



## **OBU Subs System: Customer Guide**

### **1. Overview**

OBU uses a ticket system developed by one of our sponsors, Dash Tickets. This system has been adapted to meet the specific requirements of OBU for collecting subs as well as being a method for other revenue collection items such as Sevens Tickets. The system is also at its heart a traditional event 'ticket system', so OBU also uses this for events such as the Black Tie Dinner & Old Timers Day Lunch.

Dash Tickets is a Wellington grown, innovative business which have proven themselves to be very successful in the highly competitive ticketing industry.

### **2. Why Does OBU Use This?**

The OBU subs system has proven to be very valuable for OBU, with players subs collection increasing by over 50% and supporters subs collection increasing by over 100% since its introduction in 2012. It is a convenient and easy to use system for subs payers and provides an immediate GST invoice/receipt which is emailed at the completion of the transaction.

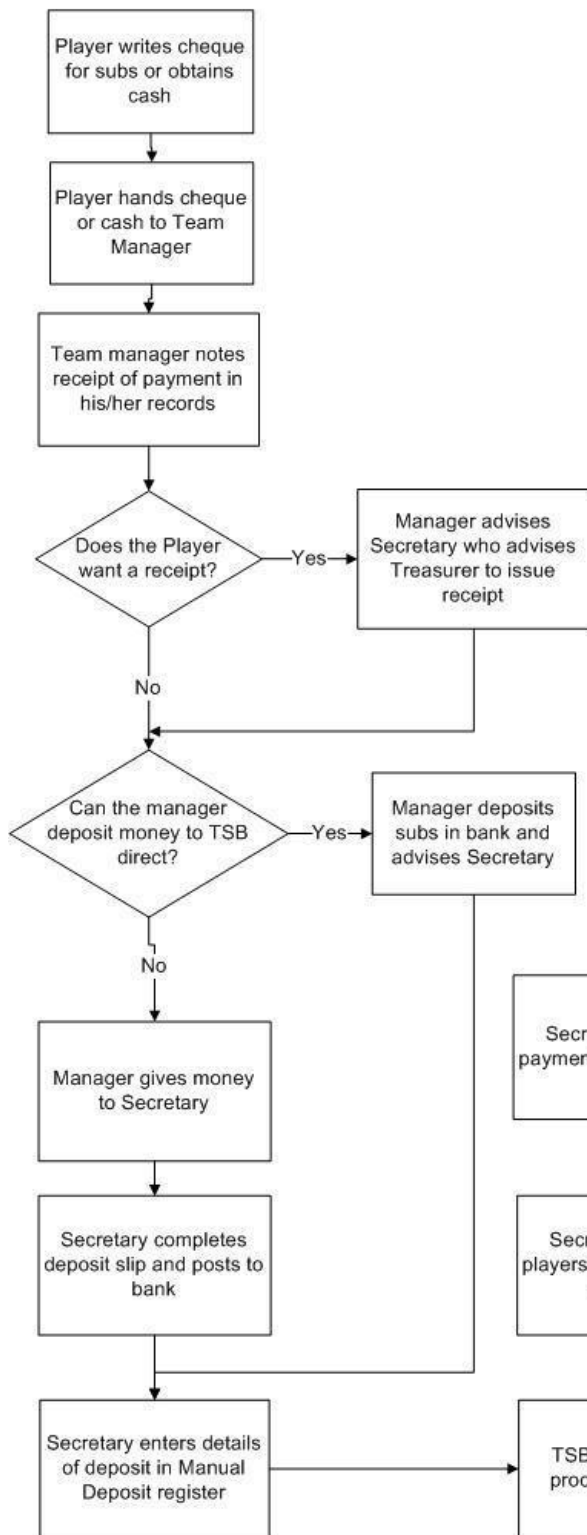
The Dash System is very secure in terms of payment processing and all and any information collected by this system is only available to OBU and is essentially identical information as already provided in the OBU/NZRU Registration system.

The system makes reconciliations easy and as subs payers also sign up as a 'Dash Customer' they have complete access to past payments and can control their information.

Future developments of the OBU/Dash system will include the introduction of 'smart cards'. This will link a physical 'OBU Membership Card' to the system and will be used to provide members with sponsors' promotions (cheaper drink rates at the Cambridge!) and individuals will be able to 'load up' OBU events that requires payment, rather than printing hard copy tickets.

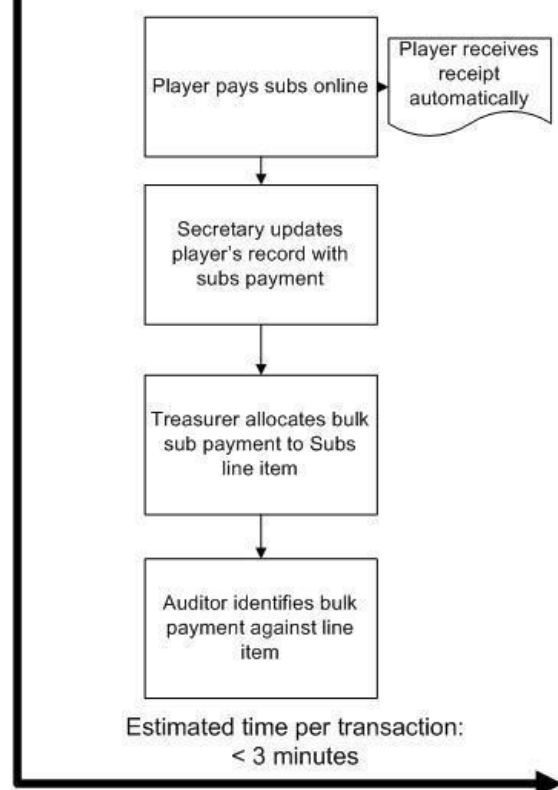
The traditional method of collecting subs was inexact at best. All sorts of problems occur when multiple people are handling cash or cheques. In 2012, the few remaining people who paid with cash / cheques were responsible for using over 95% of the time spent overall in subs, refer to the next page for a diagram showing the comparison between the subs processes:

### Subs paid manually



Estimated transaction time:  
>3 hours over 7 days each

### Subs paid via Dash System



Estimated time per transaction:  
< 3 minutes

### 3. System Features

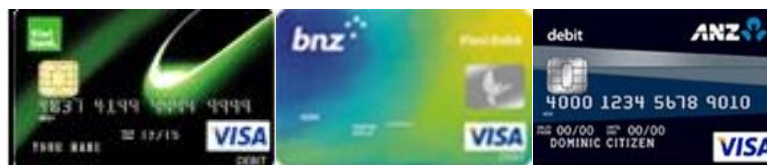
The Dash system provides a number of useful features to help make subs & donations payment easy:

The system accepts standard credit cards



and is fully encrypted to ensure confidentiality and security of payment.



It also has an internet banking or direct deposit option, so you can pay from your bank account. The credit card option is also used for Debit Cards, which act like standard credit cards, but accesses funds direct from your bank account, rather than loading it onto a credit card bill.






There is also an 'instalments' feature, this allows customers to select the number of weeks/fortnights/months they wish to pay and the system automatically calculates and processes each time the correct amount on the correct dates. (note: this feature is only available for use with credit and debit cards and on specifically identified 'events').

Signing up as a Dash customer also allows you to access all events Dash Tickets covers.

*popular events*

 <p>Lil B (The BasedGod) 12 Jun 2013, 8:00pm</p>	 <p>CHRISTCHURCH SYMPHONY ORCHESTRA 2013 SEASON UPCOMING CONCERTS &gt;</p> <p>CSO 2013</p>
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*upcoming events*

 <p>Andrew Newton Thu 6 Jun 2013, 7:15 pm Samuel Marsden School Hall, Wellington</p>	<a href="#">find tickets</a>
 <p>The Breakfast Club Thu 6 Jun 2013, 8:00 pm Gryphon Theatre, Wellington CBD</p>	<a href="#">find tickets</a>
 <p>Joseph and The Amazing Technicolor Dreamcoat Fri 7 Jun 2013, 7:30 pm Majestic Theatre - Masterton, Masterton</p>	<a href="#">find tickets</a>

#### 4. Fees

The fees charged for using the OBU system are on top of the advised subs (or ticket) price.

These include:

- \$1 'booking fee' per person/transaction – covers Dash base processing cost
- Credit cards fees (normally 2.5% as charged by your credit card provider) or;
- \$2 Direct deposits fee as charged by your bank)

#### Credit Card

**cart** cart expires in: 10:43

2013 Subs Late Payers  
26 August 2013, 11:00pm

Old B

Senior Player x 1  
\$150.00 + \$1.00 Booking Fee

**remove**

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Sub total: \$151.00 NZD

Credit Card Fee: 2.50%

**TOTAL: \$154.78 NZD**

#### Direct Deposit

**cart** cart expires in: 12:03

2013 Subs Late Payers  
26 August 2013, 11:00pm

Old B

Senior Player x 1  
\$150.00 + \$1.00 Booking Fee

**remove**

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Sub total: \$151.00 NZD

Direct Deposit Fee: \$2.00 NZD

**TOTAL: \$153.00 NZD**

## 5. Instalments

If you wish to pay by 'instalments', the instalments option is used. There is an additional flat fee of \$5 that is added only once and to the first instalment payment.

The instalments option can only be used to fit in with the time remaining on the subs 'event', this means if you wish to take advantage of the early bird rates but wish to pay it over a couple of months, you will have to work out how many payments you wish to make between (say) 6 March (date of your first payment) and 26 April (cut off for Early Bird), so on \$100 early bird sub, this could be 4 x fortnightly payments of \$25 (6 Mar, 20 Mar, 3 Apr & 17 Apr) or 8 weekly payments of \$12.50 or 2 monthly payments of \$50.

The 'instalments' option on the system is only for use with credit/debit cards. If you want to pay by instalments using Direct Deposit, you will need to email the Secretary advising how much and how often you wish to pay and use the 'Donation' option for each instalment. This will incur \$1 'booking' fee plus \$2 direct deposit fee per transaction.

Instalments allow you to pay off your order over time. Please select how often you would like your credit card to be charged.

I want to pay  in  instalments.

Initial payment:	<b>\$44.61 NZD</b>
Additional payments every fortnight until 18 July 2013	\$38.43 NZD
Overall Total:	<b>\$159.90 NZD</b>

If you have significant financial stress and would like to pay your subs by instalments over a longer period of time, please contact the Secretary at [obu@cv2.co.nz](mailto:obu@cv2.co.nz) who will provide you with a different link to a different system that will be able to spread the load a load wider.

## 6. Getting Started

There are two ways to get started, either 6(a) click on a link for an existing 'event' or subs (as sent in OBU bi weekly emails) or 6(b) go direct to [www.dashtickets.co.nz](http://www.dashtickets.co.nz) and sign up as a customer, then search for the 'event' you are looking for (i.e 'OBU subs')

### 6(a) Go via email link

Click on the emailed link:


From: Richard Boag <rboag@cv2.co.nz>  
To: obu@cv2.co.nz  
Cc:  
Subject: OBU at a Glance: Weekly Draw Weekend Saturday 25 May 2013

Message OBU Weekly Draw 2013.pdf (176 KB)

Subs are now due, click here to get your membership up to date: [OBU Subs 2013](#)

Upcoming events:

Black Tie Dinner 25 May.

**Richard Boag**  
Secretary  
  
Old Boys – University RFC  
Post Box 710  
Wellington  
Telephone: 021-522-257  
e-mail: [rboag@cv2.co.nz](mailto:rboag@cv2.co.nz)  
Web: [www.oburugby.com](http://www.oburugby.com)

You will then go to this screen, select correct option and click 'Add to Cart'

*find tickets*

Standard Tickets		
Ticket Type	Price	Qty
Senior Player	\$150.00	0 <input type="text"/>
Age Grade / Student	\$100.00	0 <input type="text"/>
Supporter / Vice President	\$100.00	0 <input type="text"/>
Supporter email only	\$25.00	0 <input type="text"/>
Vice President out of Wellington	\$50.00	0 <input type="text"/>
Donation	-	0 <input type="text"/>

[add to cart](#)

Then you will be asked to either login or register as a new customer, 'click register':

**login**

Please enter your Dash account details to login

Email:\*

Password:\*

Show password

**login**

[Forgot password?](#)

Have a Facebook account?

**login with facebook**

I'm a new customer

**register**

Enter your details:

**register**

To register for a Dash account please enter the following details, please note the mandatory fields \*

Email:\*

Password:\*

Confirm:\*

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First Name:\*

Last Name:\*

Date of Birth:\*

We need this because some events have age restrictions.

Gender:\*

Contact Phone:\*  ?

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Address:\*

Country:\*

Indicate whether you'd like correspondence from Dash Tickets and click Register:

Auckland

Find Post Code

to email & text me about upcoming events

Terms and Privacy

erates on a secure 128-bit encrypted server and has policies. By clicking "Register" you accept the Dash tickets's Terms of Use and Privacy Policy.

**register**

You will then go to the payment options and purchase screens:

Select payment method

✓ Tickets successfully added

Select Payment Method:  Credit Card  Direct Deposit  Instalments

*payment details* Select Saved Credit Card

Card Number:

VISA MasterCard American Express Diners Club

Expiry Date: MM YY

Security Code:

Save my credit card details for later

or

✓ Tickets successfully added

Select Payment Method:  Credit Card  Direct Deposit  Instalments

*payment details*

You have selected to pay by **direct deposit**, you will be given the payment details is complete, you will have 48 hours to deposit before your order is removed.

or

✓ Tickets successfully added

Select Payment Method:  Credit Card  Direct Deposit  Instalments

*instalment details*

Instalments allow you to pay off your order over time. Please select how often you would like to pay.

I want to pay weekly in 2 instalments.

Initial payment:	\$83.03 NZD
Additional payments every week until 13 June 2013	\$76.87 NZD
Overall Total:	\$159.90 NZD



Make sure 'Ticket Insurance' is not selected



Fill in the relevant details then click Purchase.

It should be self-explanatory from here on. An email will be sent with your GST receipt and a subs 'ticket' for your records.

### 6(b) Go via Dash direct

Enter [www.dashtickets.co.nz](http://www.dashtickets.co.nz) in your browser and click register



Enter your details:

A screenshot of the "register" form on the website. The heading "register" is at the top left. Below it, a message says "To register for a Dash account please enter the following details, please note the mandatory fields \*". The form contains the following fields:

- Email:\* (text input)
- Password:\* (text input)
- Confirm:\* (text input)
- First Name:\* (text input)
- Last Name:\* (text input)
- Date of Birth:\* (Day, Month, Year dropdown menus)
- Gender:\* (Male dropdown menu)
- Contact Phone:\* (text input with a question mark icon)
- Address:\* (text input)
- Country:\* (New Zealand dropdown menu)

Indicate whether you'd like correspondence from Dash Tickets and click Register:

Auckland

Find Post Code

to email & text me about upcoming events

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erates on a secure 128-bit encrypted server and has policies. By clicking "Register" you accept the Dash tickets's Terms of Use and Privacy Policy.

**register**

Then use Search to find OBU Subs

obu subs

**search**

Search Results for obu subs (2)

All Regions All Months

**find tickets**

2013 Subs Late Payers  
Mon 26 Aug 2013, 11:00 pm  
Cambridge Hotel, Wellington CBD

Click on the link 'Find Tickets', select option and click 'Add to Cart'

*find tickets*

Ticket Type	Price	Qty
Standard Tickets		
Senior Player	\$150.00	0
Age Grade / Student	\$100.00	0
Supporter / Vice President	\$100.00	0
Supporter email only	\$25.00	0
Vice President out of Wellington	\$50.00	0
Donation	-	0

**add to cart**





## Select payment method

✓ Tickets successfully added

Select Payment Method:  Credit Card  Direct Deposit  Instalments

*payment details* Select Saved Credit Card

Card Number:

Expiry Date: MM  / YY

Security Code:

Save my credit card details for later

or

✓ Tickets successfully added

Select Payment Method:  Credit Card  Direct Deposit  Instalments

*payment details*

You have selected to pay by **direct deposit**, you will be given the payment details is complete, you will have 48 hours to deposit before your order is removed.

or

✓ Tickets successfully added

Select Payment Method:  Credit Card  Direct Deposit  Instalments

*instalment details*

Instalments allow you to pay off your order over time. Please select how often you would like to pay.

I want to pay  in  instalments.

Initial payment:	\$83.03 NZD
Additional payments every week until 13 June 2013	\$76.87 NZD
Overall Total:	\$159.90 NZD

Make sure you 'un-click' 'Ticket Insurance'

✓ Tickets successfully added

*ticket insurance*

Yes I would like to include Ticket Insurance of \$4.00 Per Ticket

Fill in the relevant details then click Purchase.

It should be self-explanatory from here on. An email will be sent with your GST receipt and a subs 'ticket' for your records.