

Payments FAQs

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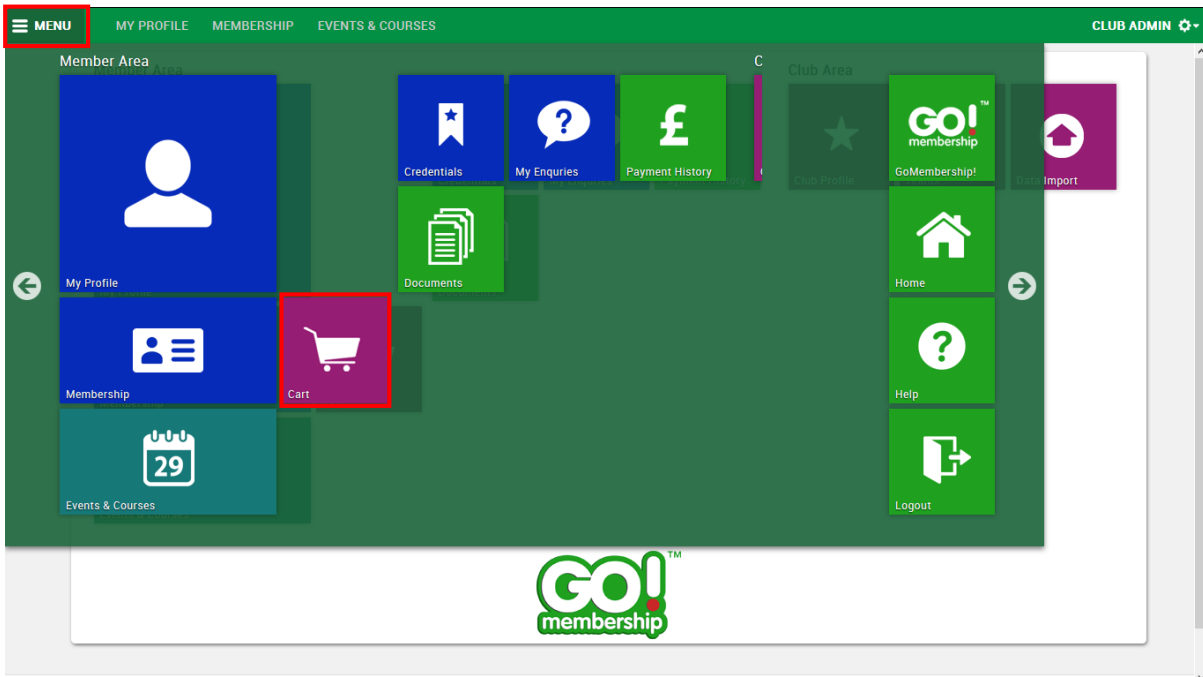
Can I remove items from my Cart?

Yes, you can remove items from your Cart.

Once you have logged in, in the Member Area click the Cart tile from either your Home page or from the Menu



Home Page




Menu

All items are listed in your cart and you can click remove to take something back out of your cart.

Be aware that by doing so you are not completing the transaction with your Governing Body - if you remove membership items, affiliation items or event items you are not fulfilling the payment requirement for those items - your membership, affiliation or event booking are not valid without payment being completed

Shopping Cart Cart(1) | Saved Items(0)

Items in your cart available for purchase

ITEMS	PRICE	QTY	TOTAL
 Adult (Caroline Parker) Adult Licence In Stock Save for Later Remove	£50.00	1	£50.00

[Update Cart](#)

Shipping Options: No Shipping

Sub Total: £50.00
Total: £50.00

[Checkout](#)

Can I choose which items to pay for from my Cart?

Yes, you can split items in your Cart by using the Save for Later button on an item in the Cart that moves the item from your Cart to your Saved Items.

Shopping Cart
Items in your cart available for purchase

Cart(1) | Saved Items(0)

ITEMS	PRICE	QTY	TOTAL
 Adult (Caroline Parker) Adult Licence In Stock Save for Later Remove	£50.00	1	£50.00

Update Cart

Shipping Options: No Shipping

Sub Total £50.00
Total £50.00

Checkout



Cart

There is information displayed at the top right of your Cart to show how many items are in your Cart and how many are Saved Items. This is the only way to split a payment from your Cart.

Shopping Cart
Items in your cart available for purchase

Cart(1) | Saved Items(0)

ITEMS	PRICE	QTY	TOTAL
 Adult (Caroline Parker) Adult Licence In Stock Save for Later Remove	£50.00	1	£50.00

Update Cart

Shipping Options: No Shipping

Sub Total £50.00
Total £50.00

Checkout



Cart

Typically this would be where you want to use different payment methods for different types of items or where you want to break the payment receipts out separately.

How do I use the checkout?

The Checkout in GoMembership is similar to many online retail websites. You can see the contents of your shopping cart at any time. You can then proceed to make payment using one of the online payment methods available on your checkout.

The checkout confirms the items that you have brought through from your Cart and gives payment method options.


Checkout
Review and purchase items

1 Confirm Details 2 **Order Review** 3 Confirm Payment

Below is a summary of your order, please review and then select a payment option.

Contact Details
Club Admin
83 Howgate
Glasgow
G4 3EL
Club.Admin@email.com
01716925966

Item Summary

ITEMS	PRICE	QTY	TOTAL
 Adult (Caroline Parker) Adult Licence In Stock Remove	£50.00	1	£50.00

Sub Total £50.00
Total £50.00

Back Pay via Bank Pay with Card



Checkout

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What payment methods can I use?

GoMembership by default allows you to make payment by two methods

Pay via Bank (sometimes referred to as Direct Debit but can be used for one time transactions and not always a reoccurring direct debit)

Pay with Card that allows you to make a payment using either debit or credit card

What confirmation/notification do I receive when I make an online payment?

Anyone who completes a payment transaction on GoMembership receives both a GoMembership email notification confirming their purchase, with details of that purchase and also an email notification from the online payment provider confirming the bank or card transaction.

Are my bank account and card details secure?

GoMembership does not store account or card details. The online payment providers are PCI compliant and meet all financial security requirements.

What happens when I need to be refunded if I have paid for something incorrectly?

If an incorrect payment has been made you should contact your Governing Body to confirm and arrange a refund. If a refund is initiated by the Governing Body the funds are returned using the original source of the payment. For example, if you made a payment by Credit Card, the refunded transaction would return the funds to that Credit Card.