

# NHC Registration and Payment Walkthrough

30/07/2016 v5



## NORTHAMPTON HOCKEY CLUB

[Home](#)[News](#)[About the club](#)[Meet the teams](#)[Contact us](#)[Photo gallery](#)[Shop](#)[Members' area](#)

From the club website homepage click on 'join us' to start the process

### Welcome to Northampton Hockey Club

**Northampton** Hockey Club (*The Saints*) is the largest club in Northamptonshire, with 14 senior teams (4

New Adult players, Parents and Juniors please go to "About our club" for more info then "Get Involved" to

## Club Registration

Please fill out the below Application Form to start the formal registration process to become a member at the club.

*Note: Please take care to choose the correct 'Sport' which corresponds to the section of the club you wish to join:*

- Junior (up to and including school year 7) - Select 'Junior Hockey'
- Juniors (school years 8-18) and Seniors - Select 'Hockey'
- Back to Hockey - Select 'Back to Hockey'
- If you are registering for one of our after school clubs please select 'Junior Hockey' and include details of the school club you are attending in the additional details box below.

If you're having difficulties with the Registration Process, please click on: [NHC Payment and Registration Walkthrough](#)

### Application form

Fields marked with \* are required.

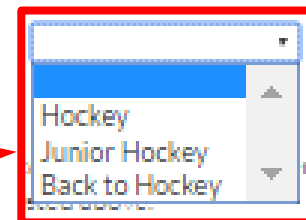
#### Member details

Forename *	<input type="text"/>
Surname *	<input type="text"/>
Date of birth *	<input type="text"/>
Gender *	<input type="text"/>
Email address *	<input type="text"/>
Phone number	<input type="text"/>

#### Enquiry details

Sport	<input type="text"/>
Interested in	<input type="text"/>

Fill in basic details and ensure you select the appropriate section of the club



A dropdown menu with a blue header bar. The menu is open, showing three options: 'Hockey' (highlighted in blue), 'Junior Hockey', and 'Back to Hockey'. There are up and down arrow icons on the right side of the menu.

## Northampton Hockey Club - Complete your registration



Northampton Hockey Club (mail@clubbuzz.co.uk) [Add to contacts](#) 19:06 ▶

== DO NOT REPLY TO THIS EMAIL ==

Hi Fred Flinstone

Thank you for applying to join Northampton Hockey Club.

Please complete registration by following this link and  
~~completing the registration form:~~

<http://saints.clubbuzz.co.uk/registrations/999150e4c8dac8b2b617eac12bdb2a0d>

Thanks

Northampton Hockey Club Committee  
<http://saints.clubbuzz.co.uk/>

== DO NOT REPLY TO THIS EMAIL ==

You will then receive an  
email confirming your  
application to Northampton  
Hockey Club

Click on the link to complete registration, you  
will then be asked to

- 1) Register personal details
- 2) Register medical record
- 3) Accept terms and conditions

## Northampton Hockey Club - Welcome



Northampton Hockey Club (mail@clubbuzz.co.uk) [Add to contacts](#) 19:09  
To: airball48@hotmail.com

== DO NOT REPLY TO THIS EMAIL ==

Hi Fred Flinstone

Thank you for registering at Northampton Hockey Club. As a registered user you can now view our member only pages including the bulletin board which will keep you up to date with all club activities. Don't forget to visit regularly to make sure you're up to speed with club events.

I am pleased to let you know that Northampton Hockey Club use the ClubBuzz accounting system to help collect subscriptions, fees etc. The great news is that you can opt to pay all your subscriptions and fees in one handy monthly payment.

As a registered user you now have an account page which can be accessed when you login to the club website. This will allow you to keep up to date with all your payments to the club whether you play and pay or opt to pay by one of the other methods available to you. The next steps are for you to let us know how you would prefer to pay your fees to the club so please \*login today\* to set your account payment preferences.

Your username is "FredFlinstone" and your password is the password you provided us with at registration.

Login at:

<http://saints.clubbuzz.co.uk/login>

You will receive a statement of account on the 15th of each month (so please make sure you keep your email up to date on your member profile) which will keep you fully informed of all activity on your account, if you have any queries about your statement

Following this you will receive a further email from NHC confirming your registration

This email contains information on ways to setup and pay your annual subscription. The ways to do this are listed overleaf.

# Paying annual subscriptions

- There are three methods you can pay your annual subscriptions
  1. Cheque – Please make cheques payable to NHC and include member details on the back of the cheque
  2. Bank transfer – You can make a direct payment to the club's bank account, the details for which are:

Sort Code: 40-35-04

Account: 42057395

3. GoCardless Direct Debit – This is the simplest way to pay for your subscriptions. Details on how to set this up are shown on the next few slides
- If there are any further questions on setting up payments of subscriptions then please contact:

[membership@saintshockey.org.uk](mailto:membership@saintshockey.org.uk)

Browser tabs: <https://saints.clubbuzz.co.uk/admin>, Outlook - airball48@hotmail.c..., Dashboard :: ClubBuzz, Login :: ClubBuzz Application, Join the club :: Northampton ...

Logged in as: **FredFlinstone** | [My profile](#) | [My account](#) | [Back to website](#) | [Log out](#)

### Northampton Hockey Club

**Dashboard**

Fred Flinstone

- Your profile
- My account

**Dashboard**

Thank you for registering!

#### Club details

Club details	
Club name	Northampton Hockey Club
System administrator	Matt Gausden
Address	Matt Gausden, Club Secretary, NHC, Moulton Sports Complex, Moulton, Northampton, NN3 7SD
Email address	secretary@saintshockey.co.uk
Telephone number	07708948646

#### Members

	Male	Female	Not specified
Adults	110	46	2
Juniors	1	0	0
Age not specified	28	1	86
Total	139	57	88

#### Sports

Names	Teams	Comps	Players	Season starts	Season ends
Hockey	34	19	283	3 August 2013	26 April 2014

Windows taskbar: 20:12, 27/08/2013

By clicking on the link from the confirmation email (page 5) you will be brought through to you club dashboard screen.

Clicking onto the 'My Account' tab takes you through to setting up a direct debit payment

Browser tabs: [https://saints.clubbuzz.co.uk/my\\_account](https://saints.clubbuzz.co.uk/my_account), Outlook - airball48@hotmail.c..., My account :: ClubBuzz, Login :: ClubBuzz Application, Join the club :: Northampton ...

Logged in as: **FredFlinstone** | [My profile](#) | [My account](#) | [Back to website](#) | [Log out](#)

# Northampton Hockey Club

[Dashboard](#) | [Club](#)

[? Help](#)

## My account

My account

[Recent transactions](#)

[Previous statements](#)

Settings

[Account preferences](#)

### My balance

Balance	
Recent transactions	£0.00
Total balance	£0.00
Pending payments	£0.00

### Account settings

Options	
Pay subs monthly	No
Pay by Direct Debit (GoCardless)	No

[Edit settings](#)

Click on edit settings

**Important** please ensure that this is set to yes (set in the edit settings area overleaf)

Taskbar: File Explorer, Camera, Browser, Word, PowerPoint, Edge, Mail, Paint, Music, Folder

System tray: 20:13, 27/08/2013



https://saints.clubbuzz.co.uk/my\_account/edi

espn The Worldwide Lead... Kajima BookingsPlus meetup find your people ... Find out why the SSE way ... Employee Zone Login Learn SketchUp SketchUp Login ClubBuzz Applicati... GC Simple Direct Debit - GoC...

You will receive monthly statements from the Club detailing any charges incurred and credits given. You will be advised when your statement is available to view and you will be able to query any item before the money is taken. The statement date is 15th of each month.

If your club has opted to allow you to pay by instalments and you wish to take advantage of this you will see a box below to tick. Please remember to update direct debit settings if applicable and then update settings once completed.

If your club has opted to collect by direct debit you will see the option below for you to register with GoCardless. Once registered the money will be taken out of your account on the 1st of the month following each statement. Please remember to update settings once completed

If your club has not opted to allow instalments or direct debit then you can just click update settings to continue.

**Important please ensure this box is checked**

Settings

Pay subs monthly when possible? ☒ The club chooses which subs can be paid monthly or not, so even when opting to pay subs monthly here, you may find that some subs have to be paid annually. For confirmation of which subs are payable monthly please contact a club administrator.

Monthly payments

Pre-authorised payments Not set up

You can opt to setup Direct Debit payments using GoCardless. Under a pre-authorised agreement, we will attempt to settle your monthly statement via Direct Debit, up to a limit of £30.00 per month. If your balance exceeds that limit then we will bill you for the maximum and your remaining balance will roll over to the next month.

**Click on setup monthly payments to go through to the GoCardless setup screen**

Setup Direct Debit

Update settings

21:32 09/10/2014

This takes you through to the GoCardless setup screen.

If you are a parent/member and are paying for several members you only need to have one GoCardless account. However you will have to repeat the steps from page 6 for each NHC member to link it to your GoCardless account.

The screenshot shows a registration form for Northampton Hockey Club. At the top, it says 'Northampton Hockey Club' and 'up to £30.00 every month Northampton Hockey Club monthly account'. Below this is a section for 'Email address' with a text box containing 'Suzannemueller@vfbstuttgart.de'. There are two radio buttons: 'I don't have a GoCardless account' (selected) and 'I have a GoCardless account'. Below these are two text boxes for 'First name' (containing 'Bob') and 'Last name' (containing 'Mueller'), both of which are highlighted with red boxes. A checkbox 'I'm paying on behalf of an organisation' is below the names. The 'Billing address line 1' text box contains 'Gottlieb Daimler Stadion'. The 'Billing address line 2' text box contains 'Address line 2 (optional)'. At the bottom, there are text boxes for 'Town or City' and 'Post code'. Red lines from the right-side text box point to the 'First name' and 'Last name' fields.

Northampton Hockey Club

up to £30.00 every month  
Northampton Hockey Club monthly account

Email address  
Suzannemueller@vfbstuttgart.de

☒ I don't have a GoCardless account  
☐ I have a GoCardless account

First name Last name  
Bob Mueller

☐ I'm paying on behalf of an organisation

Billing address line 1  
Gottlieb Daimler Stadion

Billing address line 2  
Address line 2 (optional)

Town or City Post code

Regardless of whether you are a senior member or are a parent please fill this form in with your details, the name information here is the bank account holder information for the direct debit mandate.

Once you have entered all the relevant details and bank information click continue.

You will then see a confirmation pop up box, please check that these details match the bank account holder.

The screenshot shows the GoCardless registration interface. A modal window is centered on the screen with the title "Check your details are correct" and a link to "change". The modal contains three input fields: "Account no", "Sort code", and "Holder J MILLER". Below these fields is a blue "Confirm" button. At the bottom of the modal, it states "GOCARDLESS.COM will appear on your bank statement. [View your Direct Debit instruction](#)". In the background, the registration form is visible, showing fields for "Choose a password for GoCardless" and "Confirm password", both with masked input. Below the password fields is a blue "Continue" button. At the bottom of the page, there is contact information for GoCardless Ltd and a regulatory statement.

Choose a password for GoCardless

Confirm password

Check your details are correct [change](#)

Account no

Sort code

Holder J MILLER

Confirm

GOCARDLESS.COM will appear on your bank statement. [View your Direct Debit instruction](#)

GoCardless Ltd, 338-346 Goswell Road  
London, EC1V 7LQ.  
020 7183 8674, [help@gocardless.com](mailto:help@gocardless.com)

GoCardless is regulated by the Financial Conduct Authority as an  
Authorised Payment Institution

If you are a parent setting up multiple payments for your children, you will need to repeat this process from page 7, just use the same GoCardless login information that you have used to create your GoCardless account.

At this stage clicking continue means that a members club account is linked to a GoCardless account.

Click here



## Authorisations

Active

Cancelled

Expired



Northampton Hockey Club monthly account

9 Oct 2014

Northampton Hockey Club

up to £30.00

Monthly



Northampton Hockey Club monthly account

9 Oct 2014

Northampton Hockey Club

up to £30.00

Monthly

As a sanity check you can always log into the GoCardless website and check how many direct debits are setup against your account.

In this example there are two junior members set up for one GoCardless account

For each member that is setup with a GoCardless payment, you should receive a confirmation email from GoCardless

Payments by **GOCARDLESS**

## You have set up a Direct Debit with Northampton Hockey Club using GoCardless

Northampton Hockey Club can now charge you up to £30.00 every month for Northampton Hockey Club monthly account.

We will notify you via email 3 days in advance each time you are charged.

Payments will be debited from your bank account \*\*\*\*8964 via Direct Debit, and will appear on your bank statement as [GOCARDLESS.COM](https://gocardless.com), ref: [NORTHAMPTONH-N5R33](#).

You can view more information about this Direct Debit by logging into [your GoCardless account](#).

If there is an issue with this Direct Debit please contact Northampton Hockey Club.

## Further points

- Once setup you will be debited the amount on your monthly statement up to a maximum amount of **£150 per month**, so don't worry Clubbuzz will only debit what is owed and not keep on indefinitely taking amounts from your bank account.
  - If you are a junior member (year 7 and below) then you will be set up to pay in 8 instalments of £14.
  - You may have noticed that compared to previous years we have increased the maximum amount that can be taken each month. This is so we can start collecting match fees via a cashless system.
- You will obviously be debited if you have any outstanding fees to pay, so if you owe nothing then you won't receive a statement on the 15<sup>th</sup> of the month.
- If you feel you have been charged for something that you shouldn't have been then you can challenge a statement. This will mean that no money will be debited from your account until the query has been resolved and all parties are happy. Please do this before cancelling a direct debit.
- If there are any further questions or comments on any of the registration process then please email:

**[membership@saintshockey.org.uk](mailto:membership@saintshockey.org.uk)**