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# FROM SMPS HQ



Dear Chapter Leaders,

Last week a fraudulent security event was identified by Billhighway (BH) that required immediate action to protect the integrity of members' personal and financial data. While the measures taken caused a short-term disruption, they were necessary to protect the global financial stability of all SMPS chapters. As a precaution, services related to the StarChapter (SC) event registration process and associated financial transactions were suspended.

**As of today, February 10: payment processing for your chapter's StarChapter event registration form is fully operational.\***

Additional security measures have been implemented to mitigate risks and ensure the continued protection of financial transactions and member data.

To further strengthen tech support, vendor accountability, and crisis response, we are beginning to implement key initiatives, including:

- **Crisis Response & Communication** – A clear plan for providing real-time updates, handling urgent issues, and ensuring HQ keeps chapters informed during outages.
- **Vendor Accountability** – We're setting clear expectations with SC and BH on how quickly they must respond to issues and putting a system in place to regularly check for potential problems to prevent future disruptions.
- **Chapter Tech Support Insights** – A survey to identify challenges with SC, BH, and other systems, using data to improve vendor performance

and future tech solutions.

- **Direct HQ Assistance** – A Tech Issue Escalation Guide for quick resolution and interim solutions during outages.

We appreciated your patience and understanding as we worked diligently to resolve this matter.

**\*Chapters who disabled credit card processing should follow the steps below to enable processing:**

Please login to your StarChapter Admin Area and go to **Dashboard > Quick Start**. Click the **Connect Your Gateway** button and then click **Next** to reach the **Payment Processing** step of the **Setup Payment Processing Wizard**. Check the “**Enable Credit Card Processing**” setting and click **Next** to apply the change.

[Please let us know](#) if you have any questions.

Regards,

**Marci D. Thompson**

CEO, SMPS & the SMPS Foundation

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