



**CRONULLA SHARKS**

PO Box 2219,  
Taren Point, NSW, 2229

Ph: (02) 9521 5555

ABN: 86 002 692 186



## **Cronulla Sharks 2024 Mber+ Member Guide**

\*Please note some of these images are from the 2023 Mber+ Portal



## Mber+ Member Benefit Pack Redemption User Guide

Using Member Credit, 2024 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
<b>General Admission</b>	\$70	\$70	\$60	\$167	\$217	\$267	\$184	\$234	\$284	\$334
<b>Concourse</b>	\$70	\$70	\$60	\$167	\$217	\$267	\$184	\$234	\$284	\$334
<b>Peter Burns</b>	\$70	\$70	\$60	\$167	\$217	\$267	\$184	\$234	\$284	\$334
<b>Monty Porter</b>	\$70	\$70	\$60	\$167	\$217	\$267	\$184	\$234	\$284	\$334
<b>ET Lower</b>	\$70	\$70	\$60							
<b>ET Upper</b>	\$70	\$70	\$60							

	Adult	Junior	Other
<b>Flexi 5</b>	\$55	\$50	
<b>Flexi 3</b>	\$55	\$50	
<b>Football Club</b>	\$40		
<b>Shark Net</b>	\$40		
<b>Reefy Junior</b>		\$30	
<b>Baby</b>			\$30
<b>Country Interstate</b>	\$55	\$50	
<b>International Shark</b>	\$40		
<b>Pet</b>			\$25
<b>Shark Starter</b>	\$20	\$18	
<b>Diamond Upgrade</b>	\$60		
<b>Platinum Upgrade</b>	\$40		



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## 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 (Member Number), which you will need to create your Mber+ account. Note: if you created a Mber+ account throughout the 2023, you would need to reactivate and create another account for the 2024 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](mailto: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.





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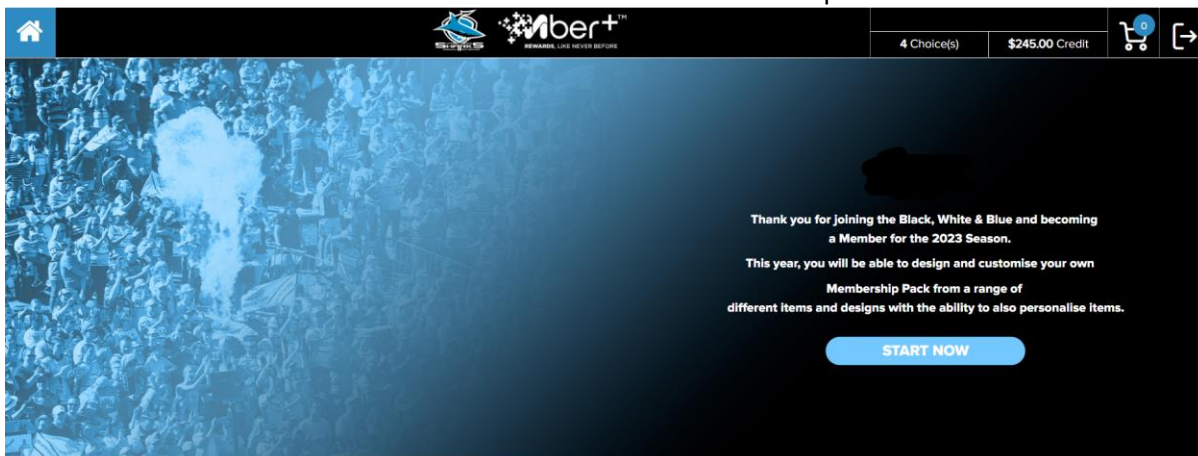
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## Step 2: Redeeming your Membership Entitlements

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 to the “entitlements” page. Here you will have the choice to redeeming a Membership Package or an amount of credit plus a Member Card and Lanyard. NOTE: Once you have redeemed either the Member Pack or the credit, you are unable to change this.

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

**Adult**  
**ET Upper**

Choose between a default pack of Member Card, Lanyard, Member Cap, Sticker, Keyring, Pin or credit to design your own pack.

**ADULT PACK**

**REDEEM**

**\$70 & Card & Lanyard**

**REDEEM**

OR



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If you choose to redeem the Membership Pack, rather than retain the credit lanyard and card, 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.



## ADULT PACK

Cap, Lanyard, Sticker, Card, Keyring, Pin

**\$0.00**

Quantity: 1

**REDEEM**

[Back to entitlements](#)

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

Adult

ET Upper

Choose between a default pack of Member Card, Lanyard, Member Cap, Sticker, Keyring, Pin or credit to design your own pack.

ADULT PACK



SELECTED

\$70 & Card & Lanyard



SELECTED

OR

Once you have made all of the selections for each individual Member, you can then click, "Start Shopping" if you wish to purchase additional items.





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### 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.

HOME > ALL

0 Choice(s) \$245.00 Credit

ENTITLEMENTS ALL ADULT BABY PET JUNIOR

Search Sort by Newest Items





 <p><b>Seat Cover</b> \$27.00</p>	 <p><b>Certificate</b> \$5.00</p>	 <p><b>Wireless Charger</b> \$31.00</p>	 <p><b>Mouse Pad</b> \$12.00</p>
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Once on this page, depending on what Membership category (Adult, Baby, Pet Junior) you purchased, click that respective tab.

HOME > ADULT

ENTITLEMENTS ALL ADULT BABY PET JUNIOR

Search Sort by Newest Items

 <p><b>Seat Cover</b> \$27.00</p>	 <p><b>Wireless Charger</b> \$31.00</p>	 <p><b>Mouse Pad</b> \$12.00</p>	 <p><b>Shark Tooth Keyring</b> \$15.00</p>
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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:

- 1 +

[Back to shop](#)



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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.

Thank you for joining the Black, White & Blue and becoming a Member for the 2023 Season.

This year, you will be able to design and customise your own Membership Pack from a range of different items and designs with the ability to also personalise items.

**START NOW**



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

All of 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**



You will then be taken to the below page where your credit will be automatically applied. 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
<b>TOTAL</b>	<b>\$83.26</b>
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
<b>CREDIT/DISCOUNTS</b>	<b>-\$83.26</b>
Voucher ()	-\$0.00
<b>TOTAL</b>	<b>\$0.00</b>
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
<b>TOTAL</b>	<b>\$0.00</b>
Included GST	\$0.00

PREVIOUS

PROCESS