

# FAQs

1. **When will my balance on the old fees-ledger account be transferred?** – It is unlikely to happen until the second week of March as Adam will need time to finalise all February inputs and close the fees ledger.
2. **Will the old fees-ledger still be available for enquiries?** – Yes, but there will be no transactions after 28 February.
3. **Will I still be able to reclaim expenses through my account?** – Yes. For the foreseeable future please send any claims (plus supporting invoices) to Malcolm.
4. **I sometimes drawdown fuel from the club and the charge goes against my account, can I still do this?** – Yes, the process is no different except that you should now notify Malcolm.
5. **When will the cost of each flight be added to my account?** – Charges are calculated once the log has been closed for the day.
6. **What happens if I do not agree with the flight details and charges?** –You will see details of each flight in the end of day message, which will include details of the flights and charges, and you have the opportunity to request amendments. However, if you think the details require amendment, in the first instance notify Din, Shane or Malcolm so that we have the opportunity to consider why it's necessary (it could have wider implication for the App operation and set up).
7. **How frequently will my account be updated?** – flights and flying costs will be added daily but other transactions, including bank receipts, need to be downloaded and collated. We will try to do this on a weekly basis.
8. **I pay by DD and struggle to understand the balance on my account and what to pay for flying, will this change?** – For those paying by DD we will only charge membership monthly to match the amount being paid so flying balances will in future be much clearer.
9. **Can I still pay lump sums on account?** – Yes, this is an easier way of maintaining a positive balance on your account and is encouraged.
10. **Can I still pay by cheque?** – No, bank transfers are requested. Payment by cheques places considerable time demands on those managing our finances and is unnecessary. Payment by credit card will be considered as another future option.
11. **Do I need to tell anyone if I have made a payment?** – This is up to you, but it is not necessary as all receipts will be identified from the bank statement. If you do want to notify a payment, please email Malcolm at [treasurer@bwnd.co.uk](mailto:treasurer@bwnd.co.uk)
12. **Will I receive any automated messages about my account?** Yes, the App can be set up to automatically send weekly emails to notify you if the balance on your account is more than £50 in arrears. The time lag in adding payments could cause some erroneous messages, so we will carry out further investigation before implementing this feature.
13. **Can I see the balance on my account at any time?** – Yes, tap “my payments” in the drop-down menu for your personal information (top right on the mobile or web screen)
14. **Under “my payments”, it appears that there may be an option to make a payment through the App, can I do this?** At the moment this function is not activated, so please continue to pay by bank transfer. When doing so please ensure your account number is included in the payment reference.