



Q and A for Membership Commerce Portal

Q: Can a club start offering this at any time or does it have to be started at year-end?

A: A club can begin to offer this at any time. Most would probably start when most of their membership activity takes place, but nothing precludes a club from starting at any time.

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 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 recognize that things can change. 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. Changes in dues from year to year will need to be communicated PRIOR TO September 1. The SCGA will implement the change and allow the contact for the club to review and confirm any modifications.

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.

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.

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 seconds after the transaction is completed as part of an email notification that everything has been completed. This member can immediately begin to post scores after receiving this number.

Q: Does the new member learn about 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.

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 use GHP Online Club to access the member's individual record and/or generate a club roster at any time.

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 GHIN database and is accessible via GHP Online Club 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, again become a member of our club 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 can be reinstated.

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

A: Yes, we will confirm all of 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 of 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 that 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 18.

Auto-renewal FAQs

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

A: YES. A club can choose to allow its members to optionally participate in an auto-renewal option, easing the collection of dues for the long term.

Q: Do all of 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 four weeks and two weeks in advance of an automatic renewal, giving the opportunity to cancel the upcoming charge. See sample below:



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
Total Due		\$43.75

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 is inactivated, auto-renewal is also inactivated for that member.

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

A: If a member joins/renews through the portal during the **Oct. 1-Dec. 31** open enrollment period, auto-renewal for that member will occur exactly one year later from that join/renew date.

If a member joins/renews through the portal from Jan. 1-Sept. 30, auto-renewal for that member will occur approximately November 20 of that year.

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 dates or anything similar for a golfer who is set up for auto-renewal?

A: NO. Example 1: The program is set up so that, for example, a golfer who pays for membership on November 15, 2016, will have an inactivation date of December 31, 2017, because that individual has paid 2017 dues. If that person chooses auto-renewal and lets that go through, the individual will be charged for 2018 dues on November 15, 2017, and the inactivation date will be reset to December 31, 2018, because that individual has paid for 2018 dues.

A2: NO. Example 2: The program is set up so that, for example, a golfer who pays for membership on January 15, 2016, will have an inactivation date automatically inserted into the GHIN database of December 31, 2016. If that person chooses auto-renewal and lets that go through, the individual will be charged for 2017 dues on December 31, 2016 and the inactivation date will be reset to December 31, 2017, because that individual has paid for 2017 dues.

Q: When our club goes in to inactivate members and/or set inactivation dates for those not participating in the SCGA’s online membership payment program, we see dates listed for some golfers. Should we change those dates?

A: NO. If you see a date listed for a golfer that is in the future, especially a date of December 31 a year into the future, it is because the person has paid for membership online and the SCGA has noted this accordingly. Please leave these dates alone. And while the year will be different than your club’s “manual” inactivation effort, it is suggested that a club use a date other than December 31 for clarity.

	Club No.	GHIN No.	Name	Status Date	Active	Auto. Date	Auto. Status
<input type="checkbox"/>	73-2734-01	9273830	BILBRO, VINCENT M	10/21/2015	Yes	12/31/2016	Inactivate
<input type="checkbox"/>	73-2734-01	0186459	BYRNES, COLIN	12/30/2013	No		
<input type="checkbox"/>	73-2734-01	8733095	CHOI, FRANK	12/27/2012	No		
<input type="checkbox"/>	73-2734-01	0456074	CHOI, GUS	12/23/2014	Yes	12/28/2015	Inactivate
<input type="checkbox"/>	73-2734-01	0322112	CREE, ALEX	12/27/2012	No		
<input type="checkbox"/>	73-2734-01	8732772	DILEVA, MICHAEL A	03/09/2015	Yes	12/28/2015	Inactivate
<input type="checkbox"/>	73-2734-01	9740362	DYCE, NATHAN	12/22/2014	Yes	12/28/2015	Inactivate
<input type="checkbox"/>	73-2734-01	8733579	GALAZ, MARIO	12/20/2014	No	12/20/2014	Inactivate Complete
<input type="checkbox"/>	73-2734-01	0456075	HARRIS, SUSAN	12/27/2012	No		

Q: If a member signs up for auto-renewal, but opts out via either the four or two-week 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, the program automatically inserts an inactivation date of December 31 for the relevant year. (The program actually sets that inactivation date the moment the golfer joins through the portal, then resets the date when the automatic renewal is processed). For comfort, a club could look to see if an inactivation date has been set in the GHIN database.

Q: Can a member scheduled for auto-renewal actually 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 at the end of the year because a set inactivation date has automatically been set for the golfer. A club official really needs to do nothing in this situation and club should not be charged for this individual. Example: Golfer joins through the portal for 2016 membership on December 15, 2015 and elects auto-renewal; program sets golfer's inactivation date to 12/31/2016. That golfer will receive the first reminder notice about auto-renewal approximately November 15, 2016. If that golfer opts out of auto-renewal at that time, then no attempt will be made by the program to charge the golfer's card for 2017 dues. If the golfer does nothing more, the inactivation date of 12/31/2016 will kick in and the golfer will become inactive on that date.

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 September 1. (All clubs offering the auto-renewal option will receive a reminder about this approximately August 1). This allows the member that is scheduled for auto-renewal a chance to see the upcoming pricing change in the four-week advance notification email, and be given an opportunity to opt out of auto-renewal. See sample auto-renewal notification message that includes pricing breakdown earlier in document.