

SENDING ONE INVOICE PER ADDRESS

Depending on how your organization sets up its membership and invoicing procedures, you may need a straightforward way to ensure that when you send out invoices for dues and fees, you only generate one invoice per household. Here are a couple of different options that your community can use to help manage this situation.

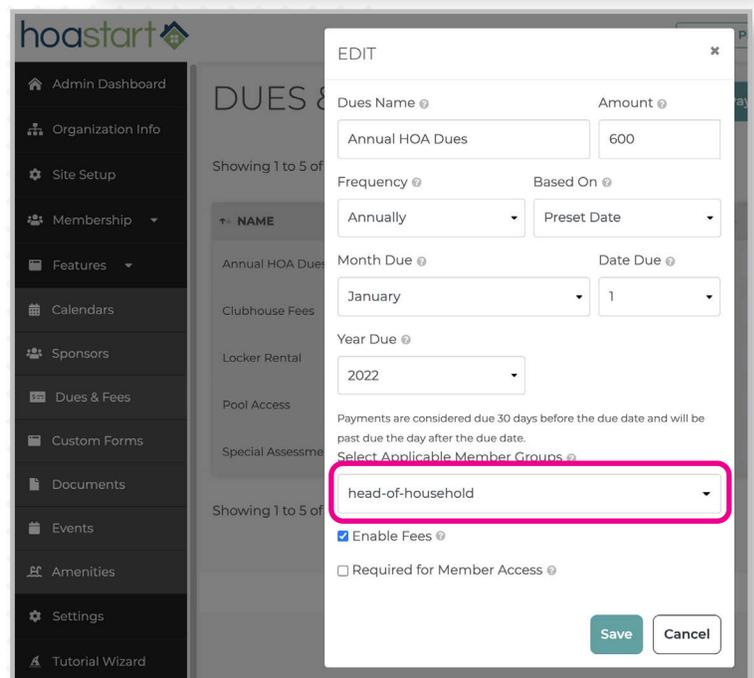
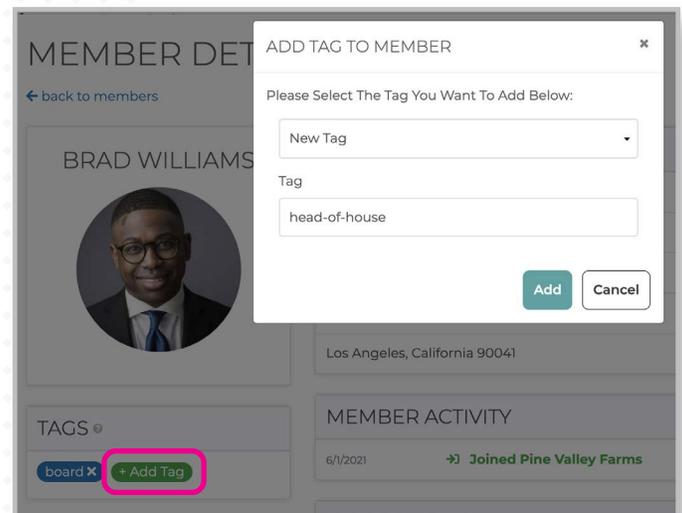
Many communities allow every eligible individual to sign up for membership. That can include two or more people from a single address. But many community dues and fees, like annual HOA dues, only apply as one fee per address and cover the entire household at that address through a single payment. If all your members enroll for accounts on your website, how do you restrict these dues and fees so only one invoice reaches every household? Administrators can use one of these three options to manage these situations.

Option 1 assumes that you continue to allow multiple members of individual households to sign up for individual accounts. In this case, create a tag that you'll use to designate the members who will receive an invoice for this specific one-per-household payment. Call it "head-of-household," "invoice-recipient," "primary-member," or some other label that makes sense within your organization. **After creating your new tag, you will then need to apply this tag manually to only one individual at each address.**

- ◆ *It is extremely helpful to inquire with your members ahead of sending any invoices to determine who is the best "head-of-household" contact to receive single address dues and fees invoices. This helps ensure that invoices are being sent to the correct members.*

When you create your dues and fees item, limit its applicability to members with that specific tag. Your new tags can be found in the "select Applicable Member Group" dropdown menu. Applying this tag to the due or fee automatically limits that it only one invoices one address.

- ◆ *If you need more information on creating and applying tags to members, please review this [Tags reference guide](#), or visit the [Help Desk](#) on that topic for a more in-depth review or to open a support ticket.*



SENDING ONE INVOICE PER ADDRESS - CONTINUED

Option 2 makes website membership a self-limiting factor in invoicing. To follow this strategy, limit membership to one per household so multiple members of a family share one membership. Once a primary member signs up from each family, don't accept membership applications for anyone else from that address.

To use **option 3**, import your member's data rather than registering members independently. Download the CSV template, fill in the information about your primary members, and import the results into your site. This strategy is similar to Option 2, except that you import your data instead of allowing primary members to sign up/register.

However you decide to manage this situation, your site offers multiple ways to invoice each family who's eligible for website membership, rather than every individual.

- ◆ **When using Option 2 or 3, administrators can still collect additional contact information for secondary residents at each address. Using the Member Form, you can create "Custom Fields" to request information like secondary names, email addresses, and phone numbers. If you need more information on customizing the Member Form, visit the [Help Desk](#) on that topic for a more in-depth review or to open a support ticket.**

If you have any further questions about the Dues & Fees features, please visit support.hoastart.com where you can open a support ticket.

	A	B	C	D	E	F	G	H	I	J
	First Name	Last Name	Email Address	Phone Number	Address Line	Address Line	City	State	ZIP	
1	D'angelo	Apollo	singerboxer1444@gmail.com	726-549-8138	25735 Wicklow Path		San Antonio	Texas	78261	
2	Mike	Reale	HOAStartDemo@gmail.com	123-456-7890	123245 Goode St.		San Antonio	Texas	78261	
3	Lisa	Wold	DemoHOAStart@yahoo.com	684-186-8134	9878 Goode St.		San Antonio	Texas	78261	
4	Erica	Showers	FreshRains@gmail.com	210-235-6108	6758 Elm Street		San Antonio	Texas	78261	
5	Cloud	Strife	MidgarsElite@gmail.com	726-594-1513	25740 Wicklow Path		San Antonio	Texas	78261	
6	Frederick	Flint	rockaroundtheclock@aol.com	726-545-5413	6760 Elm Street		San Antonio	Texas	78261	
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14	Ulrich	Powers	divineknigh@gmail.com	726-659-4415	1462 Wicklow Lane		San Antonio	Texas	78261	
15	Norman	Newman	Newman@usps.com	210-456-9961	25731 Wicklow Path		San Antonio	Texas	78261	
16	Seth	Geneva	rebirthprojectsTX@gmail.com	726-627-5691	25736 Wicklow Path		San Antonio	Texas	78261	
17	Elizabeth	Markey	elizabethmarkeymacro@gmail.com	123-456-7890	68431 Willard Path		San Antonio	Texas	78261	
18	Wendolyn	Banks	SocialCommitteeliason@gmail.com	726-215-1984	12345 Elm Street		San Antonio	Texas	78261	
19	Seamus	Club	clubsean@gmail.com	210-645-9961	6754 Elm Street		San Antonio	Texas	78261	
20	Daniel	Jones	DanielJonesFB@gmail.com	210-568-7912	1354 Flowing Springs		San Antonio	Texas	78261	
21	Charisse	Stones	CharisseStones@gmail.com	210-329-8745	12554 Bending Creek		San Antonio	Texas	78261	
22	Mikayla	Spelling	TWSalem@aol.com	210-487-5684	6756 Elm Street		San Antonio	Texas	78261	
23	Nick	Chalmers	nbaefforts@gmail.com	210-568-9741	25733 Wicklow Path		San Antonio	Texas	78261	