



# TEAM MANAGER GUIDE FOR DEFERRED TEAMS

Welcome to the teams challenge for the Gold Coast Airport Marathon 2017! We can't wait to host your team on the 1<sup>st</sup> and 2<sup>nd</sup> of July on the Gold Coast!

For any queries on teams throughout the lead up please contact: [teams@goldcoastmarathon.com.au](mailto:teams@goldcoastmarathon.com.au)

## Team Manager Portal

To assist you with managing your team, you have 24/7 access to the team manager portal:  
<http://entergoldcoastmarathon.com.au/teammanager/>

Login with the details that you set-up when creating your team.

The team manager portal allows you to:

- View your team list
- Download your team list
- Claim your team discount and process your team payment

### Paid Entrants

This tab will provide you with a list of all team members that have been paid for.

### Unpaid Entrants

This tab will provide you with a list of those members who have joined your team and are still to be paid for.

### My Receipts

Once payment has been made, a receipt will appear here for you to view, download and print.

### Entrant List Export

Your team list exports into excel format and includes the following fields:

- Entrant Name
- Gender
- Email address
- Phone numbers
- Confirmation code
- Entry Added (date entrant registered)
- Entry Accepted (date entry was paid)
- Race entered and entry fee (not including 10% entry fee discount)
- T-Shirt size
- Additional items ordered – iTaB, Cancer Council donations, Garmin Legends Lunch tickets
- Total cost of registration (not including 10% entry fee discount)

Please note: Entries are not confirmed until the team payment has been completed.

If team members need to check if they have registered successfully, you can log in to your team manager section via the instructions below and check your 'Unpaid Entrants list'.

### Registration Fees:

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All team entries received up to 30<sup>th</sup> April are valid for a teams 10% discount upon bulk payment. Please read the team payment details carefully as discounted fees will NOT appear when team members complete their registration. The teams discount will be calculated once the team discount code has been applied when completing your team payment.

Event	Race Day	Early Bird ends 30 April 2017		Standard from 1 May 2017	
		AUS/NZ	Other	(AUS/NZ)	Other
Gold Coast Airport Marathon	Sunday 2 July	\$135.00	\$155.00	\$155.00	\$175.00
Wheelchair Marathon	Sunday 2 July	\$135.00	\$155.00	\$155.00	\$175.00
ASICS Half Marathon	Sunday 2 July	\$99.00	\$119.00	\$119.00	\$139.00
15km Wheelchair Race	Sunday 2 July	\$60.00	\$80.00	\$80.00	\$100.00
Southern Cross University 10km Run	Saturday 1 July	\$60.00	\$80.00	\$80.00	\$100.00
5.7km Challenge	Saturday 1 July	\$45.00	\$65.00	\$65.00	\$85.00
Junior Dash (4km & 2km)	Saturday 1 July	\$25.00		\$45.00	

**PLEASE NOTE:** Team Members can still join your team after 30<sup>th</sup> April they will just need to pay for their own registration and will not be entitled to the team bulk discount.

## Making Team Changes:

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### Adding People to your Team

If someone has registered as an individual and forgotten to enter your team name they can be added to your team by the Event Organisers. To add someone to your team, email their full name, event entered and DOB to [teams@goldcoastmarathon.com.au](mailto:teams@goldcoastmarathon.com.au).

Please note:

- You will not be paying for this person in the final payment (as they have already paid)
- They will not be able to access the 10% team discount
- Once they are added, they will appear in your Paid Entrants list
- They will count towards your total team numbers for the largest team award (if entered by 31<sup>st</sup> May)

### Making Changes

If a team member has entered incorrect details such as incorrect spelling of their name, date of birth, or t-shirt size, please ask them to utilise the edit my entry function on their confirmation email or via the [HELP DESK](#).

### Entering more than one Event

If you have team members that would like to enter two (2) events (e.g. the 5.7km Challenge and the Half Marathon), please ask them to add their middle initial to their second entry. For example: Entry 1- John Smith, Entry 2 -John E Smith.

### Race Changes

If your team members wish to change from one event to another they will need to submit a race change request form via the edit my entry function on their confirmation email or via the [HELP DESK](#).

Please note: Refunds are not available for any downgrades. Any upgrades will require the payment of a fee difference by MasterCard or Visa.

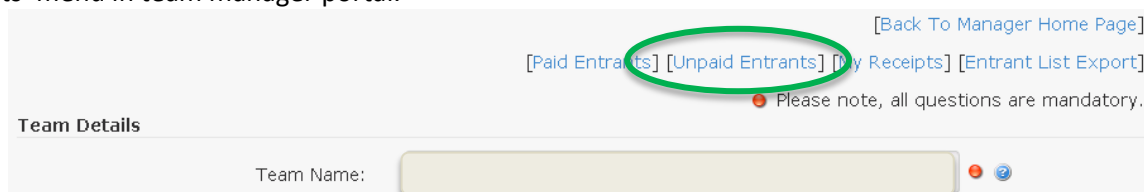
### Entry Transfers

If one of your team members can no longer participate they can transfer their registration to another individual. Please complete an Entry Transfer via the edit my entry function on their confirmation email or the [HELP DESK](#).

Please note that partial transfers will not be accepted.

### Deleting a team member

If you need to delete someone from your team prior to making payment, you can do this from the 'Unpaid Entrants' menu in team manager portal.



The screenshot shows the 'Team Details' section of the Team Manager portal. At the top right, there is a link '[Back To Manager Home Page]'. Below it, a navigation bar contains four links: '[Paid Entrants]', '[Unpaid Entrants]', '[My Receipts]', and '[Entrant List Export]'. The '[Unpaid Entrants]' link is circled in green. Below the navigation bar, there is a red dot icon followed by the text 'Please note, all questions are mandatory.'. At the bottom, there is a 'Team Name:' label followed by a text input field and two small icons (a red dot and a question mark).

Use the 'Delete' link beside the team member to remove them from the team.

Pending Team Members (Entry Fee Not Yet Received)				
First Name	Last Name	Email	Acceptance Date	Delete
Lisa	Broidy			Delete
Mark	Taylor			Delete

Please note: once a team member has been deleted from your team, it cannot be reversed. If you have deleted a team member in error, they will need to register again.

## Team Awards

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All teams entered will be eligible for the following Awards. Winning teams will receive web and social media recognition along with a plaque.

### Largest Team

This awards the largest teams in each category, based on the final number of entrants as at 31<sup>st</sup> May 2017. Winners will be announced on race weekend and teams will be able to collect their plaques on their chosen day.

### Good Times Award

This awards the best team spirit leading up to and on race weekend. Don't forget to post pictures of your team training via Social Media and kit yourselves out in team attire! Winners will be announced post event and plaques sent via post.

## Details to Note:

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<b>Registration Opens:</b>	Tuesday 6 <sup>th</sup> December 2016
<b>Early Bird Registration Ends:</b>	Sunday 30 <sup>th</sup> April 2017
<b>Deferred Team Payment Option Ends:</b>	Sunday 30 <sup>th</sup> April 2017
<b>Final Deferred Team Payment due:</b>	Friday 5 <sup>th</sup> May 2017
<b>Team Competitions Close:</b>	Wednesday 31 <sup>st</sup> May 2017
<b>Team Entries for Group Collection Close:</b>	Wednesday 31 <sup>st</sup> May 2017

### Things to note:

- Individuals can still be added to your team after the Deferred Team Payment deadline, however they will need to pay individually after this date and will not be entitled to the 10% team discount.
- Individuals can still be added to your team after Wednesday 31<sup>st</sup> May however they will not be counted towards the final count for the team prizes or eligible for inclusion in your group collection
- You can close your team at any time, please email [teams@goldcoastmarathon.com.au](mailto:teams@goldcoastmarathon.com.au) to request closure.
- You can make payment at any time for your team via credit card or account to account, please just remember to add the team discount code each time before making payment. You will know that the discount code has been successful as the discounted rate will appear.
- If you don't reach 20 team members you can still pay for your team members in one transaction, however you will not be eligible for the 10% team discount. You will however still be considered as a team and be in the running for the 2017 Gold Coast Airport Marathon Team Awards.

### Individual Collection

If you have selected individual collection, please remind your team members that they will need to collect their race number from the Check In Centre they have indicated on their registration. All race numbers need to be collected prior to race day.

#### **Brisbane**

Royal International Convention Centre (Royal ICC)  
Brisbane Showgrounds, 600 Gregory Terrace, Bowen Hills, Brisbane, Queensland 4006  
Saturday 24 June 2017 (10am - 4pm)

#### **Gold Coast**

Gold Coast Convention & Exhibition Centre, Broadbeach

- Thursday 29 June 2017 (4pm - 8pm)
- Friday 30 June 2017 (10am - 8pm) – *final collection for Saturday races*
- Saturday 1 July 2017 (9am - 5pm)

### Group Collection

If you have elected group collection, you will be contacted at the beginning of June to organise a collection appointment time.

Appointments will be during the Check In Centre hours above. Remember, if you have team members competing in Saturday events, collection will need to be on Friday 1 July, at the latest.

Remember to remind your team members that you will be collecting their kits on their behalf and that they do **not** need to go to the Check In Centre. If a team member comes to the Check In Centre, they will **not** be able to individually collect their race number.

## Tent Packages and BYO Tents

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A range of tent packages are available covering a number of areas at Race Precinct.

Team tents are available exclusively to pre-registered teams for Saturday 1 July and/or Sunday 2 July.

How to book:

Booking your team tent will soon be available via your team manager login. Tent bookings are booked on a first in first served basis and numbers are limited so get in early! All team managers will be emailed once Tent Bookings become available.

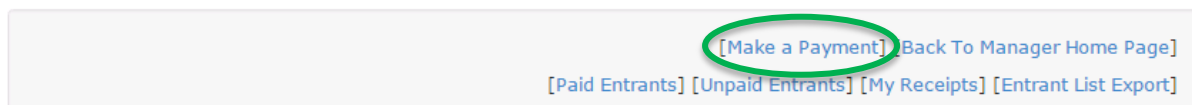
BYO Tent Area:

The BYO area is allocated on a first in, first served basis on race weekend and no bookings are taken. The BYO area is not serviced and no barbecues, power or furniture are able to be hired. There are strictly no BYO barbecues in this area and there will be a 1 tent limit per team.

## Processing Your Team Payment

1. You are welcome to make a payment at any time with credit card or account to account however please note for those teams registering over 20 members and taking advantage of the team discount, this is only available once you have reached the minimum of 20 members.

To make payment, please select **Make a Payment** from your team managers menu.



2. Select all team members you wish to make payment for using the checkboxes.

*If you wish to pay for all team members in one transaction, select the checkbox beside "First Name" to select all team members. **IMPORTANT** – A minimum of 20 team members must be selected for the discount to apply. Once you have calculated the discount and made your first payment of 20 or more entries, all subsequent payments are not required to have a minimum of 20 entries.*

Select the pending team members to make a payment for.

<input checked="" type="checkbox"/>	First Name	Last Name	To Pay	Email
<input checked="" type="checkbox"/>	Jane	Doe	\$135.00	teams@goldcoastevents.com.au
<input checked="" type="checkbox"/>	John	Smith	\$99.00	teams@goldcoastevents.com.au

3. In the promo code section at the bottom of the page, type **TEAMS17** and click **Apply Promo Code**.

### IMPORTANT

This field appears right at the very bottom of your team list. If you do not complete this step, the discount will not be applied. Once payment has been applied if this step has not been done, no refund will be given for the discount amount. Please note that the discount will only be applied if you are paying for 20 people or more.

[Apply Promo Code](#)

Once the discount has been applied, the discount amount will be listed next to each team member. Check the discount amounts and ensure you have ticked the checkbox for all team members you are payment for. Click **Next** when ready to process your payment.

*Please note, the system will take a few minutes to calculate the discount before displaying the fees due. Please be patient while the system processes.*

Select the pending team members to make a payment for.

<input type="checkbox"/>	First Name	Last Name	To Pay	Discount	Email
<input type="checkbox"/>	Jane	Doe	\$121.50	\$13.50	teams@goldcoastevents.com.au
<input type="checkbox"/>	John	Smith	\$89.10	\$9.90	teams@goldcoastevents.com.au

**Please note:** The Teams Discount is not valid for additional items such as iTaBs, Cancer Council Donations and Championship entry fees.

4. The 10% discount will be deducted off the total for all team members. Review the total amount due and follow the instructions below to make payment.

The surcharge applicable for credit card payments is also displayed. A surcharge does not apply to payments made via Account2Account, Cheque or Direct Debit.

The payment total for 25 team members is \$1,344.00  
Plus a 1.5% credit card surcharge of \$20.16  
Total due = \$1,364.16

### PAYMENT VIA CREDIT CARD

(MasterCard/Visa – 1.5% surcharge applies)

Click **Next**. Select your payment method as **MasterCard/Visa/ChinaUnion**. Complete your credit card details and click **Submit**. Do not click 'Back' or 'Submit' as it may take a while for the payment to process.

**Choose Payment Method:**

☒ MasterCard / Visa    ☐ Account2Account    ☐ Invoice

**Note:** 1.5% surcharge applies to all payments via Credit/Debit Card (MasterCard / Visa)  
**\$0.00**

**Direct transfer via your online banking provider**  
(You must have online banking set up with a supported bank to use this service.  
No additional surcharges apply.)

Please ensure that this invoice is paid by Friday 5th May 2017.  
Bank Account details will be listed on your invoice.

**Payment Checkout**

Amount: 1364.16 (AUD)

**Credit Card Payment**

Card Number:\*

Card Holder Name:\*

Expiry Date (MM/YY):\*

Card Security Code:  [What is this?](#)

## PAYMENT VIA ACCOUNT2ACCOUNT

Click **Next**. Select your payment method as **Account2Account**. Follow the on screen instructions and complete payment.

Do not click 'Back' or 'Submit' as it may take a while for the payment to process.

**Choose Payment Method:**

<input type="button" value="MasterCard / Visa"/>	<input type="button" value="Account2Account"/>	<input type="button" value="Invoice"/>
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**Note:** 1.5% surcharge applies to all payments via Credit/Debit Card (MasterCard / Visa)  
**\$0.00**

**Direct transfer via your online banking provider**  
(You must have online banking set up with a supported bank to use this service.  
No additional surcharges apply.)

Please ensure that this invoice is paid by Friday 5th May 2017.  
Bank Account details will be listed on your invoice.

**Payment Checkout**

Amount: 1344.00 (AUD)

**account2account**

1 SELECT BANK   2 BANK LOGIN   3 SELECT ACCOUNT   4 REFERENCE DETAILS   5 PAYMENT VERIFICATION

### ACCOUNT2ACCOUNT Supported banks:





## PAYMENT VIA INVOICE, CHEQUE OR MONEY ORDER

Click **Next**. Select your payment method as **Invoice**.

**Choose Payment Method:**

MasterCard / Visa

Account2Account

**Invoice**

**Note:** 1.5% surcharge applies to all payments via Credit/Debit Card (MasterCard / Visa)

**\$0.00**

**Direct transfer via your online banking provider**  
(You must have online banking set up with a supported bank to use this service.  
No additional surcharges apply.)

Cancel

Please ensure that this invoice is paid by Friday 5th May 2017.  
Bank Account details will be listed on your invoice.

Your invoice will be generated for payment due by Friday 5<sup>th</sup> May.

Direct Credit Account Details:

Please ensure you include your invoice number or team name on your payment.

St George Bank

Account Name: Gold Coast Events Management Ltd

BSB: 114-879

Account Number: 476 230 346

Cheque or money order are payable to "Gold Coast Airport Marathon" and are to be sent to:

**Team Registrations, Events Management QLD, PO Box 4920, GCMC, QLD 9726**

(Please include a note with the team name for efficient processing of your team payment)

- Once payment is received (by any of the above methods), a receipt will be available in the 'My Receipts' tab of your Team Manager page and paid team members will appear in the 'Paid Entrants' list. Team members will also receive a confirmation of entry to their nominated email address.

[\[Make a Payment\]](#) [\[Back To Manager Home Page\]](#)

[\[Paid Entrants\]](#) [\[Unpaid Entrants\]](#) [\[My Receipts\]](#) [\[Entrant List Export\]](#)

Please note, all questions are mandatory.

**Team Details**

Team Name:

## PAYMENT DEADLINE: ALL DEFERRED PAYMENTS ARE DUE FRIDAY 5 MAY 2017.

Please note that a large volume of teams will be making payments during this period. We appreciate your patience during this time.

**PLEASE NOTE:** if you are paying for a large team the system can take a few minutes to calculate payments and apply the discount. **Do not** click refresh at any stage as this will restart the process.

For further information and queries please contact [teams@goldcoastevents.com.au](mailto:teams@goldcoastevents.com.au)