



## Information / New release

- **PLEASE NOTE:** We apologies, we have been telling you that discounts get applied in the order of highest to lowest but they actually get applied lowest to highest. Sorry for the confusion on this.
- **Reminder:** The toll free phone number is only for Super Users and should not be disseminated to your MHAs. We have seen the emails that have been passed around and have had the confirmation of this when MHAs have been using the toll free number for support.
- Invoices/Receipts have been fixed, and will now be sent out in the correct language.
- Notification in My Account will be updated, and will include reasons for any declined payments.
- Applying a partial payment to a participant has been fixed.
- When submitting a report request ticket, please make sure if it is in regards to a member that can't do something to include the HCR number.
- Permission to delete a contact from a member profile is now active and working for MHA "write registrar"
- Some users were having issues while saving addresses and phone numbers in the member profile, this is now fixed
- Credit Card emails : People were getting registration emails even if the check box to receive emails was not enabled. This issue has been resolved.
- Registrars were having issues deleting registration fees sometimes even if they were not used in any forms. This issue has been resolved.
- Terms and conditions not showing the proper languages have been resolved.
- Deleting a credit has been fixed

## Training updates

- July training sessions are in development and the schedule will be made available shortly.

## Documentation updates

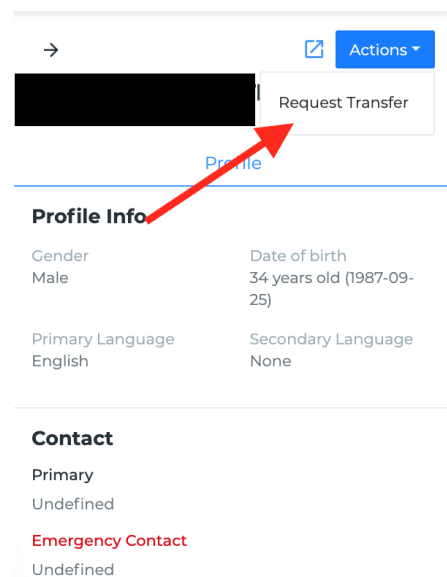
- How to initiate a transfer has been updated.

## Question

**How do I initiate a transfer?**

## Answer

1. When you are trying to search for a member, please make sure that you have selected the option of including members of all organizations.
2. You can either put in the HCR number or type in the player's name if you would like to narrow the search.
3. Once you have found the member, click on their name and the side panel will appear.
4. Click on the Actions Button in the side panel and you can request a transfer from there.



## Question

**I have set up an installment for 50% at the time of registration and 50% in September, why is the invoice not showing it as 50-50?**

## Answer

The membership fee will always get applied to the initial payment. Here is an example of how payments will be calculated. The membership fee is taken 100% at the initial payment.

Registration fee - \$425  
 Membership fee - \$45.81  
 Initial payment – 50%  
 100 % on Sept 15

$\$425 - 45.81 = \$379.19$   
 $\$379.19 \times 50\% = \$189.595$   
 $\$189.595 + 45.81 = \$235.41$

Initial payment = \$235.41  
 Sept 15<sup>th</sup> = \$189.59  
 Total = \$425

## Question

**Why is the membership fee taken off late fees?**

## Answer

The membership fee is taken off the first time you register per season. If you add a late fee, the regular fee will no longer be used on the date that is set for.

Example:  
 Regular fee: \$400  
 Late fee: \$500 starting on September 1st