

## ONCARD FAQs

### 1. **What is ONCARD?**

ONCARD stands for Online National Collection and Remittal of Dues. As mandated by the AGO National Council the method of collecting dues has changed. Rather than members paying dues to a chapter and having the chapters send a portion of those dues to national headquarters, the national office is responsible for invoicing and collecting dues from all members. We will return to the chapters your portion of the dues as well as any other chapter-specific funds collected during dues renewal.

### 2. **Do all chapters have to participate in ONCARD?**

The National Council strongly encourages all chapters to participate in ONCARD but participation is not mandatory. If your chapter has an alternative method of collecting dues, such as Wild Apricot, you may continue to use that. Please notify either Leah Semiken ([leah.semekin@agohq.org](mailto:leah.semekin@agohq.org)) or Bill Valentine ([bill.valentine@agohq.org](mailto:bill.valentine@agohq.org)) if you plan to opt out of ONCARD and let us know what method you will be using to collect dues.

### 3. **What if some of our members don't use email, or don't want to pay by credit or debit card?**

We will mail paper invoices to members who do not have an email address. They can write a check and return it to the National office. Members who receive an invoice, either by email or U.S. mail, and who don't want to pay by credit card can send a check to the National office. If a member sends a check payable to the local chapter, the chapter should follow tradition and send a dues report to the National office with that member's national portion of the dues. However, to avoid confusion, we hope that chapters will strongly encourage members who want to pay by check to send them to the National office.

### 4. **My Church pays my AGO dues. How will that work with ONCARD?**

Print out your invoice and give it to the responsible person at your church. Ask him or her to include the printed copy of the invoice when the check is mailed so we can properly credit your account.

### 5. **How can Chapter Friends and Partners sign in to ONCARD?**

Since Chapter Friends and Partners do not receive a TAO they don't have access to their Member ID. They can get their ID by accessing the ONCARD login page

(<https://www.agohq.org/oncard-login/>) and clicking on the link after “Forget your username or password?”

**6. What else can ONCARD do?**

You can use ONCARD to update personal data in our national database such as mailing address, or date of birth and to make contributions to chapter and national funds. You can also change your membership type and/or primary and dual chapters through ONCARD.

Chapter officers can use ONCARD to update the personal data of their members, arrange payment of chapter-sponsored members, print rosters, export member data to a csv file, and review reports to track funds that have been returned to the chapter.

**7. How will chapters receive their portion of a member’s dues?**

Members will pay their dues and make contributions to national and local funds either by credit card through ONCARD or by a check to the National AGO. The national office will remit the chapter portion of dues and any contributions to local funds to the chapter bank account via ACH transfer or check. A detailed accounting of each transfer will be available via the Chapter Administration subsection of the ONCARD menu.

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