



**Centennial Savings Plan (CSP)
Answers to Frequently Asked Questions**

Q: How can I access the Centennial Savings Plan?

A: The Centennial Savings Plan (CSP) is accessible ONLINE ONLY. You can access it by visiting the following web link: www.memberplanet.com/s/zphib2020/savingsplan

Q: What is the timeframe for installment payments?

A: The Centennial Savings Plan (CSP) is effective September 1, 2017 - September 30, 2019. Any payments towards registration that are not paid in full by September 30, 2019, will be returned to you via check within 10-14 days after September 30th, minus any convenience fees charged by MemberPlanet.

Q: What payment methods are available for the installment plan?

A: The system accepts all major credit cards - Visa, MasterCard, American Express, and Discover. It also accepts electronic checks (e-Checks). To use an e-Check, you will need the full name of your banking institution, routing number, account number, account type (checking or savings), and the full name of the account holder.

The diagram shows a check form with the following fields:

- NAME**, **ADDRESS**, **CITY, STATE ZIP** (top left)
- 0123** (top right)
- 01-23456789** (middle right)
- DATE** (center)
- PAY TO THE ORDER OF** (left side)
- \$** (amount field)
- DOLLARS** (right side)
- BANK NAME**, **ADDRESS**, **CITY, STATE ZIP** (bottom middle)
- FOR** (bottom left)
- Routing Number** and **Account Number** (bottom, indicated by brackets)

Q: Are installment payments automated/ recurring?

A: The CSP supports automatically recurring payments or installments for credit card or e-Check transactions. For CSP, you want to select installments, which mean that a payment will be automatically processed on a repeating basis at the interval you choose. Interval choices are monthly, quarterly (four times a year), semi-annually (two times a year), and yearly (annually). You can login into MemberPlanet and make changes to or cancel your installment payments

at any time.

Q: Will all the Centennial Event Registrations be linked together? (January Events & July Events?)

A: Effective, 11/27/18 - There is a Combo Registration titled "Wave 1 Registration" that ties the January and June Registration together. The Centennial Savings Plan (CSP) may be used toward Wave 1 Combo - Registration, Wave 2 - Early Registration and Wave 3 - Regular Registration. The CSP can NOT be used for Wave 4 - Late Registration.

Q: Is CSP linked to my Visionary 2020 payments?

A: First, thank you for being a Visionary. Your installment payment is not linked to the Visionary 2020 payments. To make a visionary contribution, visit: www.zphib2020.com

Q: Can I mail-in my installment payments instead of paying it online?

A: No, CSP payments are ONLY acceptable ONLINE through the CSP Campaign administered by MemberPlanet.

Q: Will my Centennial Registration be cancelled if I miss an installment payment?

A: No, your registration will not be cancelled because you miss an installment payment. Payments made to CSP will be applied to the actual cost of registration based on the status of your membership for the fiscal year 2019-2020, for the cost of registration up to the deadline for early registration ONLY. Any variances between your installment payments and the cost of registration, due to none payment or missed payments will need to be resolved by payment in full, prior to September 30, 2019, in order for your registration to be paid in full.

Q: What happens to my payments if I decide not to attend Centennial, and I've paid my installment plan partially or in full?

A: The Centennial Savings Plan (CSP) is effective September 1, 2017 - September 30, 2019. Should you decide not to register for Centennial, any payments towards registration will be returned to you via check within 10-14 days after February 1st, 2020 , minus any convenience fees charged by MemberPlanet.

Q: What if I want to skip payments or cancel my CSP?

A: You are in control of your CSP payment options. You can start or stop installment payments based on your references. However, if you decide to **cancel** your enrollment in CSP, with no further payments being made, you will need to submit the CSP Agreement Termination. Terminating your CSP cancels all future scheduled payments of the installment plan. A refund will be issued to you for payments made, within 30 days of your request, less any convenience fees charged by MemberPlanet. Should you decide to participate in CSP at a later time, you will need to complete the CSP enrollment form again.

Access the termination form here: www.memberplanet.com/s/zphib2020/csptermination

Q: I am a Visionary 2020 Donor. Will I receive a discount on my registration amount?

A: Being a 2020 Visionary has its benefits, such as discounted Centennial Registration! To learn more visit <http://zphib2020.com/visionaries/>.

If you are a Visionary 2020 Donor, and expect to have your pledged amount completed prior to Centennial Registration, be sure to select the appropriate registration amount for your installment. Any difference will be your responsibility to resolve in order for your registration to be paid in full. Any overpayment will be refunded to you via check, within 10-14 days after February 1st, 2020, minus any convenience fees charged by MemberPlanet. If you are not a Visionary 2020 Donor and would like to be, or you want to know more about the benefits, visit: <http://zphib2020.com/visionaries/>

Q. How can I determine if I will need to pay an additional amount for registration?

A. The CSP amount paid into the plan, is your allocated CSP balance towards your Total Registration fee as of the registration date your CSP is used.

Example. If you register in Wave 2 (Early Bird Registration - May 1 - Sep 30, 2019) as Graduate member. Your registration fee is \$800. On May 15, 2019 you decide to register and you have \$500 in your CSP. When you register on May 15, 2019, the Registration system will take the \$800 (Registration Fee) - \$500 (CSP balance) and you would need to pay \$300 (Remaining balance) to register on May 15, 2019.

Q. Can I continue to contribute to my CSP after I register for Centennial ?

A. The CSP plan will be terminated once the registration fee is paid.

Q. How much of my CSP will be applied to my registration fee.

A. Your CSP total balance will be applied directly to the registration payment in the registration system by the Centennial Commission Registration Team.

Q. What is the maximum amount I can save in my CSP?

A. The CSP maximum donation has changed to \$800 from \$900 effective December 1, 2018.

Q. I have over \$800 in my CSP. What happens to the overage?

A. If a member has paid more than \$800 into the CSP prior to September 30, 2019, the balance will be applied to your choice of:

- 2020 Visionary plan transfer if before September 30, 2019;
- Gift Certificate/Credit for Centennial Catalog;
- Placing a name on the Monument;
- Donation to Founders' Endowed Scholarship Fund; or
- Refund of the amount of the over payment upon registration.