

MEET ENTRY ESCROW ACCOUNT BILLING PROCEDURES

Thank you for setting up your meet entry escrow account. You'll find it a very convenient way to pay for meet entries.

In the past, the meet entry account management was separate from the monthly training fee billing; however, our new software allows us to show you on one invoice both your monthly training dues balance and the meet entry escrow account balance. With this new system, we want to make sure you understand the billing process that occurs when your account nears depletion. A lot of verbiage follows, and may be more than you want to know, but we want to give a background for what you see on your monthly invoice.

When you set up your meet entry escrow account, you gave us a check to start the account; most were \$50 or \$100. Let's use a \$50 example to show you what happens and what you'll see on your invoice.

Every escrow account has a (\$20) credit trigger point, below which you will be asked [billed] to replenish your account back to your original setup amount, in this case, (\$50). **YOUR INVOICE WILL SHOW YOUR ESCROW ACCOUNT AS HAVING A NEGATIVE BALANCE, MEANING YOU HAVE A CREDIT WITH AQUASTAR AND HAVE MONEY IN THE ACCOUNT AVAILABLE FOR USE.** It is somewhat confusing, since normally we think of a negative balance as a bad thing, but in this case, the billing software treats this as "negative charge" in accounting lingo. Think of it as two "negatives" giving you a "positive" [a good thing]. A number in parenthesis () is a negative (credit).

Example:

You have a White group swimmer whose training dues are \$65/month. You set up a meet entry escrow account initially with (\$50), then enter two meets, Meet #1 and Meet #2. Your account would look like this:

Initial escrow account set up and beginning escrow balance: (\$50)

Meet #1 entry costs \$22 Resulting escrow balance = (\$28)
You have more than a (\$20) credit, so no billing is triggered.

Meet #2 entry costs \$24 Resulting escrow balance = (\$4)

After the second meet, your escrow entry account balance is thus (\$4), meaning only \$4 remains in your account; therefore, the next month, in addition to your regular monthly training fee, YOU WILL BE BILLED \$46 [still using the \$50 starting balance as an example]. This would bring your meet entry escrow account balance back up to the (\$50) starting balance. Your statement will show a total balance due of \$65 [training] + \$46 [escrow replenish] = \$111.

You then pay the \$111 to fulfill your training dues obligation, and bring your meet entry escrow account balance back up to the (\$50) target (credit).

You thus continue with the escrow account now back at a (\$50) credit, then decide to enter two more meets, Meet #3 and Meet #4: Your escrow account would look like this:

Escrow account new balance after full replenishment: (\$50)

Meet #3 entry costs \$28 Resulting escrow balance = (\$22)
You have more than a (\$20) credit, so no billing is triggered.

Meet #4 entry costs \$28 Resulting escrow balance = **\$6 positive**
Meaning you've exceeded your escrow balance by \$6

After entering Meet #4, your account balance shows \$6 owed to AQUASTAR. The next month, in addition to your regular monthly \$65 training fee, YOU WILL ALSO BE BILLED \$56 [still using the \$50 escrow balance target as an example]. Your statement will show a total balance due of \$65 [training] + \$56 [escrow replenish] = \$121.

You then would pay the \$121 to fulfill your \$65 training dues obligation, and bring your meet entry escrow account balance back up to the (\$50) target (credit).

The cycle then starts again.

Note that the escrow account is a separate line-item account from training fees. If you have a (\$20) credit in your meet entry account, and a \$65 training fee due this month, the invoice DOES NOT add [net] the two and allow you only write a check for \$45. The invoice will still show that you owe the full \$65 training fee, but it will also show your separate (\$20) meet entry escrow balance for future meet use.

The ONLY time your invoice will reflect both balances added together is when your meet entry escrow account balance falls below the (\$20) minimum credit amount, as in the cases above, and triggers a request for account replenishment. When this occurs, you may certainly pay with only one personal check to cover the full amount due, but as a favor to us, you might write on your check how your payment is split, saving us the trouble of having to double-check the billing invoice to determine the correct split.

Finally, if \$50 or \$100 is not good for you, please tell us what amount you want to “replenish” to. Your “replenish to” figure was input into the software based on what you initially started the account with; some people started with a \$100 check, others \$40 or \$50. So everyone could be different. Your choice. A good rule of thumb is \$50 for every swimmer you have and for whom you want a meet entry escrow account. Only you know how long this will last you based on your meet entries. During the end of a swim season, for example, you might want to only replenish to \$20, etc.

You may cancel your escrow account at any time, by not replenishing your account once your obligations are satisfied [and letting us know to cancel the escrow account so you won't continue to get billed!].

Please contact us if you have further questions or need more information.