

How to Utilize Your Online Form & Event Payments

November 2020



Ask a Question at Any Time!

Questions will be addressed at the end of the webinar.

Please note: This webinar is being recorded. The recording will be available on the Client Resource Center





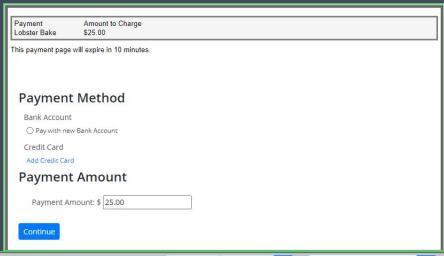
- What products are needed to fully utilize form & event payments
- How to set up Event Payments
- How to set up Form Payments
- The user experience for both
- How to view the incoming Form & Event Payments within Paycloud.

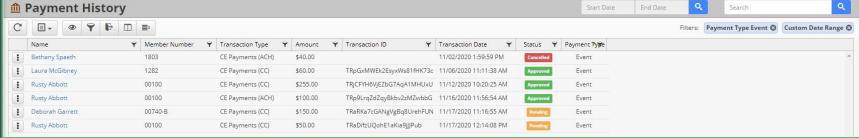




What is Event & Form Payments?

- Allows members to pay online
- Payment information saved
- Can be made required
- Payments easily tracked within Paycloud
- Public form can accept payment from non-members





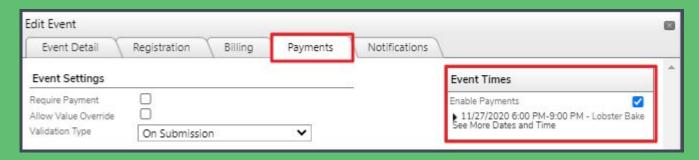


What is Needed to Utilize These Features?

There are several products needed to fully utilize form and event payments.

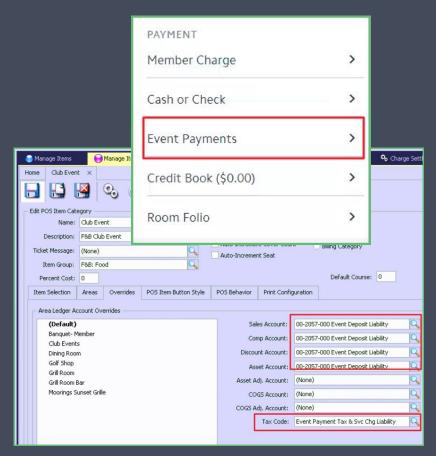
You must have:

- An Axis Website
- Paycloud
- And Back Office CMA





What We Will Do For You



Prepaid Event Deposit Liability

An event specific **category** for items

An Item Group called Pre Paid Events

Event Payment Settlement button for your mobile POS



Setting Up Items and Categories



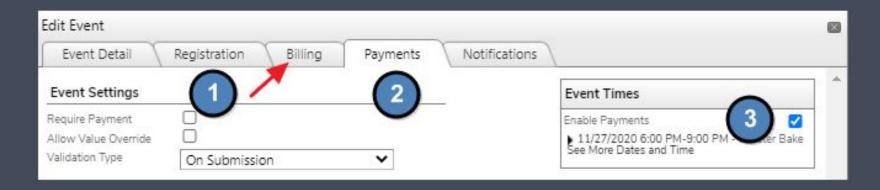
- Make sure that total price includes tax and service charge
- Select newly created Category specifically for events
- Make sure to check-mark Tax Inclusive
- After selecting Category, make sure Sales Account is going to the new Event Deposit Liability account



Enabling Event Payments On the Website

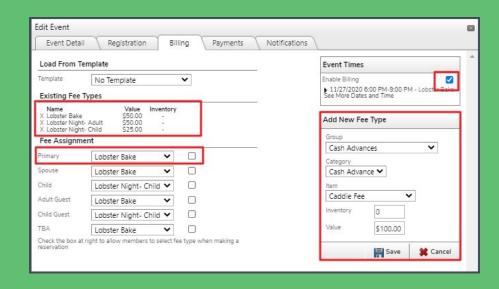
Billing must be enabled first

Check-Mark Enable Payments to proceed



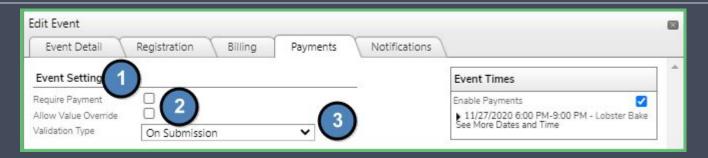


- Place Check-Mark to enable Billing
- Assign Fee Types to the event.
 These Fee Types sync directly from CMA. Make sure to select the pre-paid event item
- No need to change value or inventory
- Assign Fee Types to member types





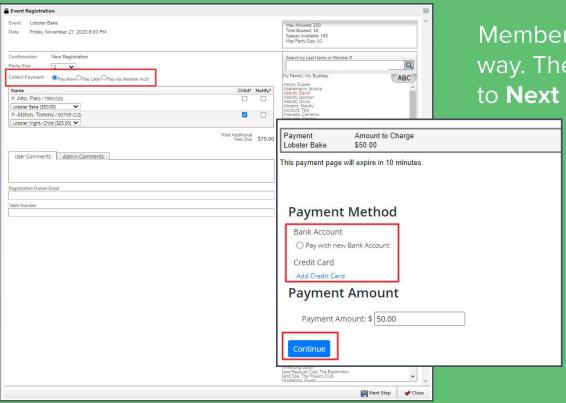
Event Payment Settings



- 1. **Require Payment** Member must pay upon Registration. If the payment process is not completed, the registration will be marked "incomplete"
- 2. Allow Value Override Normally not used
- 3. **Validation Type** Defaults to "On Submission". Does not need changed.



Event Payment Member Experience



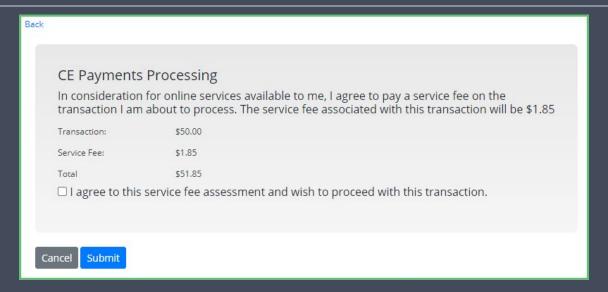
Members will register the same way. The **Save** button will change to **Next Step**.

> Once the registration is saved, members will be automatically signed into Paycloud.

From here they can add new payment information or use previously saved info.



Confirmation Screen



The last step is to agree to the service fee and submit. If they leave this page or select cancel, their reservation to the event will be marked **Incomplete**



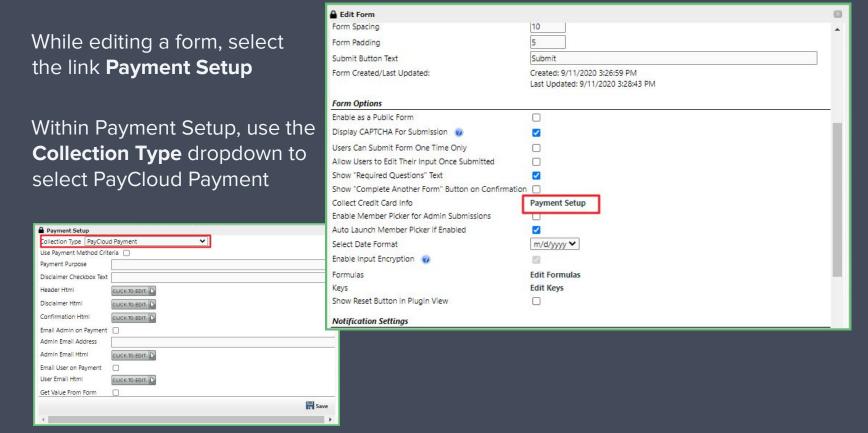
Intro to Form Payments

- Form payments can be private OR public
- We can enable form payments for you
- Enterprise Form subscription:
 - Unlimited forms
 - Edit any existing form
 - Add new forms when needed
 - Enable Payments on your own

Site Dynamic Forms Add New | View Form Templates | Edit Questions | Form Reports Form Type Admin Fmail Name Delete | Edit | Results | Full Report | Membership Generic Form elatham@clubessential.com,kcoston@clubessential.com Delete | Edit | Results | Full Report | Special Events Generic Form nwright@clubessential.com Delete | Edit | Results | Full Report Contact Us Generic Form icain@clubessential.com Delete | Edit | Results | Full Report Dinner Menu Generic Form noreply@clubessential.com Delete | Edit | Results | Full Report Clubessential Generic Form nwright@clubessential.com Generic Form kkaplan@clubessential.com Delete | Edit | Results | Full Report Survey Generic Form astrittmatter@clubessential.com

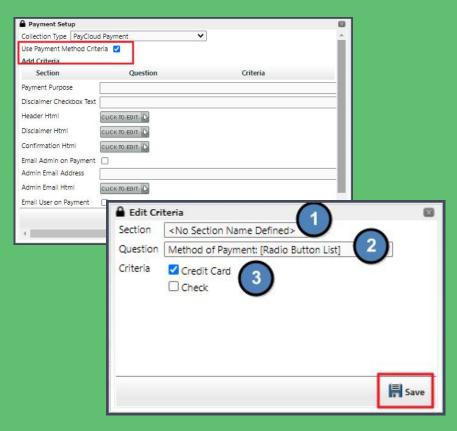


Enabling Form Payments





Use Payment Method Criteria



Payment Criteria allows the decision to pay online or offline. Check mark "Use Payment Method Criteria and then Add Criteria to add

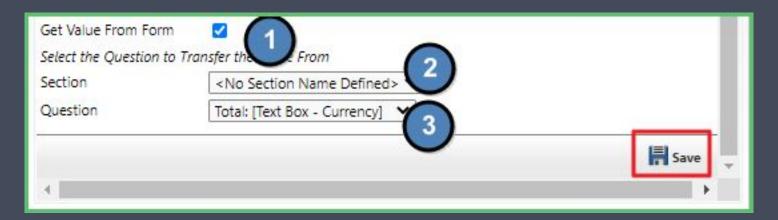
- 1. Select the section of the form where the question is
- Use dropdown to select the question
- Set the criteria based on the answer of the selected question.



Get Value From Form

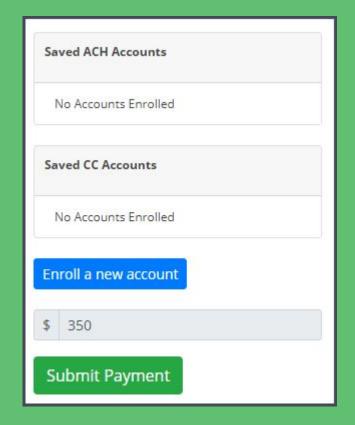
Use the "Get Value From Form" if the payment is determined by a question on the form

- 1. Place a check-mark within the check-box next to **Get Value From Form**
- 2. Select the section where the question is located
- Select the specific question. This is usually a Total box of some sort.



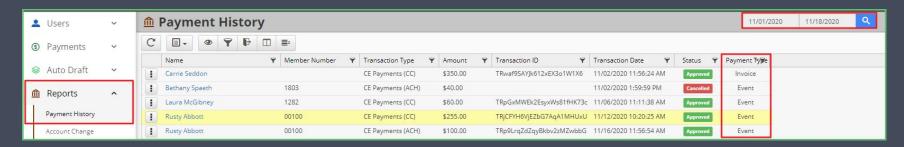


- If form is located on private side, member experience will be exact same as events.
- If the form is public, users will see a slightly different view and need to add either a credit card or ACH account to pay.



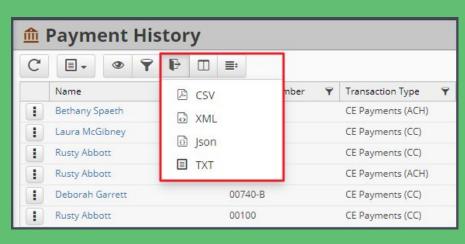


Paycloud Reporting



- Sign into Paycloud
- Select Reports
- View Payment History
- Use Payment Type filter
- Change dropdown "Payment Type Equals" to Event or Form
- Select Apply





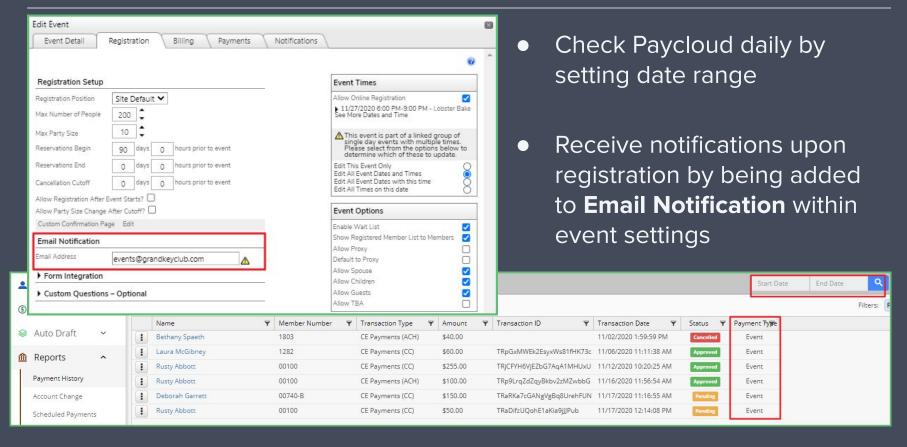
Payments can be exported for your records

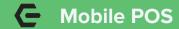
Use the **Export** icon and select a format.

Formats include:

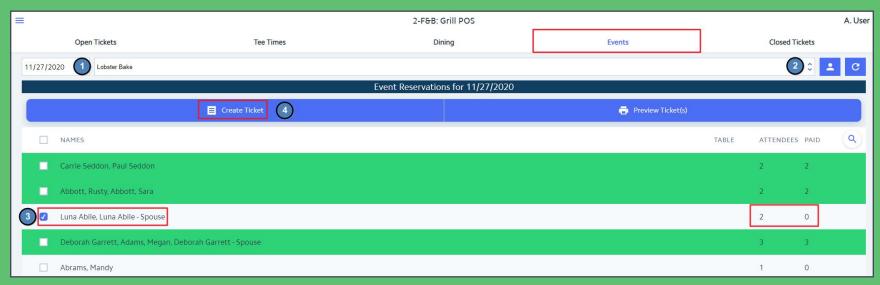
- CSV
- XML
- Json
- TXT







- 1. Once signed into Mobile POS, select events and then choose date of event
- 2. Use the dropdown and choose the correct event
- 3. Select the desired reservation
- 4. Click Create Ticket





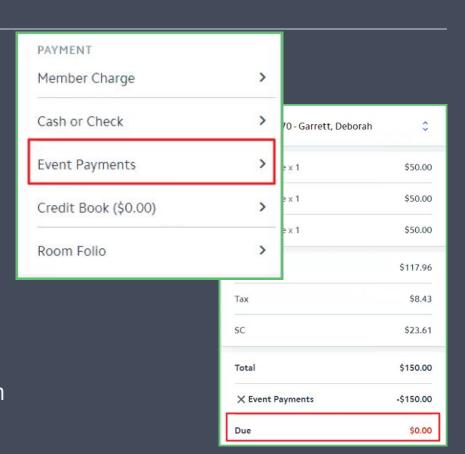
Payment Screen

Be sure to select the new payment type of **Event Payments**.

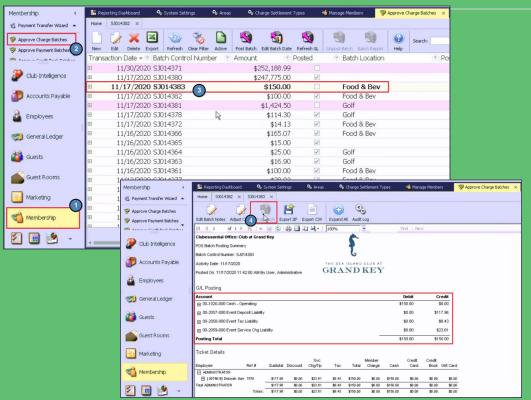
This will debit cash and credit the three liability accounts that have been created.

The amount due for this ticket will change to \$0.00

Be sure to check every day during an events registration period.

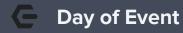


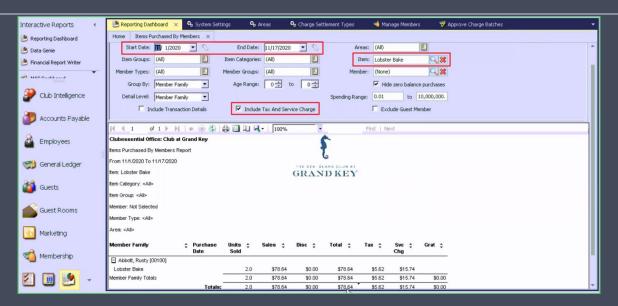




- 1. Select **Membership**
- Click on Approve Charge Batches
- 3. Select the Batch you want to review
- 4. Click **Post Batch**

Before posting you can review the amounts



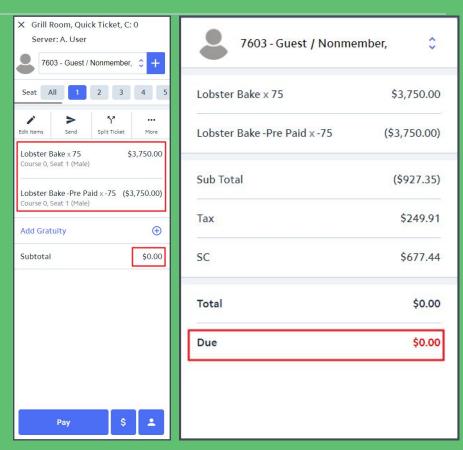


- Review total number of prepaid registrants using the Items Purchased by Members report
- Set the date to the days that registration was opened
- Make sure to select Include Tax And Service Charge



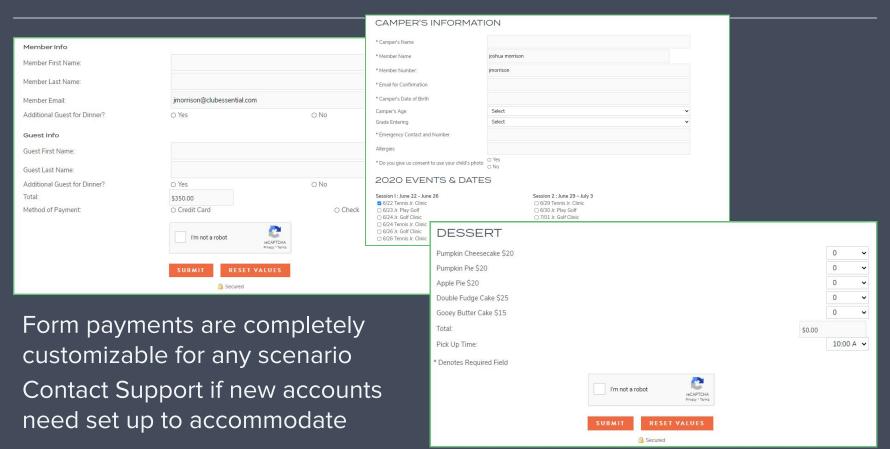
Day of Event Continued.

- Sign into Mobile POS and create a ticket using a quest account
- Add the Regular/Non-Prepaid item and enter the amount of prepaid tickets as seen on the previous report
- 3. Next, Add the matching Prepaid Item for the same event and set the amount to the Negative amount so that the amount due is \$0.00





Form Payment Scenarios





Great Member Experience

