

| Category | Question & Answer |
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| Club information | <u>Will Club addresses be included on the online system?</u> Yes. The online system can include a link to a Club website where a registrant can learn more about the club, where it is located, etc. |
| Clubs | <u>How does a club get listed on the DMV membership form?</u> All NYSSA clubs in good standing will be listed on the membership form unless they elect to opt-out of online registration. Clubs must first respond with the Letter of Understanding sent out in May, agreeing to comply with decisions made at the 2002 and 2006 Forum and indicate their dues amount for Individual and Family. Multiple county clubs must choose which county under which they would like to be listed. |
| Cost | <u>Will there be any cost to the club?</u> Online Master Card and Visa transactions fees will have a 2.25% plus \$0.25 charge. On a \$25.00 membership the credit card fees would be \$.82. \$.16 would be deducted from NYSSA \$5.00 and \$.66 would be deducted from the clubs \$20.00. |
| Cost | <u>Will there be an additional charge to the clubs for online registration?</u> Just the actual cost of processing the credit card transaction. There are no other costs to the club. |
| Database | <u>How does a club know a member has joined?</u> An email will be sent to the club, and that member will appear in the club’s view of the Database. |
| Dealers | <u>How will Dealers be involved?</u> Clubs will work with the Dealers in their area. Dealers are an agent of DMV. The club can suggest that they sell memberships for the clubs in their area. The club has to be proactive in contacting their area Dealers. The Dealer may also allow the customer to use his computer to link to the NYSSA Membership Site, join a club and print the voucher, if they wish. |
| DMV | <u>How will membership dues get from DMV to NYSSA?</u> DMV will send memberships they collect to NYSSA office to process. |
| DMV | <u>Will DMV charge a fee for collecting memberships?</u> No. |
| DMV | <u>How will out-of-state owners know they can join a club at DMV?</u> DMV renewals will include information explaining Two-Tier and how to join a club. |
| DMV | <u>If you mail in your voucher, will DMV send it back?</u> No. |
| DMV | <u>What will a membership application at DMV look like?</u> It will look like the on-line and club voucher, with a list of all the NYSSA Member clubs in good standing that want their club listed for the registrant to choose from. |
| DMV | <u>Will we be able to renew a sled online?</u> DMV does not allow online renewals for snowmobiles, maybe some day. |
| DMV | <u>Will DMV accept a handwritten voucher?</u> Yes, handwritten will not matter as long as it is in our NYSSA sanctioned format from the Club or Club/DMV application. |
| DMV | <u>Can I go to DMV, join a club, and get a voucher?</u> Yes, DMV has agreed to allow the special NYSSA club membership applications (as discussed previously) to be available at DMV offices. Clubs must be proactive and work with DMV offices individually. When you turn in your Club/DMV application with payment to the clerk, you will receive the club discount for your snowmobile registration. DMV will forward the club application with payment to the NYSSA office for processing. Again, clubs must work with DMV. |

- Dues What’s to stop a club from charging \$10? At the Annual Meeting, Clubs agreed to a minimum dues amount of \$25.
- Dues Is a minimum dues amount imposed by NYSSA Legal? YES. If agreed on and voted on by delegates representing member clubs.
- Dues If we collect dues for next season this month, what do we do? Hold them until the voucher system is put in place, if the dues are for 2006-2007.
- Dues If a registrant pays their dues at the DMV office, how does the club get its money? DMV will mail the membership form and member’s check to the NYSSA office. NYSSA will enter the information into the database and electronically transfer the Club portion of the dues to the club.
- Electronic Funds Transfer How will money be transferred? On-line sales will go into a NYSSA membership account. Then each Club Membership \$ will be direct deposited bi-weekly or monthly into each Club’s membership bank account.
- Electronic Funds Transfer How will club get paid? Clubs must give Bank routing and membership account information so this process can work. Club membership account can be a separate account, for membership dues only.
- Fraud What if someone prints out their own version of a voucher? There is a self-certification statement on the DMV registration which begins “I attest that the information and statements herein are true and correct (...)”. If you sign this statement and submit a fraudulent membership voucher, it is a Felony. DMV is also going to make available the complete list of snowmobile owners that received a club discount. Those names and addresses must be in the NYSSA Database as club members.
- General Our club would like to put a cap on membership? A club can elect to make its dues higher, or withdraw from the online membership system.
- General Our club has no computer capability at all, will NYSSA help us? Your club needs to look into buying a computer and getting online services. NYSSA will examine a possible group-order rate for computer equipment.
- General Are there system requirements for club computers? Not yet but we will distribute them as soon as we have them. You will need a computer capable of accessing the database online for input, and Microsoft Excel, at a minimum.
- General Does NYSSA own a copyright for the intellectual property this software creates? The programming and software will belong to NYSSA. We are currently discussing that with our legal advisors.
- General Will there be an education process for the new system? Yes, we intend to mail instructions and possibly a CD, and perhaps have seminars.
- General Will you be expanding the staff in Long Lake to handle the extra workload? Possibly, but we are making every effort to design a streamlined, user-friendly system and avoid increased costs and work.
- General – New Clubs How can a new club be formed/an old one be reactivated? Criteria for this are in the NYSSA Bylaws and Policy Manual.
- General – Registration Will the NYSSA membership # appear on my registration? No.
- General – Registration What if I get a new sled and want to register it. 2006-2007 NYSSA club members can log into the NYSSA Membership site and will be able to re-print their vouchers, or your club membership person will be able to go on-line and reprint it for you. DMV should recognize that you have already registered a snowmobile with the club

- discount and therefore are a member of a NYSSA club.
- General – Security Will membership info be made available to anyone? No. Membership information is never shared or sold, per NYSSA Bylaws.
- General - Voucher When does the voucher expire? August 31 of each year.
- General – Voucher How many sleds can be registered per voucher? As many as a member (listed on voucher) owns.
- General – Voucher What names go on the voucher for a family membership? Both spouses plus children 17/under who intend to register a sled in their name. 18/over must become individual members and get their own voucher for registration. Alternative lifestyle couples’ names may be entered (NYSSA/DMV is not going to police this!).
- General – Voucher Will “downstate social clubs” be permitted to sell memberships/issue vouchers? Yes.
- General – Voucher Will controls be put in place at DMV and NYSSA to prevent fraud? Yes, auditing will be done to be sure that every registrant is indeed a NYSSA Club member. If found not to be a NYSSA Club member, DMV will not permit that person to register a snowmobile again in NYS.
- General – Voucher When will vouchers be made available to clubs? Vouchers are going to the printer the second week of May. As soon as clubs return their signed Letter of Understanding, they will receive vouchers.
- General – Voucher How can a club issue a voucher for its grooming sled? There will be an exception so that a limited number of “unpaid” vouchers can be produced for this purpose
- General – Voucher If an individual is 18 or older and the sled is registered in their name, can they still be part of a family membership? No, they must become an individual member of NYSSA, unless they are one of the spouses.
- General – Voucher Can a person copy a voucher? Yes, you can photo copy your voucher if you expect to buy a new sled, etc.
- General – Voucher Will exceptions be made for ice fishermen, trappers and antique sleds? A bill is scheduled to be introduced after the NYS Budget is approved, proposing to issue a different sticker for snowmobiles in these categories, however we have no idea if and when that could be a reality.
- General – Voucher How many Club/NYSSA vouchers will my club receive? We expect to mail out vouchers at about three times the number of current members to each club (ie a club with 100 members will receive 300 NYSSA/Club membership vouchers).
- General – Vouchers Will a designated administrator or secretary have to sign the paper voucher? No.
- Help Will seminars be offered to educate clubs and snowmobilers to the new system? Yes, when the final plan is put into motion.
- Honorary Members How will honorary members be handled? If a club extends an honorary membership to a landowner or other person, and that person requires a voucher for the registration of his snowmobile, the \$5 NYSSA membership fee needs to be paid to NYSSA. If they do not require a voucher, the \$5 fee to NYSSA is at the club’s discretion.
- Membership Will there be a standard membership form or must we use the Club/NYSSA’s? We have met with DMV’s Clerks Association and they have agreed to only accept the Club/NYSSA voucher as proof a person has joined a club. A club’s membership application is good for the clubs records, but won’t work at DMV as a voucher.
- Membership Club offers free membership to landowner, with minimum dues, can we still do that? YES, your club could pay the \$5 NYSSA membership fee on behalf of the landowner, but not charge any dues to the landowner.

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| Membership | <u>How can a club Secretary check to find out if an applicant for membership is already a NYSSA member?</u> Log on the NYSSA Membership database, input member’s name and address and the database will indicate if that name and address is a member of a club. |
| Membership | <u>What if a banned member goes to DMV and re-joins our club?</u> NYSSA can’t plan for every situation – if your bylaws permit you to eject a member, then by all means – do so. |
| Membership | <u>What purpose/benefit does the online system serve to get members into clubs?</u> It is a way to make it easier for registrants to join a NYSSA member club. |
| Membership | <u>Won’t this make more paperwork for our club?</u> No, it will actually reduce the amount of paperwork for the club as a) people enter their own membership info online; b) clubs will not have to enter that member’s info into the NYSSA database or issue a hand written voucher; c) money will be electronically transferred to clubs and NYSSA. |
| Membership | <u>When does the membership year end?</u> August 31 of each year. |
| Membership | <u>Will a family membership cost more?</u> That’s up to the club. NYSSA membership is based on individuals. NYSSA counts a family membership as one. |
| Membership and Trail Fund | <u>Will the # of members a club has affect how the trail fund money is distributed?</u> No. Trail fund money is based on trail mileage and class of trails, not by membership numbers. |
| Membership form | <u>Will dues amount be listed on the DMV membership form?</u> Yes, because a registrant will need to know what amount to write their check for. |
| Membership form | <u>Can the County select the order in which the clubs are listed on the DMV membership form?</u> Yes, we’ll place them in whatever order you tell us. |
| Membership Year | <u>What is the membership year?</u> The NYSSA Membership Year is the same as the DMV registration year, September 1 – August 31. We encourage Clubs to follow this schedule also. Clubs have agreed to this at the annual meeting. |
| Membership Year | <u>When will the membership year start?</u> Same as DMV Registration year – September 1 thru August 31. |
| Multiple Club Membership | <u>I want to join several NYSSA member clubs, but I shouldn’t have to pay the \$5 NYSSA fee each time. How will that work with the online system?</u> The online software will have the ability to recognize if a member has already become a NYSSA Club member and discount that members additional club membership dues the NYSSA \$5 when he joins multiple clubs. |
| New Club | <u>We are a new club – how to we make sure we’re on the list when people want to join?</u> New Clubs must meet the NYSSA criteria for member clubs to be included on the list. |
| Non-Club Member Registration Fee | <u>If a person elects to register without joining a club and pay the \$100 registration, where will the money go?</u> \$10 goes to DMV for their administrative processing and \$90 goes to the Snowmobile Trail Fund. |
| Quality Assurance | <u>Have you considered a pilot program for testing the system before rollout to all clubs and DMV?</u> Yes, however there are time constraints. |
| Security | <u>How will the data be secured?</u> NYSSA Membership Website/Database will be password protected (https:// ...). A member can access his personal info, a club membership chair person will only be able to access that club’s info via password. |

- Security Where will the data be, on club computers or NYSSA's? The Database will be centrally hosted (all data on one server) on a Tier 1 hosting server (same security level as a bank).
- Security – Voucher #s How will the voucher #s work? Club vouchers to have different series of numbers from those produced online. A bar code is also used.
- Usability – Integration Will Club be able to get their membership data out of the NYSSA Database? Yes, the database will provide for Club download to Excel, print mailing labels, etc,
- Usability – Integration What if our Club already has a website and online membership? Existing websites will be provided with a way to link to the NYSSA Membership Website/Database.