



Troubleshooting Payments and Memberships

Troubleshooting

I. *PayPal checkout does not open when prompted*

Please check your web browser security settings to ensure you do not have 'pop-ups' blocked. The PayPal Checkout is considered a 'Pop-up' and will not work if this is enabled. Alternatively, try a different web browser. We have found Chrome and Microsoft Edge work best.

II. *Membership confirmation email, or details of how to pay by direct deposit have not been received*

Please check your junk or spam folder for an email containing this information. Contact australasiansocietyaspab@gmail.com if you require additional help.

III. *Direct deposit payment sent but membership not confirmed*

Memberships paid by direct deposit are not activated until payment has been received by ASPAB and matched to your registration. Please allow up to 14 days for processing. If your membership has not been activated after this time, contact us at australasiansocietyaspab@gmail.com and **provide proof of payment**.

IV. *Wrong email address was entered at checkout or email address used for PayPal does not match the email address provided in the ASPAB registration*

The email address used for payment **must** match the email address used to register for ASPAB membership, as this is how our portal recognises payments are associated with accounts. Contact australasiansocietyaspab@gmail.com if you think you may have used a different or incorrect email address.



FAQs

Q. Do I need to create or have an existing PayPal account to pay my membership by card?

A. No. When selecting the PayPal payment button, select 'Pay By Card' (instead of 'Login') and enter your card details. At the bottom of the PayPal Popup, ensure the toggle slider is turned off next to the question asking 'Save information & create your Payal account'. After confirming payment, follow the prompts back to the ASPAB Membership Registration page.

The screenshot shows the PayPal checkout page in a Google Chrome browser. The URL is paypal.com/checkoutweb/signup?atomic-event-state=eyJkb21haW4iOiJzZGt.... The page includes a 'State/territory' dropdown menu, a 'Postcode' input field, and a checked checkbox for 'Shipping address same as billing address'. A red oval highlights the toggle switch for 'Save information & create your PayPal account', which is currently turned off. Below this, there is a link to 'Collection Notice and Privacy Statement' and a 'Pay Now' button. At the bottom, there is a link for 'Have a PayPal account? Log in'.

Q. Will I receive a tax invoice or payment receipt?

A. A payment confirmation email is automatically generated after successful payment. Please check your spam or junk email if not received within 48 hours. Payments completed by direct bank deposit may take additional time. If you require a replacement receipt or tax invoice, please contact us.

Q. Why is GST not listed on the tax receipt?

A. ASPAB is not registered for GST and therefore does not charge GST on membership fees.

Q. Can I pay for a membership that lasts more than 3 years?

A. Currently our membership portal only supports single year, three year or recurring membership payments. Other variations are not supported.



Q. How can I check the status of my membership?

A. Log in to the membership portal to view your current membership status and expiry date. If you are unable to access your account, please contact us for assistance.

Q. Can I transfer my membership to another person?

A. Memberships are non-transferable and can only be used by the individual who registered.

Q. What happens if my recurring membership payment fails?

A. If a recurring payment cannot be processed, your membership may lapse. You will need to update your payment details through PayPal or renew your membership manually.

Q. Can I cancel a recurring membership?

A. Yes. Recurring payments can be cancelled through your PayPal account. Cancelling future payments will not affect any membership period that has already been paid for.

Q. Who should I contact if I need help with my membership?

A. Please contact australasiansocietypab@gmail.com and include your full name and a description of the issue.

Q. I already have an ASPAB account. Should I register again when renewing?

A. No. Log in using your existing ASPAB account before making your renewal payment. Creating another account may prevent the payment from being correctly associated with your existing membership.