

## Renewal Credit Card Declined? Oh No!

All of us have probably experienced having our credit card declined because it had expired. Credit card companies typically issue their card for three years, after which you receive a new card with a brand-new expiration date. This means that periodically, you need to update your credit card information with any vendor or organization where you use that card. This can be the case with your annual membership renewal for GNPA.

### When this does come around (and it will)

You will receive an e-mail stating your renewal has been declined.

### What to do?

The following information explains exactly how you can update your credit card information with GNPA. You may want to keep a copy for future reference.

First, go to the GNPA website and log in. On your Member Profile page, you'll see your Member Badge (see below).

The screenshot displays the GNPA website interface. At the top left is the GNPA logo and name. A navigation bar includes links for 'GNPA Home', 'Member Home', and 'Webinar & Meeting Videos'. A 'Member Logout' button is in the top right. A yellow notification box states 'You have logged in successfully'. The main content area features a member badge with the text: 'HELLO my name is JD Testor Out of Area Regular Individual'. Below the badge is a link: 'See something wrong? [Update your profile!](#)'. A horizontal menu below the badge contains: 'My Profile', 'Directory Search', 'My Community', and 'GNPA Membership Card'. The 'My Profile' link is circled in red. Below this menu is a link: 'Volunteer for Conservation Committee Shoots and Activities'. The main heading is 'Members Only Area & Open Activities'. Underneath is the section 'ACTIVITIES OPEN FOR REGISTRATION'. This section is divided into 'Field Trips' and 'Photo Contests and Exhibits'. Under 'Field Trips', there are two items: 'GNPA CNC Gallery - Winter' and 'Bosque Del Apache, December 2020 Trip Registration (Cancelled - rescheduled for 2021)'. Under 'Photo Contests and Exhibits', there is one item: 'Stand in Ansel Adams Footsteps Competition - 2/2021'. On the right side of the page, there are three sections: 'Quick Links' with buttons for 'Member Resources', 'Need to Renew Your Membership?', and 'Get Help: Questions or Problems With Your Membership'; 'Upcoming Events' with the text 'No events' and a 'View Full Calendar' button.

Next, select “**My Profile**” (circled in **Red**) from the small menu below your Member Badge.

You should now see your member page with several tabs at the top. The **“My Profile”** tab will be grayed out (see below).

Just above your member photo, you should see a gray **“Renew”** button (circled in **Red**). Click on this button.

Georgia Nature Photographers Association

GNPA Home Member Home Webinar & Meeting Videos

My Community My Profile Connections My Features Inbox

Renewal  
Renew your membership

Member Type  
Regular Individual

Membership Duration  
1 periods - \$35.00

Auto renew

Submit

Member Logout

Quick Links

- Member Resources
- Need to Renew Your Membership?
- Get Help: Questions or Problems With Your Membership

Upcoming Events

No events

View Full Calendar

Now, **UNCLICK** the blue “Auto renew” flag (circled in **Red**). This will clear the payment process that uses your old credit card information (see below).

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GNPA Home Member Home Webinar & Meeting Videos

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Renewal  
Renew your membership

Member Type  
Regular Individual

Membership Duration  
1 periods - \$35.00

Auto renew

Submit

Member Logout

Quick Links

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Upcoming Events

No events

View Full Calendar

The blue “Auto renew” flag (circled above in **Red**) is no longer checked. Now you can click the gray “Submit” button (also circled in **Red**) in the lower portion of the screen.

This will display your current unpaid Membership Renewal Invoice (#1784, see below).

Note the two gray buttons at the bottom: "Pay Invoice" & "Download Invoice" (circled in Red). Select the "Pay Invoice" button.

**OPEN**

**Georgia Nature Photographers Association**

Georgia Nature Photographers Association  
PO Box 870693  
Stone Mountain, GA 30087  
Attn: GNPA Treasurer

John Doe Testor - Regular Individual  
233.5 West Crogan  
Lawrenceville, GA 30046  
United States##

**Invoice #** 1784  
**Invoice Date** 01/05/2021  
**Invoice Due** 01/25/2021

**Amount Due** \$35.00

**Transactions**

Description	Amount
Membership Renewal - Regular Individual (through January 25, 2022)	\$35.00

**Total Amount** \$35.00  
**Amount Paid** -\$0.00  
**Amount Due** \$35.00

**NOTES**  
Out of Area  
Regular Individual

\*\*\*\*\*  
\*\*\* PAYMENT TYPES ACCEPTED: CREDIT CARDS OR DEBIT CARDS \*\*\*  
\*\*\*\*\*

QUESTIONS or PROBLEMS, CONTACT: [membership@gnpa.org](mailto:membership@gnpa.org)

Now that you have selected a payment process, you should see the following screen with new fields to complete for your credit card information (see below).

This is where you can update your credit card info (boxed in Red). Using the info on your new card, enter the new information for 1) Card Type, 2) Credit Card Number, 3) Security Code, 4) Expiration Month, 5) Expiration Year, and any other information which has changed.

Transactions

Invoice 1784: Payment - Amount Due: \$35.00

Credit Card Information

Amount To Be Paid

\$ 35.00

First Name

John Doe

Last Name

Testor

Company

Company (Optional)

Card Type

Visa

Credit Card Number

XXXXXXXXXXXXXXXXXXXX

Security Code

XXX

Expiration Month

01 - January

Expiration Year

2021

Quick Links

Member Resources

Need to Renew Your Membership?

Get Help: Questions or Problems With Your Membership

Upcoming Events

No events

View Full Calendar

Billing Information

Address 1

233.5 West Crogen

Address 2

Address 2

City

Lawrenceville

State/Province

Georgia

Zip/Postal Code

30046

Country

United States

Email

GNPA.Gwinnett.Chapter@gmail.com

Cancel

Submit Credit Card Payment of \$35.00

Once this information has been entered, click on the green **“Submit Credit Card Payment of \$35”** (circled in Red).

This should process your renewal with the current credit card information. You will receive a payment receipt via email once it has been processed. For your privacy, GNPA does NOT keep members' credit card information in our database; however, it is passed to our Credit Card Processor.

I sincerely hope this information is helpful, and that it helps you avoid any problems with your renewal.

Good luck, and if you have any other questions or need additional help, please let me know.

Stewart Woodard

**Note:** *The Georgia Nature Photographers Association database system does NOT keep credit card information on file for memberships or any other activities requiring a fee. GNPA take the security of your credit card information very seriously and we comply with the latest standards to ensure your protection.*

*PCI (Payment Card Industry) Compliance is a set of standards upon which the major credit card companies have agreed to protect personal information and ensure security when transactions are processed using a payment card.*

*The member's credit card will not charge at the time they receive their renewal notices. The renewal will take place on the member's expiration date. At the time of the expiration date, the payment will be drafted and automatically posted to the renewal invoice, this will renew the member.*