



Frequently Asked Questions:

Q: Why are we changing reporting systems?

A: Omega Fi's customer support has been suffering since COVID and it did not appear to us that it would improve at a rate sufficient for ATO chapter needs. In addition, ChapterSpot has a proven track record of strong customer service. Plus, ChapterSpot (and Greek Bill) are built on Salesforce architecture, which is the gold standard for member management systems.

Q: What is the difference between ChapterSpot and Greek Bill?

A: ChapterSpot and Greek Bill make up the ATO Member Portal. The ATO Portal is the interface you will use to report and update member information, including reporting pledges, initiates and officers. You will also use ChapterSpot to update your chapter's roster. Greek Bill is for your members to log in and pay individual Chapter and National Fraternity charges.

Q: So, will I have to remember different log in information for Chapter Spot and Greek Bill

A: No! You will have the same log in credentials for both systems – both on the ATO Portal.

Q: Will the new system be ready when we go back to campus in the fall?

A: Yes! Your chapter's current Omega Fi account will automatically transfer to your chapter's new ChapterSpot and Greek Bill accounts automatically this summer.

Q: How will I know how to use them?

A: In the video you received, Wynn explained the timetable for you onboarding w/ Greek Bill. You will get an e-mail from Greek Bill sometime in May to schedule a Greek Bill onboarding session with a Greek Bill representative for July. As for ChapterSpot, onboarding/training will take place at the National Awards Celebration in Orlando this August.

Q: When will I get log in credentials?

A: You will receive an e-mail from ChapterSpot in July with log in information. You will have one set of log in credentials for both Greek Bill and Chapter Spot.

Q: How will the guys in my chapter be informed about the new system?

A: Every chapter member will get a welcome e-mail from ChapterSpot in July. And, Wynn will send an video message to all undergraduates sometime later this month announcing the new system.

Q: Can we use the new Greek Bill system for local chapter charges and billing?

A: Yes! And your chapter will get a better financial rate for the service compared to Omega Fi.

Q: Will local chapter member charging information be transferred from Omega Fi to the new ATO Portal system?

A: Yes – if you want that info to be transferred. If you're chapter is using another provider for local charges already, you do not have to change. However, note that Greek Bill will be less expensive than Omega Fi has been.

Q: What if I have roster changes that didn't get reported until after Omega Fi was no longer available?

A: You will be able to make those roster changes after you get onboarded with ChapterSpot during the National Awards Celebration in August.

Q: What if my chapter has a cash balance with Omega Fi? Will that automatically transfer?

A: No! If your chapter has a cash balance with Omega Fi, you need to transfer that balance to your chapter's bank account **before June 15th**. Once you have your Greek Bill account set up in July, you can transfer the balance back to your chapter's Greek Bill account.

Q: What if my chapter doesn't have a cash balance in Omega Fi?

A: Then you don't have to do anything other than sign up for a Greek Bill onboarding session which will take place in July. You will get an e-mail in May from Greek Bill providing instructions on how to set up your Greek Bill onboarding session with a Greek Bill representative.

Q: What if I haven't updated by chapter's roster yet?

A: That's okay. You can still update your chapter's roster between now and June 15th. In fact, make sure you update your chapter's roster by June 14th. After that, any chapter roster or membership changes will not be able to be made until after the National Awards Celebration in Orlando August 3 – 5.

Q: What if I have additional questions?
A: Contact your Leadership Consultant.