Member Charges

2017 - Spring Edition

User Guide - Table of Contents

Overview

With the exception of Month End Billings and day to day POS Charges, all Member Charges and Adjustments are recorded using the Member Charge Wizard. In this document, we will discuss how to process Member Charges at both the individual Member and Member Group level, as well as how to Edit/ Unpost an existing Member Charge Batch. In addition, we will also walk through entering a Negative Member Charge, to Credit a Member's account.
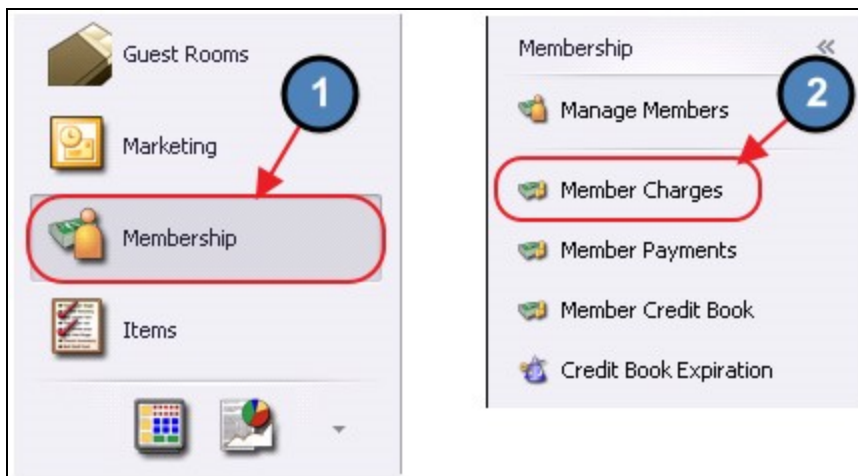
Use Case(s)

- Pro-Rate a new Member's Monthly Dues for their first month of Membership.

- Staff forgot to ring in certain charges from the night before.

- Bill a Hole in One Group.

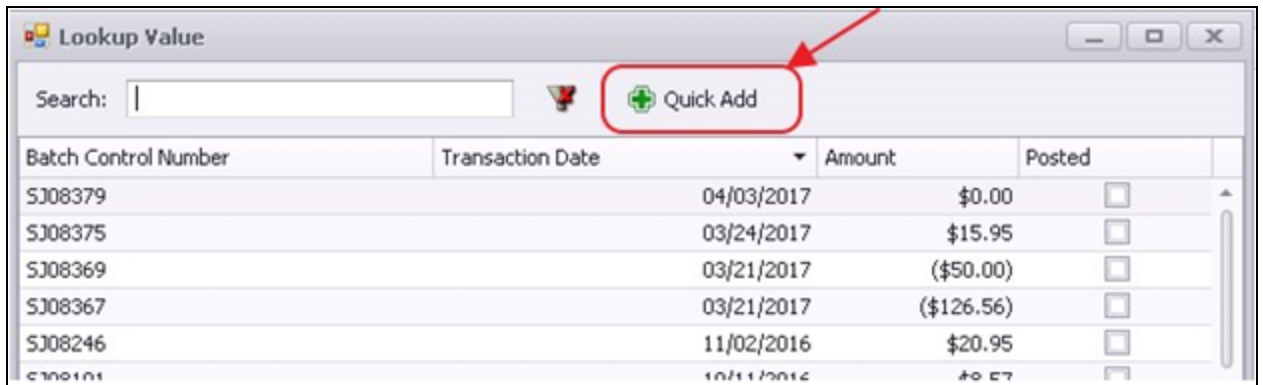- Credit a Member's Account for a mistakenly charged Late Fee.

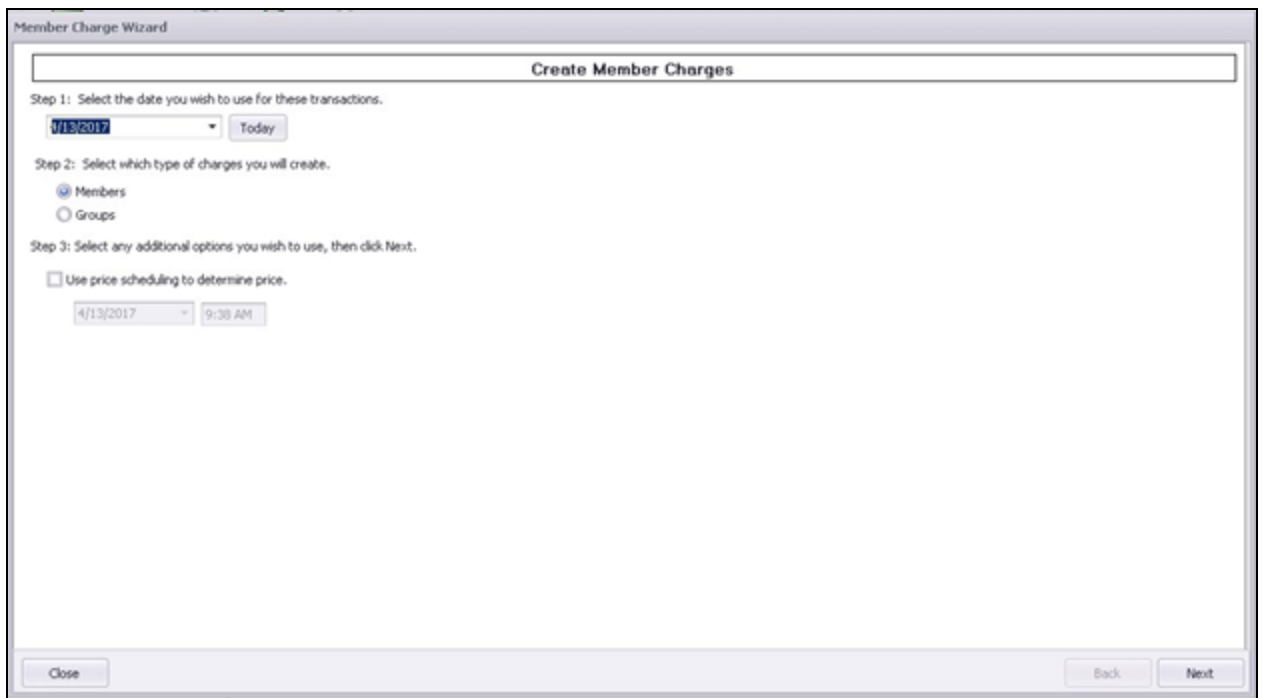# Accessing the Tool

To access the **Member Charge Wizard**,

1) Select **Membership** from the left user menu and choose **Member Charges**.

2) Select **Quick Add**.

3) The **Member Charge Wizard** will launch.

Entering a Member Charge - Individual Member

In this section we will discuss entering a Member Charge at the individual Member level. To start, please navigate to the Member Charge Wizard.

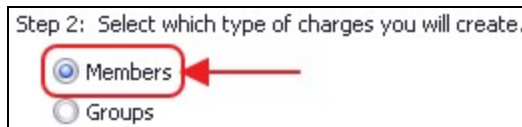# Member Charge Wizard Screen 1 (Charge Specification Screen)

Step 1 - Verify the **Transaction Date**. This is the date the transaction will post to the member's account and to the General Ledger.
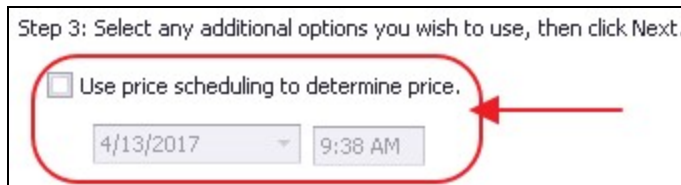

Step 2 - Select **Members** to indicate individual Members are to be charged. Please see the Charging a Member Group section of this document for a demonstration on charging Member Groups.

Step 3 - If you would like the system to use a **Price Schedule** to determine the Price to be charged, select this box and then specify the time the system should look at to find the Price Schedule.
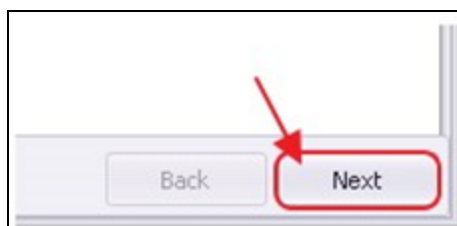

For more information on Price Scheduling, please see the **Manage Price Scheduling** section of our **Items Manual**.

Step 4 - Click **Next**.

Member Charge Wizard Screen 2 (Charge Entry Screen)

The following **Charge Entry** screen will appear next based on selections made in Screen 1 of the Wizard. The Charge Entry screen is used to specify the Member, Area, Item, and Quantity to be charged. Please follow the below instructions:
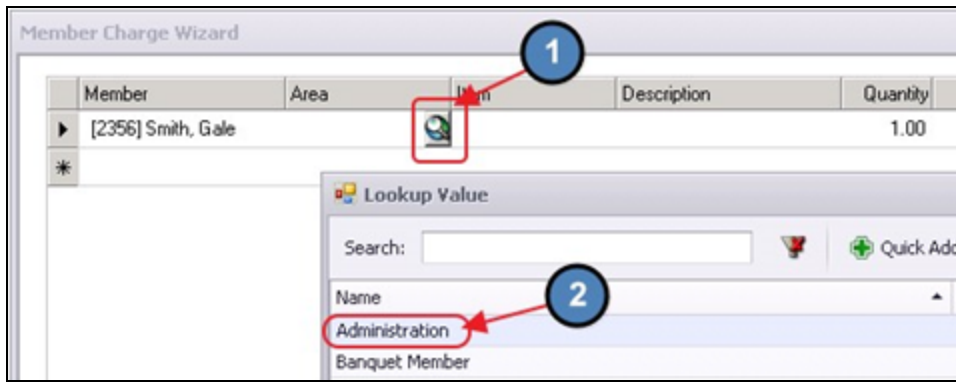
1) Select the **Member** by utilizing the lookup button, or simply begin typing the Member's name.
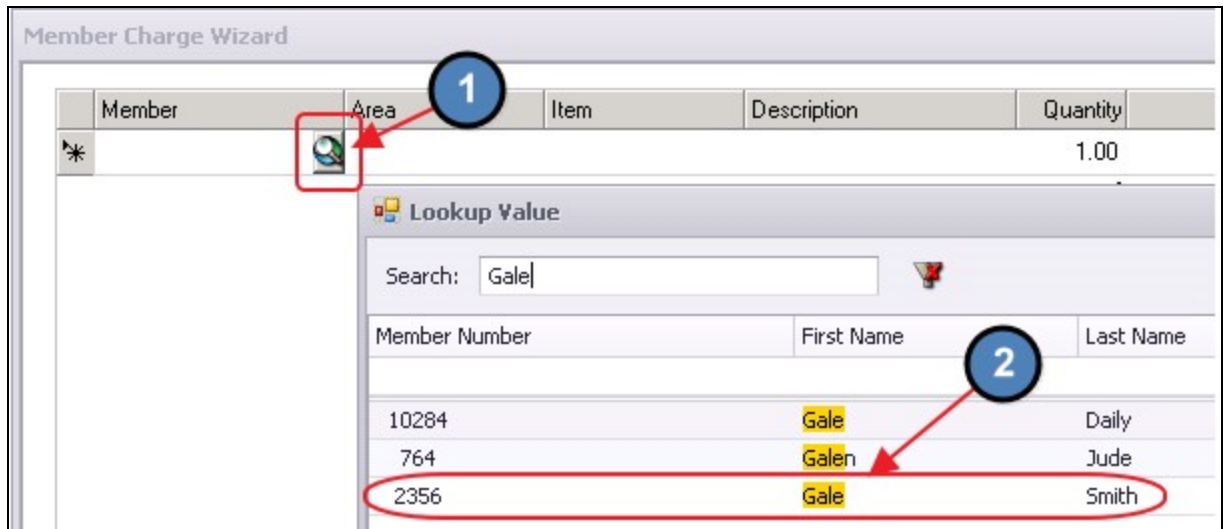
2) Use the lookup button to select the **Area** where the sale took place.
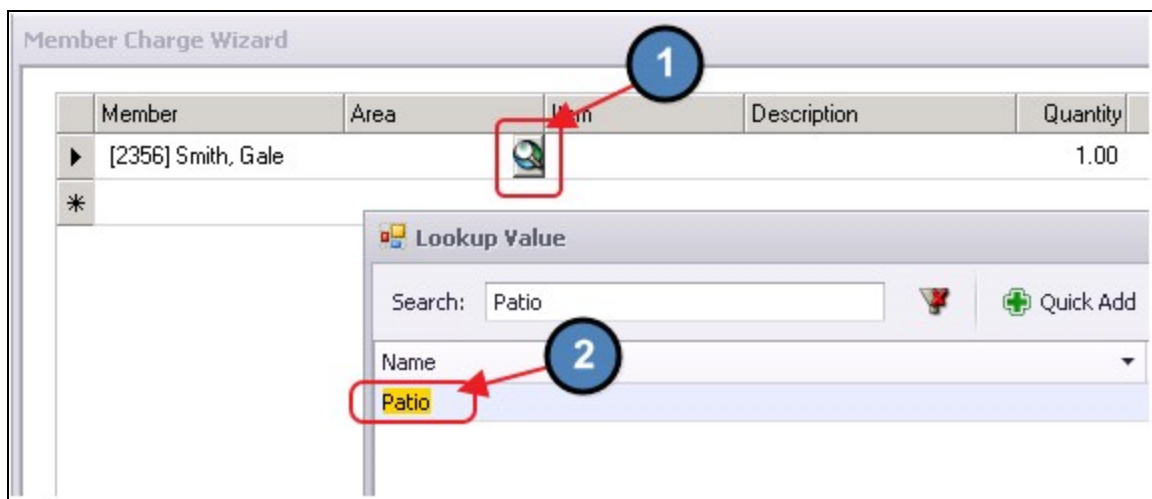
Note: When charging Billing Items (Dues, Late Fees, etc.) be sure to select the **Administration** Area.

3) Use the lookup button to select the **Item** to be charged. The Item selected here determines the GL Accounts to be hit when the charge is posted.

   Important: It is important to remember that everything charged to a Member's account is tied back to an Item that is found on the Club's Master List of Items. This includes Items that are typically sold at the POS such as F&B Items and Golf Merchandise, as well as Administrative Items such as Dues and Late Fees.
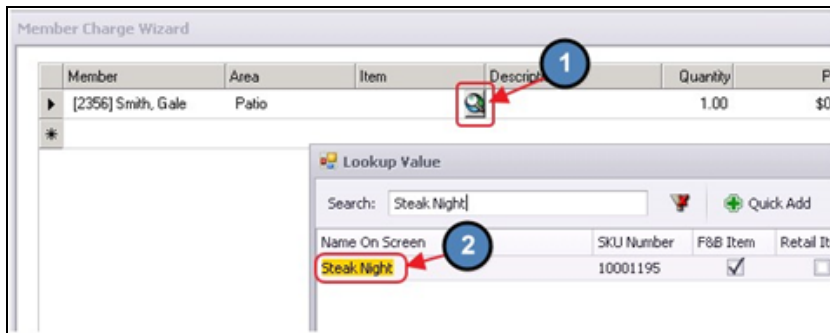
4) A **Description** will auto populate. This is the Description that will show on the Member's Statement at Month End. The Description can be edited on this screen if a more in depth description is necessary.

5) Enter the **Quantity** of the Item to be charged.

6) The **Price**, **Tax**, and **Service Charge (SC)** will auto populate based on the Item's Price and the Quantity Entered. Add any Additional Gratuity in the **Grat** field.

If necessary, the Price of the Item can adjusted. The Tax and Service Charge will recalculate based on the Price entered.

Please note that **ONLY** the Price of the Item can be charged. Tax and Service Charge are hard coded based on the Item's Tax Code.
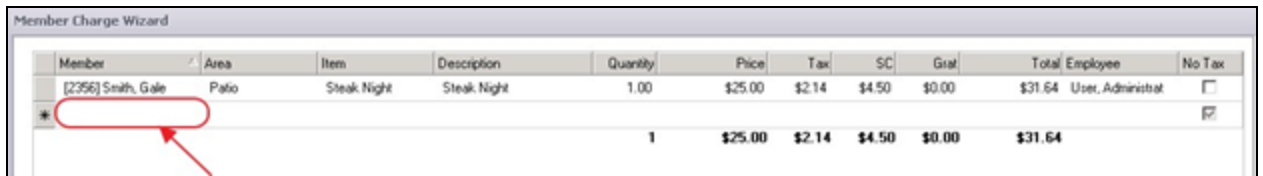
7) The **Employee** field will default to the Employee entering the charge.

8) If the charge should be exempt from Sales Tax, check the **No Tax** box.

9) Enter additional charges on the next line as applicable.

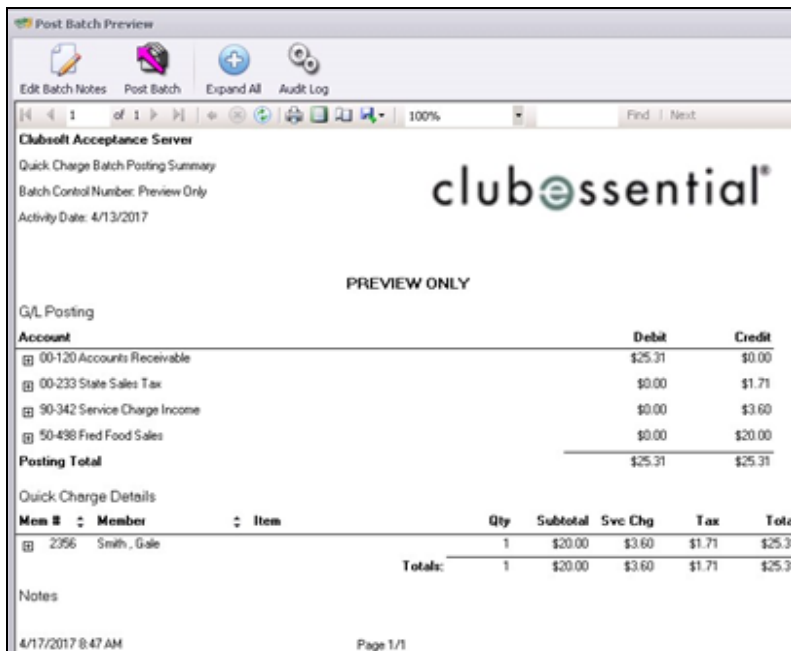10) When all charges have been entered, click **Finish**.

Batch Exit and Re-Entry

Note: To exit the Batch prior to batch completion, click **Close** at any time. Batch will automatically be saved, and can be re-opened by selecting **Member Charges** and choosing the appropriate batch from the lookup list.

Post the Charge

When **Finish** is selected, a Batch Preview will populate.

G/L Posting

The top portion of the report displays a summary listing of the Debits and Credits resulting from the batch for your review prior to posting.

PREVIEW ONLY

G/L Posting

Account	Debit	Credit
⊞ 00-120 Accounts Receivable	$25.31	$0.00
⊞ 00-233 State Sales Tax	$0.00	$1.71
⊞ 90-342 Service Charge Income	$0.00	$3.60
⊞ 50-498 Fred Food Sales	$0.00	$20.00
Posting Total	$25.31	$25.31

Use the (+) to the left of the General Ledger Account to drill down to the specific charges that are hitting these Accounts.

PREVIEW ONLY

G/L Posting

Account			Debit	Credit
⊞ 00-120 Accounts Receivable			$25.31	$0.00
⊞ 00-233 State Sales Tax			$0.00	$1.71
⊞ 90-342 Service Charge Income			$0.00	$3.60
⊟ 50-498 Fred Food Sales				
Ref #	Employee	Description		
461582	ADMINISTRATOR	Steak Night	$0.00	$20.00
Total 498 Fred Food Sales			$0.00	$20.00
Posting Total			$25.31	$25.31

Quick Charge Details
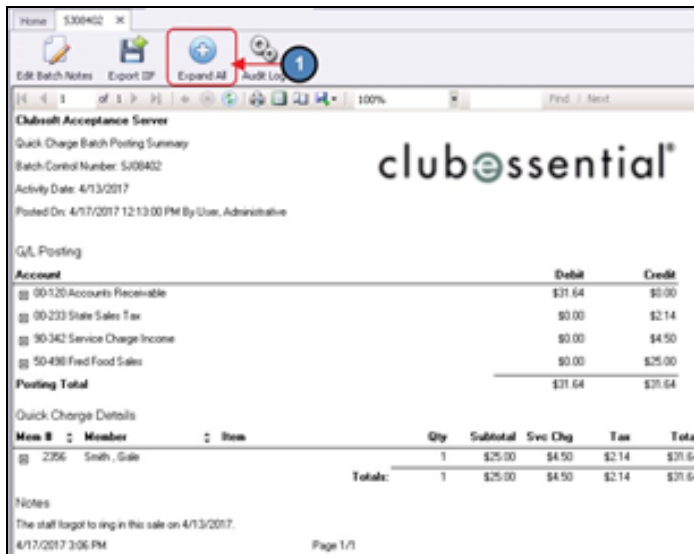
The bottom portion of the report displays a list of charges by Member that are included in the Batch.

Quick Charge Details

Mem # ⇕	Member ⇕	Item ⇕	Qty	Subtotal	Svc Chg	Tax	Total
⊞ 2356	Smith , Gale		1	$20.00	$3.60	$1.71	$25.31
		Totals:	1	$20.00	$3.60	$1.71	$25.31

Notes

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Use the (+) to the left of the Member Number to drill down to the specific Items that are being charged to each Member.

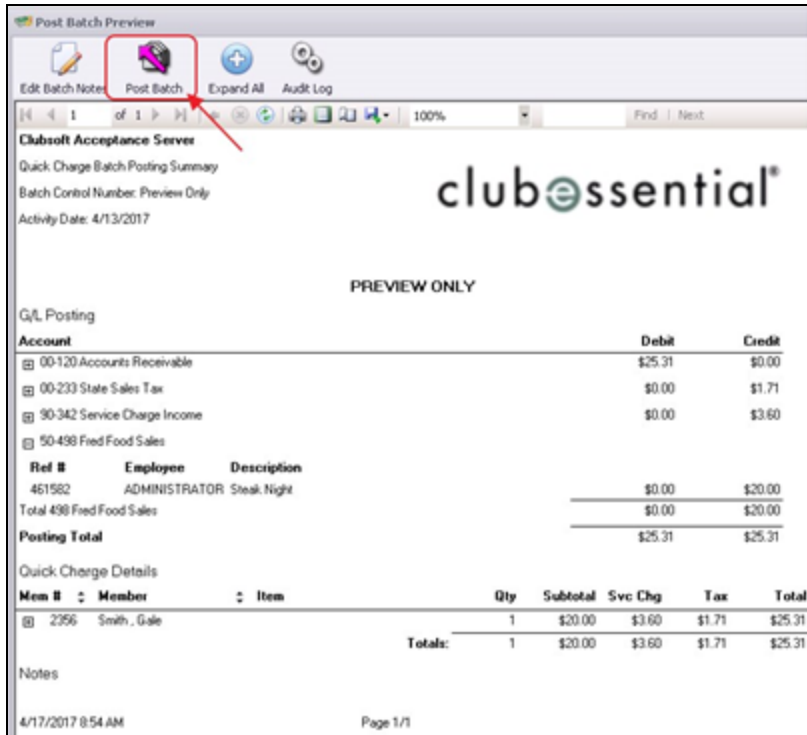Use **Expand All** to expand all Quick Charge Details.

Notes

To add a note to the report, select **Edit Batch Notes**, type out your message, and select **Save & Close**.
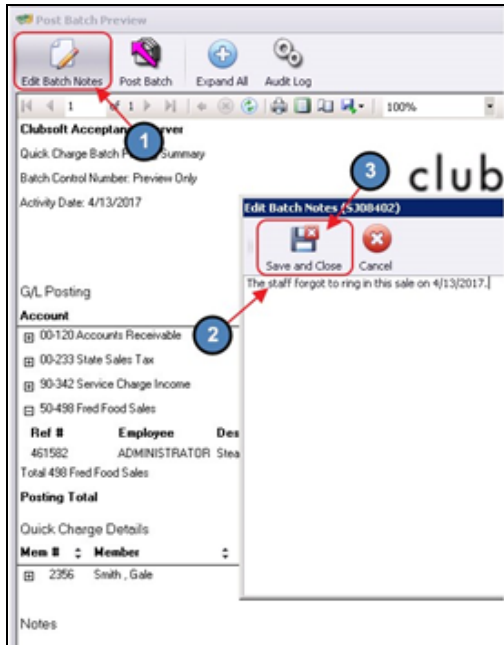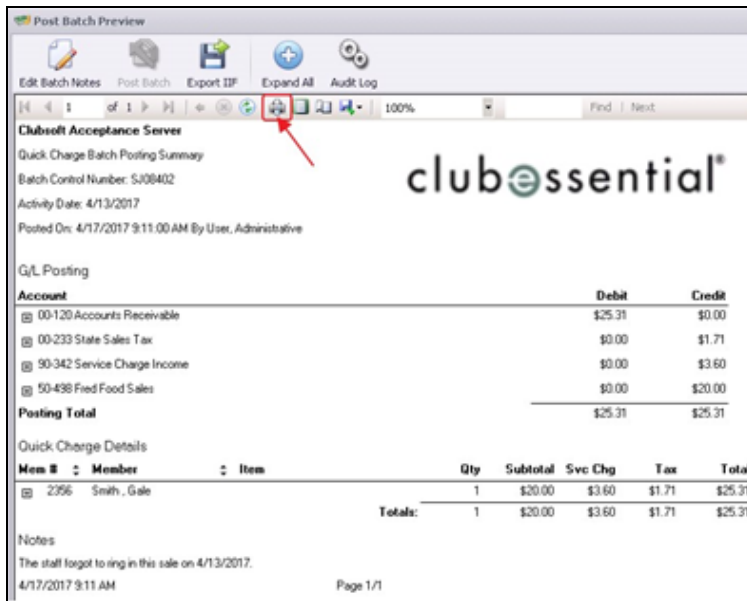
Post the Batch

After verifying the GL Posting is correct, select **Post Batch**. This will post the charge to the Member's Account and General Ledger.

Print Batch Report

If necessary, select the Printer Icon to print a paper copy of the Batch Report.

Charging a Member Group

In this section we will step through an example of how to bill by **Member Group**. To begin, please navigate to the Member Charge Wizard as described in the Accessing the Tool section of this document.

Member Charge Wizard Screen 1 (Charge Specification Screen)

Step 1 - Verify the **Transaction Date**. This is date the transaction will post to member's account and to the General Ledger.

Step 2 - Select **Groups** to indicate that a Member Group is to be charged.
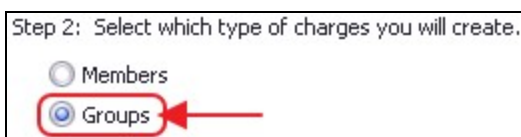
Setup Group Charge Defaults

The Setup Group Charge Defaults step will populate when **Groups** is selected in Step 2. Please follow the below instructions.
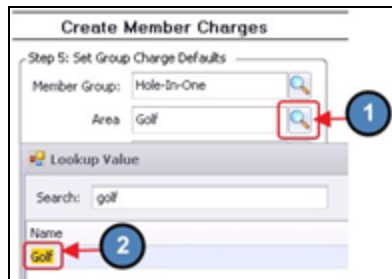
1) **Member Group** - Use the lookup button to select the Member Group to be charged. Each Member within this Member Group will populate and will be charged on the next screen.
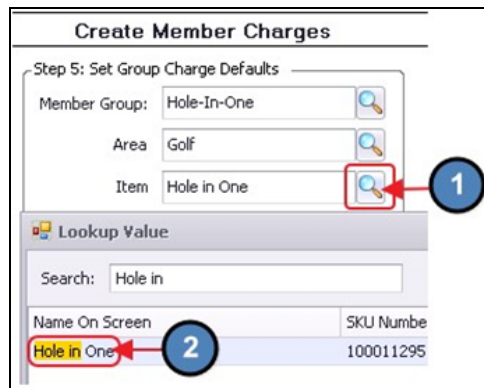
For more information on Member Groups, please see our **Member Groups** document.

2) **Area** - Use the lookup button to select the **Area** where the sale took place.

3) **Item** - Use the lookup button to select the Item to be charged. The Item selected here determines the GL Accounts to be hit when the charges are posted.

Important: It is important to remember that everything charged to a Member's account is tied back to an Item that is found on the Club's Master List of Items. This includes Items that are typically sold at the POS such as F&B Items and Golf Merchandise, as well as Administrative Items such as Dues and Late Fees.

4) **Quantity** - Enter the **Quantity** of the Item to be charged.

5) & 6) **Price/Description** - The Price and Description will auto populate based on the Price and Description of the Item selected above. If necessary, both the Price and Description of the Item can be adjusted.
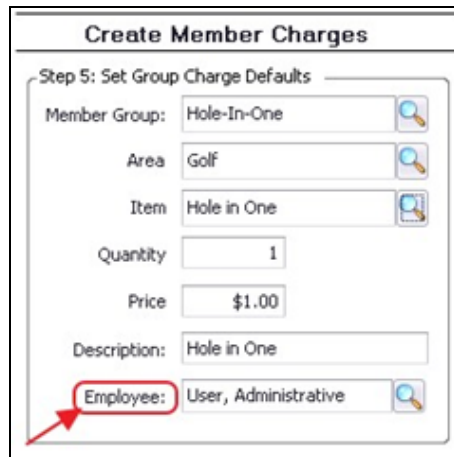
7) **Employee** - The **Employee** field will default to the Employee entering the charge.

When finished entering the above, click **Next**.

Member Charge Wizard Screen 2 (Charge Entry Screen)
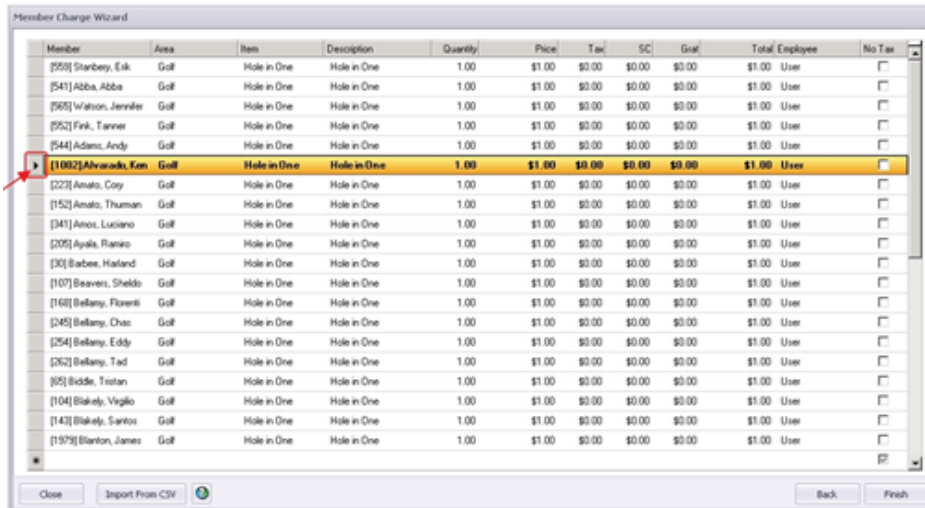
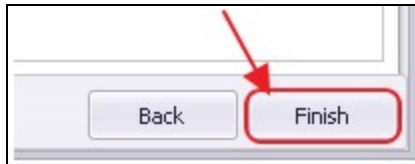After **Next** is selected, each Member within the Member Group selected above will populate on the Charge Entry Screen.

If any Member needs to be removed from this screen, select the arrow to the left of the Member in question and hit **Delete** on your **keyboard**.
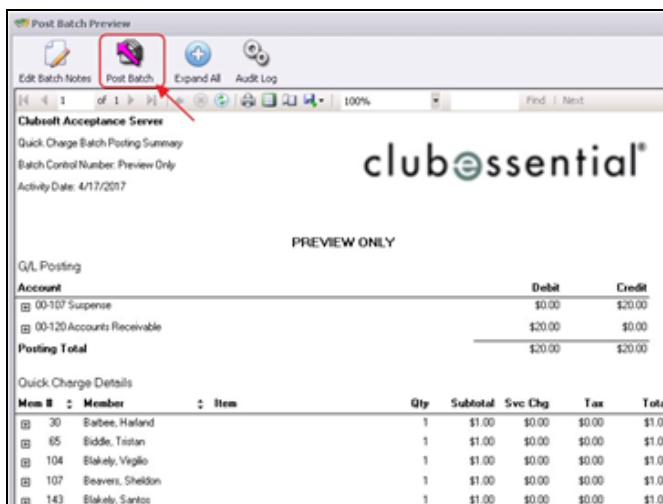

Click **Finish**.

Post the Batch

Verify the GL Posting is correct and select **Post Batch**.

Editing Posted Charges

All Charge Batches can be unposted unless they are reconciled within a bank rec, in which case the system will not let the user unpost the batch.

To unpost a Charge Batch, please navigate to the **Membership** menu and select **Approve Charge Batches**.
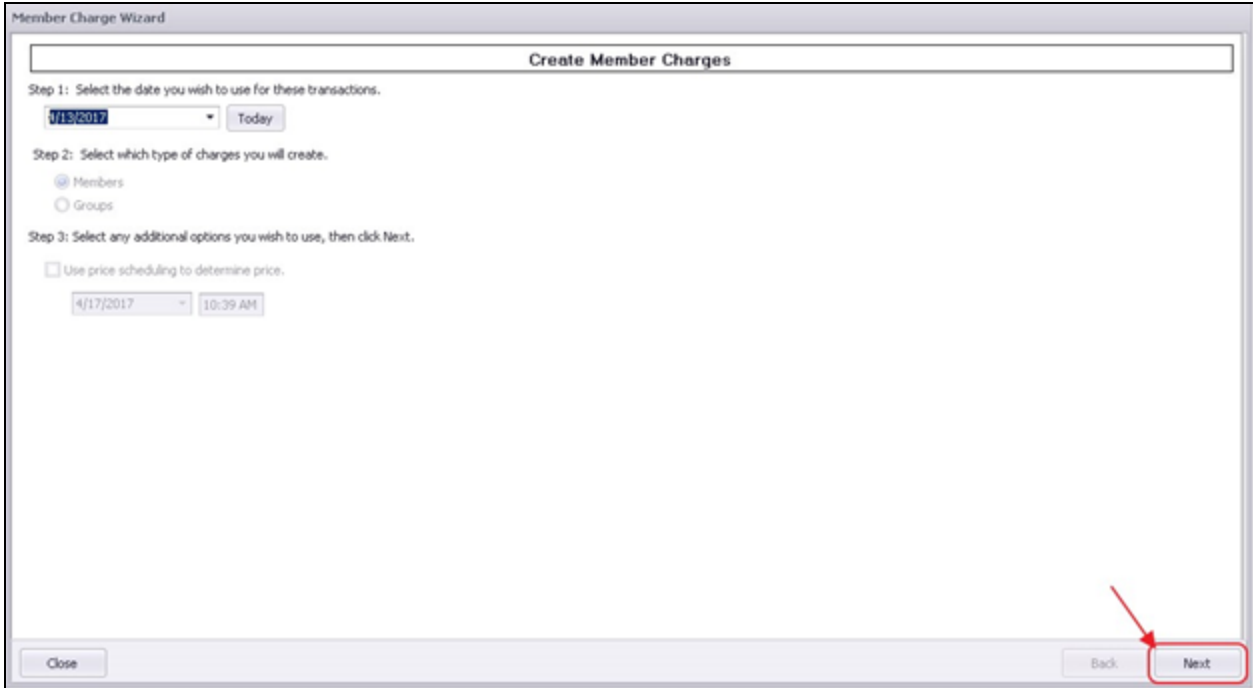
Click to select the **Charge Batch** that needs unposted and choose **Unpost Batch**.
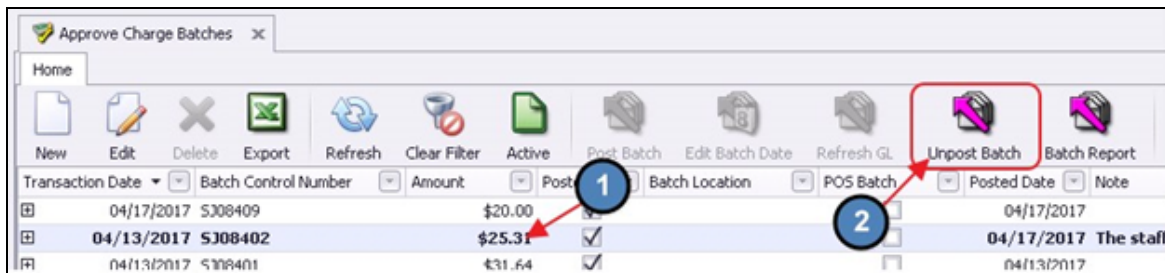
In addition, once a Charge Batch is unposted, the edits can only be made within the **Member Charge Wizard** found via **Member Charges**. Select the unposted Charge Batch from the lookup and make the necessary edits.
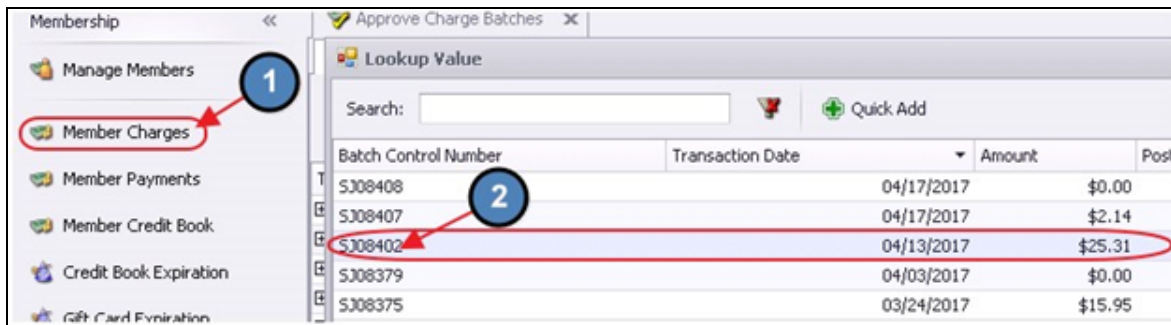
Select, **Next** to move to the Charge Entry screen.

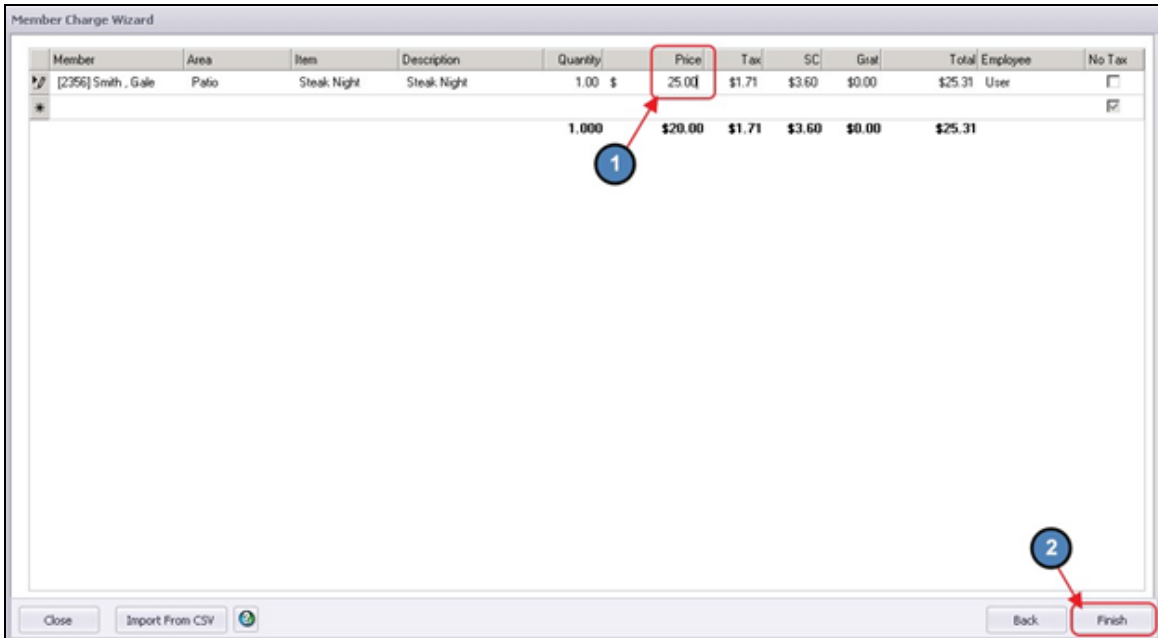Make any needed adjustments to the Charge, select **Finish**, and proceed to post the batch as normal.

Crediting a Member's Account (Negative Member Charge)

Negative Member Charges are used to make corrections and Credit a Member's account when necessary. In this section, we will demonstrate entering a Negative Member Charge to Credit a Member for a mistakenly entered Late Fee.

To begin, please follow the same steps as described in the Entering a Member Charge - Individual Member section of this document.

However, in the **Price** field, please enter a **Negative Dollar Amount** in the amount the Member should be credited. In this example, we are crediting a Member for an erroneous Late Fee, therefore, the Late Fee Item must be charged.
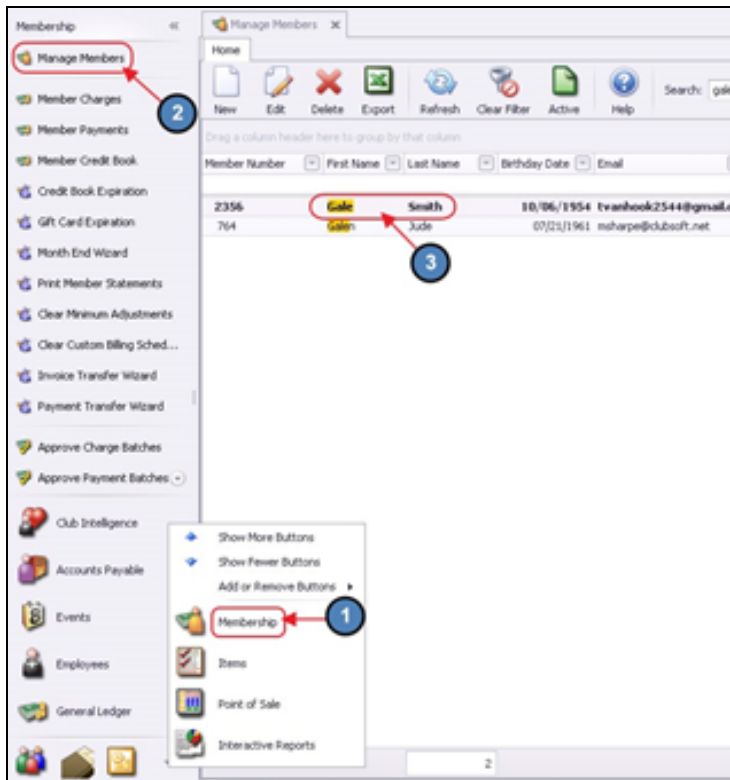

Click **Finish** and Post the batch as normal.

AR Activity - Member Profile

Charges posted to a Member's Account can be viewed on the **AR Activity** tab within the Member's profile.

To access this tab, please navigate to the **Membership** Menu, select **Manage Members**, and double-click the appropriate Member.
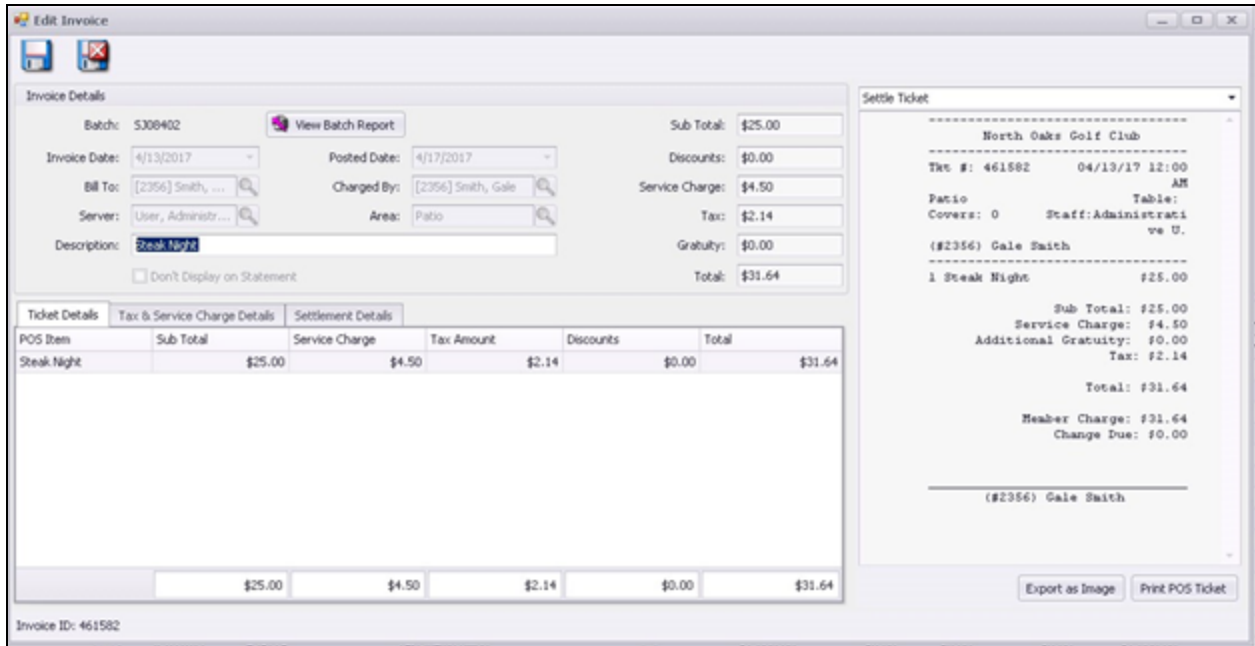
Select the **AR Activity** Tab and a list of charges and payments posted to the Member's Account will populate. This is known as the **AR Activity Grid**.

Double-click on a particular charge to view additional details on the charge.

Invoice Details

Invoice Details appear at the top of the Edit Invoice screen.
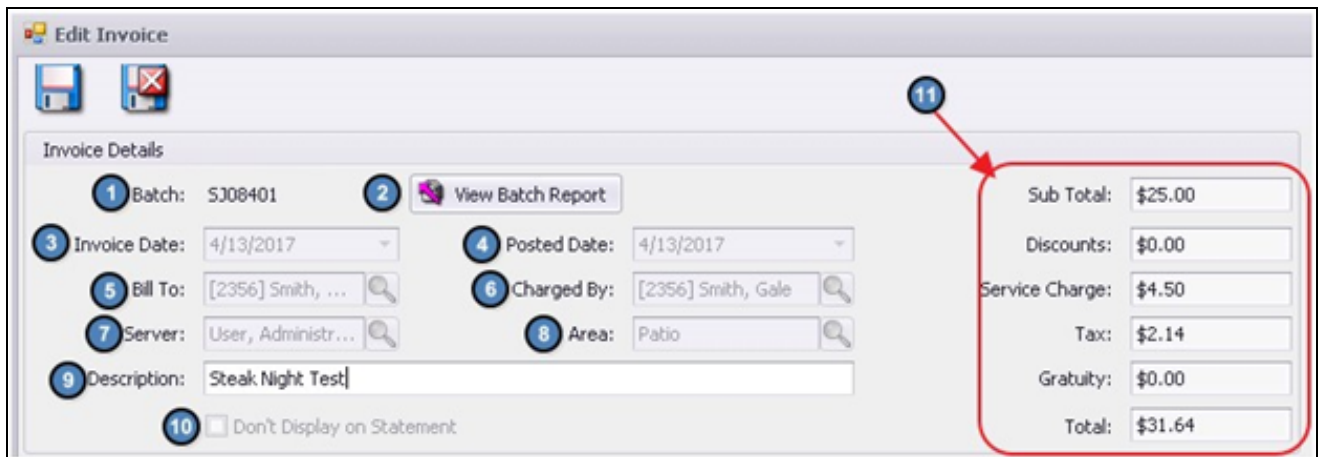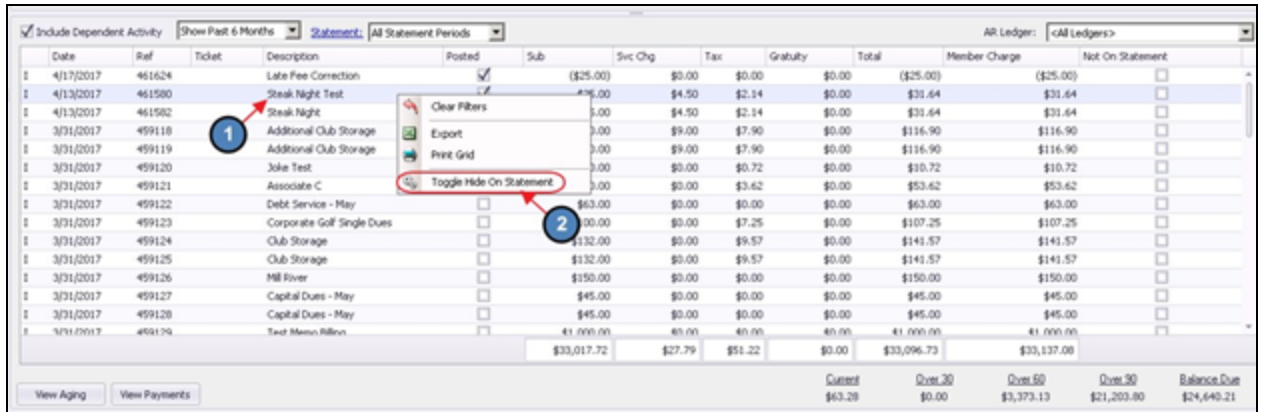
1) **Batch** - The **Batch** the charge was posted from.

2) **View Batch Report** - Select this to view the Batch Report of the Charge Batch associated with this Invoice.
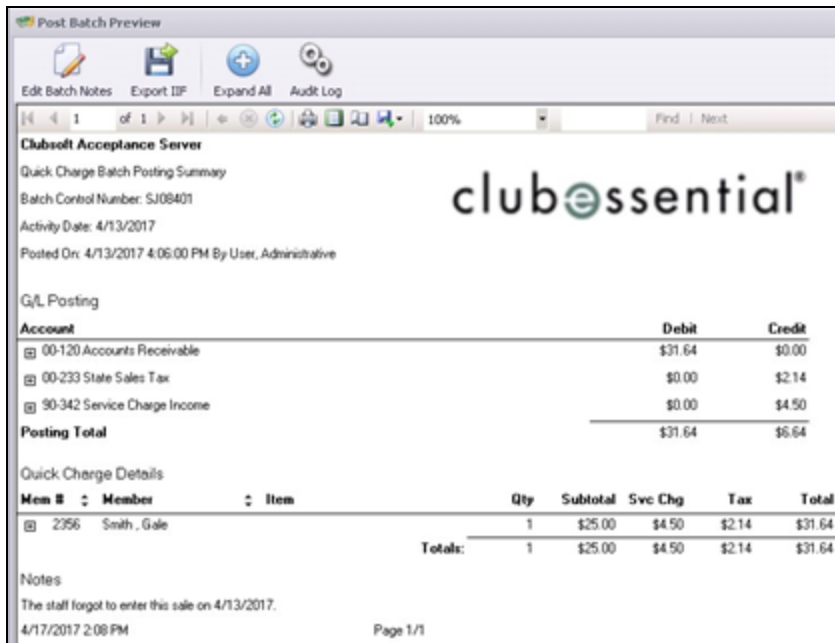
3) **Invoice Date** - The date on the Invoice.

4) **Posted Date** - The date the Batch was posted.

5) **Bill To** - The Member the charge will be billed to.

6) **Charged By** - The Member who made the charge. This is primarily used to reference Dependent Members who created charges to a Primary Member's Account.

7) **Server** - The Employee who entered the charge.

8) **Area** - Area at the Club where the charge took place.

9) **Description** - This is the **Description** that will show on the Member's Statement. If necessary, the Description here can still be edited after the Batch has been posted. Be sure to select **Save & Close** after adjusting the Description.
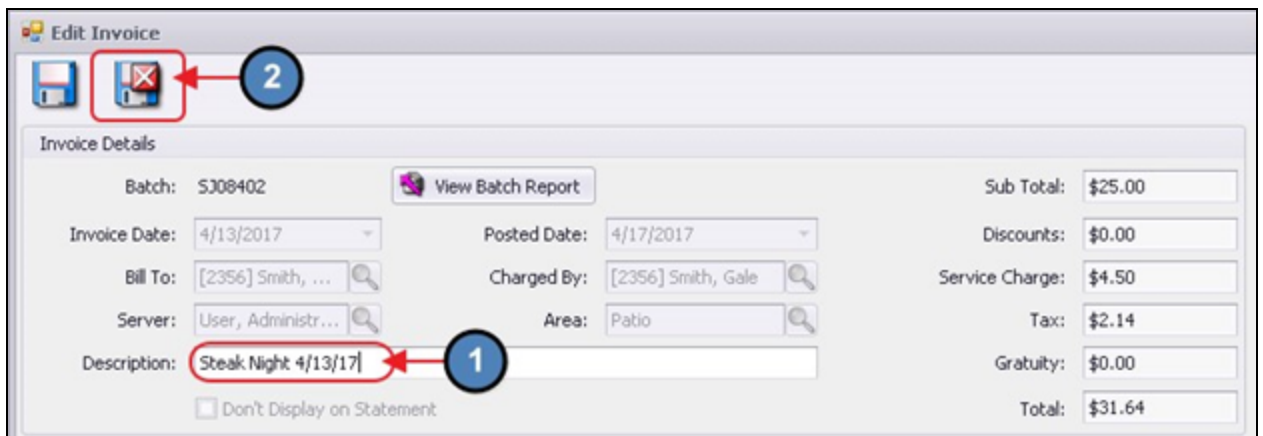
10) **Don't Display on Statement** - If for any reason a charge needs to be hidden from a Member's statement, simply right-click on the charge within the AR Activity Grid and select Toggle Hide on Statement.
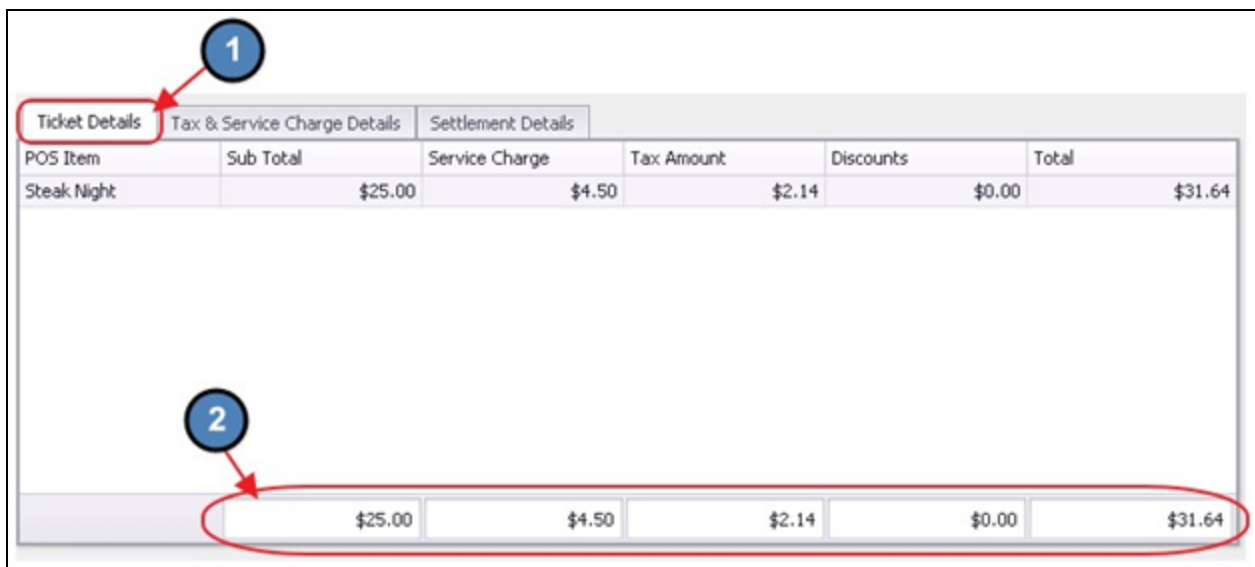

11) **Totals** - To the right of the Invoice Details is a quick snapshot of the Subtotal, Discounts, Service Charge, Tax, Gratuity, and Total of the Invoice.

Ticket Details

Ticket Details load in the bottom half of the Edit Invoice screen, and provide the user with a summary view of the **POS Items** charged on a particular Charge/Invoice, as well as the **Subtotal**, **Service Charge**, **Tax Amount**, and **Discounts** associated with each Item.

In addition, a **Totals Row** for each of these columns is present at the bottom of the screen.

Tax & Service Charge Details

The Tax & Service Charge Details tab displays a list of the Tax Code Items, the Tax/Service Charge Amount, as well as the GL Account being hit by the Tax Code Item.

For more information on Tax Code Items, please view our **Tax and Service Charge Guide**.

Ticket Details	Tax & Service Charge Details	Settlement Details	
Name		Amount	Account Name
Sales Tax		$2.14	233 Balance Sheet
10% Service Charge		$4.50	342 Food
		$6.64	

Invoice ID: 461582

Settlement Details

The Settlement Details tab display a list of the Settlement Types used to settle the Invoice.

For more information on Charge Settlement Types, please view our **Charge Settlement Types Guide**.

Ticket Details	Tax & Service Charge Details	Settlement Details	
Name			Amount
Member Charge			$31.64
			$31.64

Invoice ID: 461582

Export Image/Print POS Ticket

If necessary, the Invoice's Settle Ticket can be **Exported as an Image** or printed as a **POS Ticket**.

Best Practices

- When multiple Members are receiving the same charges, set up Member Groups and utilize the Charge by Member Group feature within the Member Charge wizard to more efficiently assess the Member Charges.

- Apply Credits to Members against the Item that was charged in error to ensure g/l distribution for the credit is proper.

- Easily review details of any Member Charge by going to the Member's profile, and reviewing the A/R tab.

Frequently Asked Questions

Why can't I unpost a Member Charge Batch?

Charge batches that have been reconciled in a bank reconciliation cannot be unposted.

How do I exclude a Member charge from appearing on a Member's Statement?

Within the Member's profile, A/R tab, right-click on the charge to exclude, and then select Toggle Hide on Statement.