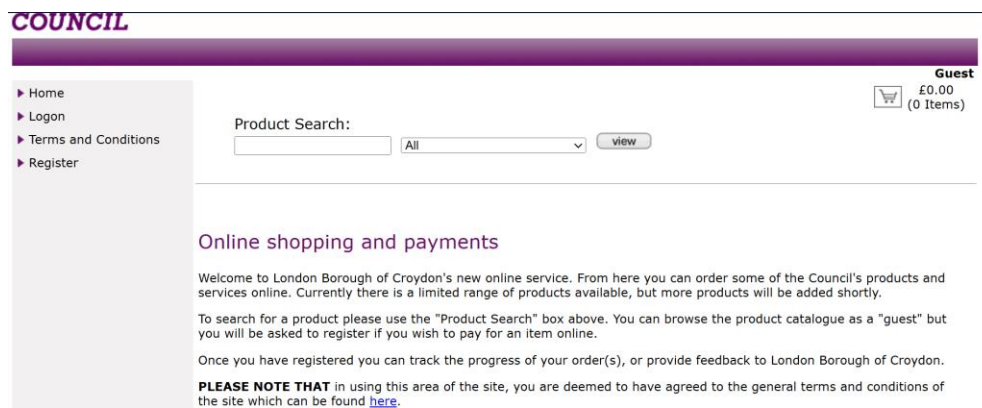


ALLOTMENTS HOW TO GUIDE:

PAYING FOR YOUR ALLOTMENT ONLINE

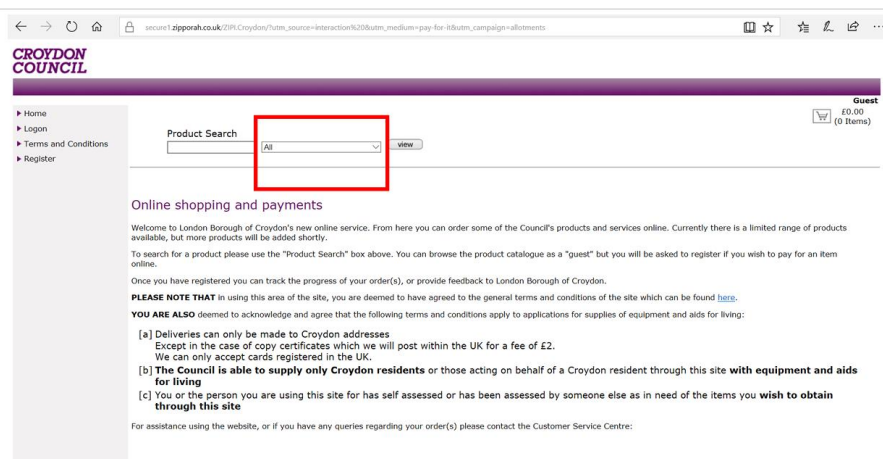
WARNING: The Allotment Service is not responsible for invalid payments. Please ensure you have a valid payment request - invoice and/or permission to use the concessionary tariff before making any payment. Contact allotment services at allotments@croymdon.gov.uk if you have any question.

1. Visit www.croydon.gov.uk/allotments/information_for_plotholders or paste the link on your browser <https://croydon.zipporah.co.uk/Croydon.ZIPI/default.aspx>



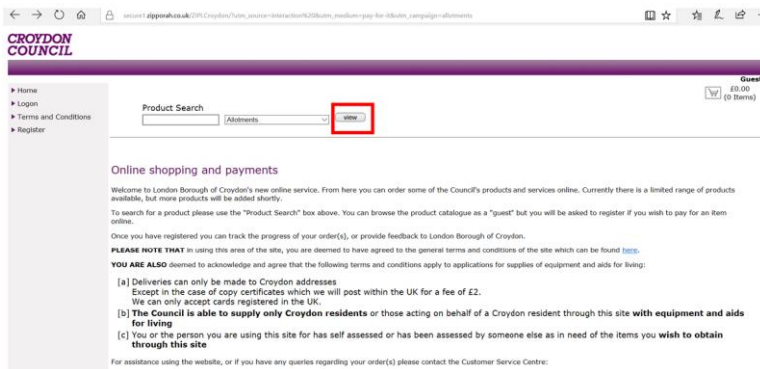
The screenshot shows the Croydon Council website interface. At the top left, the word "COUNCIL" is displayed in a purple banner. Below this, a navigation menu lists: Home, Logon, Terms and Conditions, and Register. On the right side, there is a shopping cart icon with the text "Guest £0.00 (0 Items)". In the center, there is a "Product Search:" section with a text input field, a dropdown menu currently set to "All", and a "view" button. Below the search section, the heading "Online shopping and payments" is followed by a welcome message: "Welcome to London Borough of Croydon's new online service. From here you can order some of the Council's products and services online. Currently there is a limited range of products available, but more products will be added shortly." Further down, it states: "To search for a product please use the 'Product Search' box above. You can browse the product catalogue as a 'guest' but you will be asked to register if you wish to pay for an item online." It then says: "Once you have registered you can track the progress of your order(s), or provide feedback to London Borough of Croydon." Finally, a "PLEASE NOTE THAT" section states: "in using this area of the site, you are deemed to have agreed to the general terms and conditions of the site which can be found [here](#)."

2. Select Allotments from the dropdown menu in the "All" window

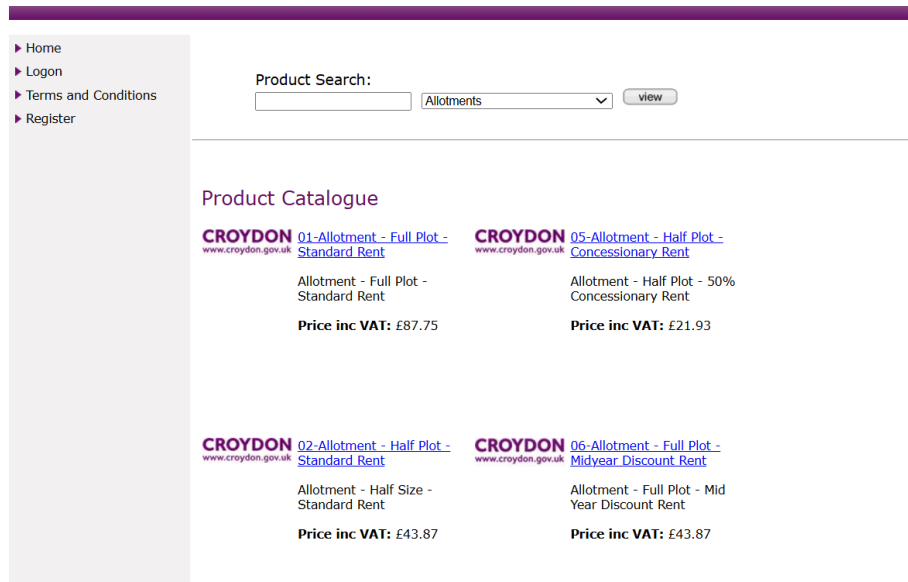


This screenshot is similar to the one above but includes a red rectangular box highlighting the dropdown menu in the "Product Search:" section. The dropdown menu is currently set to "All". Below the search section, the heading "Online shopping and payments" is followed by the same welcome message as in the previous screenshot. However, there is additional text: "PLEASE NOTE THAT in using this area of the site, you are deemed to have agreed to the general terms and conditions of the site which can be found [here](#)." This is followed by a bolded statement: "YOU ARE ALSO deemed to acknowledge and agree that the following terms and conditions apply to applications for supplies of equipment and aids for living:" Below this, there are three numbered items: "[a] Deliveries can only be made to Croydon addresses. Except in the case of copy certificates which we will post within the UK for a fee of £2. We can only accept cards registered in the UK." "[b] The Council is able to supply only Croydon residents or those acting on behalf of a Croydon resident through this site with equipment and aids for living" "[c] You or the person you are using this site for has self assessed or has been assessed by someone else as in need of the items you wish to obtain through this site" At the bottom, it says: "For assistance using the website, or if you have any queries regarding your order(s) please contact the Customer Service Centre:"

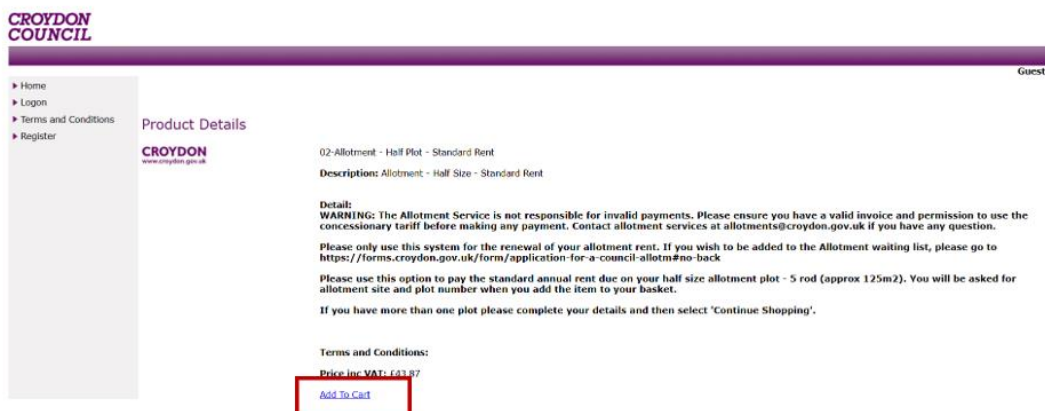
3. Click the “View” to prompt the allotment products



4. Select the product that matches your payment order / invoice by plot size and rent rate:



5. Add the product to the cart



6. Fill the information requested and click continue

CROYDON COUNCIL

Home
Logon
Terms and Conditions
Register

Product Information

Name Of Allotment Plot Holder *

Home Address Of The Plot Holder *

Post Code *

Telephone Number *

E-mail Address *

Name Of Allotment Site *

Plot Number *

Concession Category *

Please confirm that evidence required has been approved by the Allotments team *

7. Click final checkout to proceed to payment

CROYDON COUNCIL

Home
Logon
Terms and Conditions
Register

Shopping Cart

ProductID	Product Name	Product Reference	Quantity	Price excl. VAT	Price Inc. VAT	Remove	Product Information
184	Allotment - Full Plot - Concessionary Rent	AFSHP	1	£29.25	£29.25	<input type="checkbox"/>	View

Order Cost: £29.25
VAT: £0.00
Total: £29.25

Tel: +44(0)20 8726 6000
Email: [Customer Service Centre](#)

8. To pay you can "Log on" or "Register"

PLEASE NOTE: THIS IS NOT YOUR MYACCOUNT LOG IN USED TO PAY FOR OTHER COUNCIL SERVICES AT WWW.CROYDON.GOV.UK. You will need to have a separate or new account to pay for your allotment. If you are experiencing issues with zipporah, please contact customer services directly calling 0208 726 6200

If you have an account, go to your basket and log in:

CROYDON COUNCIL

Home
Logon
Terms and Conditions
Register

Logon

Username:

Password:

[Register Here](#) [Forgotten Password](#)

Tel: +44(0)20 8726 6000
Email: [Customer Service Centre](#)

If you don't have an account, click on "register here"

secure1.zipporah.co.uk/ZIP/Croydon/Logon.aspx?ReturnUrl=%2FZIP/Croydon%2FRegistered%2FShoppingCartProcess%2FShoppingCartConfirmation.aspx

CROYDON COUNCIL

Home
Logon
Terms and Conditions
Register

Logon

Username:
Password:

[Register Here](#) [Forgotten Password](#)

Tel: +44(0)20 8726 6000
Email: [Customer Service Centre](#)

Fill the form and click continue

https://secure1.zipporah.co.uk/ZIP/Croydon/ Online Payments

CROYDON COUNCIL Guest

Home
Logon
Terms and Conditions
Register

Create a new account - security details

We have to have some information from you - these fields are marked with an asterisk (*).

Disclaimer

Please read our [Terms and conditions](#) - they will open in a new window.

I have read and agree with the [Terms and conditions](#) of use:

Username (6 or more characters): *
Password (6 or more characters): *
[Case sensitive]
Confirm password: *
[Case sensitive]
Secret Question: * Please Select ...
This will be used to confirm your identity should you forget your password.
Secret question answer: *

Tel: +44(0)20 8726 6000
Email: [Customer Service Centre](#)

Click Final Check Out:

secure1.zipporah.co.uk/ZIP/Croydon/process/shoppingcart/ShoppingCart.aspx

CROYDON COUNCIL Guest

Home
Logon
Terms and Conditions
Register

Shopping Cart

Product ID	Product Name	Product Reference	Quantity	Price excl. VAT	Price inc. VAT	Remove	Product Information
184	Adament - Full P&L - Crosscountry Race	FRSP	1	£29.25	£29.25	<input type="checkbox"/>	View

Order Cost: **£29.25**
VAT: **£0.00**
Total: **£29.25**

Tel: +44(0)20 8726 6000
Email: [Customer Service Centre](#)

Review and submit the order

[Home](#)
[Account History](#)
[Edit Account](#)
[Terms and Conditions](#)

Review and Submit Your Order

Please check all the information below to be sure it's correct.

ProductID	Product Name	Product Reference	Quantity	Price excl. VAT	VAT	P & P	Product Information
182	01-Allotment - Full Plot - Standard Rent	ALLFS	1	£87.75	£0.00	£0.00	View

Total: £87.75

Billing Address

Name: Mrs Iila Barreto
 Street Description: stubbs meat
 Locality: LONDON
 Town: CR0 3RL
 Postcode: United Kingdom
 Country:

Shipping Address

Name: Mrs Iila Barreto
 Street Description: stubbs meat
 Locality: LONDON
 Town: CR0 3RL
 Postcode: United Kingdom
 Country:

Tel: +44(0)20 8726 6000
 Email: [Customer Service Centre](#)

Click continue

[Home](#)
[Account History](#)
[Edit Account](#)
[Terms and Conditions](#)

Payment Method

Upon clicking the continue button you will be taken to the secure payment website.

Tel: +44(0)20 8726 6000
 Email: [Customer Service Centre](#)

Enter your payment details and click continue

[Home](#) > Do it online

Online Payments

Amount £10.50

All fields marked * must be completed

Card Number*

Please enter the name as it appears on the card
 Card Holder Name*

Day Cardno

MMYY
 Expiry Date*

If your payment card has an issue number please enter it as it appears on the card. For example, if the number shown is 03 type 03, if the number shown is 3 type 3.
 Issue Number

MMYY
 Start Date

Please enter the 3 digit security code printed on the back of your card
 Security Code*

Please enter a valid e-mail address if you would like to receive an electronic receipt for your payment
 E-Mail Address

Confirm E-Mail Address

NOTE: CLICKING ON THE LINKS BELOW WILL OPEN A NEW BROWSER WINDOW

Note: Your bank will go through any verification processes it has in place.

Once you have completed all the above steps, you should receive a confirmation of payment on screen or to the email address you registered on this site.

If you experience any issues during this process, please call the contact centre on 0208 726 6200

Croydon Allotment Service
Sustainable Communities,
Floor 3 Zone C
Bernard Weatherill House
8 Mint Walk
Croydon, CRO 1EA
Email: Allotments@croydon.gov.uk