



Bill Statements Frequently Asked Questions

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

A: No, all bill statements and payment activity reside solely on the SCGA Admin Portal.

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 and a link to log in. In addition, all club officials who have been given access to the SCGA Administration Portal for the club can log in and view the balance, the bill statement and its details.

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

A: Yes.

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

A: Yes, a club can pay its balance using a credit card through the Administration 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.

If a club wants to make a partial balance payment, it will be positioned to identify who it is paying for. It can "postpone" payment for members that it is not addressing when making payment.

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, save and/or print a pdf of your bill statement.

Q: Can the club change its administrators who access the Administration Portal?

A: An existing club administrator with log-in credentials can add or delete club administrators through the Admins page on 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.

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.

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).

Please note that it is the club's responsibility to keep its club billing contact email address up to date in the settings section of the Admin Portal. The club can make this change on its own or contact the SCGA and we will do it for you.

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 in the same location that this FAQ resides:

<http://www.scga.org/billing>

Q: If a club has a credit balance, 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 Administration 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: Is the payment status in the portal roster important for the future?

A: Yes, the payment status will become a key in uniquely identifying which golfers have been paid for in relation to SCGA dues.

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 particular time.

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

A: Think about what has happened traditionally during membership renewal time. The club has collected lots of money from its members. In some cases the club sent a check before it was billed for members. That same capacity exists with this platform if the club chooses to use a credit card for payment. 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. To use this feature for credit card payment, log in to the Admin Portal, choose Prepay and pick which golfers are being prepaid. If the golfer is already identified as active on the club's SCGA roster, prepayment by credit card is only available once that golfer's 60-day renewal window has begun and prior to that golfer appearing on a bill statement. Once a golfer is on the

club's bill statement, the club can go to the Account Balance tab and choose "Make a Payment" and identify the golfer to be paid for accordingly.

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. This can be done in the Admin Portal when trying to pay a bill via credit card. Just click the "deactivate" button next to the golfer's name when on the payment screen. A club can also inactivate a golfer in GHIN.

The credit, if eligible, will be applied automatically after the golfer is inactivated. **Do not 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:

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.

Q: When logging into the Administration 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 other state and regional golf associations have contracted with a third party to develop.

Q: Is any of this 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 its membership activity and to monitor the payment activity.