Gener Contents 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**.

Membership «	📹 Manage Me	mbers ×				
Manage Members	Home					
1 Member Charges	New Edit	Delete Export	Refresh Clea	v Filter 👝	Help	Search: Chris
Member Payments	Member Number	* 🖂 Last Name 🖂	First Name 📧	Join De	Phone 🕒	Email
1 Member Credit Book	1120	Managa	1	<u> </u>		did collection
🐞 Credit Book Expiration	1100	Watson	Christina			clubsongug
K Gift Card Expiration	1259	Burnham	Chris			
	1300	Deringer	Ovis			
🐮 Month End Wizard	1319	Vrame	Chris			
K Print Member Statements	1411	Wilson	Chris			dame du Rice
	1429	Reference	Chris	10/20/2010		okennedy gwo
	1487	Nowlea	Chate	11/29/2010		condeather
Club Intelligence	00230-0	Wels	Christopher	10/01/1998		chonichopy
-	00253-C	Burke	Oristica	01/25/2001		
Accounts Payable	00255-8	Marsh	Christine	01/15/1996	(\$10) \$55-1234	marsh@rivgm
	00283	Cruz	Chris A.	02/26/2009	(925) 555-1234	oruz@nvchevr
A Employees	00283-C	Cruz	Christopher R.O.	02/26/2009		
aniho je sa	00330	Battle	Christopher	07/25/2012	(510) 555-1234	battle @nvsbcg
	00408-8	Onell	Christine	12/28/1990	(510) 555-1234	
General Ledger	00441	Sparks	Christopher H.	11/17/2011	(\$10) \$55-1234	sparks@rivme.
	00446-8	Guzman	Christopher	10/27/2010	(\$10) 555-1234	guzman@rrvcit
칠 Guests	00447-8	Huff	Christine A.	03/23/2000	(510) 555-1234	huff@rvcomci
	00465	Meadows	Christopher	07/12/2000	(925) 555-1234	meadows@m/:
🛋 Guest Rooms 🖉	00485-8	Gibert	Christine M.	08/24/2000	(\$10) \$55-1234	gibert@whek
	00511-8	Marquez	Christine	11/17/2009	(415) 555-1234	marquez@nvv
	00544	Christen	Malcolm D.	08/25/1950	(925) 555-1234	
Marketing	00551-E	Sharp	Brett Christian	08/24/2000		
	00606	Nguyen	Christopher P.	10/27/2003	(\$10) 555-1234	nguyen@rivak
Membership	00620	Bates	Ovistopher H.	03/23/2000	(925) 555-1234	bates@rvcom
-	00673	Christensen	Denny A.	11/01/1974	(510) 555-1234	dvistensen Ør
ST	00690-8	Simpson	Ovisitina	05/22/1984	(510) 555-1234	simpson @nvgr
Litens	00743	Saunders	Chris	07/28/2010	(510) 555-1234	saunders@nvt

Manage Members X				
		Edit Account		
Member App Groups	1120 Regular Active (None) (Q) (S) Suffix Chris Chris Chris First Name Middle Name Chris	Edit Account Edit C Prone Number Customer ID Bectonics Funds Transfer Bark Account Viden Bark Name: Routing Number: Account Number: Account Type: Account Type: Account Holder Add Street 1: Street 2: Cay: State:	Ustomer /	Account Last Name Email Address
		Powered by ETS Corp.	7-(OK Cancel

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.

Lookup Value	•	/	•		x
Search:	4	🕀 Quick Add			
Batch Control Number	Transaction Date 🔹	Cash Receipt Type	Amount	Posted	
CR02047	10/03/2016	Bank ACH	\$139.53		*
CR02046	10/03/2016	Bank ACH	\$139.53		
CR02045	10/03/2016	Bank ACH	\$139.53		U
CR02043	09/29/2016	Bank ACH	\$0.00		
CR02042	09/29/2016	Cash	\$0.00		
CR02041	09/29/2016	Bank ACH	\$9,247.43		
CR02040	09/27/2016	Bank ACH	\$9,297.43		
CR02037	09/27/2016	Bank ACH	\$835.00		
CR02035	09/23/2016	Cash	\$100.00		
CR02034	09/23/2016	Credit Card	\$0.00		
CR02033	09/23/2016	Cash	\$100.00		
CR02031	09/22/2016	Bank ACH	\$835.00		
CR02029	09/22/2016	Credit Card	\$0.00		
CR02028	09/21/2016	Bank ACH	\$9,185.34		
CR02027	09/21/2016	Credit Card	\$746.00		
CR02026	09/21/2016	Bank ACH	\$9,185.34		
CR02025	09/21/2016	Cash	\$0.00		
CR02024	09/21/2016		\$0.00		
CR02023	09/21/2016	Credit Card	\$385.00		-

3) The Cash Receipt Wizard will launch.



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.

Cash Receipt Wizard	
Step 1: Select Cash R	eceipt Batch.
CR02020	

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

Step 2: Select the date y	you wish to use for these transactions.
9/21/2016	

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.

(None)
🖳 Lookup Value
Search: Y 🕀 Quick Add
Name Description
Cash Cash/Check
Credit Card Credit Card
Bank ACH Bank ACH

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.	0
ACH Payments	
Automatically add all members with non- Auto-Pay.	zero balances that are configured for statement
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.		
	\sim	
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.

ash Receipt Wizard						?
		Ca	sh Receipt Wizard			
	Enter Ca	sh Receipts		C	urrent AR Balances	
V Member	V Check No. V	Amount V Payment	⊽ Ledger V	AR Name	Balance Due	Remaining
[00153] Wise, Stephen	D. ACH	\$60.00 *****4321	1200-000 Accounts Receivabl	 Accounts Receivable 	le \$60.0	\$0.0
[00100] Abbott, Rusty	ACH	\$7,905.34 *****6789	1200-000 Accounts Receivable		\$60.0	0 \$0.0
[1120] Young, Chris	ACH	\$385.00 *****6789	1200-000 Accounts Receivable)		
[8500] Skaggs, Sharon	ACH	\$835.00 ***2452	1200-000 Accounts Receivable			
*	1	\$9 185 34				
	/					
/						
/						
				Distribute Payments		
				Amount To Transfer:	\$0.00	
				Destination AR:	(None)	Q
					Apply	

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.

				Cas	sh Receipt Wizard				
		Enter Ca	ash Receipts				Cur	rent AR Balances	
	V Member	V Check No. V	Amount V	Payment 4	7 Ledger V		AR Name	Balance Due	Remaining
+	(00153) Wise, Stephen D.	ACH	\$60.00	*****4321	1200-000 Accounts Receivabl	Þ	Accounts Receivable	\$60.00	\$0.00
	[00100] Abbott, Rusty	ACH	\$7,905.34	6789	1200-000 Accounts Receivable			\$60.00	\$0.00
	[1120] Young, Chris	ACH	\$385.00	*****6789	1200-000 Accounts Receivable				
	[8500] Skaggs, Sharon	ACH	\$835.00	***2452	1200-000 Accounts Receivable				
*									
			\$9,185.34						
						D	Astribute Payments		
						4	Amount To Transfer:	\$0.00	
							Destination AR: (No	ne)	0,
								Apply	

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.

Cash Rec	eipt Wizard								?	x
				Cas	sh Receipt Wizard					
		Enter Cas	sh Receipts				Cur	rrent AR Balances		
V	Member	V Check No. V	Amount 🗸	Payment 4 T	7 Ledger 5		AR Name	Balance Due	Remaining	
▶ 🗸	[00153] Wise, Stephen D.	ACH	\$60.00	4321	1200-000 Accounts Receivabl	►	Accounts Receivable	\$60.0	D \$0	.00
V	[00100] Abbott, Rusty	ACH	\$7,905.34	 6789	1200-000 Accounts Receivable			\$60.0	0 \$ 0	0.00
×	[1120] Young, Chris	ACH	\$385.00	 6789	1200-000 Accounts Receivable					
	[8500] Skaggs, Sharon	ACH	\$835.00	***2452	1200-000 Accounts Receivable					
*			\$9 185 34							
			Fun (d Capture Failt	are ere unable to be captured for 1 cash receip to view a report of these declined transact Yes 2	k(s). Worons?	stribute Payments mount To Transfer:	\$0.00		
							Destination AR: (No	Apply	0	8
Close	2				Сар	ture Fur	ds	Back	Finish	

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.

Cash Receipt Wizard ? X									
Cash Receipt Wizard									
	Enter Cas	sh Receipts					Current AR Balances		
☑ Member	マ Check No. マ	Amount 🏹 P	ayment	∽ Ledger	V	AR Name	Balance Due	Remaining	
[00153] Wise, Stephen D.	ACH	\$88.00	4321	1200-000 Accounts Rec	eivable	Accounts Received	rable \$88.0	00 \$0.00	
[00100] Abbott, Rusty	ACH	\$8,935.88	6789	1200-000 Accounts Rece	aivable		\$88.	.00 \$0.00	
🛛 🎇 [1120] Young, Chris	ACH	\$420.00	6789	1200-000 Accounts Rece	eivable				
[8500] Skaggs, Sharon	ACH	\$498.52	2452	1200-000 Accounts Rece	eivable				
*									
		\$9,942.40							
			One or more funds. Make processing. this batch. Would you li continue to p errors?	e of your Cash Receips have not finist sure and click the 'Capture Funds' but Also, check for potential error lines be se to move the failed line items to a ne post the captures that were complete Yes	ed capturing ton to finish fore finishing w batch and i without No	Distribute Payments			
						Amount To Transfer:	\$0.00		
						Destination AR:	(None)		
							Apply		
Close					Capture	e Funds	Bac	sk Finish	

Click Finish.

Distribute Payments		
Amount To Transfer:	\$0.00	
Destination AR:	(None)	0
	Apply	
Capture Funds	Back 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.

🖳 Cash Receipt Deposit Summary		
Report Settings: (Default)	Save Current Settings Delete Selected Setting	🔲 Make Public 🤤
Year: 2017	Month: March	
Batch Number: CR02109 - 3/24/201 -		
🕅 🖣 1 of 1 🕨 🕅 🌾 🛞	🕲 🚑 💷 🔍 🖌 🕴 100% 🔹	Find Next
Clubessential Office: Club at Grand Key	- K	
Cash Receipt Deposit Summary	a	
Batch: CR02109 - 3/24/2017	6	
	THE SEA ISLAND CLUB AT	
	GRAND KEY	
Member	Check Number	Amount
CR02109 - 3/24/2017		
[00153] Wise, Stephen D.	ACH	\$88.00
[00100] Abbott, Rusty	ACH	\$8,935.88
[8500] Skaggs, Sharon	ACH	\$498.52
	Total:	\$9,522.40
		\$9,522.40

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										
4 4 1 of 1 ▶ ▶ 4 ⊗ 🚱	🌧 🔲 ն 🐱	- 100%		-	Find I						
Clubessential Office: Club at Grand Key			*								
Cash Receipt Batch Posting Summary			3								
Batch Control Number: Preview Only											
			÷								
Activity Date: 3/24/2017 THE SEA ISLAND CLUB AT GRAND KEY											
GRAND KEY											
PREVIEW ONLY											
G/L Posting											
Account				Debit	Credit						
00-1020-000 Cash - Operating				\$9 522 40	50.00						
				\$5,522.40	00.00						
00-1200-000 Accounts Receivable				\$0.00	\$9,522.40						
Posting Total				\$9,522.40	\$9,522.40						
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							

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

Date	Ref	Ticket	Description	Posted	Sub	Svc Cha	Tax	Gratuity	Total	Member Charge	Not On Statement
3/24/2017	ACH	Theree	ACH	V	(\$498.52)	\$0.00	\$0.00	\$0.00	(\$498,52)	(\$498.52)	
2/28/2017	539938		Capital Assessment		\$60.00	\$0.00	\$0.00	\$0.00	\$60.00	\$60.00	
2/28/2017	539939		Dues - Regular		\$325.00	\$0.00	\$0.00	\$0.00	\$325.00	\$325.00	
2/28/2017	544398		Late Fee		\$7.48	\$0.00	\$0.00	\$0.00	\$7.48	\$7.48	
2/28/2017	544399		Late Fee		\$50.00	\$0.00	\$0.00	\$0.00	\$50.00	\$50.00	
11/14/2016	ACH		ACH		(\$498.52)	\$0.00	\$0.00	\$0.00	(\$498.52)	(\$498.52)	
11/8/2016	ACH		ACH		(\$498.52)	\$0.00	\$0.00	\$0.00	(\$498.52)	(\$498.52)	
11/4/2016	ACH		ACH		(\$498.52)	\$0.00	\$0.00	\$0.00	(\$498.52)	(\$498.52)	
10/24/2016	ACH		ACH		(\$498.52)	\$0.00	\$0.00	\$0.00	(\$498.52)	(\$498.52)	
10/18/2016	ACH		ACH		(\$1,333.52)	\$0.00	\$0.00	\$0.00	(\$1,333.52)	(\$1,333.52)	
9/30/2016	534056		Capital Assessment		\$60.00	\$0.00	\$0.00	\$0.00	\$60.00	\$60.00	
9/30/2016	534057		Dues - Regular		\$325.00	\$0.00	\$0.00	\$0.00	\$325.00	\$325.00	
9/29/2016	ACH		ACH		(\$835.00)	\$0.00	\$0.00	\$0.00	(\$835.00)	(\$835.00)	
1/1/1900			Balance Forward	\checkmark	\$498.52	\$0.00	\$0.00	\$0.00	\$498.52	\$498.52	
								1	1	V.	
					(\$3,335.12)	\$0.00	\$0.00	\$0.00	(\$3,335.12)	(\$3,335.12)	
								Cum	ent Over	30 Over 60	Over 90 Balance [
View Aging	View Payment	s						\$0.0	10 \$0.0	0 \$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.

Cash Receipt Wizard	? X
Cash Receipt Wizard	
Step 1: Select Cash Receipt Batch.	
CR02109	
Sten 2. Select the date you wish to use for these transactions	
3/24/2017	
-11	
Step 3: Select Cash Receipt Type.	
Bank ACH	
Sten 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: Select data entry mode options.	
Populate Check Amount with Members AR Balance	
eal 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.	
	X
	\backslash
Class	Pack
Cluse	Back Next

3) Click Capture Funds again.

Cash Receipt Wizard								? X			
		Ca	ish Recei	pt Wizard							
	Enter Cas	sh Receipts				Current AR Balances					
☑ Member	マ Check No. マ	Amount 🔽 Payment	∽ Ledger		V	AR Name	Balance Due	Remaining			
¥ [1120] Young, Chris		\$420.00 *****6789	1200-00	0 Accounts Receivat	ble	Accounts Receivable	\$420.0	0 \$0.00			
*							\$420.0	0 \$0.00			
		\$420.00									
						Distribute Payments					
						Amount To Transfer:	\$0.00				
						Destination AR:	one)	Q			
				$\langle \rangle$			Apply				
				<u>`</u>							
Close					Canture	Funds	Bad Bad	Finish			
Ciose					Capture	i unus	Bad				

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

Cash Receipt Wizard							?	×
		Ca	ash Receipt Wizard					
	Enter Cas	h Receipts			C	urrent AR Balances		
V Member	V Check No. V	Amount 🗸 Payment	∽ Ledger	Y	AR Name	Balance Due	Remaining	
🕨 🏹 [1120] Young, Chris		\$420.00 *****6789	1200-000 Accounts Recei	ivable	Accounts Receivable	e \$420.0	00 \$0.0	00
*						\$420.	00 \$0.0	.00
		\$420.00			Distribute Payments Amount To Transfer: Destination AR:	\$0.00 None)		
						Apply		
Close				Captur	e Funds	Bac	k Finish	

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**.

🦻 App	rove Paym	nent Batch	es 🗙						(2	
Home											
		X	×	£	8				R	N	(?)
New	Edit	Delete	Export	Refresh	Clear Filter	Active	Post Batch	Edit Batch Date	Unpost Batch	Batch Report	Help
Transacti	ion Date	-	Cash Re	eceipt Type	💌 B	atch Contr	ol Number	Amount	Poster	d 🔄 Poste	d Date
1+	0	3/24/20	17 Bank A	ACH	C	R02109		\$	9,522.40	\checkmark	\supset
ŧ		03/24/20	17 Cash		C	R02108			\$485.00	\checkmark	
Ŧ		03/24/20	17 Cash		C	R02107	(1)		\$364.52	\checkmark	

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

Membership «	🦻 Appr	ove Payment Ba	tches x							
📹 Manage Members	Home									
Mambar Charges				£	8		(A)		R R	N
Member charges	New	Edit Dele	te Export	Refresh	Clear Filter	Active	Post Batch	Edit Batch Date U	npost Batch	Batch Report
Member Payments	Transactio	🔒 Lookup V	alue						_	🗖 🗙 🔤 ste
Member Credit Book	Ð	Search:						\bigcirc		
Member eredrebook	Ŧ	Jearch.				ar c	p Quick Add			
🐞 Credit Book Expiration	Ŧ	Batch Control	Number	Transac	tion Date	▼ Cas	sh Receipt, Type	Amount	Posted	
	Ŧ	CR02109			03/24	/2017 Bar	nk ACH	\$9,522.	40	
Gift Card Expiration	Ŧ	CR02081			02/23	/2017 Ca	sh	\$7,397.	90	
🐞 Month End Wizard	Ŧ	CR02080			02/23	/2017 Ca	sh	\$0.	00	
_	Ŧ	CR02079			02/2:	/2017 Ca	sh	\$7,222.	90	
Print Member Statements	Ŧ	CR02061			11/16	/2016		\$0.	00	
	Ŧ	0000000				looks o	1.400	45 504	00 F	-

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

Cash Receipt Wizard	? X
Cash Receipt Wizard	
Step 1: Select Cash Receipt Batch.	
CR02109	
Sten 7: Select the date you with to use for these transactions	
3/24/2017	
Step 3: Select Cash Receipt Type.	
Bank ACH	
Stan 4: Selart processing method	
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: 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, dick on Next to continue.	
	X
	\mathbf{X}
Close	Back Next

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

G	ash	Rec	eipt Wizard					
L						Ca	sh Receipt Wizar	rd
				Enter C	ash Receipts			
		V	Member	♥ Check No. ♥	Amount 🗸	Payment	✓ Ledger	Y
L	Þ	\checkmark	[00153] Wise, Stephen D.	ACH	\$88.00	*****4321	1200-000 Accoun	ts Receivabl
1		1	[00100] Abbott, Rusty	ACH	\$8,935.88	•••••6789	1200-000 Accounts	Receivable
		1	[8500] Skaggs, Sharon	ACH	\$498.52	***2452	1200-000 Accounts	Receivable
	*							
					\$9,522.40			

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 Ca	sh Receipts							
	V	Member	♥ Check No. ♥	Amount 🗸	Payment 5	7 Ledger ∽		AR N			
×	\checkmark	[00153] Wise, Stephen D.	ACH	\$88.00	•••••4321	1200-000 Accounts Receivabl	►	Acc			
	1	[00100] Abbott, Rusty	ACH	\$8,935.88	 6789	1200-000 Accounts Receivable					
	1	[8500] Skaggs, Sharon	ACH	\$498.52	***2452	1200-000 Accounts Receivable					
*											
				\$9,522.40							
					Refund Tran	raction?					
					This row has transaction?	already captured funds. Would you like to refund	l this				
						<u>Xes</u>	No				

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.