

QUEST Billing/ Account Information

Commonly Asked Questions

1. When and how will I be billed?
 - a. During the last week of the month you will receive a Billing Invoice notifying you of your upcoming bill.
 - b. All of the billing is done through our website by Team Unify. If you selected automatic billing upon registration, your card on file will be charged on the first of each month. If you are manually entering your credit card information each month or paying by check you must have your bill paid or your check in the drop box in the office by the end of the day on the 5th of each month. If your payment is received after the 5th of the month you will be charged a \$50 late fee per the contact agreement you signed.

2. Can I make payments on my account outside of the first of the month?
 - a. If you would like to make additional payments on your account or log in to pay meet entry fees you will need to do the following: Log in ->"My Account"->"My Invoice/Payment"->"Make Payment"

3. How do I change my credit card on file or switch to automatic credit card payments?
 - a. Log into the system->"My Account"->"Setup Auto Pay"->"Payment Setup"

4. How can I check my current invoice/statement?
 - a. "Log in" ->"My Account"->"My Invoice/Payment"->"Invoice"->"Current Invoice Summary"

5. How will I pay for Meet Entry Fees?
 - a. Meet fees are not billed until after the meet. After receiving the results the fees will be posted to your account. An email will be sent to each account after the fees are posted.
 - b. After receiving the meet fee billing email you will be expected to log into your account and pay your meet fees. If you choose to wait then the fees will be collected in the billing on the 1st of the month with your monthly installment payment.

6. Will I be billed for meet entry fees if my swimmer becomes sick or is unable to compete in the meet?
 - a. Yes. Once the coaching staff submits the entries to the host team you are financially responsible for your swimmer's fees. Please check your family and swimmer's schedule carefully before committing to these meets as changes cannot be made once they are submitted. If your swimmer becomes ill or is unable to compete in the meet you will still be responsible for these fees because QUEST pays these fees up front.

7. How do I switch to paying by credit card if I have been paying by check?
 - a. "Log In"->"My Account"->"Payment Setup"->"Current Payment Method"

8. What do I do if my credit card on file becomes compromised or expires during the season?
 - a. "Log In"->"My Account"->"Payment Setup"->"Current Payment Method"->"Credit Card on File"->"Edit"

Please direct any questions to Amy Dodd (alwdodd@gmail.com)