



# Online Member Statements & Payments

2016 - Winter Edition

## User Guide - Table of Contents

[Overview](#)

[Use Case\(s\)](#)

[Accessing the Tool](#)

[Admin Bar Options](#)

[FAQs](#)

[Best Practices](#)

## Overview

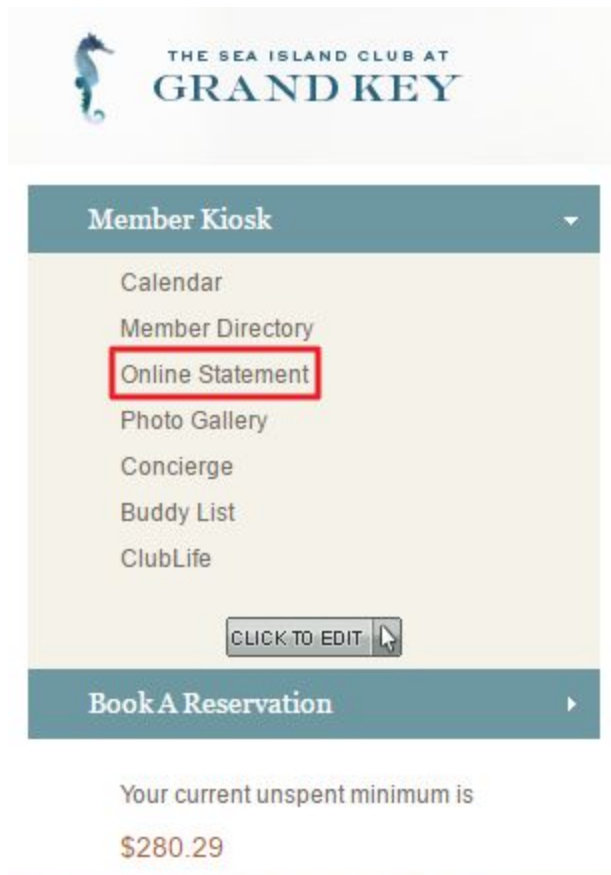
**Online Member Statements and Payments** allow members to view **statement** data and **pay** for **statements online**. It also allows Administrators to view and help troubleshoot Member statements and payments.

## 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.

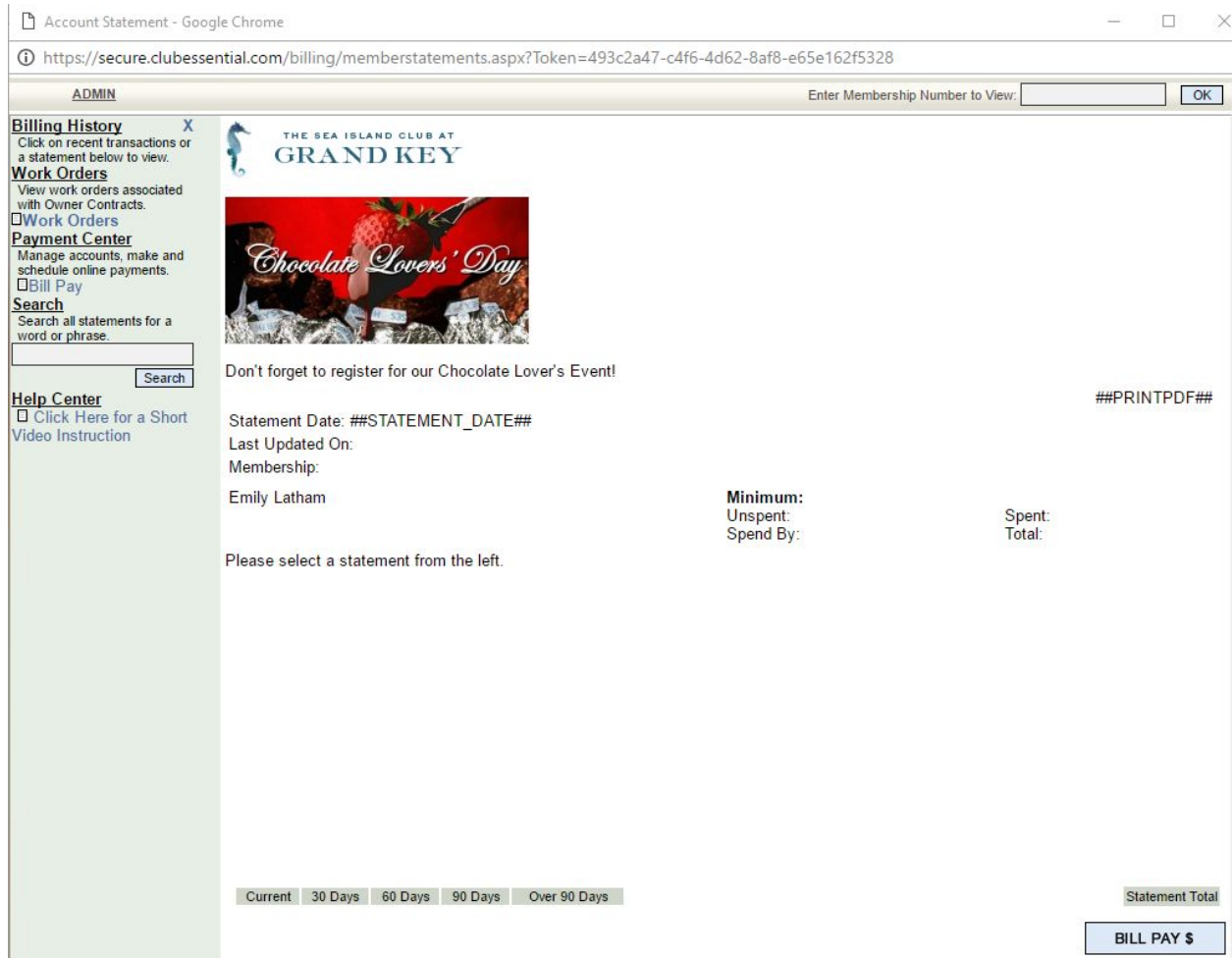
## Accessing the Tool

**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**.

**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  
\$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.

**Billing History**

- August 2016
- July 2016
- June 2016
- May 2016
- April 2016
- March 2016
- February 2016
- January 2016
- December 2015
- November 2015
- October 2015
- September 2015
- August 2015

**August 2016 Statement**

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

Claudia Adams  
102 Ronsard Lane  
Cary, NC 27511

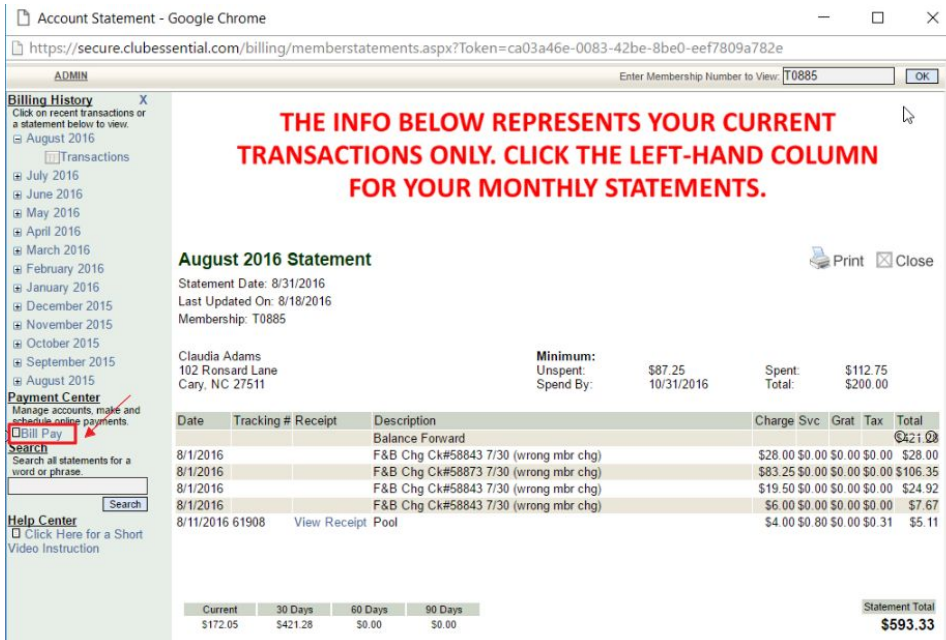
**Minimum:**  
Unspent: \$87.25  
Spend By: 10/31/2016

**Spent:**  
Total: \$112.75  
\$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**

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



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

ADMIN Enter Membership Number to View: T0885 OK

**Billing History**  
 Click on recent transactions or a statement below to view.  
 August 2016  
 Transactions  
 July 2016  
 June 2016  
 May 2016  
 April 2016  
 March 2016  
 February 2016  
 January 2016  
 December 2015  
 November 2015  
 October 2015  
 September 2015  
 August 2015

**Payment Center**  
 Manage accounts, make and schedule online payments.  
 Bill Pay  
 Search  
 Search all statements for a word or phrase.  
 Search

**Help Center**  
 Click Here for a Short Video Instruction

**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 30 Days 60 Days 90 Days  
 \$172.05 \$421.28 \$0.00 \$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** 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

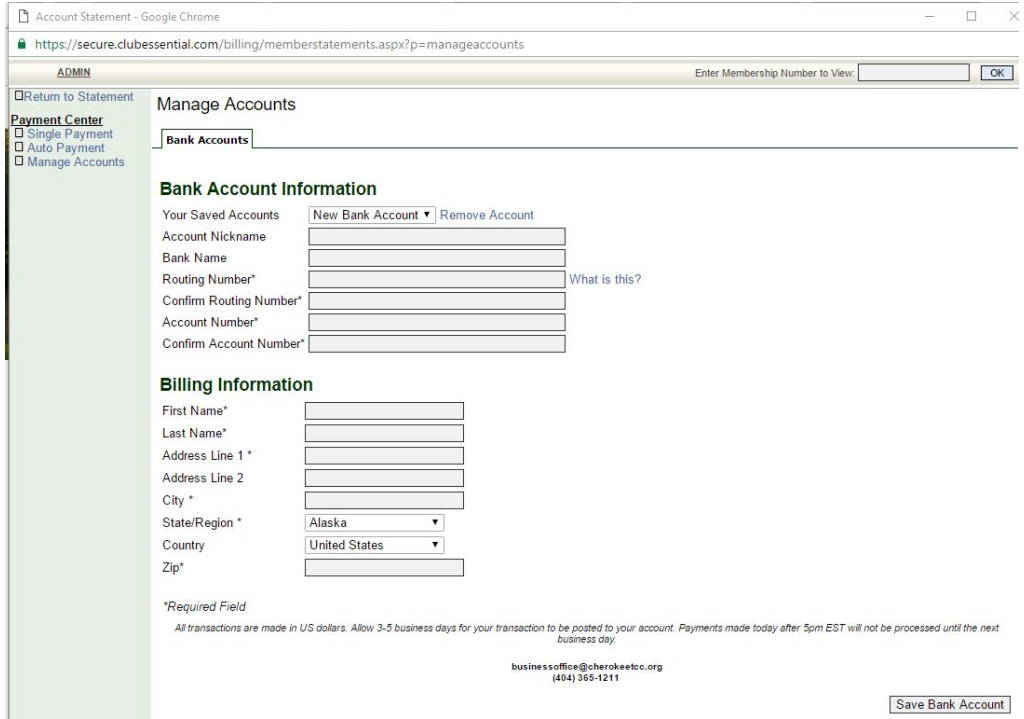
Current 30 Days 60 Days 90 Days  
 \$172.05 \$421.28 \$0.00 \$0.00

Statement Total  
**\$593.33**

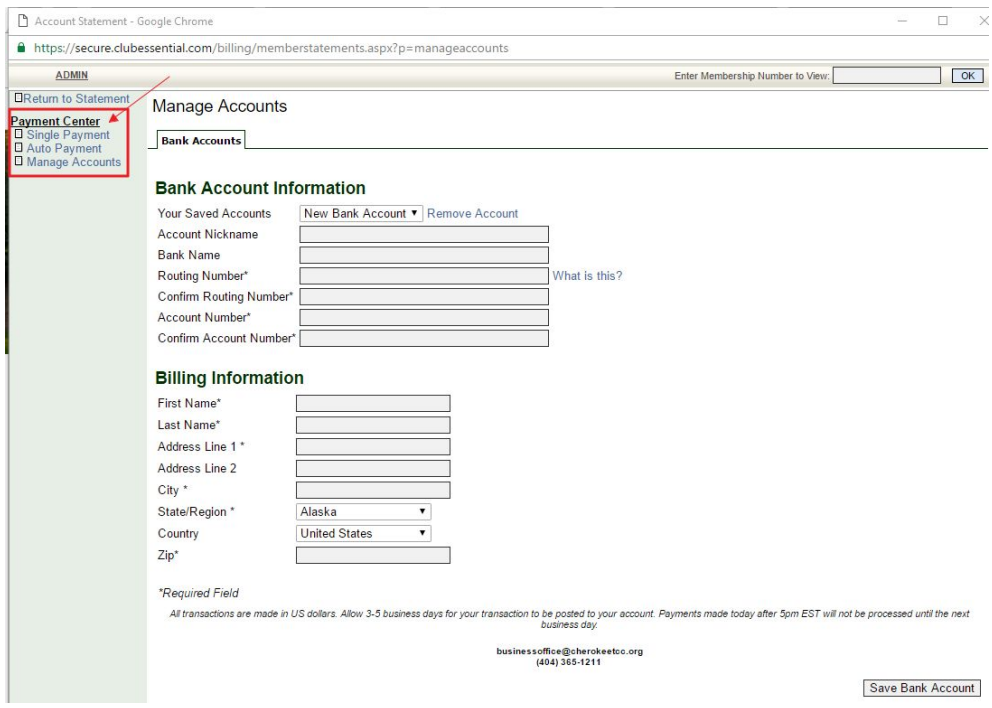
Pending Payments  
 None

**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

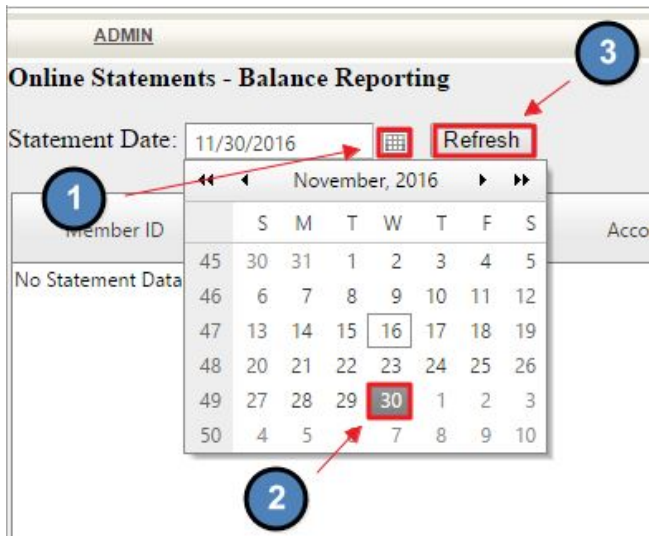
ADMIN

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.



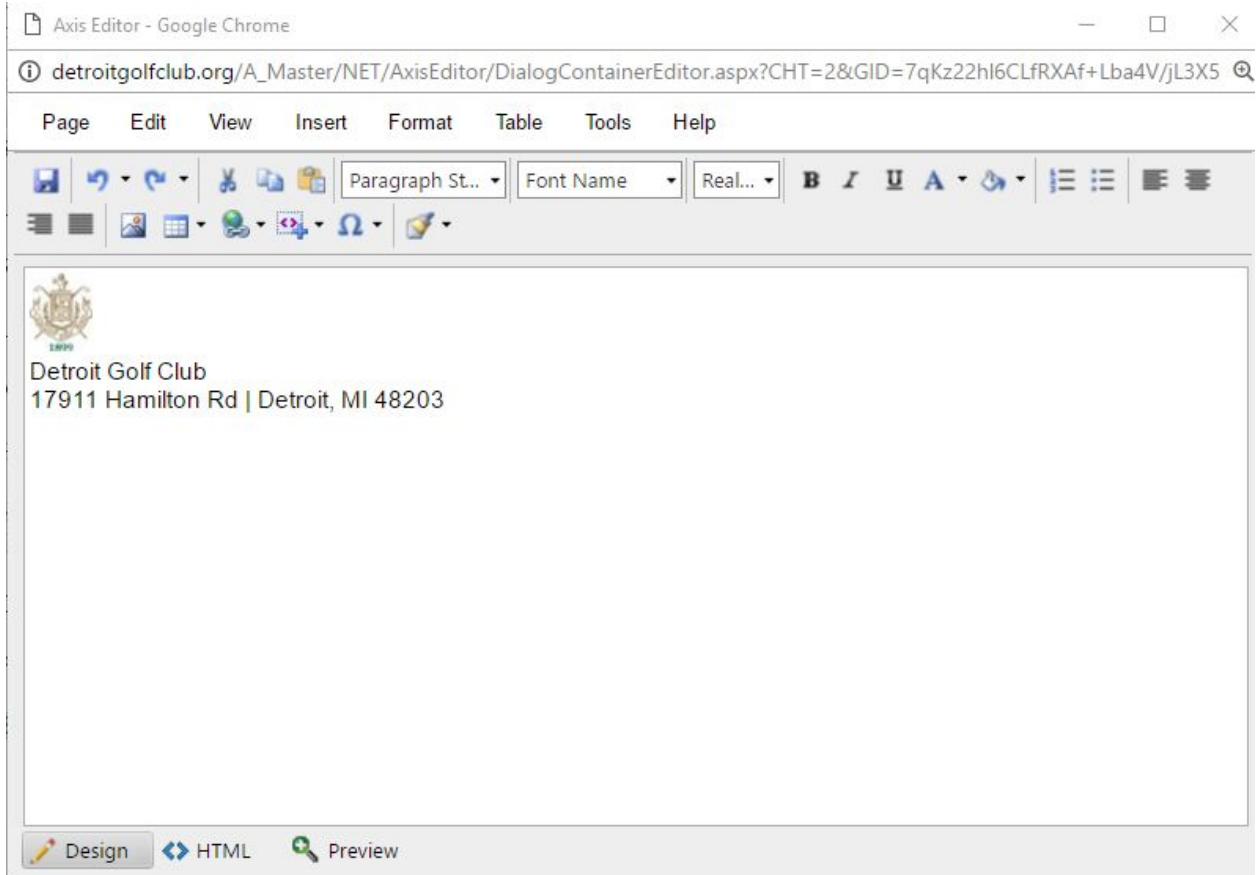
**Edit Statement Layout** will change how certain items will appear in the statement window.

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.
<b>Balance &amp; Aging Section</b>	
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
<b>Minimums Section:</b>	
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
<b>STATEMENT ADMIN. OPTIONS</b>
Return To Statement
<b>Edit Statement Header</b>
<b>Edit Statement Footer</b>
Edit Statement Disclaimer
Edit Chit Design

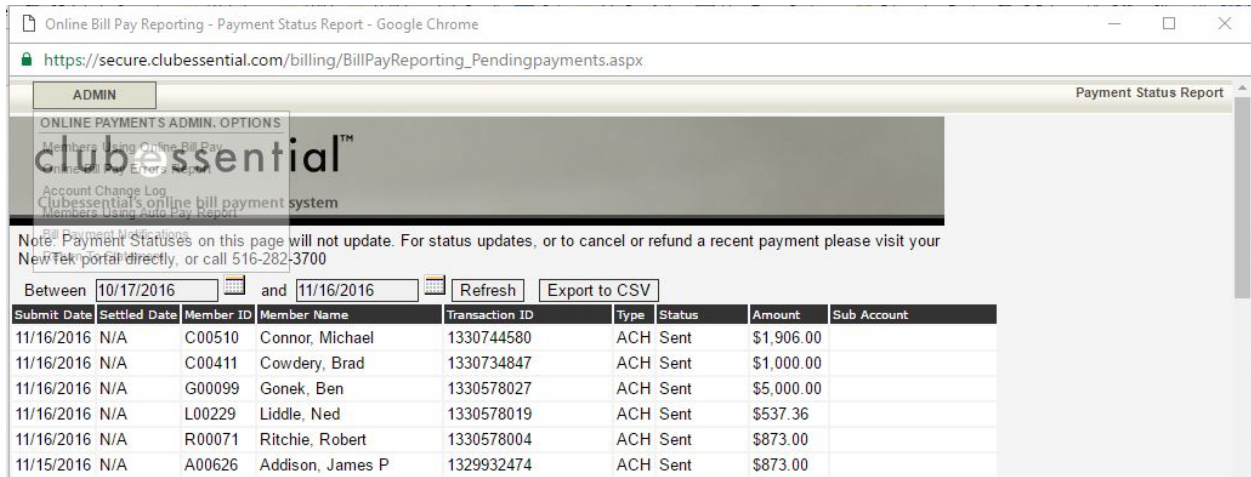
**Click Edit Statement Header or Footer** to customize the **header** and **footer** of the **statement window**. This is a great place to add **cross marketing** to **statements**. This will launch the **Editor** to customize the **Header/Footer** with text, links, and imagery.



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



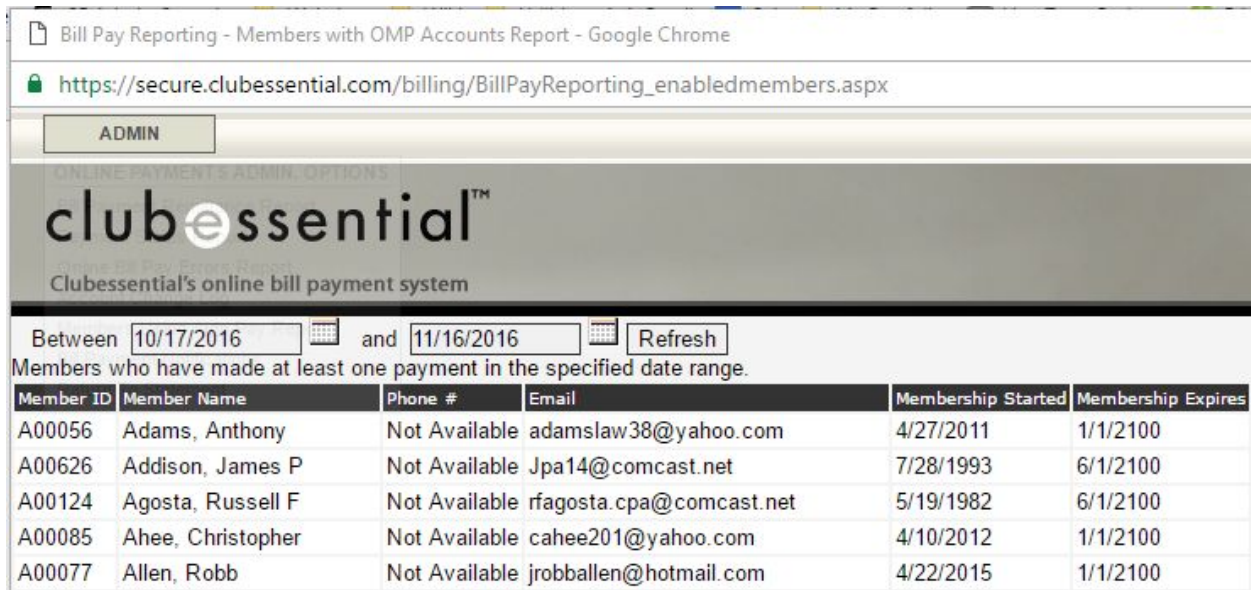
**Payment Status Report** shows when member payments were sent, settled, posted, or failed.



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	

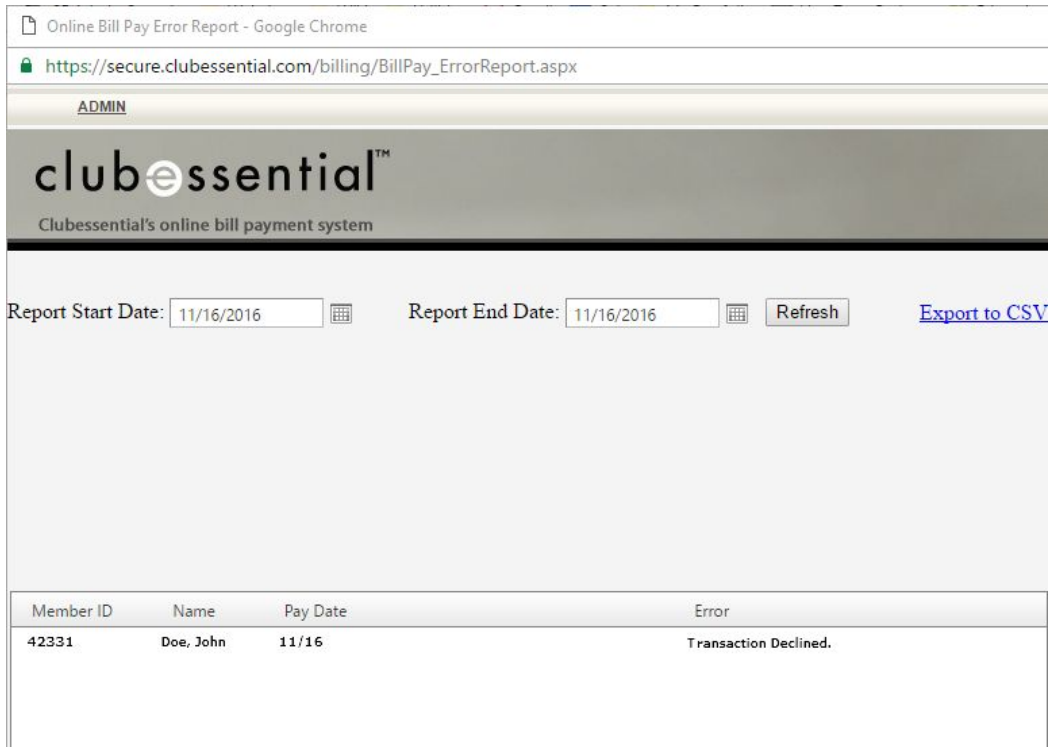
- Change the date by clicking the date picker and then click refresh.

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



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

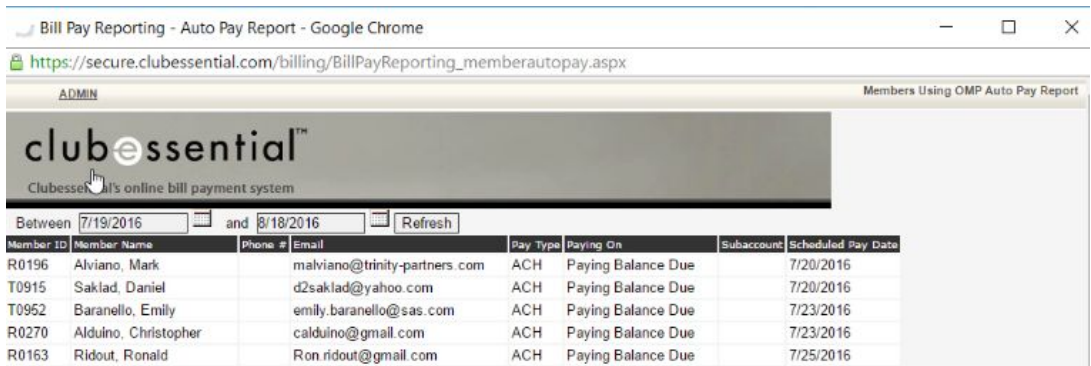
**Online Bill Pay Errors Report shows bill pay errors or failures.**



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.**



Members Using OMP Auto Pay Report

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.

Online Billing Account Change Log - Google Chrome

[https://secure.clubessential.com/billing/BillPayReporting\\_EventLog.aspx](https://secure.clubessential.com/billing/BillPayReporting_EventLog.aspx)

ADMIN

**clubessential™**  
Clubessential's online bill payment system

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.

Bill Payment Notifications - Google Chrome

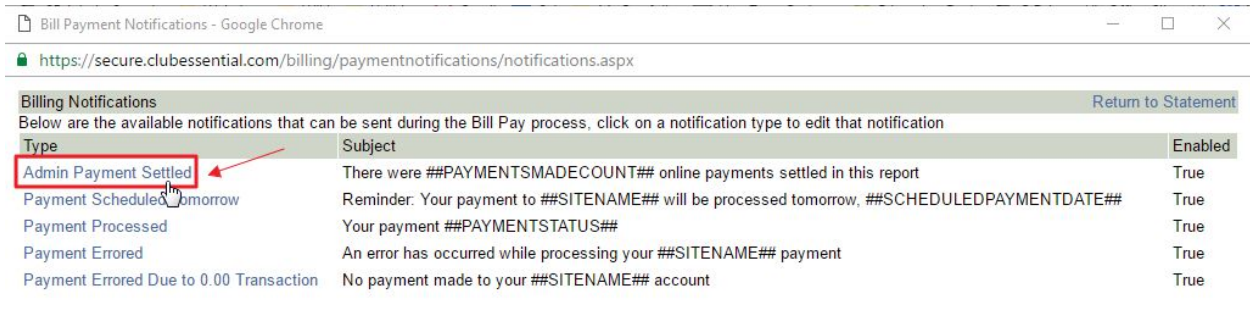
<https://secure.clubessential.com/billing/paymentnotifications/notifications.aspx>

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

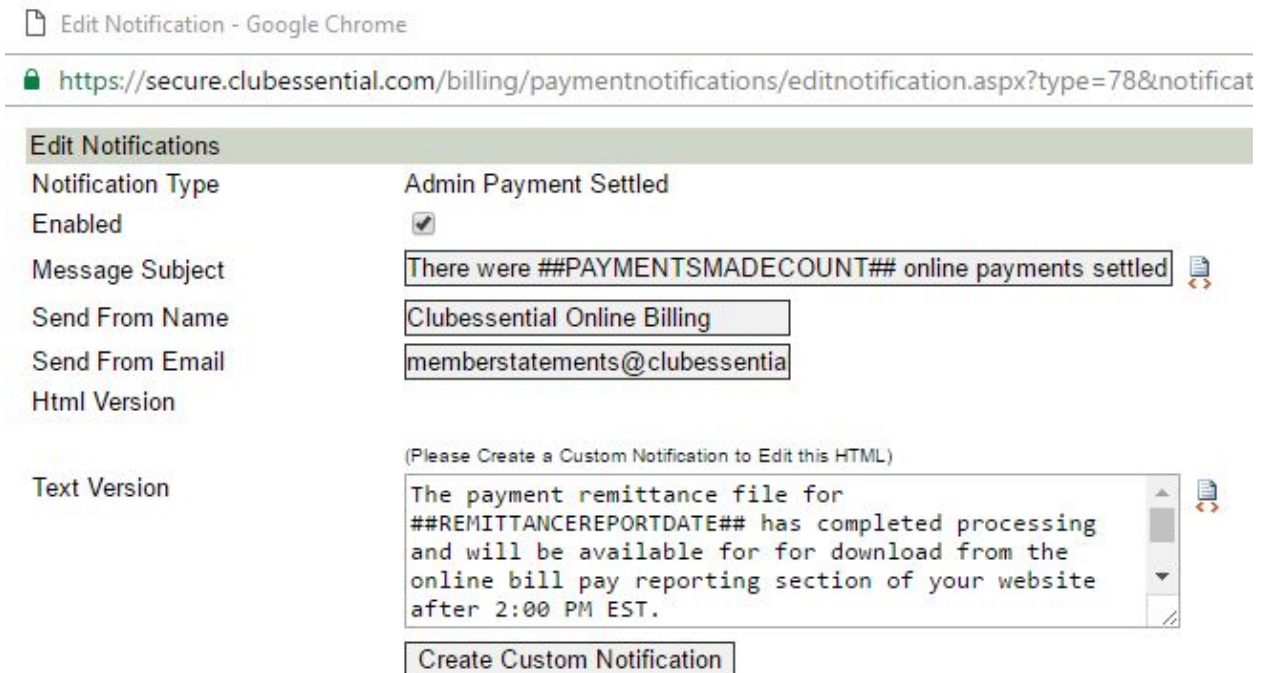
Type	Subject	Enabled
Admin Payment Settled	There were ##PAYMENTSMADECOUNT## online payments settled in this report	True
Payment Scheduled Tomorrow	Reminder: Your payment to ##SITENAME## will be processed tomorrow, ##SCHEDULEDPAYMENTDATE##	True
Payment Processed	Your payment ##PAYMENTSTATUS##	True
Payment 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: There were ##PAYMENTSMADECOUNT## online payments settled

Send From Name: Clubessential Online Billing

Send From Email: memberstatements@clubessentia

Html Version: (Please Create a Custom Notification to Edit this HTML)

Text Version: The payment remittance file for ##REMITTANCEREPORTDATE## has completed processing and will be available for for download from the online bill pay reporting section of your website after 2:00 PM EST.

Create Custom Notification

## 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.