



eMber+ MEMBER PACK PLATFORM USER GUIDE

Gone are the days of receiving the same standard Membership Pack. In partnership with TPF Sports we are launching eMber+, a new bespoke Member Pack platform.

Using Member Pack Credits, 2022 Members will have the power to select their own items to customise their packs.

Each Member will have entitlements and credits loaded to their eMber+ account, allowing them to redeem items and shop the wide range of Member Exclusive Merchandise.

Please find below a step-by-step guide on how to customise your 2022 Membership Pack.

STEP 1: INTRODUCTION EMAIL

Each Primary Account Holder will receive an introductory email with a link to the eMber+ platform.

The email will also provide your **username**, which you will need to establish your eMber+ account.

Click the link in the email to reach the eMber+ website.



Hi Terry,

In 2022, it's YOUR PACK YOUR WAY!

You're all set to start customising your Bulldogs Membership pack and to shop our brand-new range of exclusive add-ons.

Get started using the link below

<https://bulldogs-uat.emberplus.com.au/home>

Your username is: **1111**

Once you reach the Home page click "Begin Here" to start your Member Journey.

On the Login page click "Reset it now" and enter your username to set your password.

As the Primary Account Holder, you are receiving this email on behalf of all Secondary Account Holders linked to your account. You are required to share this information with the other members of your group and select their pack items in addition to your own.



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STEP 2: BEGIN HERE

Once on the landing page of the eMber+ website click **"BEGIN HERE"**.



STEP 3: RESET PASSWORD BUTTON

Once on the login page of the eMber+ website click **"Reset it now"** to set your password.



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Input your username which was stated in the introductory email and click “SUBMIT”

Reset Your Password



SUBMIT

STEP 4: PASSWORD RESET

The Primary Account Holder will receive an email with a link to finalise setting the password.

Click the link in the email to set the password.

Subject

Forgot your password?

YOUR PACK
YOUR WAY



Hi Terry,

We heard you need a new password?

You can reset your password by clicking the link below.

[https://bulldogs-uat.emberplus.com.au/home/new-pasword?
token=ab370bad8c0e467ba8ff2158855793d4](https://bulldogs-uat.emberplus.com.au/home/new-pasword?token=ab370bad8c0e467ba8ff2158855793d4)

Alternately, you can copy and paste the URL into your web browser.

Have a question? Please contact us at bulldogs@emberplus.com.au

Kind regards,
Membership Services Team



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Input new password and click **"SUBMIT"**

Please note, password must be greater than or equal to eight characters and contain upper and lower cases, numbers and one special character.

RESET PASSWORD

 Password

SUBMIT

[Back to login](#)

Once your password has been successfully updated the screen will read **"PASSWORD HAS CHANGED SUCCESSFULLY!"**

Click **"Back to login"** to begin your journey.

The Primary Account Holder will also receive an email to confirm the password has been updated.

RESET PASSWORD

**PASSWORD HAS CHANGED
SUCCESSFULLY!**

[Back to login](#)



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STEP 5: LOGIN TO YOUR ACCOUNT

Once on the login page of the eMber+ website enter your username and newly created password before clicking **“LOGIN”**.

2022 MEMBER

Please enter your username and password to start customising your Canterbury-Bankstown Bulldogs Membership pack.

Username

Password

LOGIN

Forgot your password? [Reset it now](#)

eMber+ is the Canterbury-Bankstown Bulldogs Member Pack Platform. Not a Member? Click [here](#) and join today

STEP 6: BEGIN HERE

The name of the Primary Account Holder as well as the number of Entitlements and value of the Credit will now appear in the top right corner.

Once on the landing page of the eMber+ website click **“BEGIN HERE”**.

Please note, you can click on the name in the top right corner at any time to update the account details.



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STEP 7: ENTITLEMENTS PAGE

The Entitlements page outlines the items available to redeem free of charge without using the credit value to add to the Membership Pack for each individual Member including the Primary Account Holder as well as all Secondary Account Holders.

Toddler and Baby Members will have the ability to redeem a personalised certificate and input the desired name.

Pet Members will have the option to redeem a personalised Pet Tag and input the desired name.

All other Members will be presented with the option to redeem a physical Membership Card and Sticker.

All eligible Members will by default receive an e-card and pdf version of their Membership card via email, but also have the option to redeem a physical card if they wish.

Please note, Members celebrating a milestone year (2,5,10,20,30,40,50,60,70,80 years of Consecutive Tenure) will also have the option to redeem a Loyalty reward.

STEP 8: REDEEM OR OPT-OUT

For each Member, decide whether to Redeem or Opt-Out of receiving the listed item.

To Redeem an item, click the “REDEEM” button

Back to Membership

CARROLL & ODEA OFFICIAL MEMBERSHIP PARTNER

eMember

Terry Lamb

6 Choices \$100.00 Credit

HOME > ENTITLEMENTS

Terry Lamb

Member Pack

Consecutive Tenure: 30

- Members have the option to redeem a physical card and sticker sheet.
- In addition, Members will also receive a credit to shop the Members exclusive range of products.
- Members celebrating a milestone loyalty year will be offered the option to redeem a loyalty certificate and one (1) loyalty reward product.

Loyalty Pack - 30Yr

Bumper Sticker

Membership Card

REDEEM

OPT-OUT

REDEEM

OPT-OUT

REDEEM

OPT-OUT

Once on the page for each individual item, click the “REDEEM” button to finalise the redemption.

For items which can be personalised, enter the desired name.

For Loyalty Rewards, select one of the three items available before clicking “REDEEM”.



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HOME > ENTITLEMENT > LOYALTY PACK - 30YR



LOYALTY PACK - 30YR

Loyalty Pack - 30Yr

\$0.00

Name Input

YOUR NAME

Product Choice



Medallion



Lapel Pin



Pennant

HOME > ENTITLEMENT > BUMPER STICKER



BUMPER STICKER

\$0.00

Quantity: 1

REDEEM

← Back to entitlements



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HOME > ENTITLEMENT > MEMBERSHIP CARD



MEMBERSHIP CARD

\$0.00


Quantity: 1

REDEEM

← Back to entitlements

To Opt-Out of receiving an item, click the “OPT-OUT” button

[Back to Membership](#)


**CARROLL & ODEIA**
OFFICIAL MEMBERSHIP PARTNER


eMber

Terry Lamb

6 Choices

\$100.00 Credit








HOME > ENTITLEMENTS

Terry Lamb

Member Pack
Consecutive Tenure: 30

- Members have the option to redeem a physical card and sticker sheet.
- In addition, Members will also receive a credit to shop the Members exclusive range of products.
- Members celebrating a milestone loyalty year will be offered the option to redeem a loyalty certificate and one (1) loyalty reward product.

Loyalty Pack - 30Yr	Bumper Sticker	Membership Card
		
REDEEM	REDEEM	REDEEM
OPT-OUT	OPT-OUT	OPT-OUT



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Confirm by clicking the **"YES"** button. Please note, once confirmed you cannot reverse this action.

Notification



Are you sure you want to opt-out of receiving this item? This action cannot be reversed.

YES

NO

STEP 9: CONFIRM ENTITLEMENTS


Once each item has been Redeemed or Opted-Out of the number of "Choices" in the top right of the screen will now show as "0" and items will appear in the cart.

To restart the Entitlement selection process, click the **"CLEAR SELECTION"** button, however if an item has already been Opted-Out of the option to **"REDEEM"** will no longer be shown.

Items will show as **"SELECTED"** if you have chosen to Redeem them.

Item will show as **"REMOVED"** if you have decided to Opt-Out of receiving them.

[Back to Membership](#)




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LAWTEAS
OFFICIAL MEMBERSHIP PARTNER


eMber[®]

0 Choices

Terry Lamb

\$100.00 Credit

 5




HOME > ENTITLEMENTS

Terry Lamb

Member Pack
Consecutive Tenure: 30


- Members have the option to redeem a physical card and sticker sheet.
- In addition, Members will also receive a credit to shop the Members exclusive range of products.
- Members celebrating a milestone loyalty year will be offered the option to redeem a loyalty certificate and one (1) loyalty reward product.

Loyalty Pack - 30Yr




SELECTED

Bumper Sticker



SELECTED

Membership Card



REMOVED



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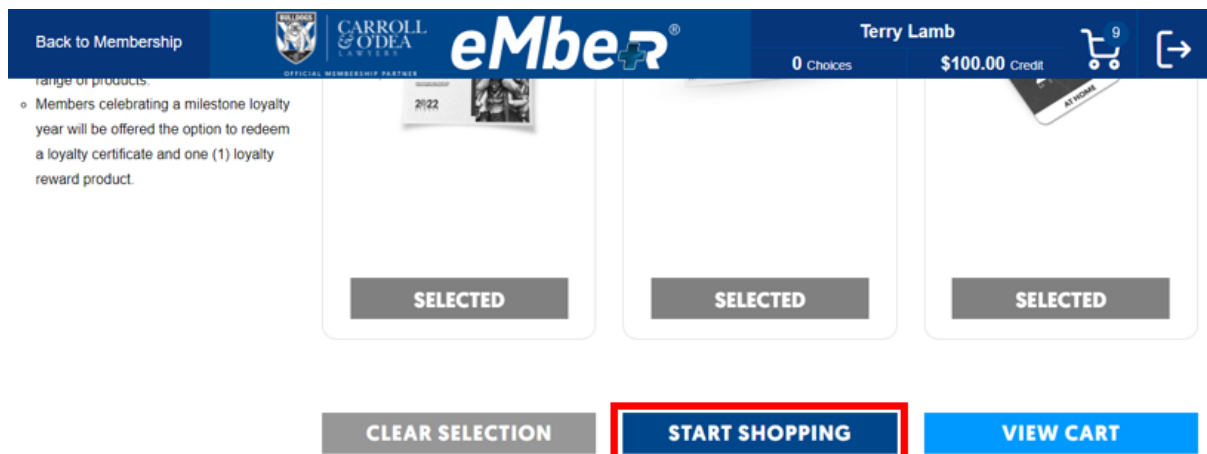
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STEP 10: START SHOPPING

Click the **“START SHOPPING”** button to progress to the Shop page.



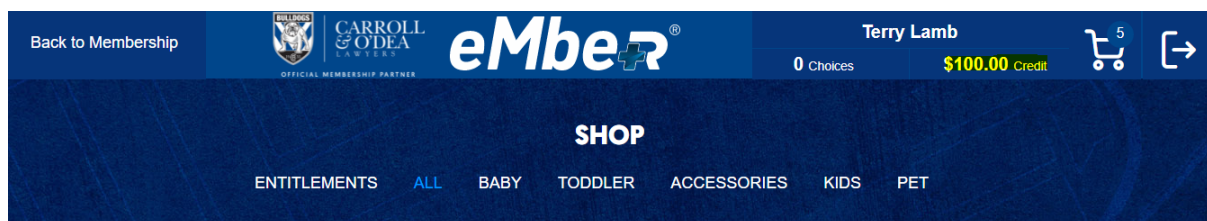
The **Credit value** in the **top right corner** will detail the total Credit available to be discounted from the total value of the order.

Members with an “Adult”, “Concession” or “Junior” price type will receive a **\$50 Credit**.

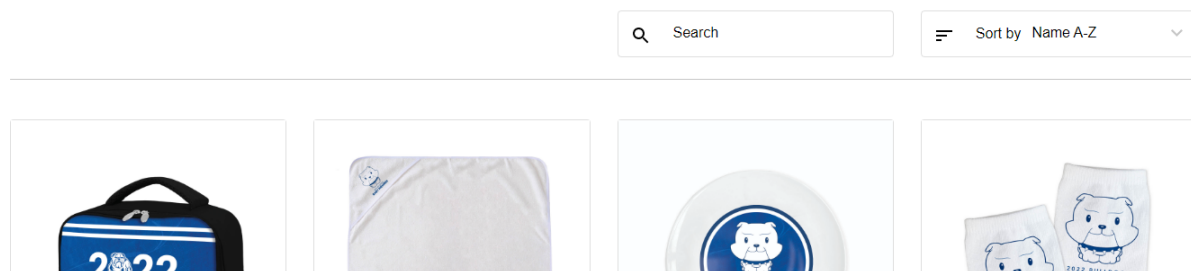
Members with a “Family” price type (2 Adult 2 Junior bundle) will receive a total Credit of **\$180**.

“Pet”, “Toddler” and “Baby” Members also receive a **\$50 Credit**.

Credits can be used for products and postage.



HOME > SHOP



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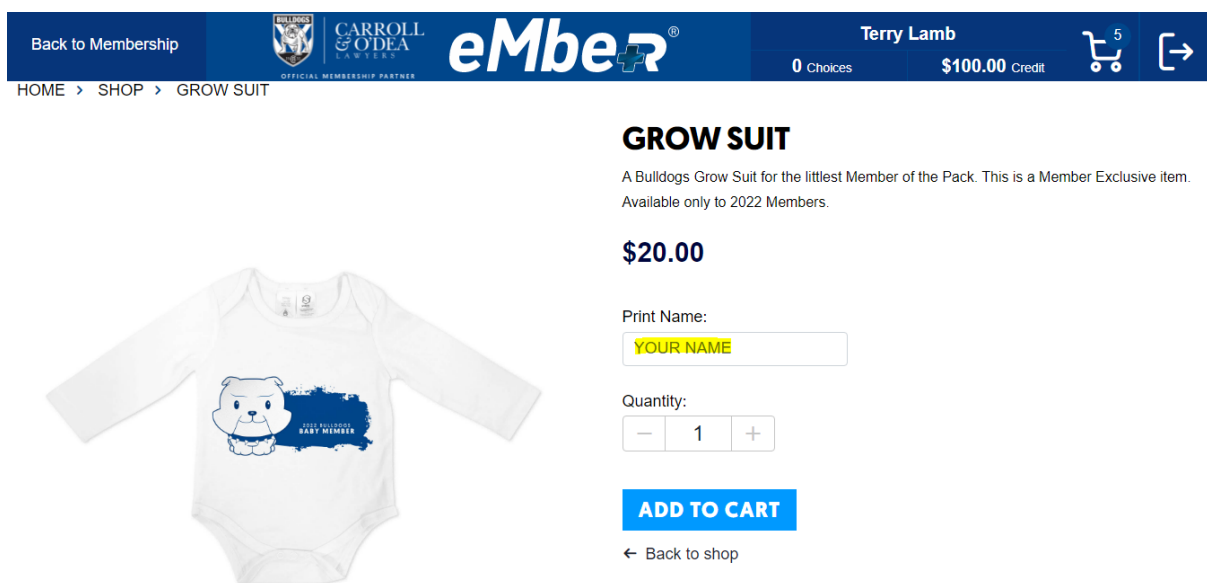


STEP 11: ADD ITEMS TO CART

Click on each item to see its features.



If the item can be **personalised**, input the desired name.






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To add an item to the cart, click the “**ADD TO CART**” button.

[Back to Membership](#)

Terry Lamb
0 Choices \$100.00 Credit

5

HOME > SHOP > GROW SUIT

GROW SUIT

A Bulldogs Grow Suit for the littlest Member of the Pack. This is a Member Exclusive item. Available only to 2022 Members.


\$20.00

Print Name:

Quantity:




ADD TO CART

[← Back to shop](#)





STEP 12: VIEW CART

Once finished shopping click on the **cart button** to view the cart.

[Back to Membership](#)

Terry Lamb
0 Choices \$100.00 Credit


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HOME > ACCESSORIES


ACCESSORIES


ENTITLEMENTS ALL BABY TODDLER **ACCESSORIES** KIDS PET

Sort by Name A-Z











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Review the order and click the “CHECKOUT” button to progress.


[Back to Membership](#)







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Terry Lamb
0 Choices \$100.00 Credit  9 

	Lanyard	BUL22-003	\$ 8.00	- 1 +	\$8.00 Remove
	Cap	BUL22-001	\$ 30.00	- 1 +	\$30.00 Remove
	Backpack Design: BLUE STEVE	BUL22-S-063	\$ 25.00	- 1 +	\$25.00 Remove

[CLEAR CART](#)[CONTINUE SHOPPING](#)[CHECKOUT](#)


STEP 13: SHIPPING AND BILLING

Enter the **Shipping Details** before selecting the preferred **shipping option** and agreeing to the **Terms and Conditions** as well as the **Privacy Policy**.

Please note, standard shipping is expected to take **5-7 weeks** to deliver, whilst express shipping is estimated to arrive in **10-14 days** depending on the address.

Select “**CONTINUE**” to progress.



[Back to Membership](#)




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Terry Lamb
0 Choices \$100.00 Credit  9 

HOME > CHECKOUT



CARROLL & O'DEA
LAWYERS

OFFICIAL MEMBERSHIP PARTNER

Thank you!
If you have credit, don't forget to add the value to your order before you checkout.




1. SHIPPING & BILLING

☒ Shipping and Billing are the same

SHIPPING

☐ I can't find my Suburb

YOUR CART


Entitlements	
Premium Plus - Terry Lamb	
	Pennant Qty:1 Product Choice Pennant Certificate Qty:1 TERRY LAMB \$0.00
Premium Plus - Terry Lamb	
	Bumper Sticker Qty:1 \$0.00




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PostCode

AUSTRALIA

☒ Standard (5-7 weeks) \$10.05


☐ Express (10-14 days) \$16.45

☐ I have read and consent to the Terms & Conditions and Privacy Policy


Please read then check the Terms & Conditions and Privacy Policy

CONTINUE

Premium - Steve Mortimer



Qty: 1
 Product
 Choice: Lapel Pin



Qty: 1
 STEVE
 MORTIMER

Premium - Steve Mortimer

STEP 14: APPLY CREDIT AVAILABLE

Apply the assigned Credit value.

Enter the amount into the text box.

Please note, if the **order "TOTAL" is less than the "CREDIT Available"**, enter the **exact value of the order "TOTAL"**.


If the order **"TOTAL" is equal to or greater than the "CREDIT Available"**, enter the **exact value of the "CREDIT Available"**.



In the example shown, the **"TOTAL" is \$93.05** and the **"CREDIT Available" is \$100**.



This is because Terry Lamb holds a Premium Plus Membership and Steve Mortimer, his Secondary Account Holder is a Premium Member. Therefore, both received a Credit of \$50, combined to create \$100.


To successfully redeem the Credit value, Terry Lamb would enter **\$93.05** and click the **"APPLY"** button.


Back to Membership



Terry Lamb
 0 Choices \$100.00 Credit  9 






OFFICIAL MEMBERSHIP PARTNER

Thank you!

If you have credit, don't forget to add the value to your order before you checkout.



2. CREDIT & DISCOUNTS

CREDIT Available
\$100.00

Enter credit amount to use:

93.05

RESET

APPLY


3. PAYMENT


Sub TOTAL	\$83.00
SHIPPING & HANDLING	\$10.05
CREDIT/DISCOUNTS	-\$0.00
TOTAL	\$93.05
Included GST	\$8.46

YOUR CART


Entitlements

Premium Plus - Terry Lamb


 Qty: 1
 Product
 Choice: Pennant


 Qty: 1
 TERRY LAMB

Premium Plus - Terry Lamb


 Qty: 1

Once applied correctly, a message **"Credit has been applied successfully!"** will appear.

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STEP 15: PAYMENT

Once the Credit has been applied, if the Total price of the order is now **\$0.00**, no payment is required.

Click the **"PROCESS"** button to complete the order.

Back to Membership

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eMber

Terry Lamb

0 Choices

\$100.00 Credit

Qty: 1

Premium - Steve Mortimer

Lapel Pin \$0.00

Qty: 1

Product

Choice Lapel Pin

Certificate \$0.00

Qty: 1

STEVE MORTIMER

Premium - Steve Mortimer

Bumper \$0.00

2:22 Sticker

Qty: 1

Premium - Steve Mortimer

PREVIOUS **PROCESS**

If the total value of the order is **above \$0.00**, input the preferred payment details and click **"PROCESS"** to complete the order.

STEP 16: ORDER CONFIRMATION

Once the order has been completed, this message will confirm your order has been processed.

The remaining Credit amount will also be shown.

Back to Membership

OFFICIAL MEMBERSHIP PARTNER

eMber

Terry Lamb

0 Choices

\$6.95 Credit

CONGRATULATIONS!

Your order has been placed successfully, you will soon receive a confirmation email. Look out for more email updates as your order progresses through to delivery!

BACK TO SHOP **LOGOUT**



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An email will also be sent to the email address provided with the Order Details and Tax Invoice included.

Membership Pack Order Confirmation

Hi Terry,

You've just built your very own 2022 Membership Pack!

We're getting your order ready and will let you know as soon as it's on its way.

For delivery timeframes, please refer to the shipping details below or information on our website.

Have a question about your pack? Please contact us at bulldogs@emberplus.com.au

For all other Membership related enquiries, please email members@bulldogs.com.au

Kind regards,
Membership Services Team
Canterbury-Bankstown Bulldogs

STEP 17: ORDER TRACKING

Once the order has been processed, emails will be sent to the email address provided to confirm when the order is on its way and provide any necessary updates.



Hi Terry,

Great news!

This email is to advise that your pack has been lodged with Australia Post.

If you would like to track the delivery status, please click [here](#) and enter [***] to track the delivery.

If you have already received your pack at the time of this email, please disregard this message.

Have a question about your pack? Please contact us at bulldogs@emberplus.com.au

For all other membership related enquiries, please email members@bulldogs.com.au

Kind regards,
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Hi Terry,

Great news!

This email is to advise that your pack is in-transit and due to arrive in approximately 3-4 weeks.

We will send you another email with a tracking number once it is lodged with Australia Post.

Have a question about your pack? Please contact us at bulldogs@emberplus.com.au

For all other membership related enquiries, please email members@bulldogs.com.au

Kind regards,
Membership Services Team
Canterbury-Bankstown Bulldogs



Hi Terry,

Great news!

Your pack is on the way and is due to arrive in approximately 10 to 15 business days

You will be able to track the status of your shipment from tomorrow morning.

Click [here](#) and enter [***] as the Tracking ID.

Please note that a signature may be required at time of delivery.

Have a question about your pack? Please contact us at bulldogs@emberplus.com.au

For all other membership related enquiries, please email members@bulldogs.com.au

Kind Regards,
Membership Services Team
Canterbury-Bankstown Bulldogs



QUESTIONS?

If you have any questions about redeeming your Membership Pack please contact

bulldogs@emberplus.com.au



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