

CalFlowers 2016-2017 Dues Going Out Electronically

We recently transitioned our membership database to a new platform that allows us to send annual dues invoices via email. As you can imagine, this has increased our productivity around this process, and has saved significant costs on postage as well.

There is a link in the dues renewal notification email so that you can pay your dues with a credit card directly via a secure server, much like you would pay for items on Amazon, eBay, or other online shopping environments. In fact, paying via the secure server is more secure than via fax or calling us, since we never see your credit card information. We only have access to the last 4 digits of the credit card!

Here are some *Frequently Asked Questions* about our new dues renewal process:

Q: What steps do I take to pay the dues invoice online with a credit card?

A: *There is a link at the bottom of the email that says "Click here to pay this invoice." Click that link to go online to the secure CalFlowers site.*



(image from the email)

*From there, the online version of the invoice has two button options at the bottom of the invoice: **Pay Invoice** and **Download Invoice** (see below). Click **Pay Invoice** to go to a secure online credit card payment form.*

NOTES

Invoice due by June 1, 2016. Please DO NOT combine this payment with your OnTrac or other NORCAL bills. Make checks payable to California Association of Flower Growers & Shippers



(image from the Online Invoice)

Q: Can I still pay by check?

A: *Yes. The email has a PDF version of the Dues Invoice attached to it. You can print the invoice from there, or you can use the Download Invoice option from the website as described above. Once printed, you have a record for your check payment process. Please remember to NOT co-mingle your Dues Payment with any other payments to CalFlowers or NORCAL. For example, do not combine with your OnTrac shipping payments, as they go into two different bank accounts. Checks for membership dues should be made payable to California Association of Flower Growers & Shippers (or CAFGS).*

Q: Can I print my invoice?

A: *Yes. You can print the invoice that is attached as a PDF file in the dues renewal notification e-mail. Or, once you link from the email to the invoice (as discussed in the first question above), you can download the invoice and print it to a local printer.*

Q: What email address was used for the invoice?

A: *We mailed letters out on April 28, 2016 to inform you what email address was used for the billing. Typically, it was the email for the "primary contact" at your company. But the letter specifically listed the email address used.*

Q: How do I pay my invoice online if it was originally sent to the wrong email address?

A: *You should forward the entire email to the correct person. Then they can use the "Click here to pay this invoice" link at the bottom of the message.*

Q: Can I change the email address on file?

A: *Yes. The easiest way to request an email address change is to send an email to Linda Long at Linda@CAFGS.org. However, you can also log into your online account in order to change this information. More info will be sent later this year about online access to your account.*

Q: Was there anything sent to me via US Mail this year?

A: *Yes, there was a hardcopy mailing sent this year to let you know the dues were going out electronically. This will be the only year that we are sending the paper notice, however. We wanted you to watch for the email, since this is a new process for us all.*

Q: What if I want to have my invoice mailed to me?

A: *At this point, the system is setup for Email Dues only, as that is both the most efficient way to contact you, and it still provides you the option to print and pay from a hardcopy invoice. We are striving to be both environmentally and cost conscious, so we want to reduce paper waste and also leverage the free email system to enable us to use your dues more effectively.*

Q: Will I get only one invoice? Are there any reminders sent?

A: *You will get multiple reminders of your unpaid dues. We will email 4 times before the due date of June 1. Emails will be sent 1 month, 21 days, 14 days, and 7 days before the final due date. If you are a Floral Member and eligible for any discount, that discount will expire on June 1.*

Q: What if I miss the June 1 payment deadline?

A: *If you are a Floral Member and eligible for a discount, that discount will expire on June 1. All members will enter a "30-day grace period" after June 1, and you will get several reminders that you are in a Grace Period.*

Q: Is there any penalty for late payment?

A: *Once the Grace Period expires, any unpaid memberships will be cancelled, and all transportation benefits will be revoked. There is a \$100 reinstatement fee to reestablish your membership account after the Grace Period expires.*

Q: Do I have access to my online data?

A: *Yes, however since we have very recently transitioned the membership system, we are preparing information for you to use as to how to access and change some of your membership data. For now, the easiest way to update any information is to send an email to Linda Long at Linda@CAFGS.org.*

Q: I have “additional locations” on my invoice. What are those?

A: *“Additional Locations” are when a member has multiple, physical locations from which they need to ship product. They have different FedEx or OnTrac accounts established, and each additional location is noted in our database. For details on that program or more information about your own additional locations, please email to Linda Long at Linda@CAFGS.org.*

If you have questions, you can email Linda at Linda@CAFGS.org, or you can call the HQ Office at (831) 479-4912.

Thank you for renewing your dues, preferably online but however works best for you!