

How to pay your state dues in MemberHub



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State dues payments for memberships are payable directly to the state PTA via e-Check/ACH in MemberHub. *This eCheck process is **not** connected to your WePay merchant account used to accept credit card payments through your **online store**.*

First time paying your state dues through MemberHub?

Check out this video for a walkthrough or follow the instructions below.

Follow these steps to pay your state dues:

1. Go to **Admin > PTA > State Payments**.
2. Click **Send Payment via eCheck/ACH**.
 - To see which members are owed for *before sending your payment*, click on Show/Hide Members and they will be listed at the bottom of the page.

The screenshot shows the MemberHub interface for State Payments. At the top, there is a navigation bar with 'PTSA' selected, followed by 'People', 'Hubs', 'Site Joins', 'Settings', and 'Store Admin'. Below this, the 'State Payments' section is active, featuring a 'Show Me How' button with a right-pointing arrow and a 'State Payments History' button. A yellow notification box states: 'You owe the UTPTA \$80.00 for 20 members for school year 2019-2020. [Show/Hide Members](#)'. Below the notification is a large button labeled 'Send Payment via eCheck/ACH' with a red arrow pointing to it. To the left of the button is a bank icon. Below the button is a link: '[Need to remove saved bank account?](#)'. On the right side of the interface, there is a 'PTSA Pages' sidebar menu with the following items: 'Officers', 'Unit Data', 'Members', 'AFR / Year-End Statement / Sales Tax Refunds', 'Form 990 Confirmations', 'Budget and Minutes / Signature Pages', 'Unit Bylaws / Amendments', 'Insurance Confirmations', and 'State Payments' (which is highlighted with a green arrow).

3. Check the box to acknowledge the \$1 transfer fee, and then click the **Send Payment** button.

Send Payment to UTPTA via eCheck ✕

The outstanding portion owed to UTPTA for 20 members is \$80.00 . The money will be withdrawn from your PTA banking account and sent to the UTPTA's bank account.

Note: There is a \$1 transfer fee to send the money via eCheck.

I understand that I am remitting \$80.00 to the UTPTA and incurring a \$1.00 fee. Please continue.

 **Send Payment to UTPTA** **Cancel**

Note: If this is your unit's first payment via eCheck or your bank account information was not previously saved, also check the box to save your bank account for future state payments, and follow the instructions below to connect your bank account.

Please save my bank account information in WePay so I don't have to enter my bank account information every time.

4. If bank information is already saved, you should see a confirmation number after sending your payment.

State Payments State Payments History

Your State Dues payment has been processed with confirmation# 991464126



Send Payment via eCheck

- If you do not get a confirmation message, click **State Payments History** to see if your payment shows as sent, and if not, **submit a support request** for assistance.

Click **State Payments History** to see a list of all state payments for the current year.

Connect Your Bank Account or Enter Bank Account Manually

If you selected the option to save your bank account information, this process only needs to be done one time. If you did not select this option, you may close the WePay ACH pop-up, click

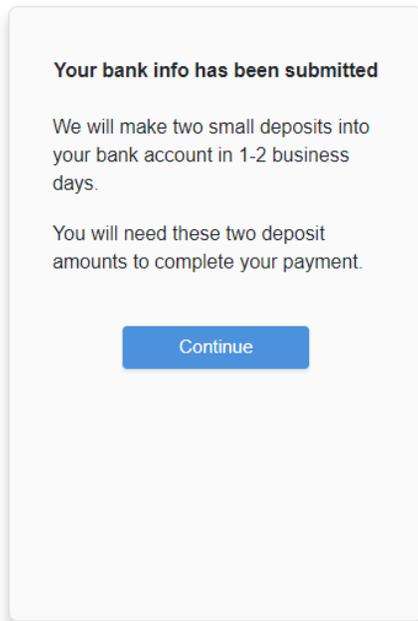
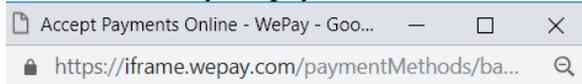
Cancel on the Send Payment pop-up, and start over to check the box to save this bank information for future state payments.

1. Upon clicking the Send Payment button, if there is no saved bank account, you will see a pop-up window for WePay's ACH service to connect your bank account.
2. If you have a login and password for your unit's business bank account, you may click **Continue** to **connect your bank account by selecting your bank and entering your login info**, but if this process does not work for your account, click **Manually Enter Account & Routing Info**.

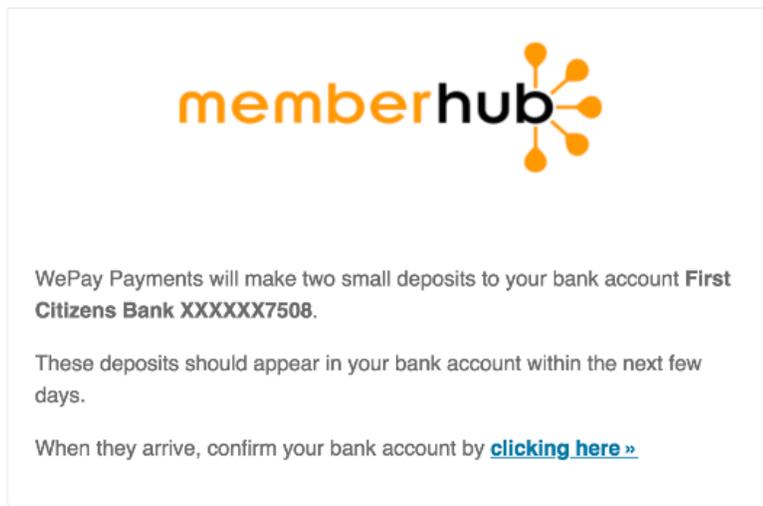
The image displays two screenshots of the WePay interface. The left screenshot shows a pop-up window titled "WePay uses Plaid to link your bank". It features a "Continue" button and a link for "Manually enter account & routing info", which is highlighted with a red arrow. The right screenshot shows the "Enter bank information" form, which includes fields for "Your full name", "Your email address", "Bank name", "Routing number", and "Account number", along with "Checking" and "Savings" account type options and an "Authorize Account" button.

3. Enter your **PTA name** in the Full Name field, as opposed to your personal first and last name (this is the name your state PTA sees on their payment report).
4. Continue to enter the rest of the details, select the account type (Checking or Savings), and then click **Authorize Account**.
 - **Note:** If your bank name does not show a green check mark, it is likely due to special characters, like "&"...replacing special characters should resolve the error.

5. WePay will make two small deposits in your PTA's bank account, which you will need to confirm before your payment is released.



6. Watch for an email from WePay with instructions to complete **confirmation of the micro**



deposits.

7. Click the link in the email and log in to confirm the amounts.

Payment Pending

TO
NCPTA

Almost done!

To complete this payment you must first verify your bank account.
We will make two small deposits into your account ending in **7508**.
Once you see them reflected on your bank account, please enter the two amounts below.

Micro Deposit #1

Micro Deposit #2

By clicking the "Verify" button, you agree to the WePay [Terms of Service](#)
and [Privacy Policy](#) and authorize WePay to withdraw from this bank account.

Verify

ORDER SUMMARY	AMOUNT
Payment from First Citizens Bank XXXXXX7508	\$4.00
Payment Method: First Citizens Bank XXXXXX7508	Service Fee.....\$1.00
Paid on: 08/08/2018 at 12:41 PM EDT	Total \$5.00

Note: When using your bank login to connect your account, you may get to a point where you're prompted to enter an Advanced Access Code. Some banks have extra security measures that you may have on your bank account in order to generate online transactions. For example, Wells Fargo offers a feature called **Advanced Access**. According to Wells Fargo: *When you're conducting online or mobile banking, we may sometimes prompt you to request an access code to perform certain transactions or access sensitive information.*

Please be aware of this setting with your bank and work directly with your bank on your Advanced Access settings. WePay recommends logging into your bank account to decide if you'd like to disable 2-Step Verification.

If logging into your bank through the WePay ACH popup continues to be a challenge just follow the screenshots above to manually enter your bank account and routing information.

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