Membership Renewal Checklist

2024 Membership Renewal Checklist

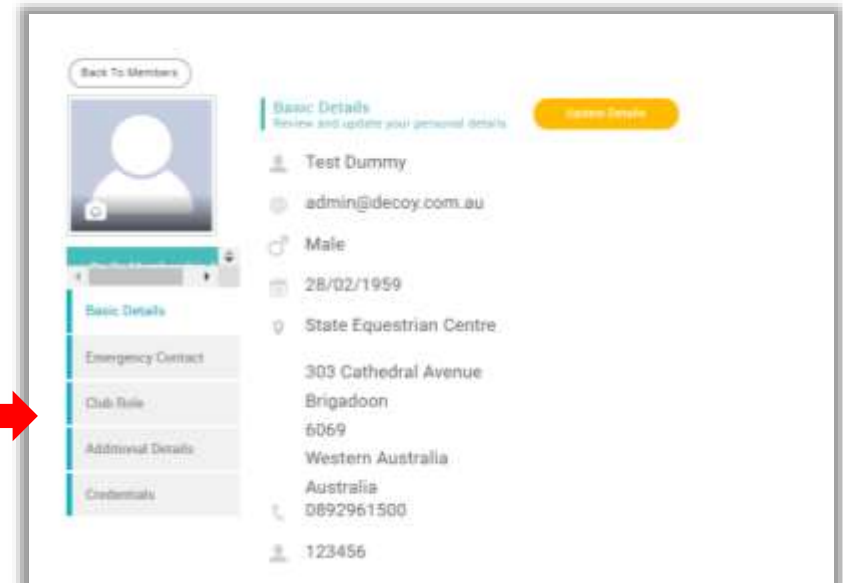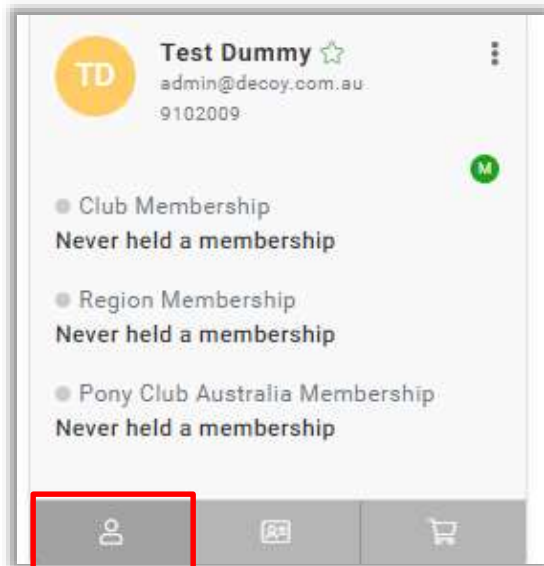# How to update roles in the system?

The first step is to update the club roles in the system. Only relevant roles should be listed in the member's profile. Any change in club admin access should be updated in the system. This also includes revoking club admin access to previous club administrators.
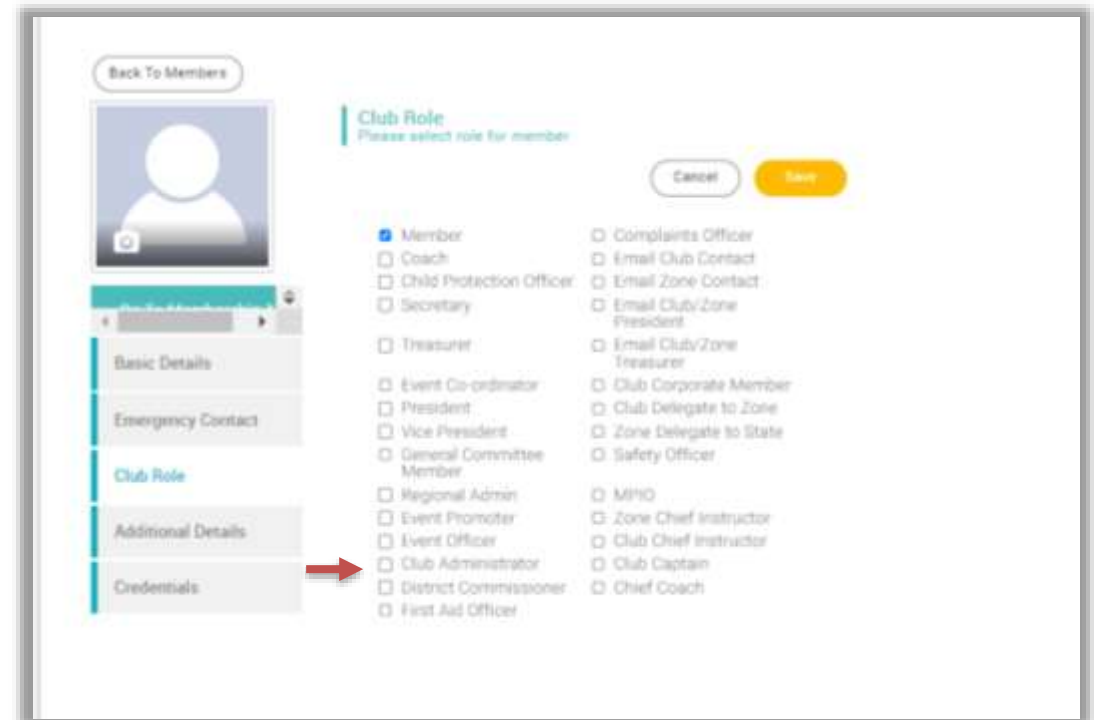
- Click on the Club Members tile and search for the member.
- Click on Profile and click on "Club Roles"
- Click on "Update Roles"

How to update roles in the system?

- By clicking on the "**Club Administrator checkbox"**, the member will have club admin access. To revoke a member's club admin access simply untick the Club Administrator's checkbox

  Other roles can also be updated using the same process.
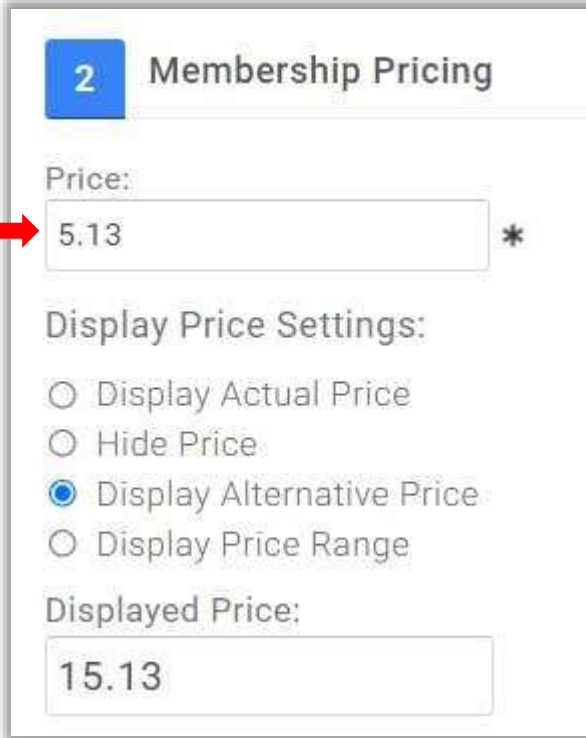
Updating 2024 Membership Prices

- Membership prices for all clubs and zones can only be updated during the "**Blackout Period**". During this period all the memberships at the club and zone level will be deactivated and will not be available for purchase.

- The blackout Period dates are decided by the state bodies to provide clubs and zones with sufficient time to update their membership prices. Please contact your state body for the blackout period dates.

- PCA Membership Fee for all Riding Memberships is $82.95 (GST Inclusive). This fees includes insurance premiums.
- PCA Membership Fee for all Non-riding Membership is $0
- PCA Membership Fee for Come & Try Membership is $11 (GST Inclusive)

- Please contact your state body for the state membership fees.

Updating 2024 Membership Prices

- Click on Membership Setup. A list of all membership categories available for your club will be displayed.

- Click on the edit pencil (edit membership). Scroll down to section 2.

- The first text box (indicated with RED arrow) is where clubs and zones need to put in **THEIR membership fees**. This is not the total fees but only their portion.

- Display Price Setting should be set to **DISPLAY ALTERNATIVE PRICE**

- The displayed Price is the **Total Membership Fee**. This fee should include **PCA Fess + State Fees + Zones Fess + Club Fees**. This fee needs to be manually calculated. Please contact relevant organisations for their membership fees.

Updating 2024 Membership Prices

- Once the membership prices are updated. Please check the "**Automatically Pro-Rata checkbox**". This check box can be found under "Price".

- Based on the club/zone preference, please tick or untick the box. Please note – The Pro-rate price is calculated daily and not monthly.

Updating 2024 Membership Prices

- Next we scroll down **to Section 5** – Restrictions, Discounts and Surcharges.

- **Restrictions** – All the restrictions are configured at the state level. Clubs and zones do **not** have to set up any new restrictions. Please review the current restrictions for any questions or concerns, contact Pony Club Australia.

- **Discounts** – Please check and update the discount rules. Membership upgrade rules also need to be upgraded. For example, membership upgrade rules for riders upgrading from non-riding membership to riding membership. Please refer to the Managing Upgrades user guide for any questions relating to upgrades. Link:
  If you're unsure about this please contact your PCA or state body.

- **Surcharges** – Please review if there are any active surcharges for the club or zone.

- Please click on save once all the prices and settings have been updated.

Updating 2024 Membership Prices

- Once you have clicked on "Save". The system will redirect you to the Membership Overview page.

- The last thing to do is to make the membership "**Active**". To do this click on the "Dropdown Arrow" and click "Active". Memberships need to be made active to allow members to purchase memberships.

  Please note – 1. Active option and others are in grey font and are **NOT** greyed out.
  2. Only after the Blackout Period, members will be able to buy any club membership even if they have activated and set up the membership prices for 2024 at the club level.
  3. Please also check the "**Instalment setup**". This feature is only available **for JustGo Pro clubs**.

- Please follow the same process for all the other relevant memberships.

- We strongly recommend Zones to complete their membership setup for 2024 before the end of the blackout period. This year a lot of zones activated their memberships after the club membership which resulted in the loss of membership fees and club financial members not appearing financial at the zone level. We also encourage clubs to check in with their zones before activating their memberships.
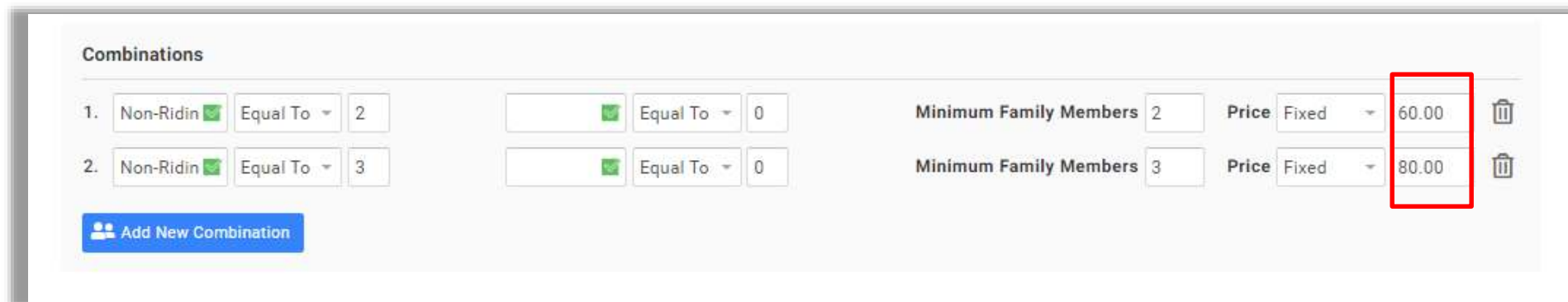
Updating Family Membership Prices

- Click on "**Configure Family Membership**" from the Membership Overview page.

- Scroll down to Section 2. Please review the family membership combinations and prices. The price mentioned must be the total membership price of all the memberships included in the combination. This is **NOT** the discounted price but the total membership price.
- Once the prices and combinations are updated, please scroll down and click on Save.
- If your club/zone having trouble setting up the Family Memberships, please contact PCA at Support@ponyclubaustralia.com.au

Introduction of the new "14 Month Membership"

- Pony Club Australia is excited to announce the introduction of the "**14 Month Membership period".**

- The membership will be introduced after the conclusion of the blackout period *(please contact your state bodies for blackout period dates)* and **any member (new or lapsed)** who purchases any membership except the Come & Try membership will have their membership valid till **31st Dec 2024.**

- The main purpose of the '14 Month Membership' initiative is to:
  a) attract new and/or lapsed members late in the calendar year when there are still events remaining on the calendar, but full annual membership fees have diminished value.
  b) this provides a marketing tool to recruit late in the season to entice new members to join.

- **No additional fees** will be charged by Pony Club Australia.

- For any questions or concerns about the "14 Month Membership", please contact your state body or PCA at Support@ponyclubaustralia.com.au

Introduction of the new "14 Month Membership"

- To implement the "14 Month Membership period", the membership start date will need to be changed from the **fixed date to the membership purchase date**.

- Currently, the membership start and end date are fixed in the system – 1st Jan to 31st Dec. The change will see the membership start date as the membership purchase date while the end date will be fixed as 31st December.

- Please note – all the changes will be done by the developers from the backend. Clubs and Zones **don't** have to change any settings in the membership setup.

How to add life members

- Click on the Club Members tile and search for the member.
- Click on Profile and click on "Additional details > Pony Club Australia > Admin only
- Click on "Life Members > Yes > Save

- Life members need to be marked as a Life member in the system for them to see and purchase life memberships.

You're All Set for 2024!!

Please contact support@ponyclubaustralia.com.au for any questions or concerns.