

## CCLSC website report

Following last year's AGM, the website has been upgraded with some pretty industrial security and we are now fully-compliant with Google's and other online companies' requirements for website security.

Overall I've been concentrating on making the key functions of the website – booking travel & match tickets – work as well as possible.

We have introduced automatic form filling, multiple bookings and better formatting of the pages to include club badges etc.

Thanks to Barry & Adrian who have been happy to get their hands (digitally) dirty by updating their pages and always being eager to learn.

The next steps for these parts of the website will be to allow non-members to see ticket deadlines & details – currently only available to logged-in members – but only members being allowed access the booking forms.

One of the problems that we have encountered is with the membership system – Ultimate Member – and how it communicates with our emailing system MailChimp. To put it simply, it has not been reliable in passing new member details over to the MailChimp account so I am upgrading to a new system called MemberPress which is a lot more robust with more functionality for taking payments etc.

Ian & I have spent far too long trying to keep the membership on the website in sync with MailChimp which has not been helped by MailChimp changing the way we have to deal with our data.

However, light is at the end of the tunnel and are working on reorganising our mailing list so that the website & MailChimp can work together as they should.

As part of the membership software upgrade we have the option to take credit & debit card payments using the Stripe system. Although the vast majority of our existing members will make payments by bank transfer, I propose a pilot study to test the viability of this as I think it could be a good way of encouraging new members to join.

With bank transfers, we have a mainly manual system of having to regularly check the bank account for payments before approving membership. With online payments, this is automatic which saves some time and effort (with less chance for error).

It would also be useful to test this in advance of any online ticket payment option tests. It's possible that we will have high demand for some away games so I'll be looking at a pilot test for this once the website upgrades have been carried out and proved to be working properly.

Comparison costs:

Stripe 1.4% + 20p = 34p / mp, 48p/family

PayPal 3.4% + 20p = 54p / member, 88p/family

For Stripe, there are no fees apart from the individual transaction fees. Payments are made every 7 days. Payments are made on the CCLSC website so no need to be sent elsewhere.

At the time of writing – and I've had to leave this to the very last minute – I'm redeveloping the website to accommodate the new membership system and prepare for the EFL fixtures release on 20 June. The plan is to have the site ready for membership renewals by Friday 14 June – possibly sooner – with an updated design.

The current website is in a stripped-down format but I've decided that I'd rather keep it live with slightly restricted functionality rather than take it completely offline while it's being developed.

Proposals for website development – time for some volunteers to write things:

More information about CCLSC

History

Sporting events

Gallery

Travel & pub plans

SBI area

News

We have the opportunity to regularly update visitors as & when announcements are ready. Ticket deadlines, social updates etc.

One final thing... at the last committee meeting we approved a test of Microsoft's Teams system for sharing committee documents. I'm setting up a test area for this and will update the committee once it's ready to go.