



Online Member Statements & Payments

2016 - Winter Edition

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Overview

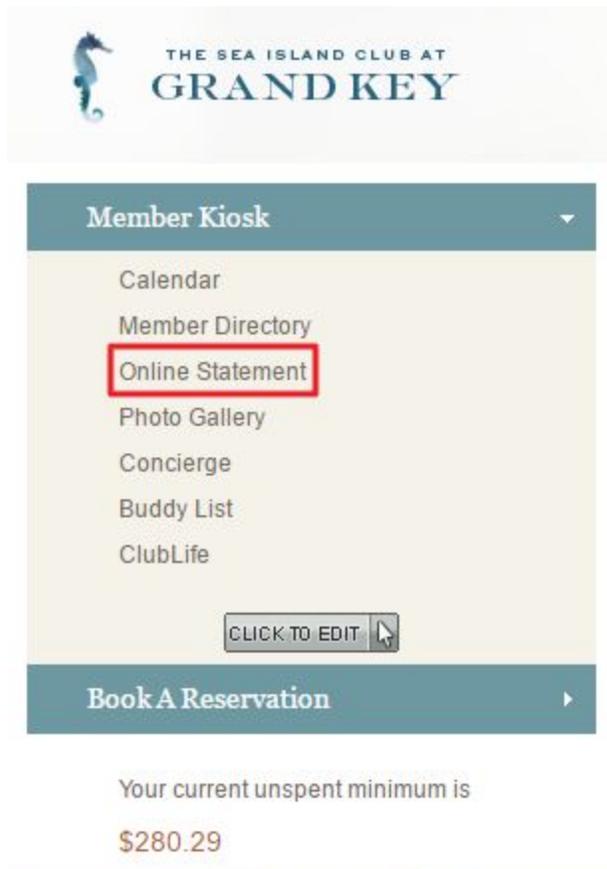
Online Member Statements and Payments allow members to view **statement** data and **pay** for **statements online**. It also allows Administrators to view and help troubleshoot Member statements and payments.

Use Case(s)

Online Member Statements and Payments are used to handle **monthly billing** at the club for dues and for other items or services purchased at the club.

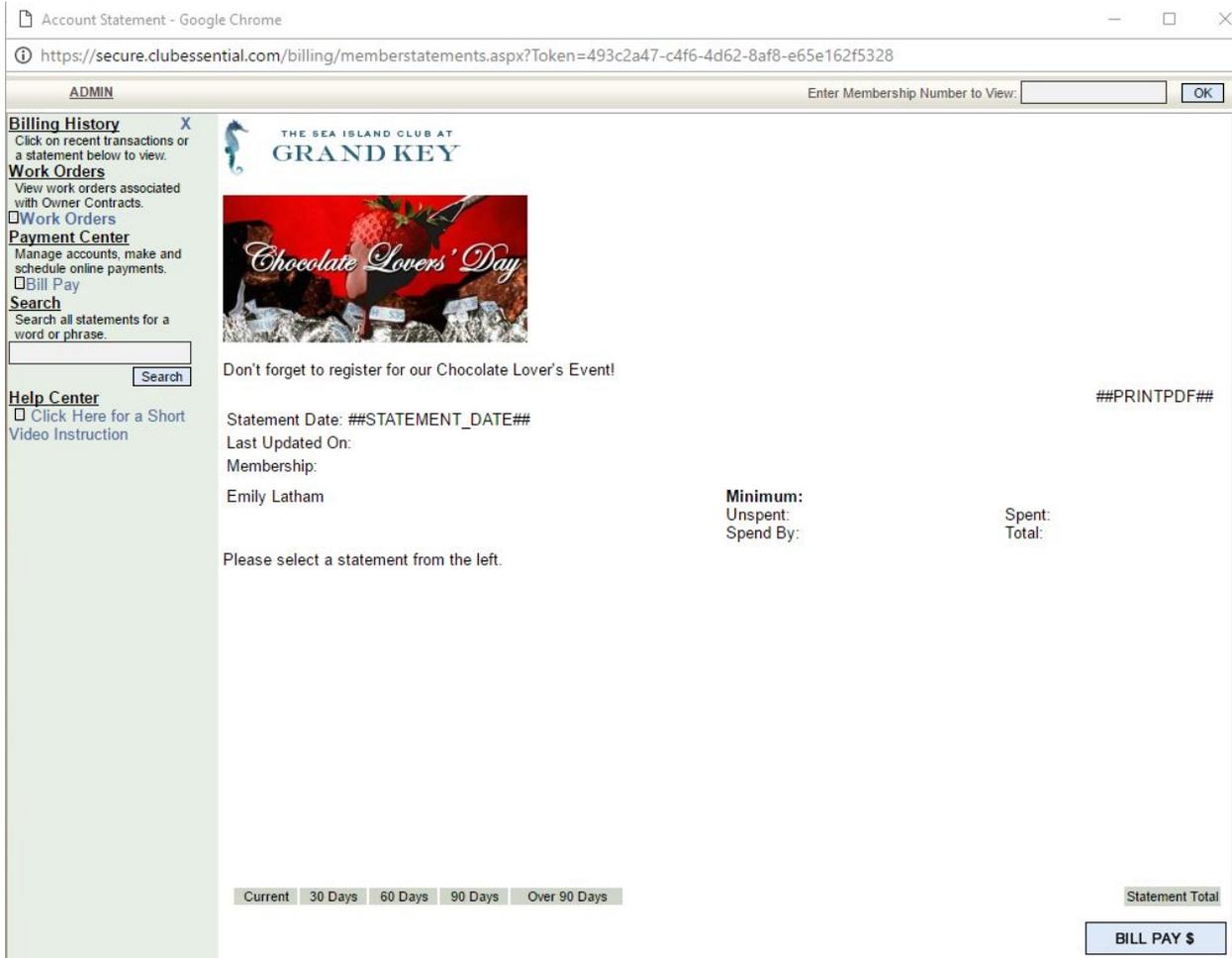
Accessing the Tool

Online Member Statements and Payments may be located in several places on the website. The most common placement is in the **Quicklinks** on the member home page, which is usually titled **Online Statement, Member Statement, or My Statement**.



Many clubs also have a link located in the **main navigation bar** under **My Club**, or another navigational item that was determined during the site build.

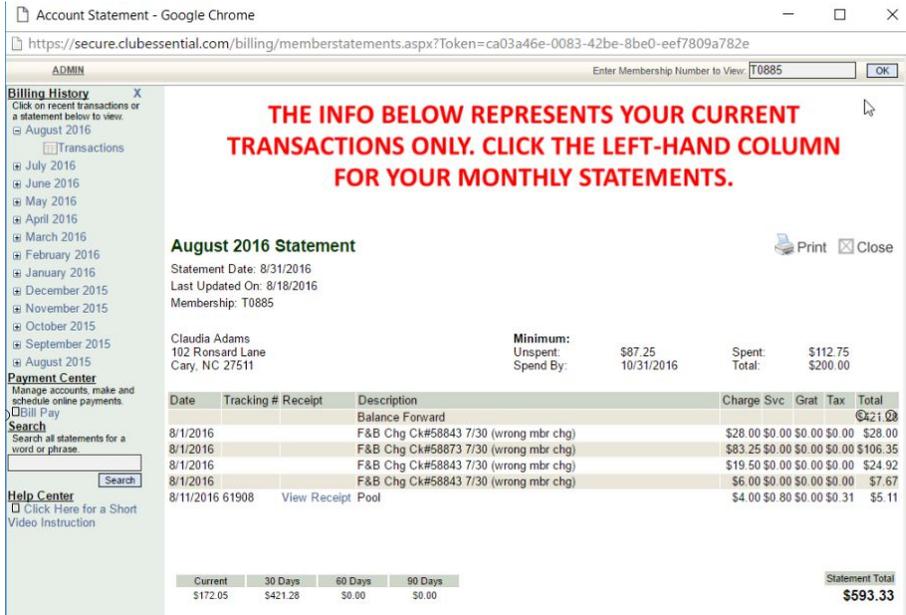
Click the online member statement link to open the statement window.



To view a **member's statement**, type the **member number** in the **search box** of the statement and **click go**. (Note, in rare instances where a Member is not seeing what you are seeing in this view, Impersonate the Member, and then view the Payments/Statements as that Member instead of entering the Membership number to help troubleshoot.)



This will launch the member's **current statement**.



Account Statement - Google Chrome
 https://secure.clubessential.com/billing/memberstatements.aspx?Token=ca03a46e-0083-42be-8be0-eef7809a782e

ADMIN Enter Membership Number to View: T0885

THE INFO BELOW REPRESENTS YOUR CURRENT TRANSACTIONS ONLY. CLICK THE LEFT-HAND COLUMN FOR YOUR MONTHLY STATEMENTS.

August 2016 Statement Print Close

Statement Date: 8/31/2016
 Last Updated On: 8/18/2016
 Membership: T0885

Claudia Adams
 102 Ronsard Lane
 Cary, NC 27511

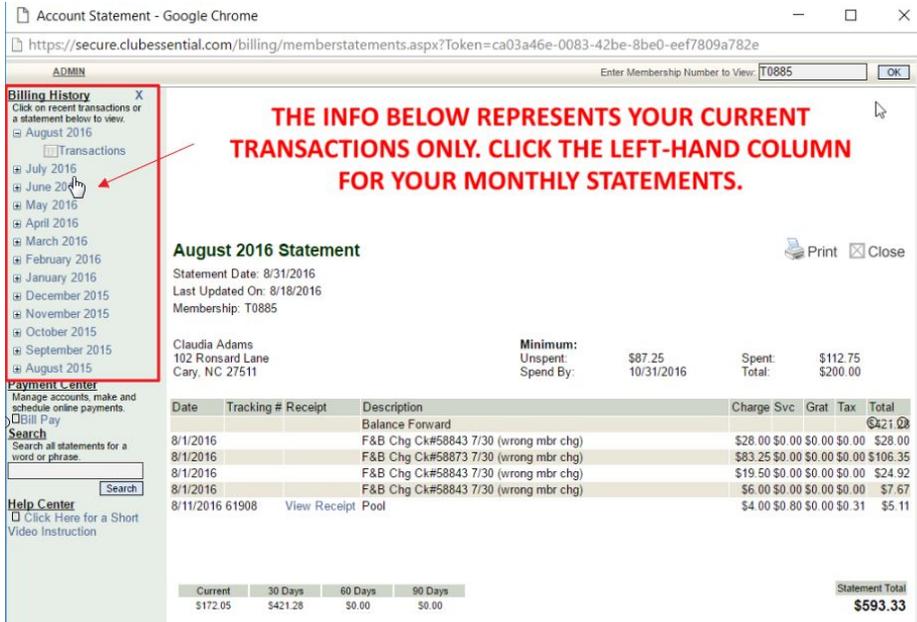
Minimum:
 Unspent: \$87.25
 Spend By: 10/31/2016

Spent:
 Total: \$112.75
 \$200.00

Date	Tracking #	Receipt	Description	Charge	Svc	Grat	Tax	Total
			Balance Forward					\$421.00
8/1/2016			F&B Chg Ck#58843 7/30 (wrong mbr chg)	\$28.00	\$0.00	\$0.00	\$0.00	\$28.00
8/1/2016			F&B Chg Ck#58873 7/30 (wrong mbr chg)	\$83.25	\$0.00	\$0.00	\$0.00	\$106.35
8/1/2016			F&B Chg Ck#58843 7/30 (wrong mbr chg)	\$19.50	\$0.00	\$0.00	\$0.00	\$24.92
8/1/2016			F&B Chg Ck#58843 7/30 (wrong mbr chg)	\$6.00	\$0.00	\$0.00	\$0.00	\$7.67
8/11/2016	61908	View Receipt	Pool	\$4.00	\$0.80	\$0.00	\$0.31	\$5.11

Current: \$172.05 30 Days: \$421.28 60 Days: \$0.00 90 Days: \$0.00 **Statement Total: \$593.33**

You may access **past months history** by **clicking** on the **month links** on the left hand side.



Account Statement - Google Chrome
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Click **Bill Pay** on the left hand side beneath **Payment Center** to view **scheduled payments**.

August 2016 Statement

Statement Date: 8/31/2016
Last Updated On: 8/18/2016
Membership: T0885

Claudia Adams
102 Ronsard Lane
Cary, NC 27511

Minimum:
Unspent: \$87.25
Spend By: 10/31/2016

Spent:
Total: \$112.75
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Current: \$172.05 30 Days: \$421.28 60 Days: \$0.00 90 Days: \$0.00 **Statement Total: \$593.33**

The **Bill Pay** button at the bottom right hand of the interface will also launch the **scheduled payments interface**.

August 2016 Statement

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Last Updated On: 8/18/2016
Membership: T0885

Claudia Adams
102 Ronsard Lane
Cary, NC 27511

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Unspent: \$87.25
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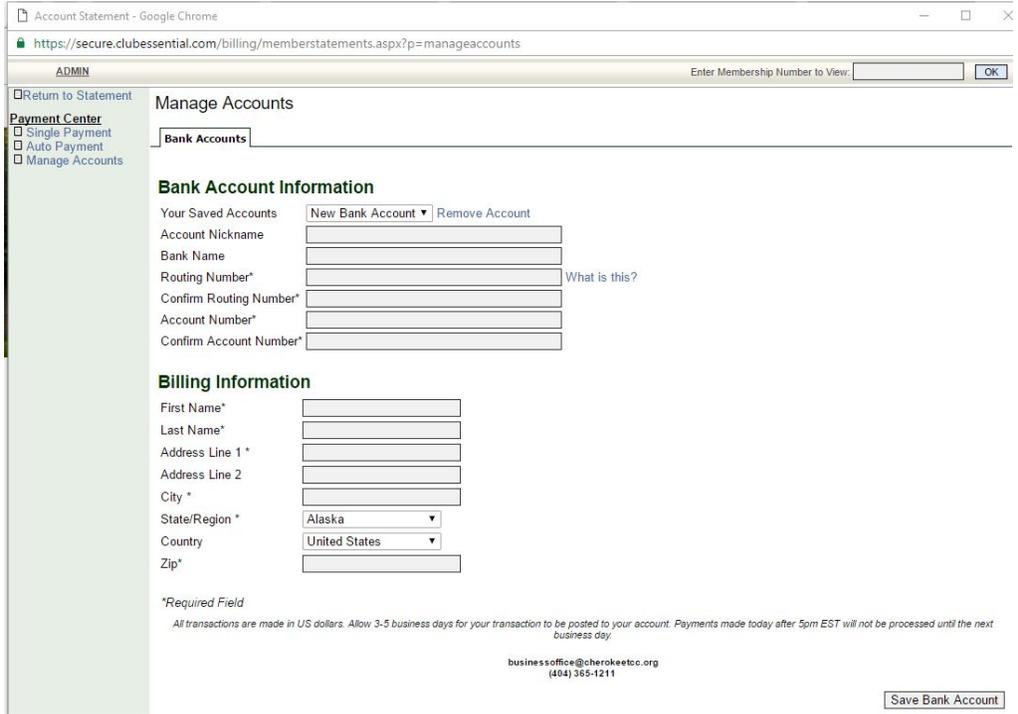
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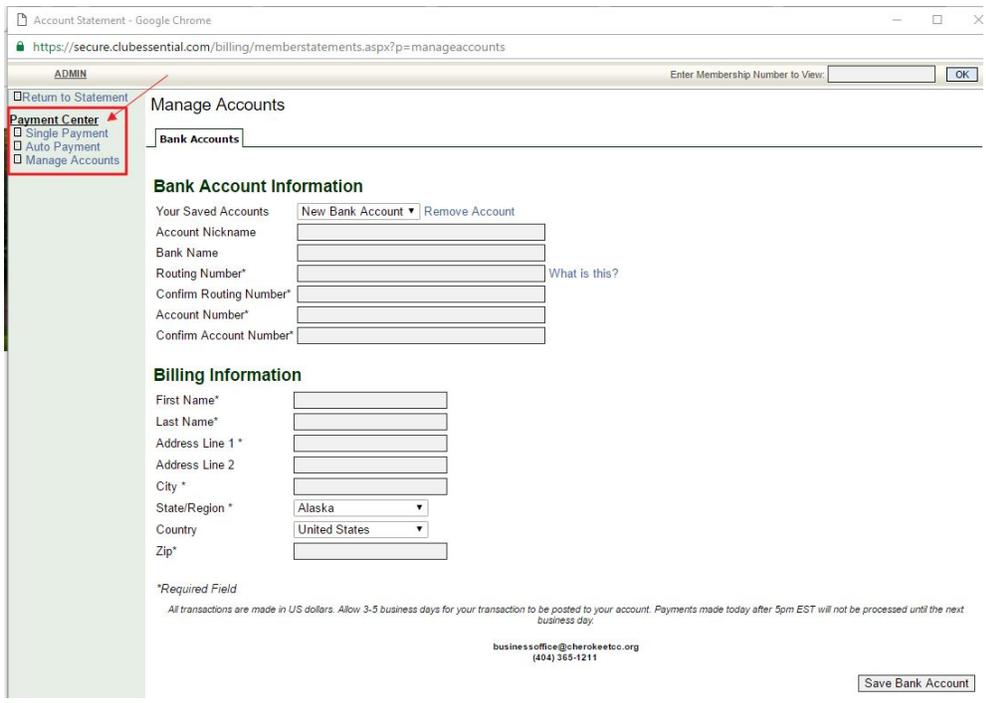
Pending Payments
None

BILL PAY \$

If the member has a bank account or credit card associated with the account, you will be able to **view their billing information**.



The **Payment Center** on the interface allows management for a **Single Payment (one-time)**, **Auto Payment (recurring)**, or to **Manage Accounts**.



Admin Bar Options

Hover over the **Admin bar** for more options: **Statement Admin Options** and **Online Payments Admin Options**.



Member Balance Reporting will pull a list of members with their **balance due** listed for a selected date range.

OMS Balance Reporting - Google Chrome
 https://secure.clubessential.com/billing/OMSreporting.aspx

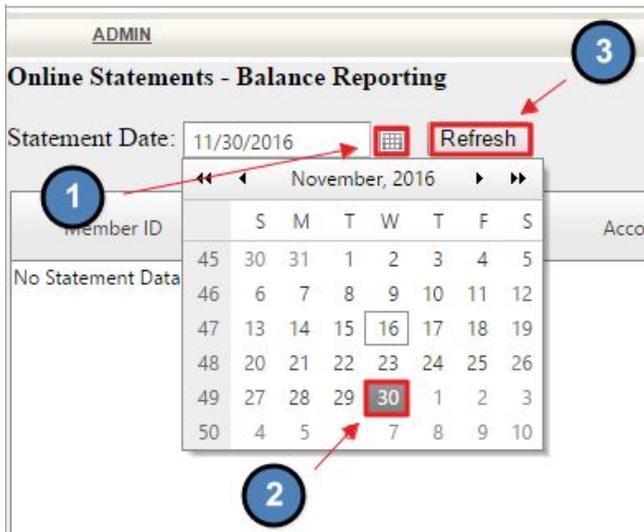
ADMIN

Online Statements - Balance Reporting [Export to CSV](#)

Statement Date:

Member ID	Name	Statement Date	Account Name	Balance Due	Balance Forward	Aged - Current	Aged 30 Days	Aged 60 Days	Aged 90 Days	Aged Over 90+
3221	Doe, John	11/30		51,423.21	50.00	50.00	50.00	50.00	50.00	50.00

Change the date by clicking the date picker and then click refresh.



Member Minimum Reporting lists how close members are to meeting their minimum. **Note:** this is custom dependent on the type of accounting software the club is utilizing, therefore not all clubs will have this reporting tool.

OMS Minimums Reporting - Google Chrome

https://secure.clubessential.com/billing/OMSreportingMinimums.aspx

ADMIN

Online Statements - Minimums Reporting [Export to CSV](#)

Statement Date: 11/30/2016 Refresh

Member ID	Name	Statement Date	Min. Cycle Date	Req. Spend	Unspent Min.	Spent Min.
A00012	Acho, Michael	11/30/16	12/31/2016	1000	0	2582.05
A00014	Asante-Appiah, Danny	11/30/16	12/31/2016	1000	0	1270.77
A00020	Adamo, Richard	11/30/16	12/31/2016	1000	227.75	772.25
A00036	Alani, Hashim M	11/30/16	12/31/2016	1000	711	289
A00040	Antenucci, Todd C	11/30/16	12/31/2016	1000	0	1580.55
A00045	Anthony, Vernice D	11/30/16	12/31/2016	1000	135.33	864.67
A00046	Asaro, Peter R	11/30/16	12/31/2016	1000	0	1059.28
A00047	Alioto, Michael	11/30/16	12/31/2016	1000	0	2183.15
A00048	Allen, Charles E	11/30/16	12/31/2016	1000	0	1591.8
A00053	Applebaum, Jeffrey	11/30/16	12/31/2016	1000	0	1646.66
A00056	Adams, Anthony	11/30/16	12/31/2016	1000	0	1075
A00061	Artinian, Mark	11/30/16	12/31/2016	1000	98.15	901.85
A00065	Adams, Mark	11/30/16	12/31/2016	1000	0	1122.05

Page size: 50 591 items in 12 pages

- Change the date by clicking the date picker and then click refresh.

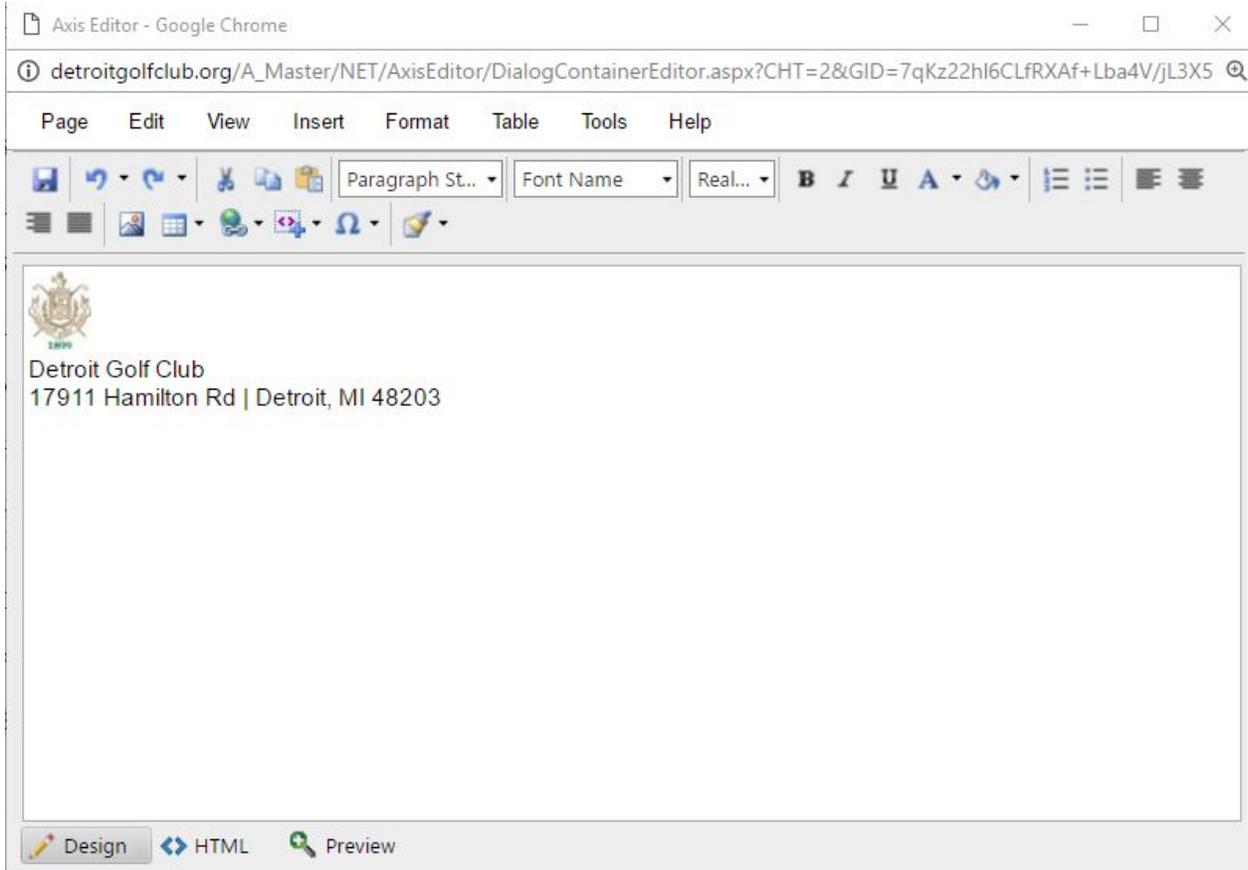
Edit Statement Layout will change how certain items will appear in the statement window.

ADMIN	
Statement Style:	DefaultStatement ▼
Landing Page:	Current Statement ▼
Recent Transactions Title:	Recent Activity
Last Billed Month Title:	Last Billed Statement
Number Of Months To Show:	12
Historical Months Title:	Past Statements
<input checked="" type="checkbox"/> Hide \$0.00 Trans. Values from Display <input type="checkbox"/> Enable header on payment pages	
Chit Window Sizing:	400 x 420
Payment Disclaimer:	I agree to the terms and conditions.
Balance & Aging Section	
Aged Current:	Current
Aged Thirty Days:	30 Days
Aged Sixty Days:	60 Days
Aged Ninety Days:	90 Days
Aging Over Ninety Days:	Older
Account Balance:	Statement Total
Minimums Section:	
Minimum Title:	Minimum:
Minimum Desc:	
Minimum Unspent:	Unspent:
Minimum Spent:	Spent:
Minimum Cycle:	Spend By:
Minimum Total:	Total:
2nd Minimum Title:	Annual Minimum:
2nd Minimum Desc:	

Hover over the **Admin** bar again in the **Edit Statement Layout** to access further customization like **Edit Statement Header** or **Footer**.

ADMIN
STATEMENT ADMIN. OPTIONS
Return To Statement
Edit Statement Header
Edit Statement Footer
Edit Statement Disclaimer
Edit Chit Design

Click Edit Statement Header or Footer to customize the **header** and **footer** of the **statement window**. This is a great place to add **cross marketing** to **statements**. This will launch the **Axis Editor** to customize the **Header/Footer** with text, links, and imagery.



To **Return to Statement**, hover over **Admin** and **click Return to Statement**.



Payment Status Report shows when member payments were sent, settled, posted, or failed.

ADMIN Payment Status Report

ONLINE PAYMENTS ADMIN. OPTIONS

clubessential™
Clubessential's online bill payment system

Note: Payment Statuses on this page will not update. For status updates, or to cancel or refund a recent payment please visit your NewTek portal directly, or call 516-282-3700

Between and

Submit Date	Settled Date	Member ID	Member Name	Transaction ID	Type	Status	Amount	Sub Account
11/16/2016	N/A	C00510	Connor, Michael	1330744580	ACH	Sent	\$1,906.00	
11/16/2016	N/A	C00411	Cowdery, Brad	1330734847	ACH	Sent	\$1,000.00	
11/16/2016	N/A	G00099	Gonek, Ben	1330578027	ACH	Sent	\$5,000.00	
11/16/2016	N/A	L00229	Liddle, Ned	1330578019	ACH	Sent	\$537.36	
11/16/2016	N/A	R00071	Ritchie, Robert	1330578004	ACH	Sent	\$873.00	
11/15/2016	N/A	A00626	Addison, James P	1329932474	ACH	Sent	\$873.00	

- Change the date by clicking the date picker and then click refresh.

Members Using Online Bill Pay lists members that are using online bill pay.

ADMIN

ONLINE PAYMENTS ADMIN. OPTIONS

clubessential™
Clubessential's online bill payment system

Between and

Members who have made at least one payment in the specified date range.

Member ID	Member Name	Phone #	Email	Membership Started	Membership Expires
A00056	Adams, Anthony	Not Available	adamslaw38@yahoo.com	4/27/2011	1/1/2100
A00626	Addison, James P	Not Available	Jpa14@comcast.net	7/28/1993	6/1/2100
A00124	Agosta, Russell F	Not Available	rfagosta.cpa@comcast.net	5/19/1982	6/1/2100
A00085	Ahee, Christopher	Not Available	cahee201@yahoo.com	4/10/2012	1/1/2100
A00077	Allen, Robb	Not Available	jroballen@hotmail.com	4/22/2015	1/1/2100

Online Bill Pay Errors Report shows bill pay errors or failures.

Report Start Date: Report End Date: [Export to CSV](#)

Member ID	Name	Pay Date	Error
42331	Doe, John	11/16	Transaction Declined.

Members Using Autopay Report lists members using Autopay.

Between and

Member ID	Member Name	Phone #	Email	Pay Type	Paying On	Subaccount	Scheduled Pay Date
R0196	Alviano, Mark		malviano@trinity-partners.com	ACH	Paying Balance Due		7/20/2016
T0915	Saklad, Daniel		d2saklad@yahoo.com	ACH	Paying Balance Due		7/20/2016
T0952	Baranello, Emily		emily.baranello@sas.com	ACH	Paying Balance Due		7/23/2016
R0270	Alduino, Christopher		calduino@gmail.com	ACH	Paying Balance Due		7/23/2016
R0163	Ridout, Ronald		Ron.ridout@gmail.com	ACH	Paying Balance Due		7/25/2016

Account Change Log shows which members have changed their accounts like card number or payment dates.

Report Start Date: Report End Date: [Export to CSV](#)

Member ID	Member Name	Changed By	Date	Description	Account
E00087	Elliott, David	Elliott, David	11/16/16 9:37AM	Account Created - ACH	First Merit

Bill Payment Notification allows edits to payment notifications.

Billing Notifications [Return to Statement](#)

Below are the available notifications that can be sent during the Bill Pay process, click on a notification type to edit that notification

Type	Subject	Enabled
Admin Payment Settled	There were ##PAYMENTSMADECOUNT## online payments settled in this report	True
Payment Scheduled Tomorrow	Reminder: Your payment to ##SITENAME## will be processed tomorrow, ##SCHEDULEDPAYMENTDATE##	True
Payment Processed	Your payment ##PAYMENTSTATUS##	True
Payment Errored	An error has occurred while processing your ##SITENAME## payment	True
Payment Errored Due to 0.00 Transaction	No payment made to your ##SITENAME## account	True

Click the **title** to **customize notifications** as needed.

Type	Subject	Enabled
Admin Payment Settled	There were ##PAYMENTSMADECOUNT## online payments settled in this report	True
Payment Scheduled Tomorrow	Reminder: Your payment to ##SITENAME## will be processed tomorrow, ##SCHEDULEDPAYMENTDATE##	True
Payment Processed	Your payment ##PAYMENTSTATUS##	True
Payment Errored	An error has occurred while processing your ##SITENAME## payment	True
Payment Errored Due to 0.00 Transaction	No payment made to your ##SITENAME## account	True

This will launch the **Notification Interface** where the **Message Subject, Send From Name, Send From Email, and Text** may be customized.

Edit Notifications

Notification Type: Admin Payment Settled

Enabled:

Message Subject:

Send From Name:

Send From Email:

Html Version:

Text Version:

FAQs

Q: I had a payment that failed. Where can I find why it failed?

A: Open the Statement Interface, hover over **Admin**, and **click Online Bill Pay Errors Report**. Here you will find a list of payments that failed by member with the date it failed and the error type.

Q: I am not sure if my member is set up for **AutoPay**, how can I verify this?

A: Open the Statement Interface, hover over **Admin**, and **click Members Using Autopay Report**. This will list members using the **AutoPay**. If the member is not on the list, they can enable **AutoPay** by accessing their statement window and clicking on **Bill Pay**.

Best Practices

1. Customize the **Header and Footer** of the statement window in order to cross market to your membership. Be sure to update this often so there is new material that is relevant to your members.
2. If a member has an issue with their statement, first check their statement on the website for accurate information and balances. If balances are different in the accounting system compare to the website, contact Clubessential as updates may need to be made to the sync.