



## If You Have an Unpaid Order

If you received an email from ACTIVE indicating there is an unpaid order on your membership, this is due to Credit Card expiration or insufficient funds during auto-renewal or membership transfer process.

When you log into the portal you will see a warning message on the top of the page instructing to pay the balance.

To make your account Active please follow the below steps:

1. Log in **Member Portal** at <https://memberportal.active.com/>
2. Locate membership name labelled as **Failed Payment**
3. Click **View Order History** under **ACTIONS**
4. Click **Pay Now**
5. In Make a payment page, enter payment information and check out

MEMBERSHIPS			
INDIVIDUAL MEMBERSHIPS			
NAME	MEMBERSHIP TIERS	STATUS	ACTIONS
name: (Over 18 Years Old)	Organization: <b>Triathlon New Zealand</b> Program: <b>TriNZ Membership</b> Package: <b>TRIBE Member Adult (23+) No Club</b> Package option: <b>Annual</b> Membership <b>TRIBE2129</b> number: Started: <b>November 1, 2017</b>	<b>Failed Payment</b> Auto-Renewal - OFF Expires: November 1, 2021	<b>View Order History</b> Renew Membership Update Form Question