

May 8, 2023
Online Dues Payments



Hello SaddleBrooke Hiking Club Members,

We are very pleased to announce the rollout of online dues payment capability for our club. This tool will make it easier for both you and new members to remit payments, thus streamlining what has been a very manually intensive process. The system has been in test mode for the past few weeks, and is now ready to be used!

This capability is one in a line of evolutionary changes in SBHC processes, procedures and systems that have been made over the years, and we hope that it enhances the overall club experience for you.

Dianna Wilson, Membership Coordinator

Arlene Daigle, Treasurer

QUESTIONS AND ANSWERS

1. What is the start date for online payments?
 - The system is operational and ready for use.
2. Is this available for both existing members and new members?
 - The system is set up for both renewal of dues for existing members and for initial club enrollment by new members.
3. How do I make an online payment?
 - To make an online payment, go to the website and click on the "JOIN SBHC" page. You will then be led step by step through a simple process requiring input of information, your agreement to the claims release, and your remittance submittal. This can be done on your home computer as well as a remote device such as a smart phone or tablet.
4. What cards are accepted?
 - Cards currently accepted include Visa, Mastercard, American Express, Discover, Diners Club, debit cards and others.

5. Are multiple year payments still available?
 - The option to pay for 1, 2 or 3 years is still available.
6. Can I pay for more than one person in a single transaction?
 - Only one person can be processed per transaction, so repeat the process for multiple inputs.
7. Will I receive confirmation and a receipt for my payment?
 - Upon submittal of payment, you will receive 2 emails: one is a confirmation of payment and the second is a receipt.
8. How long does it take to process my payment?
 - Our Membership Coordinator will have near real time updates on your transaction.
9. Will dues be raised?
 - Dues will remain at \$10 per year.
10. Why do I have to agree to the waiver of liability for a renewal?
 - This serves to facilitate the transition to a paperless system for the club, and also integrates active membership with a current waiver approval, as some active members still have not submitted the updated waiver form.
11. How can I obtain my dues status or what if I have a question?
 - Contact our Membership Coordinator, Dianna Wilson, at diwilson1life@gmail.com.
12. Will we still get renewal reminders?
 - In the fall we will remind members of the dues payment deadline of December 31st. At that time a member listing with dues status will be posted to the website.
13. Is the system safe?
 - Our club website is fully secured with the highest level of protection offered by our website host GoDaddy. Additionally, with the introduction of the new online payment module, we have added Managed SSL (Secure Sockets Layer), also through GoDaddy. SSL protects your private information by ensuring that your connection to the website is both secure and encrypted. Finally, the club has no visibility of your full credit card number.
14. Can I still renew with cash or check?
 - Renewals by cash or check are still options, although we strongly prefer online payments to optimize the overall dues renewal and new member onboarding process. Mail or deliver your payments to the Membership Coordinator per the directions posted to the website on the Hiker Information page, "SBHC Dues Process".