



VICTORY AQUATICS

Accessing Your Account Info

YOUR ACCOUNT

Accounts are used to manage information related to a swim family. The swimmers are members of the account.

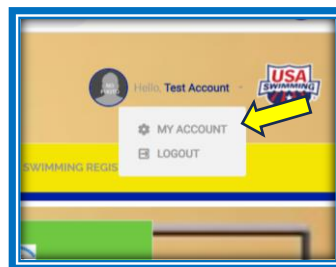
Accounts control the logon to the system, receive communications, and are invoiced for charges related to the activities of the swimmers.

The email address of the primary account holder is used to logon to the account. Additional emails can be added to receive communications but cannot logon. If more than one want logon access and communications, get an email address that both can share. Be sure to share the passwords.

ACCOUNT NAVIGATION

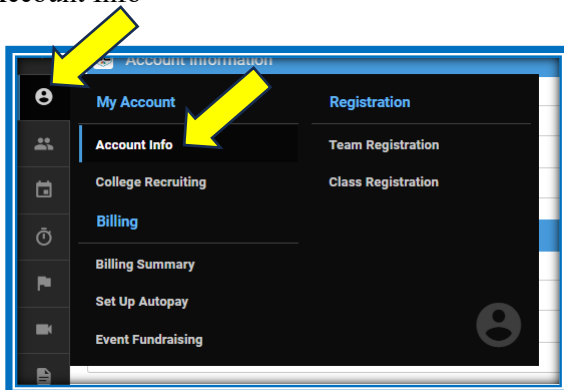
If you are on the web Home page, to get to 'My Account'

- Click on your name.
- Click on '*My Account*'



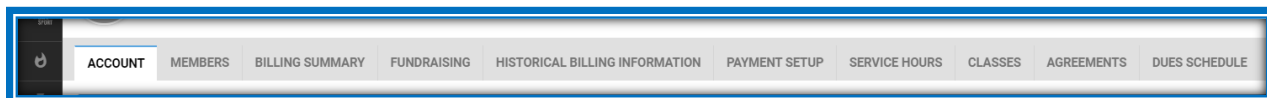
If you get the sidebar when you logon

- Click on 'My Account'
- Click on 'Account Info'



ACCOUNT INFO

Account Info takes you to the account information along with a lot of tabs containing all the information about your account.



Account Tab

The Account tab shows all the identifying information about your account. Including Logon, Name, email addresses, emergency contact, etc



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Members Tab

The Members tab shows each member attached to the account. This is the information about each member. The account is responsible for all fees related to the member.

- Important are the USA Swimming Registration Date. This date or notice will indicate if the swimmer is or is not registered with USA Swimming. EVERY swimmer on the competitive team MUST be registered with USA Swimming.
- The ID Card # is the member number assigned to the USA Swimming Registration and is permanent.
- **Attendance:** Coaches can take attendance using their On-Deck app. If they do, it will show up here.
- **Best Times:** These are the Personal Best Times for each event the swimmer has competed in.
- **Meet Results:** These are the meet results for every meet the swimmer has competed in.

USA Swimming Registration Date or Not Registered

Legal First Name: * Middle Name: Legal Last Name: * Suffix: *

Preferred First Name: Gender: * Male Email: mcaleerv@aol.com Unverified

Phone: Mobile/SMS: Carrier: None

ID Card #: D79C36D299F548 Birthdate: * 09/08/2007

Billing Summary Tab

The Billing Summary tab shows all charges, payments, and credits since May 2023 (this was when the database was converted to the new system). Filters can be used to narrow down or include various transactions.

ACCOUNT	MEMBERS	BILLING SUMMARY	PAYMENT SETUP	HISTORICAL BILLING INFORMATION	CLASSES	AGREEMENTS
UNAPPLIED PAYMENT \$0.00	BALANCE DUE \$0.00	OVERDUE \$0.00	Export Statement	Simulate Billing...		
Search for items... Customize Filters... Default View Transaction Date: Last 30 Days Source Types: Regular, Late Fee Save						
Last 30 Days All Types Regular, Late Fee All Statuses All Charge Categories						
TOTAL ITEMS: 6 TOTAL CHARGES: \$414.50 TOTAL PAYMENTS: \$495.21 TOTAL CREDITS: \$0.00 Customize Columns...						
Type	Title	Date	Due Date	Amount	Balance	Actions
PAYMENT	Nov 01, 2023	11/01/2023		\$495.21	\$0.00	
CHARGE	vice/Monthly	11/01/2023	11/01/2023	\$50.00	\$0.00	
CHARGE	3/Monthly	11/01/2023	11/01/2023	\$126.00	\$0.00	
CHARGE	4velop/Monthly	11/01/2023	11/01/2023	\$170.00	\$0.00	

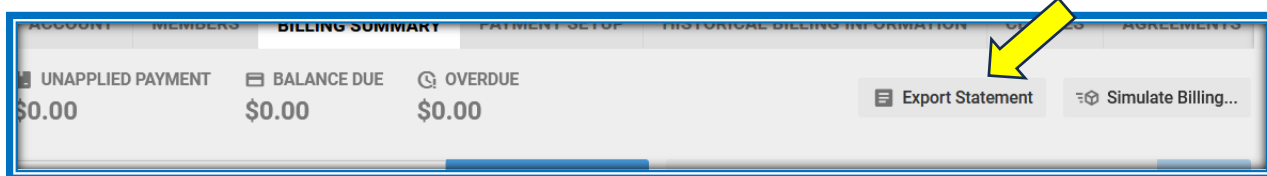


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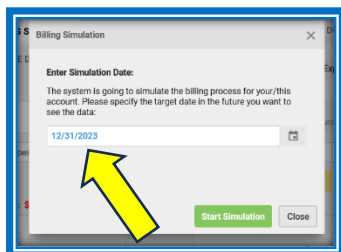
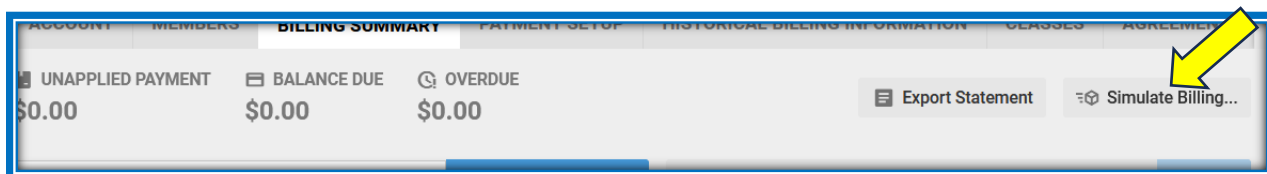
EXPORT STATEMENT Button

- Click on the Export Statement button to generate a copy of the current statement. This statement shows ALL OUTSTANDING transactions.



SIMULATE BILLING Button

- Click on the Simulate Billing Button to see all the charges that will appear on the invoice as of the date selected. This invoicing will include all outstanding meet fees, other charges, as well as any recurring charges. This would be the amount due on the date simulated.



This is a simulated view of Charges and Payments posted from now until 12/31/2023 12:00 am PST [Change Target Date...](#)

PROJECTED CHARGES	PROJECTED PAYMENTS	On 12/31/2023:	UNAPPLIED PAYMENT	BALANCE DUE	OVERDUE
\$346.00	\$346.00		\$0.00	\$0.00	\$0.00

Filter by transaction title: All types Status All charge categories Filter

TOTAL ITEMS: 4 TOTAL CHARGES: \$346.00 TOTAL PAYMENTS: \$346.00 TOTAL CREDITS: \$0.00

Type	Title	Date	Due Date	Amount	Balance
PAYMENT	Automatic payment Dec 01, 2023	12/01/2023		\$346.00	\$0.00
CHARGE	Senior Develop/Monthly	12/01/2023	12/01/2023	\$170.00	\$0.00
CHARGE	e Group/Monthly	12/01/2023	12/01/2023	\$126.00	\$0.00
CHARGE	GA Novice/Monthly	12/01/2023	12/01/2023	\$50.00	\$0.00

Payment Setup Tab

Victory Aquatics due's structure offers monthly payments. All payments are due by the 10th of the month. An account that has not paid their dues by the 10th of the month will be assessed a late fee and may not have access to the pool until the monthly fees have been paid.

Families are responsible for monthly dues regardless of swimming time within the said month. **Dues will not be prorated, credited, or reimbursed for any reason. .**

We do NOT accept cash or checks. Our coaches are not responsible for accepting payments. If our coach accepts cash or checks and they are not applied to your account, you are responsible for the missing payments.

ZELLE: Our preferred method of payment is ZELLE. You can send ZELLE payments to Victory.swim.assist@gmail.com. Please include the account name in the memo field so we know which account to apply it to. We do not pay processing fees and you are not charged recoupment fees when using ZELLE.



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ACH or Credit Card: You can submit payments from a bank account (ACH) or credit card.

To put ACH on file:

- Click on Add Bank Account
- Add bank account information.

To put a Credit Card on file:

- Click on Add New Card
- Add credit card information.

ACCOUNT MEMBERS PAYMENT SET

E-Payment Manager

By providing the payment info below, you are
Please Note: For charges you will see the name

+ Add New Card + Add Bank Account

Check this box to set
up bank account

Check this box to set
up credit card

On-Demand vs Auto-Payment:

On-Demand means you must manually use the ACH or credit card to make a payment.

Auto-Payment means the system will use the ACH or Credit Card to withdraw the amount due on the 1st of the month. It may also automatically withdraw payments during the month for fees posted during the month, such as meet fees, etc.

- To enroll in Auto-Payment click on the Enroll box and select the manner of payment.

Credit Cards & Bank Accounts

Preferred for On-Demand Enroll Auto-Payment

Activity Log...

You may choose to put ACH and/or credit cards on file for On-Demand ONLY. You do NOT have to enroll in Auto-Payment.

Recoupment fees will be charged for using ACH and/or a credit card. Fees are based on what the team is charged by the banking institution.

Agreements Tab (IMPORTANT)

These are the agreements signed during Registration. There are agreements for every member and the date signed. If the agreement was changed after the account registered or not signed the Status will show a RED SIGN. Clicking on the agreement will bring up the text of the agreement and will also allow acknowledgement for Not Signed or RED SIGNs. These agreements constitute a contract with the club.

ACCOUNT	MEMBERS	BILLING SUMMARY	HISTORICAL BILLING INFORMATION	CLASSES	NOTIFICATIONS	AGREEMENTS	DUES SCHEDULE
↓ Member Name		↑ Agreements		↑ Status		Date Signed	
		Image Release		Signed		10/06/2023	
		1. Medical Release Waiver		Signed		10/06/2023	
		Drug Policy		Signed		10/06/2023	
		Swim Meets		Signed		11/12/2023	

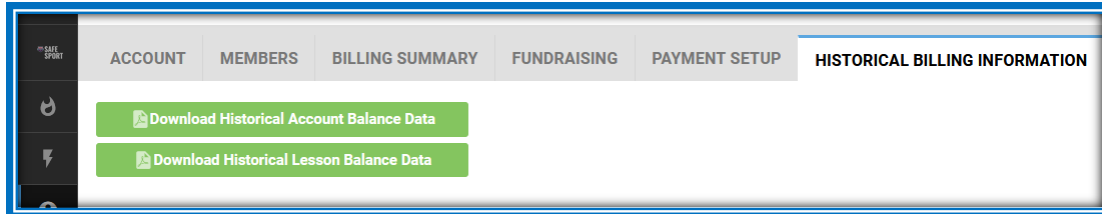


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Historical Billing Information Tab

These are invoices that were generated by the system prior to the May 2023 system conversion. There are zip files for the competitive team (Account) and for Lessons, if applicable.



Fundraising Tab

Shows Fundraising Obligations, Balance, and every fundraising transaction applied to your account.

Note: As of the documenting of this procedure there is a system problem that does not create a Fundraising record for accounts that registered for the team after Oct 2, 2023. These fundraising obligations are being tracked manually until the system problem is resolved.

Service Hours Tab

Shows the Service Hour Obligations, Balance, Jobs and Hours worked.

Dues Schedule Tab

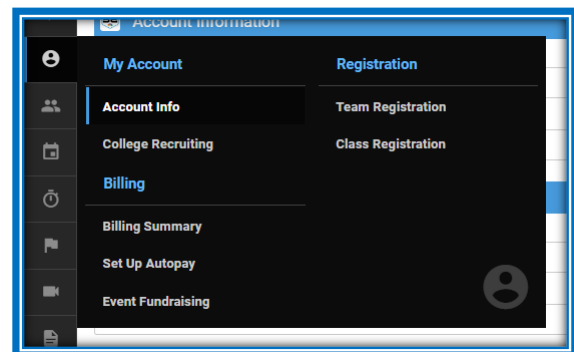
Lists all Recurring Charges for training and other manually set up recurring charges.

Classes Tab

Shows current enrolled lessons and past lessons.

OTHER FUNCTIONS

- College Recruiting: Connects you to a College Recruiting organization
- Billing Summary: Connects you directly to the Billing Summary on your account
- Set Up Autopay: Connects you directly to the Payment Setup tab on your account.
- Event Fundraising: Connects you to current active fundraising events.
- Team Registration: Don't use
- Class Registration: Connects you to the Lessons Programs



TO GET HELP

The Help system is very helpful

