

FAQs about Renewing your Membership

Please read below Questions and Answers about membership Renewals.

If your question is not addressed here, send a Contact Us form with your specific question.

Q: I cannot find a Renew online link.

A: First, perform Sign In (with your Username/password), then go to Home page, click Manage Profile (right-side menu), and then click Membership tab/link, where you can pay via credit card (mouse over and click 'Pay this invoice' icon, just to the left of the red X). *Note: We are working on how to enable a simple Renew entry point button for members.- your volunteer web Admins.*

Q: I went to Manage Profile / Membership tab, but there is not an Open Invoice that I can pay online. What should I do?

A: This is an error condition that sometimes occurs. Send us a Contact Us message about having "No Invoice to pay" and we will be able to repair your record to make an invoice available for your online payment.

Q: I clicked on the Invoices tab/link after I logged in, but do not see any there. Why?

A: Please use the Membership tab/link as the process entry point.

Q: I am able to see an Auto-Bill invoice, but I need to review it, either to change the credit card it will use, or to cancel the automatic payment (in favor of sending a check, for instance, or because I do not wish to renew my membership).

A: View/Update/Cancel the open invoice and/or pay online (on left-hand end of the Open invoice row, click on one of 3 small icons).

The screenshot shows the Catboat Association website interface. At the top right, a red box labeled "indicates you are Logged-in" points to the "SIGN OUT" button. The main content area is titled "MEMBERSHIP INFORMATION" and shows the user's name as "<- your name here". Below this, a message states: "Your membership is current through 12/31/2018. Please note: It appears you have a transaction that is still open (see below.) Your current membership and expiration may change once this transaction has been processed and closed by administration." A callout box explains: "If invoice says, 'Awaiting Auto-Bill' this means the transaction will auto-execute on the date shown." Below the message is a table of invoices with columns for OPTIONS, STATUS, TRANSACTION, MEMBERSHIP, AMOUNT, and BALANCE. The first row is highlighted in yellow and has three red arrows pointing to icons for "View", "Pay", and "Cancel". A red box at the bottom of the table says "View, Pay, or Cancel".

| OPTIONS | STATUS | TRANSACTION | MEMBERSHIP | AMOUNT | BALANCE | |
|---------------------------|------------|-------------|-------------------|-------------|---------|---------|
| Open (Awaiting Auto-Bill) | 12/31/2018 | N/A | Credit Card | Annual Dues | \$40.00 | \$40.00 |
| Closed | 12/31/2017 | 12/31/2017 | Credit Card | Annual Dues | \$40.00 | \$0.00 |
| Closed | 12/31/2016 | 12/31/2016 | Credit Card | Annual Dues | \$30.00 | \$0.00 |
| Closed | 3/23/2016 | 3/23/2016 | Check/Money Order | Annual Dues | \$30.00 | \$0.00 |
| Closed | 12/1/2009 | 11/26/2014 | Bill Me | Annual Dues | \$25.00 | \$0.00 |

Q: When will the pending dues renewal actually process my credit card payment?

A: Any existing Open (Awaiting Auto-Bill) invoice will process on the transaction date as shown; (for 2019 dues renewals -12/31/2018). Note: *Currently, there is no method to process the open invoice before 12/31.*