

Understanding your Rochester Athletic Club statement

Your business is important to us and so is your satisfaction. We have created this guide to clear up some of the more commonly asked questions regarding monthly member statements. Should you have additional questions or would like to sign up for paperless billing, please visit our website or contact the business office at the contact information provided below.

Statements are issued the 2nd of every month. Dues are charged one month in advance. All other charges (including classes) are for the past month. For example, you may sign up for classes in January but won't be charged for those classes until your February statement.

Any amount shown in parenthesis represents a credit to your account.

Pending Auto Draft: If you have selected this option, the full amount shown will be withdrawn using EFT (electronic funds transfer) or credit card. **Do Not send payment if this option has been selected.**

**If you have chosen the traditional method of paying by mail, your statement will appear as such:*

Top portion must be returned with payment. Include member number on check.

Member discount applied to thrive purchase.

Name of approved charger. (If not the main member.)

Month for which dues are being charged.

Important message area: We use this space to communicate vital information regarding your account. An example would be a delinquent account alert.

Back of statement: Contains the following important information.

- Change of Address form
- Statement information
- Payments information
- Delinquent account policies
- Member resignation instructions
- Business office hours

Front of statement

Trans. Date	Post Date	Site #	Invoice #	Description	Billed From	Charges	Payments
01/07/2014	01/09/2014	1	4317558	Visa		\$0.00	\$400.00
01/07/2014	01/09/2014	1	4242156	Gatorade Sport 20oz 1 @ 2.42		\$2.42	\$0.00
01/09/2014	01/11/2014	1	4421256	Sales Tax		\$0.12	\$0.00
01/11/2014	01/13/2014	1	4490891	Asics GT2000 sz 8 1/2 (blk/orchid/yellow) 1 @ 140.00		\$140.00	\$0.00
01/14/2014	01/13/2014	1	4049891	Discount-Asics GT2000 sz 8 1/2 (blk/orchid/yellow) 1 @ 21.00		(\$21.00)	\$0.00
01/12/2014	01/14/2014	1	4441152	Turkey Bacon Ranch Wrap 1 @ 8.95		\$8.95	\$0.00
01/12/2014	01/14/2014	1	4420655	1/27 Snow Day Refund Tennis -1 @ 12.00	Any Member Jr.	(\$12.00)	\$0.00
01/14/2014	01/16/2014	1	4247360	Red Bull Advanced 1 @ 72.00		\$72.00	\$0.00
01/20/2014	01/22/2014	1	4404521	Nursery Fees 1 @ 4.00		\$4.00	\$0.00
01/27/2014	01/29/2014	1	4402016	Credit Card Draft		\$0.00	\$363.45
01/29/2014	01/31/2014	1	4143298	Gold Personal Training 45 minute - 11 Pack - 1 @ 540.00	Mrs. Any Member	\$540.00	\$0.00
01/29/2014	01/31/2014	1	4414143	Non Returned Temporary Card - 1 @ 1.00		\$1.00	\$0.00
02/02/2014	02/01/2014	1	4482664	Dues Family Membership-Mar 1 @ 158.00		\$158.00	\$0.00

Back of statement

Aged Balances					Late Fee
Current	30 Days	60 Days	90 Days		
\$893.49	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

The Rochester Athletic Club business office hours are Monday - Friday, 8 am to 5 pm. Feel free to stop by during office hours or contact us by phone: (507) 287-9315 or (507) 287-9316. NEW! Member Online Services. Make a payment and view your visits, transactions, and statements online. Visit our website for more information: www.racmn.com

