

Renewing your membership subscription to the Association of 16mm Narrow Gauge Modellers

Web site address: <https://subscribeme.to/16mm>

These set of steps are aimed at existing members who are recipients of the invitation to renew their subscription online by Direct Debit or a credit or debit card. This does not cover taking out a new subscription.

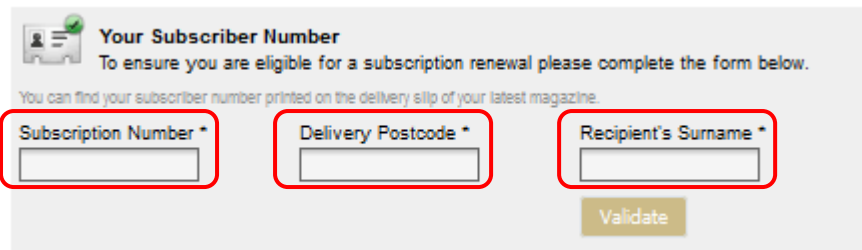
The web site address will have been provided to you in the email inviting renewal, along with a description of the steps involved and the data you will need. Having opened the site, you will be presented with this page. Under **Subscription Type**, perform the first of these steps by clicking **Renew Subscription**:

The screenshot shows the website's membership page. At the top left is the logo for the Association of 16mm Narrow Gauge Modellers, featuring a steam locomotive and the text '16m Narrow Gauge Modellers'. A 'Home Page' button is in the top right. The main heading is 'Welcome to the Association of 16mm Narrow Gauge Modellers'. Below this is a 'Benefits of Membership' section with a list of advantages and a small image of a garden railway. A red box on the right contains the text 'Step 1: Click Renew Subscription', with a red arrow pointing to the 'Renew subscription' radio button in the 'Subscription Type' section. The 'Subscription Type' section has two options: 'New subscription' (selected) and 'Renew subscription'. The 'Delivery Options' section has four radio buttons: 'UK' (selected), 'Europe', 'Worldwide', and 'USA/Canada'. The 'Subscription Offers' section lists a 'UK Full - Direct Debit' offer for £17.00, including postage, with an 'Add to Basket' button. A 'Shopping Basket' summary on the right shows '1 item(s) £17.00' and a 'View Basket' button.

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This form will then open under the **Renew Subscription** button:



The screenshot shows a web form titled "Your Subscriber Number" with a green checkmark icon. Below the title, it says "To ensure you are eligible for a subscription renewal please complete the form below." and "You can find your subscriber number printed on the delivery slip of your latest magazine." There are three input fields: "Subscription Number *", "Delivery Postcode *", and "Recipient's Surname *". Each field is highlighted with a red rectangular border. Below the fields is a yellow "Validate" button.

Your **Subscription Number**, **Delivery Postcode** and **Recipient's Surname** will have been provided to you in the email you received. Please enter them (or copy and part them) to the relevant box on the form and click **Validate**. The form will close.

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Proceed to step 2 by selecting from **Delivery Options** the region in which you live using the applicable radio button. The page will then list under **Subscription Offers** the subscriptions available in that region. Then complete step 3 by identifying the subscription you wish to renew, bearing in mind that you can change it if needed. This might occur if you have moved to a different region in the world, or wish to move between membership types within the UK. An example of this is when a Junior member ends full time education and needs to renew as a UK – Full or Family – Full member.

The screenshot shows a three-step membership renewal process. Step 1, 'Subscription Type', has 'New subscription' selected. Step 2, 'Delivery Options', has 'UK' selected. Step 3, 'Subscription Offers', shows two options: 'UK Full - Direct Debit' for £17.00 and 'Family Full - Direct Debit' for £18.00. A 'Shopping Basket' summary in the top right shows 1 item for £17.00. Red boxes and arrows highlight the 'Add to Basket' button for the UK Full option and the 'View Basket' button in the shopping basket.

Step 2: Select Delivery Option

Step 3: Select Subscription Offer

If you choose to renew via Direct Debit, please note that the instruction needs to be reach Warners by Monday 14th March in order for them to complete processing and apply for your payment by the end of the month.

Click **Add to Basket** to add this to your Shopping Basket, and then click **View Basket** to commence Check Out.

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You are signed in as Alan Regen | [Your Account](#) | [Sign Out](#) | [Home Page](#)



Shopping Basket

Please review the items in your basket and click the "Checkout" button to pay for your items.

Product Name	Product Type	Payment Method	Delivery	Price	
UK Full - Direct Debit	Subscription Renewal	Direct Debit	UK	£17.00	Delete


[Continue Shopping](#)


Sub Total: £17.00
Postage: £0.00
Total Price: £17.00

[Checkout](#)

Click **Checkout** to proceed to payment.


The first step of the payment workflow is displayed:

You are signed in as Alan Regan | [Your Account](#) | [Sign Out](#) | [Home Page](#)

**Order Check Out**
Please complete the following steps to pay for your items.

Delivery Address

* Required field

 Please supply the delivery details for this order.

Who is this for?

Your Title *

First Name *

Last Name *

Where would you like this delivered?
Ticking the "Set to billing address" checkbox will auto-populate this form.

Set to billing address

Delivery Postcode

Building Name / Number *

Address *

Address Line 2

Town / City *

Country *

County *

Order contact details
If there are any issues with your order, who would you like us to contact?



Telephone *

Email Address *

Ordering Process

1. Enter your delivery address
2. Enter your billing address
3. If required, complete the direct debit instructions
4. If required, pay for any Credit Card items

Payment Options:

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Note the check box **Set to billing address**. Clicking this will fill the form with the address currently held on your Association record, which you can change if necessary. Note also that the steps of the payment workflow are shown on the right under **Order Process**. Not shown on this screen shot, but at the bottom of the form, is a **Next Step** button. Click this to move to the next step.

The billing address is now shown (some data greyed out). Note the **Next step** button at the bottom of the form. Click this to proceed to the next step. If any required fields are blank, you will need to uncheck **Set to billing address** to enter data manually. This may affect a very small number of members – contact Warners at 16mmNGM@warnergroup.co.uk if this happens and they will work with you to resolve the issue.




Order Check Out

Please complete the following steps to pay for your items.

Billing Address

* Required field

 Please enter the invoice address for your payment method.

Your Title *

First Name *

Last Name *

Enter your Postcode

Building Name / Number *

Address *

Address Line 2

Town / City *



Country *

County *

Ordering Process

1. Enter your delivery address
2. Enter your billing address
3. If required, complete the direct debit instructions
4. If required, pay for any Credit Card items

Payment Options:

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Credit/Debit Card Payment workflow

If you selected a Subscription Offer to pay by credit or debit card, having completed all of the above steps, you will be presented with this screen (note that Billing & Delivery addresses and Contact Number have been covered):

The screenshot shows the 'Order Check Out' page for the Association of 16mm Narrow Gauge Modellers. The header includes the logo and navigation links: 'You are signed in as Carol Regan | Your Account | Sign Out | Home Page'. The main content area is titled 'Order Check Out' and contains the text 'Please complete the following steps to pay for your items.' Below this is a section titled 'Secure Payment for Credit Card Items' with the instruction 'Please confirm your order details below to be transferred to a secure payment area.' The 'Your Order Details' section lists: 'Your Full Name: Carol Regan', 'Your Billing Address:', 'Your Delivery Address:', 'Your Contact Number:', and 'Your Order Total: £17.00'. A 'Make Payment' button is present, with a note: 'Please note that on selecting 'Make Payment' you will be redirected to the secure Sage Pay payment pages to process your payment details.' The right-hand sidebar contains 'Ordering Process' with four steps: 1. Enter your delivery address, 2. Enter your billing address, 3. If required, complete the direct debit instructions, and 4. If required, pay for any Credit Card items. Below this is 'Payment Options' with logos for MasterCard SecureCode and Verified by VISA, each with a 'learn more' link.

Review the data present and if it's all correct, click Make Payment. This will take you to a Sage Pay screen. These are not captured in this document as they contain person financial data. Sage Pay is a market leader and proven online payment vehicle so you ought not to have any difficulty with this final part of the process.

Having made your payment, you will receive two emails, one from SagePay and the other from subscriptions@warnersgroup.co.uk confirming amount paid. The email from Warners will also include your Subscriber number, which was provided to you in the original email inviting you to renew your subscription

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Direct debit workflow

If you have selected to renew your subscription via Direct Debit, you will be presented with the DD confirmation screen. Again, click **Next Step** to proceed. Note that you can at this stage request a paper DD form if you wish.



Order Check Out

Please complete the following steps to pay for your items.

Direct Debit Agreement

Direct Debit Agreement for Welcome to the Association of 16mm Narrow Gauge Modellers Subscription(s) @ £17.00

By clicking on the "Next Step" button you verify that you are the account holder of the account whose details you are going to enter for this direct debit.

If the account requires more than one signature a paper Direct Debit Instruction must be used.

Or, if you prefer to use a paper Direct Debit Instruction, you may do so. Please click on the Paper DDI button to request a paper Direct Debit Instruction.

Paper DDI

All the normal Direct Debit safeguards and guarantees apply. No changes in the amount, dates or frequency to be debited can be made without notifying you at least 10 working days in advance of your account being debited. In the event of any error, you are entitled to an immediate refund from your Bank or Building Society. You have the right to cancel a Direct Debit Instruction at any time by writing to your Bank or Building Society, with a copy to us.



Next Step >

Ordering Process

1. Enter your delivery address
2. Enter your billing address
3. If required, complete the direct debit instructions
4. If required, pay for any Credit Card items

Payment Options:



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The electronic Direct Debit data entry screen is now present. Complete the form as requested and click **Next Step** to continue.



Order Check Out

Please complete the following steps to pay for your items.

Direct Debit Instruction

* Required field

This Direct Debit will be lodged within 5 working days
and a confirmation of this instruction will be posted to you within 3 working days.

If there are any changes to the amount, date or frequency of your Direct Debit Warners Group Publications will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Warners Group Publications to collect a payment, confirmation of the amount and date will be given to you at the time of the request

* All fields are mandatory

Warners Group Publications
West Street
Bourne
Lincolnshire
PE10 9PH



Instruction to your Bank or Building Society
to pay by Direct Debit

Name(s) of Account Holder *

Service User Number

942240

Bank/Building Society Account Number *

Reference (for official use only)

Branch Sort Code *

Get Bank Address

Bank / Building Society Address

To: The Manager,
Bank/Building Society Name *

Instruction to your Bank or Building Society

Please pay Warners Group Publications plc Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Warners Group Publications plc and, if so, details will be passed electronically to my Bank or Building Society.

Bank Address *

Date:

06 February 2016

Bank Postcode *

Please note: Banks and Building Societies may not accept Direct Debit instructions for some types of accounts.

[Print this form](#)

[Direct Debit Guarantee](#)

[Next Step >](#)

Ordering Process

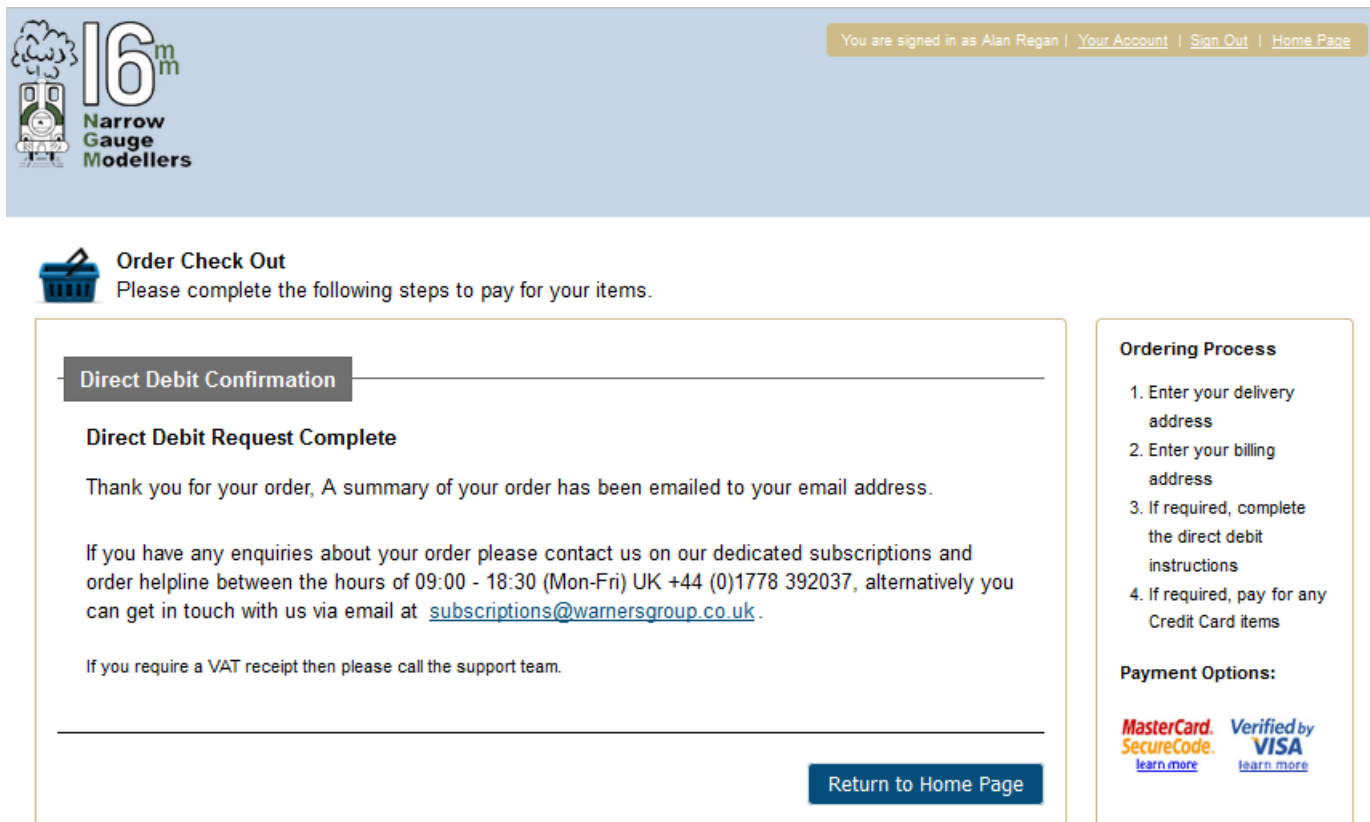
1. Enter your delivery address
2. Enter your billing address
3. If required, complete the direct debit instructions
4. If required, pay for any Credit Card items

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Tab between data entry boxes, or click each box in turn to enter data. Once all data fields are complete, click **Next Step**. You will be presented with a screen confirming the data you have entered. This is not shown as it contains the author's bank details! Note that the collection date will be advised in a letter with Warners will send to you after the Direct Debit has been set up. Review the data, using the **Previous** button to return to the data entry screen if needed. If all is correct click **Next Step**. You will receive this confirmation screen:



The screenshot shows the website header with the logo for the Association of 16mm Narrow Gauge Modellers and a user account menu. Below the header is a blue banner for 'Order Check Out' with a shopping basket icon. The main content area is divided into two columns. The left column is titled 'Direct Debit Confirmation' and contains the text: 'Direct Debit Request Complete', 'Thank you for your order, A summary of your order has been emailed to your email address.', contact information for enquiries, and a 'Return to Home Page' button. The right column is titled 'Ordering Process' and lists four steps: 1. Enter your delivery address, 2. Enter your billing address, 3. If required, complete the direct debit instructions, and 4. If required, pay for any Credit Card items. Below this is a 'Payment Options' section with logos for MasterCard SecureCode and Verified by VISA.

Renewal via Direct Debit is complete at this point and the page can be closed.

Having made your payment, you will receive an email confirming that the direct debit is being processed from subscriptions@warnersgroup.co.uk. You will receive a letter from Warners once the direct debit has been set up. The email will also include your Subscriber number, which was provided to you in the original email inviting you to renew your subscription