In order to create efficiencies for clubs and Southeastern Swimming, Inc. (SES), charges that clubs incur with MSI will be posted to a monthly statement in the SES TeamUnify website .

Charges will be settled each month on the first day of the month via a safe and secure electronic transfer using TeamUnify’s eCheck Automatic Clearing House (ACH) payment system.

Monthly billing will start on March, 2020 and the first transfer of funds will occur one month later on April 1, 2020.

The following Frequently Asked Questions (FAQ’s) will help with the transition to the new process:

# Does a club have to be a client of TeamUnify to utilize electronic payment by ACH transfer?

No. Only the monthly billing system in TeamUnify is being used. The billing system does not require a club to be a TeamUnify client.

# What is the cost to the club to utilize electronic payment by ACH transfer?

There is no cost to the club.

# For clubs who are TeamUnify clients is this any different than what they have set up with their families?

This is the exact same system used by many clubs today with their families. However, payment can only be made by monthly ACH transfer, not credit card.

# What information will be required for the club account in the SES TeamUnify site?

Each club has an account on SES TeamUnify site. An email will be sent to each club representative currently identified in the TeamUnify system with instructions. This individual has authority to review the charges on the club’s monthly billing statement. They will also enter the club’s bank account number and the bank’s routing number according to the instructions. This information is encoded once entered, so the MSI office staff, the board, and TeamUnify personnel cannot obtain club bank account numbers.

# Can more than one person from a club have rights to view the club’s monthly billing statement?

Yes, if a club wants more than one person to be able to view the account, they can share the log in information with as many people as they wish.

# Who should a club representative contact if they have questions about updating the club’s account in the SES TeamUnify site?

Contact Brian Haddad (southeasternswimming@hotmail.com)

# If your team chooses how will ACH transfer affect how a club registers athlete and non-athletes, renew a club charter, apply for a meet sanction, or pay meet fees?

Clubs will continue to register members as they normally do by sending the registration files, required documents forms, sanction/observed meet applications and post meet financial reports they continue to go to Brian. The only difference is payment is done electronically. Clubs that do NOT use this option will still have to pay by club check.

# What will be the date of withdrawal of funds from a club’s account?

Charges made throughout a month will be posted to a club’s monthly billing statement. On the 1st of every month funds will be transferred for any charges posted to the club’s monthly billing statement during the previous month.

# What charges will be posted to a club’s account?

Any expenses and fees the club has been paying to SES in the past will be posted to the club’s monthly billing statement. These include but are not limited to: member registrations, transfers, meet sanction/approval application fees, club charter fees, and meet fees and fines and late payment penalties.

# What charges will not be posted to a club account?

Unattached non-athlete memberships, unattached athlete memberships, and unattached athlete transfers will not be posted to a club account.

1. **With electronic payment by ACH will the effective date for memberships and transfers be immediate once the club has submitted the required information?** No, there is an administrative review to ensure the accuracy of information submitted. Memberships and transfers will be effective on the date the required electronic batch files, forms and documents are received by the office (can be done via email), and once reviewed for accuracy, posted to the SWIMS database with the same received date. Discrepancies between electronic batch files and the Transmittal of Funds Form RECAP FORM will be reconciled before posting to the club’s monthly billing statement.

# How will deck registrations for athlete members be handled?

Deck registration for athletes will be handled in the current manner.

# Will a club receive notification of charges posted to the monthly billing statement?

As a service on the 25th of the month an email notification with a statement of estimated charges will be generated though the TeamUnify system to the representative registered on the account. In the instance where it is necessary to post charges between the 25th and 1st a second email with an update of the charges will be sent. As a reminder the authorized club representative may view the club’s charges on the monthly billing system at ANY time.

# Who do we contact if we have questions about charges on our monthly billing statement?

There will be no change in contacts when ACH is implemented. Questions on your monthly statement can be directed to the person responsible for managing the charges:

# What if there is an error on the club’s monthly billing statement and the wrong amount gets collected by ACH?

Charges will not be posted to a club’s monthly billing statement until the SES staff member responsible has proofed the required forms and reports for accuracy. The authorized club representative identified in the TeamUnify billing system may contact the staff member listed above with any questions.

# What if a club has authorization limits by its bank on ACH transfers to settle a monthly billing statement?

This may vary depending on the bank. It is the responsibility of the club to maintain sufficient funds in the identified account to pay the charges on the monthly billing statement. Clubs should check in advance with their banking institution concerning any authorization limits or special permissions required to complete a transfer of funds to SES using ACH.

# Are there bank fees for insufficient funds?

Again, this may vary depending on the bank. It is the responsibility of the club to be aware of any fees that their banking institution assesses independent of SES for late payment penalties.

# What are the late payment penalty fees?

As noted in the SES Policy and Procedures

1. **When there are nonsufficient funds in a club’s bank account to pay the monthly billing statement and additional late payment penalties are assessed, how are the charges and late payment penalties settled?**

Any monthly billing statement amounts that fail to be collected by ACH and any subsequent late payment penalties are settled by check payable to SES or cash with the SES office. Uncollected charges and late payment penalty fees may not be carried over into a subsequent month.

# Who is the point of contact to discuss failed ACH transfers or SES assessed late payment penalty fees?

Brian Haddad or the current SES Treasurer.

# Will there be an ACH withdrawal from the club’s account if there are no charges posted to a monthly billing statement?

No. You will, however, receive a statement confirming $0 due.

# Can SES transfer funds by ACH to a club for sanction fee reimbursements or national travel?

No, SES cannot transfer funds back to the club via ACH.

# What if club financial policies and procedures are controlled by a corporation, school district, university, or other institution that functions as the club’s parent organization, and those policies prohibit an outside processor from withdrawing funds from a corporate account used by the club?

Any club or organization that cannot participate in the ACH program due to policies of their parent entity (e.g. university, school district, corporation, etc.) may use their current procedure for payments to SES.

# Once a club is participating in the ACH program can it petition out?

Yes, notify the SES Office.

# Can a club prepay funds to its account by check or cash?

No. Reduced handling of incoming checks and cash is one of the goals of the ACH program, so prepayment of funds to a club’s account by check or cash is not permitted.

Please contact SES Office with any FAQ questions, errors, or suggestions. Thank you.