



Scouts
NSW

Member Payment Portal

This article explains how to use the payment portal for State Membership Fees.

The portal is located at <https://payments.nsw.scouts.com.au/login>

1. Logon to the portal using your Scouts Membership number and Invoice number

The screenshot shows the 'Member Payment Portal' login page. It features the Scouts NSW logo in the top left corner. The main heading is 'Member Payment Portal'. Below this, there is a grey box with the text: 'This portal is used to pay your Scouts NSW State Membership fees. To pay your group fees, please speak to your leaders within your group. Enter your Membership Number and Invoice Number to proceed.' Below this, there are two input fields: 'Enter Your Membership Number:' with a text box and 'E.g. 1099599' below it, and 'Enter Your Invoice Number:' with a text box and 'E.g. AB654254' below it. A blue 'Login' button is positioned below the second input field.

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2. Once logged in you will see your invoice to be paid
Click Continue

The screenshot shows the 'Member Payment Portal' invoice review page. It features the Scouts NSW logo in the top left corner and a 'Logout' link in the top right corner. The main heading is 'Member Payment Portal'. Below this, there is a grey box with the text: 'Review Payment of Scouts NSW Membership Fees'. Below this, there is a table with the following data:

Id	Fee	Amount
1249026	Joining Fee	\$50.00
1249027	Membership Fee	\$120.00
1249025	Backbilling Fee	\$60.00
	Total Due	\$230.00

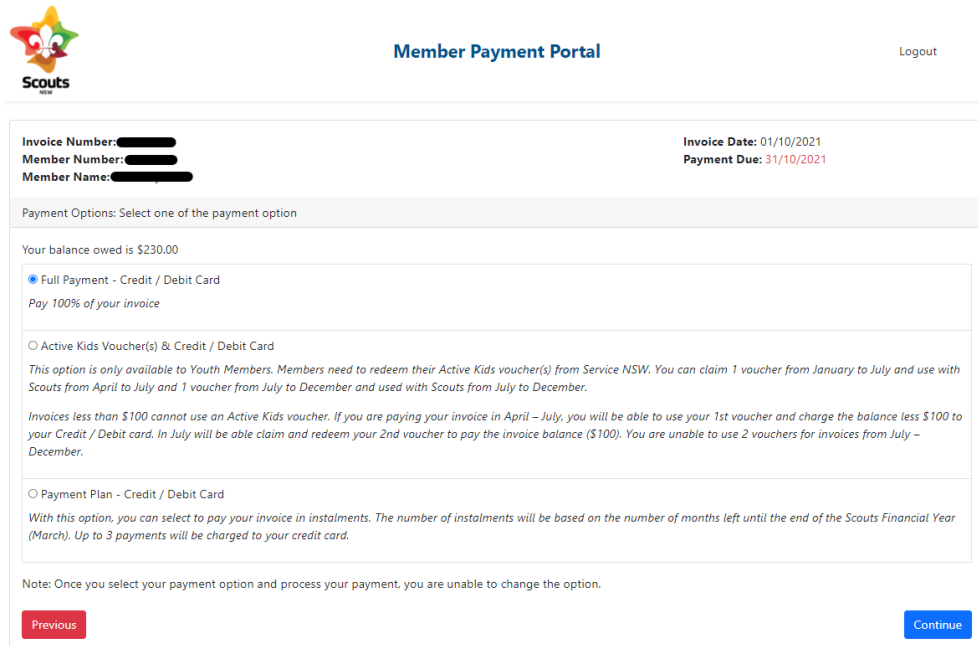
Below the table, there is a grey box with the text: 'Backbilling Fee(s) - If you have joined in a previous quarter(s) which you have not been invoiced, this being your first invoice, you will be charged for those quarter(s).
Joining Fee - This is a one-off fee charged to all members when they receive their first invoice.
Membership Fee - This is the fee being charged for the Scout Year. Fees are charged until March next year, which is the end of the Scout Financial year.
AKR Applied - This is any Active Kids Rebate Voucher(s) that have been credit to the member's invoice.
Total Due - This is the balance of your fees that are owed.

Below this, there is a grey box with the text: 'Press Continue to be shown the payment options.' A blue 'Continue' button is positioned at the bottom right of the page.

3. Payment options screen

Select which payment option you would like to use – credit card, debit card or Bpay.

Note: Active Kids option is only available to Youth members.



The screenshot shows the 'Member Payment Portal' interface. At the top left is the Scouts logo, and at the top right is a 'Logout' link. The main content area displays the following information:

- Invoice Number: [Redacted]
- Member Number: [Redacted]
- Member Name: [Redacted]
- Invoice Date: 01/10/2021
- Payment Due: 31/10/2021

Below this information, it states 'Payment Options: Select one of the payment option'. The current balance owed is \$230.00. There are three payment options listed:

- Full Payment - Credit / Debit Card
Pay 100% of your invoice
- Active Kids Voucher(s) & Credit / Debit Card
This option is only available to Youth Members. Members need to redeem their Active Kids voucher(s) from Service NSW. You can claim 1 voucher from January to July and use with Scouts from April to July and 1 voucher from July to December and used with Scouts from July to December.
Invoices less than \$100 cannot use an Active Kids voucher. If you are paying your invoice in April – July, you will be able to use your 1st voucher and charge the balance less \$100 to your Credit / Debit card. In July will be able claim and redeem your 2nd voucher to pay the invoice balance (\$100). You are unable to use 2 vouchers for invoices from July – December.
- Payment Plan - Credit / Debit Card
With this option, you can select to pay your invoice in instalments. The number of instalments will be based on the number of months left until the end of the Scouts Financial Year (March). Up to 3 payments will be charged to your credit card.

A note at the bottom states: 'Note: Once you select your payment option and process your payment, you are unable to change the option.' There are 'Previous' and 'Continue' buttons at the bottom of the form.

Full Payment

Pay 100% of your invoice immediately.

Active Kids Voucher(s)

Members need to redeem their Active Kids voucher(s) from Service NSW ([Click Here](#)). You can claim 1 voucher from January to July which can be used with Scouts from April to July and 1 voucher from July to December which can be used with Scouts from July to December.

Invoices less than \$100 cannot use an Active Kids voucher. If you are paying your invoice in April – July, you will be able to use your 1st voucher and charge the balance less \$100 to your Credit / Debit card. In July you will receive a reminder to claim and redeem your 2nd voucher to pay the invoice balance (\$100).

Payment Plan


With this option, you can select to pay your invoice in instalments. The number of instalments will be based on the number of months left until the end of the Scouts Financial Year (March).

Up to 3 payments will be charged to your credit card after your payment today.

Note: Once you select your payment option and process your payment, you are unable to change the option.

4. Full Payment

Enter your Credit / Debit card details or choose Bpay and click on Make Payment





Member Payment Portal

Logout

Invoice Number: [REDACTED] Invoice Date: 01/10/2021
Member Number: [REDACTED] Payment Due: 31/10/2021
Member Name: [REDACTED]

Full Payment - Credit / Debit Card

Enter your payment details
*We only accept VISA and Mastercard.

Payment Amount \$230  

CARD NUMBER
.....

CARD EXPIRY CARD CVC
.. /


CARD HOLDER NAME
.....

I agree to Scouts [Terms & Conditions](#)

[Previous](#)

[MAKE PAYMENT](#)

Payment processed



Member Payment Portal

Logout

Payment has been approved.

Invoice Number: [REDACTED] Invoice Date: 01/10/2021
Member Number: [REDACTED] Processed Date: 23/09/2021
Member Name: [REDACTED]

✔ **Payment Processed.**

Payment of Scouts NSW Membership Fees

Date	Fee	Amount
1249026	Joining Fee	\$50.00
1249027	Membership Fee	\$120.00
1249025	Backbilling Fee	\$60.00
	Total Due	\$230.00
23/09/2021	CC Payment Received	\$230.00
	Balance Owing	\$0.00

[Close](#)

Once the payment has been made, you will receive an email with the receipt.



Official Receipt

Member Number: [REDACTED] Invoice Number: [REDACTED]
Member Name: [REDACTED] Processed Date: 23/09/2021
Receipt Number: [REDACTED]

Thank you for your full payment of \$230.00 for your Scouts NSW State membership fees.
You are now financial until March next year.

5. Active Kids

Under the Active Kids Voucher program you are only permitted to use 1 voucher with Scouts between April - July and 1 voucher between July - December.

Example 1 - You are invoiced between April – July (for full year or if you join Scouts in this period)

You can redeem your 1st voucher between April - July and pay the balance less \$100 with your card, you then use your 2nd voucher in July to pay your balance.

Membership Fee	\$250
Joining Fee	\$50
Total Due	\$300
AK Voucher Redeemed	-\$100
Charge to Card	-\$100
Balance Due in July	\$100

Example 2 - You are invoiced between July - March

You can only use 1 voucher to make a payment. If you have 2 vouchers available, you will have to use one voucher with a different provider. **Service NSW Rule:-** "Used for the same activity within the same term as another Active Kids voucher" ([Click Here for more information](#))

Membership Fee	\$250
Joining Fee	\$50
Total Due	\$300
AK Voucher Redeemed	-\$100
Charge to Card	-\$200
Balance Due	\$0

When you select the Active Kids option, the voucher screen will be shown.

Enter your voucher number and the members Date of Birth (DDMM) as listed with Medicare.

Click the Validate button to validate your voucher.

Enter your Voucher number and your child's Date of Birth as per Medicare (DDMM) and click Validate.

Active Kids Voucher (16 digit code)	Member DOB (DDMM)	Validate
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Note: Once you select your payment option and process your payment, you are unable to change the option.

Previous

Continue

Using your voucher between April - June

If the voucher is valid and you are paying an invoice issued between April - June, you will get this screen

If you wish to use your 2nd voucher you need to select the tick box "I want to use Active Kids 2nd Voucher in July).

Enter your Voucher number and your child's Date of Birth as per Medicare (DDMM) and click Validate.

Voucher Code	Value	Status
5424440503475070	\$100	Valid ✓

Note: Your Active Kids voucher is valid. \$100 will be credited to your invoice. The balance of \$130 will be charged to your Credit / Debit card.
Click Redeem and Continue to proceed to the Credit / Debit card section.

If you wish to remove the Active Kids voucher from this transaction, press the ✖ under the Action.

I want to use Active Kids 2nd Voucher in July

In July, you will receive a reminder email that you need to claim your 2nd Active Kids voucher and return to the portal to submit your voucher. You will have 30 days to complete this task. If you do not redeem your voucher in 30 days, your stored Credit / Debit card will be charged.

Using your voucher between July - March

If the voucher is valid and you are paying an invoice between July - March, you will get this screen.

Enter your Voucher number and your child's Date of Birth as per Medicare (DDMM) and click Validate.

Voucher Code	Value	Status	Action
██████████	\$100	Valid ✓	✘

Note: Your Active Kids voucher is valid. \$100 will be credited to your invoice. The balance of \$130 will be charged to your Credit / Debit card.

Click Redeem and Continue to proceed to the Credit / Debit card section.

If you wish to remove the Active Kids voucher from this transaction, press the ✘ under the Action.

Note: Once you select your payment option and process your payment, you are unable to change the option.

Previous

Redeem and Continue

Issues with Vouchers

If there is a problem with the voucher you will get this screen

Enter your Voucher number and your child's Date of Birth as per Medicare (DDMM) and click Validate.

Active Kids Voucher (16 digit code) Member DOB (DDMM)

⚠ Invalid Voucher. ← Error messages will be displayed here

Errors

Message	Meaning
⚠ Invalid Voucher.	The voucher number is invalid. Check the voucher number.
⚠ Invalid Pin.	The voucher Pin (Date Of Birth) is invalid. This is the date that is listed with Medicare.
⚠ Voucher has already been redeemed	The voucher you have entered has already been redeemed with a provider.
⚠ Voucher is no longer available	The voucher has expired as it was issued in a previous year.
⚠ Incorrect voucher type	The voucher you are trying to use is an Creative Kids. This voucher type is not available for Membership Fees.

Once the voucher is valid, click Redeem and Continue and the Credit / Debit card screen will be shown.

Invoice Number: AB134389
Member Number: 1135899
Member Name: Isabella Radom

Invoice Date: 01/10/2021
Payment Due: 31/10/2021


Active Kids Voucher(s) & Credit / Debit Card

Enter your Credit / Debit card to pay the balance of the invoice, less the Active Kids Voucher. \$100 Active Kids amount will be applied to the invoice and the balance of \$130 will be charged to your Credit / Debit card.

Note: If you are paying your invoice between April – July, and your remaining balance is over \$100 your Credit / Debit card will be charged the amount less than \$100, allowing you to use your 2nd voucher in July.

Enter your payment details

*We only accept VISA and Mastercard.

Payment Amount \$130 

CARD NUMBER
.....

CARD EXPIRY CARD CVC
.. /

CARD HOLDER NAME
.....

I agree to Scouts [Terms & Conditions](#)

Previous

Redeem and Continue

At the top of the screen will be information about what will be charged to your credit / debit card.

Enter your Credit / Debit card details and click on Make Payment

Payment processed

Payment has been approved.

Invoice Number: [REDACTED]

Member Number: [REDACTED]

Member Name: [REDACTED]

✔ Payment Processed.

Payment of Scouts NSW Membership Fees

Date	Fee
1249215	Joining Fee
1249216	Membership Fee
1249214	Backbilling Fee
	Total Due
23/09/2021	AKR Applied
23/09/2021	CC Payment Received
	Balance Owing

Once the payment has been made, you will receive an email with the receipt for both the credit / debit card payment and the Active Kids voucher processed.



Official Receipt

Member Number: [REDACTED] Invoice Number: [REDACTED]
Member Name: [REDACTED] Processed Date: 23/09/2021
Receipt Number: [REDACTED]

Thank you for your full payment of \$130.00 for your Scouts NSW State membership fees.
You are now financial until March next year.



Official Receipt

Member Number: [REDACTED] Invoice Number: [REDACTED]
Member Name: [REDACTED] Processed Date: 23/09/2021
Receipt Number: [REDACTED]

Thank you for redeeming your Active Kids Voucher with Scouts NSW.
You have redeemed Voucher Number [REDACTED] for \$100.
This voucher has been applied to your invoice as a payment.
A separate receipt will be issued for any Credit / Debit card payment that has been made as part of this transaction.

6. Payment Plan

When you select this option, the system will work out the number of payments that needs to be made. All payments are to be made by March the next year, (End of Scouts Financial Year).

Enter your Credit / Debit card details and click on Make Payment

Invoice Number: [REDACTED]
Member Number: [REDACTED]
Member Name: [REDACTED]

Payment Plan - Credit / Debit Card

You are entering a payment plan.

Your card will be charged Quarterly basis today and on 23 D depending on today's date.

Number of installments would be 3.

Your card will be stored for auto billing of the payment plan.

Enter your payment details

*We only accept VISA and Mastercard.

Payment Amount \$76.67

CARD NUMBER

.....

CARD EXPIRY

.. / ..

CARD CVC

....

CARD HOLDER NAME

[Empty text input field]

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Previous

Payment Processed

Your Credit / Debit Card has been charged \$76.67. You are now financial until 23 Dec 2021

Invoice Number: [REDACTED]
Member Number: [REDACTED]
Member Name: [REDACTED]

✔ **Payment Processed.**

Your Credit / Debit Card has been charged \$76.67. You are now financial until 23 Dec 2021

Payment of Scouts NSW Membership Fees

Date	Fee
1249233	Joining Fee
1249234	Membership Fee
1249232	Backbilling Fee
	Total Due
23/09/2021	CC Payment Received
	Balance Owing

Your stored Credit / Debit Card will be charged remaining 2 number of installments on Quarterly basis at	23 Dec 2021 23 Mar 2022
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The system will automatically charge your stored card details on the dates listed.

You will also receive an email receipt with this information in it.



Official Receipt

Member Number: [REDACTED]

Invoice Number: [REDACTED]

Member Name: [REDACTED]

Processed Date: 23/09/2021

Receipt Number: [REDACTED]

Thank you for your part payment of \$76.67 for your Scouts NSW State membership fees.

Your stored Credit / Debit Card will be charged automatically on
23 Dec 2021 - \$76.67
23 Mar 2022 - \$76.66

You will receive an email reminder 7 days prior to your card being charged to remind you of the payment. Please make sure that you have sufficient funds on your card.