G Refund Check to Member

2017 - Spring Edition

User Guide - Table of Contents

Overview

<u>Use Case(s)</u>

Setup Member as a Vendor

Create a Refund Check

Post Charge Batch to Member Account

Member Balance

Best Practices

Frequently Asked Questions

Overview

In the event a refund check needs to be written for a member, the Office system offers a simple solution to this occurrence similar to billing reciprocal charges.

Use Case(s)

- In some cases, a member will resign and have a credit balance on their account. The office system allows the user to write a refund check to the member in the amount of the credit balance.
- If a member overpays their outstanding balance and they would like a refund check in the amount of the overpayment.

V	Include Depende	nt Activity	Show Past	6 Months 💌 Statement: All :	Statement Periods	•					AR Ledger: <a>All Le	dgers>
	Date	Ref	Ticket	Description	Posted	Sub	Svc Chg	Tax	Gratuity	Total	Member Charge	Not On Statemer
I	4/28/2017	461644		Hole in One		\$1.00	\$0.00	\$0.00	\$0.00	\$1.00	\$1.0	0
I	4/24/2017	461670	125867	Carlie's F&B Area		\$8.95	\$0.00	\$0.00	\$0.00	\$8.95	\$8.9	
I	4/17/2017	461604		Hole in One	\checkmark	\$1.00	\$0.00	\$0.00	\$0.00	\$1.00	\$1.0	
I	4/14/2017	461632	125842	Carlie's F&B Area		\$22.50	\$4.50) \$1.96	\$0.00	\$28.96	\$0.0	
I	4/11/2017	461564	125818	Patio	\checkmark	\$11.65	\$2.3	8 \$1.01	\$0.00	\$14.99	\$14.9	
I	4/11/2017	461566	125826	Patio		\$13.05	\$2.5	l \$1.13	\$0.00	\$16.69	\$16.6	
I	4/10/2017	461571	125813	Patio		\$32.90	\$5.92	2 \$2.82	\$0.00	\$41.64	\$41.6	
I	3/31/2017	457716		test for using combo		\$8.34	\$0.75	5 \$0.66	\$0.00	\$9.75	\$9.7	
Ι	3/31/2017	457717		Hole in One		\$30.00	\$0.00	\$0.00	\$0.00	\$30.00	\$30.0	
I	3/31/2017	448848		Prepaid Minimum		\$1,200.00	\$0.00	\$0.00	\$0.00	\$1,200.00	\$1,200.0	
I	3/14/2017	453480	125752	Fitness		\$5.00	\$0.00	0 \$0.00	\$0.00	\$5.00	\$5.0	
I	3/14/2017	453481	125756	Grille		\$14.35	\$2.58	3 \$1.23	\$0.00	\$18.16	\$18.1	
P	3/6/2017	78941		78941	\checkmark	(\$8,400.00)	\$0.00			(\$8,400.00)	(\$8,400.00	
I	2/28/2017	451256		test for using combo	\checkmark	\$8.34	\$0.75			\$9.75		- h
I	2/28/2017	451257		Hole in One		\$30.00	¢n n/			\$30.00	\$30.0	
						(\$8,180.22)	\$30.05	\$15.84	\$0.00	(\$8,134.33)	(\$8,263.29	
									Current	<u>0 ver 30</u>	<u>0 ver 60</u>	<u>0 ver 90</u>
	View Aging	View Payme	ents						(\$1,794.48)	\$0.00	\$0.00	\$0.00

Setup Member as a Vendor

To properly process a refund check, the member in question will also need to be setup as a Vendor. Please see our <u>Manage Vendors</u> manual for more information on how to setup a new vendor.

Create a Refund Check

Access the Invoice Receipt screen by selecting Accounts Payable from the user menu and choosing Enter Vendor Invoices (the invoice entry screen).



Follow instructions for Standard Invoice Entry. Complete the heading of the Invoice Receipt Screen. Please be sure to select the newly created Vendor.

The **Invoice Amount** should equal to the amount needed to net the member's credit balance to zero.

Under Type option, select Member.

🚸 Edit Vendor Ir	woice (Unpaid)				-	
	🔄 🗞 🕐					
Vendor	Erik Stanbery	Find Item Receipts	Invoice Numb	oer: 050520	117	
Vendor Address:		·	Ter	ms: NET30		Q
	1		Invoice Da	ate: 5/5/20:	17	-
			Due Da	ate: 6/4/20:	17	-
	🗌 On Hold 📃 Prepaid		Invoice Amou	unt:	\$1,79	94.48 🗘 🖌
	🔲 Create Memorized Invoice					
On Every	Last days of the month (until 5/5/2017 -				
Type f	Name	Description	Quantity	Amount	Total	DE
9 😣 Me 🔻			1	\$1,794.48	\$1,794.48	
* Туре						
Item Account Comment Member	3					

Then, in the name section, select the member to be charged. Use the lookup feature for assistance. Once Member is located, double-click to select and populate the **Name** field.

😵 Edit Vendor In	voice (Unpaid)					_		x
	🔄 🕹 📀							
Vendor:	Erik Stanbery	Eind Item Re	ceipts	Invoice Num	ber: 050520	17		
Vendor Address:				Te	rms: NET30		Q	
	,	-		Invoice D	ate: 5/5/20:	17	•	•
				Due D	ate: 6/4/20:	17	-	-
	On Hold Prepaid			Invoice Amo	unt:	\$1,7	94.48 💲]
	Create Memorized Invoice							
On Every	Last 🔄 days of the n	nonth until 5/5	Ŧ					
Type N	ame	Pescription		Quantity	Amount	Total	DE	
9 😢 Member		Q		1	\$1,794.48	\$1,794.48		
*								
	🖳 Lookup Value	(2)				_		x
	Search: Erik	~	4		3			
	Member Number	▼ First Na	ame	Last Name		Member Type		
	559	Erik		Stanbery	\mathcal{A}	Deferred Golf		

The **Description** will default to Vendor Name. It is recommend to **add a reference** to a refund check in this field. This will display on the member statement, and can be adjusted if necessary. Leave **Quantity** at the Default. Enter the **Amount** of the refund, and click, **Save and Close**.

-	Edit Vendor I	nvoice (Unpaid)				-	
		S 🖉					
	Vendora	Erik Stanbery	Gind Item Receipts	Invoice Nur	nber: 05052	017	
1	/endor Address:		*	Τe	rms: NET30	I	Q
		,	-	Invoice E	ate: 5/5/20)17	-
				Due D	ate: 6/4/20)17	-
		🗌 On Hold 📃 Prepaid		Invoice Amo	ount:	\$1,7	794.48 💲
		Create Memorized Invoice	(1)				
	On Every	/ Last 🔄 days of the month	until 5/5/2017				
	Туре	Name	Description	Quantity	Amount	Total	DE
I	Member	[559] Stanbery, Erik	Erik Stanbery - Refund Check for O	1	\$1,794.48	\$1,794.48	
*							
						Total: \$1,79	94.48

Click **Finish**, and proceed to post batch.

🖳 Vendor Invoice	Wizard			? X
	Vendor In	voice Wizard		
Step 2: Add New Ve	ndor Invoices			
Invoice Number	Vendor	Invoice Date	Amount Due	
05052017	Erik Stanbery	5/5/2017	\$1,794.48	
Cancel	Memorized Import M/I	Import Flat	Back	Finish
Cancor	Importing			

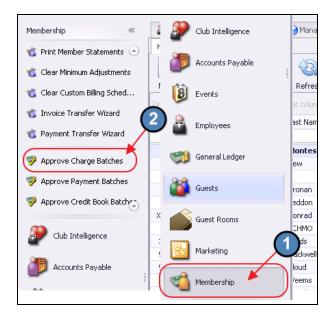
🤎 Post Batch Previe	2W					_ D X
		ං				
Edit Batch Notes Po:		Audit Log				
A 1 of 1		🚓 🔲 🔍 🔍 - 100%	•	Find Nex	ł	
Clubsoft Acceptanc				Tind Nox	~	
Vendor Invoice Batch F						
Batch Control Number:			b⊜s	cont	ial	
Activity Date: 5/5/2017	-	010	092	26111	iui	
Activity Pate. 57572011						
		PREVIEW ONLY				
G/L Posting			B 13	a b		
Account 00-204 AP GOLF			Debit \$0.00	Credit \$1,794.48		
	2 Charges		\$1,794.48	\$0.00		
Posting Total	c charges	_	\$1,794.48	\$1,794.48		
			\$1,104.40	\$1,104.40		
Vendor Invoice De	tails					
Vendor #	Vendor Name	Invoice #	Invoice Date	Due Date	Amount To Pay	
ESTAN	Erik Stanbery	05052017	5/5/2017	6/4/2017	\$1,794.48	
				Tota	: \$1,794.48	
Notes						
5/5/2017 11:25 AM		Page 1/1				

The invoice will then need to be paid and printed as normal. Please see our <u>Pay Bills and</u> <u>Print Checks</u> guide for more information.

Post Charge Batch to Member Account

Once the invoice batch has been posted, the system creates a charge batch under Approve Charge Batches in Membership, which is then posted to charge the member's account. This will net the Balance Due on the member's account to zero.

Select Membership from the user menu and choose Approve Charge Batches.



A new batch will auto-populate based on the Invoice Batch. Click to select the batch and choose **Post Batch**.

🦻 A	pprove Char	ge Batches	×								
Home											
		×	×	£	8			Ì		R	(A)
New	Edit	Delete	Export	Refresh	Clear Filter	Active	Post Ba	atch	Edit Batch Date	Refresh GL	Unpost Bate
Transa	ction Date 🔹	r 💌 Batc	h Control N	lumber 🛛 💌	Amount	Post	ed 💽	Bat	ch Location	POS Batch	Poste
Œ	05/05/2	017 530	8426		\$1,7	94.48					
Œ	05/04/;	2017 SJO8	3425		\$1	53.85	\checkmark				
(F)	05/01/2	2017 5108	3424		4	45.36		Eor	nd & Bev	\checkmark	

This will open the batch for review. Select **Post Batch** after review is complete.

Home 5308426 ×						
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Edit Batch Notes Post Batch Expand All Audit Log						
🕅 🖣 1 of 1 🕨 🕅 💘 🛞 🛞 🖨 🗐 🕰 🚚 -	100%	-		Find N	lext	
Clubsoft Acceptance Server						
Quick Charge Batch Posting Summary						10
Batch Control Number: Preview Only	cl	υb)@S	sen	tic	
Activity Date: 5/5/2017	•••	• ~		••••		
PREV	VIEW ONLY					
G/L Posting						
Account				Debit		Credit
⊕ 00-120 Accounts Receivable				\$1,794.48		\$0.00
£ 5-460 Other Club \$2 Charges				\$0.00	\$1	,794.48
Posting Total				\$1,794.48	\$1	,794.48
Quick Charge Details						
Mem # ‡ Member		Qty	Subtotal	Svc Chg	Тах	Total
⊕ 559 Stanbery, Erik		1	\$1,794.48	\$0.00	\$0.00	\$1,794.48
	Totals:	1	\$1,794.48	\$0.00	\$0.00	\$1,794.48
Notes						
5/5/2017 11:39 AM Page	1/1					

Member Balance

Once the Charge batch is posted, the member will have a net balance of zero on their account.

5/5/2017 461673 Refund Check for Overpayment. Image: style sty		Date	Ref	Ticket	Description	Posted	Sub	Svc Chg	Tax (Gratuity	Total	Member Charge	Not On Statement	
4/2/2017 461670 125867 Carlle's P&B Area \$8.95 \$0.00 \$0.00 \$0.00 \$1.00 \$1.00 \$1.00 1 4/17/2017 461604 Hole in One \$1.00 \$0.00 \$0.00 \$1.00 <t< th=""><th>I</th><th>5/5/2017</th><th>461673</th><th></th><th>Refund Check for Overpayment</th><th>\checkmark</th><th>\$1,794.48</th><th>\$0.00</th><th>\$0.00</th><th>\$0.00</th><th>\$1,794.48</th><th>\$1,794.48</th><th></th><th></th></t<>	I	5/5/2017	461673		Refund Check for Overpayment	\checkmark	\$1,794.48	\$0.00	\$0.00	\$0.00	\$1,794.48	\$1,794.48		
I 4/17/2017 461604 Hole in One \$1.00 \$0.00 \$0.00 \$1.00	I	4/28/2017	461644		Hole in One		\$1.00	\$0.00	\$0.00	\$0.00	\$1.00	\$1.00		
I 4/14/2017 461632 125842 Carlle's F&B Area \$12.50 \$1.96 \$0.00 \$28.96 \$0.00 \$14.99 \$14.99 \$14.99 \$14.99 \$14.99 \$14.99 \$14.99 \$14.99 \$14.99 \$14.99 \$14.99 \$14.99 \$14.99 \$14.99 \$14.99 \$14.99 \$16.69 \$16.69 \$16.69 \$16.69 \$16.10 \$16.69 \$16.10 \$16.69 \$16.10 \$16.69 \$16.69 \$16.10 \$16.69 \$16.69 \$16.69 \$16.10 \$16.69 \$16.69 \$16.10 \$16.71 \$1513 \$16.69 \$16.00 \$16.75 \$16.75 \$16.69 \$16.69 \$16.69 \$16.69 \$16.90 \$16.93 \$16.69 \$16.90 \$16.93 \$16.93 \$16.69 \$16.90 \$16.93 \$16.75 \$19.75 \$19.75 \$19.75 \$19.75 \$19.75 \$19.75 \$19.75 </td <td>I</td> <td>4/24/2017</td> <td>461670</td> <td>125867</td> <td>Carlie's F&B Area</td> <td></td> <td>\$8.95</td> <td>\$0.00</td> <td>\$0.00</td> <td>\$0.00</td> <td>\$8.95</td> <td>\$8.95</td> <td></td> <td></td>	I	4/24/2017	461670	125867	Carlie's F&B Area		\$8.95	\$0.00	\$0.00	\$0.00	\$8.95	\$8.95		
I 4/11/2017 461564 125818 Patio \$11.65 \$2.33 \$1.01 \$0.00 \$14.99 \$14.99 I 4/11/2017 461566 125826 Patio \$13.05 \$2.51 \$1.13 \$0.00 \$16.69 \$16.69 I 4/10/2017 461571 125813 Patio \$32.90 \$5.92 \$2.62 \$0.00 \$41.64 \$41.64 I 3/31/2017 455716 test for using combo \$8.34 \$0.75 \$0.66 \$9.75 \$9.75 I 3/31/2017 457176 test for using combo \$13.00 \$0.00 \$0.00 \$0.00 \$30.00 \$0.00 I 3/31/2017 44848 Prepaid Minimum \$11,200.00 \$0.00 \$0.00 \$1.00 \$1.00 \$1.200.00	I	4/17/2017	461604		Hole in One	\checkmark	\$1.00	\$0.00	\$0.00	\$0.00	\$1.00	\$1.00		
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P 3/6/2017 78941 78941 (\$8,400.00) \$0.00 \$0.00 \$40.00 (\$8,400.00) 1 1 2/28/2017 451256 test for using combo 48.34 \$10.75 \$10.66 \$10.00 \$43.75 \$43.75	I	3/14/2017	453480	125752	Fitness		\$5.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00		
1 2/28/2017 451256 heet for usion combo	Ι	3/14/2017	453481	125756	Grille		\$14.35	\$2.58	\$1.23	\$0.00	\$18.16	\$18.16		
	Р	3/6/2017	78941		78941	\checkmark	(\$8,400.00)	\$0.00	\$0.00	\$0.00	(\$8,400.00)	(\$8,400.00)		
(\$6,385.74) \$30.05 \$15.84 \$0.00 (\$6,339.85) (\$6,468.81)	т	2/28/2017	451256		test for using combo	1	¢8 34	¢0.75	¢∩ 66	¢0.00	¢9.75	¢9.75		
							(\$6,385.74)	\$30.05	\$15.84	\$0.00	(\$6,339.85)	(\$6,468.81)		
	٧	/iew Aging	View Pay	ments					\$C	.00	\$0.00	\$0.00	\$0.00 \$0.	.00

Best Practices

• Use the **Manage Members** grid and associated filters to review Credit Balances on Member Accounts regularly to ensure timely handling of excess Member funds.

Frequently Asked Questions

How do I set a filter to review Credit Balances for my Members?

In **Membership**, **Manage Members** grid, ensure the **Current Balance** column is included in the grid. (If not, right-click, choose customize columns, and add field to the grid.) Then, click the **arrow** next to **Current Balance** column, choose **Custom**, and **set filter** to return credit amounts.

Home									
New Ed		Soort Refresh	Clear Filter /	Active Help	Search:		 All Words Any Word 		(1
	header here to grou er 💌 First Name 💽		Email		Phone	♥ ID ▲ ♥	Member Type	Member Status	Current Balance
X10431	Janiece	Gamble				2902	Resigned Archive	Resigned Prospect	(\$100.00)
3013	Charlesetta	Beal	sharon.l.steen@	@clubsoft.net	651-286-204	5 3439	Miscellaneous	Miscellaneous	(\$1,513.15)
3406	Savannah	Amato				3572	Miscellaneous	Miscellaneous	(\$500.00)
572	Thomas	Van Hook	tvanhook@CE.o		555-555-555		Corporate Golf	Active	(\$11,883.29)

Current Balance 💿 AR Balance 1	hre	she
(Select All)	*	1
(\$11,883.29)	0	0,1
(\$1,513.15)		0,1
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\$0.00		0,1
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\$1,182.37		
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□ \$1,200.0 4 ∠		
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