

Invoices, Fees and Payments

Even if you've been with ROW for a while, you could be excused for not knowing that the club generates monthly invoices for each family. Your invoices can be accessed through the ROW web site. They aren't sent to you, which is why you might not know about them.

Each monthly invoice lists the items for that month, such as payments and new Meet Fees. You can see your account history by printing out all your recent Invoices and viewing them in order. More usefully, you can search your Account Invoice History. Doing so brings together all the Invoice items from a time period you specify in one convenient document.

Finding your Invoices and Billing History

To locate your Invoices and other related information,

1. Go to the ROW web site, www.rowswimming.ca
2. On the left, just below the Home menu button, click the button labeled **Sign In**.
3. Enter your e-mail address and password. The Sign In button changes to Sign Out. System and My Account buttons appear below it.
4. Select **My Account** to open a list of sub-items.
5. From the sub-list, select "**\$ My Invoice/Payment**".

What you do next depends on which specific documents you're trying to find. However, there are two documents you'll likely want to know about:

Invoices

To find your monthly **Invoices**,

- a. Select **Billing History**. A table appears.
- b. Links to each month's invoice are located on the left, in the "Invoice Month" column. The most recent invoice will be in the first row.

On each invoice there is an Invoice Details section. This section shows items from the last month. If you're trying to reconcile your invoice, you can print out previous invoices to see other items, but there is an easier way.

Search Billing History (Reconciling your Invoice)

Searching your Billing History is convenient when reconciling your invoice. It gives you a concise list of payments and fees during a time period of your choosing.

At the top (and bottom) of the Billing History table, are buttons that let you search for all items that occurred between specific dates. Doing so provides you with a summary of all items included on the invoices within your specified range of dates. This search function provides the convenience of seeing all these items in one place.

- a. Select **Billing History**. A table appears.
- b. Just above (or below) the table, click **Search Billing/Payment History**.
- c. Enter a range of dates, such as **09/01/2018** to **06/30/2019**, and complete the search.

At the bottom of the search results are found the subtotal of Invoice Items (fees) and subtotal of your Payments during the period and the difference. Note that if your account balance was not zero at the start of the time period you searched, the difference may not match your invoice.

Common Fees

When viewing your Invoices or Billing History, expect to see these fees:

Registration Fee A non-refundable fee for registering each swimmer. This amount includes membership in Swim Ontario, which is required to compete in sanctioned swim meets and provides insurance coverage.

Training Fee The fee for the actual swim training. This amount varies by group, as the higher-level groups have more, and longer practices.

Meet Fees Charges incurred for registering for Meets. These amounts are amounts charged by the Host club and may be found in the Meet Package for each meet. (See also additional Meet Fee information, below.)

Team Travel Fee A fee to cover the costs of coaches attending the meet. For ROW hosted meets, this amount is usually \$0 per swimmer; for other meets often \$25 per swimmer.

For details, select the **More Information** sub-item under My Account.

Meet Fees are incurred when Entering a Meet

Meet fees are based on whether your swimmer is entered in a Meet. Your swimmer is entered if you Accept the meet for your swimmer. If you neither Accept or Decline a meet, your swimmer's coach will make the decision for you. In either case, the fees are payable whenever a swimmer is entered. If your swimmer is entered but doesn't end up attending all or part of the Meet, you will almost always still owe the Meet Fees.

In particular, when another club is hosting a meet, ROW must pay entry fees to the host club on behalf of your swimmer. These fees must be paid to the host club well ahead of the Meet. If ROW pays these fees to another club on behalf of your swimmer, expect that they will be passed along to you, whether or not you attend.

Meet fees and Pre-Authorized Debits (PADs)

If you arrange to pay throughout the year via pre-authorized debits (PADs), the monthly debit amount is calculated so as to cover your swimmer's expected participation in meets. This adjustment means you're unlikely to be left owing a large amount at the end of the swim year. If your actual Meet Fees for the year end up exceeding the anticipated amount, the final month's PAD amount is automatically increased.

If your actual Meet Fees for the swim year are less than the predicted amount, a credit will remain on your account. This credit is automatically carried over and applied to reduce your fees for the next season. Alternatively, you can request that this amount be refunded to you at the end of the season.

How to Pay

You may pay by Pre-Authorized Debits (PADs). To do so, complete and return the PAD form when you register, along with a void cheque.

Cheques should be payable to the **ROW Swim Club**.

The easiest way to deliver cheques or drop off completed forms is to put them in the ROW mailbox located by the ROW bulletin board just out the viewing gallery for the WLU pool.

Alternatively, items may be mailed to

ROW SWIM CLUB
C/O WILFRID LAURIER UNIVERSITY ATHLETIC COMPLEX
75 UNIVERSITY AVE W
WATERLOO, ON N2L 3C5

We also accept credit card payment through team unify.

For details, see the **More Information** sub-item under My Account.

For assistance, please contact our Office Manager: **office@rowswimming.ca**