

Your Invoice/Billing Made Simple:

**WHAT is invoiced and WHEN?** An invoice is automatically processed under your MAC website account on the 1<sup>st</sup> of every month at 12:01 PST. This invoice will include monthly session fees for the current month and any non-recurring charges (meet entry fees, supplies, etc...) incurred during the previous month. For example, your November 1 invoice will include November monthly session fees, meet fees if you signed up for a meet in October, and any other charges incurred during October.

**Can a swimmer go on INACTIVE status?** If a swimmer plans on going “inactive” for a month, please notify us no later than the 25<sup>th</sup> of the current month by emailing your intentions to millardaquaticclub@gmail.com. For example, if your swimmer is swimming in October but will not swim in November, notification must be made by October 25. There is no prorating of monthly fees.

**HOW is my account set up?** After attending a scheduled MAC tryout, your swimmer will be assigned a practice group. After the tryout, please complete the electronic registration on our website. Just click on ‘Registration’ and you will be prompted from that point. All accounts will be required to have a credit card on file for auto payment. Your credit card will be charged for any amount due on the 1<sup>st</sup> of the month. No credit card processing fees are assessed with auto pay. However, if using the credit card at any other time during the month, processing fees are applied. When registering your swimmer, you will also be submitting payment for the USA Swimming registration fee, a per swimmer club registration fee and volunteer hours – the volunteer hours fee will be credited when the required number of hours are fulfilled or the fee can just be paid with no obligation to volunteer. This must be done before your swimmer can attend a Millard Aquatic Club practice or swim meet. There will also be a medical release, liability waiver agreement, and codes of conduct to be agreed to during the electronic registration set up process.

**A copy of your invoice can always be accessed by logging into your MAC website account.** Just click on “My Account”, then click “\$My Invoice/Payment”. As a reminder, the invoice is created as a PDF document on the 1<sup>st</sup> of the month and that amount due will be charged to your credit card the same day. With this electronic registration and payment process, all late fee charges are avoided and there will be no more outstanding unpaid balances on accounts unless a card is expired or denied. All information is confidential and you are the only person allowed to edit or change credit card information. MAC cannot enter or edit credit card information.

**Meet Results.** Your swimmer’s meet results can also be found under “My Account”, then clicking on “My Meet Results”. There is a \$3.00 MAC Meet fee charge for any meet entered, per swimmer. Do not send checks to the host team. MAC invoices your account for meet fees and sends one payment to the meet host team.

**OnDeck App.** We strongly encourage you to download the **OnDeck** app for parents to your iPhone, iPad, or android phone. The team alias for this app log in is ‘mwmac’ and you use the same email address and password as your web account. It is very handy and makes all your MAC website information mobile!! Please verify your cell number in your website account in order to receive short notice or urgent changes via text message! It will happen and you may end up at the wrong pool or showing up when practice has been canceled due to a facility malfunction!