

member services



Update

Online registration for athletes, professional, instructor and Gold Medal Club members is available now. Register online and save time and money. Do not delay, register online today.

ONLINE MEMBER SERVICES: IMPORTANT POINTS TO KNOW

1. Directions for using the various services are available online. If you have read all sections carefully and still have questions, please call Member Services for assistance. Due to the high volume of telephone calls, representatives will not be able to walk you through the online process, nor will they be able to complete the online services for you. Take a moment and read the directions before you begin the process.
2. You must use a credit card to apply online. No other method of payment is accepted for online transactions.
3. All online transactions are posted by our staff on the next business day after your transaction. Therefore, your online transaction will not update the member's record until the posting process has been completed.
4. Online athlete registration is available for club use only. Parents or athletes may not register online.
5. Clubs must keep a copy of the Athlete membership form on file for all athletes registered online.
6. DO NOT MAIL FORMS OF ATHLETES REGISTERED ONLINE TO MEMBER SERVICES. Please keep on file at your club.
7. Letters including your club's user id and password were mailed mid-June to all club owners in our database. If you have misplaced your letter, you must call Member Services to request the password letter to be mailed again. We are sorry but for your protection, we can not release this information over the telephone.

IN HOUSE PROCESSING OF MEMBERSHIP FORMS

The Member Services Department has started processing athlete as well as all other memberships for the 2001-2002 season. Here are some reminders and pointers to help make this season a smooth and successful one for all.

1. If you choose to fax your membership forms to the Member Services fax line here are a few pointers:
 - Use a cover sheet indicating how many pages are in your fax transmission for groups of membership forms. If you do not indicate the amount we should expect, we have no way of knowing if forms are missing in the fax transmission.
 - Credit card payment information must be present on all sanction and membership forms submitted by fax. Do not fax forms with a note that states the "checks in the mail." We are sorry but the forms will not be processed until payment has been received in the office.
 - Do not fax forms more than one time as you are risking duplicate charges to your credit card.
2. Proofread and then proofread again all forms submitted to USA Gymnastics Member Services.
 - Please designate someone to proofread all membership forms to ensure required areas are completed and that proper payment is submitted. All forms submitted without a required signature, missing or unclear information, incorrect payment, etc. will result in delayed processing. This means the member will be in a pending status and will not receive magazines, a membership card, or be allowed participation in USA Gymnastics sanctioned events.
3. Keep a copy of all athlete forms submitted to USA Gymnastics on file at your club. This is required by our insurance company.
4. Avoid Rush fees! Plan ahead to allow ample time for all forms submitted to USA Gymnastics. Processing time is three to four weeks from the date the complete membership form and proper payment are received in our office. All forms without proper payment or complete information will take longer! ■