Membership - Month End and Member Statements

2016 - Fall Edition

User Guide - Table of Contents

Overview

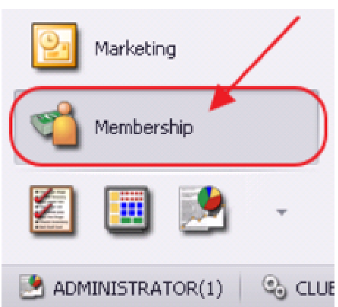
Monthly, Clubs perform month-end activities associated with the Membership module. The biggest portion of this month-end process is generating Member statements, and emailing or mailing the statements to a Club's Members. To ensure Statements reflect the appropriate charges and desired messages, Clubs must perform the proper preliminary steps, and then execute the Month End Wizard to process the Member Billings, Minimums, and Late Fees as applicable. Once Generated, Statements can be printed or emailed. Once finalized, the A/R aging details can be tied to the General Ledger.

Use Case(s)

Monthly, the Club runs statements on the second business day of the new month. Prior to running their statements, they ensure all charge batches are posted, and update the statement message to promote an upcoming Club Event. They then generate their statements, and get them out to their Members. They finalize their month-end process by clearing the Member minimum adjustments, and confirm their A/R Aging agrees to their General Ledger balance.

Accessing the Tools

The Main tools utilized in this process will be found in the Membership Module of the application.



Prior to accessing the programs; however, ensure the proper preparation has been done.

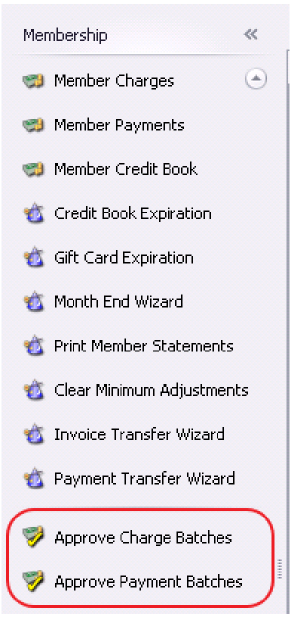
Prepare for Statement Generation

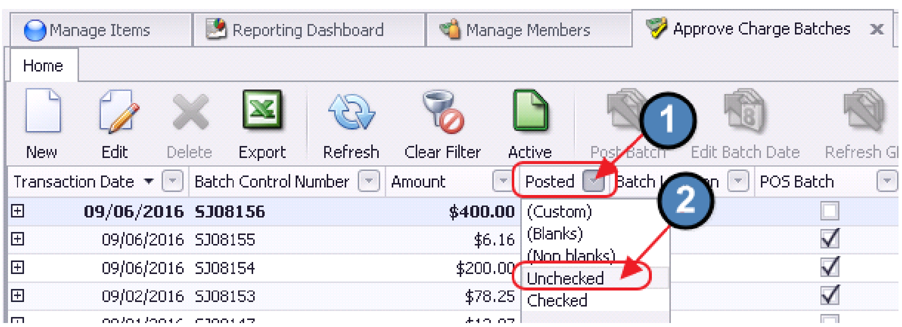
Post Open Batches

To ensure all charges are properly included in the Member statements:

1) Post all Charge batches for the period
2) Enter and Post all Payments for the period

Navigate to the **Approve Charge Batches** grid and then to the **Approve Payments Batches** grid within the Membership module. In each grid, set the filter on the **Posted** column to **Unchecked**. Unposted batches will display. Post any batch with a **Transaction date** in the period you are closing.

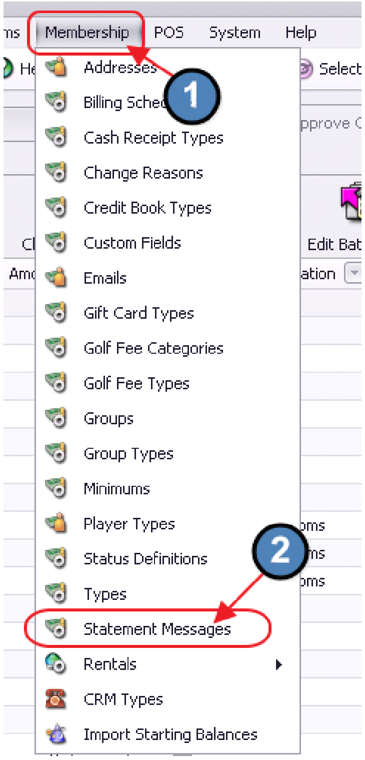




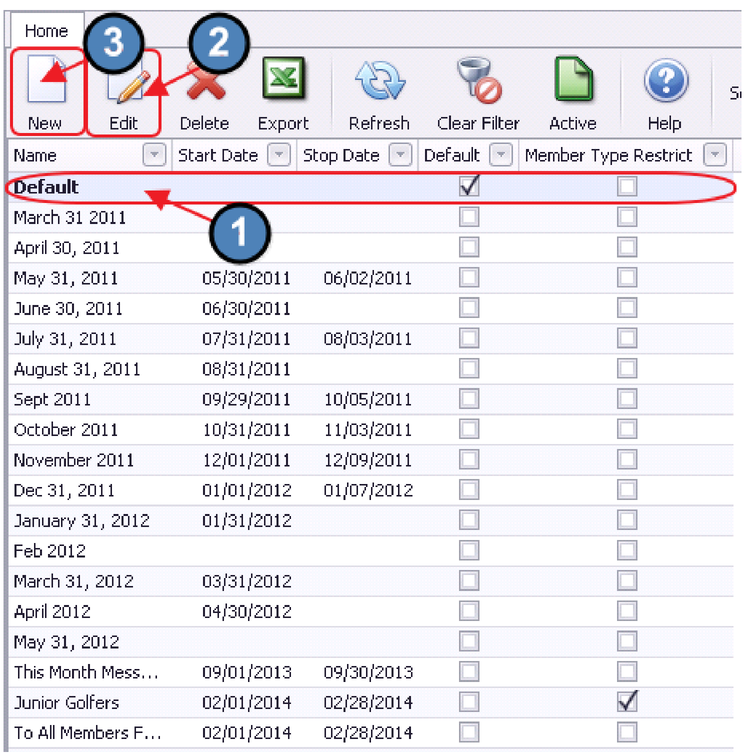
Enter Statement Messages

Next, update the **Statement Messages** that will appear on the Member Statements. This is an excellent opportunity to promote an upcoming event, or pass along any additional information to Members.

To access Statement Messages, click on **Membership** in the top menus. Then, select **Statement Messages** from the drop-down menu.

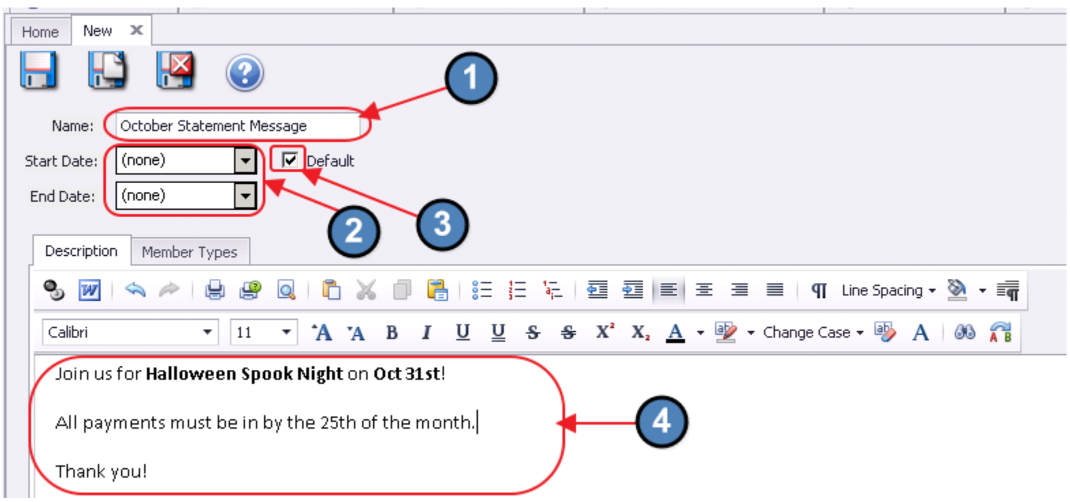


From here, **Edit** a previous statement message by clicking on it, and then selecting **Edit**, or create a new message by clicking the **New** button.

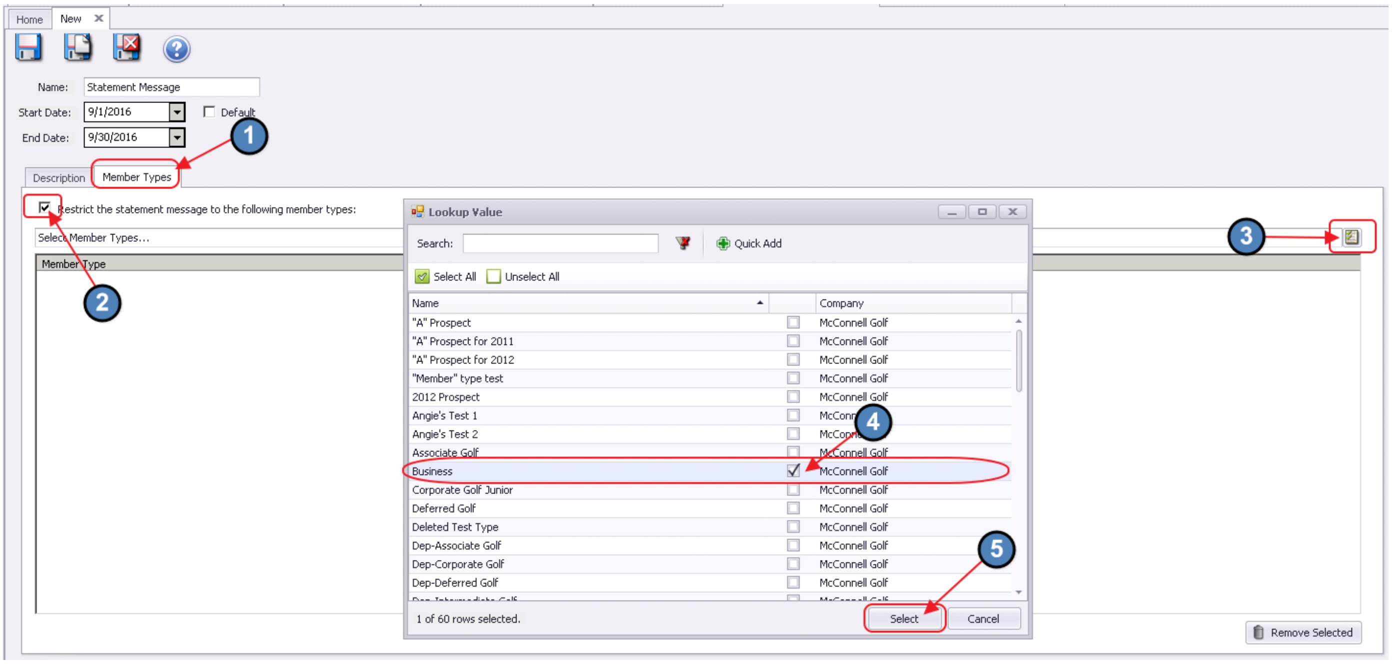


Name	Start Date	Stop Date	Default	Member Type Restrict
Default			☑	☐
March 31 2011			☐	☐
April 30, 2011			☐	☐
May 31, 2011	05/30/2011	06/02/2011	☐	☐
June 30, 2011	06/30/2011		☐	☐
July 31, 2011	07/31/2011	08/03/2011	☐	☐
August 31, 2011	08/31/2011		☐	☐
Sept 2011	09/29/2011	10/05/2011	☐	☐
October 2011	10/31/2011	11/03/2011	☐	☐
November 2011	12/01/2011	12/09/2011	☐	☐
Dec 31, 2011	01/01/2012	01/07/2012	☐	☐
January 31, 2012	01/31/2012		☐	☐
Feb 2012			☐	☐
March 31, 2012	03/31/2012		☐	☐
April 2012	04/30/2012		☐	☐
May 31, 2012			☐	☐
This Month Mess...	09/01/2013	09/30/2013	☐	☐
Junior Golfers	02/01/2014	02/28/2014	☐	☑
To All Members F...	02/01/2014	02/28/2014	☐	☐

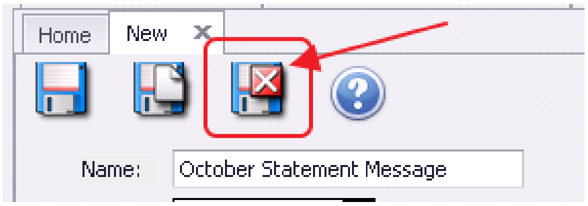
When creating a New message, give the message a **Name**. Include a **Start Date** and **End Date** for the message as applicable. Mark the message as the **Default** message if it is to be utilized as the current message, by checking the **Default** box. Then, enter message. Keeping the formatting simple and the message relatively short will ensure the message fits into the statement message box.



Also note there is a **Member Types** tab. This tab should be utilized to designate which Member Types should receive the message. To designate a Member Type, check the **Restrict the statement message to the following member types:** box. Then, click the Member Selection box, and designate the Member Types to include. Then, click **Select**. If the message applies to all Members, disregard this tab.



When finished, click **Save and Close**.

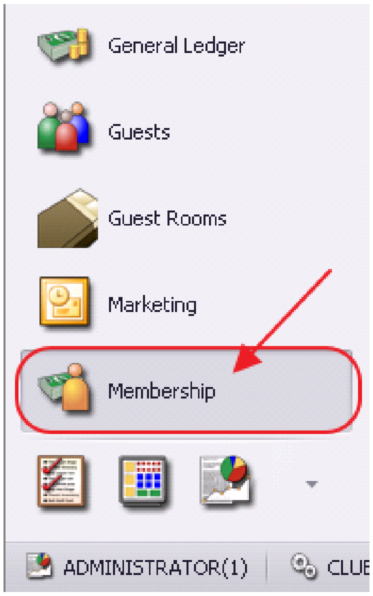


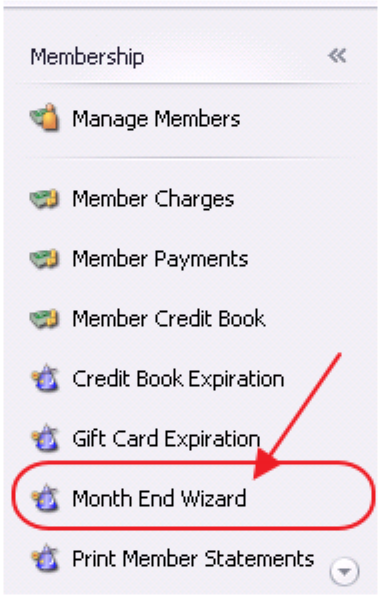
Month End Processing

Once preliminary steps are complete, launch the **Membership**, **Month End Wizard**.

To access the Month End Wizard to generate the statements,

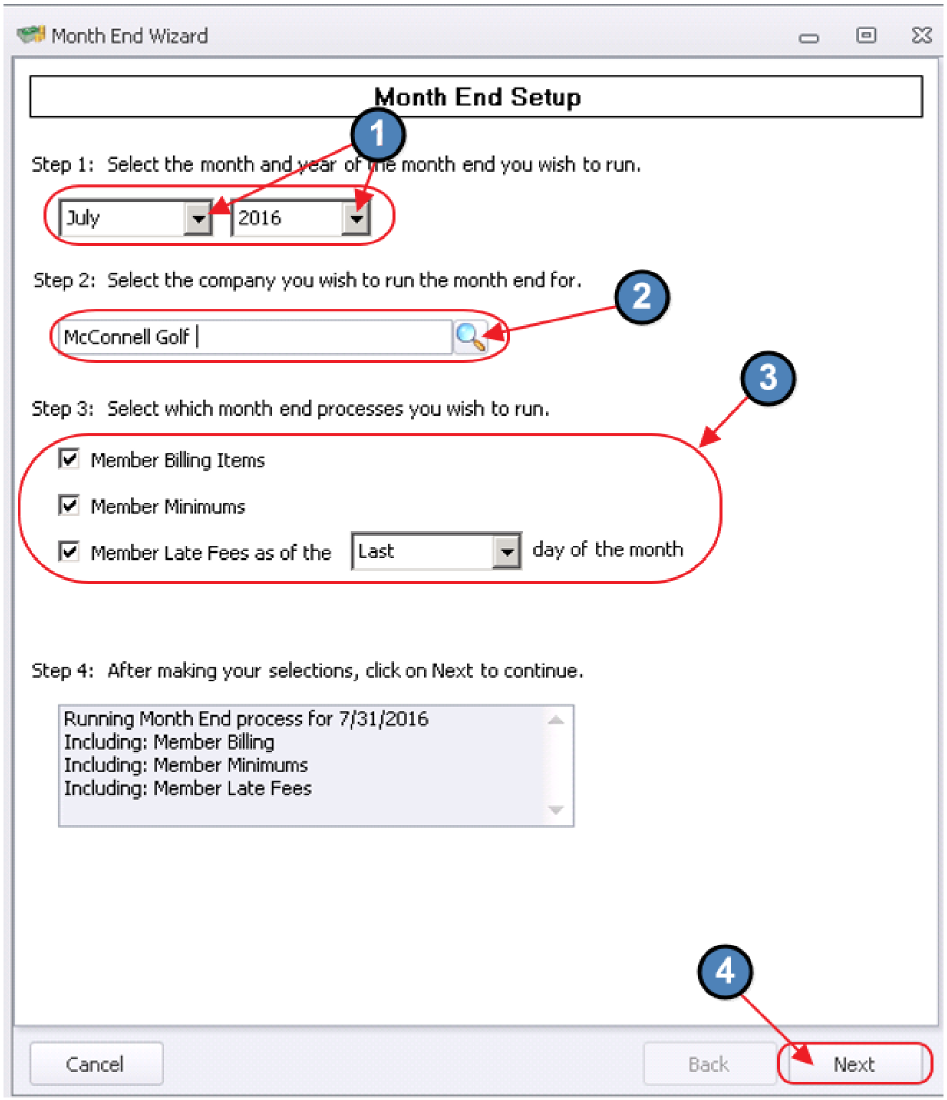
1) Click on **Membership**
2) Then, click on the **Month End Wizard** option.





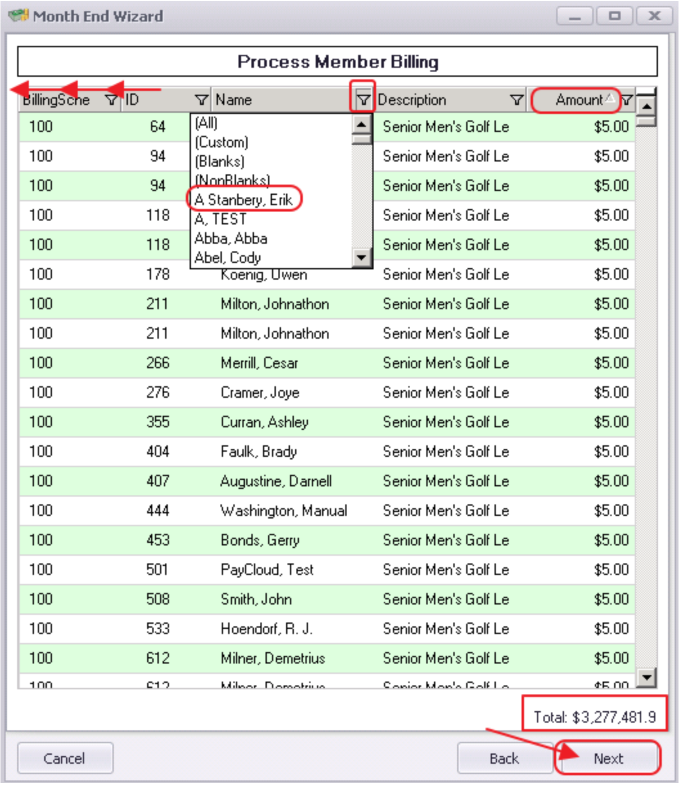
Month End Wizard

Once the Month End Wizard launches, designate the **Month** and **Year** of the month end process to run, the **Company** (if more than one exists) to process, and the **month end processes** to run. Click **Next** to continue.



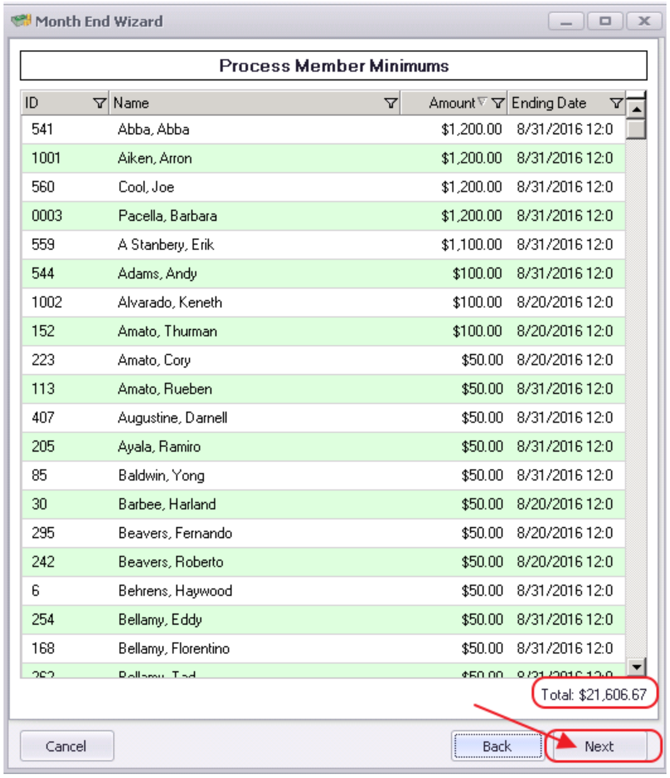
The next screens summarize the results of the selected month end processes. In each of the following screens, grid filters, navigation, and sorting are all available to assist with reviewing the data. To re-organize columns, click on column heading of column to be moved, and drop in new desired location. Once filter is set, the filter on the column will turn blue. To see all records, set filter back to **(All)**. Click on column heading to sort data and display arrow in the direction of the sorting. In all screens, the total amount to be billed will be displayed in the bottom right-hand corner. Click **Next** to continue through all month end processes previously selected.

Member Billing Items



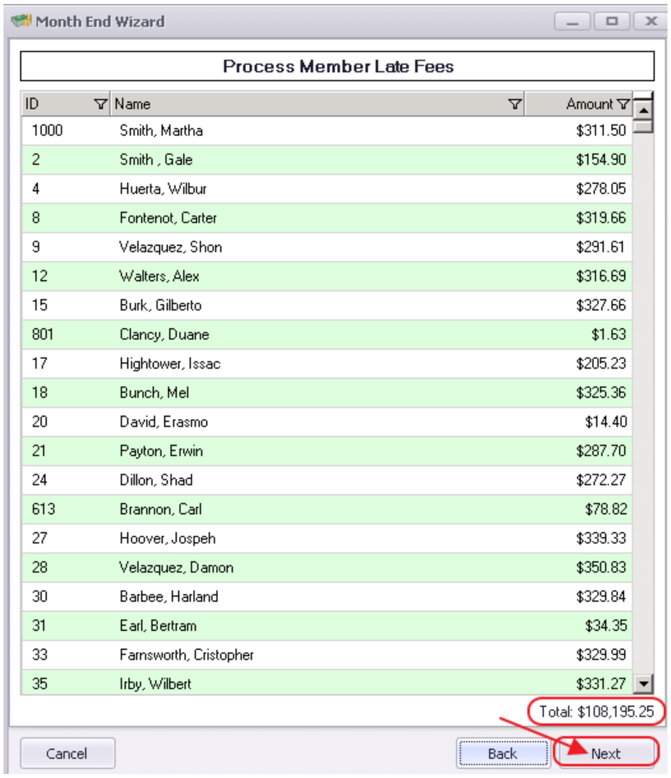
BillingSche	ID	Name	Description	Amount
100	64		Senior Men's Golf Le	$5.00
100	94		Senior Men's Golf Le	$5.00
100	94		Senior Men's Golf Le	$5.00
100	118		Senior Men's Golf Le	$5.00
100	118		Senior Men's Golf Le	$5.00
100	178	Koenig, Owen	Senior Men's Golf Le	$5.00
100	211	Milton, Johnathon	Senior Men's Golf Le	$5.00
100	211	Milton, Johnathon	Senior Men's Golf Le	$5.00
100	266	Merrill, Cesar	Senior Men's Golf Le	$5.00
100	276	Cramer, Joye	Senior Men's Golf Le	$5.00
100	355	Curran, Ashley	Senior Men's Golf Le	$5.00
100	404	Faulk, Brady	Senior Men's Golf Le	$5.00
100	407	Augustine, Darnell	Senior Men's Golf Le	$5.00
100	444	Washington, Manual	Senior Men's Golf Le	$5.00
100	453	Bonds, Gerry	Senior Men's Golf Le	$5.00
100	501	PayCloud, Test	Senior Men's Golf Le	$5.00
100	508	Smith, John	Senior Men's Golf Le	$5.00
100	533	Hoendorf, R. J.	Senior Men's Golf Le	$5.00
100	612	Milner, Demetrius	Senior Men's Golf Le	$5.00

Member Minimums

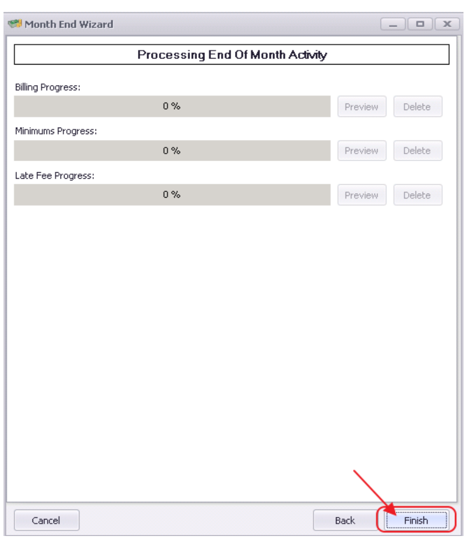


ID	Name	Amount	Ending Date
541	Abba, Abba	$1,200.00	8/31/2016 12:0
1001	Aiken, Arron	$1,200.00	8/31/2016 12:0
560	Cool, Joe	$1,200.00	8/31/2016 12:0
0003	Pacella, Barbara	$1,200.00	8/31/2016 12:0
559	A Stanbery, Erik	$1,100.00	8/31/2016 12:0
544	Adams, Andy	$100.00	8/31/2016 12:0
1002	Alvarado, Keneth	$100.00	8/20/2016 12:0
152	Amato, Thurman	$100.00	8/20/2016 12:0
223	Amato, Cory	$50.00	8/20/2016 12:0
113	Amato, Rueben	$50.00	8/31/2016 12:0
407	Augustine, Darnell	$50.00	8/31/2016 12:0
205	Ayala, Ramiro	$50.00	8/31/2016 12:0
85	Baldwin, Yong	$50.00	8/31/2016 12:0
30	Barbee, Harland	$50.00	8/20/2016 12:0
295	Beavers, Fernando	$50.00	8/20/2016 12:0
242	Beavers, Roberto	$50.00	8/20/2016 12:0
6	Behrens, Haywood	$50.00	8/31/2016 12:0
254	Bellamy, Eddy	$50.00	8/31/2016 12:0
168	Bellamy, Florentino	$50.00	8/31/2016 12:0

Member Late Fees

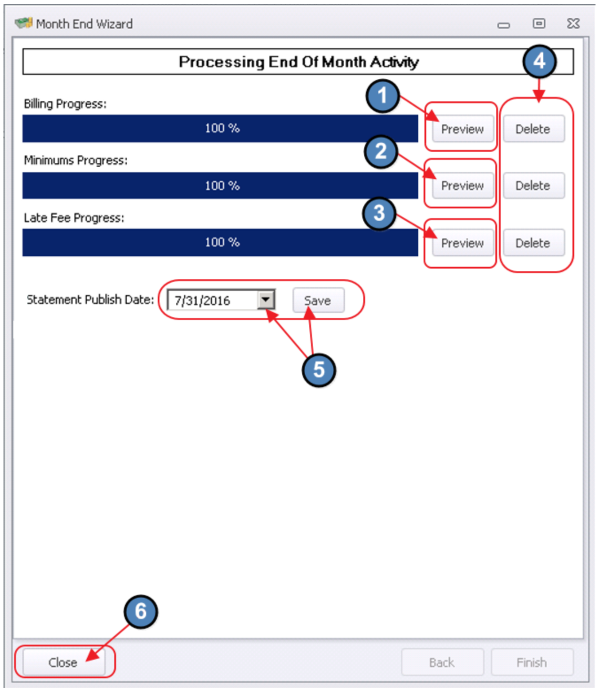


Following the individual summaries of the Month End processes selected for processing, the **Process End of Month Activity** screen will then appear. Click **Finish** to begin processing the billings displayed on the previous screens.



Once all billings have completed processing (100%), the batches are available for review and posting. On this screen, each of the batches now have a **Preview** and **Delete** button. Click

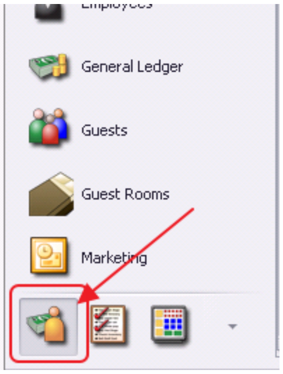
Preview to review each of the billing batches, and if correct, post the batch. Click **Delete** to eliminate the batch prior to posting. Additionally, populate the new **Statement Publish Date** field, and click **Save**. This date should be set to the last date of the Month for the Current Statement period. When finished, click **Close.**

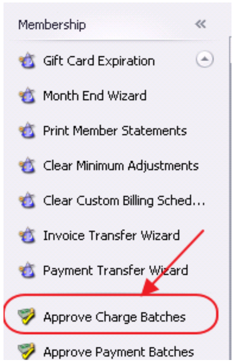


Note that the End of Month Wizard can be run as many times as necessary, as long as the generated batches have been deleted. Additionally, the Wizard may be closed, and the generated batches may be reviewed/posted at a later date.

Batch Editing/Deletion/Unposting/Posting

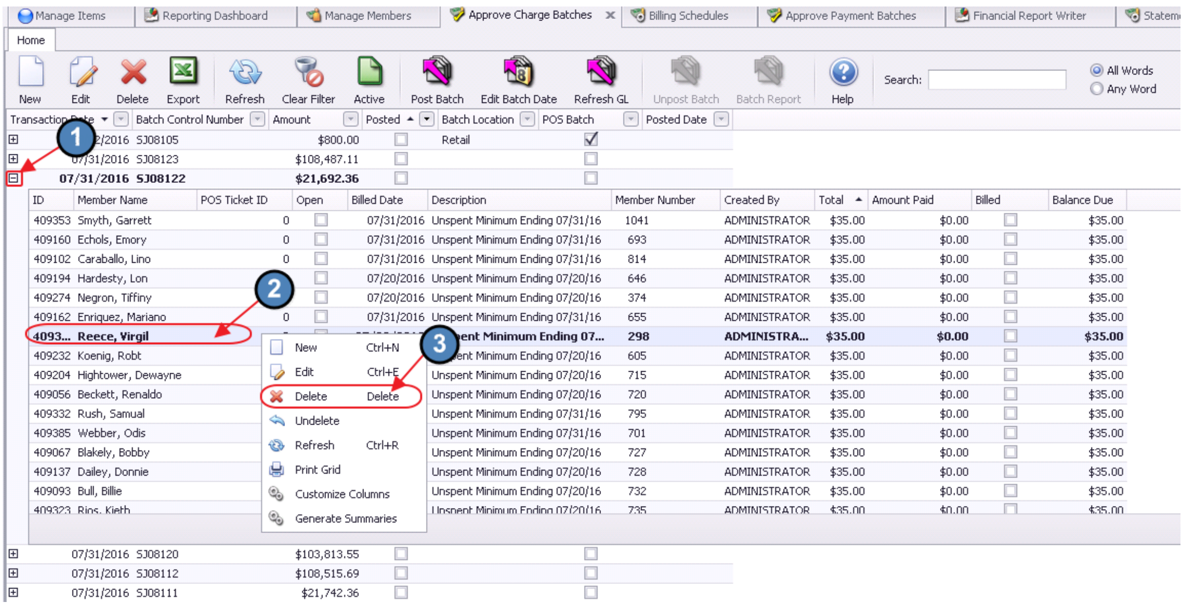
While previewing, posting, and deleting the batches are available options within the Wizard, once generated, the batches can also be accessed for editing/deletion/unposting/posting in the **Membership**, **Approve Charge Batches** tool.





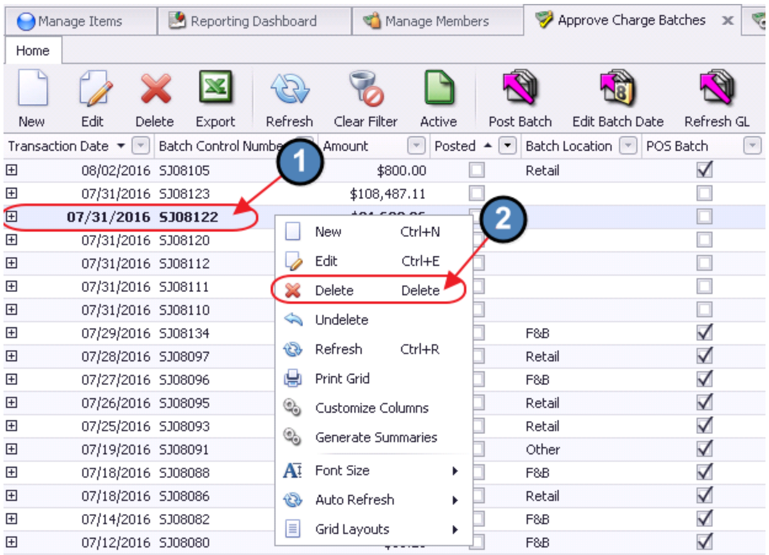
Remove a Member's Charge from the Billing (Unposted Batch)

Once in **Approve Charge Batches**, find desired batch, click on the "**+**" icon next to the batch to expand it and show the different charges in the batch. Right-click on the name of the Member's charge you want to remove. Select **Delete** from the shortcut menu to eliminate charge from batch.



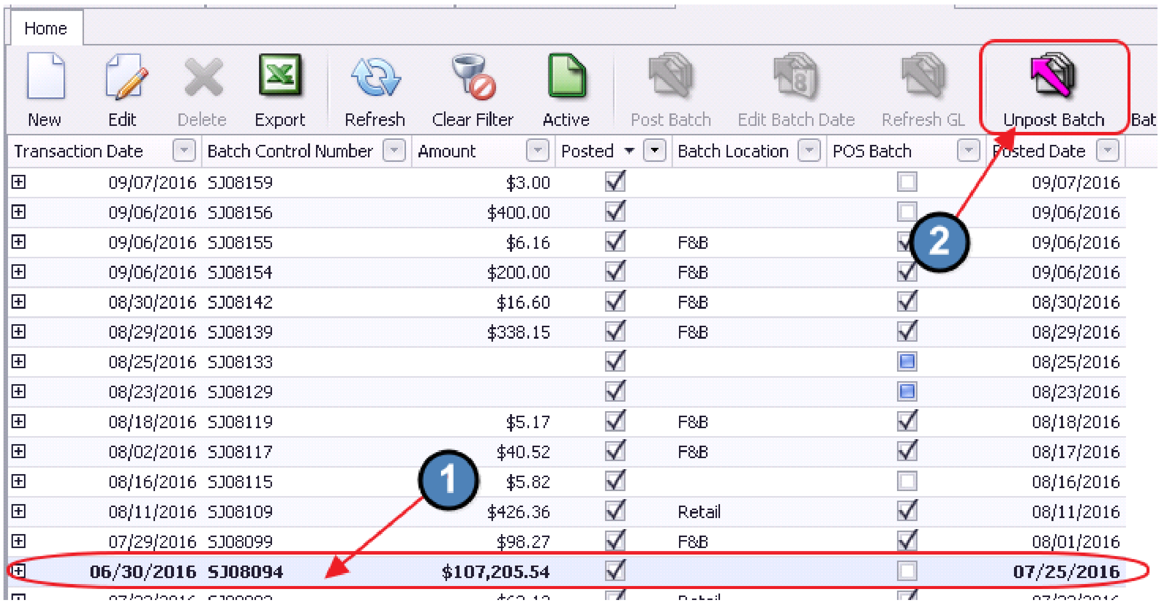
Delete a Batch (Unposted Batch)

Once in **Approve Charge Batches**, find desired batch, and right-click on it. Select **Delete** from the shortcut menu, and confirm deletion to eliminate unposted batch.



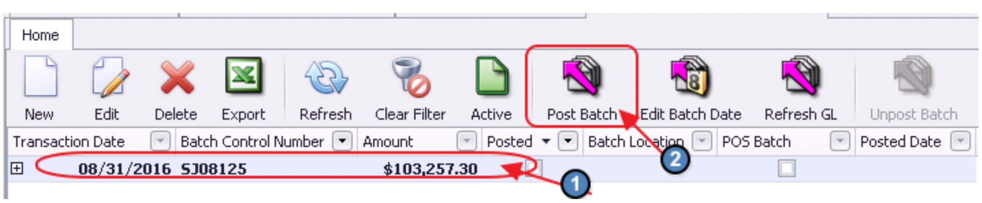
Unpost a Batch (Posted Batch)

Once in **Approve Charge Batches**, find desired batch, and highlight it. Then, select the **Unpost Batch** icon. Once unposted, the batch can then be deleted, or edited, and re-posted.



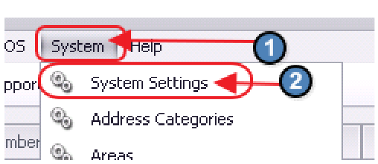
Post a Batch (Unposted Batch)

Once in **Approve Charge Batches**, find desired batch, and highlight it. Then, select the **Post Batch** icon to post the unposted batch.

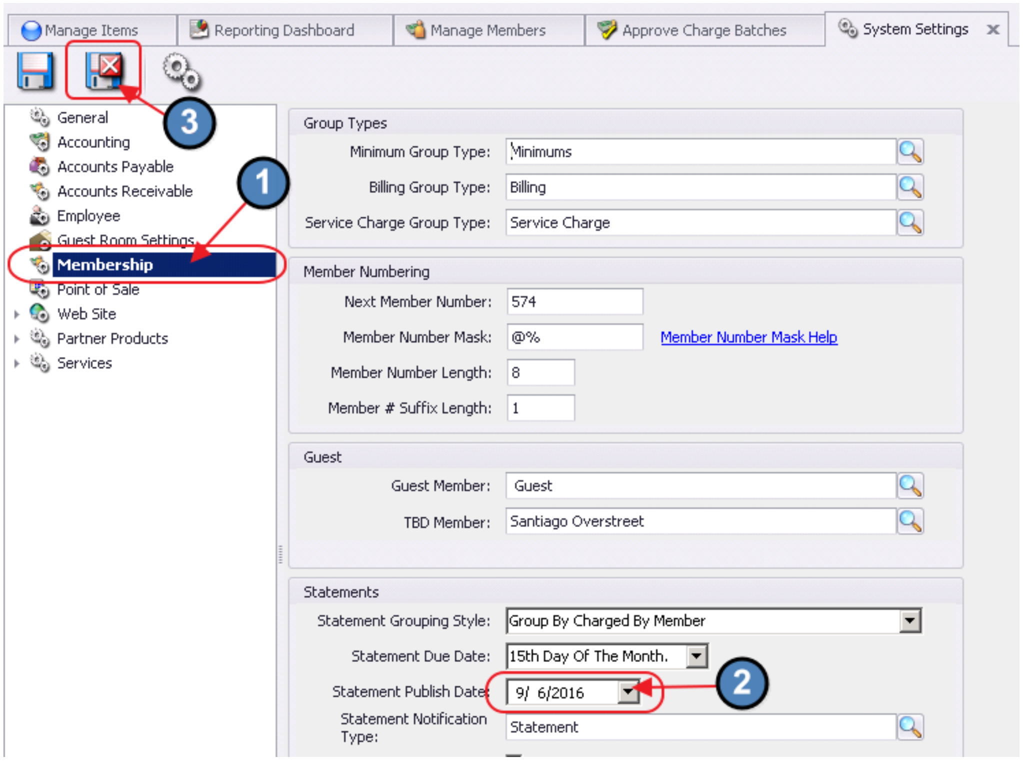


Statement Date Population

While populating the Statement date is an option within the Wizard, this date may also be entered by choosing **System**, and **System Settings** from the top menu.

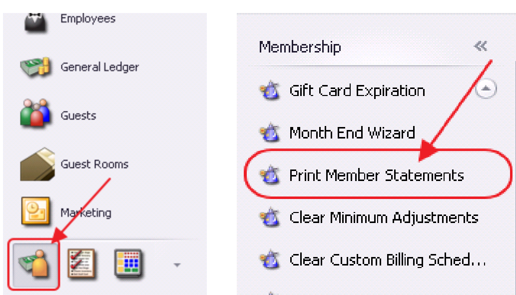


Navigate to the **Membership tab**, populate the **Statement Publish Date**, and click **Save and Close** to continue. Remember this date should be set to the last date of the Month for the Current Statement period.



Distribute Member Statements

To print and/or email Member Statements, click on **Membership**, and then select **Print Member Statements** to launch the **Member Statement Wizard**.

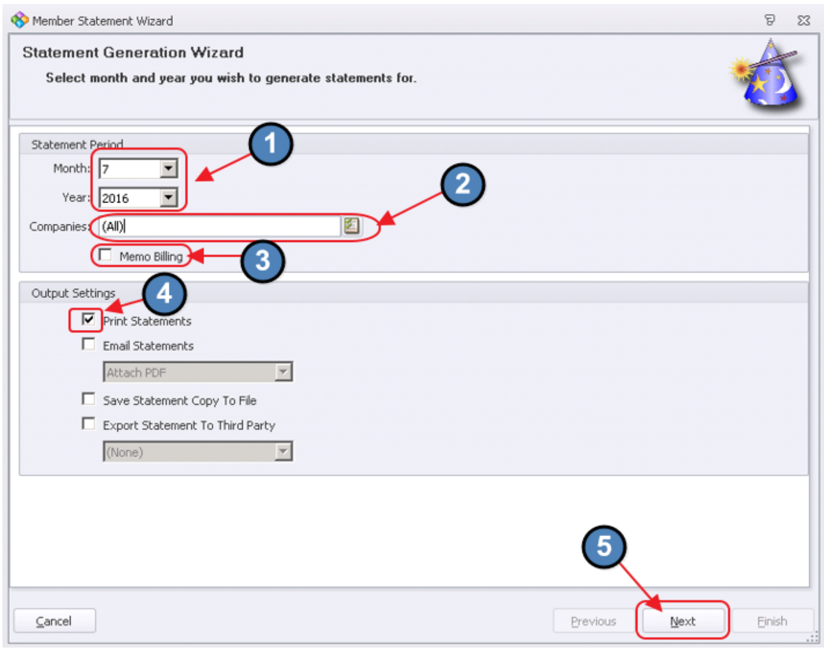


To minimize processing time, it is recommended to Print Statements and Email Statements in separate processing batches. Oftentimes, Clubs print statements first, and then produce email statements while stuffing envelopes.

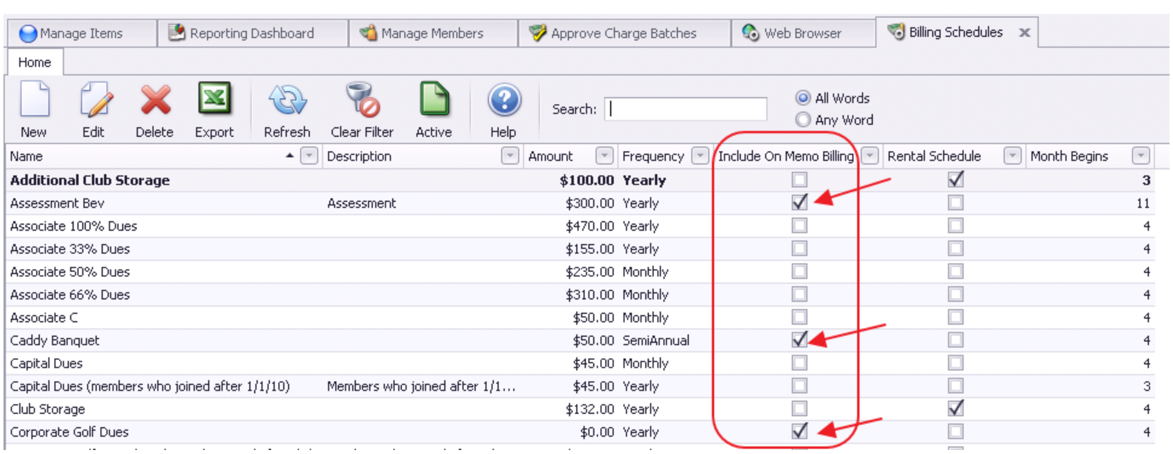
Printing Member Statements

Statement Settings

Once in the Wizard, enter the **Month** and **Year**, designate the **Company** (if more than one exists), and indicate whether or not the statements are a **Memo Billing**. Next, specify the **Output** settings to **Print Statements**. Click **Next** to continue.

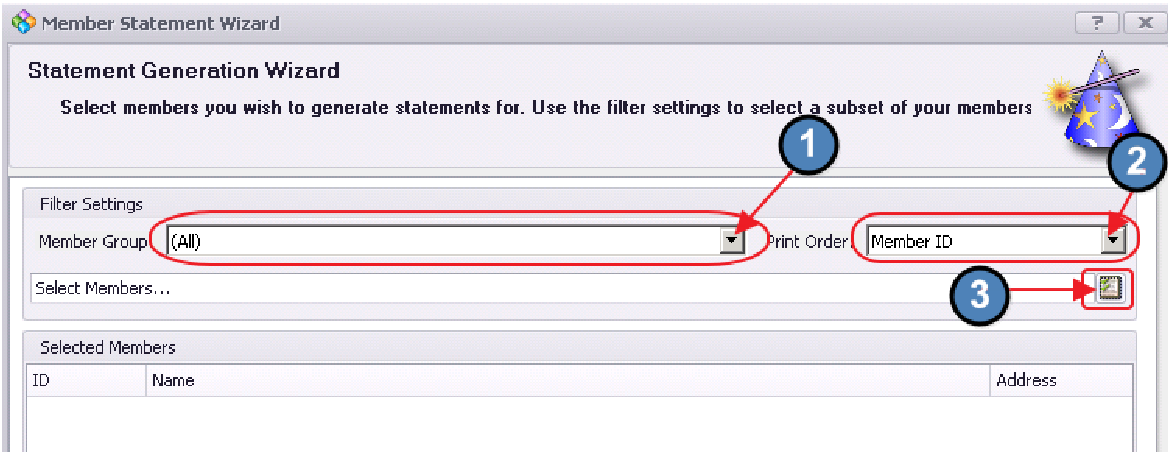


Note: The Memo Billing option shown above is often used in conjunction with a Billing Schedule flagged as such (see Billing Schedule screenshot below), and is used to provide an idea of what a billing would look like for informational purposes only. For example, a Club that bills Members annually in December, may generate a memo billing in September to give their Members an idea of what the December billing will look like.

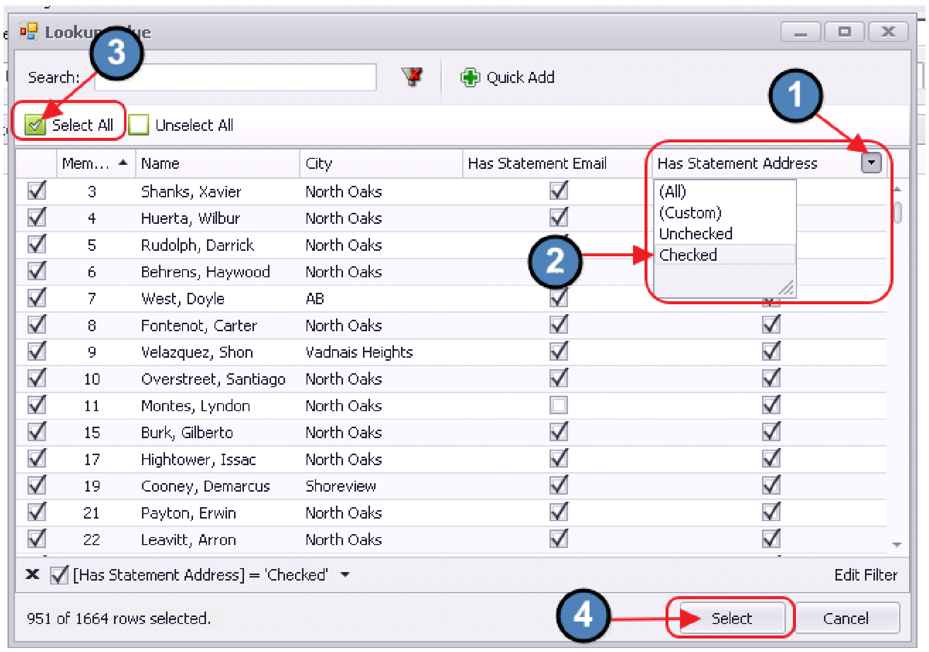


Member Selection

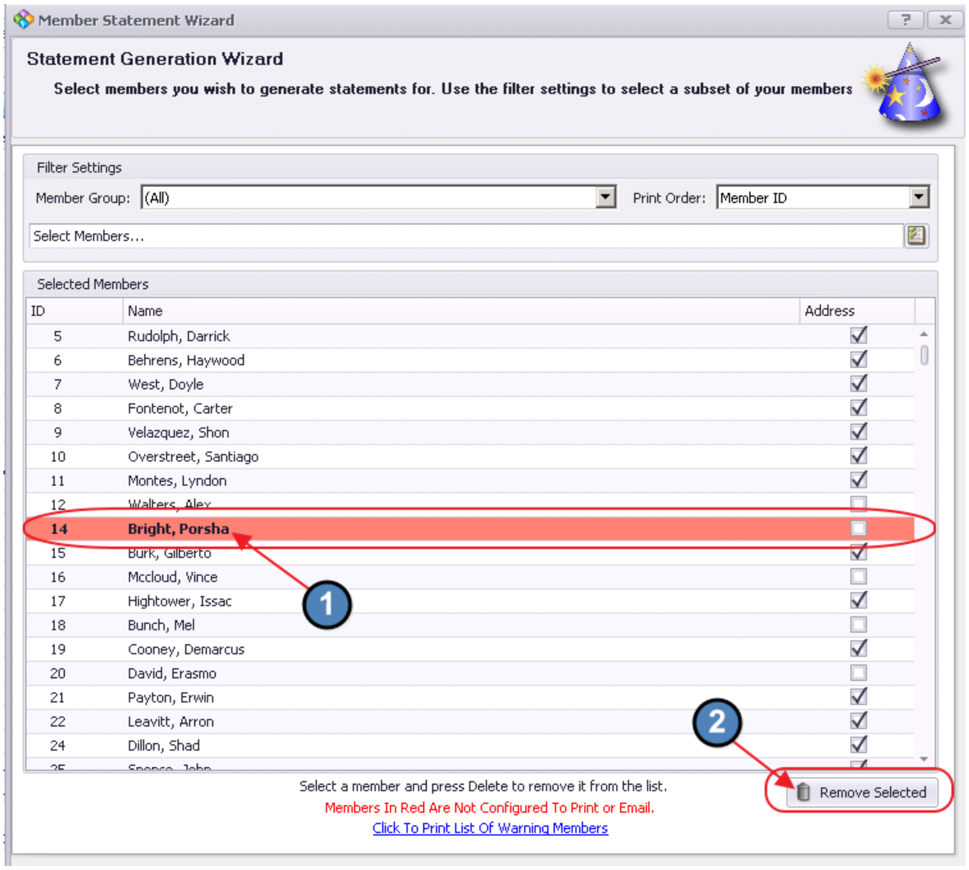
On the next screen in the Wizard, designate the Members for whom the Statements should be printed. The screen will default to the Member Group, **All**. Designate the **Print Order** (either by Member ID, or Last Name), and then add Members by clicking the **Member Select** button. Note: The Members that appear in the next screen are controlled by the **Member Group** selected.



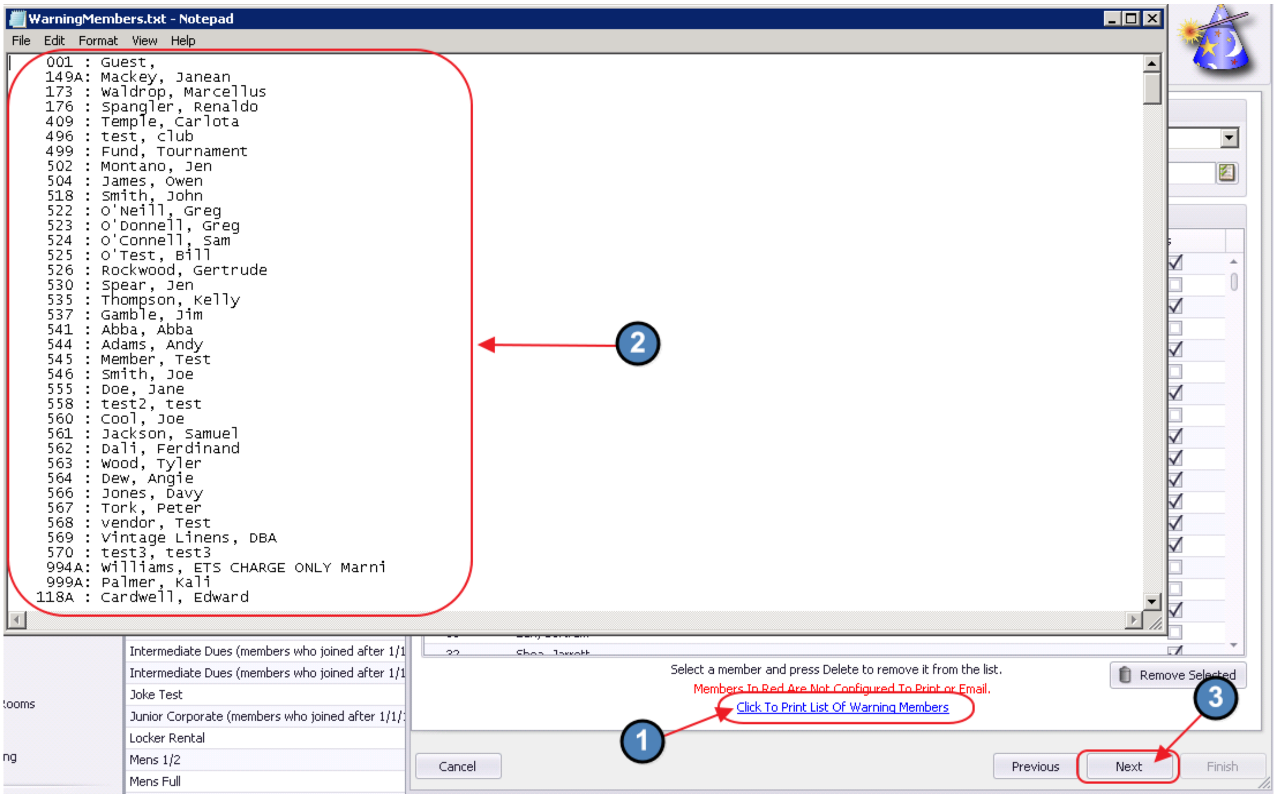
The Member Lookup window will launch. The **Has Statement Address** column will be **checked** if the Member is configured to have a **printed** statement. To easily select all Member who are configured for a printed statement, **filter** the **Has Statement Address** column for checked, and then click, **Select All**. To add all selected Members to the list for statements, click **Select**.



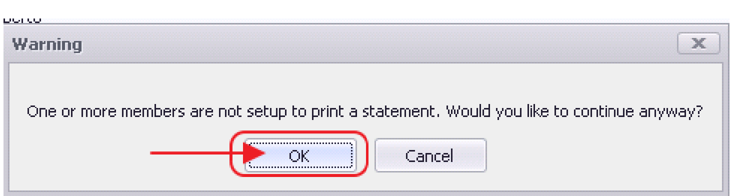
If a filter is not applied, all Members will be returned. Members listed in **RED** are not configured to receive a printed or emailed statement. Many Clubs and Members are choosing to go paperless, and access their Statements via the club Website. To remove a Member inadvertently added to the listing who is not set up for Statements, select the **Member**, and click **Remove Selected**.



If a large number of Members appearing in **RED** have been added to the listing, click the **Click to Print List of Warning Members** option at the bottom. Review listing for accuracy. Click **Next** to proceed. (If listing is not accurate, make edits as necessary).

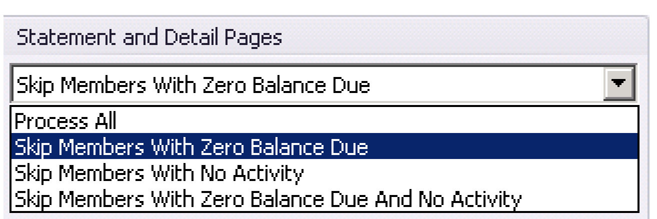


Click **OK** provided the above review has been performed and was accurate.



Printing Settings

Next, define the final set of options. Begin by designating which statements to print from the available options.



Then, determine whether **statement details** should be included. This option (available only for Members who have "include statement details" checked in the Financial Information section of their Member profile) enables miniature copies of supporting tickets to be included with the summarized statement.

Next, define Print settings and the printer that should be utilized.

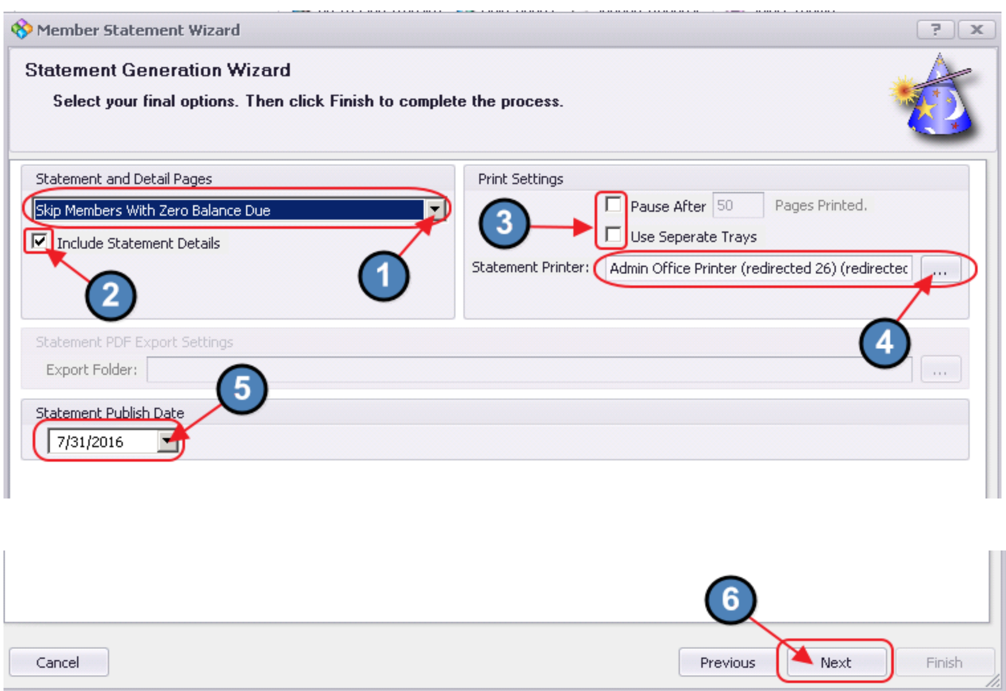
Use the **Pause After** feature to stop printing after a certain number of pages, so additional paper can be loaded in the printer. For example, if a Club has 350 Members (and statements are printed for all Members), but printer holds only 250 sheets, it is advisable to enable the **Pause After** feature and enter a number around 200, so more paper can be added prior to the tray emptying. If Printer holds enough paper to print all Statements, leave the feature unchecked.

When printing Statement Details, optionally check the **Use Separate Trays** feature to allow the statements to be printed to one specified printer, and the details to be printed to a second specified printer.

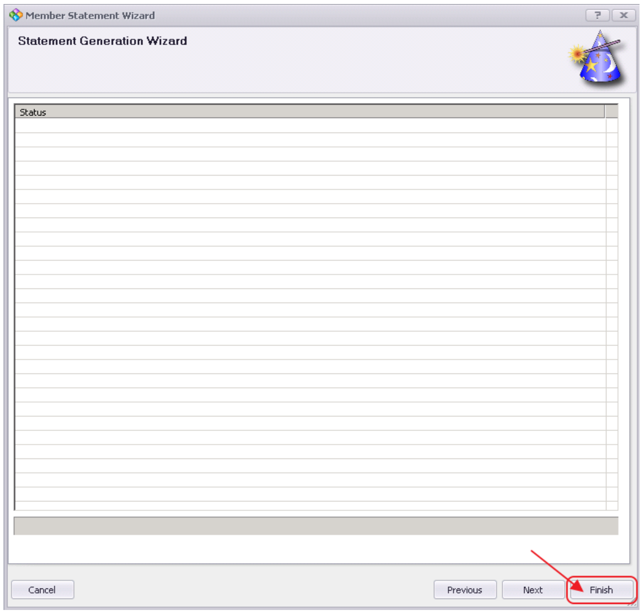
To specify a printer, click the three dots next to the Statement Printer name (and the Details Printer name if Separate Trays option has been selected), and select Printer from available list.

Populate the **Statement Publish Date** to the last day of the month of the current statement period. (Also available in Month End Wizard and System Settings, Membership, as previously shown).

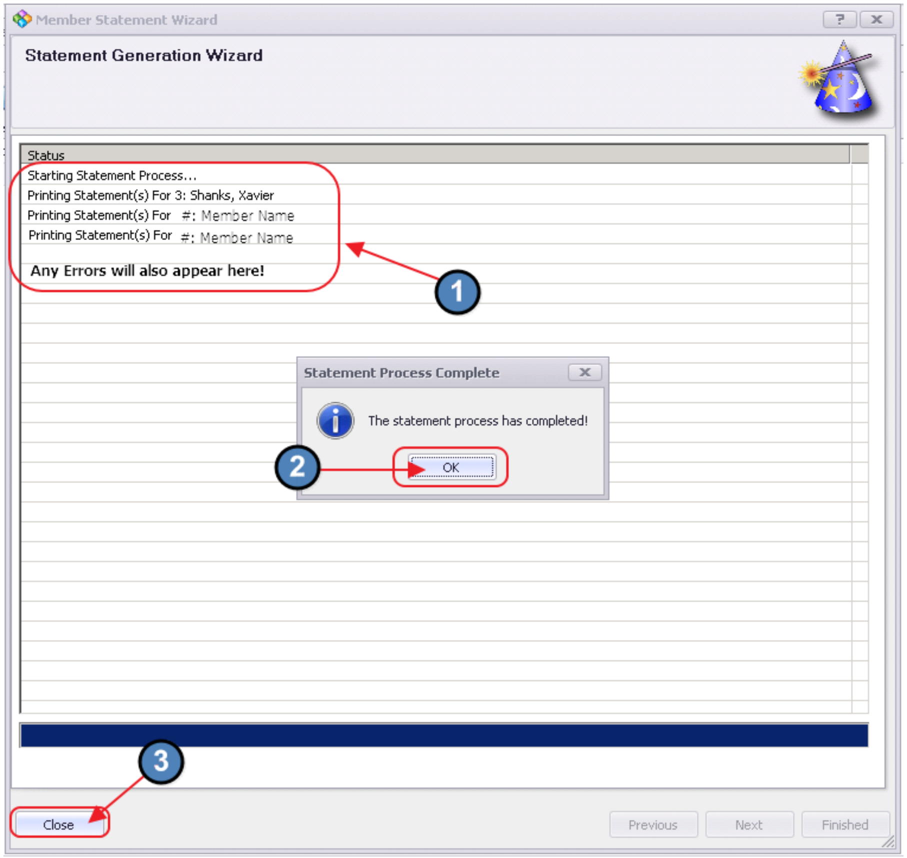
Click **Next** to continue.



Click **Finish** to kick-off statement printing.



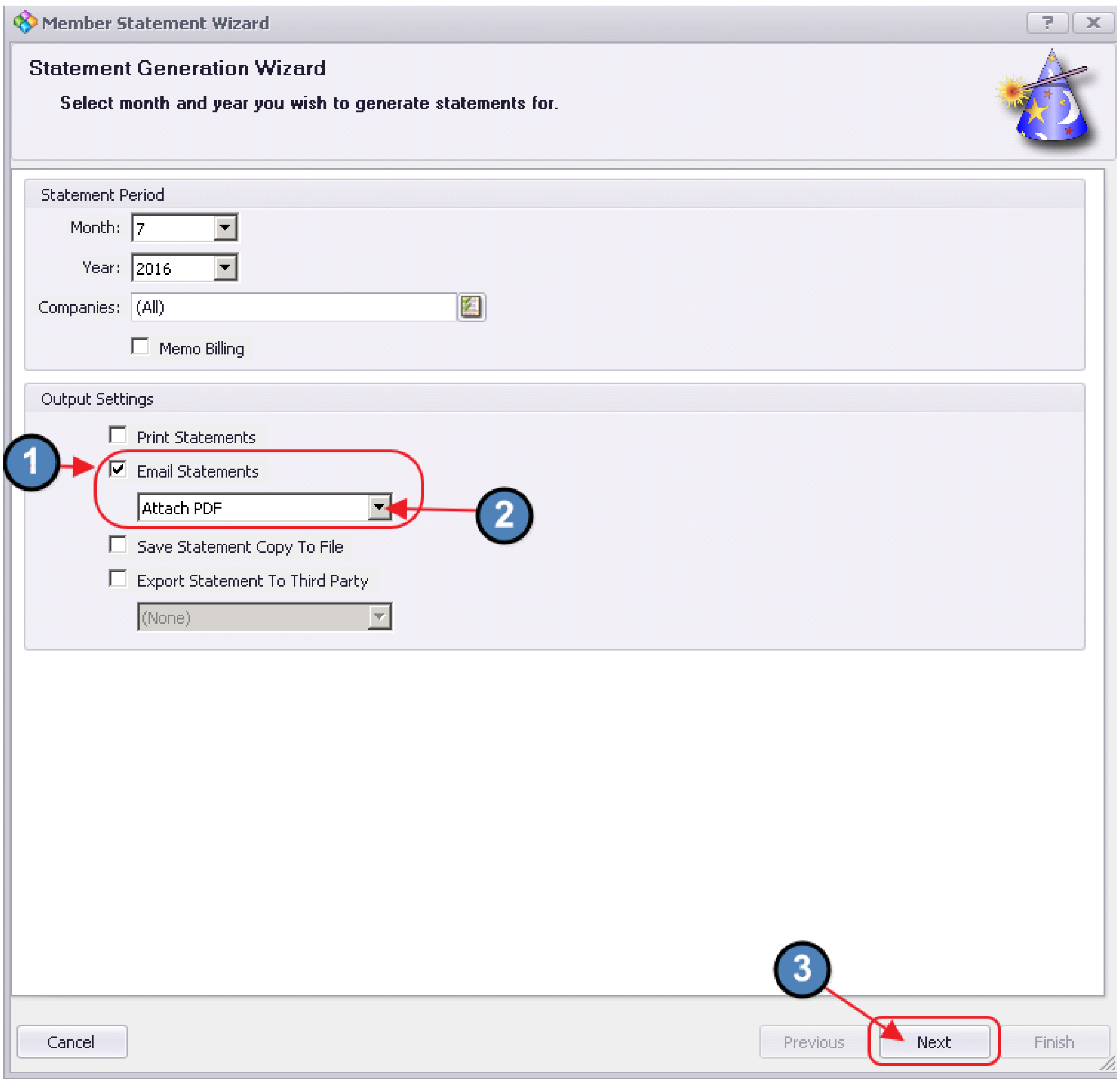
When finished (blue status bar at bottom complete), the screen will show Members that processed and will also list any errors in processing so further investigation can be done. Click **OK** to acknowledge statement completion, and click **Close** to exit wizard.



Emailing Member Statements

Statement Settings

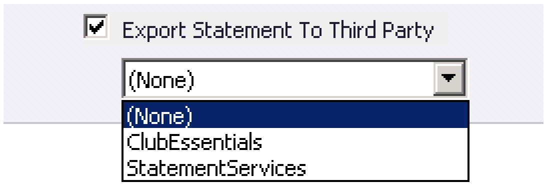
Once in the Wizard, enter the **Month** and **Year**, designate the **Company** (if more than one exists), and indicate whether or not the statements are a **Memo Billing**. Next, specify the **Output** settings to **Email Statements**. Choose **Attach PDF** to allow the system to generate a PDF version of the Statement (most often used). Click **Next** to continue.



Other less-widely used, more advanced options are available for Email Statements, including PDF (Rich document), Embedded HTML, and Custom Marketing Templates. The PDF Rich document allows a PDF document to be selected for attachment, rather than auto-generated by the system. The Embedded HTML sends the statement in the form of HTML, rather than a PDF, and the Custom Marketing Template allows Clubs to further customize their statement presentation.

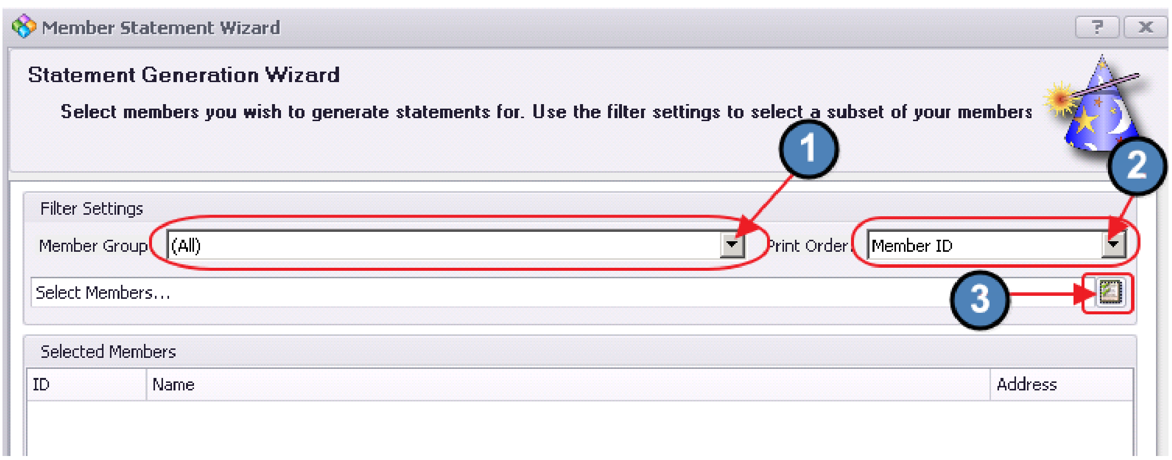
Avoid the **Save Statement Copy to File** option, as the Statement details are already saved in the system, and do not need to be saved again in the form of a PDF attachment.

In rare cases, where exporting statements to a third party is necessary, check the **Export Statement** box, and select the appropriate Third Party from the drop-down menu.

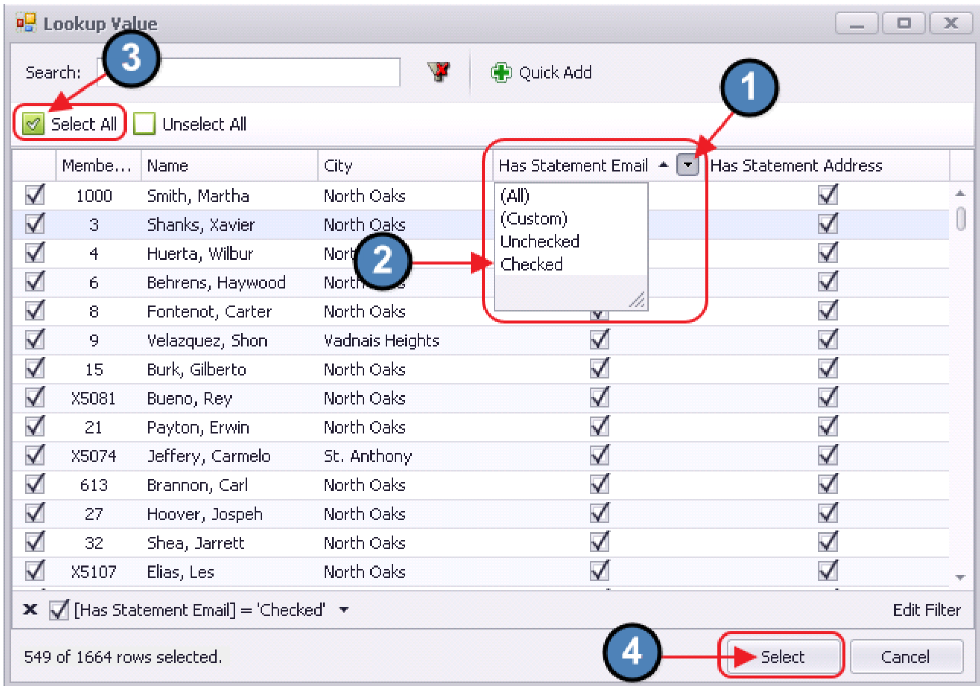


Member Selection

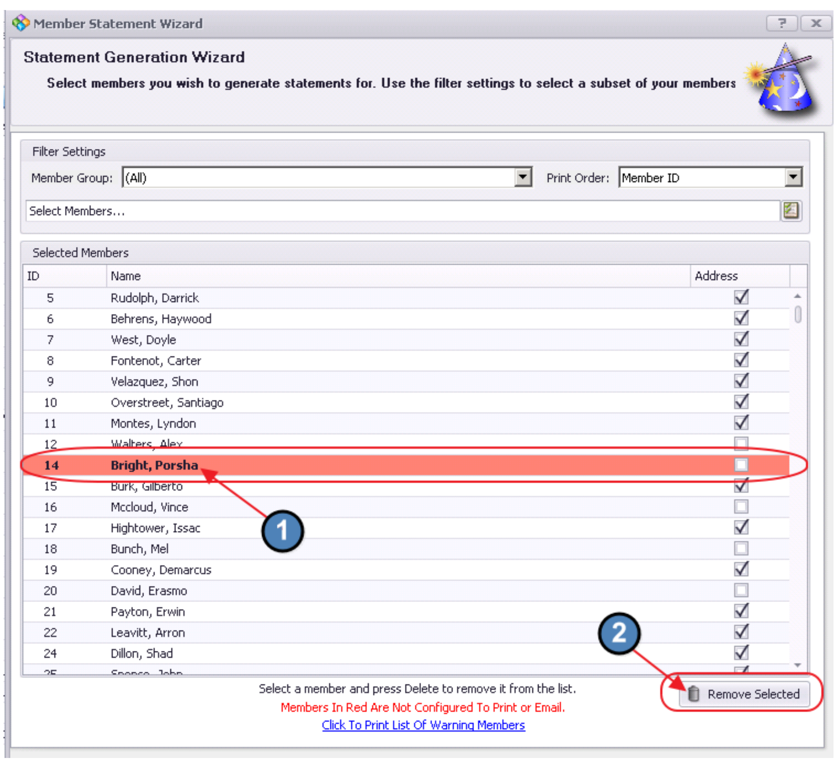
On the next screen in the Wizard, designate the Members for whom the Statements should be emailed. The screen will default to the Member Group, **All**. Designate the **Print Order** (either by Member ID, or Last Name), and then add Members by clicking the **Member Select** button. Note: The Members that appear in the next screen are controlled by the **Member Group** selected.



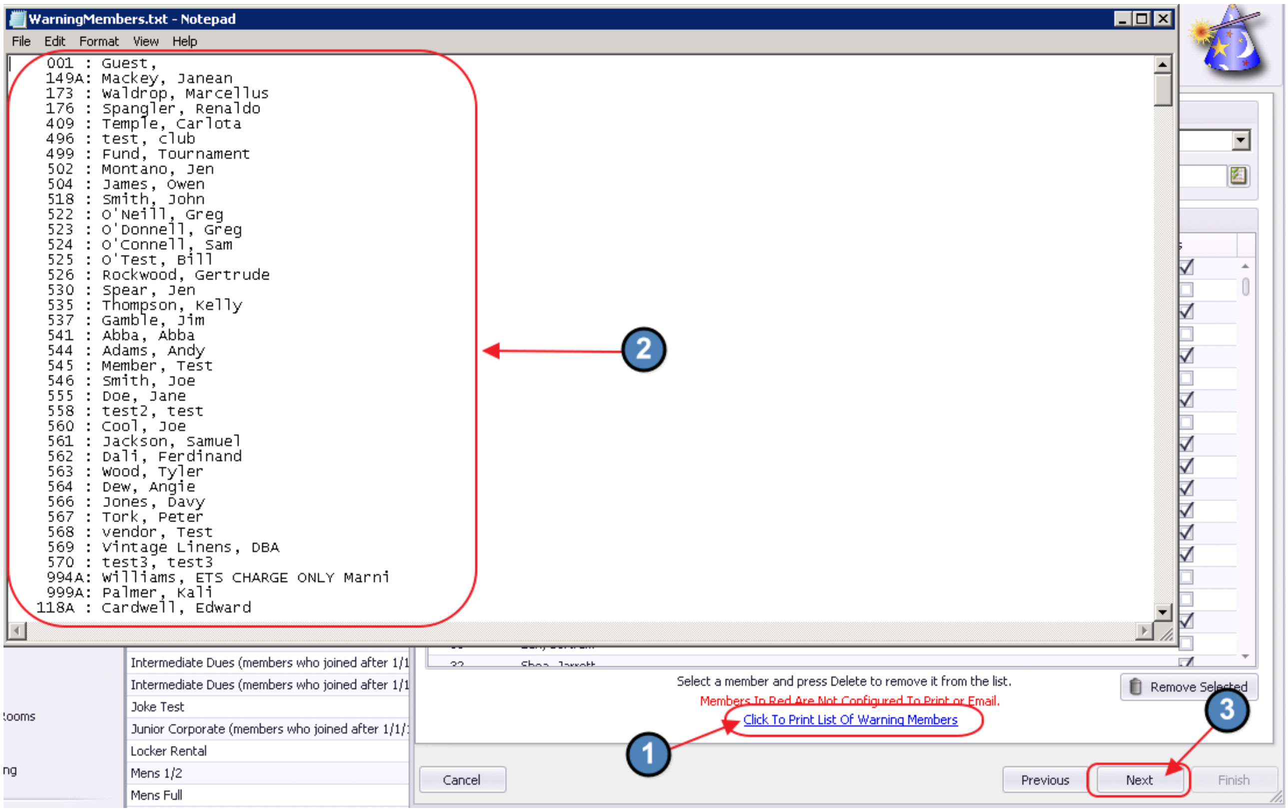
The Member Lookup window will launch. The **Has Statement Email** column will be **checked** if the Member is configured to have an **emailed** statement. To easily select all Member who are configured for an emailed statement, **filter** the **Has Statement Email** column for checked, and then click, **Select All**. To add all selected Members to the list for statements, click **Select**.



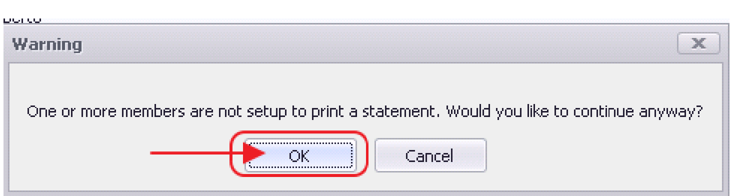
If a filter is not applied, all Members will be returned. Members listed in **RED** are not configured to receive a printed or emailed statement. Many Clubs and Members are choosing to go paperless, and access their Statements via the club Website. To remove a Member inadvertently added to the listing who is not set up for Statements, select the **Member**, and click **Remove Selected**.



If a large number of Members appearing in **RED** have been added to the listing, click the **Click to Print List of Warning Members** option at the bottom. Review listing for accuracy. Click **Next** to proceed. (If listing is not accurate, make edits as necessary).

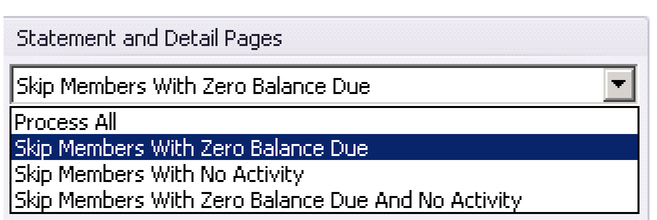


Click **OK** provided the above review has been performed and was accurate.



Printing Settings

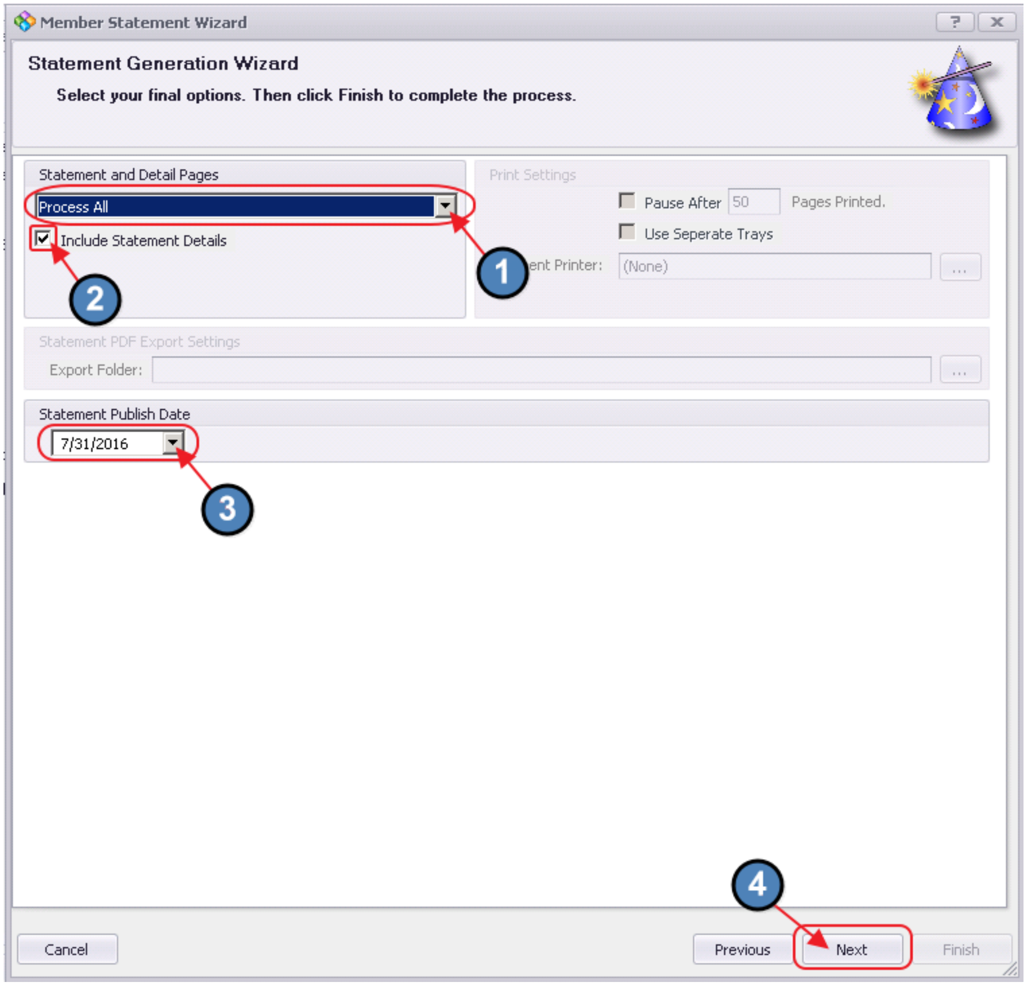
Next, define the final set of options. Begin by designating which statements to email from the available options.



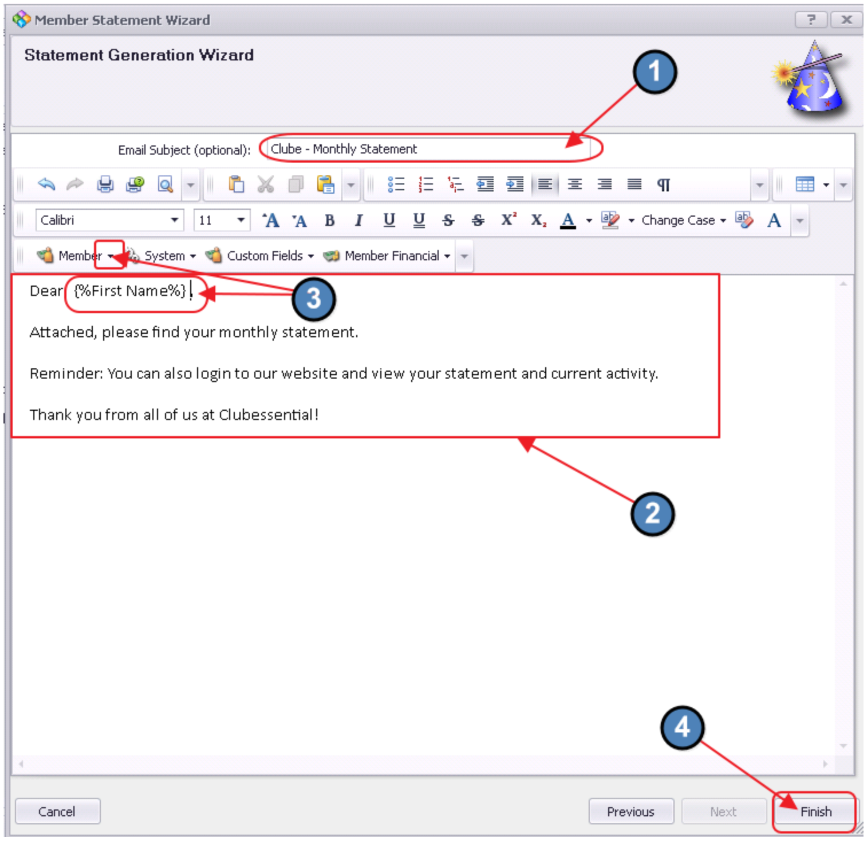
Then, determine whether **statement details** should be included. This option (available only for Members who have "include statement details" checked in the Financial Information section of their Member profile) enables miniature copies of supporting tickets to be included with the summarized statement.

Populate the **Statement Publish Date**. (Also available in Month End Wizard and System Settings, Membership, as previously shown).

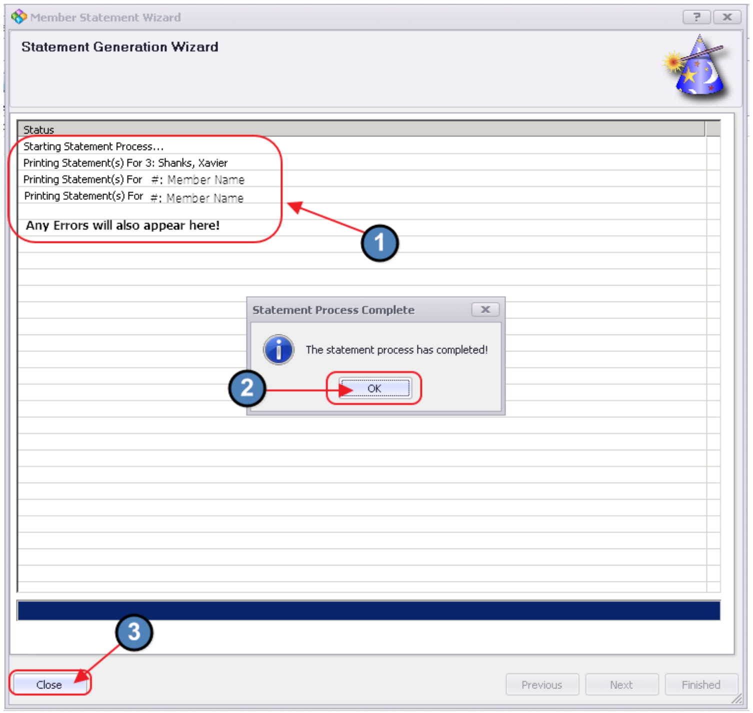
Click **Next** to continue.



Next, create an email that will contain the PDF statement. Provide an **Email Subject,** and type the message. Use formatting tools as well as Snippets. Click on the drop-down arrows (next to Member, System, Custom Fields, and Member Financial) to access available snippets. When complete, click **Finish**.



When finished (blue status bar at bottom complete), the screen will show Members that processed and will also list any errors in processing so further investigation can be done. Click **OK** to acknowledge statement completion, and click **Close** to exit wizard.



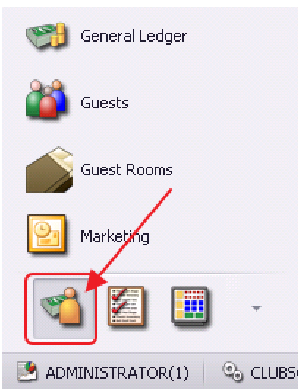
Post Statement Generation

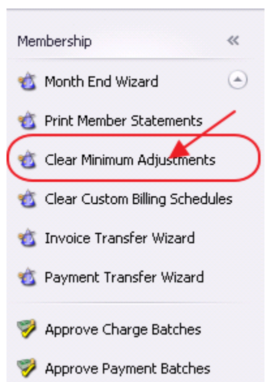
After generating, printing, and/or emailing the statements to Members, it is important to perform a few additional steps to ensure the Membership Module is properly handled for the end of the month.

Clear Minimum Adjustments

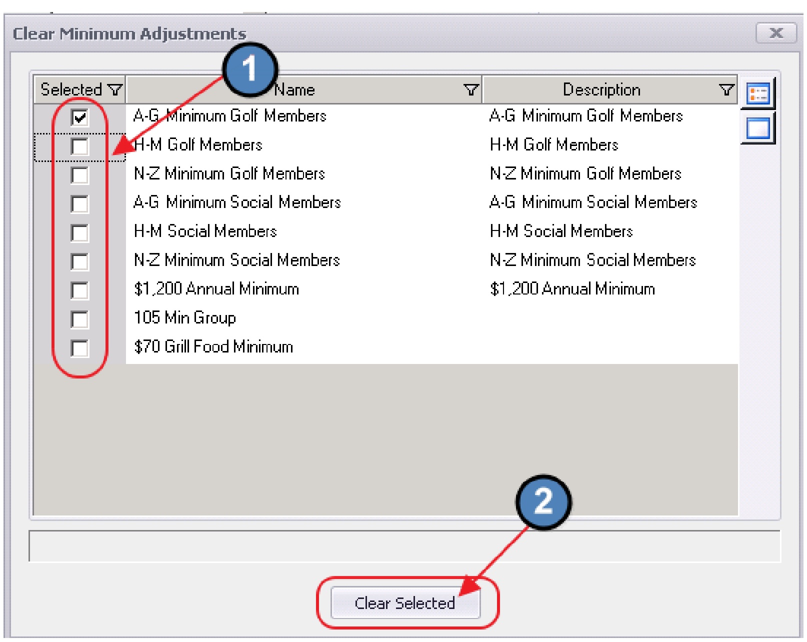
If adjustments to Member Account(s) were made, the adjustment remains in the Member's file until cleared or removed.

Minimum Group: To remove adjustments made to an entire minimum group, click on **Membership**, and select **Clear Minimum Adjustments**.



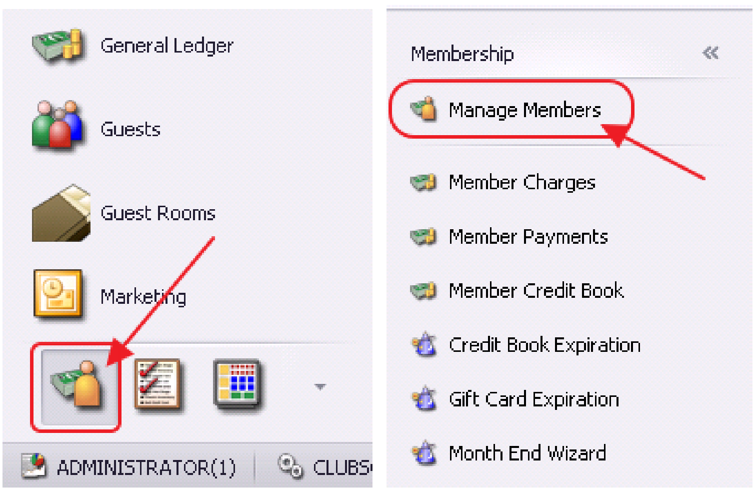


Check the box next to the Minimum Group to remove adjustments. Then, click **Clear Selected**.

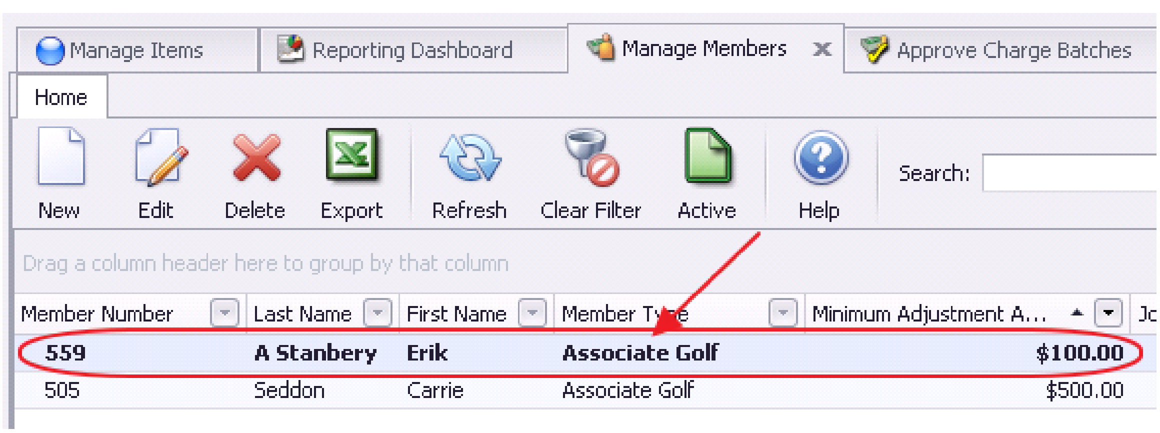


Confirm clearing by clicking **OK**.

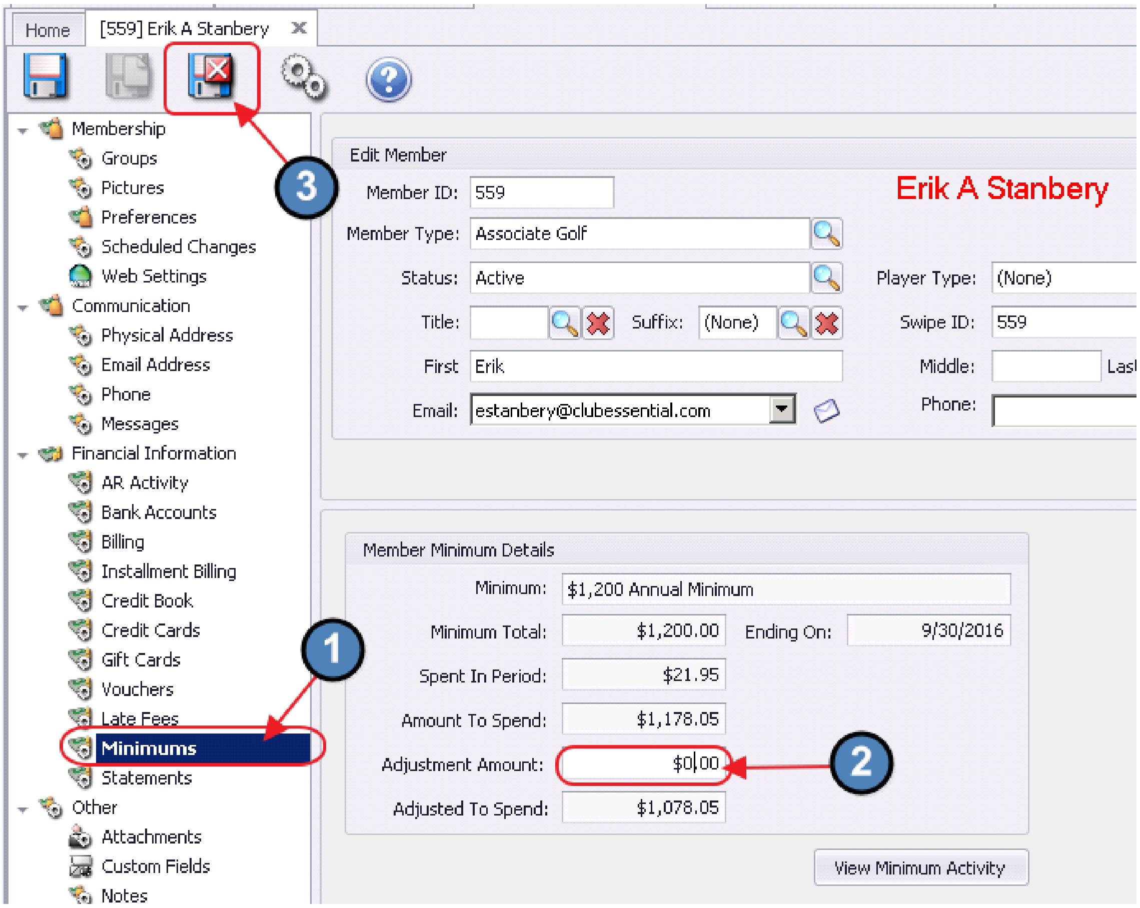
Individual/Few Members: To remove adjustments made to a Single Member, or a few Members, click on **Membership**, and select **Manage Members**.



Double-click on the affected Member. (Set Filter for Minimum Adjustment Amount > 0 to see possible impacted Members.

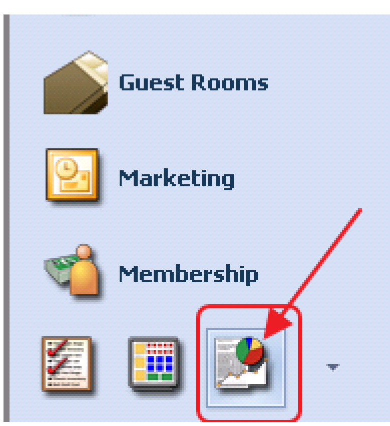


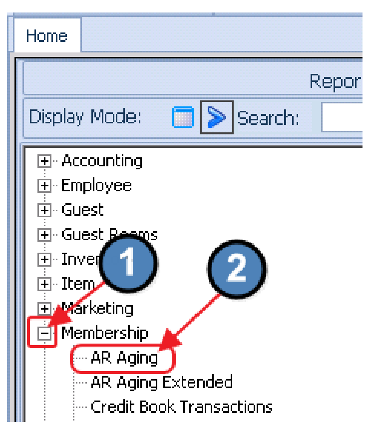
Click on the **Minimums tab**. Change **Adjustment Amount** to $0.00. Click **Save and Close**.



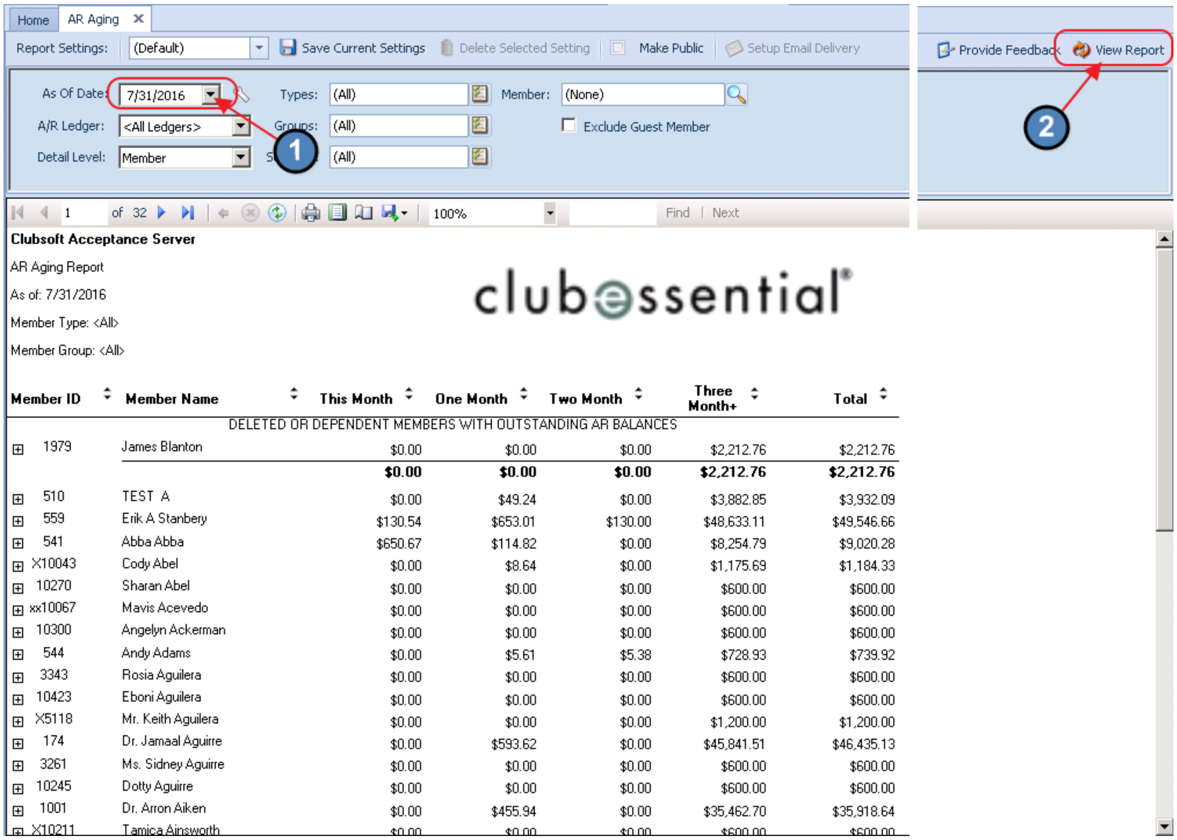
Print A/R Aging Report

Lastly, print out the A/R aging report to review Member balances, and tie totals on the report to the General Ledger balance. To print the report, navigate to **Interactive Reports**, **Membership,** and select **AR Aging**.





Then, enter the **As of Date,** and click **View Report** at the upper right-hand corner.



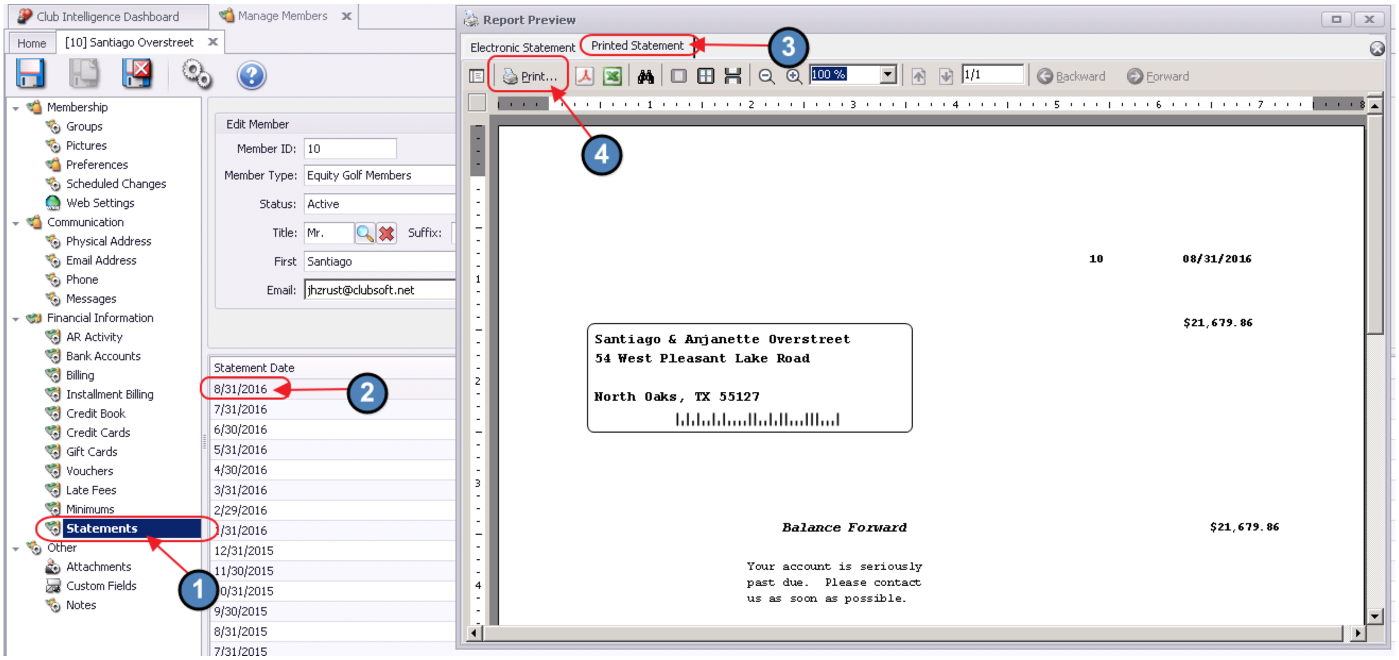
FAQ's

What if there is an error during statement printing?

If the printer becomes jammed, click **Pause**, fix the error (clear jam, etc), and when fixed, click **Resume**. Printing will commence where error occurred.

What is the best way to re-print a statement for one Member?

The easiest way to re-print a statement for one Member, is to go to the Member's profile. Click on the **Statements tab** (in the Financial Information section), double-click on the **statement date** to reprint, navigate to the **Printed Statement tab**, and then click **Print**.



Best Practices

Post all period batches prior to generating statements.

To minimize processing time, it is recommended to Print Statements and Email Statements in separate processing batches. Oftentimes, Clubs print statements first, and then produce email statements while stuffing envelopes.