Understanding Invoices and Payments

All charges and payments are held and recorded on your Team Unify account.

You can use the system to check your current balance or review previous charges and payments made.

The process is straightforward but it is useful to know what happens and when.

Recurring Member Charges

These are your regular monthly fees which are associated with your swimmer's squad.

- All squads, with the exception of Learn2Swim, have a monthly fee which should be paid on the first of the month by Standing Order.
- Prompt payment of fees is a condition of membership and this enables the club to collectively pay the monthly pool hire charges and coaching fees on your behalf.
- Recurring Member Charges are generated and added to your account in the early hours of the 1st of every month.

Galas

When you enter events such as a gala, these are set up to automatically record the fees that will apply to each event together with any additional charges that will apply. Please ensure that you have read the terms and conditions of the gala that will state all costs and restrictions. In leagues and relay events no fee is passed on to swimmers as the club settles payments separately.

- Once the gala deadline has passed then the gala is locked out for changes and the total charge is recorded on the system but NOT immediately charged to your account.
- The club sends off all entries along with the total batch payment along with other fees charged to the club. Once the entry and payment has been sent (usually the following morning and often at the exact time the gala opens for entries) the host club does not allow changes and will not make refunds unless medical proof is provided.
- Since the club has paid on your behalf you are now committed to pay and the club will raise an invoice to you.
- A few days before the beginning of the month in which the gala takes place, the gala batch fees are transferred to your account ready for payment and these must be settled by the 7th day of the month.
- Gala Fees show as Non-Recurring Charges with the name of the gala and the number of individual and relay events entered e.g. (6I + 2R) means 6 individual events and 2 relays. Usually, the £5 Event surcharge is also added to the total and recovers some of the charges made to the club for the gala entry.

Registration Fees

For annual registration, learn2 swim term registration and any special event registration, fees are due immediately and are recorded separately in the system until payment has been made.

- Please make the payment shown at the end of registration straight away.
- When the amount due appears in the club bank account we manually mark the registration fee as paid and only then the charge details are moved to your club account along with the corresponding payment.

- There should be no change to the balance of your account but it is shown for your records and will appear on the next monthly bill as both a non-recurring charge and a corresponding payment.

Adhoc Non-Recurring Charges

Any other charges that are made to your account, for example for the purchase of a club hat is added to your account and will show as a NEW non-recurring charge that will be billed to you on the next invoice run at the start of the next month. For Masters swimmers a charge is made for attending training based upon your attendance record and this may also be accompanied by a credit amount if your maximum monthly Master's charge is surpassed.

Billing Run

This happens in the early hours of the morning on the first of every month.

- All items that were added on to your account (for galas and adhoc items) are moved onto your new invoice along with any balance that wasn't settled in the previous month. Your monthly fees are generated and also added to the invoice.
- An email is sent to you automatically with a secure link to your new invoice. Remember the invoice will include everything you owe at that point which includes the monthly fee element which should be being settled by standing order, leaving the remaining balance of non-recurring items and any unsettled amount which should then be paid by bank transfer.
- The invoices generated are also electronically transferred to our accounting software which is linked to the club's bank account.

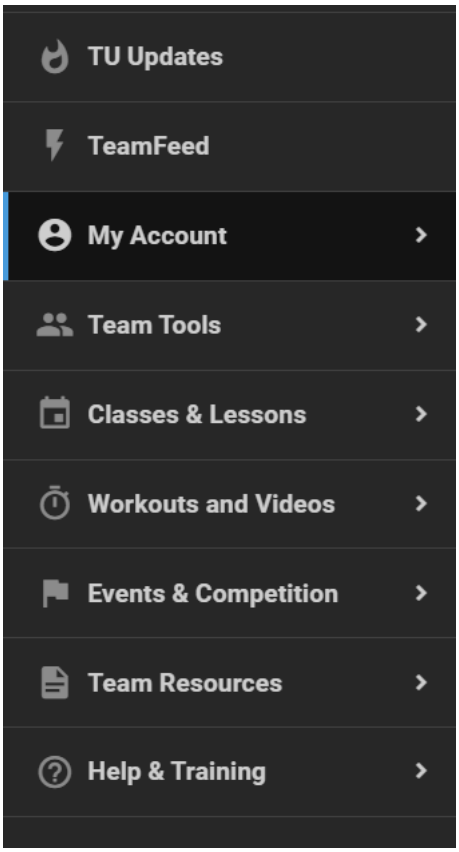
Payments

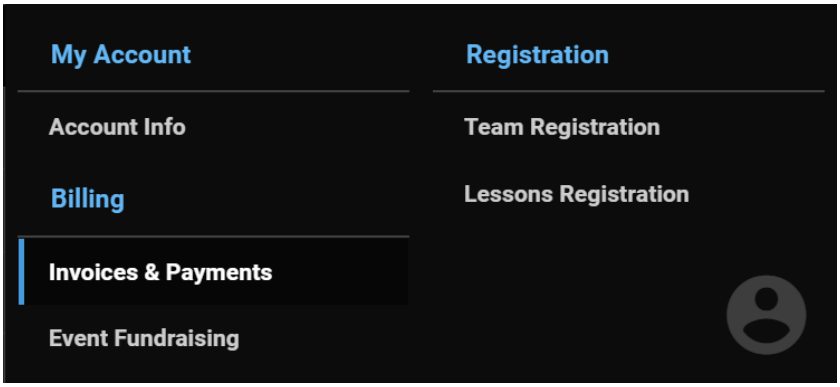
As payments are received, they are reconciled and matched to the individual items that appeared on your invoice.

- We depend on the short reference that we ask you to provide when making a payment as this helps us to identify what each of the hundreds of payments we receive each month should be reconciled to.
- Whilst the payment may be received into our bank account within a few hours of being sent it often takes us a few days for us to process the payment on the system and reconcile it to the correct invoice and member account.
- Once a payment has been reconciled the payment amount is then added to your Team Unify account.
- The payment will have a type 'Other' and shown in the current month with a description based upon your payment reference and how it was subsequently reconciled (note ALL payments are by bank transfer. We do not accept cash, cheque payments or credit cards – this is to avoid charges and overheads to the club usually accompanied with these types of payment which would otherwise be passed onto members).

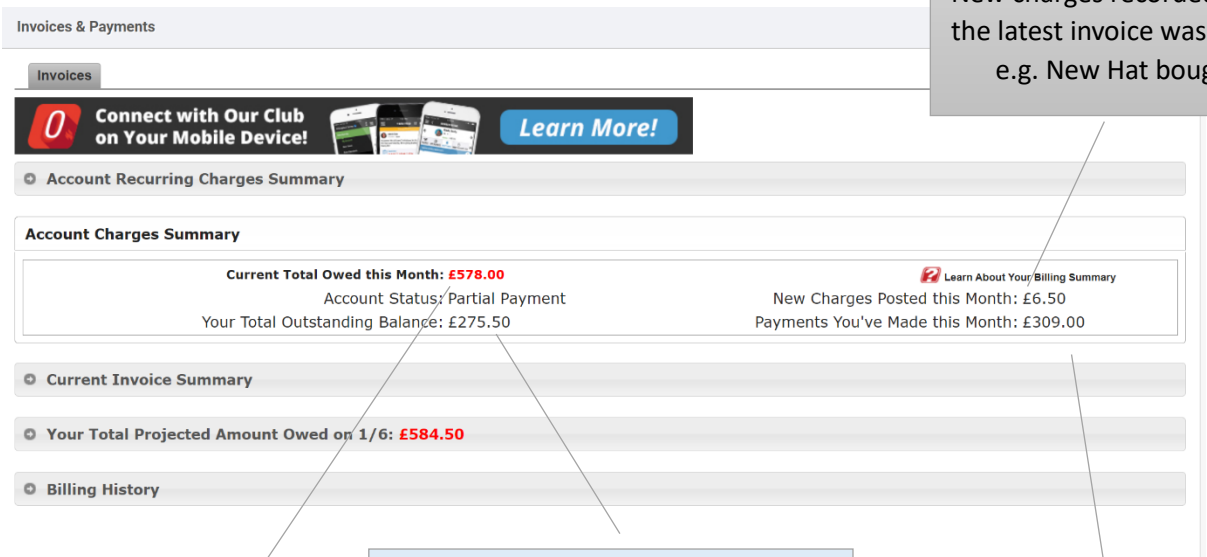
Using the system to check your account

Please note that whilst the OnDeck app can be used to check your overall balance, Team Unify should be used to check invoices and payments in detail.





Log on to the system and select My Account→Invoices and Payments



New charges recorded since the latest invoice was raised e.g. New Hat bought

This is the amount due as at 1st month before any payment

This is the balance you still owe!

Amount due on 1st £578

New charge of £6.50

Less this month's payments of £309

= outstanding balance £275.50

This is the amount you have already paid this month

This section can be expanded to see your regular monthly fees

Account Recurring Charges Summary

Recurring Member Charges	Chart of Account	Frequency	Charge Months	Amount
Carys (2nd) Platinum/Monthly Fees	Platinum Fees	Monthly	Every Month	£101.00
Lauren (1st) Top/Monthly Fees	Top Fees	Monthly	Every Month	£107.00
Lucas (3rd) Platinum/Monthly Fees	Platinum Fees	Monthly	Every Month	£101.00

The current invoice summary is broken into 2 sections, the first showing any debt or credit from all previous months. A previous account balance of £0.00 means your account was settled and there was nothing left to pay. A previous account balance of £123 for example means that you still owed £123 which is a balance that could have come from any previous months under payment.

Current Invoice Summary

PREVIOUS CHARGES / PAYMENTS	
Previous Invoice Total	£640.00
Previous Period Payments	£640.00
Previous Account Balance	£0.00

A credit amount, for example -£82 means that either you have over paid previously, or a refund or credit was added to your account. You can see the account balance that existed at the end of each month by looking at the account balance column in the billing history section.

Usually if the balance is growing month on month it is highly likely that you havent adjusted your standing order after a squad move or are not paying the correct amount. You should try to address any outstanding money due ideally BEFORE the club contacts you about it. You should regularly check your account balance to ensure your payments have been processed as exepected. Any balance positive or negative is automatically transferred to the next invoice to show exactly the amount that is outstanding.

All the new items for the current month are shown in the Charges/Credits section – this itemises absolutely everything new that was added since the previous month invoice was raised

Posted Date	Admin	Invoice Item Name	Chart of Account	Amount
CHARGES / CREDITS THIS INVOICE				
30/04/23	Admin, -	Non-Recurring: Carys-SE London Summer Championships (1I + 2R)	London Summer Regionals	£12.00
30/04/23	Admin, -	Non-Recurring: Lucas-SE London Summer Championships (3I)	London Summer Regionals	£36.00
30/04/23	Admin, -	Non-Recurring: Carys-Regional Event Surcharge	London Summer Regionals	£5.00
30/04/23	Admin, -	Non-Recurring: Lucas-Regional Surcharge	London Summer Regionals	£15.00
30/04/23	Admin, -	Non-Recurring: Carys-Regional Hat x3	Shop Sales	£30.00
30/04/23	Admin, -	Non-Recurring: Lucas-Regional Hat x3	Shop Sales	£30.00
30/04/23	Admin, -	Non-Recurring: Lauren-Regional Hat x3	Shop Sales	£30.00
30/04/23	Admin, -	Non-Recurring: Carys-East Grinstead SC Open Meet 20 (6I)	East Grinstead	£41.00
30/04/23	Admin, -	Non-Recurring: Lauren-East Grinstead SC Open Meet 20 (4I)	East Grinstead	£29.00
30/04/23	Admin, -	Non-Recurring: Lucas-East Grinstead SC Open Meet 20 (6I)	East Grinstead	£41.00
01/05/23	Auto Run	Recurring: Lauren (1st) Top/Monthly Fees	Top Fees	£107.00
01/05/23	Auto Run	Recurring: Carys (2nd) Platinum/Monthly Fees	Platinum Fees	£101.00
01/05/23	Auto Run	Recurring: Lucas (3rd) Platinum/Monthly Fees	Platinum Fees	£101.00
			Charges / Credits this Invoice	**£578.00**
			Current Total Owed this Month	**£578.00**

The amount in Red is the amount of money that was due when the invoice was raised i.e. newly invoiced items including the monthly fees added to the previous balance. Note this section outlines Charges and Credits and is exclusive of payments made

The next section details the payments that have been made this month – these may take several days to be recorded on your account.

PAYMENTS / REFUNDS MADE THIS MONTH			
09/05/23	Ojays, Treasurer	Other-: May Squad fees	£107.00
09/05/23	Ojays, Treasurer	Other-: May Squad fees	£101.00
09/05/23	Ojays, Treasurer	Other-: May Squad fees	£101.00
		Payments / Refunds Made this Month	**£309.00**

At the beginning of the month there will be no new charges and these may be added into the following section as the month progresses, but as they do not form part of the current invoice (items cannot be retrospectively added to an invoice), they will appear on the next month's invoice irrespective of when or indeed whether they have been paid for.

NEW NON-RECURRING CHARGES / CREDITS POSTED AFTER May 1 INVOICE CREATION				
10/05/23	Admin, -	Non-Recurring: Carys-Hat	Shop Sales	£6.50
			New Non-Recurring Charges / Credits	**£6.50**
			Total Outstanding Balance	**£275.50**

Finally, we suggest <u>not</u> to pay too much attention to the projected invoice section which purports to be the amount you might still owe when the next invoice is raised. At the start of the month this will be equivalent to the total due on the current months invoice plus the squad fees that will apply next month too. The problem is that this won't account for payments and your standing order which may be still yet to be applied , nor squad changes that affect your fee (that are only administered on the final day of the month) and more importantly it won't include galas fees that will not yet have been transferred to your account.

▾ **Your Total Projected Amount Owed on 1/6: £584.50**

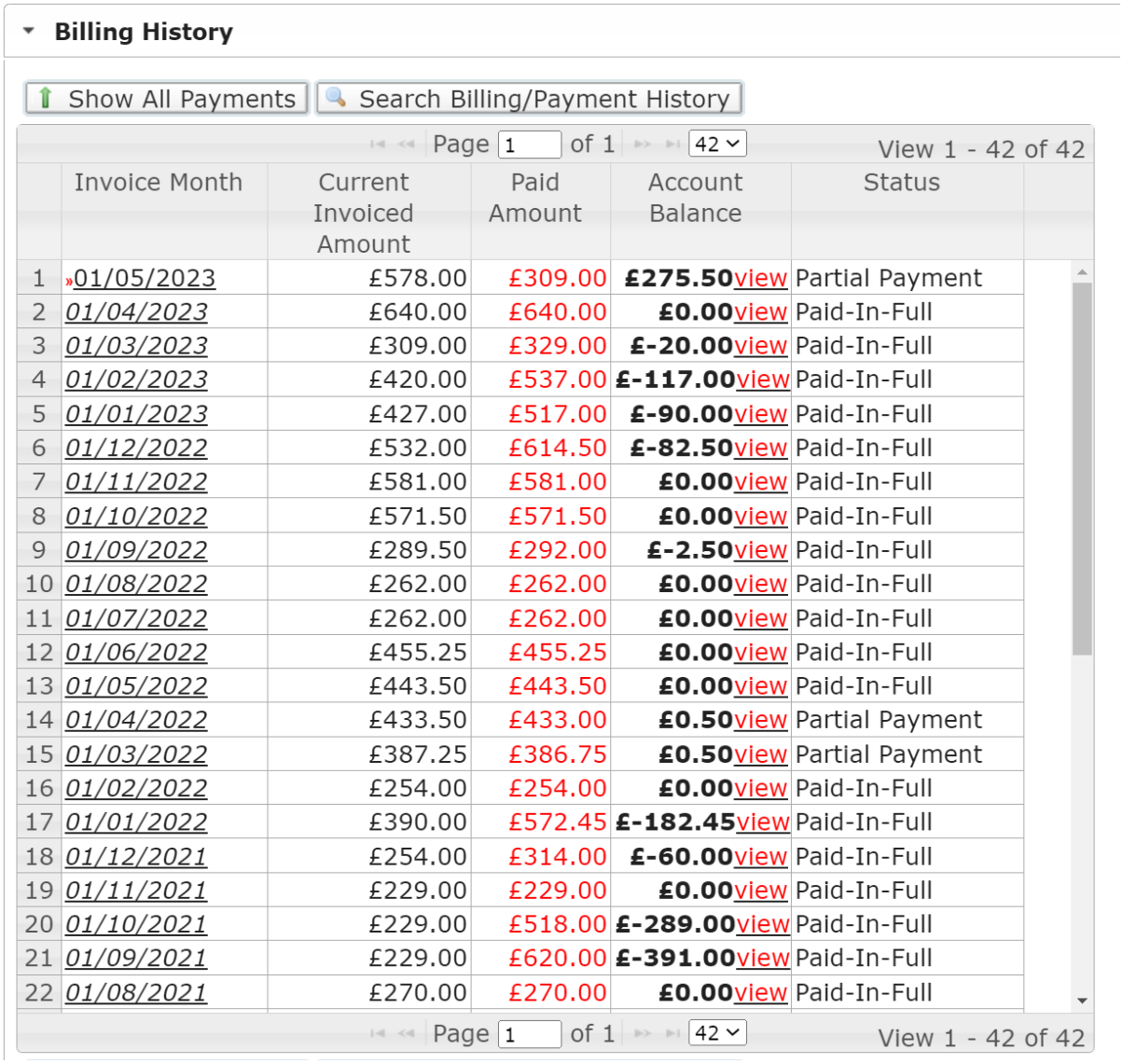
Bond, Mark PROJECTED INVOICE SUMMARY on 1/6/2023	
Current Total Owed this Month	£578.00
Payments / Refunds Made this Month	
Other-: May Squad fees	£107.00
Other-: May Squad fees	£101.00
Other-: May Squad fees	£101.00
Sub-Total of Payments / Refunds	**£309.00**
New Non-Recurring Charges / Credits Applied to 1/6/2023 Invoice	
Non-Recurring: Carys-Hat	£6.50
Sub-Total of New Non-Recurring Charges / Credits	**£6.50**
Total Outstanding Balance	**£275.50**
Upcoming Recurring Charges / Credits Applied to 1/6/2023 Invoice	
Recurring: Lauren (1st) Top/Monthly Fees	£107.00
Recurring: Lucas (2nd) Platinum/Monthly Fees	£101.00
Recurring: Carys (3rd) Platinum/Monthly Fees	£101.00
Total Projected Invoice on 6/1/2023	**£584.50**

The Total Projected Amount Owed, is NOT what you owe now, rather is a projection of what you will be charged on the first of the next month based on all billing activity during the current month.

This number includes all unpaid charges from the current invoice AND any non-recurring charges, payments or credits applied to your account betweenthe 1st and the last day of this month PLUS the upcoming recurring charges as outlined in the Account Recurring Charges Summary at the top of this screen.Please check back often!

The billing history shows the total amount due to be paid at the beginning of the month (it includes newly invoiced items plus the account balance from the previous month). It also shows the amount that was paid in the month and the balance that was left on your account at the end of the month. The Top line represent the current invoice and is dynamic. Whilst the current invoiced amount will not change, the amount paid will reduce as payments are made and that will also change the account balance shown.

You can also list all your payments by clicking Show All Payments, but a great feature you can use is the search facility to list every invoiced item and payment made between 2 dates. This allows you to look for specific charges made to you or for a payment you made all in one place without needing to go into each monthly invoice individually.



Billing History

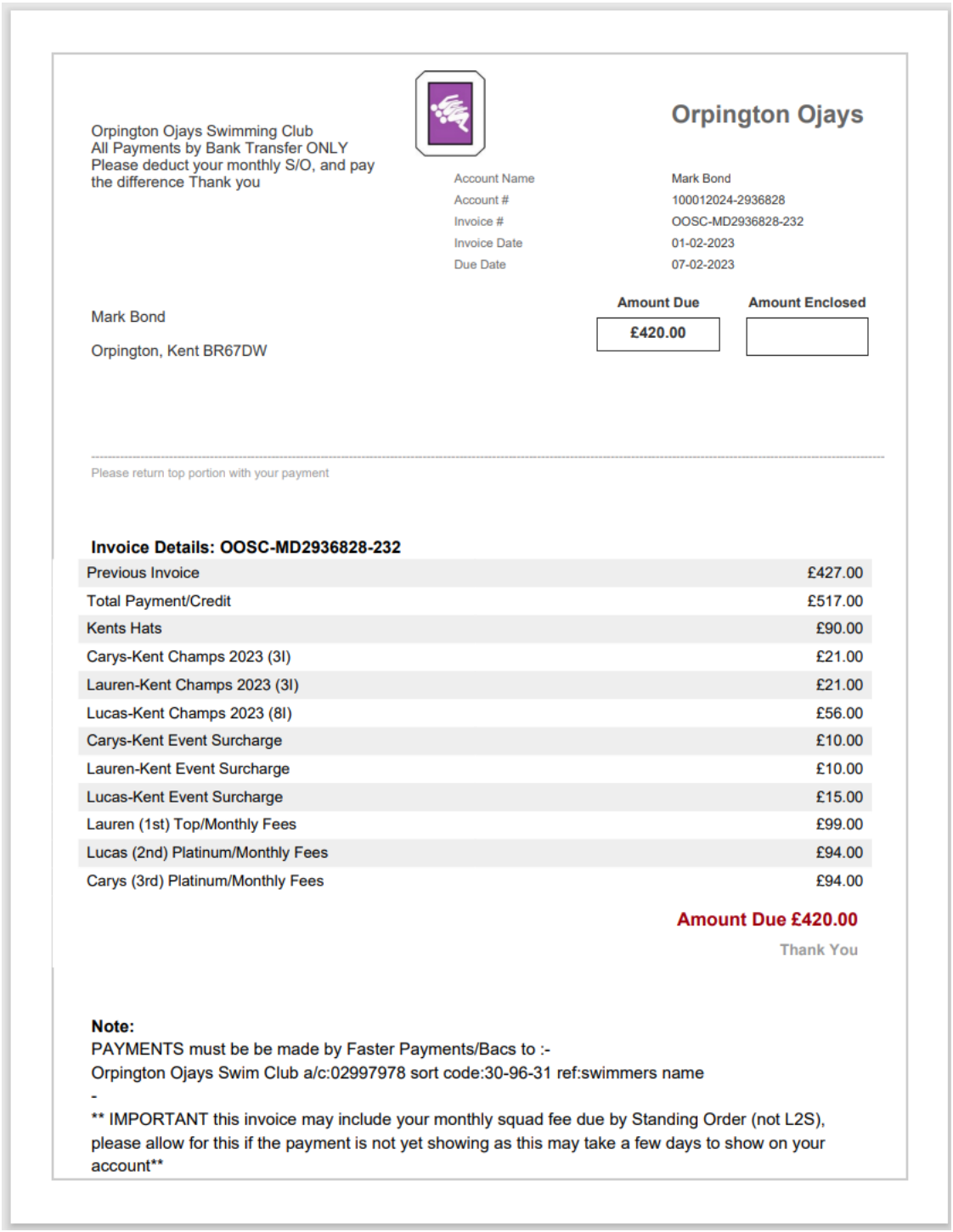
Show All Payments | Search Billing/Payment History

Page 1 of 1 — 42 — View 1 - 42 of 42

	Invoice Month	Current Invoiced Amount	Paid Amount	Account Balance	Status
1	»01/05/2023	£578.00	£309.00	**£275.50**view	Partial Payment
2	01/04/2023	£640.00	£640.00	**£0.00**view	Paid-In-Full
3	01/03/2023	£309.00	£329.00	**£-20.00**view	Paid-In-Full
4	01/02/2023	£420.00	£537.00	**£-117.00**view	Paid-In-Full
5	01/01/2023	£427.00	£517.00	**£-90.00**view	Paid-In-Full
6	01/12/2022	£532.00	£614.50	**£-82.50**view	Paid-In-Full
7	01/11/2022	£581.00	£581.00	**£0.00**view	Paid-In-Full
8	01/10/2022	£571.50	£571.50	**£0.00**view	Paid-In-Full
9	01/09/2022	£289.50	£292.00	**£-2.50**view	Paid-In-Full
10	01/08/2022	£262.00	£262.00	**£0.00**view	Paid-In-Full
11	01/07/2022	£262.00	£262.00	**£0.00**view	Paid-In-Full
12	01/06/2022	£455.25	£455.25	**£0.00**view	Paid-In-Full
13	01/05/2022	£443.50	£443.50	**£0.00**view	Paid-In-Full
14	01/04/2022	£433.50	£433.00	**£0.50**view	Partial Payment
15	01/03/2022	£387.25	£386.75	**£0.50**view	Partial Payment
16	01/02/2022	£254.00	£254.00	**£0.00**view	Paid-In-Full
17	01/01/2022	£390.00	£572.45	**£-182.45**view	Paid-In-Full
18	01/12/2021	£254.00	£314.00	**£-60.00**view	Paid-In-Full
19	01/11/2021	£229.00	£229.00	**£0.00**view	Paid-In-Full
20	01/10/2021	£229.00	£518.00	**£-289.00**view	Paid-In-Full
21	01/09/2021	£229.00	£620.00	**£-391.00**view	Paid-In-Full
22	01/08/2021	£270.00	£270.00	**£0.00**view	Paid-In-Full

Page 1 of 1 — 42 — View 1 - 42 of 42

Clicking on any month will show you the invoice that was raised at that point.



Orpington Ojays Swimming Club
All Payments by Bank Transfer ONLY
Please deduct your monthly S/O, and pay the difference Thank you

Orpington Ojays

Account Name	Mark Bond
Account #	100012024-2936828
Invoice #	OOSC-MD2936828-232
Invoice Date	01-02-2023
Due Date	07-02-2023

Mark Bond

Orpington, Kent BR67DW

Amount Due	Amount Enclosed
£420.00	

Please return top portion with your payment

Invoice Details: OOSC-MD2936828-232

Previous Invoice	£427.00
Total Payment/Credit	£517.00
Kents Hats	£90.00
Carys-Kent Champs 2023 (3I)	£21.00
Lauren-Kent Champs 2023 (3I)	£21.00
Lucas-Kent Champs 2023 (8I)	£56.00
Carys-Kent Event Surcharge	£10.00
Lauren-Kent Event Surcharge	£10.00
Lucas-Kent Event Surcharge	£15.00
Lauren (1st) Top/Monthly Fees	£99.00
Lucas (2nd) Platinum/Monthly Fees	£94.00
Carys (3rd) Platinum/Monthly Fees	£94.00

Amount Due £420.00

Thank You

Note:
PAYMENTS must be be made by Faster Payments/Bacs to :-
Orpington Ojays Swim Club a/c:02997978 sort code:30-96-31 ref:swimmers name
-
** IMPORTANT this invoice may include your monthly squad fee due by Standing Order (not L2S), please allow for this if the payment is not yet showing as this may take a few days to show on your account**