G Member Payments

2016 - Fall Edition

User Guide - Table of Contents

<u>Overview</u>

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

Accessing the Tool

Cash Receipt Wizard

Cash Receipt Wizard - Screen 1 (Payment Specifications Screen)

Cash Receipt Wizard - Screen 2 (Payment Entry Screen)

Cash Receipt Payments

Bank ACH Payments

Credit Card Payments

Batch Exit and Re-Entry

Print Deposit Slip

Post the Payment

Editing Posted Payments

Refunding Bank ACH and Credit Card Payments

Unsuccessful Refund

Best Practices

Frequently Asked Questions

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.

Furthermore, Clubessential 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.

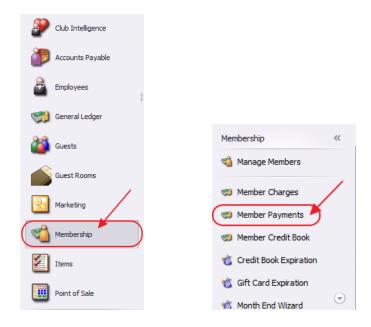
Use Case(s)

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 credit card or 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.

Accessing the Tool

To access Member Payments,

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



2) Select, Quick Add.

Search:		🕀 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		
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.

ash Receipt Wizard	7.2
Cash Receipt Wizard	
Step 1: Select Cash Receipt Batch.	
CR02048	
Step 2: Select the date you wish to use for these transactions.	
10/4/2016	
Step 3: Select Cash Receipt Type.	
(None)	
Step 4: Select processing method.	
Cash Receipt Payments	
Automatically add all members with non-zero balances. Note: Balances include all posted payments.	
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.	
C Member's AR balance as of current batch date.	
Step 6: After making your selections, click on Next to continue.	
skep of Arkel making your addeditions, end of reak to continued	
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.

Casl	n Receipt Wizar	d	
St	ep 1: Select Cash	Receipt Ba	atch.
	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 you	wish to	use for these	transactions.
9/2:	1/2016		-		

Step 3 - Select the proper **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		_ D X
Search:	🥱 🦉 🌐 Quick Add	
Name	Description	
Cash	Cash/Check	
Credit Card	Credit Card	
Bank ACH	Bank ACH	

Step 4 - Select the proper Processing Method.

For **Cash Receipt Type**, **Cash Receipt Payments** processing method should default, therefore, move to **Step 5**.



ACH Payments - Bank Account information can be stored on the member's profile for payment purposes. 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 - If checked, when the user clicks Next, all members who are configured for Bank Account auto payment (Bank ACH) will populate on the next screen. If checked, **Step 5** is Null, continue to **Step 6.** Furthermore, 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.	3
Automatically add all members with non-2 Auto-Pay.	zero balances that are configured for statement
Only Process For Selected Member Type:	(None)
Only Process For Selected Member Group:	(None)

Credit Card Payments - Typically, credit card information is stored on the member's profile for payment purposes. However, credit card auto payments, and manual credit card payments are accepted if the club is configured as such. This option should be selected when utilizing ETS, Open Edge, or Shift 4 for credit card processing.

Automatically add all members with non- zero balances that are configured for Auto-Pay - If checked, the system will automatically populate all members who are configured for credit card auto payment on the next screen. If checked, **Step 5** is Null, continue to **Step 6**. Furthermore, 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.	
Credit Card Payments Manual Credit C	Card Entry Only
Automatically add all members with non-zee Auto-Pay.	ero balances that are configured for statem 3
Only Process For Selected Member Type:	(None)
Only Process For Selected Member Group	(None)

Manual Credit Card Entry Only - If a member does not have a credit card on file, and they would like to pay by credit card, check this box to enable manual entry of the Member's Credit card number.



Export NACHA File - This option can be utilized to accept direct ACH payments from Members without the use of an intermediary processor (such as ETS or Open Edge). For more information on this processing option, please see reference guide on **NACHA Payments**.

	ero balances that are configured for statement	-NACHA Settings - File ID: Company ID:	
 Auto-Pay. Only Process For Selected Member Type: Only Process For Selected Member Group: 	(None)		lso be called Origination ID. your bank for appropriate elds.

Step 5 - Select data entry mode options.

Populate Check Amount with Members AR Balance - Checked by default, the check amount on the next screen will equal the member's AR Balance due. This is used to help quicken the payment entry process.

A) Member's AR balance as of last statement date including any posted payments - If selected, the check amount entered on the next screen will be equal to the member's AR balance as of the last statement date. This is the preferred option.

B) Member's AR balance as of the current batch date - If selected, check amount entered on the next screen will be equal to the member's AR balance as of the current batch date.

Step 5: Sele that a 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 - 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.

		Cash Receipt Wiza	rd			
	Enter Cash Receipt	ts			Current AR Balances	
Member	マ Check Dat マ Check No. マ	Amount V P V Ledger	V	AR Name	Balance Due	Remaining
					\$0.00) :
		\$0.00				
				Distribute Payments Amount To Transfer:	\$0.00	
				Destination AR:	(None)	
					Apply	

Cash Receipt Payments

For **Cash Receipt Payments** please follow the below instructions:

1) Select the **Member** by utilizing the lookup button, or simply begin typing the Member's name.

Cash Receipt Wizard				
		Cash Receipt Wiza	rd	
	Enter Cash Recei	pts		Curre
Member		Amount V P V Ledger	V	AR Name
* (None)				
		\$0.00		
	🖳 Lookup Value			_ □ X
	Search: carr	Non-Member Ca	ash Receipt]	
	Member Number	 Full Name 		
	1308	Carrie Seddon		
	00292	Jason Carr		
	00396	Carrie Rodgers		
	00622	Carrie E. Byrd		
	00677	W. Stuart Carr		

The member's AR Balance will populate on the right side of the screen.

h Receipt Wizard									7 X
			Cash Receipt Wizar	d					
	Enter Cash Receipt	s			1/	Curr	ent AR Balances		
Member	マ Check Dat マ Check No. マ	Amount 🗸	Ledger	V		AR Name	Balance Due	Remaining	
[1308] Seddon, Carrie	09/21/2016	\$485.00	Accounts Receivable			Accounts Receivable	\$485.00		\$0.00
							\$485.00		\$0.00
		\$485.00							\sim
							7		
	Member [1308] Seddon Carrie	Enter Cash Receipt Member 文 Check Dat 文 Check No. 文	Enter Cash Receipts Member ▼ Check Dat ▼ Amount ▼ [1308] 09/21/2016 \$485.00 \$485.00 \$485.00	Cash Receipt Wizar Enter Cash Receipts Member V Check Dat V Check No. V Amount V Ledger	Cash Receipt Wizard Enter Cash Receipts Member V Check Dat V Amount V Ledger V [1308] 09/21/2016 \$485.00 Accounts Receivable	Cash Receipt Wizard Enter Cash Receipts Member V Check Dat V Amount Ledger V [1308] 09/21/2016 \$485.00 Accounts Receivable Image: Color	Cash Receipt Wizard Enter Cash Receipts Curr Member ▼ Check Dat ▼ Check No. ▼ Amount ▼ Ledger ▼ [1308 09/21/2016 \$485.00 Accounts Receivable	Cash Receipt Wizard Enter Cash Receipts Current AR Balances Member 文 Check Dat 文 Check No. 文 Amount 文 Ledger 文 AR Name Balance Due [1308] 09/21/2016 \$485.00 Accounts Receivable Image: Counts Receivable Image: Counts Receivable \$485.00 Image: Counts Receivable Image: Counts Receivable Image: Counts Receivable \$485.00	Cash Receipt Wizard Current AR Balances Member V Check Dat V Check No. V Amount V Ledger V [1308] 09/21/2016 \$485.00 Accounts Receivable AR Name Balance Due Remaining a 2485.00 Accounts Receivable \$485.00 \$485.00 \$485.00

2) Enter the **Check Date**. The system will default to the date the payment was entered.

3) Enter the **Check Number** of the check received. Cannot be left blank.

4) Enter the **Amount** of the check. If specified in **Step 5** of previous screen, the system will automatically enter the AR Balance due of the member in this field, however the amount can still be edited if this not the correct payment amount.

5) The Primary AR Account linked in System Settings will populate into the Ledger field.

		E	Enter Cash Rece	eipts		
	Member 7	Check Dat 🛛	Check No. 🔽	Amount 🗸	Ledger	V
۲	[1308] Seddon, Carrie	09/21/2016	89656	\$485.00	Accounts Receivable	\supset
*						
				\$485.00		

Enter additional payments on the next line as applicable.

Bank ACH Payments

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 Red	eipt Wizard								? X
				Ca	sh Receipt Wizard				
		Enter Ca	sh Receipts					Current AR Balances	
V	Member	V Check No. V	Amount V	Payment A 1	✓ Ledger	V	AR Name	Balance Due	Remaining
	[00153] Wise, Stephen D.	ACH	\$60.00	4321	1200-000 Accounts Receiv	(abl	Accounts Receiv		
	[00100] Abbott, Rusty	ACH	\$7,905.34	6789	1200-000 Accounts Receival	ble		\$60.0	\$0.00
	[1120] Young, Chris	ACH	\$385.00	•••••6789	1200-000 Accounts Receival	ble			
	[8500] Skaggs, Sharon	ACH	\$835.00	2452	1200-000 Accounts Receival	ble			
*		1	\$9,185.34						
	/		\$9,180.34						
							Distribute Payments		
							Amount To Transfer:	\$0.00	
							Destination AR:	(None)	Q,
								Apply	
								Back	
Clos	se					Capture F	unds	Back	Finish

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	h Receipt Wizard					
		Enter Ca	sh Receipts				Curr	rent AR Balance	88	
	V Member	V Check No. V	Amount V	Payment 4 🗸	Ledger V	AR Nar	me	Balance Due	R	lemaining
	[00153] Wise, Stephen D.	ACH	\$60.00	•••••4321	1200-000 Accounts Receivabl	Acco	unts Receivable		50.00	\$0.00
	[00100] Abbott, Rusty	ACH	\$7,905.34	6789	1200-000 Accounts Receivable			\$	60.00	\$0.0
	[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							
						Distribute	Payments			
						Amount	To Transfer:	\$0	.00	
						Des	tination AR: (No	ne)		Q
					\ \			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.

(**Note**: **NACHA payment** process differs from the above. For more information on NACHA processing, please see reference guide on **NACHA Payments**.)

Credit Card Payments

Again, credit card information is typically stored in a member's profile. This gives the club the ability to charge the card at the expense of the Member's request without having the physical credit card present.

1) Select the **Member** by selecting the lookup, or simply begin typing the member's name.

2) Enter **CC** as a reference to Credit Card in the **check number** field.

3) Enter the amount of the payment. If specified in **Step 5**, the system will automatically enter the AR Balance due of the member in this field, however the amount can still be edited if this is not the correct payment amount.

4) Select the credit card on file under **Payment** by selecting the lookup.

5) The Primary AR Account linked in System Settings will populate into the **Ledger** field.

	Cash Receipt Wizard
~	Enter Cash Receipts
V Member 🌂	♥ Check No. ♥ Amount ♥ Payment ♥ Ledger ♥ AR Name
[572] Van Hook, Thomas	CC \$482.06 (None) Accounts Receivable Accounts Receivab
	Lookup Value (Double Click or Press Enter To Select A Value)
	Search:
	Desc Card N Expirat Expirat De Max Char Recor Creat Crea LM Em ******* 6 2018 50.00 0 1/1/0 0

Enter any additional payments as applicable.

6) Once the payments have been entered, the user must charge the credit card before proceeding. To **charge the credit card**, select **Capture Funds** at the bottom of the payment entry screen.

Cash Receipt Wiza	rd									7 X
			C	ash	Receipt Wizard					
		Enter Casl	n Receipts				Cu	rrent AR Balances		
V Member		🗸 Check No. 🛛	Amount 🗸 Payment	γL	edger	V	AR Name	Balance Due		
▶ [572] Var	n Hook, Thomas	CC	\$482.06 Visa	4	Accounts Receivable		 Accounts Receivable 	\$482.06		\$0.00
*								\$482.0	6	\$0.00
			\$482.06							
Close						Capture	Distribute Payments Amount To Transfer: Destination AR: (N	\$0.00 one) Apply Back	Fir	nish

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.

Credit Card Auto Payment

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 Credit Card Auto Payment.

6) The **Member(s)** will pre-populate, **Check number** will say **CC** for reporting purposes, the **payment amount** will be equal to the AR balance due of the member, the **payment** field will populate the **Credit Card** on the member's profile that is configured for Auto Pay, and the **Ledger** field will contain the Primary AR Account linked in System Settings.

Once all payments have been verified, the funds for the payments must be captured from the Member's credit card.

				Ca	ash Receipt Wizard					
		Enter Ca	sh Receipts			1	Cu	urrent AR Balances		
Τ	V Member	V Check No. V	Amount V	Payment	V Ledger	V	AR Name	Balance Due	Remaining	
	[572] Van Hook, Thomas	CC	\$6,720.00	Visa	Accounts Receivable		Accounts Receivable	\$6,720.00		\$0.0
	(505) Seddon, Carrie	CC	\$2,985.00	Visa	Accounts Receivable			\$6,720.00)	\$0.0
	[3962] Hartley, Emerita	CC	\$1,300.00	Discover	Accounts Receivable					
	(561) Jackson, Samuel	CC	\$1,475.00	MasterCar	d Accounts Receivable					
6										
			\$12,480.00							
							Distribute Payments	40.00		
							Amount To Transfer:	\$0.00		
							Amount To Transfer:	\$0.00		
							Amount To Transfer:			

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.

Manual Credit Card Payments

If a member does not have a credit card on file, and they would like to still pay by credit card, the user can enter the Member's credit card information manually. Please be sure to check the appropriate box in **Step 4** of the previous screen.

Please follow the same steps above when entering a credit card payment. However, where you would typically select the credit card on file, please select, **Enter Card**. The user can then manually enter the member's credit card information, and select **Charge Card**.

If the user has a credit card reader attached to their terminal, they may swipe the card, otherwise, select **Edit** and manually enter the card information.

			С	ash Receipt Wizard	
		Enter Cas	sh Receipts		
	∽ Member	🗸 Check No. 🗸	Amount V Payment		V
►	[572] Van Hook, Thomas	CC	\$482.06 Enter Car	d 120-00 Accounts Receivable	
*					
	_		\$482.06		
	2	Credit Card Entry		×	
	\sim				
	Charg	ge Amount: \$482.06			
	S	wipe Card:			
	Ca	rd Number:	Edit		
	E	xp Month:		(3)	
		Exp Year:			
		CVV:			
			(Charge Card Cancel	

Credit cards that were charged 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. Capture Funds does NOT need to be selected as the card has already been charged.

When entry is complete, click **Finish**.

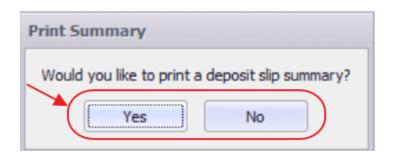
Distribute Payments		
Amount To Transfer:	\$0.00	
Destination AR:	(None)	Q
	Apply	
Canture Funds	Back	Einich
Capture Funds	🕑 🛛 Back	Finish

Batch Exit and Re-Entry

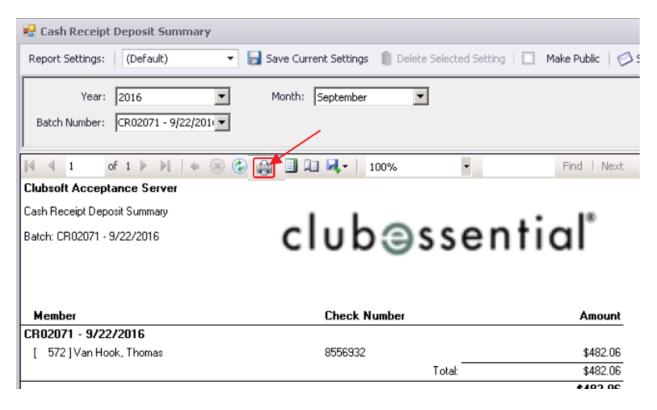
Note: To exit batch prior to batch completion, click **Close** at any time. Batch will automatically be saved, and can be re-opened by selecting **Member Payments** and choosing the appropriate batch from the **lookup** list.

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.



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**.

- 💋 🔕 🕇 🤅	D Q			
Edit Batch Notes Post Batch Expa	and All Audit Log			
4 4 1 of 1 ▶ ▶ +	8 🚯 🎝 🔲 🖬 🖡	↓ • 100%	•	Find Next
Clubsoft Acceptance Server				
Cash Receipt Batch Posting Summary				
Batch Control Number: Preview Only		clu	hass	ential
Activity Date: 9/22/2016		010	0000	, cinnai
	PB	EVIEW ONLY		
G/L Posting				
Account			Debit	Credit
⊕ 00100 Premier Bank Operating			\$482.06	\$0.00
⊕ 00120 Accounts Receivable			\$0.00	\$482.06
Posting Total			\$482.06	\$482.06
Cash Receipts				
Member	Check Date	Check #	Check Amount	
[572] Thomas Van Hook	9/22/2016	8556932	\$482.06	
		Totals	\$482.06	

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

In	nclude Depende	ant Activity	Show Past 6 I	Months 🗾 Statement: All Statement Period	ts 💌							AR Ledger:	<all ledge<="" th=""><th>312></th><th></th></all>	312>	
	Date	Ref	Ticket	Description	Posted	Sub	Svc Chq	Te	ax	Gratuity	Total	Member Charge		Not On Statema	ent
	9/22/2016	8556932		8556932	M	(\$482.06)	s	0.00	\$0.00	\$0.00	(\$482.06)		(\$482.06)		
	9/21/2016	425966	125320	Golf	\checkmark	\$450.00	\$	0.00	\$32.06	\$0.00	\$482.06		\$482.06		
	8/31/2016	415052		Unspent Minimum Ending 08/31/16		\$35.00	\$	0.00	\$0.00	\$0.00	\$35.00		\$35.00		
	8/31/2016	417648		Test Memo Biling		\$1,000.00	\$	0.00	\$0.00	\$0.00	\$1,000.00	4	\$1,000.00		
	1/1/1900			Balance Forward	\checkmark	\$0.00	\$	0.00	\$0.00	\$0.00	\$0.00		\$0.00		
						\$1,002.94	\$	0.00	\$32.06	\$0.00	\$1,035.00	\$	1,035.00		
UL	ew Aging	View Paymer	nts							Current \$0.00	0 ver 30 \$0.00	0 ver 60 \$0.00		0ver 90 \$0.00	Balance [\$0.00

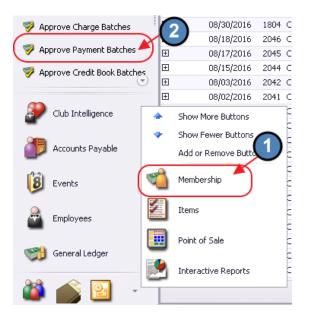
Editing Posted Payments

All Payment Batches can be unposted unless they are flagged within a bank rec, in which case the system will not let the user unpost the batch. However, please keep in mind when unposting Bank ACH and Credit Card Payment batches, the amount of these payments cannot be edited because the funds have already been captured.

The user can only refund Bank ACH and Credit Card Payments after they are unposted.

Refunding Bank ACH and Credit Card payments is covered in a separate section of this document.

To unpost a Payment Batch, please navigate to the **Membership** menu and select **Approve Payment Batches**.



Click to select the Payment Batch that needs unposted and choose Unpost Batch.

🦻 Appi	rove Payn	nent Batche	es ×							1		
Home												
		×	×	E.	8		(C)		N	Ŵ	(?)	Search:
New	Edit	Delete	Export	Refresh	Clear Filter	Active	Post Batch	Edit Batch Date	Unpost Batch	Batch Report	Help	
Transa	action [Date 🗕 🖪	Cash	Receipt	Type 🖃 l	Batch Co	ontrol Num	nber 🖻 Amor	unt 🖃 Pos	sted 🔄 Pos	sted Date	
ŧ	09/2	2/201	6 Cash	1	(CR020	30	\$	385.00	\checkmark		09/22/2016

In addition, once a Payment Batch is unposted, the edits can only be made within the **Cash Receipt Wizard** found via **Member Payments**. Select the unposted Payment Batch from the lookup and make the necessary edits.

Member Credit Book CR02030 09/22/2016 Cash \$385.00 Cash	age Members	Home				_ 0
Member Credit Book 09/22/2016 Cash \$385.00 Cash Credit Book Expiration CR02029 09/22/2016 Credit Card \$0.00 Credit Car	iber Charges	Search:	2	🕀 Quick Add		
Member Credit Book CR02029 09/22/2016 Credit Card \$0.00 Credit Book Expiration CR02028 09/21/2016 Bank ACH \$9,185.34 Image: CR02027 CR02027 09/21/2016 Credit Card \$746.00 Image: CR02026 CR02026 09/21/2016 Bank ACH \$9,185.34 Image: CR02026 CR02026 09/21/2016 Credit Card \$\$746.00 Image: CR02026 CR02026 09/21/2016 Bank ACH \$\$9,185.34 Image: CR02026 CR02026 <t< td=""><td>iber Payments</td><td>Batch Control Number</td><td>Transaction Date 🔹</td><td>Cash Receipt Type</td><td>Amount</td><td>Posted</td></t<>	iber Payments	Batch Control Number	Transaction Date 🔹	Cash Receipt Type	Amount	Posted
Credit Book Expiration CR02029 09/22/2016 Credit Card \$0.00 Gift Card Expiration CR02028 09/21/2016 Bank ACH \$9,185.34 CR02027 09/21/2016 Credit Card \$746.00 CR02026 CR02026 09/21/2016 Credit Card \$9,185.34 CR02026 CR02026 CR02027 CR02026 CR02027 CR02026 CR02026 CR02026 CR02027 CR02026 CR02027 CR02026 CR02027 CR02026 CR02027 CR02026 CR02027 CR02026 CR02027 CR02027 CR02027 CR02027 CR02027 CR02026 CR02027 CR02027 <td< td=""><td>nher Credit Book</td><td>CR02030</td><td>09/22/2016</td><td>Cash</td><td>\$385.00</td><td></td></td<>	nher Credit Book	CR02030	09/22/2016	Cash	\$385.00	
Gift Card Expiration CR02027 09/21/2016 Credit Card \$746.00 CR02026 09/21/2016 Bank ACH \$9,185.34 Image: CR02026	include book	CR02029	09/22/2016	Credit Card	\$0.00	
Gift Card Expiration CR02026 09/21/2016 Bank ACH \$9,185.34	lit Book Expiration	CR02028	09/21/2016	Bank ACH	\$9,185.34	
CR02026 09/21/2016 Bank ACH \$9,185.34	culture and	CR02027	09/21/2016	Credit Card	\$746.00	
the start is the constant constant to on the start s	Card Expiration	CR02026	09/21/2016	Bank ACH	\$9,185.34	
Month End Wizard CR02025 09/21/2016 Cash \$0.00	th End Wizard	CR02025	09/21/2016	Cash	\$0.00	

Select, **Next** to move to the payment entry screen.

Cash Receipt Wizard		? X
	Cash Receipt Wizard	
Step 1: Select Cash Receipt Batch.		
Step 2: Select the date you wish to use for these tra 9/22/2016	nsactions.	
Step 3: Select Cash Receipt Type.		
Step 4: Select processing method. Cash Receipt Payments		
Automatically add all members with non-ze Note: Balances include all posted payment	ro balances. Is.	
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	e de la companya de l	
Member's AR balance as of last statement	date including any posted payments.	
C Member's AR balance as of current batch	date.	
Step 6: After making your selections, click on Next t	o continue.	
Close		Back Next

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

		Cash Receipt Wi	zard					
	Enter Cash Receipt		Current AR Balances					
Member	△ ♀ Check Dat ♀ Check No. 5	Amount Y Ledger	V	AR Name	Balance Due	Remaining		
[1308] Seddon, Carrie	09/22/2016 456456	\$285.00 1200-000 Accounts F	leceivable	Accounts Receivable	\$385.0	0 \$100.0		
					\$385.0	00 \$100		
	1	\$285.00						
				Distribute Payments	40.00			
				Amount To Transfer:	\$0.00			
				Destination AR: (N	Apply 2	0		

Refunding Bank ACH and Credit Card Payments

To refund a Bank ACH or Credit Card Payment,

1) Navigate to **Approve Payment Batches** and unpost the batch with the payment that needs refunded.

🦻 App	rove Payme	ent Batch	nes	x						2	
Home	l										
		×		×	63	8		(C)			Search:
New	Edit	Delete	Ex	port	Refresh	Clear Filter	Active	Post Batch	Edit Batch Date	Unpost Batch Batch Report	Help
Iransact	ion Date 🔻	≚ ID	1	Batéh Cor	ntrol Numb	er 💌 Amour	nt 👘	Posted	Posted Date 💌 Ba	atch Type Cash Receipt Type	🖃 Last Modified By 💌
ŧ	09/22/20	016 20	66 (CR0206	6		\$482.06	\checkmark		3 CREDIT CARD	ADMINISTRATOR
÷	09/14/2	016 2	059 (CR02059	-		\$50.00			3 CREDIT CARD	ADMINISTRATOR
÷	09/13/2	016 2	052 (CR02052		(1)	\$1,000.00			0 ACH	ADMINISTRATOR
Ŧ	08/30/2	016 2	050 (CR02050		$\mathbf{\bigcirc}$	\$16.81			3 CREDIT CARD	ADMINISTRATOR
Ŧ	08/30/2	016 1	804 (CR01804			\$7,800.00			0 CASH/CHECK	ADMINISTRATOR
÷	08/18/2	016 2	046 (CR02046			\$20,000.00	\checkmark	08/29/2016	0 CASH/CHECK	ADMINISTRATOR
÷	08/17/2	016 2	045 (CR02045			\$500.00	\checkmark	08/17/2016	0 CASH/CHECK	ADMINISTRATOR
+	08/15/2	016 2	044 (CR02044			\$600.00	\checkmark	08/17/2016	0 CASH/CHECK	ADMINISTRATOR

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

1embership «		Manage Purchase Orders	Club Intelligence Dashboar	d 👘 Manage Me	embers 🧖 Repr	ortino Dashboar	
🔋 Member Charges 🤄)					
🗊 Member Payments 🗡		Search:		🕀 Quick Add			
	Ne	Batch Control Number	Transaction Date 🔹	Cash Receipt Type	Amount	Posted	
🥩 Member Credit Book	Tran:	CR02082	10/03/2016	CASH/CHECK	\$0.00		
📸 Credit Book Expiration	Đ	CR02081	10/03/2016	CASH/CHECK	\$0.00		
	Ŧ	CR02080	09/29/2016	CASH/CHECK	\$1,000.00		
🚳 Gift Card Expiration	\bigcirc	CR02078	09/23/2016	CASH/CHECK	\$600.00		
🙀 Month End Wizard		CR02077	09/23/2016	CASH/CHECK	\$1,402.25		
	Ð	CR02076	09/23/2016		\$0.00		
🚳 Print Member Statements	Đ	CR02075	09/22/2016	CASH/CHECK	\$0.00		
🥢 oʻlaran Ma'atan ya Arkin karan ka	. E	CR02066	09/22/2016	CREDIT CARD	\$482.06		
🚳 Clear Minimum Adjustments	Ð	CR02059	09/14/2016	CREDIT CARD	\$50.00		
🙀 Clear Custom Billing Sched	Ē	CR02052	09/13/2016	ACH	\$1,000.00		

3) Select, Next to proceed to the Payment screen.

Eash Receipt Wizard	? X
Cash Receipt Wizard	
Step 1: Select Cash Receipt Batch.	
#8020069 Q	
Step 2: Select the date you wish to use for these transactions.	
9/22/2016	
Step 3: Select Cash Receipt Type.	
CREDIT CARD	
Step 4: Select processing method.	
Gredit Card Payments 🗾 🗖 Manual Credit Card Entry Only	
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	
Mamber's AR balance as of last statement date including any posted payments.	
O Member's AR balance as of current batch date.	
Step 6: After making your selections, click on Next to continue.	
Close Back	Next

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

Receipt Wizard							?	
		Cash Receipt Wizard						
Enter Cash Receipts				Current AR Balances				
☑ Member	V Check No. V	Amount 🗸 Payment 🛛 🗸 Ledger	V A	R Name	Balance Due	Remaining		
/ [572] Van Hook, Thomas	CC	\$482.06 yzs6xo0XN 120-00 Accounts Receiv	vable		\$	0.00	\$0	
\mathbf{X}		\$482.06						
			Dist	ribute Payments				
				ount To Transfer:	\$0.	00		
				Destination AR:	(None)			
					Apply			

5) Click the **Delete** key on your keyboard.

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

7) 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 their Payment Adjustment item to offset the refunded payment.

Best Practices

For Members wanting to make payments electronically, enter credit card or banking information into the Member's profile.

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.

I accidentally entered the wrong amount for a cash payment, how do I fix this?

Unpost the batch using the **Approve Payment Batches** function. Then, re-open batch (through the Wizard) to correct payment amount. Re-post when finished.

I accidentally entered the wrong amount for a credit card payment, how do I fix this?

The full amount of the Credit Card payment will need to be refunded, and then the proper amount must be charged. Unpost the batch using the **Approve Payment Batches** function. Then, re-open batch (through the Wizard). Navigate to the payment entry screen, highlight the line, and click delete. Success message will be returned. If successful, re-enter proper amount to charge, and complete batch processing as normal. If unsuccessful, contact Processor to issue refund, and post a Payment Adjustment item to Member's account to offset incorrect charge.