

Paying KCYC Dues

Purpose

The purpose of this document is for all members to understand the dues payment process with the new web site.

Types of Members

Honorary Member (life member)

Charter Member (founding member)

Individual membership, volunteering, yearly dues

Individual membership, not volunteering, yearly dues

Family membership volunteering (includes a secondary and tertiary member) , yearly dues

Family membership not volunteering (secondary and tertiary members) , yearly dues

Individual Member not volunteering, monthly dues

Individual Member committing to volunteering, monthly dues

Family Membership not volunteering, monthly dues

Family Membership committing to volunteering, monthly dues

Types of Payments

Yearly Payments

- The year is paid by the 1st of the year
- Policy commitment for all 12 months

Monthly Payments

- Requires credit card on file
- Each month is paid by the 1st of each month
- Policy commitment for all 12 months

Dues Notifications

The dues notifications remind members in advance about upcoming dues.

1. A notice via email to the primary that your membership is due for renewal.
Reminder cadence is 45 days, 15 days before January 1st and on January 1st of each calendar year.
2. You can review your payment status at any time by logging back into the website and hover over your name again.

Log into the KCYC Web Site

1. Log on to <https://www.KCYC.org>
2. You get this screen and click the Member Login button.



3. Enter your User Name and Password and click the Login button.

4. The top of the page changes to look like this showing your name:



Renew your Membership

Yearly Payments for Membership Dues

Yearly dues are paid on a year basis when renewing your membership.

Monthly Payments for Membership Dues

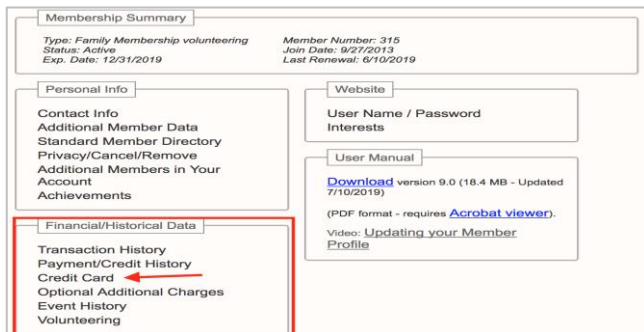
Monthly dues payments are done by saving your credit card information to automatically pay your dues on a monthly basis. This choice is made when you renew your membership.

Add your Credit Card

1. Hover cursor over your name in upper right-hand corner to view the pop-up screen.
2. Select **Profile** in the pop-up window that is displayed. (If you don't see your name at the top of the screen, you're not logged in, and will need to repeat the log on process).



3. In the Financial/Historical Data panel, click on Credit Card and fill out required fields:



4. Save Option - Choose to Save your Credit card information for automatic monthly payments.

5. Click save and close that window.

The Membership Wizard

Click the red Renew link to renew your membership. This choice only appears if your membership is up for renewal. You will be taken into the Member Renewal wizard.

The screenshot shows a web browser window with the title "Home • Membership Renewal". The main heading is "Membership Renewal for Jon Harrison" with "Step 1 of 3" in the top right. A text box at the top explains: "Use this screen to update this user's membership. The current membership type is shown below; make any necessary changes. The list of available membership types comprises all available types, including those which are not available to members when they join (such as complimentary memberships.) Then click the 'Next' button at the bottom of the page to continue to the next step." Below this, the "Membership Status" is "Expired 7/1/2004". The "Membership Type" is a dropdown menu showing "Family - \$40.00", with a red circle around the dropdown arrow. Below the dropdown is the text "All people living in a household." The "New Expiration Date" is a date field showing "12/29/2005". In the bottom right, it says "Current Total \$40.00". At the bottom are two buttons: "Cancel X" and "Next >".

1. Select your membership type and click **Next**.
2. View and update your additional information if your membership includes additional secondary and/or tertiary members.
3. Update Interests in volunteering opportunities.
4. Affirm the club's Joining Agreement.
5. Affirm the payment summary on the next screen.
6. Proceed to payment screen to complete the renewal.

Home > Control Panel > Make Payment

Make Payment for Sue Anderson

The left below shows outstanding payments due for the current member. Use the checkboxes to select which payments to make. The available payment options are in the "Payment Method" menu.

To make a partial payment on any of the fees, click to change amounts.

Sign Up
(12/5/2017 Ref # 2777)

Due 40.00 Pay 40.00

Membership (Individual Member - Active) 40.00

Transaction Total 40.00

Total Selected For Payment \$ 40.00

Have a coupon? Enter the code:

Payment Method < Select Payment Method > **\$**

Review the payments due, and select the items you wish to pay for now. Then, select a payment type and follow the instructions provided.

Refund Policy
 All payments are final. We do not provide refunds for membership signups and renewals, event registrations, donations, storefront purchases, or other misc. charges. Please carefully review the charge(s) checked above and be sure you know what you are paying for.
 The refund policy is set by Northwestern Balloon Club. If refunds are available, requests must be directed to Northwestern Balloon Club - they cannot be handled by ClubExpress.

Refund Policy

This is KCYC policy:

Refund Policy

Members registering and paying for event registration prior to the pre-determined deadline may cancel their reservation on or before the deadline. Cancellations received before the deadline will receive a credit equal to the amount paid for the reservations, which will post to the members account. Credits may be applied against the cost of any future event, activity or membership dues owed. Credits will not be available to off-set bar tabs, or events when an RSVP is not required. Members canceling after the pre-determined deadline may receive a credit, if a waiting list of members wishing to attend exists, and a party on the list wishes to assume the RSVP for the member canceling. **NO CASH REFUNDS OF ANY KIND WILL BE ALLOWED.** All qualified refunds will be as credits to the benefit of the canceling member. Members electing the option to pay Club dues monthly are committing to a 12 month membership, with dues automatically charged to the credit card on file on or about 30 days after the prior payment. **NO PARTIAL YEAR MEMBERSHIPS ARE ALLOWED. NO REFUNDS.** Deposits paid in advance for club cruise participation may be eligible for a refund on a case by case basis, excluding weather related cancellation of the cruise.

The refund policy is set by Kingston Cove Yacht Club. If refunds are available, requests must be directed to Kingston Cove Yacht Club - they cannot be handled by ClubExpress.

Update Interests

When renewing, the site will present volunteering opportunities:

1. Develop cruising plans and boating activities
2. Help set up or clean up before or after meeting
3. Help with clubhouse maintenance
4. Plan activities for Friday Night Socials
5. Plan club parties
6. Publish the monthly newsletter
7. Stock and sell club merchandise
8. Work on the club's website



Potential Questions

\$ Symbol – Members who have pending payments will see the second red icon shown above (\$ symbol.) This is a shortcut to the Payments screen, allowing members to pay online or print an invoice to mail a check. A **Payment Due** link will also appear in the drop-down menu.

Save Credit Card Information Members can choose to Save their Credit card information in the system, so that you don't need to re-enter it each time it's needed. It is maintained in an encrypted database that cannot be read except by the software and then, only under program control. All credit card transactions are conducted in secure sessions, to provide an additional level of protection. This is optional; if you don't store it, you can still pay with a credit card by entering the details when prompted.

Primary's get dues notices. If the secondary member handles the finances and wants to get the notices, that person will need to be primary. The secondary doesn't get any notices.