



# Bank ACH Member Payments

2017 - Spring Editing

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## Overview

Member Payments allow the user to enter payments into the Office system as they are received by members. Depending on the club's operations, there are several payment options available. These options include Cash/Check, Credit Card, Credit Card Auto Payment, and Bank ACH.

In this guide we will discuss the preliminary procedures to follow before entering an ACH payment, how to enter an ACH payment, as well as how to Refund an ACH payment.

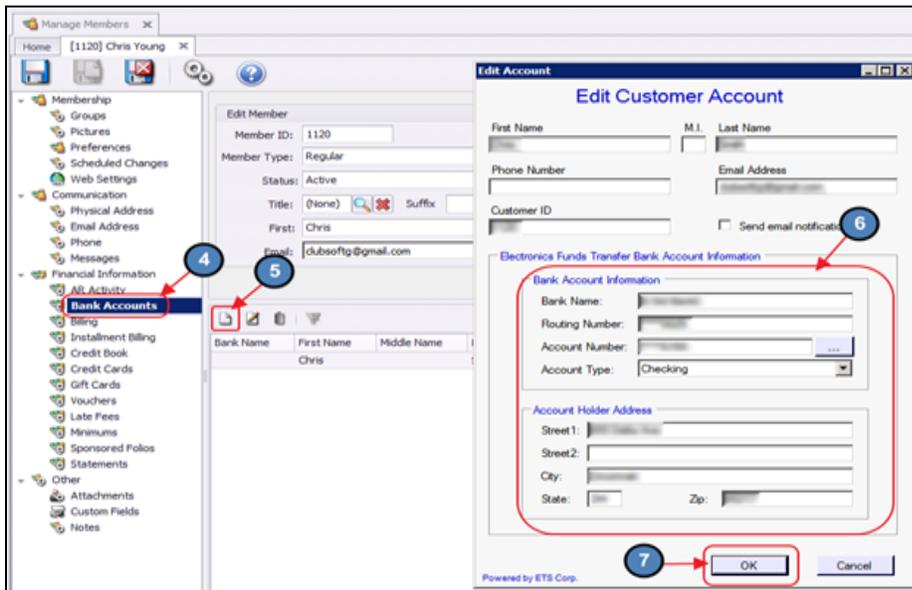
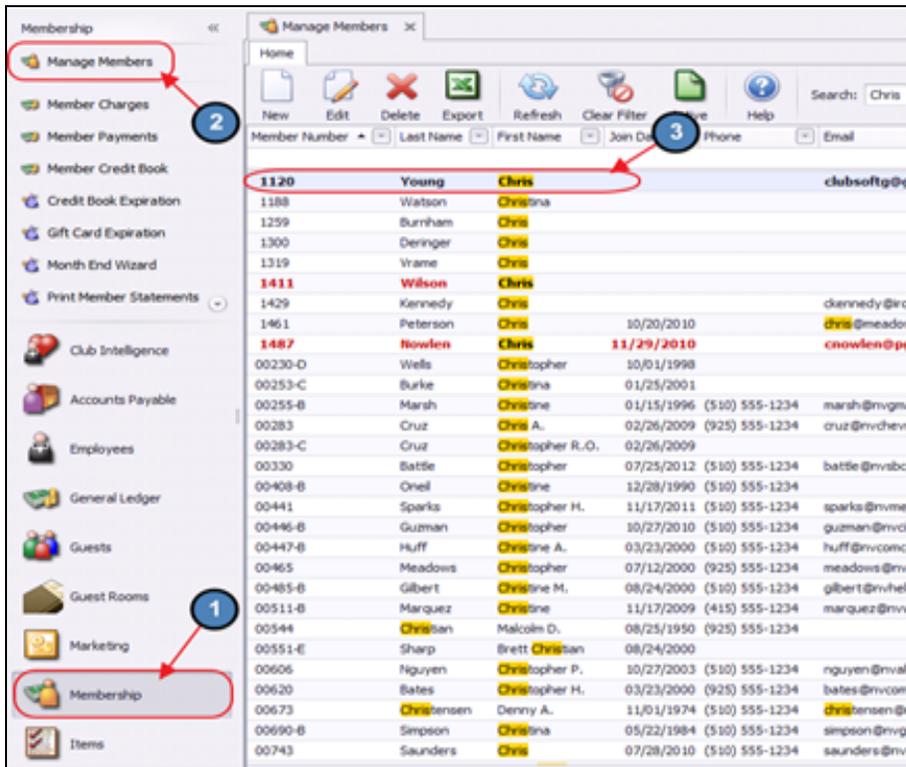
Clubessential also offers web based payments that are automatically synced to the Office system for reporting purposes. If your club is not currently configured to accept one of these payments, and you would like to do so in the future, please contact your Account Manager for additional information.

## Use Case(s)

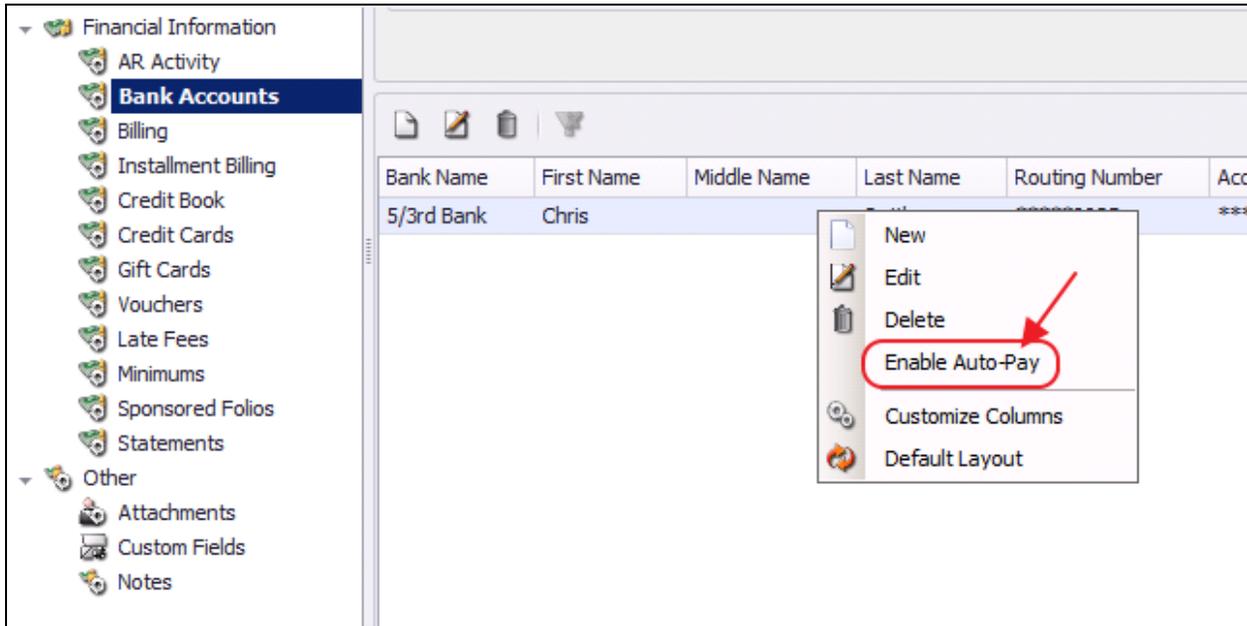
A Club wants to ensure their Member payment experience is seamless for their Members. They take pride in offering their Members options to pay by cash/check, and/or electronically. During Member orientation, if the Member chooses to pay by ACH, they ensure to add this secure information to the Member's Profile, and denote whether the Member would like the payments set to auto-pay. When time to process the payments, having information already on file helps to automate the process.

## Member Bank Accounts

To effectively receive an ACH payment from a Member, the Member's profile must first contain the appropriate banking information. Within the Membership Module, Manage Members section, select a Member, and then navigate to the **Bank Accounts** tab within the Financial Information section of the Member's profile. Click **New** to add an account, complete the tab for the Member's account they wish to use for ACH payment purposes, and click **OK**.



Once the Bank Account is created, right-click on the account and select **Enable Autopay**. This will enable the Bank Account for Auto Payment.

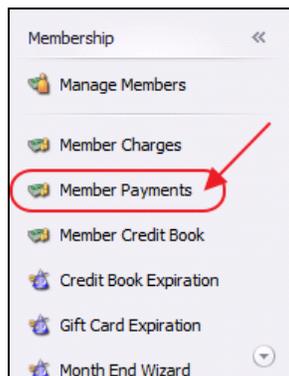


## Entering an ACH Payment

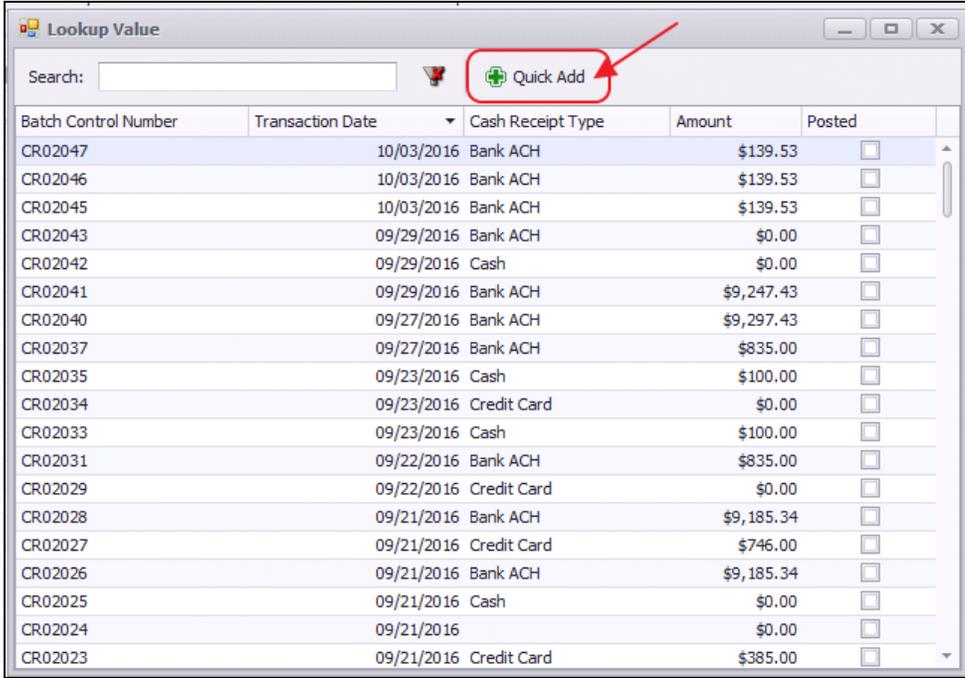
### Accessing the Tool

To access **Member Payments**,

- 1) Select **Membership** from the user menu, and then choose **Member Payments**.

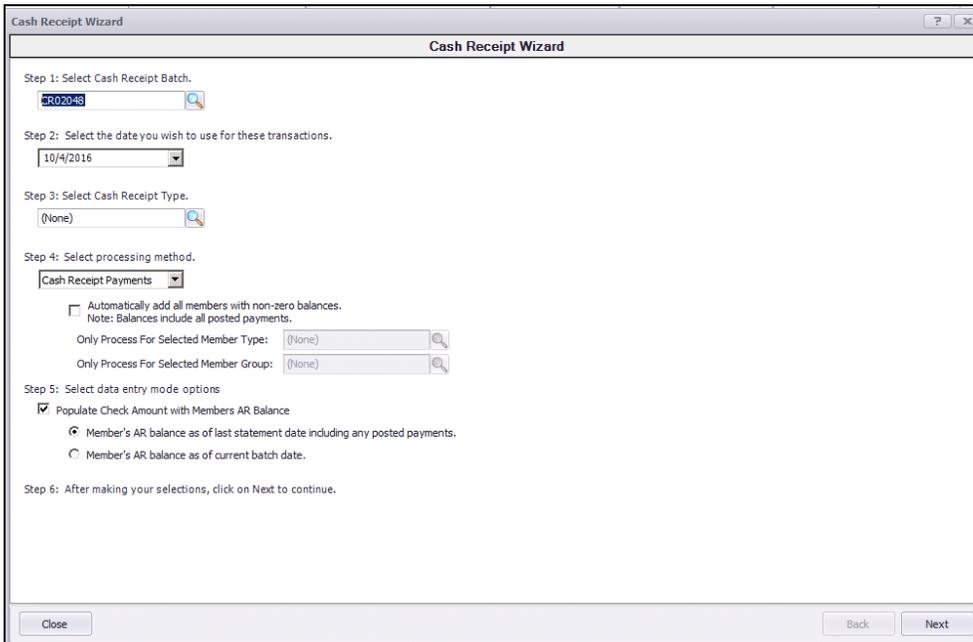


2) Select, **Quick Add**.



Batch Control Number	Transaction Date	Cash Receipt Type	Amount	Posted
CR02047	10/03/2016	Bank ACH	\$139.53	<input type="checkbox"/>
CR02046	10/03/2016	Bank ACH	\$139.53	<input type="checkbox"/>
CR02045	10/03/2016	Bank ACH	\$139.53	<input type="checkbox"/>
CR02043	09/29/2016	Bank ACH	\$0.00	<input type="checkbox"/>
CR02042	09/29/2016	Cash	\$0.00	<input type="checkbox"/>
CR02041	09/29/2016	Bank ACH	\$9,247.43	<input type="checkbox"/>
CR02040	09/27/2016	Bank ACH	\$9,297.43	<input type="checkbox"/>
CR02037	09/27/2016	Bank ACH	\$835.00	<input type="checkbox"/>
CR02035	09/23/2016	Cash	\$100.00	<input type="checkbox"/>
CR02034	09/23/2016	Credit Card	\$0.00	<input type="checkbox"/>
CR02033	09/23/2016	Cash	\$100.00	<input type="checkbox"/>
CR02031	09/22/2016	Bank ACH	\$835.00	<input type="checkbox"/>
CR02029	09/22/2016	Credit Card	\$0.00	<input type="checkbox"/>
CR02028	09/21/2016	Bank ACH	\$9,185.34	<input type="checkbox"/>
CR02027	09/21/2016	Credit Card	\$746.00	<input type="checkbox"/>
CR02026	09/21/2016	Bank ACH	\$9,185.34	<input type="checkbox"/>
CR02025	09/21/2016	Cash	\$0.00	<input type="checkbox"/>
CR02024	09/21/2016		\$0.00	<input type="checkbox"/>
CR02023	09/21/2016	Credit Card	\$385.00	<input type="checkbox"/>

3) The **Cash Receipt Wizard** will launch.



**Cash Receipt Wizard**

Step 1: Select Cash Receipt Batch.

Step 2: Select the date you wish to use for these transactions.

Step 3: Select Cash Receipt Type.

Step 4: Select processing method.

Automatically add all members with non-zero balances.  
Note: Balances include all posted payments.

Only Process For Selected Member Type:

Only Process For Selected Member Group:

Step 5: Select data entry mode options  
 Populate Check Amount with Members AR Balance  
 Member's AR balance as of last statement date including any posted payments.  
 Member's AR balance as of current batch date.

Step 6: After making your selections, click on Next to continue.

Buttons: Close, Back, Next

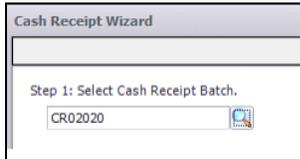
## Cash Receipt Wizard

The Cash Receipt Wizard is designed to help simplify the payment entry process. Please see instructions below.

### Cash Receipt Wizard - Screen 1 (Payment Specifications Screen)

To enter a new payment, please follow the below steps in sequential order.

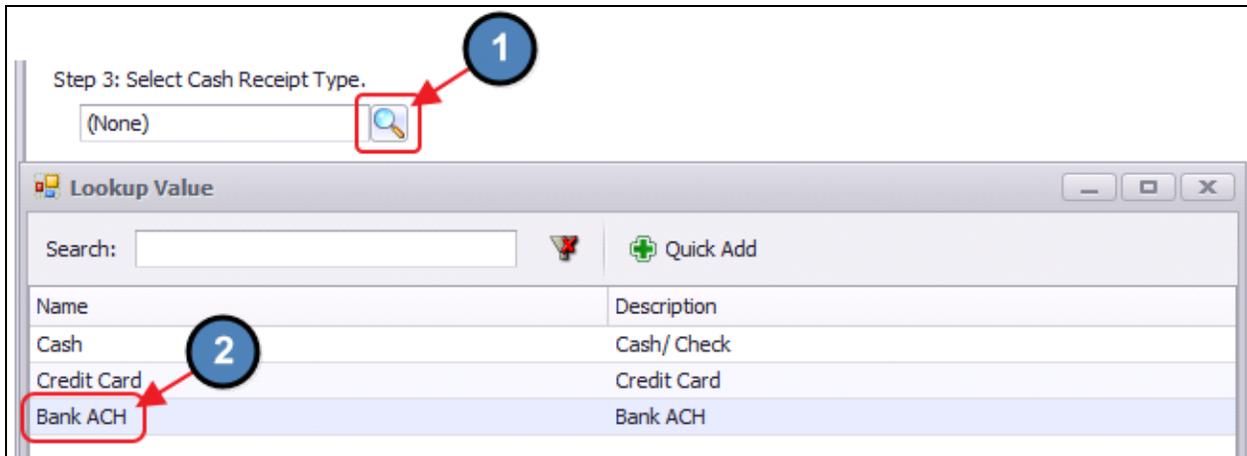
**Step 1** - Select the **Cash Receipt Batch**. When creating a new batch, the system will default to the next available batch number.



**Step 2** - Verify the **Transaction Date**. This is date the transaction will post to member's account and to the General Ledger.

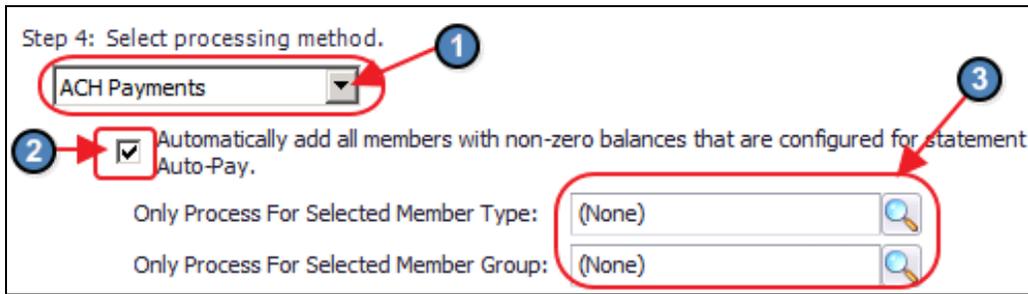


**Step 3** - Select the **Bank ACH**, Cash Receipt Type by selecting the lookup. **Cash Receipt Types** specify which GL account to debit, and the payment type to process.



**Step 4** - Select the **ACH Payments** Processing Method. This option should be selected when utilizing ETS, or Open Edge for ACH processing.

**Automatically add all members with non- zero balances that are configured for Auto-Pay** - Check this field to have all members who are configured for Bank ACH Auto Payment (Bank ACH) populate on the next screen. If this box is checked, the user has the ability to narrow the payment batch down to a certain **Member Type** or **Member Group**.



Step 4: Select processing method.

ACH Payments

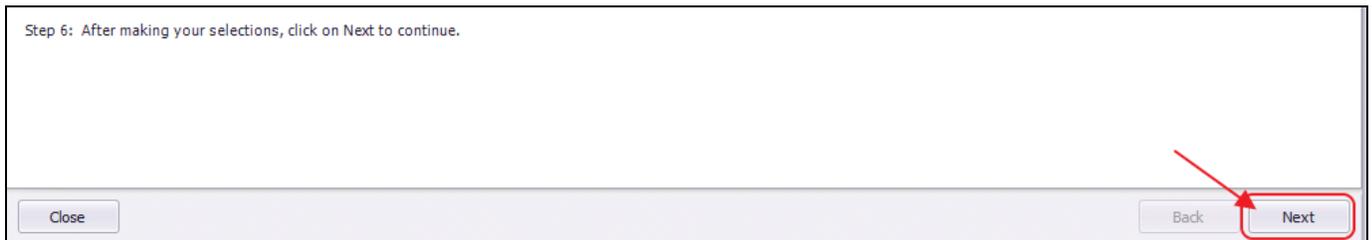
Automatically add all members with non-zero balances that are configured for statement Auto-Pay.

Only Process For Selected Member Type: (None)

Only Process For Selected Member Group: (None)

**Step 5** - This step is Null for ACH payments, move to **Step 6**.

**Step 6** - Click, **Next**.



Step 6: After making your selections, click on Next to continue.

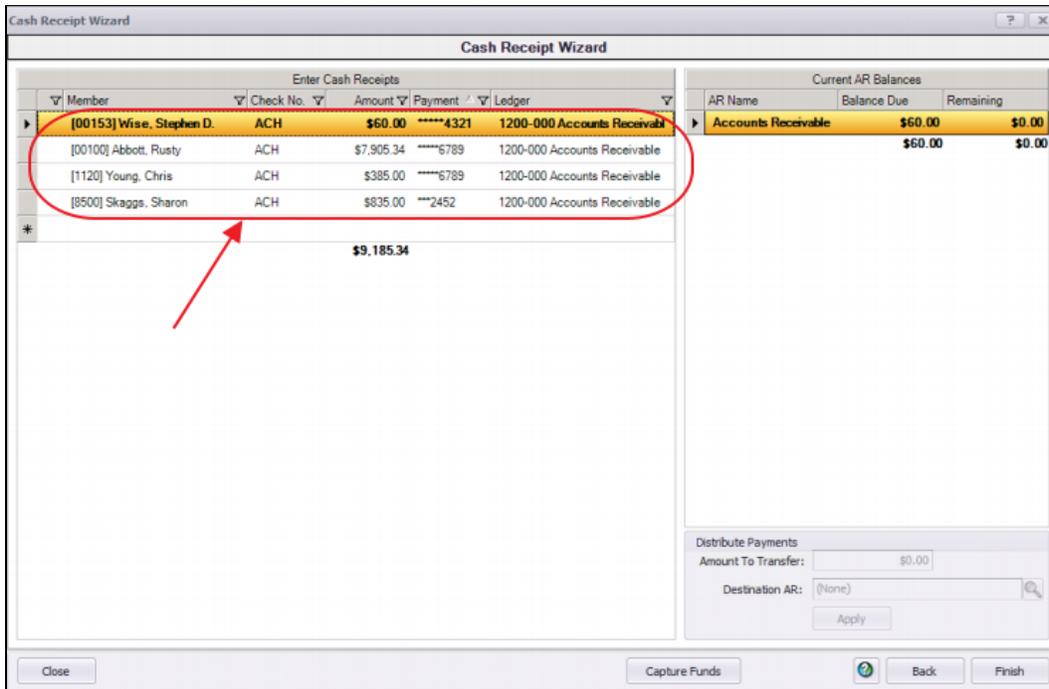
Close Back Next

## Cash Receipt Wizard - Screen 2 (Payment Entry Screen)

The following **Payment Entry** screen will appear next based on selections made in Screen 1 of the Wizard. The Payment Entry screen is used to specify the member, payment amount, and the AR account.

If **Automatically add all members with non- zero balances that are configured for Auto- Pay** was checked in **Step 4** of the previous screen, the payment entry screen will list all members in the system who are configured for Bank ACH payment.

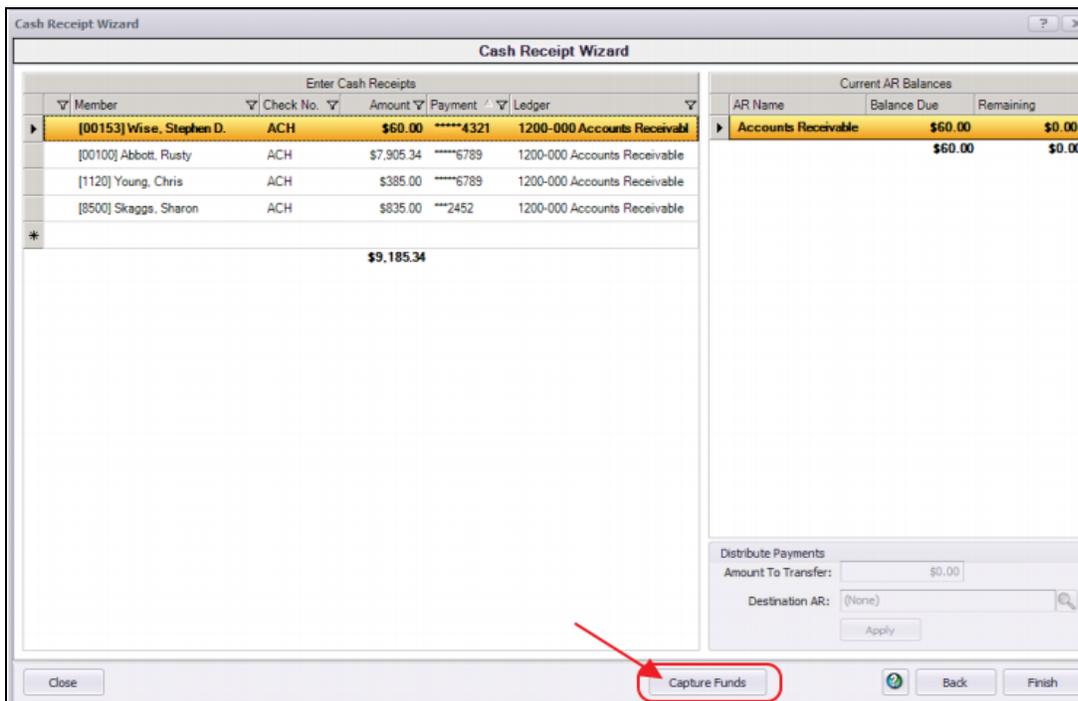
The **Member(s)** will pre-populate, **Check number** will say **ACH** for reporting purposes, the **payment amount** will be equal to the AR balance due of the member, the **payment** field will populate the bank account on the member's profile, and the **Ledger** field will contain the Primary AR Account linked in System Settings.



Please verify that all payments in this screen are correct before moving to the next step.

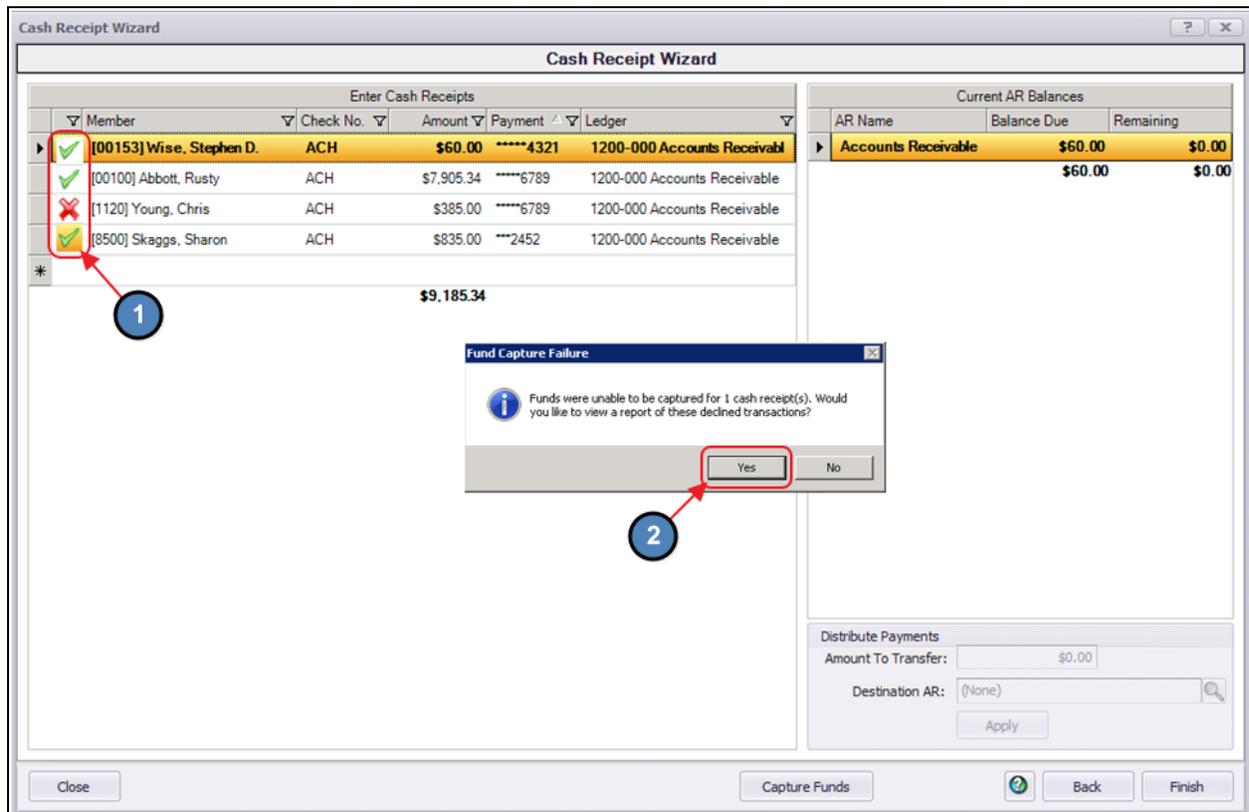
### Capture Funds

Once all payments have been verified, the funds for the payments must be captured from the member's bank account. To capture these funds, select **Capture Funds** at the bottom of the payment entry screen.



Funds that have been captured successfully will have a gray checkmark to the left of the Member's name. Funds that have not been captured successfully will have a red X to the left of the Member's name. This indicates there was an issue with banking information or available funds.

A message will pop up if there are declined transactions; choose **Yes** if you want a report of declined payments.



Another message will appear asking if the user wants to move the **declined members** to a **separate batch** so they can post the successfully captured transactions.

Select **Yes** and the system will split the payment transactions to separate batches. All successfully captured transactions will be in one batch and all transactions with errors will be moved to a separate batch.

Member	Check No.	Amount	Payment	Ledger
[00153] Wise, Stephen D.	ACH	\$88.00	****4321	1200-000 Accounts Receivable
[00100] Abbott, Rusty	ACH	\$8,935.88	****6789	1200-000 Accounts Receivable
[1120] Young, Chris	ACH	\$420.00	****6789	1200-000 Accounts Receivable
[8500] Skaggs, Sharon	ACH	\$498.52	***2452	1200-000 Accounts Receivable

AR Name	Balance Due	Remaining
Accounts Receivable	\$88.00	\$0.00
	\$88.00	\$0.00

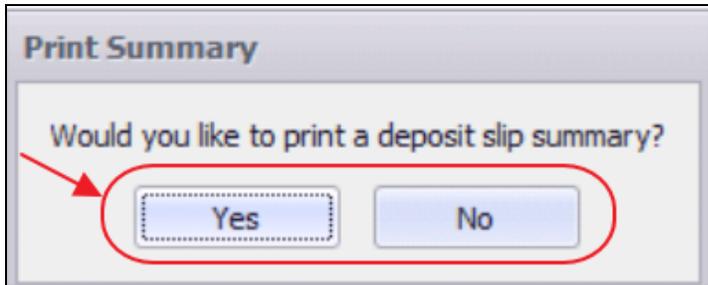
Click **Finish**.

### Batch Exit and Re-Entry

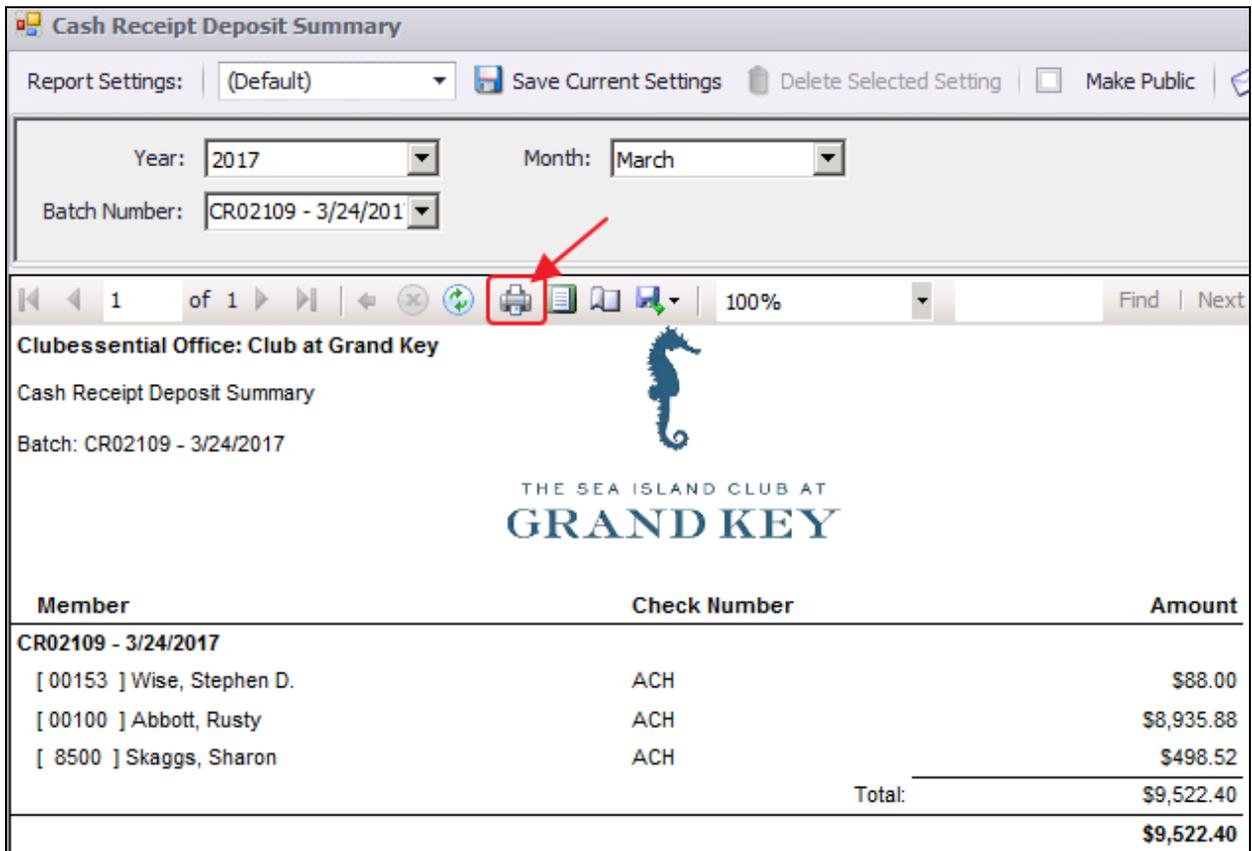
**Note:** To exit batch prior to batch completion, click **Close** at any time. Batch will automatically be saved, and can be re-opened by selecting **Member Payments** and choosing the appropriate batch from the **lookup** list.

## Print Deposit Slip

Once **Finish** has been selected, system prompt **“Would you like to print a deposit slip?”** will appear.



Click **Yes** to load the Cash Receipt Deposit Summary, and select printer icon to print the deposit slip. After the slip has printed, close the Cash Receipt Deposit Summary and the Payment Batch will generate.



Member	Check Number	Amount
<b>CR02109 - 3/24/2017</b>		
[ 00153 ] Wise, Stephen D.	ACH	\$88.00
[ 00100 ] Abbott, Rusty	ACH	\$8,935.88
[ 8500 ] Skaggs, Sharon	ACH	\$498.52
Total:		\$9,522.40
		<b>\$9,522.40</b>

Click **No** to proceed directly to generating the Payment Batch.

## Post the Payment

Payment batch will appear for batch review. Verify the GL posting is correct and select **Post Batch**.

 **Post Batch Preview**

 Edit Batch Notes
 **Post Batch**
 Expand All
 Audit Log

1 of 1
100%

**Clubessential Office: Club at Grand Key**



THE SEA ISLAND CLUB AT  
**GRAND KEY**

**PREVIEW ONLY**

**G/L Posting**

Account	Debit	Credit
<input type="checkbox"/> 00-1020-000 Cash - Operating	\$9,522.40	\$0.00
<input type="checkbox"/> 00-1200-000 Accounts Receivable	\$0.00	\$9,522.40
<b>Posting Total</b>	<b>\$9,522.40</b>	<b>\$9,522.40</b>

**Cash Receipts**

Member	Check Date	Check #	Check Amount
[ 00153 ] Stephen D. Wise	3/24/2017	ACH	\$88.00
[ 00100 ] Rusty Abbott	3/24/2017	ACH	\$8,935.88
[ 8500 ] Sharon Skaggs	3/24/2017	ACH	\$498.52
<b>Totals:</b>			<b>\$9,522.40</b>

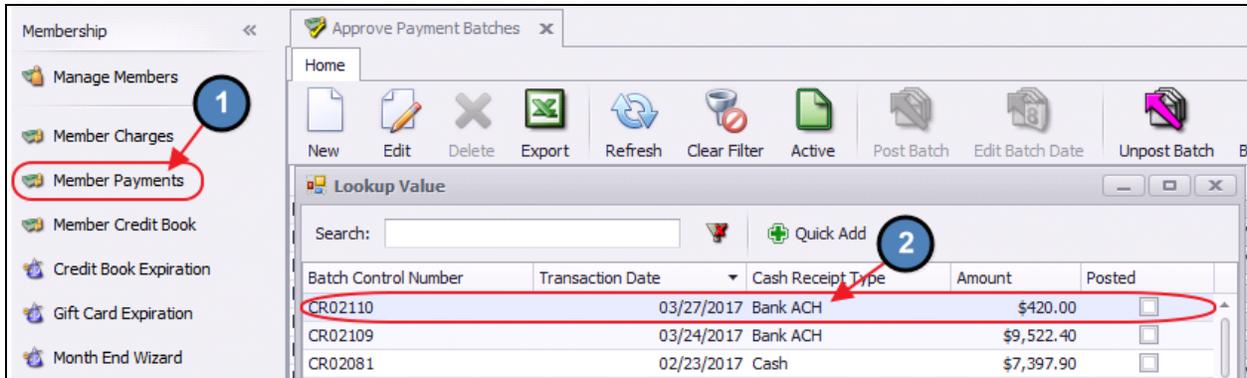
Payments will post to Member accounts as noted in this Member's Profile.

Date	Ref	Ticket	Description	Posted	Sub	Svc Chg	Tax	Gratuity	Total	Member Charge	Not On Statement		
3/24/2017	ACH		ACH	<input checked="" type="checkbox"/>		(\$498.52)	\$0.00	\$0.00	\$0.00	(\$498.52)	<input type="checkbox"/>		
2/28/2017	539938		Capital Assessment	<input type="checkbox"/>		\$60.00	\$0.00	\$0.00	\$60.00	\$60.00	<input type="checkbox"/>		
2/28/2017	539939		Dues - Regular	<input type="checkbox"/>		\$325.00	\$0.00	\$0.00	\$325.00	\$325.00	<input type="checkbox"/>		
2/28/2017	544398		Late Fee	<input type="checkbox"/>		\$7.48	\$0.00	\$0.00	\$7.48	\$7.48	<input type="checkbox"/>		
2/28/2017	544399		Late Fee	<input type="checkbox"/>		\$50.00	\$0.00	\$0.00	\$50.00	\$50.00	<input type="checkbox"/>		
11/14/2016	ACH		ACH	<input type="checkbox"/>		(\$498.52)	\$0.00	\$0.00	\$0.00	(\$498.52)	<input type="checkbox"/>		
11/8/2016	ACH		ACH	<input type="checkbox"/>		(\$498.52)	\$0.00	\$0.00	\$0.00	(\$498.52)	<input type="checkbox"/>		
11/4/2016	ACH		ACH	<input type="checkbox"/>		(\$498.52)	\$0.00	\$0.00	\$0.00	(\$498.52)	<input type="checkbox"/>		
10/24/2016	ACH		ACH	<input type="checkbox"/>		(\$498.52)	\$0.00	\$0.00	\$0.00	(\$498.52)	<input type="checkbox"/>		
10/18/2016	ACH		ACH	<input type="checkbox"/>		(\$1,333.52)	\$0.00	\$0.00	\$0.00	(\$1,333.52)	<input type="checkbox"/>		
9/30/2016	534056		Capital Assessment	<input type="checkbox"/>		\$60.00	\$0.00	\$0.00	\$60.00	\$60.00	<input type="checkbox"/>		
9/30/2016	534057		Dues - Regular	<input type="checkbox"/>		\$325.00	\$0.00	\$0.00	\$325.00	\$325.00	<input type="checkbox"/>		
9/29/2016	ACH		ACH	<input type="checkbox"/>		(\$835.00)	\$0.00	\$0.00	\$0.00	(\$835.00)	<input type="checkbox"/>		
* 1/1/1900			-- Balance Forward --	<input checked="" type="checkbox"/>		\$498.52	\$0.00	\$0.00	\$0.00	\$498.52	<input type="checkbox"/>		
						(\$3,335.12)	\$0.00	\$0.00	\$0.00	(\$3,335.12)			
									<b>Current</b>	<b>Over 30</b>	<b>Over 60</b>	<b>Over 90</b>	<b>Balance Due</b>
									\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

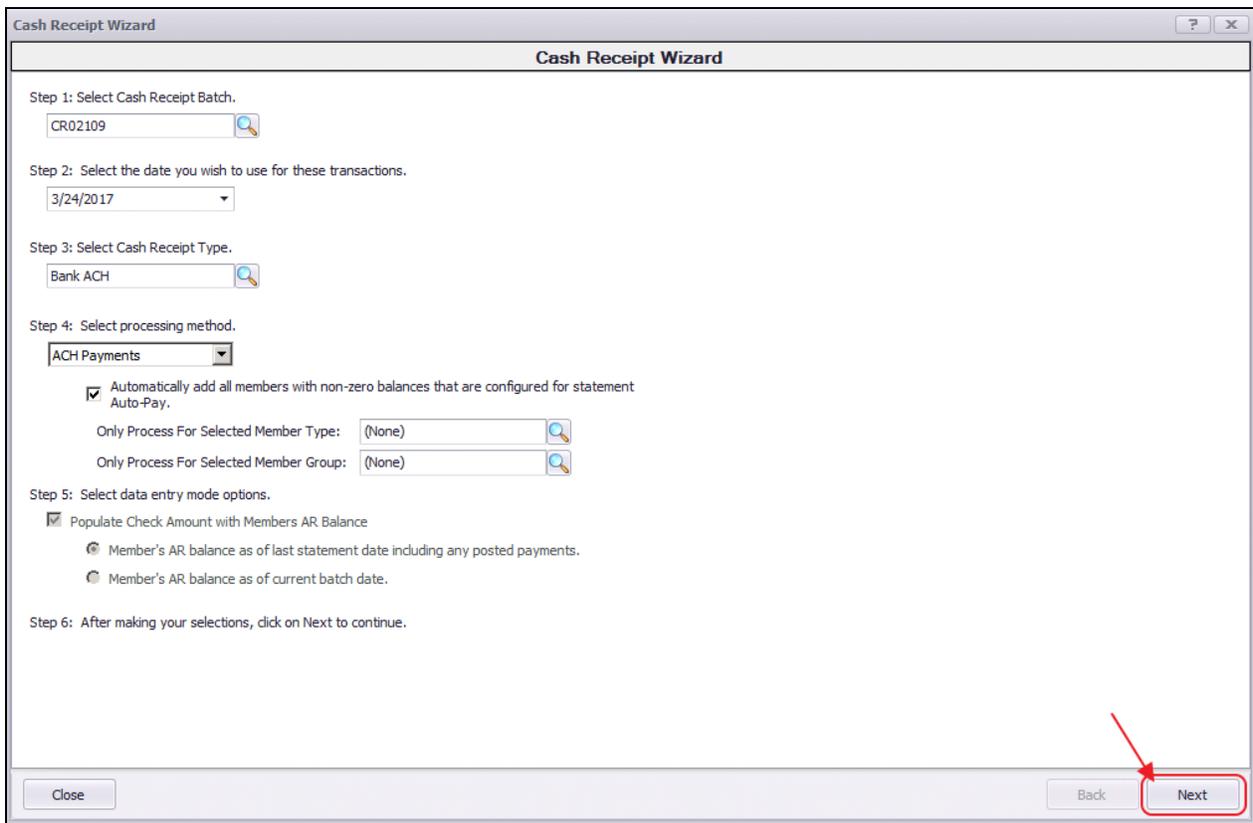
# Reprocessing Failed Captures

As mentioned, transactions that were not captured successfully will have a red X to the left of the Member's name. This indicates there was an issue with banking information or available funds. If the issues with the declined transactions have been fixed please follow the below instructions.

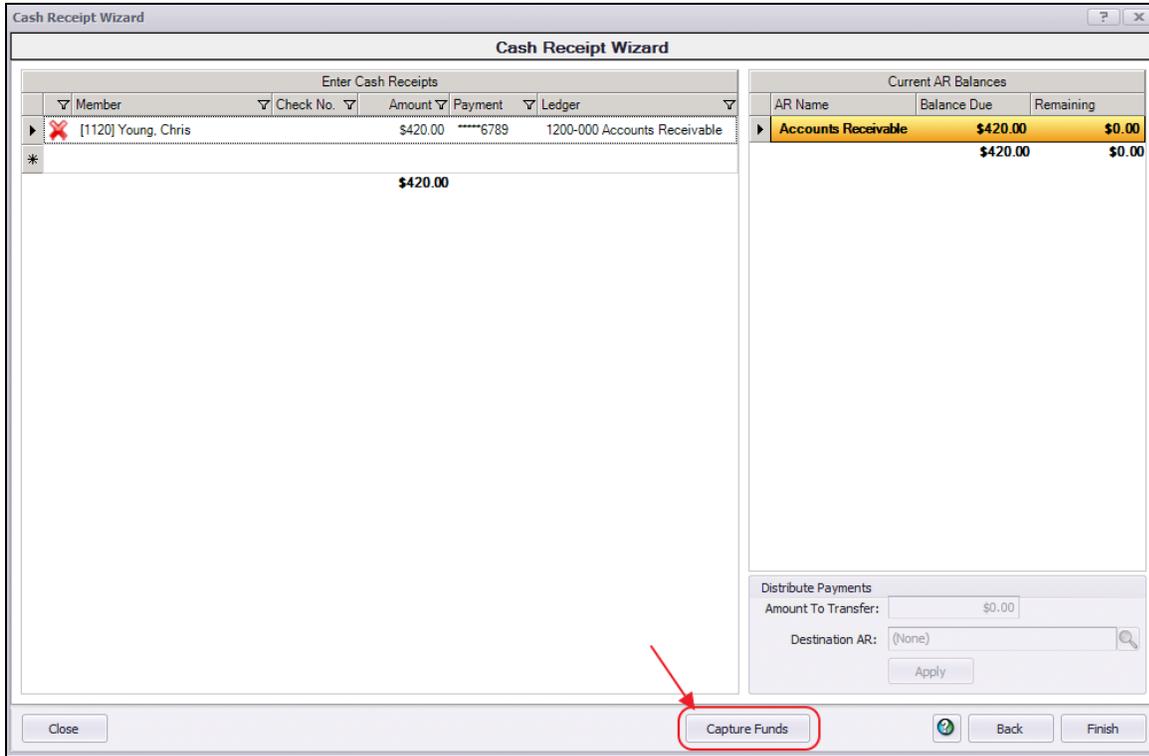
1) Go to **Member Payments** and double click on the batch.



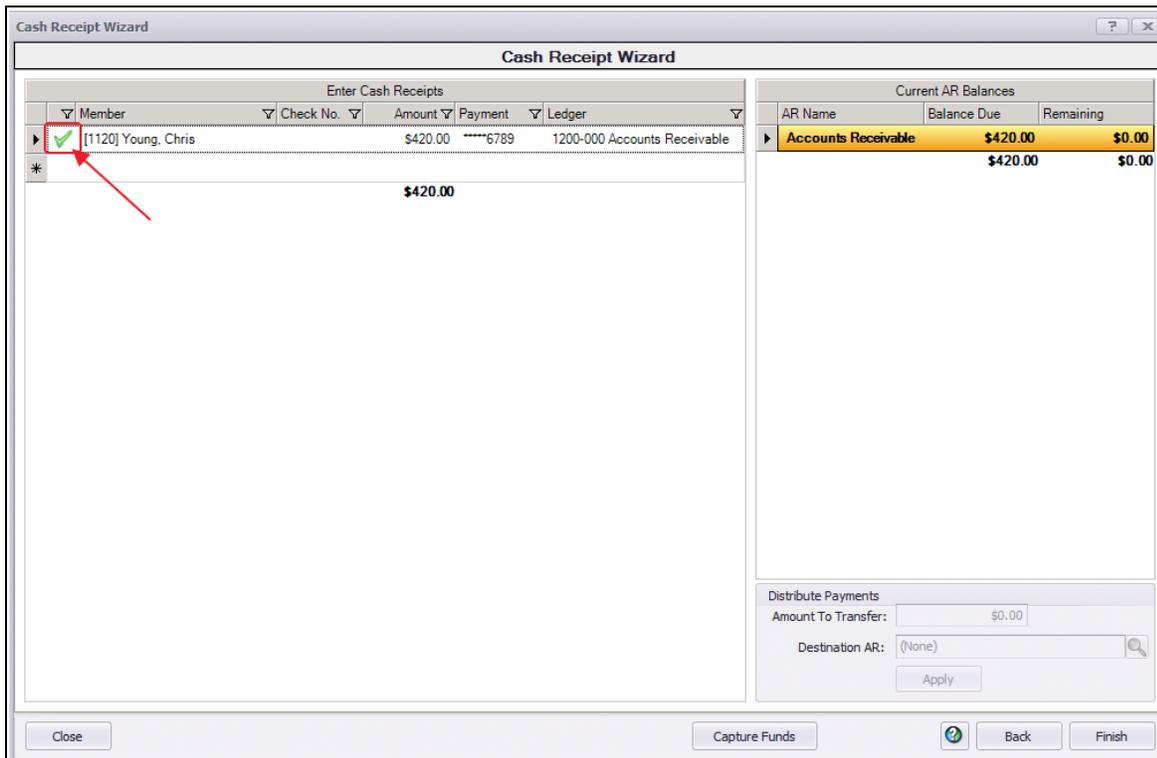
2) Click **Next**.



3) Click **Capture Funds** again.



4) If the funds were captured successfully the red X will change to a green checkmark to the left of the Member's name.



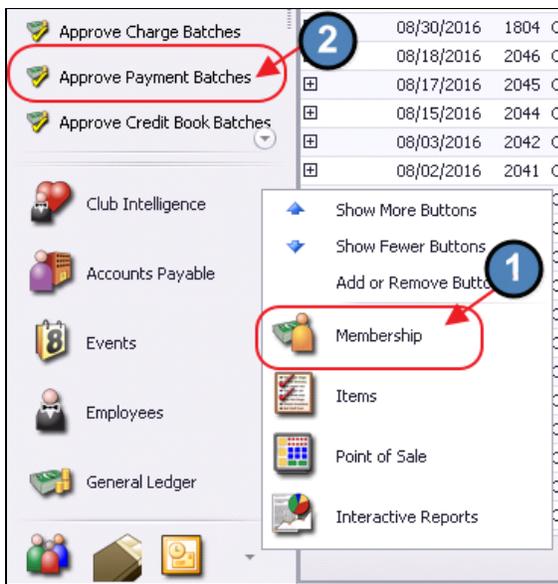
**Notes:**

If you fixed a few members within a batch but have not been able to fix all members you can still go into the batch and capture the funds. This process can be done as many times as you need.

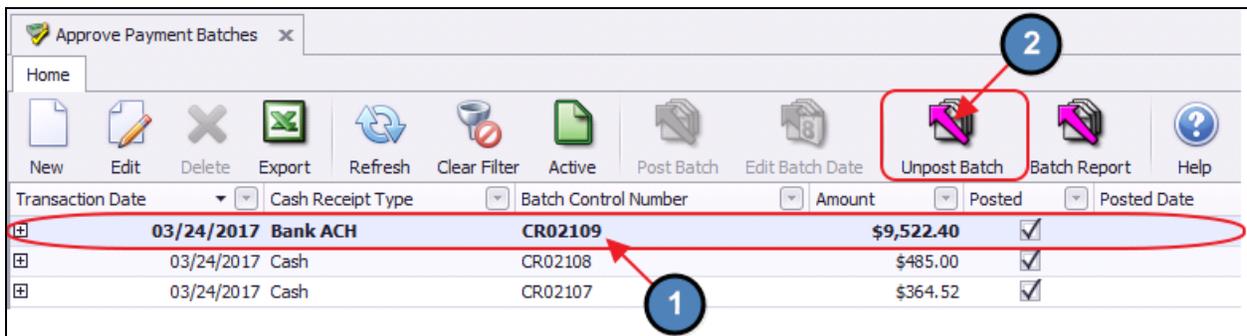
## Refund Bank ACH Payment

To refund a Bank ACH Payment,

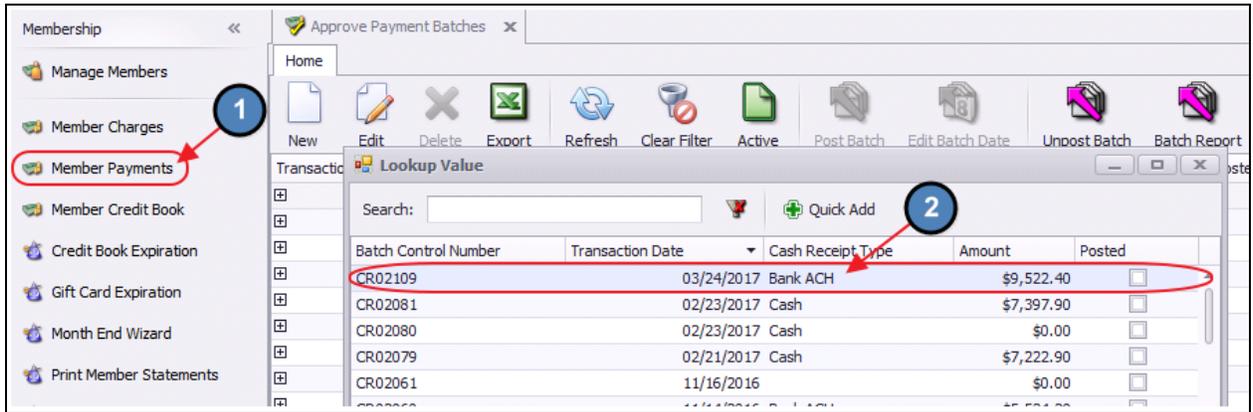
- 1) Navigate to **Approve Payment Batches** by selecting the **Membership** menu and choose **Approve Payment Batches**.



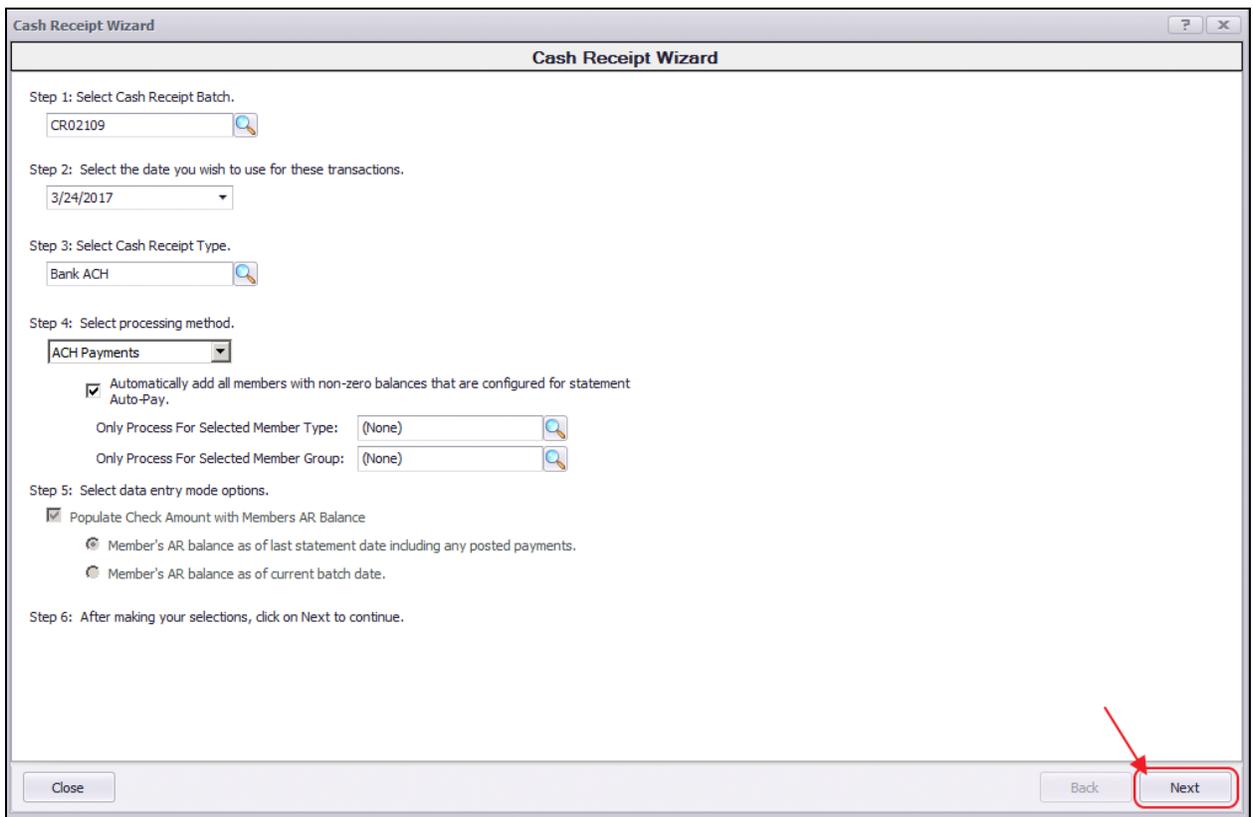
- 2) Click to select the **Payment Batch** that needs refunded and choose **Unpost Batch**.



- 3) Navigate to **Member Payments** and select the unposted batch from the lookup.



4) Select, **Next** to proceed to the **Payment** screen.



5) Select the arrow to the left of the payment to refund. Selected Payments will be highlighted in yellow.

Cash Receipt Wizard						
Enter Cash Receipts						
	Member	Check No.	Amount	Payment	Ledger	
▶	✓ [00153] Wise, Stephen D.	ACH	\$88.00	*****4321	1200-000 Accounts Receivabl	
	✓ [00100] Abbott, Rusty	ACH	\$8,935.88	*****6789	1200-000 Accounts Receivable	
	✓ [8500] Skaggs, Sharon	ACH	\$498.52	***2452	1200-000 Accounts Receivable	
	*					
			<b>\$9,522.40</b>			

6) Click the **Delete** key on your keyboard. A message will populate asking the user if they would like to refund the transaction. Click **Yes**.

Cash Receipt Wizard						
Enter Cash Receipts						
	Member	Check No.	Amount	Payment	Ledger	
▶	✓ [00153] Wise, Stephen D.	ACH	\$88.00	*****4321	1200-000 Accounts Receivabl	AR N
	✓ [00100] Abbott, Rusty	ACH	\$8,935.88	*****6789	1200-000 Accounts Receivable	Acc
	✓ [8500] Skaggs, Sharon	ACH	\$498.52	***2452	1200-000 Accounts Receivable	
	*					
			<b>\$9,522.40</b>			

**Refund Transaction?**

This row has already captured funds. Would you like to refund this transaction?

7) The system will attempt to refund the payment and will indicate whether it was successful or not in refunding the funds.

8) If the system indicates it was able to successfully refund the payment, the payment line will be deleted. If only one payment within a batch with multiple payments needs to be refunded, proceed to refund the payment as normal, and once the single payment is refunded, re-post the batch for the remaining payments.

## Unsuccessful Refund

If the system prompts that the payment was not refunded successfully, call your processor and have them manually refund the payment. The payment line within the batch will also NOT be deleted.

Once confirmation is received from your processor that the payment was refunded, re-post the Payment Batch as normal.

However, as the refunded payment line was not deleted from the batch, you will need to post a Member Charge to the member's account using your Payment Adjustment item to offset the refunded payment.

## Best Practices

Perform bank recs timely to ensure ACH postings are properly reconciled.

## Frequently Asked Questions

### Can I have multiple payment types in the same batch?

Batches are intentionally limited to one payment type to assist with the processing and the reconciling of the payments.