# Conline 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)

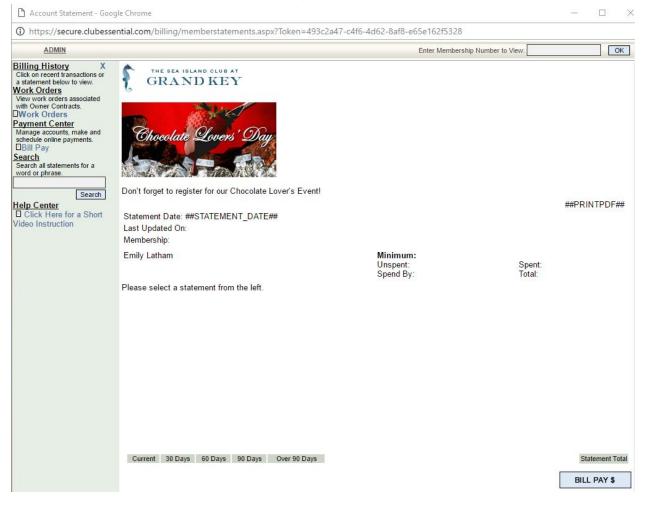
**Online Member Statements and Payments** are used to handle **monthly billing** at the club for dues and for other items or services purchased at the club.

## 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**.

Member Kiosk	
Calendar	
Member Directory	
Online Statement	
Photo Gallery	
Concierge	
Buddy List	
ClubLife	
СЦІСК ТО ЕДІТ 💊	
Book A Reservation	

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.)

Account Statement - Google Chrome	- (2) ×
https://secure.clubessential.com/billing/memberstaten	nents.aspx?Token=ca03a46e-0083-42be-8be0-eef7809a782e
Access denied>	Enter Membership Number to View. T0885
ADMIN	T0885
Rilling History Y	

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

ADMM       Enter Membership Number to View       Image         Stilling History       X         Case on resent transactions       August 2016         Image       June 2016         Image       August 2016         Image       Statement         Statement Date:       8/31/2016         Last Updated On 8/18/2016         Image       August 2015         Port Center       Ortholer 2015         Image       August 2015         September 2015       Spend By:         Image       August 2016         Print Center       Claudia Adams         Manage acounts, make and cherle on inte payments.       Statement Date:         Balance Forward       Statege State	_ maps//secure.clube	ssential.co	om/billing,	/memberst	tatements.aspx?To	ken=ca03a46e-0083-4	2be-8be0-eef78	09a782e			
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Search         8/1/2016         F&B Chg Ck#58843 7/30 (wrong mbr chg)         \$6.00 \$0.00 \$0.00 \$0.00           p Center         8/11/2016 61908         View Receipt Pool         \$4.00 \$0.00 \$0.00 \$0.00         \$4.00 \$0.00 \$0.00 \$0.00         \$4.00 \$0.00 \$0.00 \$0.00         \$4.00 \$0.00 \$0.00 \$0.00         \$4.00 \$0.00 \$0.00 \$0.00         \$4.00 \$0.00 \$0.00 \$0.00         \$6.00 \$0.00 \$0.00 \$0.00         \$6.00 \$0.00 \$0.00 \$0.00         \$6.00 \$0.00 \$0.00 \$0.00         \$6.00 \$0.00 \$0.00 \$0.00         \$6.00 \$0.00 \$0.00 \$0.00         \$6.00 \$0.00 \$0.00 \$0.00         \$6.00 \$0.00 \$0.00 \$0.00         \$6.00 \$0.00 \$0.00 \$0.00         \$6.00 \$0.00 \$0.00 \$0.00         \$6.00 \$0.00 \$0.00 \$0.00		8/1/2016	5		F&B Chg Ck#588	73 7/30 (wrong mbr chg)		\$83.25 \$0.	00 \$0.0	0 \$0.00	\$106.3
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		8/11/201	6 61908	View Receip	pt Pool			\$4.00 \$0.	80 \$0.0	0 \$0.31	\$5.1
	Ip Center Click Here for a Short										
Current 30 Days 60 Days 90 Days State	Ip Center Click Here for a Short										

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

https://secure.clube	ssential.co	m/billing/	memberst	atemer	nts.aspx?Toke	en=ca03a46	6e-0083-4	2be-8be0-eef78	09a782e			
ADMIN							ŧ	Enter Membership Numb	er to View: T0885			ОК
Click on recent transactions or a statement below to view. August 2016 ☐ Transactions ☐ July 2016 ☐ June 20		1000	NSACT	ION	IS ONLY	. CLICI	K THE	TS YOUR ( LEFT-HA TATEMEN	ND COL	1000	N	4
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	Curr \$172			Days	90 Days							nent Total 593.33

Click Bill Pay on the left hand side beneath Payment Center to view scheduled payments.

https://secure.clube	ssential.c	om/billing/	memberst	tatements.aspx?Tok	en=ca03a46e-0083-4	2be-8be0-eef780	9a782e			
ADMIN					1	Enter Membership Numb	er to View: T08	85		ОК
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May 2016										
April 2016										
March 2016								773		
February 2016	Augu	ist 2016 !	Stateme	nt				Pri	nt 🖂	Close
January 2016	Statem	ent Date: 8/3	1/2016							
December 2015	Last Ur	dated On: 8/	18/2016							
November 2015		rship: T0885								
October 2015	Claudia	Adams			Minimum:					
September 2015		nsard Lane			Unspent:	\$87.25	Spent:	\$	112.75	
August 2015	Cary, N	IC 27511			Spend By:	10/31/2016	Total:	\$	200.00	
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ill Pay				Balance Forward						Q421.
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d or phrase.	8/1/2010	ò			7/30 (wrong mbr chg)		\$83.25 \$	0.00 \$0.0	0 \$0.00	\$106.3
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Search Ip Center Click Here for a Short eo Instruction	8/11/201									
p Center Click Here for a Short	8/11/201			30 Days 90 Days						nent Tot

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

Stateme Last Up	ent Date: 8/3 dated On: 8/ ship: T0885	1/2016	nt						Prin	t 🖂	Close
Claudia 102 Ror Cary, N	sard Lane				Minimum: Unspent: Spend By:	\$87.25 10/31/2016	Spent Total:			12.75 00.00	
Date	Tracking #	Receipt	Descri				Charge	Svc	Grat		Total
				e Forward							©121Q
8/1/2016					0 (wrong mbr chg)						\$28.00
8/1/2016					0 (wrong mbr chg)			10000			\$106.35
8/1/2016					0 (wrong mbr chg)						\$24.92
8/1/2016 8/11/201		View Recei		hg Ck#58843 7/3	0 (wrong mbr chg)		\$6.00 \$4.00				
Curr	rent 30	Days 6	0 Days	90 Days						Staten	nent Total
\$172	2.05 \$4	21.28	\$0.00	\$0.00						\$	593.33
							/			<sup>e</sup> nding Vone	Payments
								*	E	BILL P	AY \$

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

🗋 Account Statement - G	Google Chrome — 🗆	×
https://secure.clube	essential.com/billing/memberstatements.aspx?p=manageaccounts	
ADMIN	Enter Membership Number to View.	к
Return to Statement  Payment Center  Single Payment Auto Payment Manage Accounts	Manage Accounts Bank Accounts	
	Bank Account Information	
	Your Saved Accounts     New Bank Account            Account Number	
	Billing Information	
	First Name*         Last Name*         Address Line 1*         Address Line 2         City *         State/Region *         Alaska         Country         United States         Zip*         *Required Field         Altransactions are made in US dollers. Allow 3-5 business days for your transaction to be posted to your account. Payments made today after Zpm EST will not be processed until the next business days for your transaction.org (d4) 365-1211	r
	Save Bank Accourt	ıt

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

Account Statement -	
https://secure.club	bessential.com/billing/memberstatements.aspx?p=manageaccounts
ADMIN	Enter Membership Number to View: OK
Return to Statement	Manage Accounts
Payment Center 📕	
Single Payment Auto Payment	Bank Accounts
Manage Accounts	
	Bank Account Information
	Your Saved Accounts New Bank Account  Remove Account
	Account Nickname
	Bank Name
	Routing Number* What is this?
	Confirm Routing Number*
	Account Number*
	Confirm Account Number*
	Billing Information
	First Name*
	Last Name*
	Address Line 1 *
	Address Line 2
	City *
	State/Region * Alaska V
	Country United States •
	Zip*
	*Required Field
	All transactions are made in US dollars. Allow 3-5 business days for your transaction to be posted to your account. Payments made today after 5pm EST will not be processed until the next business day.
	businessoffice@cherokeetoo.org (404)355-1211
	Save Bank Account

# Admin Bar Options

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

	ADMIN		
Bil	STATEMENT AD	MIN. OPTIONS	ONLINE PAYMENTS ADMIN. OPTIONS
Cli	Member Balance	Reporting	Bill Payment Remittance Report
a s Pa	Member Minimum	Reporting	Payment Status Report
Ma	Edit Statement La	yout	Members Using Online Bill Pay
SCI			Online Bill Pay Errors Report
			Account Change Log
Se			Members Using Auto Pay Report
wo			Bill Payment Notifications
_			Admin Bill Payment Tutorial
.			View As Mobile

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

	orting - Google Chro	me								
https://secure.c	lubessential.com/l	billing/OMSrepor	ting.aspx							
ADMIN										
ine Statements	s - <mark>Balance Repo</mark>	rting							E	xport to CS
ement Date: 11	/30/2016	Refresh								
Member ID	Name	Statement Date	Account Name	Balance Due	Balance Forward	Aged - Current	Aged 30 Days	Aged 60 Days	Aged 90 Days	Aged Ove 90+
3221	Doe, John	11/30		51,423.21	\$0.00	50.00	\$0.00	50.00	\$0.00	\$0.00

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

Statement Date:	11/3	0/20	16	-		R	efres	sh	
0-	-	1	No	vemb	er, 20	16	•	*	
Member ID		S	M	Т	W	Т	F	S	Д
	45	30	31	1	2	3	4	5 -	
No Statement Data	46	6	7	8	9	10	11	12	
	47	13	14	15	16	17	18	19	
	48	20	21	22	23	24	25	26	
	49	27	28	29	30	1	2	3	
	50	4	5		7	8	9	10	

**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.

https://secure.clubessential.com	n/billing/OMSreportingMinimums.	aspx				
ADMIN						
Online Statements - Minimums I	Reporting					Export to C
tatement Date: 11/30/2016	Refresh					
tatement Date: 11/30/2016	Refresh					
Member ID	Name	Statement Date	Min. Cycle Date	Req. Spend	Unspe <mark>nt</mark> 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	Adama Man.	11/20/16	12/21/2016	1000	0	1122.06

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

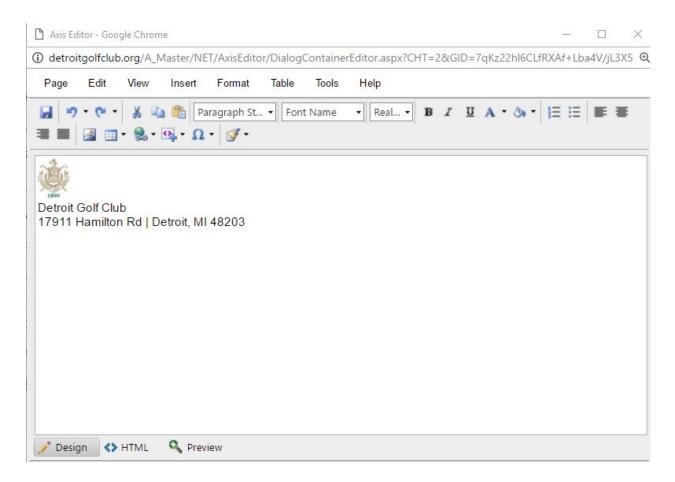
### Edit Statement Layout will change how certain items will appear in the statement window.

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
<ul> <li>Hide \$0.00 Trans. Values from Display</li> <li>Enable header on payment pages</li> <li>Chit Window Sizing: 400 x 420</li> </ul>	
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:	Anual 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 AD	MIN. OPTIONS
Return To Stater	ment
Edit Statement H	leader
Edit Statement F	ooter
Edit Statement D	lisclaimer
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.

C Onine bill Pay K	eporting - Paym	ent Status Report - Google	e Chrome						0 <u>000</u>		×
https://secure.	clubessential.	com/billing/BillPayRep	orting_Pendingpa	yments.aspx							
ADMIN	]							Į	Payment St	atus Rep	port
ONLINE PAYMEN Members Using O Contracting to the Account Change L Cubessential's o Members Using A	sser r	ntial™									
Note: Payment Sta NewTek portal dire	ituses on this ctly, or call 510	page will not update. Fo 5-282-3700			efun <mark>d</mark> a rec	ent payment <mark>p</mark>	blease visit your				
Note: Payment Sta NewTek portal dire Between 10/17/2	ituses on this ctly, or call 510 016	page will not update. Fo 5-282-3700 and 11/16/2016		or to cancel or m Export to CSV	efund a rec ]	ent payment p					
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Note" Payment Sta NewTek porter dire Between 10/17/2 Submit Date Settled 1/16/2016 N/A	ituses on this ctly, or call 510 016	page will not update. Fo 5-282-3700 and 11/16/2016 Member Name	Refresh [	Export to CSV	] Status Sent	Amount		-			
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Note: Payment Sta New Tek portal dire Between 10/17/2 ubmit Date Settled 1/16/2016 N/A 1/16/2016 N/A 1/16/2016 N/A	itustes on this   ctly, or call 510 016 Date Member 1D C00510 C00411	and <u>11/16/2016</u> Member Name Connor, Michael Cowdery, Brad	Refresh         E           Transaction ID         1330744580           1330734847         1330734847	Export to CSV Type ACH ACH	Status Sent Sent Sent	Amount \$1,906.00 \$1,000.00					
Note: Payment Sta NewTek portal dire Between 10/17/2 Submit Date Settled	itUS®s on this ctly, or call 510 016 Date Member ID C00510 C00411 G00099	age will not update. Fo 5-282-3700 and 11/16/2016 Member Name Connor, Michael Cowdery, Brad Gonek, Ben	Refresh         E           Transaction ID         1330744580           1330734847         1330578027	Export to CSV Type ACH ACH ACH	Status Sent Sent Sent Sent Sent	Amount \$1,906.00 \$1,000.00 \$5,000.00					

• 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.

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	s.//secure.clubesseritial	.com/bining/bini a	ayneporting_enabledmembers.	зэрх	
	ADMIN				
ONLI	NE PAYMENTS ADMIN. OPT	IONS			
00	and The State Danies	. • ITM			
C	ub⊜ssei	ntial			
~1	0000000	innar			
Clube	essential's online bill pay	ment system			
		-			
	en 10/17/2016	and 11/16/2016	Refresh		
		and 11/16/2016			
<b>lembers</b>	en 10/17/2016	and 11/16/2016		Membership Starte	d Membership Expir
lembers Member I	n 10/17/2016	and 11/16/2016 t one payment in th Phone #	e specified date range.	Membership Starte 4/27/2011	d Membership Expir 1/1/2100
lembers Member I A00056	n 10/17/2016 who have made at least D Member Name	and 11/16/2016 tone payment in th Phone # Not Available	ne specified date range. Email		
lembers <sup>Member I</sup> A00056 A00626	en 10/17/2016 who have made at least Member Name Adams, Anthony	and 11/16/2016 t one payment in th Phone # Not Available Not Available	e specified date range. Email adamslaw38@yahoo.com	4/27/2011	1/1/2100
<b>lembers</b>	en 10/17/2016 who have made at least Member Name Adams, Anthony Addison, James P	and <u>11/16/2016</u> t one payment in th <u>Phone #</u> Not Available Not Available Not Available	ne specified date range. Email adamslaw38@yahoo.com Jpa14@comcast.net	4/27/2011 7/28/1993	1/1/2100 6/1/2100

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

🗋 Online Bill Pa	ay Error Report - G	ioogle Chrome			
https://secu	ure.clubessentia	al.com/billing/	/BillPay_ErrorReport.aspx		
ADMIN					
	) 😑 S S E al's online bill pa				The
Report Start Da	ate: 11/16/2016		Report End Date: 11/16/2016 III	Refresh	Export to CSV
Member ID	Name	Pay Date	Error		
42331	Doe, John	11/16	Transaction	Declined.	

### Members Using Autopay Report lists members using Autopay.

Bill	Pay Reporting - Auto	Pay Report - Google Chrome				82 <u></u>		×
🔒 http	s://secure.clubessenti	al.com/billing/BillPayReporting_men	nberautop	pay.aspx				
	ADMIN				Membe	ers Using OM	IP Auto Pay	Report
CI	ub⊜sser	ntial						
Betwee		and 8/18/2016						
Betwee lember 1	n 7/19/2016	and 8/18/2016 Refresh		Paying On	Subaccount Scheduled Pay Date			
Betwee lember 1 20196	n (7/19/2016) Member Name Alviano, Mark	and 8/18/2016 Refresh Phone # Emeil malviano@trinity-partners.com	ACH	Paying Balance Due	7/20/2016			
Betwee tember 1 R0196	n 7/19/2016	and 8/18/2016 Refresh	ACH					
Betwee	n (7/19/2016) Member Name Alviano, Mark	and 8/18/2016 Refresh Phone # Emeil malviano@trinity-partners.com	ACH ACH	Paying Balance Due	7/20/2016			
Betwee tember 1 R0196 F0915	n (7/19/2016) D Member Name Alviano, Mark Saklad, Daniel	and 8/18/2016 Refresh Phone # Empil malviano@trinity-partners.com d2saklad@yahoo.com	ACH ACH ACH	Paying Balance Due Paying Balance Due	7/20/2016 7/20/2016			

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

🗋 Online Billin	g Account Chan	ge Log - Google Cl	hrome				
https://sec	ure.clubessent	ial.com/billing/l	BillPayRepor	ting_EventLog.aspx			
ADMIN							
		. • P	м				
club	)⊖sse	ential					
Clubessenti	al's online bill p	ayment system				1.00	
	100000						
Report Start D	ate: 11/16/201	6 🔳	Report E	and Date: 11/16/2016	<b></b>	Refresh	Export to CSV
Member ID	Member Name	Changed By	Date		Desc <mark>rip</mark> tion		Account
E00087	Elliott, David	Elliott, David	11/16/16 9:37AM	Account Created - AC	н		First Merit

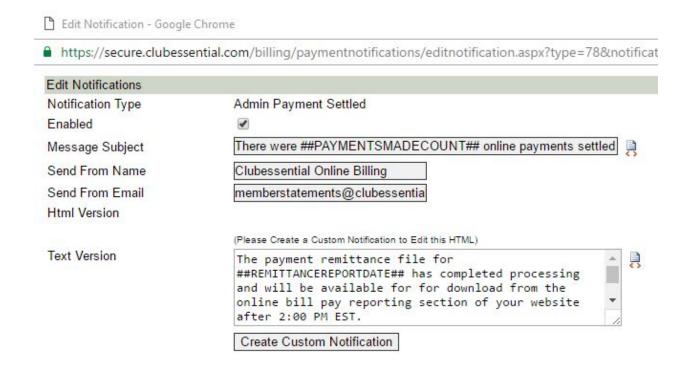
### Bill Payment Notification allows edits to payment notifications.

Bill Payment Notifications - Google Chrome		
https://secure.clubessential.com/billing	g/paymentnotifications/notifications.aspx	
Billing Notifications	Return	to Statement
Below are the available notifications that ca	n be sent during the Bill Pay process, click on a notification type to edit that notification	
Туре	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.

Bill Payment Notifications - Google Chrome		
https://secure.clubessential.com/billing	y/paymentnotifications/notifications.aspx	
Billing Notifications	Return	to Statement
Below are the available notifications that ca	n be sent during the Bill Pay process, click on a notification type to edit that notification	
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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.



# 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.
- 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.