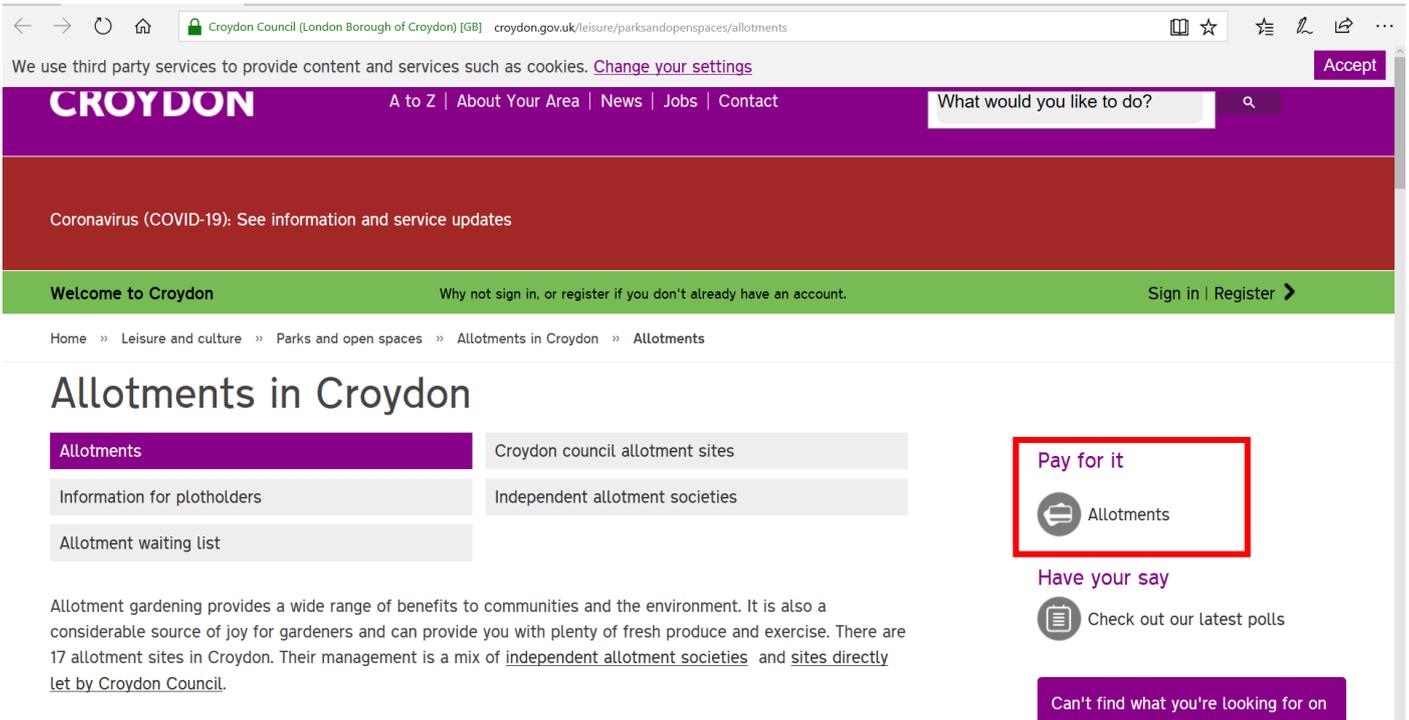
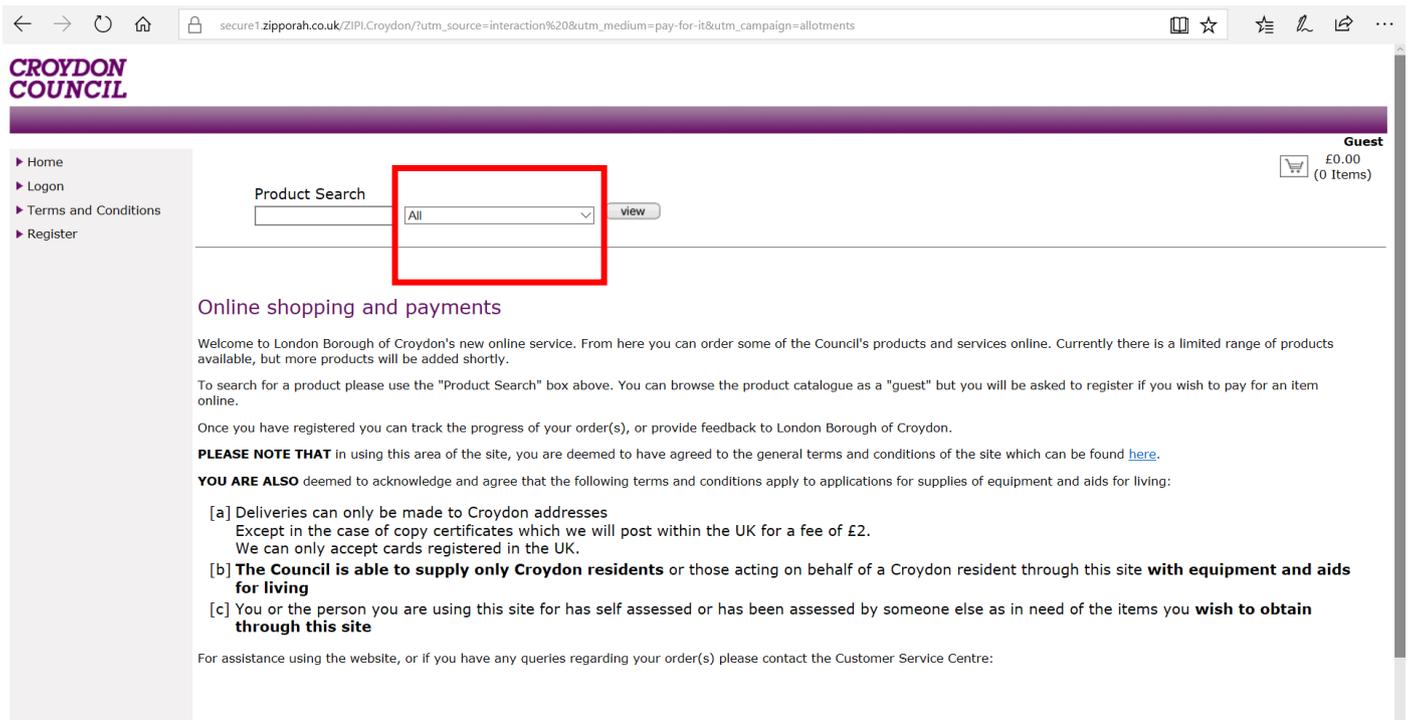


ALLOTMENTS HOW TO GUIDE:  
PAYING FOR YOUR ALLOTMENT ONLINE  
1. Visit [www.croydon.gov.uk/allotments](http://www.croydon.gov.uk/allotments)  
2. Click "Allotments" as shown below:



3. On the screen below, select the drop down box and choose 'Allotments'



4. Click View

secure1.zipporah.co.uk/ZIPI.Croydon/?utm\_source=interaction%20&utm\_medium=pay-for-it&utm\_campaign=allotments

**CROYDON COUNCIL**

Home  
Logon  
Terms and Conditions  
Register

Product Search  Allotments

Guest £0.00 (0 Items)

### Online shopping and payments

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.

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.

Once you have registered you can track the progress of your order(s), or provide feedback to London Borough of Croydon.

**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](#).

**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:

- [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**

For assistance using the website, or if you have any queries regarding your order(s) please contact the Customer Service Centre:

https://secure1.zipporah.co.uk/ZIPI.Croydon/default.aspx?utm\_source=interaction+&utm\_medium=pay-for-it&utm\_campaign=allotments

## 5. Choose your plot size and rent rate:

secure1.zipporah.co.uk/ZIPI.Croydon/process/product/ProductCatalogue.aspx

**CROYDON COUNCIL**

Home  
Logon  
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Register

Product Search  Allotments

Guest £0.00 (0 Items)

### Product Catalogue

<p><b>CROYDON</b> <a href="#">Allotment - Full Plot - Concessionary Rent</a> www.croydon.gov.uk</p> <p>Allotment - Full Plot - 50% Concessionary Rent</p> <p><b>Price inc VAT: £29.25</b></p>	<p><b>CROYDON</b> <a href="#">Allotment - Half Plot - Standard Rent</a> www.croydon.gov.uk</p> <p>Allotment - Half Size - Standard Rent</p> <p><b>Price inc VAT: £29.25</b></p>
<p><b>CROYDON</b> <a href="#">Allotment - Full Plot - Standard Rent</a> www.croydon.gov.uk</p> <p>Allotment - Full Plot - Standard Rent</p> <p><b>Price inc VAT: £58.50</b></p>	<p><b>CROYDON</b> <a href="#">Allotment - Quarter Plot - Standard Rent</a> www.croydon.gov.uk</p> <p>Allotment Quarter Plot - Standard</p> <p><b>Price inc VAT: £14.62</b></p>

## 6. Click 'Add to Cart'

The screenshot shows the 'Product Details' page for an allotment plot. The page includes a navigation menu on the left with links for Home, Logon, Terms and Conditions, and Register. The main content area displays the product name 'Allotment - Full Plot - Concessionary Rent', a description, and detailed terms and conditions. The price is listed as 'Price inc VAT: £29.25'. A red box highlights the 'Add To Cart' button. The browser address bar shows the URL: <https://secure1.zipporah.co.uk/ZIPI.Croydon/process/product/ProductDetailedDescription.aspx?productID=184&directType=toCart>

**CROYDON COUNCIL**

Guest

Home  
Logon  
Terms and Conditions  
Register

### Product Details

**CROYDON**  
www.croydon.gov.uk

Allotment - Full Plot - Concessionary Rent

**Description:** Allotment - Full Plot - 50% Concessionary Rent

**Detail:**  
Please only use this system for the renewal of your allotment rent. If you wish to be added to the Allotment waiting list please go to [www.croydon.gov.uk/leisure/parksandopenspaces/allotments](http://www.croydon.gov.uk/leisure/parksandopenspaces/allotments)

50% discount concession is available to plot holders who are: Plot holders in receipt of state pension, Plot holders in receipt of employment benefit and Plot holders that are registered disabled. You are required to apply prior to using this concessionary tariff, providing proof of entitlement to [allotments@croydon.gov.uk](mailto:allotments@croydon.gov.uk) or via post.

Please select this option to pay the concessionary annual rent due on your full size allotment plot - 10 rod (approx 250m2). You will be asked for allotment site and plot number when you add the item to your basket. If you have more than one plot please complete your details and then select 'Continue Shopping'.

Please note payment Period of 40 days - that will commence on the 1st September to the 10th October.

**Terms and Conditions:** Plot holders need to provide evidence that they meet the above criteria and apply before the 1st October each year. And please note application period for Concessionary tariff - Applications can only be made between 1 Sep to 1 Oct, any applications made after will be applied for the following year

**Price inc VAT:** £29.25

[Add To Cart](#)

<https://secure1.zipporah.co.uk/ZIPI.Croydon/process/product/ProductDetailedDescription.aspx?productID=184&directType=toCart>

## 7. Complete the relevant details and click continue

The screenshot shows the 'Product Information' form. The form contains the following fields:

- Name Of Allotment Plot Holder \*
- Home Address Of The Plot Holder \*
- Post Code \*
- Telephone Number \*
- E-mail Address \*
- Name Of Allotment Site \* (dropdown menu)
- Plot Number \*
- Concession Category \* (dropdown menu)
- Please confirm that evidence required has been approved by the Allotments team \* (dropdown menu)

Buttons: cancel, previous, continue

**CROYDON COUNCIL**

Guest

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 \* Select ...

Plot Number \*

Concession Category \* Select ...

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

cancel previous continue

<https://secure1.zipporah.co.uk/ZIPI.Croydon/Process/Product/QuestionGenerator.aspx>

## 8. Click final check out

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

**CROYDON COUNCIL**

Guest

- 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	<input type="text" value="1"/>	£29.25	£29.25	<input type="checkbox"/>	<a href="#">View</a>

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

[Update Your Shopping Cart](#) [Final Check Out](#)

[Continue Shopping](#)

Tel: [+44\(0\)20.8726.6000](tel:+44(0)20.8726.6000)  
Email: [Customer Service Centre](mailto:Customer.Service.Centre)

https://secure1.zipporah.co.uk/ZIPL.Croydon/process/shoppingcart/ShoppingCart.aspx

## 9. 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 IN ORDER TO PAY FOR YOUR ALLOTMENT. IF YOU ARE EXPERIENCING ISSUES WITH ZIPPORAH, PLEASE CONTACT CUSTOMER SERVICES DIRECTLY ON 0208 726 600 OR [contact.thecouncil@croydon.gov.uk](mailto:contact.thecouncil@croydon.gov.uk) .**

secure1.zipporah.co.uk/ZIPL.Croydon/Logon.aspx?ReturnUrl=%2fZIPL.Croydon%2fregistered%2fshoppingCartProcess%2fShoppingCartConfirmation.aspx

**CROYDON COUNCIL**

Guest

- Home
- Logon
- Terms and Conditions
- Register

### Logon

Username:

Password:

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

Tel: [+44\(0\)20.8726.6000](tel:+44(0)20.8726.6000)  
Email: [Customer Service Centre](mailto:Customer.Service.Centre)

IF YOU HAVE PAID FOR YOUR ALLOTMENT THIS WAY BEFORE, YOU CAN LOG IN USING THE DETAILS YOU CREATED WHEN YOU INITIALLY REGISTERED.  
IF YOU HAVE A LOG IN, YOU CAN MOVE TO PAGE 7 OF THIS DOCUMENT.

**For new registrations:**  
Enter the relevant details and click continue

The screenshot shows a web browser window with the URL <https://secure1.zipporah.co.uk/ZIPI.Croydon/> and a tab titled "Online Payments". The Croydon Council logo is in the top left, and the word "Guest" is in the top right. A navigation menu on the left includes Home, Logon, Terms and Conditions, and Register. The main heading is "Create a New Account - Personal Details". Below this, there are instructions: "Your personal details will be held securely and will be used to contact you if needed." and "Please note that all fields that have a star ( \* ) are 'required' fields that must be filled in before we can process your registration." A note says "When you have finished filling in your details, press the 'Continue' button below to move to the next stage." The form fields are: Title (dropdown menu), First Name: \* (text box), Other Name(s): (text box), Last Name: \* (text box), Daytime Phone (landline): \* (text box), Daytime Phone (mobile): (text box), and Email Address: (text box). At the bottom of the form are "cancel" and "continue" buttons. Contact information at the bottom left includes "Tel: +44(0)20 8726 6000" and "Email: [Customer Service Centre](#)".

Enter your address details and click continue:

- Home
- Logon**
- Terms and Conditions
- Register

### Address Capture

#### Your Address

Automatic address capture is not available.

Please enter your address below.

Address Line 1 \*

Address Line 2

City \*

County or State

ZIP or Postal Code \*

Country: \*

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

Enter your security details:  
Tick the box to indicate you agree to our terms and conditions, create a username and enter a password and secret question:

- 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: \*

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](#)

Go to your basket and log in:

**CROYDON COUNCIL**

Home  
Logon  
Terms and Conditions  
Register

Product Search  Allotments

**Online shopping and payments**

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.

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.

Once you have registered you can track the progress of your order(s), or provide feedback to London Borough of Croydon.

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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**

For assistance using the website, or if you have any queries regarding your order(s) please contact the Customer Service Centre:

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

Guest  £19.50 (1 Items)

Click Final Check Out:

**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 Size - Concessionary Rent	AFSHP	<input type="text" value="1"/>	£19.50	£19.50	<input type="checkbox"/>	<a href="#">View</a>

**Order Cost: £19.50**  
**VAT: £0.00**  
**Total: £19.50**

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

Guest  £19.50 (1 Items)

## 10. Click Submit:

Browser: <https://secure1.zipporah.co.uk/ZIPI.Croydon/> Online Payments

**CROYDON COUNCIL**

dancudmore | [LogOut](#)

- 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
184	Allotment - Full Size - Concessionary Rent	AFSHP	1	£19.50	£0.00	£0.00	<a href="#">View</a>

**Total: £19.50**

#### Billing Address

Name: Mr Dan Cudmore  
Street Description: First Floor Flat  
Locality: 52 Heathfield Road  
Town: CROYDON  
Postcode: CR0 1EW  
Country: United Kingdom

#### Shipping Address

Name: Mr Dan Cudmore  
Street Description: First Floor Flat  
Locality: 52 Heathfield Road  
Town: CROYDON  
Postcode: CR0 1EW  
Country: United Kingdom

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

## Click Continue:

Browser: <https://secure1.zipporah.co.uk/ZIPI.Croydon/> Online Payments

**CROYDON COUNCIL**

dancudmore | [LogOut](#)

- 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 details then click Continue:

The screenshot shows a web browser window with the URL <https://sbs.e-paycapita.com/portal/PortalServ> and the page title "Croydon Council". The page header features the "CROYDON COUNCIL" logo and "Online Payments" navigation. The breadcrumb trail reads "You are here: > Home > Do it online". A navigation menu includes "Information & Payment Help" and "Cancel".

The main content area is titled "Card Details" and includes the following fields and instructions:

- Logos for VISA, Mastercard, VISA Electron, and VISA CB.BR.
- Text: "All fields marked \* must be completed"
- Text: "Amount £19.50"
- Text: "Card Number\*" with an input field.
- Text: "Please enter the name as it appears on the card"
- Text: "Card Holder Name\*" with an input field containing "Dan Cudmore".
- Text: "MM/YY Expiry Date\*" with a date selector.
- Text: "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."
- Text: "Issue Number" with an input field.
- Text: "MM/YY Start Date" with a date selector.
- Text: "Please enter the 3 digit security code printed on the back of your card"
- Text: "Security Code\*" with an input field.
- Text: "Please enter a valid e-mail address if you would like to receive an electronic receipt for your payment"
- Text: "E-Mail Address" with an input field.
- Text: "Confirm E-Mail Address" with an input field.
- Buttons: "Continue", "Back", and "Reset".

At the bottom, there is a note: "NOTE: CLICKING ON THE LINKS BELOW WILL OPEN A NEW BROWSER WINDOW" and logos for "MasterCard. Verified by" and "Trustwave Trusted Commerce".

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 6000 or [contact.thecouncil@croydon.gov.uk](mailto:contact.thecouncil@croydon.gov.uk)

The Active Lifestyles Team  
6th Floor, Zone D  
Bernard Weatherill House  
Croydon  
CR0 1EA