



Membership Renewals

- **How do I renew my SAPICS membership?**
 - You can renew your membership by logging into your member portal on SAPICS Glue Up. Go to the 'Membership' section and follow the prompts to renew. Glue Up will send you a membership renewal reminder a month and a week before your membership expires. The SAPICS team will also contact you by email.
- **What happens if I miss the renewal deadline?**
 - If you miss the deadline, you will receive a grace period of 30 days. After this period, your membership will lapse, and you will lose access to member benefits until it is renewed.
- **Can I switch my membership type during renewal?**
 - Yes, you can upgrade or downgrade your membership by contacting the membership team before completing the renewal process.

2. Glue Up Activation

- **What is Glue Up, and how does it relate to SAPICS?**
 - Glue Up is the platform used by SAPICS for managing events, member communication, and other services. It streamlines all SAPICS activities in one place.
- **How do I activate my Glue Up account?**
 - You should receive an activation email upon joining SAPICS. Follow the link in the email to set up your account. If you didn't receive the email, contact the SAPICS support team.
 - Another way that you can make use of your membership more effectively, is to activate your membership account on the Glue Up platform. SAPICS invested in this platform in 2023, and it is a great way for you to receive more information as well as join relevant groups that relate to your interests. This platform also provides user-friendly registration of events and makes it simple to connect with other members.

Follow links provided below to activate your account.

Link to manage and register profile on PC/Desktop:

https://www.glueup.com/track/rd?type=systemEmail&status=Clicked&tracking_id={TRACKING_ID}&redirect_url=%2Fmy%2Fmemberships%2F0&ts=1722426842&ps=RW5FWUhzt1R1OUJoWThHc3VlcUk3VTR5YVBnRzdwR2FrZXIDS2U1dXFKTT0=

Link to download the Glue Up App for Android:

https://play.google.com/store/apps/details?id=com.eventbank.android.attendee&pcampaignid=web_share

Link to download the Glue Up App for Apple:

<https://apps.apple.com/app/id958545893>

- **I'm having trouble logging into Glue Up. What should I do?**
 - Ensure you are using the correct email address registered with SAPICS. If the issue persists, click 'Forgot Password' or contact support for assistance.

3. Event Booking and Cancellations

- **How do I book a place at a SAPICS event?**
 - Event bookings can be made through the SAPICS website or via Glue Up. Simply select the event, fill in your details, and complete the payment process if necessary. If you have activated your profile, then all your details will be on the system already, and it makes it easy to register for events.
- **What is the cancellation policy for events?**
 - Cancellations made up to 10 days before the event are fully refundable. Cancellations within 7 days of the event may incur a cancellation fee. Please refer to the specific event's terms for details.
 - If the event is not charged, SAPICS would appreciate if you let the team know of your cancellation, for planning purposes and so SAPICS can offer a space to someone else.
- **Can I transfer my event booking to someone else?**
 - Yes, event bookings are transferable. Please inform SAPICS at least 48 hours before the event, providing the details of the person taking your place.

4. Enquiries for Education Courses

- **What courses does SAPICS offer for supply chain professionals?**
 - SAPICS offers a variety of courses ranging from introductory supply chain management to advanced certification programs. Check the 'Education' section on the SAPICS website for details.

- **How do I enrol in an education course?**
 - You can enrol by visiting the course page on the SAPICS website or Glue Up, selecting the course, and completing the registration.
 - If you have an enquiry for a course, please complete the enquiry form on the website. Your enquiry will be dealt with by the SAPICS office, and/or your request will be forwarded to the Authorised Education Partners who will in turn send you information and a quote.
- **Are there any prerequisites for certain courses?**
 - Some advanced courses require specific qualifications or industry experience. Refer to the course details or contact the education team for guidance.
- **Can I get a refund if I cancel my enrolment?**
 - Course cancellations are subject to SAPICS's refund policy, typically requiring notice at least 10 days prior to the course start date for a full refund.

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