

MyABF PAYMENTS ROLLOUT- COMING TO YOUR SESSIONS FROM 5 AUGUST

Dear Members

The time has finally arrived for us to transition to electronic payments! This email provides you with information to help you prepare for the change. If you have questions please contact Toni or Chris Newbery or a Board member.

We recently completed a 4 week pilot program - rolling it out in the Thursday morning session. This helped us to identify our preferred procedures and address any small glitches. So now it's time for a full rollout.

The new arrangements will commence **in the week beginning 5 August**. Our preferred payment option is MyABF credits. We will also accept cash payments - some members have a strong preference to pay cash and we respect that. We will **cease vouchers and direct debit payments** from 5 August. QCBC has an eftpos machine which will be used for sessions that don't use bridgemates and for payments such as membership fees.

There will be support for Directors and other helpers during the first 2 weeks to help them implement the new arrangements. If you are interested in being trained in the new payment system (super-easy and takes about 5 minutes total), we would love to hear from you so we have a small pool of people who understand the payment system.

We want to encourage you to give MyABF a try so, for the period 5-18 August, we are offering a \$2 discount (\$6 instead of \$8) to those player who pay through MyABF in that period.

Why the change?

A significant proportion of our members choose electronic payments as their preferred option. It's important that we provide them with an option.

It provides a more efficient and accountable process for recording and acquitting payments, and it is much safer for our volunteers to not have to bank large amounts of cash.

What do I need to do to prepare for the change?

We encourage all members to set up a MyABF account and put some money in it to pay for your sessions. Many of you will find it easier to set auto-top up (much like the Go-Card system) so you don't run out of funds. Toni is happy to help you set up your MyABF account. If you do not have an email address, Toni can set you up with access via a QCBC email account.

What about my unused vouchers?

You have a choice. Our preference is that you convert them to MyABF credits, but we will honour existing vouchers if you choose to pay that way. The vouchers create a significant workload, hence our preference that you convert them to MyABF.

To convert your unused vouchers, please hand them into Toni and she will credit the amount to your MYABF bridge credits or bank transfer.

Is my financial information and money safe in MyABF?

The system is built on the Stripe framework which underpins many eftpos and related financial systems. It has an excellent reputation. Your credit card information is not accessible to anyone, including ABF. If someone found a way to access your credits, they cannot cash them out as there is no option in MyABF for a cash payment. (An ABF staff member can do a manual transaction in extraordinary circumstances).

What happens if I have run out of money in my ABF account?

MyABF runs a report on the payments for all players at each session. It identifies those people who don't have a balance in their account. You can either pay cash or have an IOU recorded. If you need help to top up your account, please ask Toni.

If you have a balance in your MyABF account, but prefer to pay cash, that is fine. You will need to advise the Director or the person managing the day's money collection so that they can adjust the record.

Does it apply to all sessions at QCBC?

We will not be introducing MyABF to **Help with Play** sessions and **Wednesday night mentoring**. These sessions do not run on Bridgemate so it is not a practical option. Players can **pay by eftpos or cash**. We will also honour unused vouchers.

All other sessions, including supervised play, will transition to MyABF.

On behalf of the Board and Toni, thank you for your patience and understanding during the transition. If your Director or money collector looks a little stressed, please understand that it's all new for them. If you have any questions or concerns, please contact Toni so we can resolve any issues that arise.

I particularly want to thank Chris Newbery and Tony Treloar who have driven the process to date. Their calm wisdom and practicality has been invaluable.

Annette Hogan