



## **Q and A for Membership Commerce Portal**

**Q: Can a club start offering the Membership Commerce Portal at any time or does it have to be started at year- end?**

A: A club can begin to offer the Portal at any time. Now is a good time to start. Most clubs wait and start shortly before they anticipate most of their membership activity taking place. Earlier is better!

**Q. Are there any fees to the club or individual for participating in this?**

A: There are no additional fees. This is an SCGA member service.

**Q: Who is responsible for providing the club information to the SCGA to get started?**

A: The club identifies an individual contact point for the SCGA to work with. The club contact can fill out the form at [scga.org/access](http://scga.org/access) or it can identify a person and ask the SCGA to walk through the preparation with that person. In either case, the SCGA will work with the club contact to make sure everything is set up correctly.

**Q: Can the club ever change any information?**

A: Yes. We would ask the individual contact for the club to reach out to the SCGA Member Services Department to ask for a change in information. The SCGA will implement the change and allow the contact for the club to review and confirm any modifications. The change becomes effective immediately unless the club specifies a date.

**Q: What credit card types can be used on the membership portal?**

A: Visa and MasterCard only.

**Q: If a club uses the portal, can that club then pay its SCGA invoice/statement amount via credit card?**

A: Yes. This can be done through the SCGA Admin Portal by choosing the "Make a Payment" button.

**Q: Who at the club gets notified that a member has joined or renewed online through the membership portal?**

A: The club initially identifies a single contact to receive email notification. The club can have other people added to the notification list by contacting the SCGA, or by going to the settings tab and adding an additional email address to the club contact email field (separate with commas between).

**Q: How often is the club contact notified via email?**

A: The club contact is notified seconds after any membership transaction is completed.

**Q: How quickly does a new member receive an SCGA/GHIN number?**

A: A new member receives his or her SCGA/GHIN number shortly after the transaction is finished as part of an email notification that everything has been completed (unless a club has an approval process for new members). The member can immediately begin to post scores after receiving this number. The member also receives this number in a Welcome email from the SCGA, which usually comes a few minutes later.

**Q: Does the new member learn who to contact at the club?**

A: In the confirmation email, the new member will receive a club contact name and email address for any questions. Many clubs are planning on sending a welcome email to the new member; the SCGA will automatically send its welcome to the SCGA email as well.

**Q: Does the club have to input member information into the GHIN database via GHP Online Club?**

A: No, the new member fills out a profile during the process and this data is automatically loaded into GHIN and the SCGA Admin Portal.

**Q: How does the club learn of the profile information entered during the process so that it can contact its new member?**

A: The identified club contact will receive the profile information in the member joined confirmation email. It also can access or update this information for any of the club's members through the SCGA Admin Portal or GHP Online Club. A club roster with contact information can be generated in the Web Reports section of GHP Online Club.

**Q: Is the credit card information secure?**

A: https:// is in place during the input and utilization of the credit card information. This is the standard in the industry and uses Secure Socket Layer that encrypts information.

**Q: Can an existing member update his or her contact information so that our club has the best possible information to use?**

A: Yes, during the procedure the member's profile will be made available for review and updating. This updated information will be stored in the SCGA Admin Portal and GHP Online Club and is accessible in both at any time.

**Q: Is there both a join and a renew capability and do we have to use both?**

A: There is both a join and renew capability, accessible through a single button/link. A club does not have to offer both joining and renewing capability. The good news is that if an existing member clicks on the button/link, the program will realize that the person is a member of the club and is renewing and price accordingly. Similarly, for a brand-new member to a club chosen, the program will determine that this person is new to the club and ask the right questions and price accordingly.

**Q: Can a former member of our club, who is now inactive, become a member of our club again using the online commerce tool/portal?**

A: Yes, a player can be found via SCGA/GHIN number or name and if the member is inactive, they can be reinstated. A club official can also activate a former member of the club in the SCGA Admin Portal by bringing up a roster with status of "Inactive" or "View All" and clicking on the "gear" in the status column (results in club being charged) or by choosing the Prepay section, picking the golfer(s) and making a credit card payment for SCGA dues.

**Q: Our club charges one fee for a first-time member, a different fee for renewing members, and another fee for those who let their memberships expire. Can the membership portal accommodate these needs?**

A: Yes, we will confirm all your various pricing models and automate these functions so that you do not have to remember to change something on date x.

**Q: Our club has one membership type that includes all our tournaments and another membership type that does not include tournament eligibility. Can we use the online membership portal for both membership types?**

A: Yes, we can accommodate as many membership types as your club offers. We give you an opportunity to describe the benefits of your membership types in approximately five lines of text so that prospective members can determine which choice suits them best. This concept also applies to individuals comparing clubs and their benefits.

**Q: We charge juniors and seniors different fees than other members. Can the membership portal accommodate this?**

A: Yes, by using the date of birth entered into the golfer's profile, pricing can be automated. Similarly, this also will determine whether a golfer is eligible for the SCGA Junior discount, where we do not charge a golfer SCGA dues if under the age of 19.

## Auto-renewal FAQs

### **Q: Is there an auto-renewal membership option with this program?**

A: YES. Members can optionally participate in an auto-renewal option, easing the payment/collection of dues for the long term.

### **Q: Do all our members have to participate in auto-renewal?**

A: NO. The auto-renew feature is optional for each member.

### **Q: Do members who sign up for auto-renewal have the ability to opt-out of this feature later?**

A: YES. Members will receive an email notification both 14 and 7 days in advance of an automatic renewal, which is normally tried 15 days before the membership expires, giving the opportunity to cancel the upcoming charge. See sample below. Club officials can also stop auto-renewal for a member.



Thu 12/3/2015 5:20 PM

Southern California Golf Association <membership@scga.org>

1st reminder: GHIN #608433 will be auto-renewed on 12/03/2016

Auto-renewal of Southern California Golf Association and Stephanie's Test Club membership for Greatest Golfer will be processed on 12/03/2016 for the amount listed below.

Fees	Description	Amount
Stephanie's Test Club	Regular	\$15.00
	Club Early Renewal Discount	-\$4.25
Southern California Golf Association	Southern California Golf Association	\$33.00
<b>Total Due</b>		<b>\$43.75</b>

To cancel auto-renewal for this membership, [click here](#). If auto-renewal is canceled, this membership will expire 12/31/2016.

### **Q: If a club inactivates a member who is scheduled for auto-renewal, will the auto-renewal charge go through?**

A: NO. When a member's membership is inactivated, auto-renewal is also inactivated for that member.

### **Q: When will auto-renewal take place for a member?**

A: Auto-renewal is scheduled for approximately 15 days before the subscription end date, giving an opportunity to act if the card used for auto-renewal fails for some reason.

**Q: If a member does not choose the auto-renewal feature while joining or renewing a membership, but decides that auto-renewal makes sense, can a change be made regarding participation?**

A: Given that auto-renewal is chosen during the membership payment process, the member would not be able to activate the auto-renewal feature until the next membership cycle/year.

**Q: Will a club have to address inactivation or anything similar for a golfer who is set up for auto-renewal?**

A: NO. If the auto-renewal successfully goes through, the member's subscription end date is advanced 365 days/12 months. If the auto-renewal fails (such as credit card no longer valid), the member and the club are notified, the member is advised that an action needs to be taken to continue membership (with a link to the commerce portal for that club) and if nothing is done by the club or the member, the membership will expire automatically one day after the existing subscription end date.

**Q: If a member signs up for auto-renewal, but opts out via either of the advance auto-renewal notification emails, will the club have to do anything to inactivate the golfer?**

A: NO. For a member who originally signs up for the auto-renewal program, but later opts out, when the subscription end date identified in the SCGA Admin Portal arrives, the program automatically inactivates the membership one day later.

**Q: If our club wants to change its membership prices for a new year, and a golfer is scheduled for auto-renewal, what should be done?**

A: Any club desiring to change its dues structure MUST notify the SCGA PRIOR TO any type of SCGA renewal messaging going out (normally 60 days before a subscription end date). This allows the member that is scheduled for auto-renewal a chance to see the upcoming pricing in the advance notification emails, and be given an opportunity to opt out of auto-renewal. See sample auto-renewal notification message that includes pricing breakdown earlier in document.

**Q: Can a member scheduled for auto-renewal inactivate membership online?**

A: Technically NO, but practically yes. The club is the only entity in position to inactivate a membership; the member can only opt-out of the automatic renewal function. However, if a member opts out of automatic renewal and does nothing else, the membership will expire automatically one day after the subscription end date.

## General Renewal questions

### **Q: Will our members be notified about the need to renew?**

A: YES. Each active member with an email address in their SCGA Admin Portal profile will receive automated notifications starting approximately sixty days before their subscription end date. The notification will have a link for them to choose that goes directly to their profile page in connection with the specific club in which they are a member. Using the link provided in these emails best positions the member to renew online. If no action is taken by the member, supplemental emails will be sent thirty and seven days before the subscription end date and one and thirty days after(if) a membership lapses. When the member completes a membership transaction, this stops the member from receiving renewal notifications in connection with this membership, until the next sixty days before subscription end date cycle begins.

### **Q: How does our membership know that membership messaging is from the SCGA and is legitimate vs. from some other group.**

A: All these emails come from: SCGA Member Services [info@membership.scga.org](mailto:info@membership.scga.org)

Subject in 60 day: "Your Club Account Is Now Up For Renewal"

Subject in 30 day: "Hurry Your Access Ends Soon"

Subject in 7 day: "[Club Name] Member: You Only Have 7 Days

Subject in 1 day lapsed: Club Member Account: Now Expired

Subject in 30 day lapsed: Over 170 Reasons To Return Now"

Below are samples of the content of the first three:



MEMBERSHIP  
INFORMATION

Dear Alvaro:

Your membership to [Eaton Canyon Golf Club](#) (GHIN #2361017) connected to this club is scheduled to expire.

Stay connected to everything you love. Plus, protect your score history from becoming inactive.

Don't wait until it's too late to renew!

[Click Here to Renew](#)

Expiration Date: 09/15/2018

Dear John:

**This is your SECOND NOTICE:**

Your membership to [Eaton Canyon Golf Club](#) (GHIN #2342669) is coming to an end.

**Avoid expiration right now.**

Renew today to guarantee your connection to Eaton Canyon Golf Club — and to the game you love.

With time running out, please do not delay!

[Click Here to Renew](#)

Expiration Date: 08/17/2018

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**Stephen:**



**RENEW NOW ▶**

Your membership to [Alondra Park Men's Golf Club](#) is expiring.  
**RESPONSE REQUIRED: RENEW WITHIN 7 DAYS.**

**Current SCGA Member: Stephen**

Your membership to [Alondra Park Men's Golf Club](#) and your GHIN# 9685467 are both scheduled to expire — within 7 short days.

Respond today to continue receiving all the many benefits of club membership, including:



**Q: When our club wants to address members who are not renewing, what needs to be done?**

A: **First and foremost, go to the SCGA Admin Portal <https://membership.scga.org/wp-login.php> ONLY.** In the roster section, subscription end dates and rollover status are key. **In general, like most subscription/membership models NOTHING must be done if a member is not renewing.** The program is defaulted to a setting of rollover OFF, which means that one day after the existing subscription end date that the membership will not roll over and will then automatically become inactive.

**Q: If a member wants to renew "early", can this be done online through the commerce portal?**

A: If early means more than sixty days before the subscription end date the answer is no. The renewal window for each membership begins sixty days before the subscription end date. If a member went to the commerce portal and tried to renew membership specific to a club, they would get to a point where they would see a message saying, "You've already joined this club."

**Q: If a member renews by manually giving our club money before their subscription end date, how do we renew their membership for them?**

A: If you go to the SCGA Admin Portal roster, you can set the rollover status for the member to ON, which will then extend the subscription end date/ membership. This update will take place one day after the existing subscription end date and will ultimately result in the club being charged SCGA dues for the member. Alternatively, if in the sixty-day renewal window, the club could choose to prepay the SCGA dues for this member by going to the Prepay tab, picking the member and having the club pay SCGA dues online by credit card.

**Bill Statement Frequently Asked Questions**

**Q: Will a club receive a printed statement in the mail?**

A: No, the club billing contact receive an email when a new bill statement is generated with a link to view it online in the SCGA Admin Portal (requires login) <https://membership.scga.org/wp-login.php>

**Q: How does a club become aware of its balance?**

A: The club billing contact will receive an email on the first of each month which will include the club's balance. In addition, all club officials who have been given access to the SCGA Admin Portal for the club can log in and view the balance, the bill statement and its details. This includes access to previous bill statements.

**Q: Can a club pay its balance by sending a check to the SCGA?**

A: Yes. **The SCGA address is on the billing statement.**

**Q: Can a club pay its balance by credit card?**

A: Yes, a club can pay its balance using a credit card through the SCGA Admin Portal. When a club owes the SCGA money, the club's admin will see a "Make a Payment" button on the Account Balance page. Click the button to make a payment. The maximum credit card payment that will be accepted is \$10,000. At this time there are no fees associated with paying a balance by credit card; however, the SCGA reserves the right to modify this policy, especially for large credit card payments.



**Q: What credit card types can be used to pay the club's balance?**

A: Visa and MasterCard only.

**Q: Is the credit card information secure?**

A: Yes. You will notice the https:// in the URL bar on the Administration Portal. This industry standard Secure Socket Layer encrypts all information you submit on the page, including your credit card number.

**Q: Can a club pay its bill by an electronic check from its bank account?**

A: No, the SCGA does not offer this type of electronic payment service.

**Q: Can a club print out its bill statement?**

A: Yes. When viewing the statement, you'll see a View as PDF button in the upper right-hand side of the screen. Click the button to view and/or print a pdf of your bill statement.

**Q: Can the club change its administrators who access the SCGA Admin Portal?**

A: An existing club administrator with log-in credentials can add or delete club administrators through the Admins section of the Administration Portal. The SCGA does not need to be involved in these changes. Note, all club administrators have full access to all features of the administration portal. See attached <https://www.youtube.com/watch?v=c32Kc4Idm6Y&feature=youtu.be>

**Q: If a club administrator wants to change their username or password to the Administration Portal, can this be done?**

A: A username cannot be changed. Passwords can be changed by the user when logged in using the edit profile feature. See attached on how to recover a password/resetting a password when having difficulty logging in: <https://youtu.be/kN77nxDGSVA>

**Q: Are there any billing email notifications sent?**

A: Yes, the person identified in the admin portal as the club billing contact email will be sent an email notification in three scenarios:

- 1) Each month when a new bill statement is generated showing the balance;
- 2) Each time the SCGA posts a check payment made by the club;
- 3) When the SCGA generates a check for the club to offset a credit balance (see next question).

**Q: If a club allows its members to pay online via the Membership Commerce Portal, what happens to the club portion of the dues?**

A: The club portion of dues collected is credited to the account and integrated into the bill statement balance. See the bill statement example available at: <http://www.scga.org/billing>

**Q: If a club has a credit balance on a statement, will the SCGA automatically send the club a check?**

A: No. Recognizing that in most cases there will be an ebb and flow between a club owing the SCGA money and the SCGA owing a club money (for clubs that allow their individual members to pay online), the following will apply: Any club with a credit balance on a bill statement of \$200 or more will automatically be sent a check for the credit balance amount. If a club desires to receive a check for smaller credit balances, please contact the SCGA to arrange this.

**Q: Now that our club is using the Admin Portal to access its bill statements, does this mean we are required to use the online Membership Commerce Portal that allows golfers to pay their dues online?**

A: No. While these products both use the same platform, a club is not required to offer the option for its members to pay dues online. Members can continue to pay clubs as they have in the past.

**Q: There is a payment status in the Admin Portal roster. What does this mean?**

A: This is in relation to SCGA dues. The paid status will protect a member identified as active from paying online a second time for dues for an existing membership/subscription or for the club from trying to pay for someone who is paid up for the existing subscription/membership.

**Q: We understand that it is important to track our individual members' SCGA dues payment. How do we identify which members we are paying for?**

A: If the club pays by check for less than the full amount of the balance due, it should identify which golfers it is paying for with something in writing. If the club pays by check for less than the full balance due and does not identify which golfers it is paying for, then the SCGA will default the payment to those members who have been identified as unpaid for the longest time. If the club pays by credit card and does not choose to pay the full balance due, it will be presented with a list of unpaid golfers and can "postpone" payment for those golfers. The "postpone" action will decrease the amount that the system thinks that the club is paying for at that time.

**Q: What does Prepay mean in connection with the billing platform?**

A: If a club collects membership money from its members in advance of being billed by the SCGA for members, it has the capacity to pay in advance, or "Prepay." If the club chooses to use a credit card for this, it can use the prepay section of the admin portal. This also can be used to immediately pay for and activate a golfer who has previously been on a club's roster but is currently inactive. Also, nothing precludes a club from sending in a check to prepay for members not yet billed, yet if a club does this, it should identify which members it is paying for in writing in some manner.

**Q: Is there any sort of credit procedure to the club available for erroneous actions made by the club or its members?**

A: Yes. For any golfer who is entered manually by a club official, the following policy applies once the member appears on the bill statement **and is listed as unpaid:**

Inactivate within 30 days: 100% credit for SCGA dues (normally \$36);

Inactivate 31-60 days: 50% credit for SCGA dues;

Inactivate 61 days or more after being on a bill statement: no credit for SCGA dues.

To facilitate this action, the golfer must be inactivated. A club can inactivate a golfer from the Admin Portal Roster by clicking on the gear next to the golfer's status. Inactivation can also be accomplished in the Admin Portal when trying to pay a bill via credit card. Just click the "deactivate" button next to the golfer's name while on the payment screen.

The credit, if eligible, will be applied automatically after the golfer is inactivated.

You do not need call the SCGA to facilitate this credit action, just inactivate the golfer.

**Q: Is there any sort of credit or refund procedure to the club available for erroneous actions made by members who paid for their dues online using the SCGA provided Club Membership Commerce Portal?**

A: Yes. If either the club or the golfer contacts the SCGA about a problematic transaction and desires a refund of the transaction, the same timeline will apply as above in relation to the bill statement in which the golfer is acknowledged. This also applies if a club has previously paid for a member:  
Inactivate within 30 days: 100% credit for SCGA and club dues paid;  
Inactivate 31-60 days: 50% credit for SCGA and club dues;  
Inactivate 61 days or more after being on a bill statement: no credit for SCGA or club dues.

Because the golfer is identified as paid in this scenario, this does require contacting the SCGA.

**Q: When logging into the SCGA Admin Portal, there is reference to “Golf Nations.” What is that?**

A: Golf Nations is the name used to identify a suite of products that the SCGA and some other state and regional golf associations have contracted with a third party to develop. To access your club, after logging in, please click on “Club Services” and then the name of the club(s) in which you are an admin should appear for access.

**Q: Is any of the membership related information available through GHIN and its GHP Online Club program?**

A: Very little. **We STRONGLY encourage clubs to use the Administration Portal for most of their membership activity and to monitor the payment activity.** GHIN is meant to address scoring and handicap information, as well as when a club wants to generate a report of its members contact information and/or handicap-related reports. Otherwise membership items should be addressed via the SCGA Admin Portal.