and select 'Login'

My 'Subscriptions' page opens showing me my current subscription.

[Buy a different subscription ?](#) [Renew all > ?](#)

Subscription	Belongs to	Members	Mem no	Form details	Start date	End date	Renewal amount
Senior (Code: SEN) - Earlybird	Frank Bewley				03-03-2013	31-12-2013	Earlybird £44 <a href="#">Renew &gt; ?</a>

I then press the 'Renew' button (or 'Renew All' if there were more than one) and this notice appears.

[Go to basket >](#)

**Added to Basket**

Senior (Code: SEN) - Earlybird

### My basket

Product	Price
Senior (Code: SEN) - Earlybird Renewal of Subscription: Senior (Code: SEN) - Earlybird Assigned to: Frank Bewley	£44
Senior (Code: SEN) - Earlybird Renewal of Subscription: Senior (Code: SEN) - Earlybird Assigned to: Frank Bewley	£44
<b>Total</b>	<b>£88</b>

[Close](#) [Admin checkout >](#) [Checkout >](#)

I must have had two goes because there is a duplicate entry in there. I 'Go to Basket' - at this point I can delete the excess entry. It here that I would remove any subscriptions I no longer required.

Where applicable additional purchases such as boat storage and parking should be added at this point so that your basket reflects all subscriptions payable by you.

Finally, all members who are boat owners are requested to update details of their boats (including tenders) onto their Web Collect record. This is done making a further subscription purchase which is at zero cost called 'boat record only' and completing details on the form.

[My basket >](#) [Checkout >](#)

### My basket

Product		Price
<a href="#">Senior (Code: SEN) - Earlybird</a>	<a href="#">Remove</a>	
Renewal of Subscription: Senior (Code: SEN) - Earlybird		
Assigned to: Frank Bewley		
		£44
<a href="#">Senior (Code: SEN) - Earlybird</a>	<a href="#">Remove</a>	
Renewal of Subscription: Senior (Code: SEN) - Earlybird		
Assigned to: Frank Bewley		
		£44
<b>Total</b>	<a href="#">Remove all</a>	<b>£88</b>

[Back](#) [Admin checkout >](#) [Checkout >](#)

I press 'Remove' to take out one of the entries so that the basket now looks like this

### Checkout > Order confirmation

Please confirm your order or make any changes...

**Comments**

[Add comment](#)

**Order items**

Product		Form	Price
Senior (Code: SEN) - Earlybird	<a href="#">Remove</a>		£44
Assigned to: Mr Frank Bewley <a href="#">change</a>			

**Order summary**

1 item(s) £44

Order total £44

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**Pay by**

Bank Transfer [?](#)

Paypal [?](#)

Surcharge of 3.4% plus £0.30 applies.

Cheque [?](#)

Cash [?](#)

[Place order >](#)

My basket is now correct so I can press 'Checkout' and the 'Family Members Checkout' page will open.

I review the details of my record to make sure that the subscription to be purchased is assigned to me.

### Assign members to subscriptions

Please assign the correct members from your Family to the items in your basket listed below. If one or more Family members are not listed please add them first using the Add new box above.

Subscription	Assigned to	
Senior (Code: SEN) - Earlybird	Frank Bewley <a href="#">▼</a>	<a href="#">remove from basket</a>

[Proceed to Family details and checkout >](#)

I can now 'Proceed to Family details and checkout'

With each ordering exercise the system takes the opportunity to have personal details checked (and amended if necessary) and then confirmed by a 'Save'

I find three 'Saves' on this page at - 'Member Details' - 'Address' - 'About You' - I amend if necessary and save them all, each in turn and then at the bottom I 'Proceed to Checkout' See below.

This area can confuse applicants - just check, save and then 'Proceed to checkout', members do not expect to have to save each area - WC is just being thorough..

Comments

Comments or further information, including any qualifications or specialities that you may have, that you believe would be useful as a member of the Solway Yacht Club)

[Save >](#)

[Proceed to checkout >](#)

I am now presented with the order confirmation screen and details of my order.

### Checkout > Order confirmation

Please confirm your order or make any changes...

**Comments**

[Add comment](#)

**Order items**

Product	Form	Price
Senior (Code: SEN) - Earlybird Assigned to: Mr Frank Bewley <a href="#">change</a>	<a href="#">Remove</a>	£44

**Order summary**

1 item(s)	£44
<b>Order total</b>	<b>£44</b>

**Pay by**

Bank Transfer [?](#)

Paypal [?](#)

Cheque [?](#)  
Surcharge of 3.4% plus £0.30 applies.

Cash [?](#)

[Place order >](#)

I select my preferred method of payment and press 'Place order'. I have selected to pay by cheque in this example.

The order confirmation screen (below) follows telling me that the system has sent me an email confirming the order and asking me to post a cheque to the Club. It is important that I post the cheque **direct to the Membership Secretary** whose address details will be shown here, as the Clubhouse is shut down during the winter.

**Order success: Order id #6864**

**You have now successfully completed the checkout process.**

**Confirmation Email**

We have sent you an order confirmation email to [joe.soap@thasyrc.co.uk](mailto:joe.soap@thasyrc.co.uk)

**Documents**

Please click on the links below to download documents relevant for the event(s) you have paid for.



**Tickets**

Tickets will be issued when payment is received.

**Payment**

Order Total €70

You chose to pay by: Cheque

Please send a cheque to The Solway Yacht Club for the total due.



What would you like to do now?

[Go to my account](#) [Log off](#)

Whenever an order has been placed it is given the status of "pending" (i.e. awaiting payment).

Once my cheque, cash or bank transfer is received, the Membership Secretary will update the status to "payment received".

I can check my orders progress at any time by clicking on the link in my order confirmation email.

## Bank Transfer

If I had selected bank transfer as the option this screen would have appeared



I would now do a bank transfer to the Club's account and insert the reference number in the details as this is unique to this order.

Again I would receive a confirmation email and be able to check on the order's status at any time by clicking on the link.

## Paying by Credit Card and Pay Pal

Please note that there is a charge of a flat 30 pence plus 3.4% commission added to your payment for the Pay Pal service which is the cost to the club for this service.

The Club has set up to receive payments by Pay Pal, you will see Pay Pal as a payment method on the checkout page.

You don't need to have a Pay Pal account to pay using Pay Pal.

When you click on the Pay Pal option, I would be taken to the Pay Pal site, where I could enter my card details. I don't have a Pay Pal account, or have to set one up; I just enter my card details as if I was paying on a normal internet site.

When I had finished, Pay Pal would send me back to the Web Collect site to finally confirm the order details and finish the process.

Hope all goes well but if not contact me, Frank Bewley at [websec@thesyc.co.uk](mailto:websec@thesyc.co.uk)