

## GREEKBILL / ALPHA GAMMA RHO ONBOARDING FAQ

### WHAT IS GREEKBILL?

Greekbill has provided financial solutions to fraternal organizations for over 20 years. Our flexible platform focuses on budgeting, billing and payment processing for fraternities and sororities. Greekbill enables individual chapters and house corporations to streamline financial operations.

### WHAT DIFFERENTIATES GREEKBILL VS. OTHER FRATERNAL FINANCIAL VENDORS?

Greekbill offers competitively priced services with innovative features on our platform that we continue to invest in to meet the ever growing and evolving technology needs of your organization.

Our goal is to offer chapter officers, members, and volunteers with an intuitive and user-friendly platform to simplify chapter finances. Our teams also take great pride in our customer service and operate not only as a partner, but as an extension of your organization.

### WHAT FEATURES & FUNCTIONALITY DOES GREEKBILL OFFER TO CHAPTERS?

- Invoicing and In-Depth Reporting
- Budget Wizard
- Contract and Payment Plans Module
- Purchase Card Program
- 990 Tax Filing
- Linked Bank Accounts (Chapter and Member)
- Pre and Full Collections
- Mobile Responsive Design
- Seamless Integration with the AGRconnect portal (One username and password for both tools)
- Training Dashboard available 24/7
- Customer Service via Phone and Email

### HOW DO WE CLAIM OUR CHAPTER'S ACCOUNT?

Chapter officers will be receiving information to claim their chapter account via email from greekbill team member, Brad Wright. It is important to take action as soon as possible, ensuring your chapter can bill for the upcoming semester on time.

### WHAT INFORMATION DO I NEED FROM MY PREVIOUS FINANCIAL VENDOR?

We suggest retaining your accounts receivable report(s) and any other reports, agreements, or payment plans you may need for your records. You will be able to create and assign charges in greekbill that represent the existing balances from your prior vendor or accounting system. You will be able to create and assign new agreements and payment plans within greekbill.

### **WHAT ARE THE COSTS ASSOCIATED WITH USING GREEKBILL?**

The cost for greekbill is \$???.00 per member, per semester. That includes the seamless integration with the AGRconnect portal. For all electronic payments, your costs are as follows:

- ???% credit card fee
- ???% ACH (eCheck)
- ???% Lockbox

### **WHAT SHOULD I EXPECT AFTER CLAIMING OUR CHAPTER'S ACCOUNT?**

The chapter's greekbill account will be ready to use shortly after the AGRconnect portal is live. Onboarded chapter members will be able to click the greekbill link on the portal to be automatically signed into greekbill and access their member accounts and if applicable, the administrator account.

### **HOW DO I MAKE UPDATES TO OUR CHAPTER ROSTER?**

Greekbill receives membership information directly from your AGRconnect chapter portal. Changes made within your chapter portal are updated within greekbill. Even though there are two systems, you and your chapter members will only use one login (username and password) for the AGRconnect portal and greekbill. You will only have one user profile across the two platforms. This means you only need to update your information in one place and use one login.

### **IS THERE SOMEONE TO ASSIST ONCE I'VE GONE THROUGH TRAINING?**

The chapter has 24/7 access to the Training Dashboard located within the officer's admin account on greekbill. The Training Dashboard includes many helpful articles and videos to assist the administrator with the functions within the platform. Greekbill also has a Client Support team to assist via phone or email. Greekbill also has periodic webinars to help officers with functions of the system as well as periodic emails that include helpful information for existing features and new features added to the system. AGR Home Office staff will also be planning several training sessions to review information as chapters onboard with greekbill.

### **DO WE NEED TO DO 990 TAX FILING THROUGH GREEKBILL?**

All chapters are strongly encouraged to file a 990N or 990EZ through greekbill. It is \$?? for the 990N and \$?? for the 990EZ annually. The greekbill platform has a robust 990 Tax Assistant that will make it easy for you and your chapter officers to easily input all information and a greekbill staff member will take it from there once submitted.

### **WILL MY CHAPTER'S FINANCIAL INFORMATION FROM VAULT BE TRANSFERRED?**

Outstanding balances from your Vault account can be added into to greekbill manually by the chapter, but will **not** automatically transfer from Vault. Please follow the off-boarding guidelines provided to you by OmegaFi to download any needed reports. The chapter administrator can add the balances as a charge within greekbill. AGR Home Office will also provide specific dates and reminders as chapters transition to greekbill.

**WHEN WILL WE SWITCH FROM OMEGAFI TO GREEKBILL? HOW DO WE GET THIS STARTED?**

Within the next few weeks, chapter officers will receive email communications from greekbill to begin the implementation process. It is important to respond to communication promptly, so the process is completed on time. Beginning February 2025 through August 2025, we will onboard every chapter and colony with a greekbill account and fully using the service. OmegaFi will no longer be servicing Alpha Gamma Rho accounts after chapter contract end dates.

**HOW CAN GREEKBILL HELP HOUSE CORPORATIONS?**

We can provide all local house corporations with a better fraternal housing solution to help simplify your finances. We provide a full suite of finance and workflow tools that include officer budgets, in depth reporting, collection of rent and security deposits, housing contract module, and much more. Our purchase card program allows those who are approved to have a card to easily make payments, pay vendors, and purchase any other items that are necessary to run a house.

\*Please inquire with our team about pricing for this service.