



General FAQs

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Our club requires a two-stage authorisation process for payment, can I still purchase Capitation via the online club and membership system?

Yes, due to the number of clubs raising this as a concern, a new 'Request invoice' payment option has been added to the system. This option is only available to Club Admins. This allows Club Admins to complete the Capitation paperwork and request an invoice from the system. The Club Admin can then pay in the normal way e.g. via cheque or alternatively by doing a BACS payment out with the system. If paying by cheque, the Club Admin will need to print a copy of the invoice and send this with the cheque to the office. Please refer to the Club Affiliation – Club Admin guide for further information.

What do I do if I have made a mistake on an entry or I need to cancel or amend any National Championship entries?

If you have not yet purchased the entry i.e. it is still in your 'Cart' you can remove the item(s) from your cart or amend the quantity and click 'Update'. Please note that the quantity will be limited to the maximum number of entries for that particular discipline i.e. you cannot amend the number to two if the maximum number of entries is 1. However, once an entry to the National Championships has been purchased via the system, the Club Admin is unable to amend or cancel this. Please email info@bowlsscotland.com with the relevant information and we will process this for you.

Can Tournament Licenses be purchased throughout the season?

Yes, we would encourage the purchase of Tournament licenses at the point of Capitation as normal however, if any new competitions are introduced, these can be purchased throughout the season and must be purchased seven days prior to event. The Tournament License event will therefore remain on the online club and membership after the Capitation process is complete.

Will I receive a Tournament License Certificate?

Yes, Tournament License certificates will be provided for the 2021 Season. Certificates can be downloaded from the online club and membership system. Please refer to the Club Affiliation – Club Admin guide for further information. The certificates will also be emailed to the main contact for each club (not every club is using the system yet) and only posted to those that have not provided an email address.

What do I do if I need to amend a Tournament License purchase?

If you have not yet purchased the Tournament Licence i.e. it is still in your 'Cart' you can view / amend any form(s) and save the changes. You can also remove the item from your cart or save it for later if you need to check some details before submitting and making payment. Please note that if you have added one license to your 'Cart' and you meant to add two, you will be unable to update the quantity in the 'Cart', this is because there is a form attached, simply go back to the Tournament License event and go through the purchase process to add another license to your 'Cart'.

Once the Tournament License has been purchased via the system, the Club Admin is unable to amend this. Please email info@bowlsscotland.com with the relevant information and we will process this for you.



Can I add a club role to a member?

Yes, we want to support our club volunteers as much as possible and provide information, resources and support relevant to some key roles within your club. Please refer to the Capitation Return Booklet for more information on the key roles and the Club Admin Club Member FAQs for further information on how to add roles to club members. **Please note that an auto generated email will be sent to any members added to the system.**

****For the purpose of data protection – please ensure that the club members, undertaking any key roles, are happy for a profile to be set up on the system**.**

Can the Club Admin change a member's email address?

Yes, the Club Admin can update the email field in the member profile however the 'Username' is considered the most sensitive piece in a member profile and it also has to be unique. Club Admins cannot change a username for various security reasons i.e. they might set it as something which may already be in the system. Only Bowls Scotland staff can change this if a member ever needs to do it.

Club members are showing as 'no membership', is there a way to change this?

Yes, club membership types have now been added to the system. Club Admins can assign these to club members by clicking on the members contact card and then clicking 'Go to membership', a range of membership types are available. If you require a membership type that is not available, please email info@bowlsscotland.com with the type required and this will be added for you. Please refer to Club Admin Club Member FAQs for further information.

Why can't I use the Club Booking option when booking entries for the National Championships?

The Club Booking option works on the basis that your club members have a profile on the system, and you are selecting individuals for any bookings / entries you are making. Bowls Scotland do not require names at the point of Capitation, clubs are therefore only required to advise the number of entries required / being purchased.

Will I ever need to use the Club Booking option?

Yes, for example, if the club intend to pay for any training courses for club members e.g. coaching qualifications. As long as the member has a profile on the system the Club Admin can use the Club Booking option to select the coach(es), book on behalf of them and make payment. Once the coach(es) attend and pass the course the correct credential / qualification will be automatically added to their personal profile. They will also be able to access and download / print their coaching certificate.



What do I do if I am asked to add / renew membership when I click on Club Affiliation?

After the first year of affiliating to Bowls Scotland your club will have a status of 'Active' in the online club and membership system and you will be asked to click the add / renew button to purchase Capitation for the upcoming season. The membership numbers you entered this year, for example, will be displayed and you can amend / update as required before clicking on 'Checkout'.

What if a member of my club is also a member of another club?

Club members should only have one profile on the system. The member can add one or more clubs to their profile or alternatively the Club Admin can add the member to their club by using their membership number, email or date of birth to search for them.

Do I need to gain members permission to add them to the system?

Yes, for Data Protection purposes you will need to ensure that the club member has given permission for a profile to be created on the system for them. Alternatively, club members can create a profile themselves and search and add their club(s). If the club member has a key role at your club i.e. they are the main contact, a coach or a wellbeing protection officer they may already have a profile on the system. This is because they have already provided their information at the point of Capitation or when they attended any training courses.