



CRONULLA SHARKS

PO Box 2219, Taren
Point, NSW, 2229

Ph: (02) 9521 5555

ABN: 86 002 692 186



Cronulla Sharks 2023 Mber+ Member Guide



Mber+ Member Benefit Pack Redemption User Guide

The days of receiving the same old Membership Pack, with the same old products are long gone. In partnership with TPF Sports, the Cronulla Sharks are officially launching Mber+, a new and innovative platform for our Members to design their own Membership Packages.

Using Member Credit, 2023 Cronulla Sharks Members will have the opportunity to select their own items to fully customise their own Membership Packages.

Each Member will have entitlements and credits automatically loaded into the Mber+ account, allowing them to redeem their Membership Pack items and shop from a wide range of Member exclusive Pack items. Members will have their entitlements and credits assigned according to their Membership category and price type, credit values include;

	Adult	Concession	Junior	1A + 2J	1A + 3J	1A + 4J	2A + 1J	2A + 2J	2A + 3J	2A + 4J
General Admission	\$75	\$75	\$65	\$140	\$205	\$270	\$150	\$215	\$280	\$345
Concourse	\$75	\$75	\$65	\$140	\$205	\$270	\$150	\$215	\$280	\$345
Peter Burns	\$75	\$75	\$65	\$140	\$205	\$270	\$150	\$215	\$280	\$345
Monty Porter	\$75	\$75	\$65	\$140	\$205	\$270	\$150	\$215	\$280	\$345
ET Lower	\$75	\$75	\$65							
ET Upper	\$75	\$75	\$65							

	Adult	Junior	Other
Flexi 5	\$60	\$55	
Flexi 3	\$50	\$40	
Football Club	\$50		
Shark Net	\$30		
Reefy Junior		\$30	
Baby			\$30
Country Interstate	\$60	\$50	
Country Interstate (NZ Only)	\$40	\$30	
International Shark	\$30		
Pet			\$20
Shark Starter	\$20		
Diamond Upgrade	\$60		
Platinum Upgrade	\$40		



Step 1: Introduction Email and Getting Started

Every Primary Account Holder (PAH) will receive an introductory email with a link to the Mber+ Platform. NOTE: Only the PAH will receive the introductory email.

This email will also provide the username, which you will need to create your Mber+ account. Note: if you created a Mber+ account throughout the 2022, you would need to reactivate and create another account for the 2023 Season.

Click the link provided in the email to go to the Mber+ Portal.



Hi [REDACTED]

Thank you for your support of the Cronulla Sharks for the 2023 Season.

To finalise your 2023 Cronulla Sharks Membership, you have been given access to the Sharks new Membership Portal to select your pack items, access exclusive Members Merchandise and entirely customise your own pack.

Your username is: [REDACTED]

Your account has been created, and your credit already allocated; Click [here](#) to begin your member journey

If you have any questions, contact us at sharks@mberplus.com.au.

You will then be prompted to create a password for your account.

NEW PASSWORD

SUBMIT

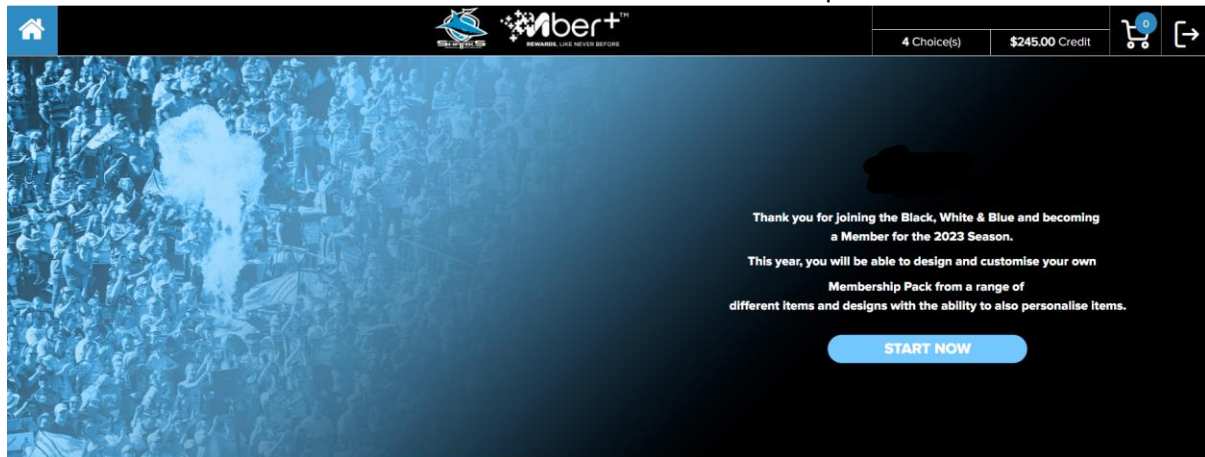
BACK TO LOGIN

You will then be promoted to login to your account using the username provided and password created.



Step 2: Redeeming your Membership Entitlements

Once you have logged into your account, you will see your name displayed in the top right-hand corner, the number of “choices” should reflect the number of Memberships held under that PAH account and the credit will be the total amount of all the Memberships.



To begin the “redemption” process click on the “choices” button. You will then be taken the “entitlements” page. Here you will have the choice to redeeming the items shown in the image and that amount displayed will be deducted from your account or you can opt-out and retain the credit. NOTE: Once you have clicked either the dollar value or opt-out, this cannot be changed.

If you choose to opt-out and retain your credit, you will therefore opt-out of receiving a physical Membership Card and will be required to use a digital Membership Card for the 2023 Season.

The below will appear for each individual Member that is under your account.

HOME > ENTITLEMENTS

Member Name
Adult
ET Upper

Card, Lanyard + Lapel Pin

\$15.00

OPT-OUT



If you choose to redeem the items in the image, rather than retain the credit, you will be taken to the below page to confirm the redemption. Here you can simply just click on the credit value to confirm this.

HOME > SHOP > CARD, LANYARD + LAPEL PIN



CARD, LANYARD + LAPEL PIN

Card, Lanyard + Lapel Pin Description

\$15.00

Quantity: 1

\$15.00

[Back to entitlements](#)

Once selected, the below is how the entitlements will appear.

Adult
ET Upper





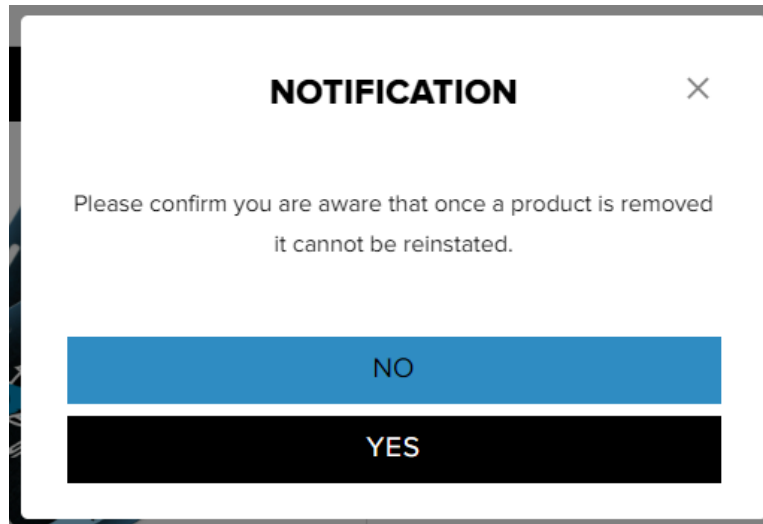
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If you choose to opt-out of these items and retain the credit, the below pop-up box will appear to confirm your selection.

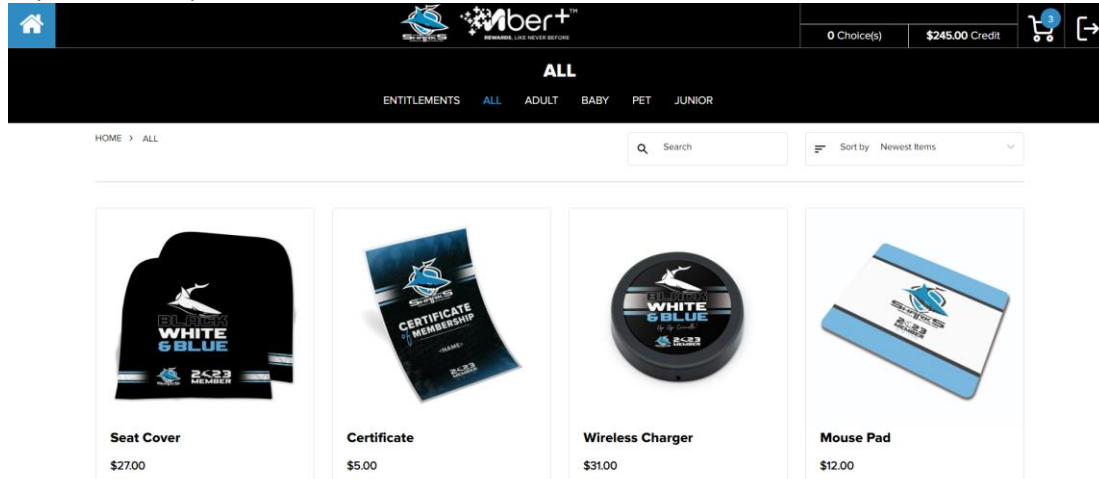


Once you have made all of the selections for each individual Member, you can then click, "Start Shopping".

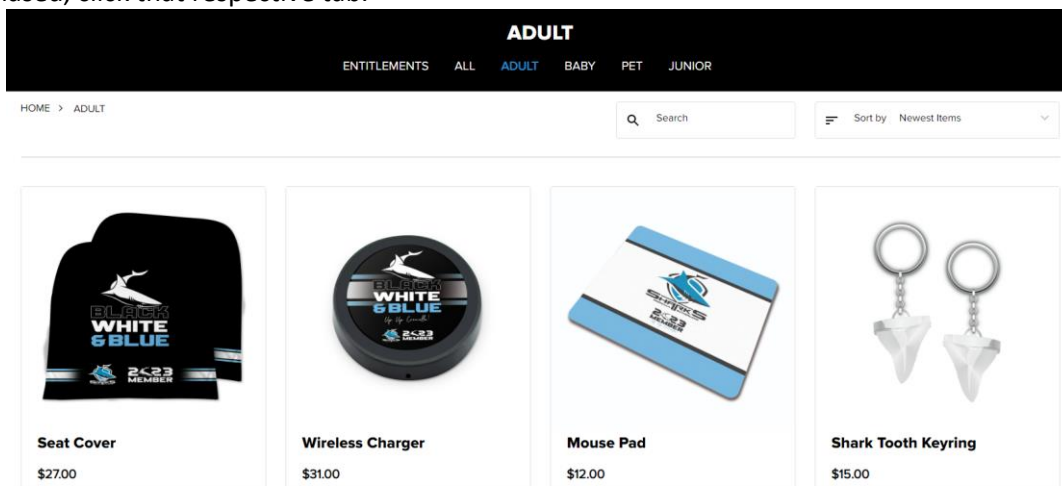


Step 3: Selecting your Membership Package Items

You will be taken directly to the "all" page where you will be able to see every item that is able for redemption on the portal.



Once on this page, depending on what Membership category (Adult, Baby, Pet Junior) you purchased, click that respective tab.



Click on the item you wish to redeem.

HOME > SHOP > PROTEIN SHAKER



PROTEIN SHAKER

Let everyone at training know you are a Sharks Member with a branded protein shaker. The 600ml shaker has a polypropylene body and lid.

\$25.00

Protein Shaker



Quantity:



[Back to shop](#)



On select items, you will be able to choose which design you would like on the item. To view designs, simply click on either design button.

HOME > SHOP > PROTEIN SHAKER



PROTEIN SHAKER

Let everyone at training know you are a Sharks Member with a branded protein shaker. The 600ml shaker has a polypropylene body and lid.

\$25.00

Protein Shaker



Quantity:

- 1 +

[Back to shop](#)

Once you have decided on a design and product, click on the "Add to Cart" button. NOTE: You will not be able to add an item to the cart if you have not selected an artwork design.

HOME > SHOP > PROTEIN SHAKER



PROTEIN SHAKER

Let everyone at training know you are a Sharks Member with a branded protein shaker. The 600ml shaker has a polypropylene body and lid.

\$25.00

Protein Shaker



Quantity:

- 1 +

ADD TO CART

[Back to shop](#)

The item will then be added to your cart, and you will return to the home page.



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Once you have chosen all of the items you wish to redeem, click on the cart button.

All off the items you have selected will appear, including entitlements and product items.

MY CART

Entitlements					
Product Name	Inventory Code	Price	Quantity	Total	
	Card	SHA23-C-001-01	10.00	1	\$10.00
	Lanyard	SHA23-002-RD	0.00	1	\$0.00
	Lapel Pin	SHA23-S-059-RD	5.00	1	\$5.00

SUMMARY

SUBTOTAL \$70.00
 SHIPPING & HANDLING \$0.00
 CREDIT/DISCOUNTS -\$0.00
TOTAL \$70.00
 Included GST \$6.36

RETURNS POLICY

Cronulla Sharks has a standard refunds policy complying with relevant Australian Consumer rights. [Click here for full policy](#)

Shop Items					
Product Name	Inventory Code	Price	Quantity	Total	
	Protein Shaker	SHA23-S-063	25.00	- 1 +	\$25.00

Once this is call confirmed, you can select the "Checkout" button.

Shop Items					
Product Name	Inventory Code	Price	Quantity	Total	
	Protein Shaker	SHA23-S-063	25.00	- 1 +	\$25.00

CLEAR CART

CONTINUE SHOPPING

CHECKOUT



Step 4: Checkout

At the Checkout, you are required to fill in the appropriate details. Including Name and Postal Address you wish your items to be sent to.

1. SHIPPING & BILLING

Shipping and Billing are the same

SHIPPING

First Name*	Last Name*
Phone	Email*
Company Name/Building	
Address Line 1*	
Address Line 2	
<input type="checkbox"/> I can't find my Suburb	
Suburb, State, Postcode (Prefill)	State
PostCode	AUSTRALIA

Under the shipping details required to be filled out, you will be required to choose which shipping method you would like. NOTE: This is not an additional cost and the value will be deducted from your total credit.

- Standard (10-14 working days) \$9.06
- Express (7-12 working days) \$13.26
- I have read and consent to the Terms & Conditions and Privacy Policy

Please read then check the [Terms & Conditions and Privacy Policy](#)

CONTINUE

Once you have selected your shipping method, read over the Terms and Conditions and Privacy Policy, and click the "tick box", then click continue.

- Standard (10-14 working days) \$9.06
- Express (7-12 working days) \$13.26
- I have read and consent to the Terms & Conditions and Privacy Policy

CONTINUE



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You will then be taken to the below page where you apply your credit. In the top right-hand corner, the credit value will be displayed. Under the payment, the total of your redemption will be displayed.

2. CREDIT & DISCOUNTS

CREDIT Available \$245.00

Enter credit amount to use:

RESET

APPLY

Discount Code:

CANCEL COUPON

APPLY

3. PAYMENT

SUBTOTAL	\$70.00
SHIPPING & HANDLING	\$13.26
CREDIT/DISCOUNTS	-\$0.00
Voucher ()	-\$0.00
TOTAL	\$83.26
Included GST	\$7.57

Pay with my debit or credit card

PREVIOUS

PROCESS

To apply the credit, write the total amount of credit you wish to use in the box available and click the "Apply" button.

2. CREDIT & DISCOUNTS

CREDIT Available \$245.00

Enter credit amount to use:

RESET

APPLY



You will then see that the Credit/Discount has been applied and the Total will display as \$0.00.

2. CREDIT & DISCOUNTS

CREDIT Available \$245.00

Enter credit amount to use:

RESET

APPLY

Discount Code:

CANCEL COUPON

APPLY

3. PAYMENT

SUBTOTAL	\$70.00
SHIPPING & HANDLING	\$13.26
CREDIT/DISCOUNTS	-\$83.26
Voucher ()	-\$0.00
TOTAL	\$0.00
Included GST	\$0.00

PREVIOUS

PROCESS

You can then click the "Process" button and your order will be placed and sent for dispatch and fulfilment.

2. CREDIT & DISCOUNTS

CREDIT Available \$245.00

Enter credit amount to use:

RESET

APPLY

Discount Code:

CANCEL COUPON

APPLY

3. PAYMENT

SUBTOTAL	\$70.00
SHIPPING & HANDLING	\$13.26
CREDIT/DISCOUNTS	-\$83.26
Voucher ()	-\$0.00
TOTAL	\$0.00
Included GST	\$0.00

PREVIOUS

PROCESS