

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 **<u>automatically enrolled</u>** 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: <u>https://sportsvouchers.sa.gov.au/</u>

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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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.
- 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.

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m e	events	
₽ F	Find a Venue	JUN 2020 Victorian Open
e	Entity Management	1 Mon 08:30 Melbourne Sports & Aquatic

Vouchers			
Status 🛷		Programs 🛇	
Available Voucher Progr	ams		9
2020/21 SA Government Sp	orts Voud	cher	8
Description The Sports Vouchers program is a Go			
administered by the Office for Recrea provides an opportunity for primary s Year 7 to receive up to a \$100 discou	chool aged	d children from Re	
membership/registration fees. For m	ore info CL	ICK HERE	

Vo	uchers
	articipate in Voucher Programs or offer Club Vouchers, it is essary to have a verified bank account with direct debit enabled.
~	Account Verified
~	Direct Debit Enabled

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:

To participate in this voucher program, click the 'Join Program' button.
 By joining this program I confirm that South Australia:

 has successfully registered with the SA government to accept and refund vouchers presented by members for valid purposes;
 accepts responsibility for presenting vouchers received from members to that

- government department for validation and reimbursement into the club's bank account;authorises Swimming Australia to debit the value of the voucher from the club's bank account, including any fees, or withhold the value from funds due to be paid to the club
- via Swim Central;
 accepts liability for invalid vouchers being presented by members. In such cases the club will need to seek alternative reimbursement from the member who presented the invalid voucher;
- may opt-out of this at any time;



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

 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.





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

Status 🛷	Programs 🛇		2020/21 SA Government Sports Vo Products	oucher Eligible	
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Voucher Program Type	Eligible State		2019/20 Swinner (Souver)		
Government Manual	SA		items per page: 10 👻 11+11 of 11		
Program Start Date	Program Expiry Date				
31.7.2020	30.9.2021				
31.7.2020	30.9.2021				
31.7.2020 Program Minimum Age	30.9.2021 Program Maximum Age				
31.7.2020 Program Minimum Age 5	30.9.2021 Program Maximum Age				
31.7.2020 Program Minimum Age 5 Program Website nttps://sportsvouchers.sa.gov.au/	30.9.2021 Program Maximum Age		✓ Name ∧	Avail.	Toggle
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31.7.2020 Program Minimum Age 5 Program Webste https://sportsvouchers.sa.gov.au/ Program Contact Email SPORTSVOUCHERS@SA.GOV.AU Manual Redemption Required O	30.9.2021 Program Maximum Age 14 Program Contact Telephone 1300.714.990 Is Single Use ①		 20/21 Test Member 9 & Over 	~	<u>\$3</u>

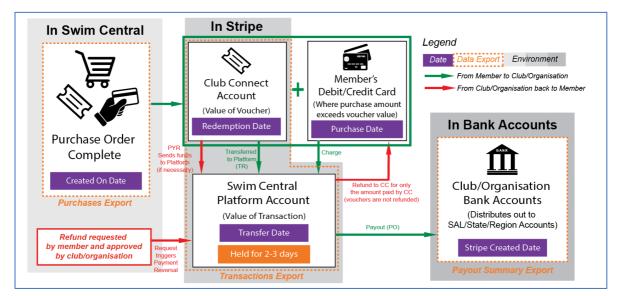
9. To unlink this product at any time, select the unlink icor so next to the product. For every linked product, you will see a verification pop up at the bottom of the screen to confirm that the process is complete, and the product can now be purchased with a sports voucher.

Issuing Vouchers to Members

10. 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

11. 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:

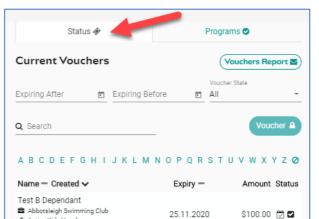
12. From Entity Home > Vouchers select the Status tab you will see a comprehensive list of all vouchers applied for product purchases with your club/organisation.

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
- **13.** 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.
- 14. 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.



6	swim central	
	Current Vouchers	Vouchers Report
	Expiring After 💼 Expiring Before 💼	Voucher State
•	Q Search	Refunded
1 23		Pending Refund
Ê	A B C D E F G H I J K L M N O P Q F	Pending Approval
0	Name - Created V Expiry -	Pending Publish
	No Records to Display	All

Active Kids Voucher

28.7.2020

Obtaining Reimbursement from SA Government

- **15.** Login into SA Government Portal -<u>https://portal.sportsvouchers.sa.gov.au/login</u>
- **16.** Click on Submit a Claim and upload the Vouchers report into the Sports Vouchers Portal.



SPORTS VOUCHERS	Voucher Portal	
Log In		
* Email	michelle.doyle@sa.swimm	ing.org.au
* Password	•••••	
	Remember me	
	Log in	Forgot Your Password?



Details 🗮 🛛 Docs 🖿	Usage 🛍	Help 🕑
SA Sports Vouchers		
Edit 🕼		
Participant Name	Participant Birthdate	
Swim 1 Here	10.10.2006	
Voucher Type		
Published Date	Approval Date	
6.8.2020	6.8.2020	
Voucher Name		
SA Sports Vouchers		
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
		\$101.52
	0.0.2020	0101.02
	Details I Docs Construction of the second se	Details III Docs II Usage III SA Sports Vouchers Itilizione Itilizione Participant Name Participant Birthdate Swim 1 Here 10.10.2006 Voucher Type Itilizione SA Sports Vouchers Approval Date 6.8.2020 6.8.2020 Voucher Name Sa Sports Vouchers Voucher Ode Dollar Amount Sta Sports Vouchers Stitution Audo Voucher Code Dollar Amount Stas 460351 \$100.00 AUD Remaining Amount Expiry Date \$0.00 AUD 28.1.2021 Verified Date & Time Funda Received Date & Time 05-08-2020 11:30 PM 05-08-2020 11:30 PM

Monitoring and Tracking Vouchers

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.

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

Details 🔳	Docs	•)	Usage 🚔	Help 🔞	
SA Sports	Vouchers				
Edit 🕜					
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Details 🗮	Docs 🖿	Usage 🚔	He	lp 🕑
SA Sports Vo	uchers Purcł	nases		
Q Search				
ABCDEFG	HIJKLMN	OPQRS	тихwх	x
Product Name			Redemption	Refund
2019/20 Introductor Completed	y Swimmer (9-12 y	/ears	\$100.00 6.8.2020	۵