

Managing Sports Vouchers in Swim Central for Membership

SwimmingSA is pleased to advise that as of the 2020/21 Membership year SA Government Sports Vouchers can be claimed through swim central.

This help guide is for Club Administrators in SA wishing to accept sports vouchers from members for payment of membership fees. *Note: Broken Hill Clubs please refer to the NSW Help Guide.*

Your club has been **automatically enrolled** in the sports vouchers program on swim central by SwimmingSA. This guide will provide you with instructions and help to link and manage your memberships and the SA Government Sports Vouchers prior to and during each membership season.

Swim Central has been designed to capture the SA Government program requirements enabling easy use of vouchers by both parents and club administrators.

To familiarise yourself with SA Sports Vouchers Program please visit the SA Government website: <https://sportsvouchers.sa.gov.au/>

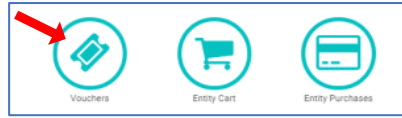
Note: Vouchers are claimed at club level but can cover the cost of club, state, and national membership fees within swim central.

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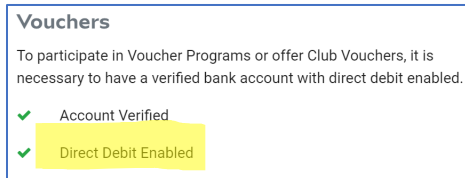
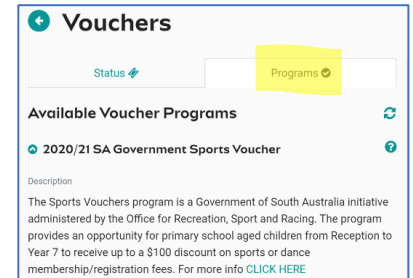
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Navigating to Vouchers in Swim Central

1. From your home screen, select **Entity Management** and enter your entity pin.
2. From your entity home page select **Vouchers**.



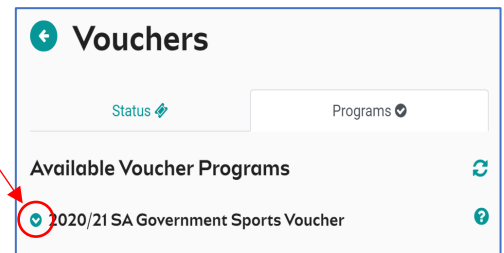
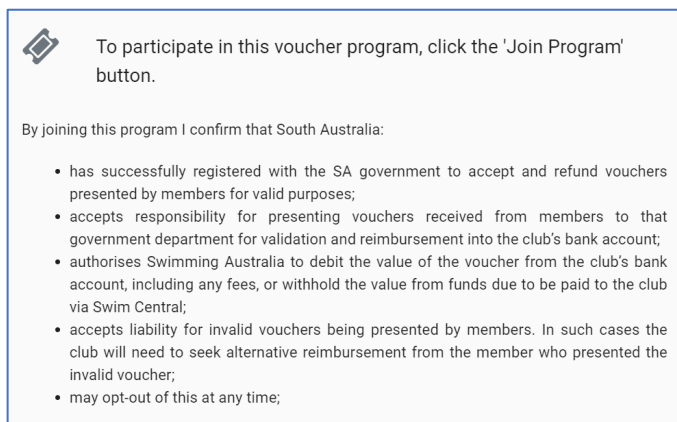
3. Select **Programs** to see a list of available voucher programs. The program list is sorted to show most recent program at top.
4. Successful participation by your club in the Sport Vouchers program **requires** a verified bank account with direct debit enabled to be listed in Swim Central.



What is Direct Debit?

Direct Debit enables the Swim Central Payment Gateway (Stripe) to debit a club bank account to meet payments and zero out negative balances. Further detail about the financial process for vouchers is listed below.

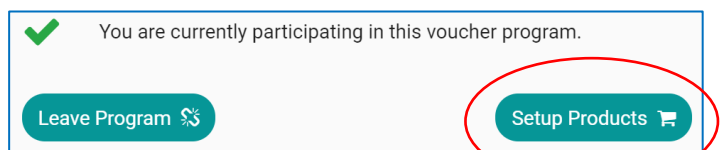
5. **Program Information** – click on the drop-down arrow to see the program information including the Terms and Conditions:





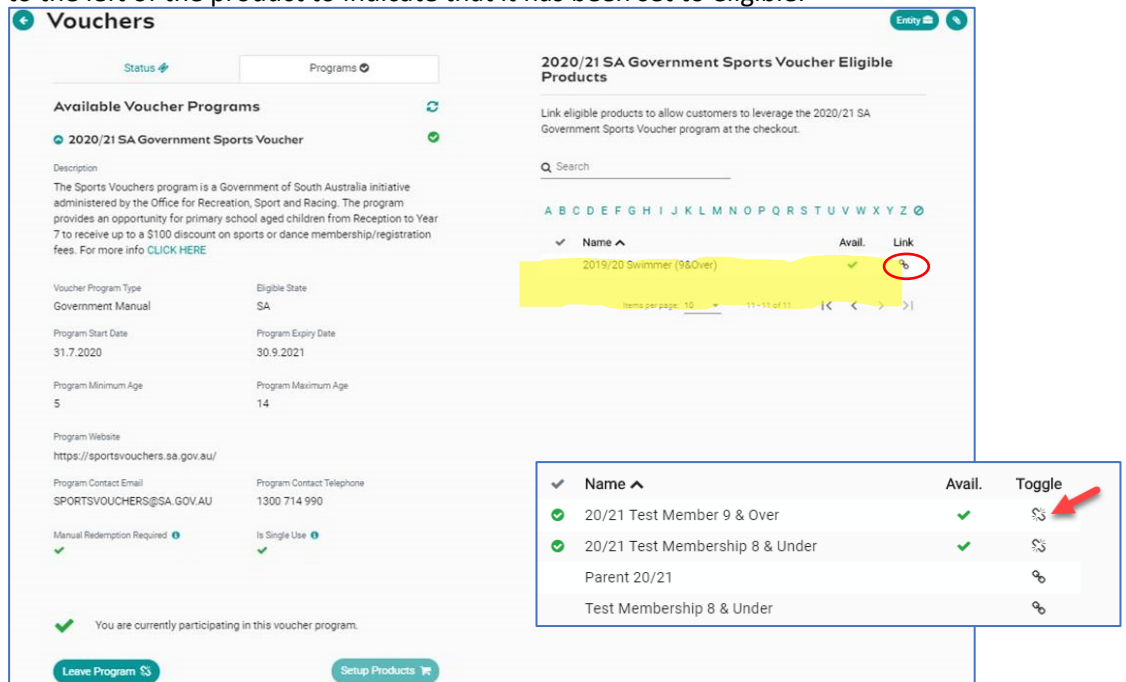
6. Underneath the terms and conditions in the **Vouchers > Program Tab** you will see confirmation that your club is currently participating in the voucher program.


Enabling Vouchers to be used for your membership products

7. Annually you will need to link your swimmer membership products to the program. To do this **click on Setup Products** under the Vouchers > Program Tab.



- A list of eligible products for voucher purchases will be listed. Click the Toggle link icon  next to the product to allow this product to be purchased with a government voucher. A green tick  will appear to the left of the product to indicate that it has been set to eligible.



- To unlink this product at any time, select the unlink icon  next to the product. For every linked product, you will see a verification pop up at the bottom of the screen to confirm that the process is complete, and the product can now be purchased with a sports voucher.

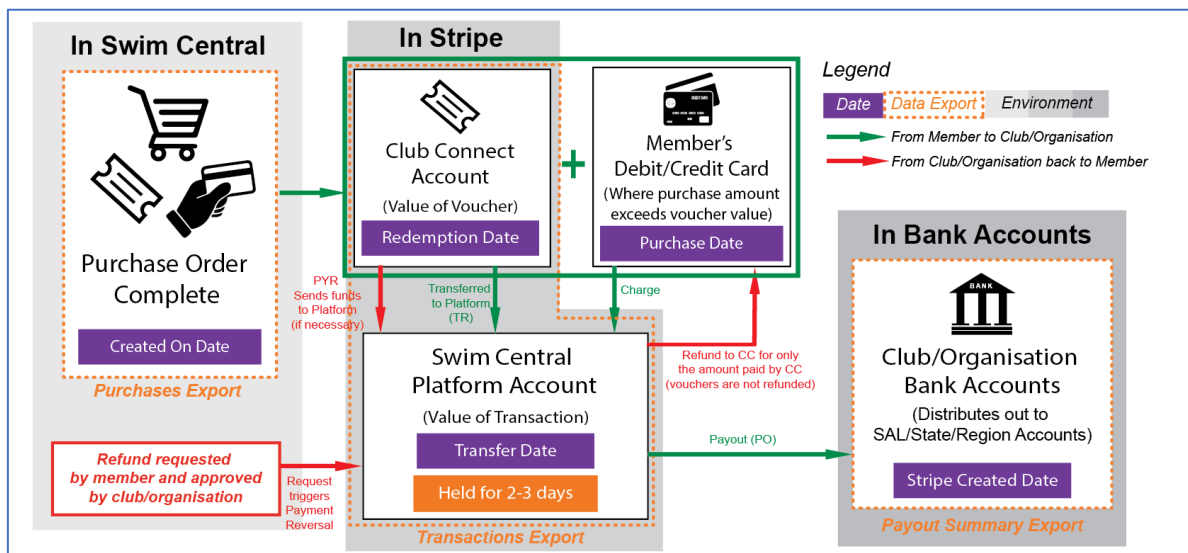
Active Kids LINKED to 20/21 Test Member 9 & Over

Issuing Vouchers to Members

- Clubs do not need to issue vouchers to members. Members apply the vouchers themselves at the checkout. [See SA Sports Voucher Member Help Guide – Click Here](#)

How payment and fund distribution for Vouchers works

- For a quick overview of the payment process when a voucher is used for a membership purchase in Swim Central, see diagram below. Sports vouchers can pay for all or a portion of the membership. Where there is still a balance remaining, members will need to pay with a credit card.






Voucher Claim List

Once a member has redeemed a voucher towards a purchase of a membership with your club you can view and manage the status of the voucher claim in Swim Central to do this:

- From **Entity Home** > **Vouchers** select the **Status** tab you will see a comprehensive list of all vouchers applied for product purchases with your club/organisation.

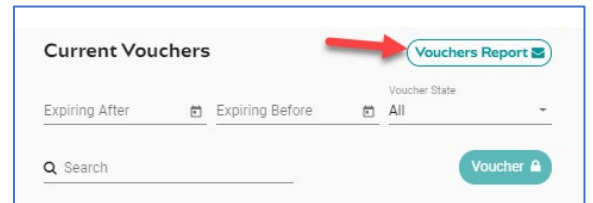
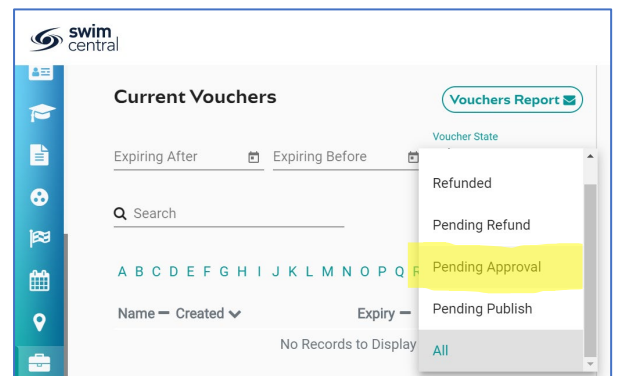
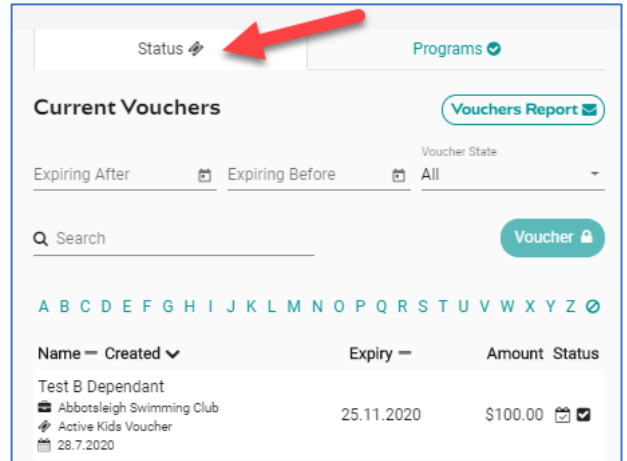
The list is **filterable** on date or voucher status and **searchable** by participant, voucher code, or club/organisation name.

- Voucher status icons are:
-  Published - available for use
 -  Approved for debit to the club account
 -  Payment has cleared

- Check to see if you have any vouchers pending approval by clicking on the Voucher State drop down. Action the approval pending vouchers as necessary.

- To export a full list of vouchers for filtering and sorting and submitting to SA Government you can export the Vouchers Report by clicking the button at the top right of the Voucher Status tab.

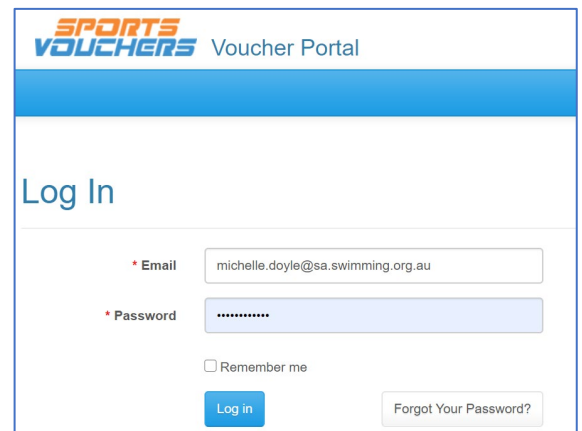
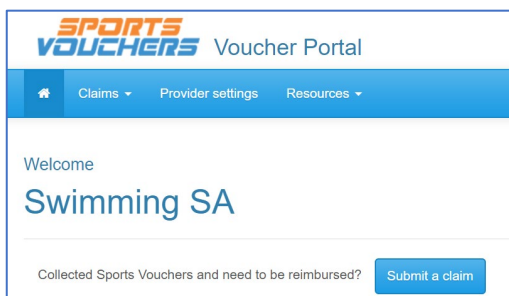
Selecting this button will trigger Swim Central to email you a copy of the current version of the vouchers list.



Obtaining Reimbursement from SA Government

- Login into SA Government Portal - <https://portal.sportsvouchers.sa.gov.au/login>

- Click on Submit a Claim and upload the Vouchers report into the Sports Vouchers Portal.

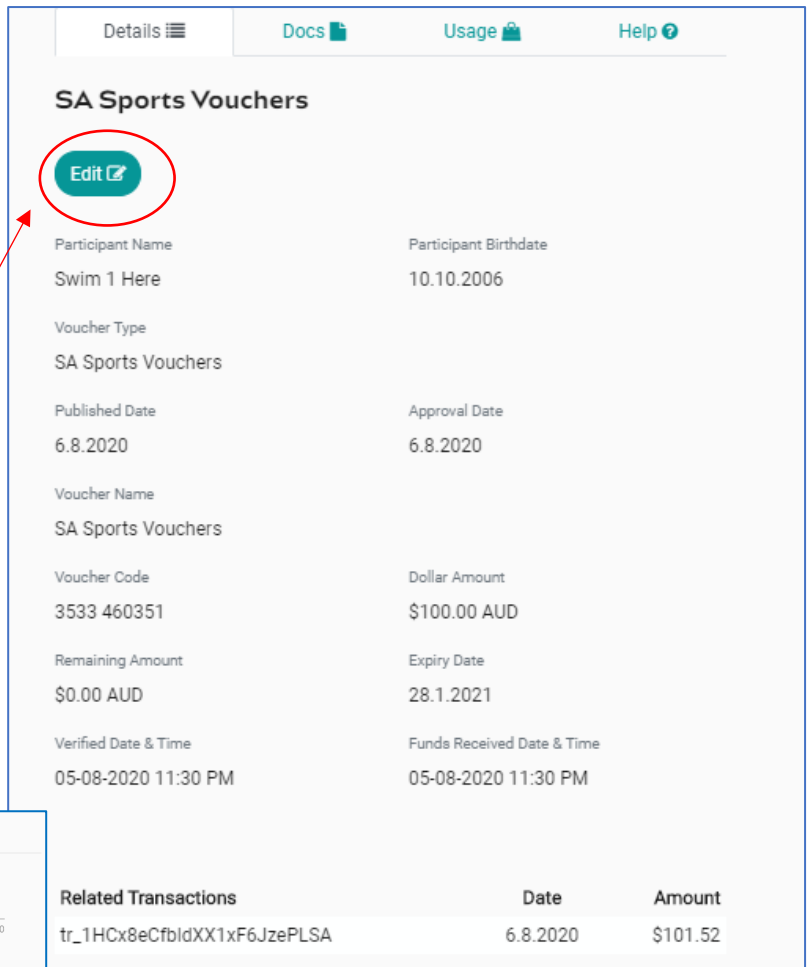


Monitoring and Tracking Vouchers

17. You can view and track the status of a voucher by clicking on Vouchers from your home screen and selecting the voucher you wish to view the details of.

The details tab will show you the details listed on the right. This includes the transaction reference information.

You can click on edit and enter a reference number and the date the voucher was verified, and the funds received from government for a complete record of the voucher information.

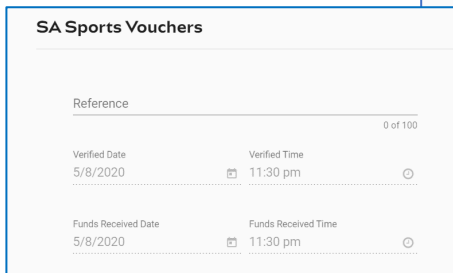


SA Sports Vouchers

[Edit](#)

Participant Name	Participant Birthdate
Swim 1 Here	10.10.2006
Voucher Type	SA Sports Vouchers
Published Date	Approval Date
6.8.2020	6.8.2020
Voucher Name	SA Sports Vouchers
Voucher Code	Dollar Amount
3533 460351	\$100.00 AUD
Remaining Amount	Expiry Date
\$0.00 AUD	28.1.2021
Verified Date & Time	Funds Received Date & Time
05-08-2020 11:30 PM	05-08-2020 11:30 PM

Related Transactions	Date	Amount
tr_1HCx8eCfblDXX1xF6JzePLSA	6.8.2020	\$101.52



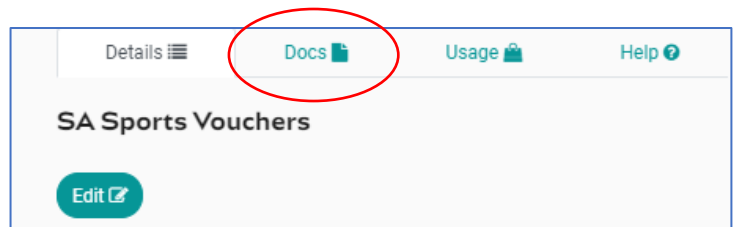
SA Sports Vouchers

Reference 0 of 100

Verified Date: 5/8/2020
Verified Time: 11:30 pm

Funds Received Date: 5/8/2020
Funds Received Time: 11:30 pm

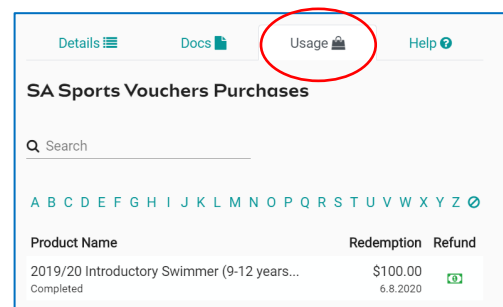
18. You can also view the documents associated with the vouchers. Please note it is not a requirement to upload the actual sports voucher and therefore its likely there will be no documents associated to your vouchers.



SA Sports Vouchers

[Edit](#)

19. The Usage tab will tell you what product/membership the voucher has been used for



SA Sports Vouchers Purchases

Q Search

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Product Name	Redemption	Refund
2019/20 Introductory Swimmer (9-12 years... Completed	\$100.00 6.8.2020	