

## **ASSOCIATION MANAGEMENT AREA**

### *Definitions*

#### *Registration Types*

- **Direct online** – Member visits the website and registers online.
- **Association in-house** – member asks the Association, and the Association renews the membership.
- **National Office** – member asks National Office to renew the membership
- **Cross association (incoming)** – member was registered by another Association, but his/her actual Association is yours.
- **Cross Association (outgoing)** – member was registered by your Association, but his/her residence is in another Association.
- **Override (incoming)** – member lives in another Association but was overridden into your Association.
- **Override (outgoing)** – member lives in your Association but was overridden to another Association.

### *Money allocation*

The web-based membership system includes integrated accounting. This means that, for each membership transaction, there is a corresponding billing or crediting transaction. Each month, your Association will receive either a check or a bill from the National Office that will represent the sum of the transactions from the previous month.

- **Direct online** – The member is charged the Association-specific membership fee. The Association receives the membership fee minus the national portion of the fee (i.e., the member will be charged \$30 to their credit card, the National Office will deposit the \$30 and credit \$15 to the Association's account)
- **Association in-house** – The Association receives the membership fee and owes the National Office \$15 for adult and \$10 for youth memberships. An Association may choose to discount their portion of the fee, but must still deliver the National Office half of the current national fee.
- **National Office on behalf of Association** – Since the National Office will only charge \$30 to adults and \$20 to youth, the Associations will receive \$15 or \$10, respectively.
- **Cross-Association (incoming)** – The actual Association receives the cross-Association fee (\$5.50).
- **Cross-Association (outgoing)** – The registering Association receives the membership fee charged, minus the national portion of the fee, minus the cross-Association fee (\$5.50).
- **Override (incoming)** – The overriding Association receives their Association's membership fee minus the national portion.
- **Override (outgoing)** – The zip code-based Association receives nothing.

In the following example, an adult New England Association athlete joins USATF in a number of different ways, including at an event in Indiana. Both Associations have an adult membership fee of \$30. In all cases, the National Office receives \$15. That amount is half of the single payment, but it can be accounted for in the cost of a single pre-paid sticker (\$15). In the case of Indiana collecting the membership fee, it will also owe New England.

The chart below shows the breakdown given various scenarios:

Example		Money to...		
Registration Type	Auto-number or receive same number	National Office receives or retains...	Indiana retains...	New England receives or retains...
Adult NE member joins on-line as a new member on the USATF site	Auto-Number	\$15.00	n/a	\$15.00
Adult NE member renews membership online	Receives same number	\$15.00	n/a	\$15.00
Adult IN resident joins NE Association on an override	Auto-Number	\$15.00	n/a	\$15.00

### *Multi-year memberships and money allocation*

Members have the opportunity to register for multiple years. In these cases, the association(s) will receive, up-front, their usual portion of the membership fee times the number of years for which the member registered.

Example: A member registers directly online for the New England Association for four years. The total fee the member pays is \$100. The New England Association will receive \$50, and the National Office will receive \$50. The same 50-50 split is reflected in the chart below for two- or three-year memberships, and would continue on for years 5 and beyond.

Number of years paid	Amount paid	Association receives...	National receives...
1	\$30	\$15	\$15
2	\$55	\$27.50	\$27.50
3	\$80	\$40	\$40
4	\$100	\$50	\$50

### *Transfers*

If a member changes Associations, the original Association will be billed the prorated cross-Association fee (currently some fraction of \$5.50) times the number of years remaining in the membership and the Association to which the member is transferring will be credited this amount.

### *Association Management Area – Directions for Use*

Users of the Web-Based Membership System are bound by the terms of the published USATF privacy Statement and USATF Terms of Use (available at [www.usatf.org](http://www.usatf.org)). Please be aware that these documents may be updated from time to time, and all users are urged to review both periodically, as various changes may be relevant to the handling of membership information. We strongly recommend that you review and keep current with both of these documents.

You are not, under any circumstances, to share your personal ID or password with anyone. Your Association may request IDs for additional people to access the membership system. To do this,

the President or Secretary may submit a request online (<https://usatf.wufoo.com/forms/association-officers/>).

Access to this system will be assigned based on the role of the individual pursuant to our Data Protection Policy.

- **Membership System:** Only the designated Association Membership Chair, the Association Communication Chair, and up to one (1) additional person in each Association shall have access to the USATF Membership System. The additional person shall be granted access for the sole purpose of assisting the Membership Chair and/or Communications Chair in fulfilling their duties. Each person with access to the Membership System will be required to have a signed copy of this document on file with the National Office. Others in the Association may be provided with access to the *Membership Verification for Event Directors* webpage (<https://www.usatf.org/membership/reports/events/index.asp>) for the purpose of verifying USATF memberships and obtaining other non-personal information.
- **Club System:** Only the designated Association Club Chair and up to one (1) additional person in each Association shall have access to the USATF Calendar System. The additional person shall be granted access for the sole purpose of assisting the Club Chair in fulfilling their duties. Each person with access to the Club System will be required to have a signed copy of this document on file with the National Office.
- **Calendar/Sanction System:** Only the designated Association Sanction Coordinator and up to one (1) additional person in each Association shall have access to the USATF Calendar System. The additional person shall be granted access for the sole purpose of assisting the Sanction Coordinator in fulfilling their duties. Each person with access to the Calendar System will be required to have a signed copy of this document on file with the National Office.
- **Treasurer:** Only the designated Association Treasurer will have accounting-only access to the USATF Association Management Area. The person with access to the Association Management Area will be required to have a signed copy of this document on file with the National Office.
- **Secretary:** The designated Association Secretary will have read-only access to the USATF Association Management Area. The person with access to the Association Management Area will be required to have a signed copy of this document on file with the National Office.

Currently, the following access levels exist:

1. Administrative (all-access)
2. Change (data-entry and update profile)
3. Read-Only (run reports only)

USATF takes privacy and security very seriously. Failure to abide by these terms will result in immediate termination of your access privileges and subsequent disciplinary action against you and/or the Association you represent.

#### *[Accessing the Association Management Area](#)*

First, you'll need to log into the Association Management Area.

This is an unpublished URL, so you will either need to remember it and type it in the location box each time or bookmark it in your browser. The URL is <https://www.usatf.org/mgmt/assoc/index.asp>.

To log in select your Association from the drop-down menu, type in your personal user ID and password, read the user agreement and click "I agree - Log in."

If you logged in correctly, you will be taken to the Association Management Menu where you'll be provided with various links to the functions of the Association Management Area.

After selecting “Individual Membership System,” the Welcome screen is displayed providing additional functionality.

### *Application*

This link takes you to the membership application where you can enter new members or renew previous members.

### *Membership Renewal*

You may renew a current member at any time and for any number of future years. To renew the membership you will either need to enter the member’s previous membership number or locate their previous membership record via their last name.

If you have the member’s previous membership number:

1. Enter their previous or current membership number in the “Previous Membership – Number” box;
2. Click on the “Next” button;
3. The member’s previous information will be displayed so you won’t have to re-type it. The only fields you’ll need to complete are:
  - “Date of Application”
  - “Membership expires on December 31, \_\_\_\_”. (see note)
4. Click the “Save member and enter a new one” or the “Save member and print temporary card” button to complete the renewal. An email confirmation will be generated for those with email addresses.

If you do not have the member’s previous membership number, but know they were previously a member, use another section of the online application

- Enter their last name in the “Last Name” box;
- Click the “Look Up” button;
- A report will be generated for all members with the same last name. Click on the membership number of the member you are renewing;
- A pop up box will appear. Click on the “Renew Member” button;
- Follow step 3 from above.

### *New Membership*

To enter a new member, type the member’s information into the application form All fields are required except: suffix, middle initial, zip+4, DOB verified, phone, club, email, sport codes, and membership categories. You should, however, enter these if you have the information.

The following section provides an overview of each of the membership data fields that are included in the USATF membership program and the membership application process.

Most fields are self-explanatory, but those that may not be and those that have additional notes are described:

**Address** – In order to ensure proper and expedited delivery of the membership welcome packet, the following US Postal Addressing Standards ([www.usps.com](http://www.usps.com)) should be followed:

- **Punctuation** - Punctuation (commas, hyphens, periods, etc.) should be omitted in the address line.
- **Street Suffix Abbreviations** – If you abbreviate a street suffix, you should use the following abbreviations, without an ending period “.”:

Alley	Aly
Annex	Anx

Avenue	Ave
Beach	Bch

Boulevard	Blvd
Bypass	Byp

Causeway	Cswy
Circle	Cir
Circles	Cirs
Corner	Cor
Court	Ct
Courts	Cts
Cove	Cv
Drive	Dr
Expressway	Expy
Freeway	Fwy
Heights	Hts
Highway	Hwy
Junction	Jct
Knoll	Knl

Landing	Lndg
Loop	Loop
Meadow	Mdw
Park	Park
Parkway	Pkwy
Pass	Pass
Pike	Pike
Road	Rd
Roads	Rds
Route	Rte
Shoal	Shl
Shoals	Shls
Shore	Shr
Skyway	Skwy

Spur	Spur
Square	Sq
Station	Sta
Street	St
Streets	Sts
Summit	Smt
Terrace	Ter
Throughway	Trwy
Trail	Trl
Turnpike	Tpke
View	Vw
Vista	Vis
Way	Way

- **Post Office Box addresses** – Enter Post Office Box addresses as PO Box NN (not POB or P.O. Box)
  - Correct: PO Box 45
  - Incorrect: P.O. Box 45 or POB 45
- **Rural Route addresses** - Enter rural route addresses as: RR NN Box NN. Do not use the words Rural, Number, No., or the pound sign (#).
  - Correct: RR 2 Box 152
  - Incorrect: Rural Route 2 #152
- **Secondary Address Unit Designators**
  - The pound sign (#) should not be used as a secondary unit designator if the correct designation, such as Apt or Ste is known. The most common unit designators are:

Apartment	Apt
Building	Bldg
Floor	Fl
Suite	Ste
Unit	Unit
Room	Rm
Department	Dept

- Correct: 125 Main St Apt 23
- Incorrect: 125 Main Street #23

If the pound sign (#) is used, there must be a space between the pound sign and the unit number.

- Correct: 425 Flower Blvd # 72
- Incorrect: 425 Flower Blvd #72

**Date of birth** – You will need to enter two digits for the month (04 = April) and day (02 = the second of the month) and four digits for the year (ex. 1981). The cursor will automatically advance to the next box once you have filled each box. *Note: When discussing “Date of Birth” it will sometimes be abbreviated as DOB.*

**Date of birth verified** – If you have verification of the member’s date of birth, check the “Date of birth verified” box. This indicator will be permanent if the membership renewal function is used from year to year (i.e. verification of the member’s date of birth will remain in effect for all future years). You may later edit a member’s profile and check the box if the member sends DOB verification after submitting their application or uncheck the box if you discover that the birth date was incorrectly verified.

**Citizenship** – It is very important to provide the country of citizenship in this field, especially if they are not a US citizen. This field will be one method used to check the eligibility of athletes for national competitions and national records.

**Club Number** – Each registered club/organization within your Association should be assigned either a 3 or 4digit club/organization membership number the first time they join USATF. This club/organizational number should be entered into this field for members wishing to be affiliated with a particular club/organization.

- **Club number look-up function:** To look up a local club, be sure you have a zip code entered in that field, click on the link that reads “Look up a local club”. This will open a new window (see Screen Shot 10.9.7) that will list the clubs in the relevant association (the zip code-based association). Scroll through this list of clubs (listed alphabetically by club name) until you find the club you’re looking for. Remember the number, close this window, and type the number in the club number box on the application.

**Email** – If you enter the member’s email address, the member will receive an email confirmation when you submit the data to the membership system. This message will include the member’s membership number, Associations are encouraged to collect member’s email addresses, as this will allow the National Office and the Association to provide important communications to our members via email. The majority of our members appreciate receiving information via email about upcoming events, programs and TV broadcasts and view it as a member benefit.

**Membership categories** – Select all membership categories as indicated on the membership application. You can select one in each group (e.g. officials, coaches). The sport categories and membership categories are a series of check boxes. While this is not a required field, it does help to identify the areas of participation/interest of the member and will be used to generate reports for category-specific communications and benefits.

**Sport categories** – Select all sport categories as indicated on the membership application. Again, this is not a required field but will help identify members for specific communications and benefits.

**Override zip code-based association** – If a member wishes to override from their home association into your Association, or vice versa, they must send an email to the National Office at [membership@usatf.org](mailto:membership@usatf.org), requesting the Association change.

*See Exhibit C for a sample “request for transfer” email.* The member will be notified that, by being granted this transfer, they are giving up their rights to the benefits afforded by their “zip-code based” Association (i.e. scoring in their Association championships or grand prix). *Under no circumstances should a member be allowed to score and win prizes in two different Associations.* Many will try, and it is up to the membership chairs to educate, monitor, and help enforce this regulation.

**Membership expiration** – In the “Membership expires on December 31, 20XX?” field; indicate the number of years the member has registered for by changing the year of the expiration. When you data-enter an application, the default is a single-year registration for the current membership year. However, you may register the member for any number of years by typing in the year you want the membership to be valid through.

**Saving the Membership Record** – When you’re satisfied that everything you’ve entered is correct, you have two options to submit the application.

The first is “Save member and enter a new one”. This option puts the member into the database and displays a new, blank application in which you can enter another member’s information.

Prior to entering the membership into the database the system will:

- Verify the data for accuracy (data verification check). If any data does not match what the system is told the field must look like, it will pop up an error message, asking for you to correct specific fields. You must return to the page and correct the data. When your fields all meet the system specifications, you will no longer see this screen.
- Check to see if the member you are entering already has a current membership (duplicate membership check). If it finds you are attempting to enter a new profile for a previous or current member with a matching name, zip code, and date of birth, you will get a window alerting you to that. It will give you the option of extending that person’s membership by a year or more, and provides instructions on how to do this. Don’t forget to look at the existing profile to see whether you need to update any of the information with the new details you are working from.

### *Update Profile*

You may update a current member’s profile by clicking on the link that reads “Update Member’s Profile.” Use this feature to indicate that a member’s date of birth has been verified or to update their address, email preferences, club affiliation, etc.

The first page asks you to enter the member’s membership number. You may only edit members from the current membership year who belong to your Association. Type the membership number in the box and click “Next.”

The next page will display the member’s current information:

You may edit any of these fields. Most fields are self-explanatory, but those that have additional details are described below.

**Mailing Address** – If a member requests the Association process a change of address or changes his/her address online, the member will be considered a member of the original Association until he/she requests to be switched to the new Association (see “Association Number” below) or until the end of the membership year, whichever occurs first. At the end of the membership year, the



system automatically switches the Association of any member who changed his/her address during the previous membership year to the Association corresponding to his/her new zip code. The only exceptions are overrides—an overridden member remains a member of the original Association if the initial overridden Association matches the zip code-based Association, otherwise the member is switched into the zip code-based Association.

**Mailing preferences** – A check in a box beside a mailing type indicates that the member wants to receive that type of communication. A blank box indicates that he/she does not want to receive that communication.

When you are done changing the information, click the “Update Membership Profile” button to save the changes. If the changes were successful, you will get a message to that effect. If not, you will get an error message, and you will need to use the Back button in your browser to correct the information that caused the error.

#### *Redo a temporary membership card*

From time to time you may receive a call from a member who has either lost their membership card or has yet to receive it and needs some form of “proof of membership.” This usually occurs on an emergency basis as the member is leaving to attend an event, which requires membership. To accommodate their need to show proof of membership at the event, you may generate a Temporary Membership Card and fax/email it to them.

#### *Process date of birth verifications*

This link takes you to an area where you can pull memberships to verify a date of birth.

#### *Membership Reports*

The Membership Reports page allows you to perform all kinds of queries on your members. By choosing various criteria and fields to show, you can create almost any kind of report on your membership.

You can view detailed reports on members from your Association. In addition, you can run limited reports on all Associations’ members. You can view membership reports for any year beginning with 2001 through the current year.

The Membership Reports page is divided into two sections; “Search Criteria” and “Fields to Show in the Report.” Additional reporting options are also available using “advanced search.”

#### *Search Criteria*

Selecting various criteria allows you to narrow your search to create a customized membership report.

**Membership number** – if you are only attempting to locate one member and know their membership number you can enter that in the “Membership Number” field to pull their data.

**Membership year** – The default will always be set to the current membership year. If you would like to search the current year as well as other years hold down the Control key (ctrl) and click on the other year(s) you would like to search.

**Club number** – If you would like to run a report on a particular club enter their three- or four-digit club number in this field. Use “una” to search for unattached members. As a member service, many Associations like to provide club “rosters” to each of the clubs at various points during the



year. The new Club Management Area also allows clubs to pull their own roster at any time during the year.

**First and last names** – The system automatically does wildcard matching on information entered in these two fields. For example, if you type “John” in the last name box, you will get results for “John\*\*\*” (John, Johnston, Johnson, etc.) Furthermore, capitalization is irrelevant – “john” will return the same results as “John”. The system does not, however, do nickname matching (i.e., a search for “Bob” will not return records for “Robert”).

**Date of birth** – To select members who have a particular birthday, click the options in the “From” field only. To select a specific date range (for example, to pick out all members over the age of 40), click options in both the “From” and the “To” fields. These dates are inclusive (i.e., if you select the dates 1/1/1915 to 1/31/1961, you’ll get members whose birth date is 1/1/15, those whose birth date is 1/31/61, as well as all those in between).

### ***Additional Advanced Search Criteria***

**Military** – The default is blank, and when left in the default mode, the system will include members from all branches of the military in your report. To find members in a specific branch of the military, select U.S. Army, U.S. Marine Corps, U.S. Navy, U.S. Air Force, or U.S. Coast Guard.

**Zip code(s)** – You may enter either one zip code or multiple zip codes. If you enter multiple ones, separate them with a comma.

**Mailing types** – Use this criterion to narrow down your results to only those members who have indicated that they want to receive a particular type of communication. This is useful for generating mailing lists for particular purposes. DO NOT send members communications that fall into one of these categories when they have not expressed an interest in it (review the USATF Privacy Statement).

**Membership categories and sports codes** – You may select multiple options in these two categories. To do so, hold down the Control key (Ctrl) while you click on the options you want.

**Date entered** – To select members who registered on a particular day, select options in only the “From” fields. To select a specific range of dates (for example, all the members who registered this week) click options in both the “From” and the “To” fields. These dates are inclusive (i.e. if you select the dates 2/1/01 to 2/7/01, you’ll get members who registered on 2/1, those who registered on 2/7, as well as all those in between).

### ***Fields to Show in the Report***

You may choose which fields (information) you want displayed in your reports. The fields you select will be dependent on the type of information you need to view. Most of these are self-explanatory, but there are several that have additional details.

**Birth date verified** – Indicates whether the member’s date of birth has been verified.

**Is overridden** – Indicates whether the Association is an overriding association (whether the member has been overridden into the association shown in the Association field).

**Sports** – The sports codes:

T	Track	L	Long distance (road running)
F	Field	X	Cross country running
W	Race Walking	U	Ultra-marathon running
		M	Mountain/trail running

**Membership categories** – The membership category codes:

AT	Athlete	CH	Coach (uncertified)	OF	Official (uncertified)
				OP	Official (Apprentice)
DA	Disabled Athlete	CD	Coach (Developmental)	OA	Official (Association)
		C1	Coach (Level 1)	ON	Official (National)
PA	Parent	C2	Coach (Level 2)	OM	Official (Master)
AD	Administrator	C3	Coach (Level 3)		
XX	Other			FN	Fan

**Date entered into system** – The date the membership was entered into the online membership system (this date will match the Date of Application for direct online applicants; it will probably not for others).

**Registering Association** – The Association that originally registered the member.

**Original Association** – The Association into which the member was originally registered (will not match the current association if the member has transferred associations).

There are additional fields to use, but most are easy to understand.

### **Run the Report**

Once you have selected your search criteria and the fields to include in your report, you are ready to run your report. You have four options:

- View report
- Show count only
- Download tab-delimited text file
- Search all Associations

**View Report** – Displays the matching members as a web page in tabular format. This function is useful for looking up members and quickly finding out who they are. After running the report you may elect to copy and paste it into a spreadsheet or database (see the “helpful hint”).

**Download Tab-Delimited Text File** – Downloads a tab-delimited text file to your hard drive. This function is useful for getting data to create mailing labels (see Exhibit C for instructions) and to bring data into a spreadsheet (MS Excel) or a database (MS Access).

Downloading a tab-delimited text file is recommended only for advanced users. Basic instructions for downloading the files are provided here, but the National Office is unable to provide support for third-party programs (such as Microsoft Word, Excel, and Access). Please consult your owner's manual for assistance with these programs.

To download a tab-delimited text file, choose the button which reads "Download tab-delimited text file." You should be prompted for a filename. If not, choose "Save As" from the File menu in your browser and select "text only" as the file type. In either case, type whatever name you want for the file and then add ".txt" (without the quotes) at the end. This will save the file as plain text to your computer's hard drive. You are now ready to use another program to process the data.

### *Membership Card Mailing Status*

To look up the date the card was mailed, go the Membership Reports page and click on "advanced criteria," enter the person's membership number or last name into the appropriate box, click on "Date card was mailed" [lower right-hand side of the page] and click "submit." This will generate a report that matches the information you provided. If you entered the person's membership number only their information will be returned. If you entered their last name, all members with that name (or with a similar name) will be displayed. The last column on the right provides you with the date the card was mailed from the fulfillment house (see notes below for additional mailing information).

If their information is not displayed, it most likely means their card is being processed. It is also possible that the National Office has yet to update the database.

### *Non-renewed members*

Non-renewed members remain in the system, unless they are specifically removed for legal reasons or are deceased. You can look back at any time to people who were members since 2001 and use that data.

### *Monthly Accounting Report*

Accounting for the online membership system occurs monthly. Depending on the number of registrations and how people were registered, you will either be owed money by the National Office or you will owe money to the National Office. It is important to remember that this is an accounting report. Because of multi-year registrations and transfers, it may not reconcile with your monthly membership reports. For example, if a member registers online (Direct Online) for a 4-year membership, all of the money will be credited to your Association during the month they register.

The Monthly Accounting Report shows you how much money the National Office owes you or how much money you owe the National Office for memberships in a given month. When you click on "Monthly Membership Report," you will be prompted for a month and year. Choose the month, enter the year, and click "Next." This will take you to the actual report for the month you choose.

If the month you selected is already complete, this page will show you the amount you are owed (or that you owe). If the month you selected is the current month (not complete), this page will show you how much money is owed as of the time you run the report. It is not a final report until the month is complete.

Below is an explanation of the registration types and how money flows within each type. Unless otherwise noted assume that an auto-number is used in each of the following scenarios.

**Online Memberships** – This means that the member visited the website and registered themselves electronically. In this case, the National Office owes the Association the Association-specific membership fee minus.

**National Memberships** – This means that the membership was processed by the National Office National Office with a check for \$30 (Adult) or \$20 (Youth), and the National Office did the data-entry. In this case, the National Office owes the Association \$15 (Adult) or \$10 (Youth) (half of the membership fee).

**Association “In-House” Memberships** – This means that the membership was processed by the Association or registered on-site at an event through your Association. If the Association applied a validation stamp, then it owes nothing. If the Association used the online membership system and chose the option to assign an auto-number, then the Association owes the national half of the membership fee.

**Cross-Association Memberships (incoming)** – This means that another Association registered a member on your behalf (the member lives in your Association). You will be credited the cross-Association fee (\$5.50) in this scenario. The registering Association is responsible for the national fee of \$15 (Adult) or \$10 (Youth).

**Cross-Association Memberships (outgoing)** – This means that your Association registered a member on behalf of another Association (the member lives in another Association). When you enter this type of membership into the system, your Association will be charged \$5.50. If your Association chose the option to assign an auto-number, then you owe the national fee plus the cross-Association fee.

**Transfers (incoming)** – This means that someone who originally registered to be a member of another Association has transferred into your Association (either through a request to the National Office, by renewing their membership with a new address in another Association, or – if they changed their address by editing their profile – at the end of the membership year). Your Association will be credited the monthly pro-rated transfer fee (currently \$15 – the same as the cross-Association fee) for the portion of the year remaining. For example, if it’s April and a member transfers into your Association, it’s about 1/3 of the way through the year and there is 2/3 of the year remaining. Thus, you would receive  $2/3 \times \$15 = \$3.67$ . If this member were a multi-year member and they have, three years remaining, your Association would receive  $2/3 \times \$15 = \$10$  for the current year, plus  $3 \times \$15 = \$45$  for the remaining years, for a total of \$55.

**NOTE:** The number of memberships being transferred is indicated by a decimal number (in the above case, 3.7 memberships). Because the number of memberships is rounded to the nearest tenth, multiplying the decimal number times the transfer fee might not give you exactly the dollar amount shown in the report. The dollar amount shown is calculated before rounding, and is thus more accurate than multiplying the decimal number of memberships by the transfer fee.

**Transfers (outgoing)** – Opposite of the above scenario, this means that someone originally registered to be a member of your Association but has transferred to another Association. Your Association will be billed the opposite of that described above in the “incoming” scenario.

**Total Numbers** – The total number of memberships in the bottom row of the table (“Members this month”) shows the number of incoming memberships in the month you selected. It is the sum of all the registration scenarios except the transfers and the outgoing cross-Associations.

Your free-query membership reports may not necessarily match the numbers in the accounting report because of members transferring in and out of your Association and because multi-year members are included in the accounting report.

### *Miscellaneous Information*

**Proper casing** – PLEASE use proper case when entering members' information. DO NOT use all uppercase or all lowercase.

**Membership fees** – Membership fees are straight across the board – meaning that the member fees and accounting reports are based on the national fee structure.

**Completing a renewal and using the “Back Button”** – When doing renewals, DO NOT use the Back button in your browser except to correct errors that the system tells you about. A renewal application protects all information related to a specific member. Resetting the form using the “Reset” button on the page, the Refresh button in your browser, or by manually deleting the entries in the form fields does not actually reset all the fields in this form, and you could inadvertently renew the wrong member. For each renewal, you need to load a new application, type that member's number in the membership number box, and click “Next” so that his/her information shows up on its own renewal application.

**Date of birth verification** – You will occasionally receive, by mail, email, or by fax, proof-of-date-of-birth documents from members. During the application process, all members indicating that they are athletes are asked to submit proof of their date of birth to their Association. When you receive such a document, you should Edit/Update that member's profile and check the “Date of birth verified” box. Click “Save Changes” at the bottom of the page to save the changes. You should then destroy the proof-of-date-of-birth document either by shredding onsite or using a “document disposal” company. If your Association has a policy of keeping such documents on file it is highly suggested that they are kept in a secured (locked) storage facility. Some associations choose not to request or keep track of proof-of-date-of-birth documents from adult members, which is fine as well.

**Logging out**– When you're finished using the Association Management Area, be sure to “log out” so that no one else can access the area. To log out, simply click the link that reads “Log Out.”