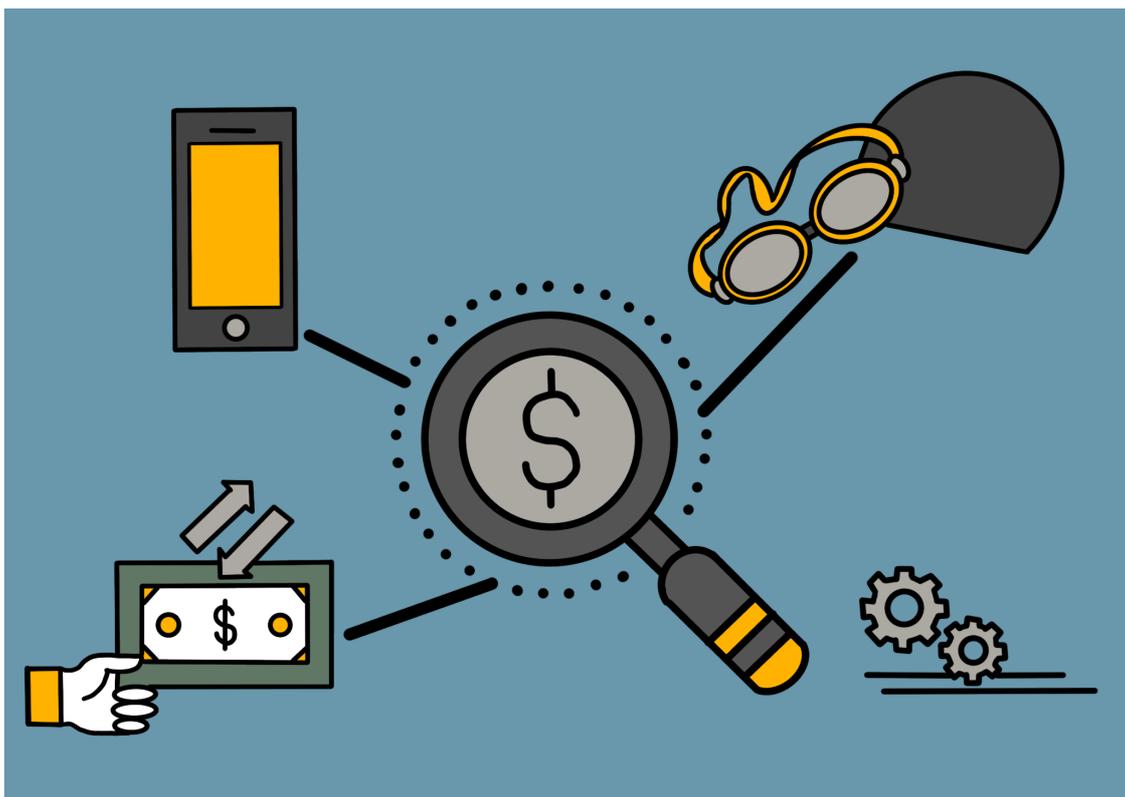




SSAN Parent Series: Billing, Invoices, and Payments

Learn about the billing process, how to read your invoices, and how to change your payment setup.



Talking money is never easy. Here at Swim Streamline, we want to be upfront and open with you about our pricing and fees. Below we will show you where to find our monthly and annual fees, how to find meet fees, where and how to read your invoices for an upcoming billing cycles, and where to change your payment setup.

[Check out our Monthly Prices and Annual Fees](#)

Find and read your monthly invoices

1. Sign in to our team's website
2. From the side menu click **My Account > Invoices and Payments**
3. Here you will find one billing summary box and 4 dropdown options
4. **Account Charges Summary** box
 - a. Shows how much in total you owe for the month
5. The first dropdown at the top of the page is **Account recurring Charges Summary**
 - a. Shows your swimmer's group monthly fee
6. The second dropdown is **Current Invoice Summary**
 - a. This will be a breakdown of your current monthly bill
 - b. Great place to view meet fees, travel dues, and other one-time fees
7. The third dropdown is **Your Total Projected Amount Owed**
 - a. This will be a breakdown of your upcoming monthly bill
 - b. The amount is not what you owe now, but a projection of what you will owe in the upcoming month
 - c. This includes unpaid invoices from the current month
8. The final dropdown is **Billing History**
 - a. Here you can view the previous month's invoices and payments

We bill on the **first of every month** through our website using their auto-billing system. If the system cannot run the credit card on file for any reason you will receive an email from TeamUnify (our website host). If this happens, please head to your account and update the card on file. Send us an email following the update so we can manually run your monthly bill. Failure to do so will result in a late fee.

account

1. Sign in to our Team's website
2. From the side menu click **My Account** > **Account Info**
3. Click the **Payment Setup** tab on the top menu

To add a new card:

1. Click **+Add Card**
2. Fill in the credit card and billing information
3. Click **Next**
4. Select which fees you would like to be associated with the appropriate card
5. Click **Update Card** and click **OK** to confirm
6. Click **Save Payment Setup**

To delete an old card:

1. Click **Delete**
2. Click **Save Payment Setup**

As a reminder

If you receive an email from TeamUnify about your credit card please let us know via email when you have updated your credit card on file so we can run your monthly bill before a late fee is attached.

How To

Find the cost of a swim meet

Meet Host Fees:

1. Head to the Team's website
2. Click **Meets & Events** on the top menu
3. Click on the desired event
4. Scroll to the bottom of the popup screen
5. Under *Forms/Documents* click the [meet announcement file](#)
6. Browse the meet announcement for **FEES**
 - a. Here you will find the **Individual Event Fee, Relay Fee,** and **Swimmer Surcharge Fee**

Additional SSAN Fees:

Local Swim meet fees: SSAN will charge \$0.50 per event per swimmer for swims at meets plus an additional \$5.00 swimmer surcharge in addition to the meet host fees. This fee will help offset Coaches' travel and relay costs for every meet. Travel fees will be calculated and charged as needed.

Out of town meets in the state of Texas: A \$25 per swimmer travel fee per meet for any meets attended in the state of Texas. This helps cover extra expenses for coaches such as hotels, flights, etc.

Out of town meets outside of Texas: A \$50 per swimmer travel fee per meet for any meets attended outside the state of Texas. This helps cover extra expenses for coaches such as hotels, flights, etc.

All Travel trips/ TAGS/Senior Zones/ Sectionals/Futures/ Nationals Spirit Package: Your account will be charged **\$50 per swimmer for spirit packages** at elite level meets and/or travel trips. For those attending the **Olympic Time Trials, your account will be billed \$100 per swimmer for spirit package.** The package for each swimmer will include a t-shirt, spirit items, and snacks for your swimmer(s) to use while at the meet.

Meet entry fees for any swim meet you have entered online will be billed to your account each month along with your monthly fees. Once you enter a meet online and SSAN's meet entry deadline has passed, **you are liable for all meet entry fees for any events for your swimmer.** SSAN pays the meet host in advance for all entries. If your plans change after signing up, **host teams DO NOT give refunds for any reason!**

Swim Streamline at Northampton

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