

Frequently Asked Questions – card payments to FVO

Why do I need to pay by card?

Covid means we are trying to avoid cash on the day, and we need a mechanism to easily process payments for lots of small transactions without huge admin burden or needing to chase people for payment.

How do I pay?

Simple – register for one or more people, at one or more events just as before. Now however after each entry you will see an option to “Checkout”. When you’ve finished adding entries tap that option and a new page will load with the Checkout page. Enter your card details and submit. After a few seconds you should see that button turn to a green tick and then you will be returned to the entries site – there may be a small wait as the FVO entries site processes all your entries to confirm they were paid.

Stripe will automatically send a receipt (this appears to go to the first person you register). The entries site will also send you an email. Please add membership@fvo.org.uk to any spam filter white list you have to maximise the chances you get these.

Which cards do you accept?

We can accept all major credit and debit cards, whether from a UK or overseas bank. If you use the site on a phone with ApplePay or GooglePay you should also see the option to pay that way.

I’m not sure if a payment went through, or something seems wrong – who can I ask

It’s probably best to email both membership@fvo.org.uk and treasurer@fvo.org.uk

Who is processing the payment?

Stripe.com are providing the card processing. They are a leading provider of online card processing services and if you have done much online shopping you’ve probably been using their service without realising.

Is it secure?

Stripe is considered one of the most secure ways to take payment on a website – because the website owner (FVO) never actually see your credit card information – it goes straight from the Stripe webform by encrypted transmission to Stripe’s servers. We are simply told if you have paid.

Do you store my credit card details?

No. And the way we have configured the service neither do Stripe. This is slightly less convenient for you as you will need to enter them each time – but it maximises security. If you already have your email address registered with Skype you may have the option to use saved details – this is your personal setting. We have no access to that or your card details.

Why do I have to “checkout” within 30 minutes?

To ensure that people actually pay rather than reserve time slots and then not show up we need to remove entries where people have failed to checkout. You will have *at least* 30 minutes to complete the transaction.

Why do I need to enter shadowers even if they don't need a map?

The covid rules require us to (a) collect tracing information for everyone who attends; (b) tightly control the total number of people who are entered each hour. We need everyone recorded.

I've made a mistake, how do I get a refund?

We will offer refunds in some exceptional cases, including for anyone who is self-isolating for Covid, but please be aware we incur costs for processing the card transactions which are not refunded, and the admin takes volunteer time – so please avoid changing your mind.

Please email both: membership@fvo.org.uk and treasurer@fvo.org.uk

Isn't it really expensive to process credit cards?

Traditionally it has been, but the way we are doing this is affordable. However, we pay both a “per transaction fee” and a small percentage of the total – so it would help the club if households were placing all their registrations on one transaction.

How will I pay for the events that I have previously entered through the FVO entry system between August 2020 to 13th Dec 2020?

Our treasurer will issue a statement showing the total costs and ask you to transfer the funds to the club bank account.

I'm not sure if a payment went though, or something seems wrong – who can I ask

It's probably best to email both membership@fvo.org.uk and treasurer@fvo.org.uk

What else has changed on the entries system?

In response to demand we are now offering the option to get a map when you are shadowing a family member for a small fee. We are also experimenting with a “late entries” approach which allows people to enter after the closing date for a small surcharge subject to map availability.

I don't have a debit/credit card – how can I pay?

If there is anyone who genuinely can't pay this way please let one of the committee know and we will see what can be done; however the only way we can make this reliable is if it is all automated and the same approach for all so to avoid admin we would really like to have a solution that works for everyone.

Why do some events say <16s must be accompanied/shadowed?

Where the British Orienteering Risk Assessment says <16s must not run alone we try to highlight this in the course description. These usually involve road crossings or are night events. Even if your young person is an experienced orienteer this rule applies.

My friend really wants to come and try orienteering – can they sign up?

Yes – ask them to drop a note to membership@fvo.org.uk including their home address (and the names of all the people they want to enter) and we'll put them on the system so they can enter – don't worry we won't pester them to join until they've done at least 3 events and have become addicted! I can usually get people live on the system in <24 hours but obviously it depends what else is happening. I am working on a "self service" sign up option but it will likely be the new year before that is enabled.

I've just joined – but my name is not on the list how do I get added

Drop a note to membership@fvo.org.uk – we try to keep an eye on the BOF and SOA reports but its easy to miss someone, so say hello, and we'll get you added right away.

How do I know when new events are going to be added to the entry system?

There's lots of variables – planners, the Covid levels, volunteer time and landowner permissions which have all made 2020 a very fluid and often short notice situation for planning events. You can keep your eye on fvo.org.uk/events but the best route is probably to sign up for FVOmail (<https://fvo.org.uk/fvomail/>) or subscribe to the facebook group (<https://www.facebook.com/forthvalleyorienteers/>).

What other changes are planned?

We may add some extra functions behind the scenes to make it easier to manage which local authorities are permitted to attend for covid reasons, and will likely automated selection of the age/membership category in the next big release. We will also try to integrate with the BOF/SOA membership list so changes are automatically up to date, this may also help us manage shadowing for under 16's better.