

Your club order, clearly organised.

A practical guide for the people managing a club or group. Members order in the shop; club managers use the private club area.

1 1. Prepare

Check your club details, the sale dates, its products and payment instructions before sharing the shop.

2 2. Review

Follow member orders, add club stock where needed and resolve minimum order quantities.

3 3. Approve and follow

Review the Owlin quote and the precise artwork version, then follow the production updates shared by Owlin.

Keep in mind. A saved selection, a submitted sale and an approved artwork are different steps. None of them should be mistaken for a payment or an automatic production launch.

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02 Access and team

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03 Navigation and addresses

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11 Artwork and delivery

A private space for your club.

Use the access sent to you by Owlin. Do not share a manager account or your password.

1 **Activate your access**

An activation link is valid for 24 hours. Choose a club password of at least 6 characters and no more than 72 bytes, then enter the requested details. Billing and delivery addresses are separate unless you explicitly select the same address.

2 **Sign in safely**

The club sign-in page offers the available password or email-code access. A session lasts at most 24 hours. After six incorrect password attempts, use the password-reset or blocked-access route instead of repeating attempts.

3 **Manage your team**

Team lists your authorised managers. Only the primary manager can perform the team-management actions available to them. Each manager's role controls which actions appear; a member placing a shop order does not need a manager account.

Keep in mind. Sign out on shared devices. Never send Owlin a password, a one-time code or a private order-access link.

The right sale, the right next step.

Start with My sales. Keep the sale name and club in view when opening an order, a document or an export.

1 Use the dashboard

Next steps highlights what your club needs to do. An action marked as handled by Owlin is not waiting on a member. Archives keeps completed sales separate from current work.

2 Open a sale

Overview gives the status, closing date, shop link and QR code. Orders contains member and stock orders. Items and exports shows quantities. Final review brings together the checks before submission.

3 Check addresses and save

My club contains the usual billing and delivery details. A sale can have a different address: review it in that sale. Unsaved changes are local only. Click Save and wait for the server confirmation; an error is not a successful save.

Keep in mind. Sharing an unlisted shop link is not access control. If the sale has a password, provide it through the club's chosen channel.

Prepare the offer before sharing it.

Your available actions depend on the autonomy and permissions that Owlin has enabled for the club.

1 Explore your club catalogue

The private price catalogue shows the terms configured for your club. Use Prepare a quote request to send planned items and quantities, even estimates. This is a request, not an accepted quote or a production commitment.

2 Select products or create a sale

If authorised, choose products for an existing sale or prepare a new draft. Save the selection, then check publication status. An Owlin approval may be required before the shop can open.

3 Keep the price bases separate

The member price, the club's participation and Owlin's net price are not interchangeable. Where the sale allows a club-set member price, review it separately. In a direct Stripe sale, the displayed price is paid, except for the specifically configured volume-pricing reservation flow.

Keep in mind. The quote issued by Owlin takes precedence for the club's order. Club participation for members is not deducted from Owlin's club quote or invoice.

Help members choose the right kit.

Members can browse first. Their contact details are needed to confirm an order, not to explore the range.

1 Check the shop and identity

Read the club name and closing date. Enter first name, last name and email carefully. Phone and licence number may be required by this sale's settings: follow the labels shown, rather than assuming they are optional.

2 Choose the version and size

Open a product to read its description, sizing advice and photos. Choose Men, Women, Unisex or Children where offered. Children's supplier codes are T10 (3-4 years), T12 (5-6), T14 (7-8) and T16 (9-10). Age equivalences are indicative; use the product guide and ask for advice when unsure.

3 Add the chosen item

Choose the design, size and quantity, then click Add item to basket. No size is selected automatically. Add another size prepares another line; check that every intended line has actually been added. Manufacturing options activated by Owlin apply to the relevant items; they are not member-selected add-ons.

Keep in mind. Selecting a size is not an order. Adding to the basket is not final confirmation. The number is issued only after the final save succeeds.

Read the payment mode shown.

The same shop can be configured in different ways. Never infer that confirming an order means a payment has succeeded.

1 Check the full basket

Review products, designs, versions, sizes, quantities, the member total and any club participation. Use Modify to correct a line before the final confirmation. Read the displayed terms and payment instructions.

2 Club payment or direct payment

For payment to the club, follow its instructions: the shop confirmation does not collect that payment for Owlin. For a direct-payment sale, continue through Stripe. Return to the order page and check its actual payment state; do not create a second order if the return takes time.

3 A volume-pricing reservation

Only specially configured sales reserve a payment method and charge the final amount at closing. Quantities are counted by product reference. The member page shows the current estimate and remaining pieces to the next tier. Read the displayed maximum and consent; the final debit is not guaranteed to succeed without further bank authentication.

Keep in mind. Delivery choice is offered only when enabled for a direct Owlin/Stripe sale. Home-delivery charges can include a flat amount plus a per-item supplement; check the exact total before confirming.

A clear record for each member.

Keep the order number and use the existing order instead of creating a replacement because an email is delayed.

1 Recover or edit an order

The shop's Find or edit my order route asks for its number and email and sends a private access link. Before closing, editing is available only where the current order state allows it. Paid or reserved orders may be protected: follow the page and contact Owlin if needed.

2 Review club orders

In Orders, check the member and the details. For club-collected payments, record the club's validation only after your own checks. A club validation is not a Stripe receipt or a payment collected by Owlin. A changed order may need another review.

3 Use batch actions carefully

Select the intended orders and read the confirmation before validating a group. Open the order number to inspect its details and history. After closure, ask Owlin to handle corrections rather than creating a new member order.

Keep in mind. Owlin can prepare and freeze the club's quote without requiring every member order to have been validated in the portal. The quote remains the club's commercial review point.

Add only the stock you need.

Stock belongs to a sale, alongside member orders. It remains club stock even when added to resolve a minimum.

1 Start from the sale

Open Club stock order. The authorised club catalogue may include products that are not visible in the public sale. Adding such stock does not publish that product to members.

2 Prepare and review

Enter quantities per version and size, using the controls or typing a number. Leave zero for unwanted sizes. Review the product, size, quantity, design, options and total before confirmation; a draft review is not yet saved stock.

3 Confirm once

Use the explicit confirmation, then check that the recorded stock order appears in the sale. If an email is late, look for this record before trying again. An extra second piece added for a minimum is assigned to club stock, not silently to the member.

Keep in mind. New catalogue products can be made available to clubs automatically, with their configured discount. They are not automatically added as visible products to an ongoing public sale.

Resolve shortages transparently.

Final review shows the remaining minimums. Check the actual rule for each reference and, where relevant, each size.

1 Textiles and accessories

The usual textile minimum is two pieces per base reference, with sizes and versions combined according to the configured rule. A single textile piece can carry a 50% club-price surcharge. Accessories with supplier minimums must be completed as club stock or removed; a surcharge does not waive their minimum.

2 Remove or replace a model

Where a product is removed or replaced, the recorded member order follows the new item. Review the original item, replacement, quantities and price difference. The change history retains the reason; cancelled articles must not be counted again in the current total.

3 Agree the regularisation

The club chooses whether to collect an increase from a member, absorb it or arrange a regularisation after a decrease. A displayed difference does not automatically collect or refund money. If Owlin offers an upgrade, the higher-priced item and the separate offered-upgrade discount remain visible on its quote and invoice.

Keep in mind. Submitting a sale preserves a precise version for review; it does not launch production. Later changes require a fresh checked version and updated exports.

Use current totals and dated history.

Open Items and exports for quantities by product, version and size, then choose the view that matches the job.

1 Read or search the matrix

A row per order and a column per product helps compare quantities. Search the name, order number, product or size. Scroll a wide table horizontally and check active filters and cancelled-order rules before using the result.

2 Read a member PDF

The current lines show unit and line prices and the order total. Modified orders have a dated before/after comparison and their history. The member-price difference includes the recorded aid; the article difference uses the net Owlin basis without aid or delivery. These two differences must not be added together.

3 Check the version

A before amount refers to the first recorded change included in the comparison, not an invented closing-date snapshot. Missing historical amounts are not guessed. The MOQ appendix summarises removals, replacements and stock additions. Re-export after a correction: an old downloaded PDF is never rewritten.

Keep in mind. M = Men, W = Women, U = Unisex and K = Children. A factory export, a quote and personalised labels should refer to the same checked sale version.

Approve the precise design version.

Documents and production tracking serve different purposes. Opening a file is not the same as approving the artwork.

1 Open a document set

Documents contains the files shared by Owlin. A set may include PDFs, images and video. New means it has not yet been viewed by your account. View in the reader or a new tab; download is a separate action.

2 Approve the artwork proof

Review all the shared proof files, including the Reference 3D version where supplied, then confirm explicitly with your first and last name. Approval belongs to that precise file set. A revised proof requires a new approval; its earlier history is retained.

3 Follow production and stock

The sale shows the steps and provisional dates shared by Owlin. When it is marked Delivered, confirmed club stock becomes available without entering a second receipt. If inventory is enabled, assign the selected pieces and quantities to members. An assignment permanently removes them from available stock; it is not a loan or a return workflow.

Keep in mind. An administrator's observer view must not count as the club reading or approving a document. The club's own explicit actions remain distinct.

Keep the next action in view.

The club area uses the same records on desktop and mobile. A smaller screen does not change the checks or the price rules.

1 Navigate and save

Use Menu for My sales, Documents, Archives, Team and My club. Wide tables can scroll horizontally. Save deliberately and wait for the confirmation before leaving a form; a selected upload may need to be selected again after an error.

2 Choose your language

The header and footer selectors keep the equivalent page where available. A signed-in manager's saved choice is used for their future controlled notifications. Custom club text and newly added product names may remain in their labelled original language until reviewed.

3 Get useful help

First check the order number, the actual status and spam folders. Contact contact@owlin.cc with the club, sale and order number and a short description. Do not send your password, payment-card details or private access links. If a sale is closed, do not create another order to bypass it.

Keep in mind. This guide describes the application, not a binding commercial offer. Follow the actual sale settings, displayed consents and the quote issued for your club.