

Letter to members regarding the voucher-less system.

The future of bridge has arrived. Tauranga becomes just the second club in the country to fully automate the payment of table money. It's such an amazing system that we expect many others will follow once they hear of it.

Just like the automated toll road system, members do not need to pay any money or use vouchers when they turn up to play. Our clever scoring program knows who's been playing and will pass the charges on to your Hello Club account. But wait there is more....prize winners and directors will have their accounts credited with free sessions instead of prize vouchers as well. **We are planning to "go live" on the 22nd July.**

What and who is Hello Club?

Adam and Liet are a young couple who live in Tauranga and set up this website initially for squash clubs. They have now branched out to Bridge clubs. The Cambridge Bridge Club kicked off first and we are next. It's a website where all our members have a personal account. This account is accessible by logging in to a very simple interface via our club's website. You cannot view anyone else's account just as they cannot view yours. Only administrators can see all accounts.

If you have an email address, you will receive a Welcome email around the 15th July. Once logged in to your Hello Club account, you can do the following:

- Accept our Terms & Conditions
- Edit your profile. NB: we would like your date of birth, but this not compulsory
- Check your balance and/or transactions
- Top up your account (any time after you receive your Welcome email)

To get to your account you can go via our club website by clicking on the Hello Club Tab or login via the following address: <https://taurangabridge.helloclub.com/login>)

With Hello Club you are expected to keep some funds in your account. You authorise the Tauranga Bridge Club to **only** take your table money from your account, nothing else. For those who have an email, you will also receive a reminder when your subscription is due, but it is at your discretion when to pay this.

How the credit system works

1. **DIY:** You manage your own payments via Hello Club. This is by far the most desirable method as it will save the Treasurer and Administrator a lot of time.
2. **At the front desk at the club:** You can pay our hard-working team at the desk with cash or eftpos just as you do at present to buy vouchers. The payments will be processed as soon as practical by our Administrator. This will be the best system for those who do not have a computer.
3. **Online:** you can pay online via the club website, like some of you do at the moment

For Option 1: The payments are immediate and there will be no time delay putting credit on your account

For options 2 & 3: The payments will be processed as soon as practical by our Administrator, so there could be a short delay before the credit is added to your account.

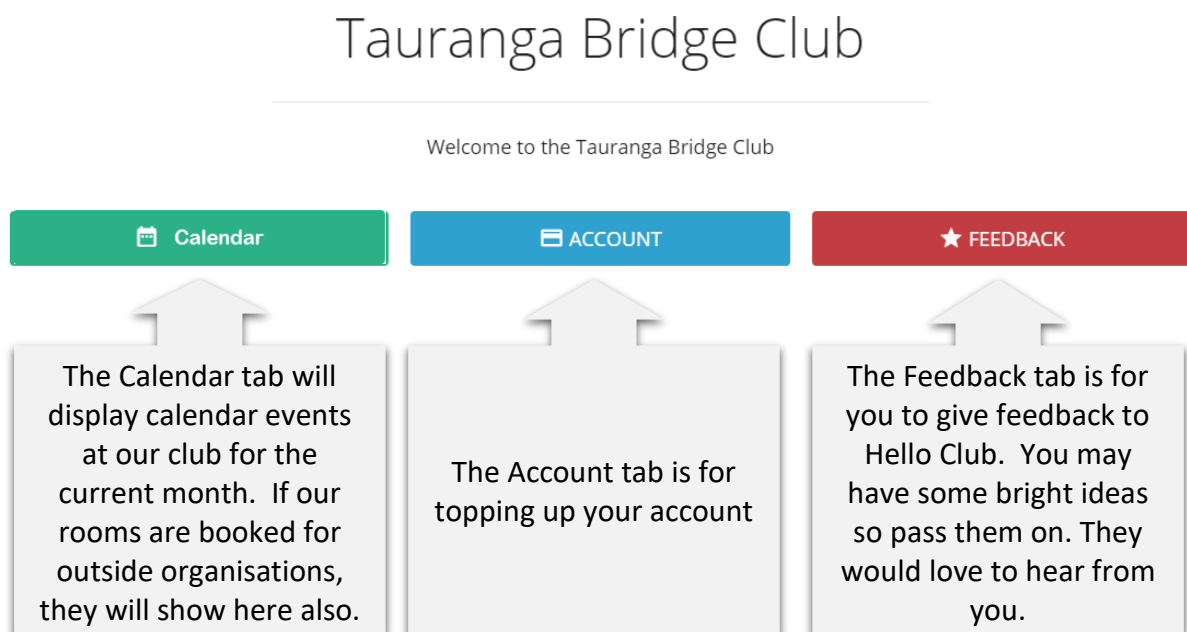
Hello Club uses industry-standard secure interfaces for payment methods.

We have chosen two methods for now. They are: POLi (used by NZTA for tolls payments) or credit card. **No money goes through Hello Club's bank account.** This is an account-to-account process. In other words, your money goes out of your bank account, into the Tauranga Bridge Club account and appears instantaneously in your Hello Club account as a credit.

If you use POLi the club has agreed to cover the very small fee associated with it. If you use credit card the bank will charge you fees which is included when you make your payment (usually between 3 – 5 %)

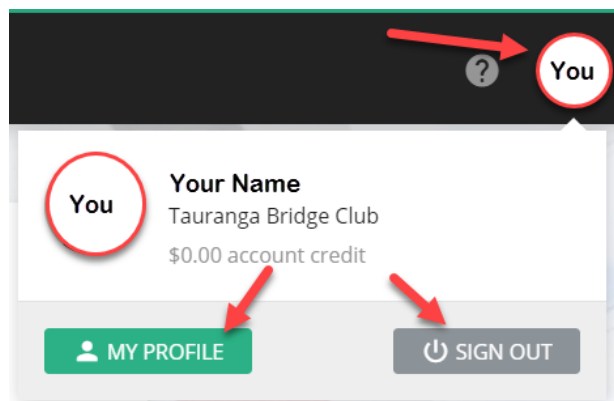
In the future, other options maybe added eg online eftpos and PayPal

The login screen



Top Right of screen

This is where you can edit your profile, including adding a photo or picture (commonly known as an avatar). Click here to update your profile or Sign out.



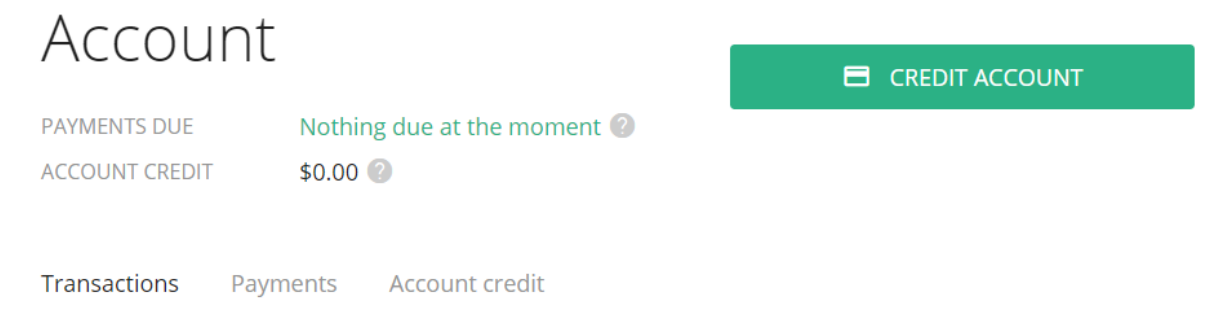
Top Left of screen

This is where you can return to the Home screen or select other options, such as the calendar. Click on the 3 bars find what you want.



How to top up your account in Hello Club

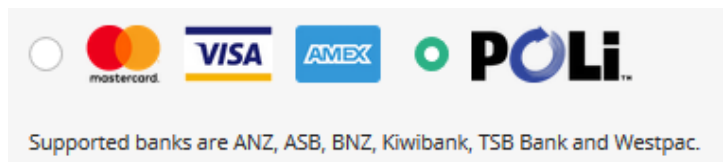
When you click on your Account tab, you will see a green CREDIT ACCOUNT box and three tabs: Transactions, Payments, Account Credit (see example below)



To top up your account, click on CREDIT ACCOUNT and select an Amount. You will notice there is a minimum payment of \$45 which is the equivalent of 10 sessions

If you wish to, you could put a decent amount in at once, so you only need to top up once or twice a year.

After you click on CREDIT ACCOUNT, you choose a payment type: POLi or Credit Card then follow the very good instructions.



POLi

The steps for payment are very easy (see example on the last page). It takes you to a window where you select your bank and then a window to input your own bank account login (Access Number) and password details. Once you have done that, you will be able to view your bank account/s. Select the account you wish to make a payment from. In the "Reference" field, please put your NZB computer number. DONE

For members who do not have an email address:

We will look after your Hello Club account for you. Just pay us at the club like you have always done and the rest is done. You do not need any vouchers.

We will also remind you if your account is getting low, so you can top up again. You may like to put a reasonable amount in to start with, so you do not have to top up too often.

Features to come:

1. A "family & related members" feature will enable us to link members together and allow them to pay for each other. In the meantime, if couples wish to make a joint payment, please do so for one person, then contact Norm or Karen who will transfer the desired amount to the other person. This is a temporary solution until the new feature is built.
2. An automatic reminder when your funds are getting low and maybe also the ability (if you want to) to automatically top up your account if low. In the meantime the club can email you a reminder.

Prizes

Currently most of our prizes are session vouchers, these will be replaced by a credit into the winner's account. Therefore, we will no longer hand out envelopes at the end of an event. Of course, we will still make a fuss of the winners !!!

Benefits

- Less paper – no more vouchers and prize envelopes
- No lost vouchers or forgetting to bring them to a session
- Time saved processing and handling table money/vouchers
- Time saved reconciling payments
- Members self-manage their credit and profile and do so from anywhere (eg via a mobile phone or tablet)
- Once we get funding, Hello Club will also be involved in a management system for electronic access to the club rooms.



<<This is what the POLi payment screen looks like

You are paying

POLi™ **Tauranga Bridge Club**
Amount: \$100.00
Reference: Account credit
POLi ID: 996460801354

Selected bank

BNZ

Please select the account you wish to transfer money from and click 'Continue'.

Text entered into the 'Code' and 'Reference' fields will appear on your statement.

Account

Select your account here

Code

No need to complete. You could put something like "HC top up"

Reference

Enter your NZB Computer

Continue

Cancel