



Refund Check to Member

2017 - Spring Edition

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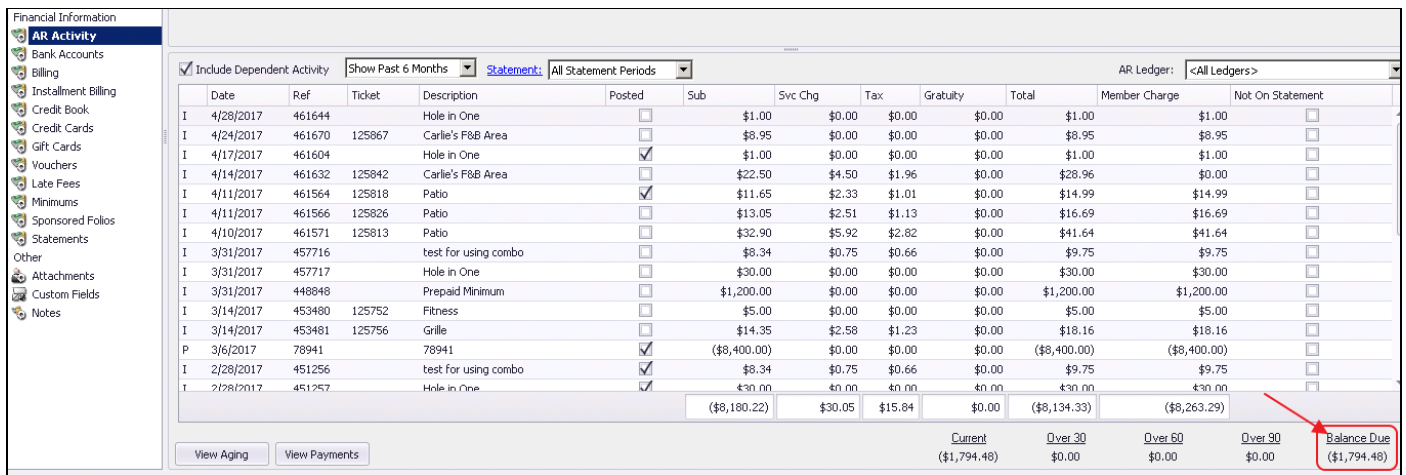
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Overview

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.



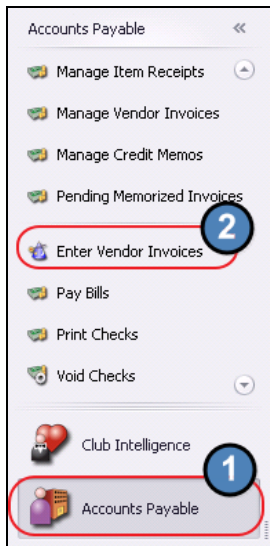
Date	Ref	Ticket	Description	Posted	Sub	Svc Chg	Tax	Grubuity	Total	Member Charge	Not On Statement			
I 4/28/2017	461644		Hole in One	<input type="checkbox"/>		\$1.00	\$0.00	\$0.00	\$0.00	\$1.00	\$1.00			
I 4/24/2017	461670	125867	Carlie's F&B Area	<input type="checkbox"/>		\$8.95	\$0.00	\$0.00	\$0.00	\$8.95	\$8.95			
I 4/17/2017	461604		Hole in One	<input checked="" type="checkbox"/>		\$1.00	\$0.00	\$0.00	\$0.00	\$1.00	\$1.00			
I 4/14/2017	461632	125842	Carlie's F&B Area	<input type="checkbox"/>		\$22.50	\$4.50	\$1.96	\$0.00	\$28.96	\$0.00			
I 4/11/2017	461564	125818	Patio	<input checked="" type="checkbox"/>		\$11.65	\$2.33	\$1.01	\$0.00	\$14.99	\$14.99			
I 4/11/2017	461566	125826	Patio	<input type="checkbox"/>		\$13.05	\$2.51	\$1.13	\$0.00	\$16.69	\$16.69			
I 4/10/2017	461571	125813	Patio	<input type="checkbox"/>		\$32.90	\$5.92	\$2.82	\$0.00	\$41.64	\$41.64			
I 3/31/2017	457716		test for using combo	<input type="checkbox"/>		\$8.34	\$0.75	\$0.66	\$0.00	\$9.75	\$9.75			
I 3/31/2017	457717		Hole in One	<input type="checkbox"/>		\$30.00	\$0.00	\$0.00	\$0.00	\$30.00	\$30.00			
I 3/31/2017	448848		Prepaid Minimum	<input type="checkbox"/>		\$1,200.00	\$0.00	\$0.00	\$0.00	\$1,200.00	\$1,200.00			
I 3/14/2017	453490	125752	Fitness	<input type="checkbox"/>		\$5.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00			
I 3/14/2017	453481	125756	Grille	<input type="checkbox"/>		\$14.35	\$2.58	\$1.23	\$0.00	\$18.16	\$18.16			
P 3/6/2017	78941	78941		<input checked="" type="checkbox"/>		(\$8,400.00)	\$0.00	\$0.00	\$0.00	(\$8,400.00)	(\$8,400.00)			
I 2/28/2017	451256		test for using combo	<input checked="" type="checkbox"/>		\$8.34	\$0.75	\$0.66	\$0.00	\$9.75	\$9.75			
I 2/28/2017	451257		Hole in One	<input checked="" type="checkbox"/>		\$30.00	\$0.00	\$0.00	\$0.00	\$30.00	\$30.00			
						(\$8,180.22)	\$30.05	\$15.84	\$0.00	(\$8,134.33)	(\$8,263.29)			
										Current	Over 30	Over 60	Over 90	Balance Due
										(\$1,794.48)	\$0.00	\$0.00	\$0.00	(\$1,794.48)

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 [Manage Vendors](#) manual for more information on how to setup a new vendor.

Create a Refund Check

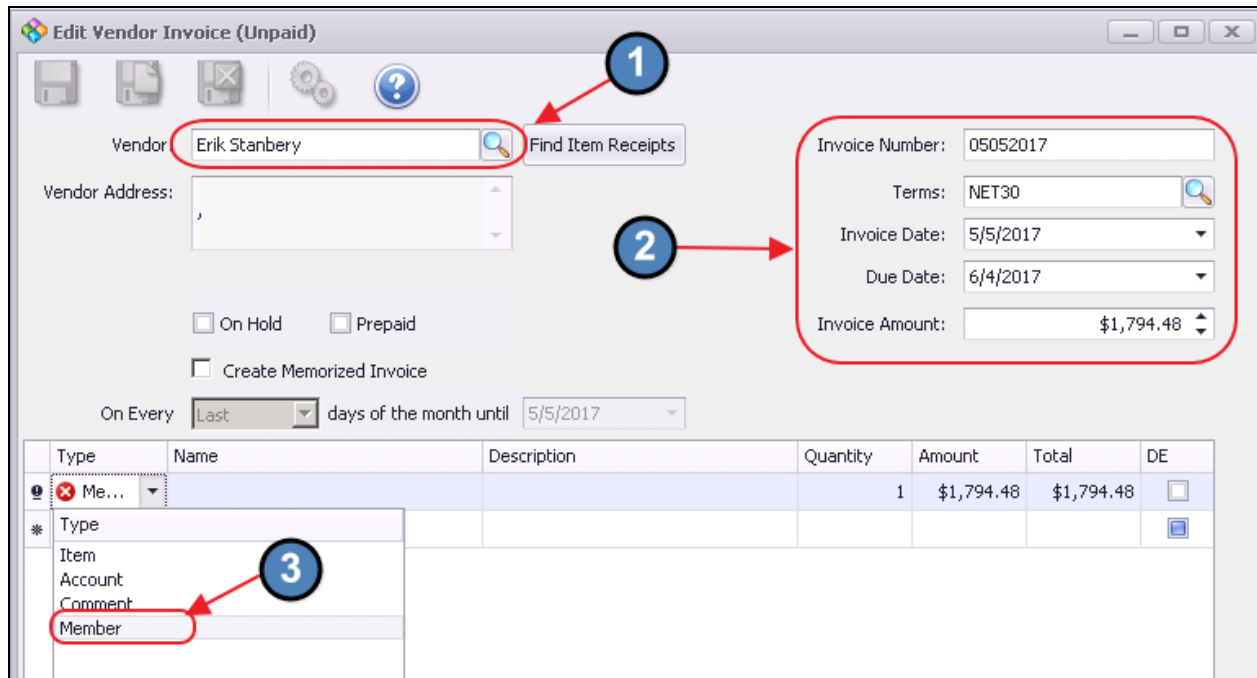
Access the Invoice Receipt screen by selecting Accounts Payable from the user menu and choosing Enter Vendor Invoices (the invoice entry screen).



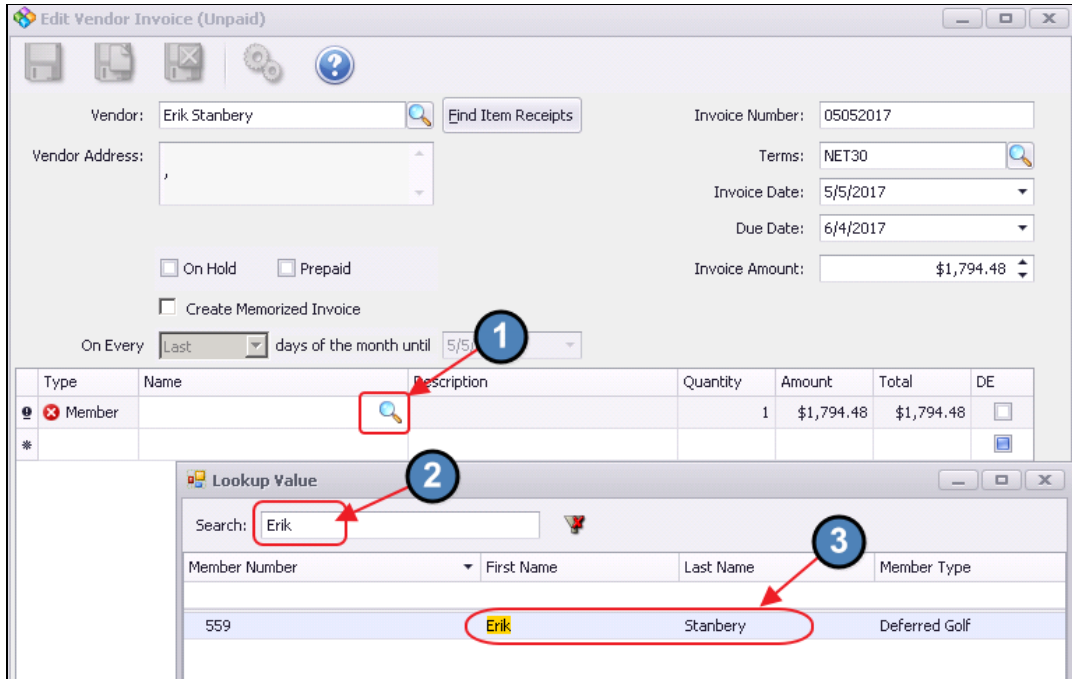
Follow instructions for Standard Invoice Entry. Complete the heading of the Invoice Receipt Screen. Please be sure to select the newly created Vendor.

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

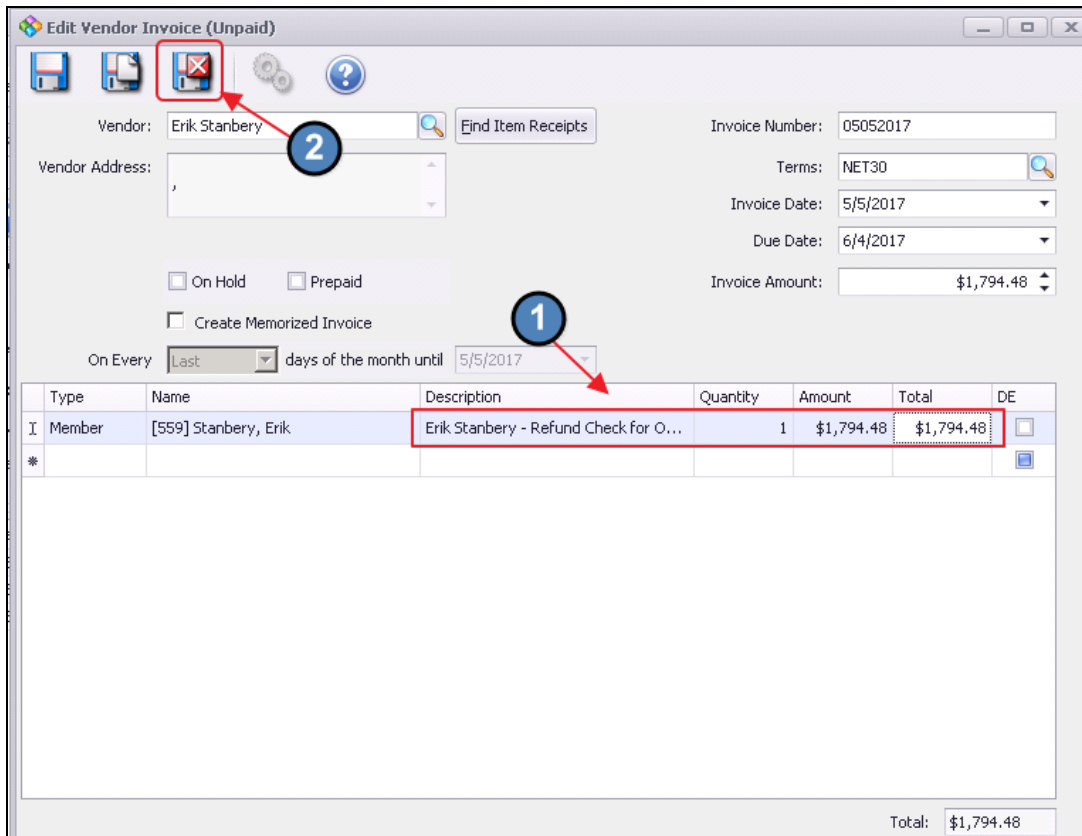
Under **Type** option, select **Member**.



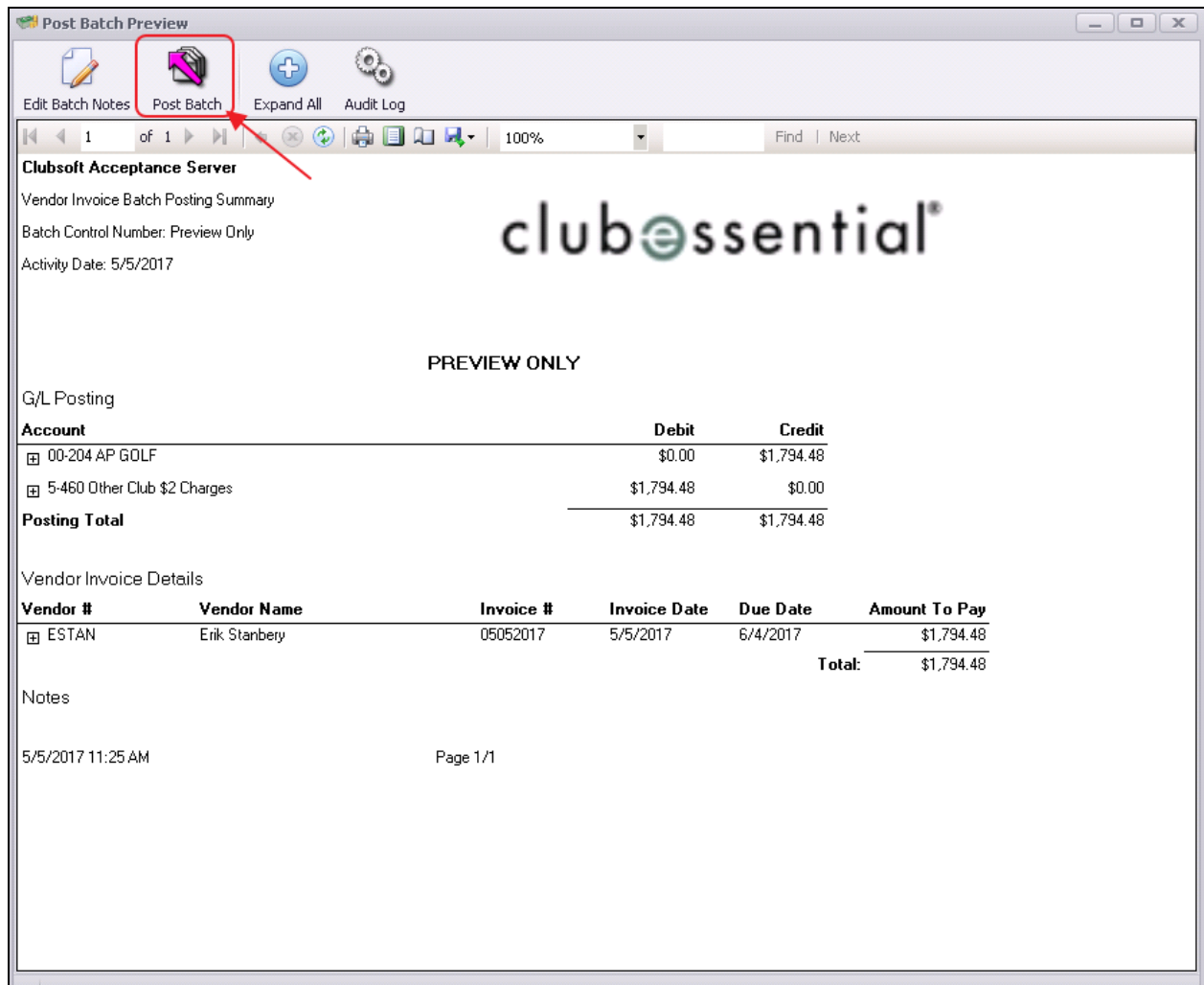
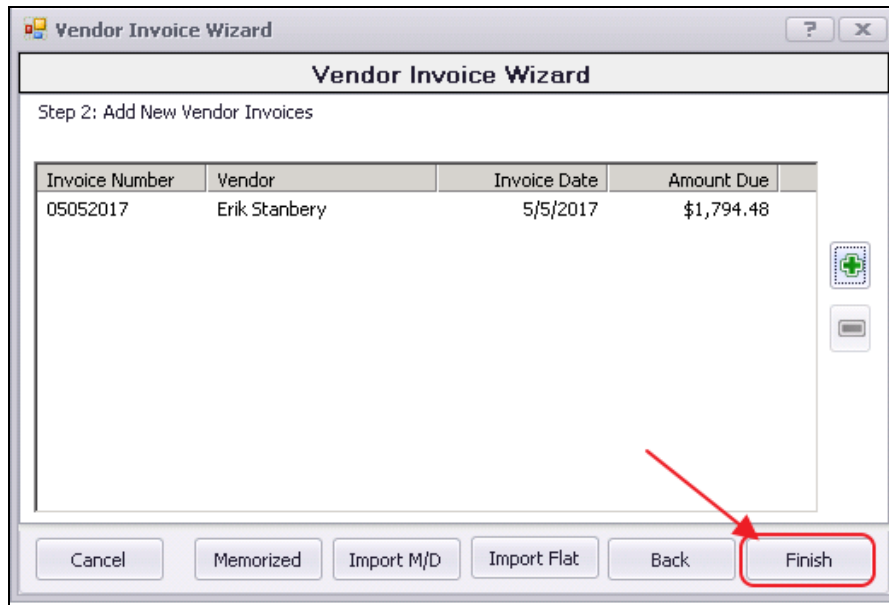
Then, in the name section, select the member to be charged. Use the lookup feature for assistance. Once Member is located, double-click to select and populate the **Name** field.



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**.



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

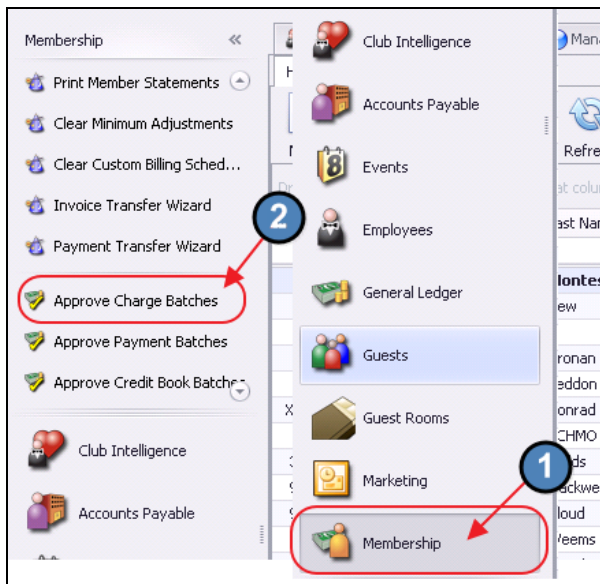


The invoice will then need to be paid and printed as normal. Please see our [Pay Bills and Print Checks](#) guide for more information.

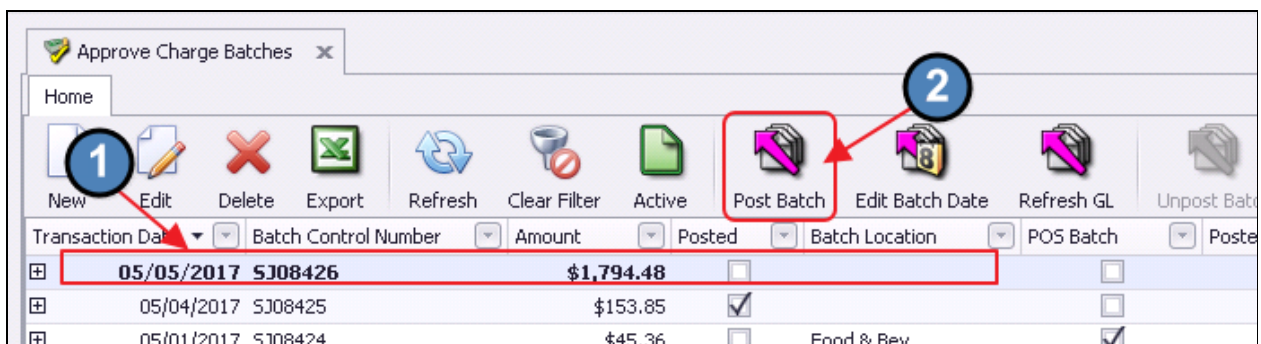
Post Charge Batch to Member Account

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.

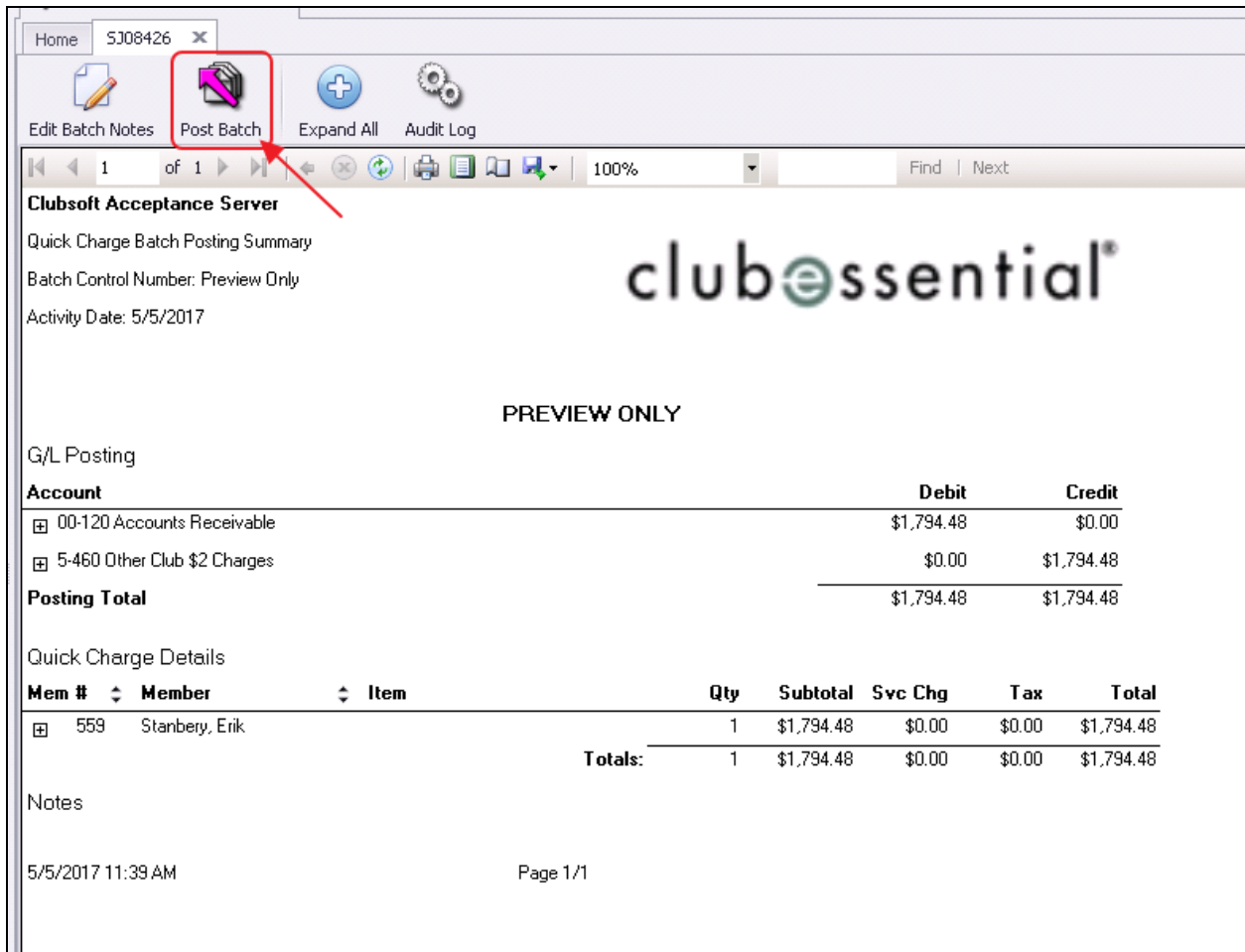
Select **Membership** from the user menu and choose **Approve Charge Batches**.



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



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



Home S308426

Edit Batch Notes Post Batch Expand All Audit Log

Clubsoft Acceptance Server
Quick Charge Batch Posting Summary
Batch Control Number: Preview Only
Activity Date: 5/5/2017

clubessential

PREVIEW 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

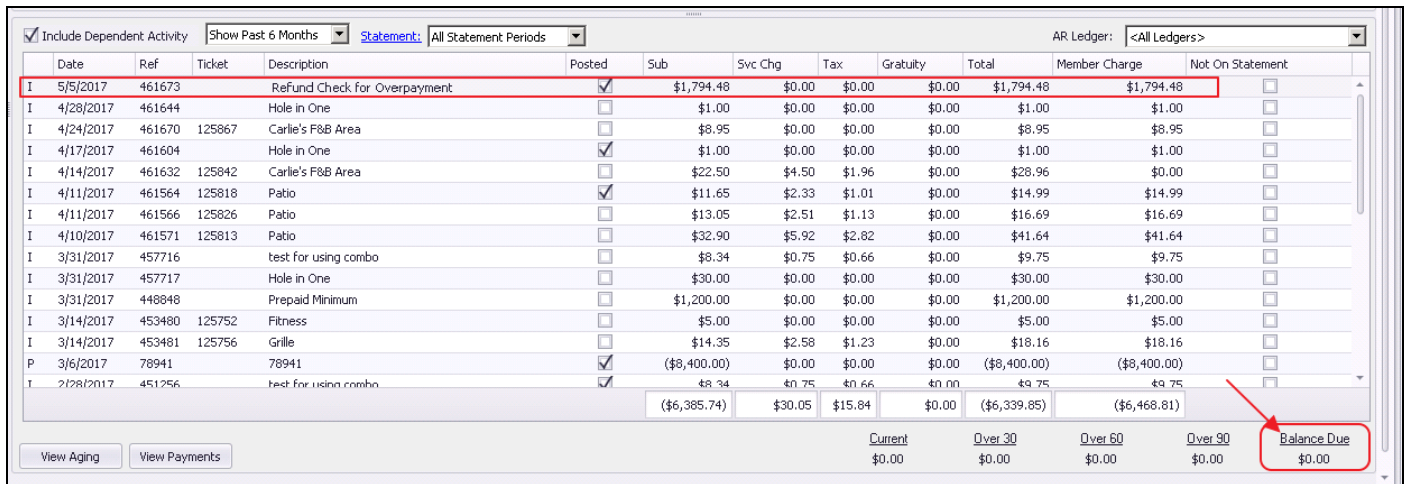
Mem #	Member	Item	Qty	Subtotal	Svc Chg	Tax	Total
559	Stanbery, Erik		1	\$1,794.48	\$0.00	\$0.00	\$1,794.48
Totals:			1	\$1,794.48	\$0.00	\$0.00	\$1,794.48

Notes

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Member Balance

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



Include Dependent Activity Show Past 6 Months Statement: All Statement Periods AR Ledger: <All Ledgers>

Date	Ref	Ticket	Description	Posted	Sub	Svc Chg	Tax	Gratuity	Total	Member Charge	Not On Statement
I 5/5/2017	461673		Refund Check for Overpayment	<input checked="" type="checkbox"/>	\$1,794.48	\$0.00	\$0.00	\$0.00	\$1,794.48	\$1,794.48	<input type="checkbox"/>
I 4/28/2017	461644		Hole in One	<input type="checkbox"/>	\$1.00	\$0.00	\$0.00	\$0.00	\$1.00	\$1.00	<input type="checkbox"/>
I 4/24/2017	461670	125867	Carlie's F&B Area	<input type="checkbox"/>	\$8.95	\$0.00	\$0.00	\$0.00	\$8.95	\$8.95	<input type="checkbox"/>
I 4/17/2017	461604		Hole in One	<input checked="" type="checkbox"/>	\$1.00	\$0.00	\$0.00	\$0.00	\$1.00	\$1.00	<input type="checkbox"/>
I 4/14/2017	461632	125842	Carlie's F&B Area	<input type="checkbox"/>	\$22.50	\$4.50	\$1.96	\$0.00	\$28.96	\$0.00	<input type="checkbox"/>
I 4/11/2017	461564	125818	Patio	<input checked="" type="checkbox"/>	\$11.65	\$2.33	\$1.01	\$0.00	\$14.99	\$14.99	<input type="checkbox"/>
I 4/11/2017	461566	125826	Patio	<input type="checkbox"/>	\$13.05	\$2.51	\$1.13	\$0.00	\$16.69	\$16.69	<input type="checkbox"/>
I 4/10/2017	461571	125813	Patio	<input type="checkbox"/>	\$32.90	\$5.92	\$2.82	\$0.00	\$41.64	\$41.64	<input type="checkbox"/>
I 3/31/2017	457716		test for using combo	<input type="checkbox"/>	\$8.34	\$0.75	\$0.66	\$0.00	\$9.75	\$9.75	<input type="checkbox"/>
I 3/31/2017	457717		Hole in One	<input type="checkbox"/>	\$30.00	\$0.00	\$0.00	\$0.00	\$30.00	\$30.00	<input type="checkbox"/>
I 3/31/2017	448848		Prepaid Minimum	<input type="checkbox"/>	\$1,200.00	\$0.00	\$0.00	\$0.00	\$1,200.00	\$1,200.00	<input type="checkbox"/>
I 3/14/2017	453480	125752	Fitness	<input type="checkbox"/>	\$5.00	\$0.00	\$0.00	\$0.00	\$5.00	\$5.00	<input type="checkbox"/>
I 3/14/2017	453481	125756	Grille	<input type="checkbox"/>	\$14.35	\$2.58	\$1.23	\$0.00	\$18.16	\$18.16	<input type="checkbox"/>
P 3/6/2017	78941		78941	<input checked="" type="checkbox"/>	(\$8,400.00)	\$0.00	\$0.00	\$0.00	(\$8,400.00)	(\$8,400.00)	<input type="checkbox"/>
T 2/28/2017	451256		test for using combo	<input checked="" type="checkbox"/>	\$8.34	\$0.75	\$0.66	\$0.00	\$9.75	\$9.75	<input type="checkbox"/>
					(\$6,385.74)	\$30.05	\$15.84	\$0.00	(\$6,339.85)	(\$6,468.81)	<input type="checkbox"/>

View Aging View Payments

Current	Over 30	Over 60	Over 90	Balance Due
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

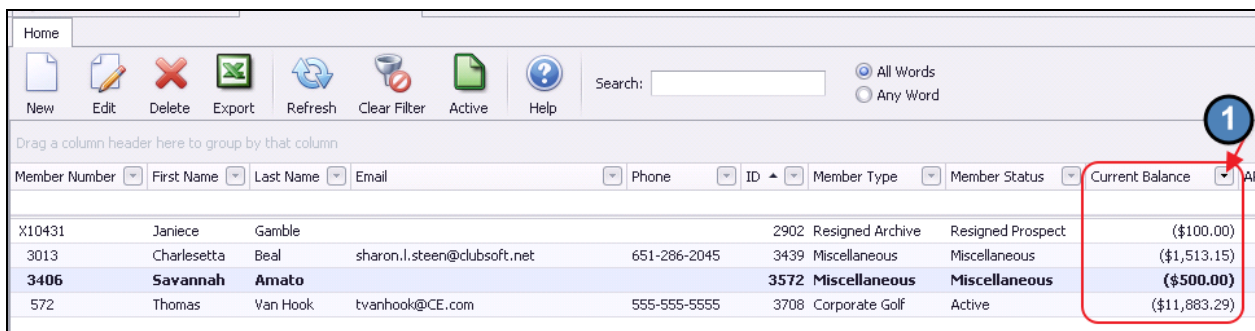
Best Practices

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

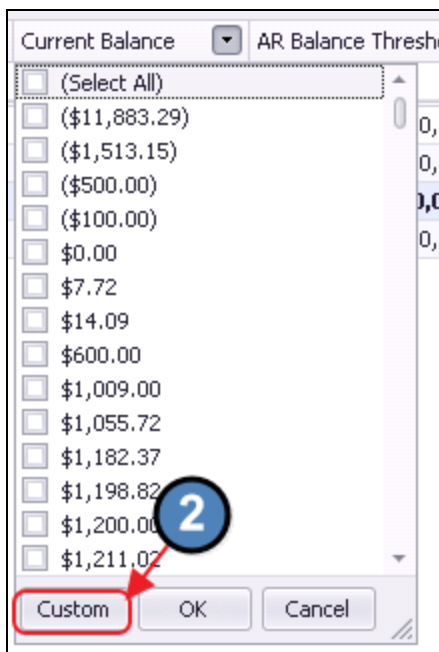
Frequently Asked Questions

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.



Member Number	First Name	Last 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	651-286-2045	3439	Miscellaneous	Miscellaneous	(\$1,513.15)
3406	Savannah	Amato			3572	Miscellaneous	Miscellaneous	(\$500.00)
572	Thomas	Van Hook	tvanhook@CE.com	555-555-5555	3708	Corporate Golf	Active	(\$11,883.29)



Current Balance [v] AR Balance Thresho

(Select All)

(\$11,883.29)

(\$1,513.15)

(\$500.00)

(\$100.00)

\$0.00

\$7.72

\$14.09

\$600.00

\$1,009.00

\$1,055.72

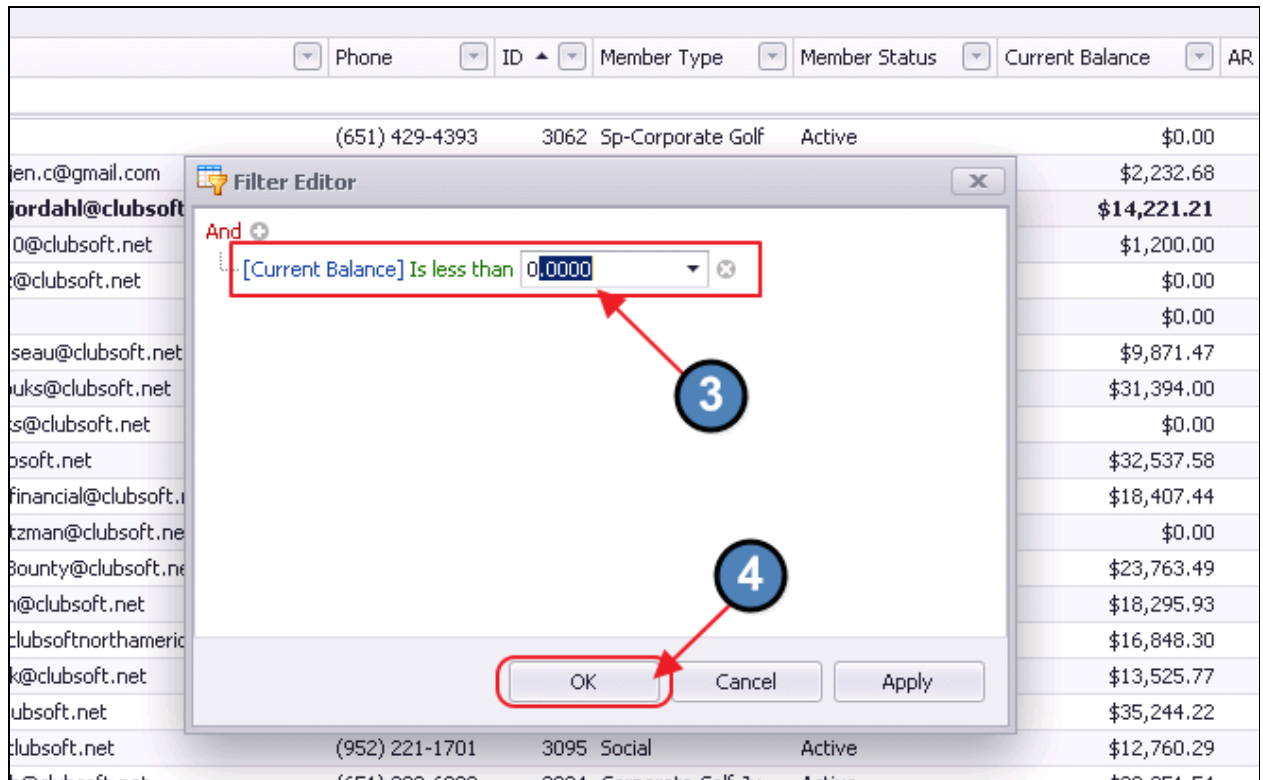
\$1,182.37

\$1,198.82

\$1,200.00

\$1,211.02

Custom OK Cancel



The screenshot displays a software interface with a data table and a 'Filter Editor' dialog box. The table has columns for Phone, ID, Member Type, Member Status, Current Balance, and AR. The 'Filter Editor' dialog box is open, showing a filter rule: '[Current Balance] Is less than 0.0000'. A red box highlights the value '0.0000' with a blue circle '3' and an arrow pointing to it. Another red box highlights the 'OK' button with a blue circle '4' and an arrow pointing to it.

Phone	ID	Member Type	Member Status	Current Balance	AR
(651) 429-4393	3062	Sp-Corporate Golf	Active	\$0.00	
				\$2,232.68	
				\$14,221.21	
				\$1,200.00	
				\$0.00	
				\$0.00	
				\$9,871.47	
				\$31,394.00	
				\$0.00	
				\$32,537.58	
				\$18,407.44	
				\$0.00	
				\$23,763.49	
				\$18,295.93	
				\$16,848.30	
				\$13,525.77	
				\$35,244.22	
				\$12,760.29	