

# Webcollect

## Impact on compound / hoist fees

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Presentation to SGM

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# Background

- The Executive Committee has agreed to implement a new membership system
- Webcollect has been selected. It is a proven system (launched in 2002) hosting dozens of sailing clubs as well as other types of sports clubs
- Like most commercial systems, it does not support square foot charging
- We therefore seek SGM approval to change our approach to compound and hoist fees, and to the associated fee proposal

# Why are we moving to a new membership system?

- The creator and administrator of our current system advised us he wanted to step down
- We saw the opportunity to move to a commercially hosted platform to protect your data
- We saw the opportunity to reduce workload in the club and in Langstone Harbour Board
- We saw the opportunity to improve the quality of our data and communications with you

# What is Webcollect

- A commercially hosted, web based system, provided by Open Brackets Ltd
- Open Brackets Ltd have been providing e-commerce retail solutions for over 10 years
- Webcollect and club data are housed on servers in a secure facility managed by Equinix, in the UK, with 24/7 monitoring and redundant backups
- Webcollect is PCI compliant but we are not initially planning to hold payment data on the system
- Webcollect has an A+ rating on the independent Qualys SSL Labs server test

# What does it do?

- It's a flexible and easy solution for managing membership, subscriptions and events
- Existing membership records will be transferred as-is
- Club members are given access to their family records through a login
- At renewal and hoist, members will receive an email inviting them to go online and reconfirm their data and either pay through bank transfer or by cheque as today
- For those who need it, we will send members a paper invoice and they will attend the club to complete their renewal, as today
- Members can use the system to request compound space / moorings / plaques for new boats

# Does it work?

- We had a 3 month 'free trial' period during which we tested all aspects of the system
- Basic membership records (not boat data) are already loaded. Boat data has been validated and is ready to load.
- New membership applications from 1<sup>st</sup> April onwards have been completed on the system
- New boat requests from 1<sup>st</sup> April onwards have been completed on the system

# Some of the benefits of Webcollect

- Members can access and maintain their own data – e.g. to correct records, change address, or add / remove boats
- Members can renew their membership more easily
- The new member process is simpler
- Club communications to various interest groups can easily be managed
- Authorised committee members can be given access to relevant data (e.g. the bosuns can be given access to boat / location details)
- We can use the system to manage ticket sales for events
- Financial record keeping is improved as there is a clearer link between member invoices and payments
- We can manage compliance with the CASC participation requirements

# Webcollect Products

- Existing member and boat data is or will be transferred
- Webcollect lists “products” members can buy and their price, rather like in any online store
- Members select the relevant products and size when adding boats
- Prospective members do the same on applying to join
- Our standard membership products are set up on Webcollect with the same price as today, e.g.
  - Joining fees
  - membership fees
  - capital levy and paper levy
  - Langstone Harbour fees (cruiser, cruiser 25, dinghy/  
tender)



# Compound and Hoist Fees

- Compound and Hoist fees will need to be handled in a different way to how we do it today:
  - In our current system, compound space and hoist charges are calculated individually based on the recorded dimensions of each boat
  - Webcollect does not support square foot or linear foot charging
  - Cruiser compound space, dinghy compound space, tender compound space and cruiser lift will be set up as product types
  - Within each product type we can have a selection of rate bands, each with its own price

# How many bands?

- We can have as many rate bands as we like
- But it's not viable to create an individual band for each boat type as that would lead to dozens of bands for members to navigate and for the club to maintain
- We have set up 5 dinghy bands, 6 cruiser bands, 2 tender bands, and 2 kayak bands to cover all of our fleet.

# Dinghy bands

- A large proportion of our fleet comprises “standard” dinghies such as Optimists, Toppers, Lasers, Wanderer, Wayfarers.
- We have used these as the benchmark boats for our bands
- The current compound charge for a correctly recorded version of these standard dinghies is the price point for their band

# Dinghies by Band

- Group DXS: Children's dinghies
  - **Optimist**, RS Tera, Topper Taz, Open Bic
- Group DS: Youth dinghies
  - **Topper**, RS Quba, Laser Pico
- Group DM: Smaller adult dinghies, generally single handers
  - **Laser**, Heron, Gull, Lymington Scow, Graduate, Topaz, Topaz Magno, Finn, Solo, Comet Duo, RS Feva/Vareo, Lightning 368, Byte, OK, Lark
- Group DL: Larger adult dinghies, usually with stayed mast
  - **Wanderer**, Laser Vago/2000/3000/4000/Bahia, RS500/700/Vision, Enterprise, GP14, Kestrel, Topaz Omega, Cornish Cormorant, 29er, 420, 470, Bosun, Buzz, Blaze, Comet Trio, Yachting World Dayboat, ISO
- Group DXL: Largest dinghies
  - **Wayfarer**, Laser Stratos/5000, Osprey, RS400/600/800/Venture, 49er, 505
- Tbc: Mirror, Otter

# Cruiser and Tender Bands

- We don't have uniformity in our cruiser fleet and don't always have a record of the type of cruiser
- Cruisers placed in 6 bands based on their square metre footprint (3 bands for Cruisers < 25ft and 3 for Cruiser 25s)
- Tenders split between Tenders and Tender10s.
- These subdivisions will help us link compound space to the associated LHB subscription product.

# The Cruiser Bands

- 'Standard' Cruisers (<25 feet in length)
  - CXS: Cruisers <12 sq m
  - CS: Cruisers 12-16 sq m
  - CM: Cruisers >16 sq m
- Cruiser 25s
  - CL: Cruiser 25s < 23 sq m
  - CXL: Cruiser 25s 23-27 sq m
  - CXXL: Cruiser 25s > 27 sq m

# Cruisers by band (< 25 foot length)

- Group CXS:
  - Justina
  - Moonlight Shadow
  - Puffin II
  - Trump
- Group CS:
  - 2 Tone
  - Betty S
  - Irene V
  - Janti
  - Jay jay
  - Lykke
  - My Good Lady
  - Orca
  - Rainbow 3
  - Seirian
  - Shadowfax3
  - Spindrift
  - Tamar
  - Tantalus II
- Group CM:
  - Anahita
  - Andromeda
  - Cingara
  - Dragonfly
  - Equinox
  - Eryngium
  - Ethelred
  - Falco
  - Gabriella
  - Grey Mantle
  - Jeannie
  - Kingfisher
  - Kittiwake
  - Miph
  - Moonbeam
  - Safina
  - Scheherazade
  - Sequin
  - Tantivy

# Cruiser25s by band

- Group CL:

- Ajax
- Atropos
- Basil
- Coogee
- Dee Dee
- Dream On
- Emma
- Gauntlette III
- Lambada
- Midnight Mist
- Pimpernel
- Scal
- Sundora II
- Tuli
- Yassou

- Group CXL:

- Al Amira
- Eureka
- Grace
- Grazia
- Magistral
- Saltair
- Selina
- Sunbird
- Zigizoo

- Group CXXL:

- Astrakhan
- Bagpuss
- Brock
- Calastra
- Celtic Lady
- Cinabbar
- Good Year
- Kadeena
- Kindred Spirit
- Moondance Too
- Muffin III
- Ocean Spirit
- Strider
- Tempest
- Tish
- Valhalla



# Pricing the bands

- Grouping similarly sized boats into bands with a common rate means some boats will cost more and others less than today
- Rates are set so that we collect approximately the same income overall as today
- Most members will pay a similar amount as today
- The biggest variances (plus or minus) are the boats on the margins of the size bands

# Variations

- Dinghies
  - Most dinghy rates are the same as today (with some rounding) or a very similar amount
  - But a lot of dinghies were recorded with incorrect sizes!
  - Compound charges vary by -86p to +£1.06 per month versus today
- Cruisers
  - Compound charges vary by -£2.66 to +£2.56 per month versus today
  - With 5 months storage and hoist, the variance range is -£15.39 to +£13.17
  - 34 cruisers save and only 6 pay more than £10 more than today
- Tenders
  - Most tender will save a little versus today
  - Tender charges vary from -£1.26 to +90p per month versus today

# Bands and Rates

- Rates exclude LHB Charges

<b>Band</b>	<b>Type</b>	<b>Range</b>	<b>Compound rate / month</b>		<b>Hoist rate (flat fee)</b>
CXS	Cruiser	<12 sq m	£	8.00	£ 30.00
CS	Cruiser	12 - 16 sq m	£	12.00	£ 35.00
CM	Cruiser	>16 sq m	£	14.75	£ 40.00
CL	Cruiser25	<23 sq m	£	16.50	£ 45.00
CXL	Cruiser25	23 - 27 sq m	£	20.00	£ 50.00
CXXL	Cruiser25	>27 sq m	£	24.50	£ 52.00
DXS	Oppies etc		£	2.00	
DS	Toppers etc		£	3.30	
DM	Lasers etc		£	4.85	
DL	Wanderers etc		£	6.00	
DXL	Wayfarers etc		£	7.25	
T	Tender	All	£	2.50	
T10	Tender 10	All	£	4.50	
KL	Kayaks > 3m		£	2.30	
K	Kayaks, Windsurfers		£	1.80	

# SGM Approval

1. To the change from Square Foot charging for compound space, and from linear foot charging for lift, to banded rates.
2. To the proposed banding (i.e. the dinghy and cruiser groupings).
3. To the prices per band.