

PAYING YOUR DUES ONLINE

Before the COVID-19, the board opted to move forward the using website to receive dues payments, but haven't been able to test it fully, so please be patient and direct most questions to Jennie Kraemer, treasurer, (jennie37@hotmail.com) as other board members are not familiar with the process.



Credit Card Payments

You can **pay your dues at any time** using a credit card or set it up to charge your credit card when the billing system invoices your account on the **1st of each month**.

- Click "My Account" on the left-hand side of the screen.
- Click "Payment set up" in the tabs under your name (or "Setup Auto Pay" on the left-hand side).
- Click "Add New Card".
- As you input your credit card information, choose one or both of the options
 - "Use for On Demand Payments" is where you reserve the right to initiate the payment of dues yourself.
 - "Use for Fees Associated with Your Account" is where your card will automatically be charged on the 1st of each month when the system automatically initiates invoices, for the current invoice and any previous amounts due in the system.
- After you have set up your credit card, click "\$ My Invoice/Payment" on the left-hand side. I believe that I have adjusted everyone's balances in the system to be accurate. Please let me know if you don't believe yours is correct.
- Click the "Make Payment" tab and make the payment amount that you choose.
 - We are happy to accept the approved half rate dues for June, and I (Jennie) believe that all of those adjustments have been made.
 - We would be thrilled to accept donations online via this payment method, but that is also something that I will need to adjust in the billing system to have your "amount due" in future months to reflect your donation intention, instead of sitting on the system as a credit on your account against future charges/dues. If you would like extra funds to be treated as a donation, please let me know directly. (jennie37@hotmail.com)

ACH Payments

If you wish to pay by ACH, the website platform we use **ONLY allows those payments to come out on the 1st of each month when your membership account is invoiced**. To be sure that your account is invoiced on the 1st, you will need to BE an active swimmer in the previous month, OR you will need to let me know that you intend to swim in the following month (jennie37@hotmail.com).

- Click "My Account" on the left-hand side of the screen.
- Click "Payment set up" in the tabs under your name (or "Setup Auto Pay" on the left-hand side).
- Click "Add Bank Account".
- Input your bank account information
 - Reminder "Use for Fees Associated with Your Account" is where your bank account will automatically be charged on the 1st of each month when the system automatically initiates invoices.
 - Please note, it is my understanding that the ACH initiated will be for all amounts due on your membership account. This means amounts due for Previous months, and for the fees in the upcoming (July) month invoiced will be deducted on July 1st. Even if you will NOT be invoiced for July dues (because you have communicated ahead of time that you are not swimming in July) your account could likely be charged for any past due fees, (but I am not certain of that at this time).
- Donations & adjustments
 - If you have been charged for the wrong group rate Gold/Silver/Bronze rate instead of Red, I can make that adjustment to have your invoices correct moving forward. (jennie37@hotmail.com)
 - We would be thrilled to accept donations online via this payment method, but that is also something that I will need to adjust in the billing system to have your "amount due" in future months to reflect your donation intention. (jennie37@hotmail.com)