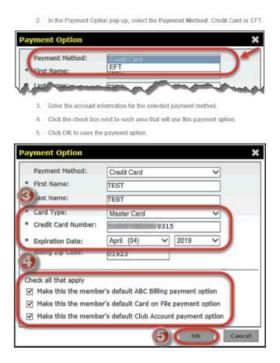
Adding Payment Options and Changes of Billing

If a member has new billing, We can only accept hard copies of checking information for billing (i.e. voided check, direct deposit request form, letter from the bank providing the routing/ account number, etc.).



The payment agree is waited to the Payment System surface, and it will be used for the areas.



Change Billing Information

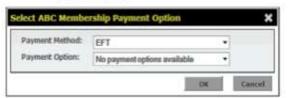
Use the following instructions to change a payment option

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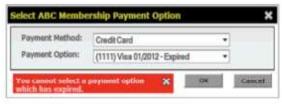
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- Select the Payment Option. The field populates with available payment options that were already defined.
 - if the payment options are available for the selected payment method, the Payment Option Sold displays No payment options available (see example briow). You must select another payment method.



if you select an expired credit card, you will receive an error (see example below). You must nelect a payment option with a valid credit card.



4. When finished, click OK to save your changes.

Inputting the Alternate Payment Method

To enter a member's alternate form of payment into DataTrak

- 1. Look up the member's account.
- 2. Click on the Billing tab on top of the member's profile.
- 3. Click 'Add a New Payment Option' if the member does not have a credit card on file.



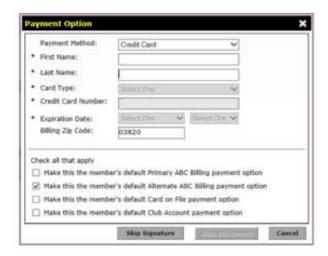
- 4 Enter the member's credit card information.
- 5. Uncheck the box next to 'Make this the member's default ABC Billing payment option.'
- Check the box next to 'Make this the member's default Card on File payment option' if the member wants to use it for future retail or beverage purchases. This will populate the Card on File payment method with this credit card information.
- Check the box next to 'Make this the member's default Alternate ABC Billing payment option' if the member would like to use this card for alternate billing. This will populate the Alternate ABC Billing payment method with this credit card information. Click OK.

This will automatically populate an electronic file maintenance form, where the member will need to sign on the electronic Verifone to authorize this payment option.

How the Alternate Payment Method Works

When signing members up, if is very important to collect an Alternate Payment Method for their account. This will help us relieve the stress of a member having to present their card when they want to purchase items or pay their overdue balance.

- After a member is 3 days past due on their payment, Alternate Billing will kick in
 The member's draft will attempt on the credit card we have on tile for Alternate Billing every Tuesday and Thursday following the 3 day grace period.
 If the draft falls on Alternate Billing and the account remains in R Mode, the account will remain on the path to RFC.



*IF you are updating a CC that only has a new expiration date with the same card number, do not "add a new payment option." Click the type of card (MC, Visa, Amex, Discover) on the existing card, then you will be able to swipe the new card with new expiration. If you add as a new payment option, you will be told that the card already exists.