

# Team Unify Account Overview

1. **New Swimmer Registration:** In registering your swimmer, you signed up with our team management system called Team Unify (TU). It is a powerful tool in managing our team by email communication, meet entry signups online, time tracking, and automated billing and electronic payment just to name a few of the things Team Unify provides for our team!! Your account is a secure account in which you can access all information concerning your swimmer including, billing and payments. Familiarize yourself with Team Unify. Watch the Parent Training Videos, or just look around the site at all of the tools available to you and your swimmer! Also use the *OnDeck Parent* app for your mobile phone!
2. **Monthly Automated Billing:** On the first of July and August, TU does an automated billing for any charges accrued throughout the previous month. These charges can include meet entry fees, late fees, “hiring someone” for jobs, etc. These charges accrue throughout the month and then are charged to your credit card in your account, on the 1<sup>st</sup> of the subsequent month. These charges are clearly defined [as a line item] in your account. Please check your account regularly to know what you will be charged for, and also to make sure the charges and billing is correct. An email will be sent out during the last week of each month reminding you of the pending bill cycle, so if there are any problems or changes that need to happen to your account BEFORE the billing happens, this is the time to contact the team administration at [HAST@hilltopaquatics.org](mailto:HAST@hilltopaquatics.org). Any account issues that need to be corrected AFTER the billing generates – and could have been corrected BEFORE the billing occurred, will be assessed a \$5.00 processing fee.
3. **Valid Credit Card Information:** Keeping your card on account valid is vital to TU’s ability to manage our team. Expired credit cards, insufficient funds in your bank account (debit cards), or various other reasons for an invalid card, results in a failed transaction. For expiring cards, you will be notified the month BEFORE your credit card will expire, to give you ample time to update the expiration date on your card in your account. A failed transaction results in your account being ‘Suspended’. You will not be able to enter any meets, OR ATTEND WORKOUTS, etc. until payment is made. An email will be sent to you informing you of the failed transaction. Please make the necessary adjustments to your account for this payment to be made. Send an email to the team administrator [HAST@hilltopaquatics.org](mailto:HAST@hilltopaquatics.org) that you have updated your account, and that the payment can be sent through again. If the payment has not been made by the 15<sup>th</sup> of each month, your account will be assessed a \$20 late fee.
5. **TWO Banks are associated with our Team Unify Account:** Through TU, we have set up two bank accounts that do not mix credits or fees at all.
  - The **DEFAULT BANK** is our Booster Club Account. All charges & payments that will go through this account include: AWAY meet fees, team banquets & parties, pro shop items, Fundraising fees, donations to HAST for job assignments, HAST Fundraising meet entry fees (Trick-or-Treat Meet, Spring LC Classic). Any **credits** for timing at away meets, taking an extra shift at home meets, will only be applied to items that are billed through the DEFAULT BANK.
  - The **SECONDARY BANK** is American Fork City’s account. All charges & payments that will go through this account, will be Quarterly Registration fees, USA fees, and HOME meet entry fees. The charges will be labeled as “City – Quarterly registration fees”, “City – USA fees”, etc. in your account billing summary. Any items that go through the AF city account will be labeled as such.
  - **Credits** from the DEFAULT (Booster Club) Account WILL NOT be credited toward any fees assessed in the SECONDARY (City) Account, ie., registration fees, USA fees, or Home Meet fees, or vice versa. These are two totally separate accounts, and do not intermingle.
6. **Specific Line Item of Credit Card fees will now be visible in your individual cc statement.**
  - The Credit Card company associated with Team Unify, will now show a specific line item of the fees (3% of amount invoiced) to process your credit cards each month. We have asked them to make this a specific line item for your records.
  - You will see cc charges line itemed in your individual statement --depending on the fees invoiced to your account, and processed through automatic billing on the 1st of each month.