



VICTORY AQUATICS

Accessing Your Account Info

Your Account

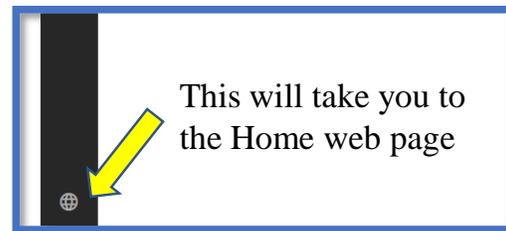
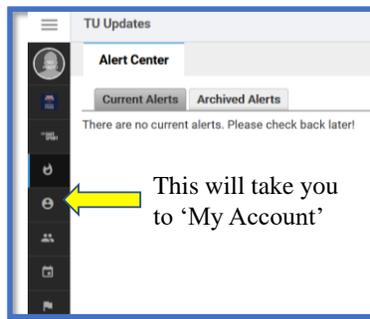
Accounts are used to manage information related to a swim family. The swimmers are members of the account.

Accounts control the logon to the system, receive communications, and are invoiced for charges related to the activities of the swimmers.

The email address of the primary account holder is used to logon to the account. Additional emails can be added to receive communications but cannot logon. If more than one want logon access and communications, get an email address that both can share. Be sure to share the passwords.

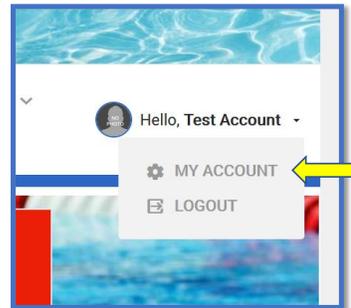
Account Navigation

If you get this page when you logon



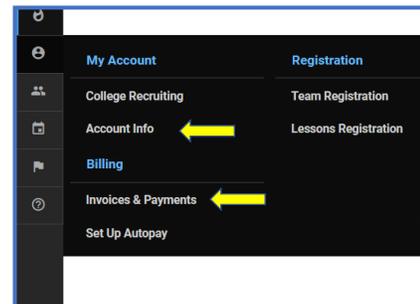
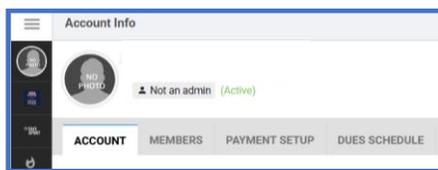
If you are on the web Home page, to get to 'My Account' or to the left side bar

- Click on your name
- Click on 'My Account'



My Account

Account Info takes you to the account and the members, payment setup, and dues schedule tabs.



Invoices & Payments takes you directly to the invoice page



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Payment Setup

Victory Aquatics due's structure offers monthly payments. All payments are due by the 10th of the month. An account that has not paid their dues by the 10th of the month will be assessed a late fee and may not have access to the pool until the monthly fees have been paid.

Families are responsible for monthly dues regardless of swimming time within a said month. Dues will not be prorated, credited, or reimbursed for any reason. .

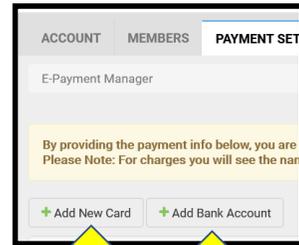
Our preferred method of payment is automatic withdrawal from a bank account (ACH). To setup ACH and put a credit card on file, go to the Payment Setup tab on your account.

To use ACH

- Click on Add Bank Account
- Add bank account information
- Select 'Use for Fees Associated With Your Account'

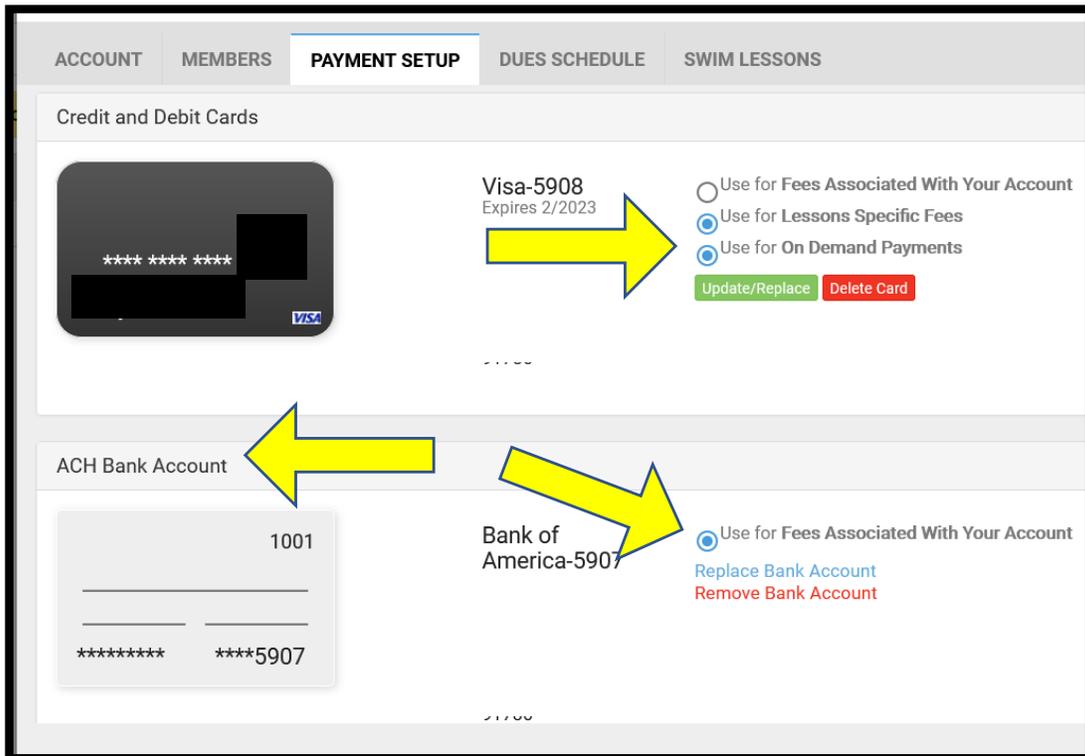
To use a Credit Card

- Click on Add New Card
- Add credit card information
- Select 'Use for On Demand Payments'



Check this box to set up bank account

Check this box to set up credit card





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You may also pay using Venmo. The Venmo QR code is on the right. .

Check payments may be put in an envelope identified with the swimmer's name and handed to Admin (if on deck) or to a coach.

We discourage cash payments for security reasons.



venmo

On demand CC payments may be made by accessing your account on the web page and setting up your credit card information as documented below. Then processing an On-Demand payment. You will be charged 'recoupment fees'.

+ Add New Card

Credit and Debit Cards



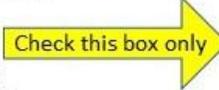
MasterCard-L
Expires 2/2025

Use for Fees Associated With Your Account
 Use for Lessons Specific Fees
 Use for On Demand Payments

Update/Replace Delete Card

Name
Address

Check this box only



Mail Payments



Manual Pay
CHECK or CASH

Use for Fees Associated With Your Account
 Use for Lessons Specific Fees
 Do not allow CC On Demand Payments

Check this box





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Dues Schedule

Invoices are automatically generated on the 1st of the month and sent to the primary email on the account. From the Account page, clicking on the Dues Schedule tab will take you to all the billing and invoicing information.

The *Dues Schedule / Account Charges* page shows the *Recurring Charges Summary*. These are the monthly billed training fees and are indicated for each swimmer. If the account had an Additional Recurring Charge it would show in the lower box.

To see the invoicing detail,

- click on **View Account Invoices**

The *Account Recurring Charges Summary* shows the monthly training fees for each swimmer

The next box is a *summary of Account Charges*

- **Current Total Owed this Month:** is the amount that was invoiced on the 1st of the month, that is what the account owed on the 1st. (Not what is currently owed as payments may have been made and/or charges added.)



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- **New Charges Posted this Month:** these may be meet fees, USA Swimming registration fees, or other one-time charges that were posted AFTER invoices were automatically generated on the 1st.
- **Your Total Outstanding Balance:** is equal to the Current Total Owed this Month plus New Charges Posted this Month, less Payments You've Made this Month.
- **Payments You've Made this Month:** self-explanatory

Account Invoices shows:

Previous Charges / Payments: Invoicing prior to the Current Month Invoicing. A Previous Account Balance indicates an amount owing from the prior months(s). These would be delinquent accounts. A negative number indicates an overpayment (credit) on the account.

Note: Charter accounts will show a Previous Account Balance until we receive the payment.

Account Invoices				
PREVIOUS CHARGES / PAYMENTS				
Previous Invoice Total				\$0.00
Previous Period Payments				\$0.00
Previous Account Balance				\$0.00
Posted Date	Admin	Invoice Item Name	Chart of Account	Amount
CHARGES / CREDITS THIS INVOICE				
6/1/21	Auto Run	Recurring: Swimmer (1st) Gold/Monthly	Gold Training Fees	\$170.00
Charges / Credits this Invoice				\$170.00
Current Total Owed this Month				\$170.00
PAYMENTS / REFUNDS MADE THIS MONTH				
6/3/21	Souza, Sara	Check- 12345		\$170.00
Payments / Refunds Made this Month				\$170.00
NEW NON-RECURRING CHARGES / CREDITS POSTED AFTER June 1 INVOICE CREATION				
6/9/21	Mueller, Sherry	Non-Recurring: Swimmer CA 2021 TMEC Summer Invite (5I)	Meet Fees	\$57.50
6/9/21	Mueller, Sherry	Non-Recurring: Upgrade USA Registration	USA Reg Fee	\$52.00
New Non-Recurring Charges / Credits				\$109.50
Total Outstanding Balance				\$109.50
● Your Total Projected Amount Owed on 7/1: \$279.50				

Charges / Credits This Invoice: Shows each charge appearing on the invoice. These would be the recurring training fees plus any additional charges or credit posted during the month prior to the generation of the current invoice on the 1st.

Payments / Refunds Made This Month: Any payment or refund made since the invoice was generated.

New Non-Recurring Charges / Credit Posted After (current) Invoice Generation. These would be postings for things like swim meet fees, etc.

Your Total Projected Amount Owed on (next invoice generation): Total Outstanding Balance plus recurring charges.



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This is the HELP icon. The help is quite good. Their Knowledge University is really helpful.