

Member Payments

2016 - Fall Edition

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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.

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.

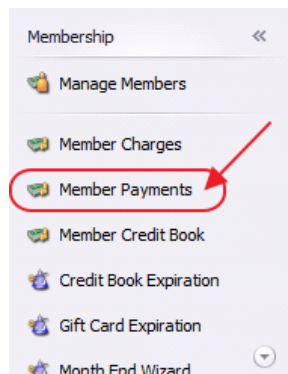
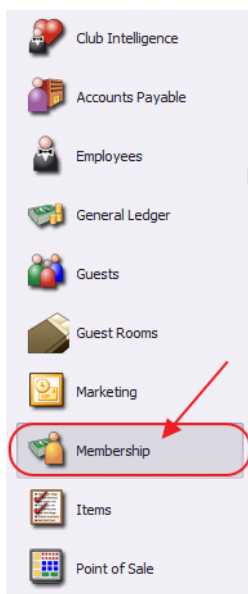
Use Case(s)

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.

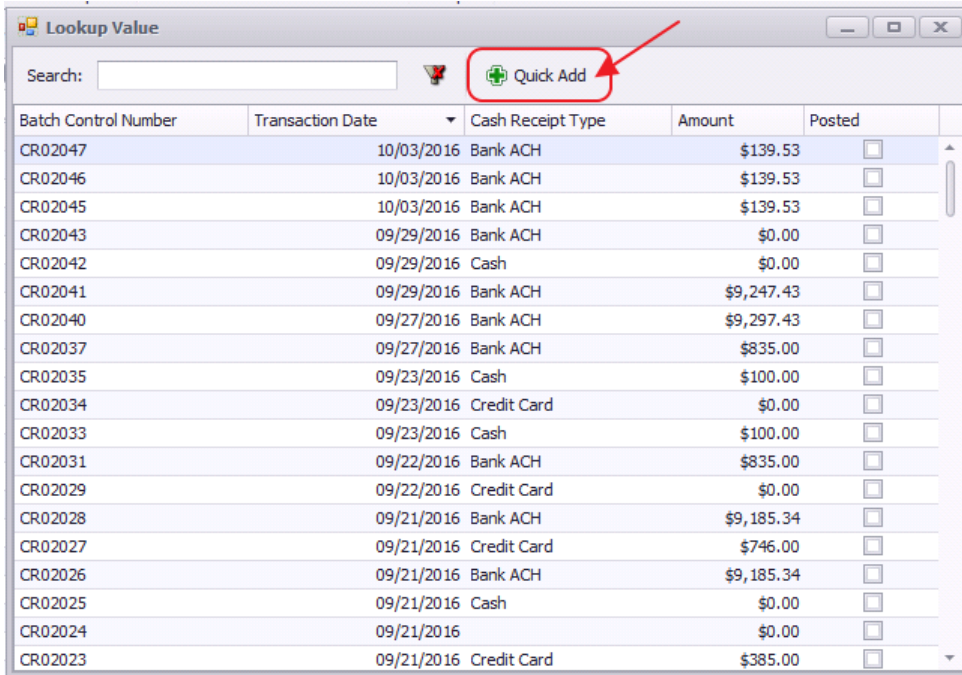
Accessing the Tool

To access **Member Payments**,

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

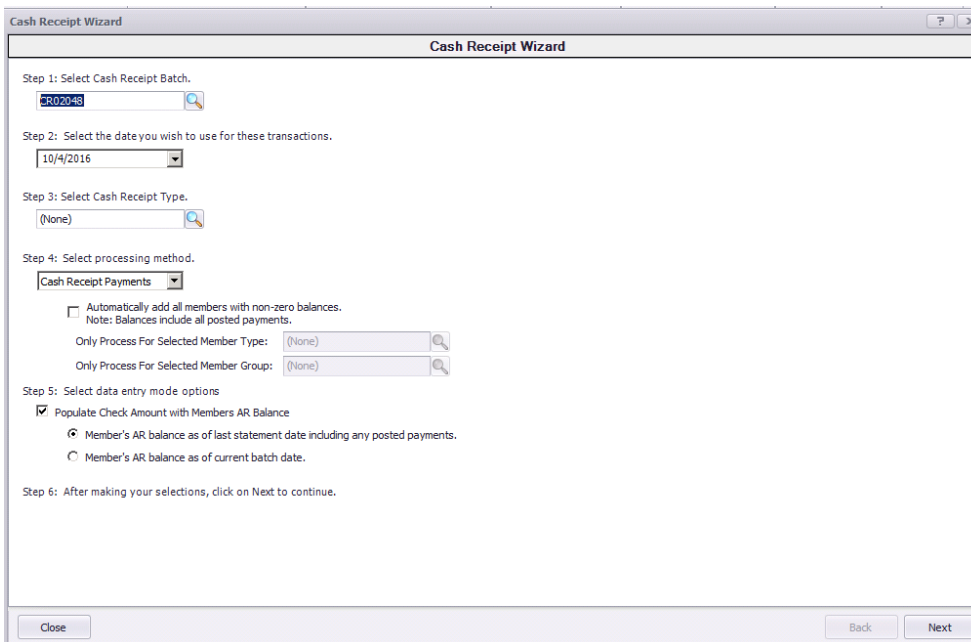


2) Select, **Quick Add**.



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

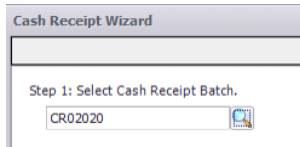
Cash Receipt Wizard

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.

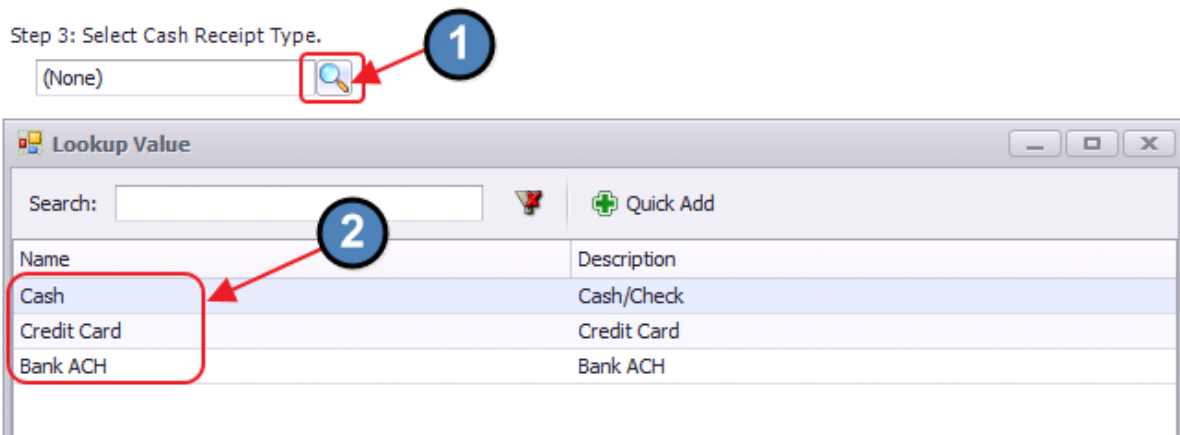


Step 2 - Verify the **Transaction Date**. This is date the transaction will post to member's account and to the General Ledger.

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



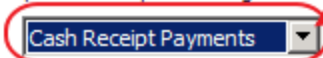
Step 3 - Select the proper **Cash Receipt Type** by selecting the lookup. **Cash Receipt Types** specify which GL account to debit, and the payment type to process.



Step 4 - Select the proper **Processing Method**.

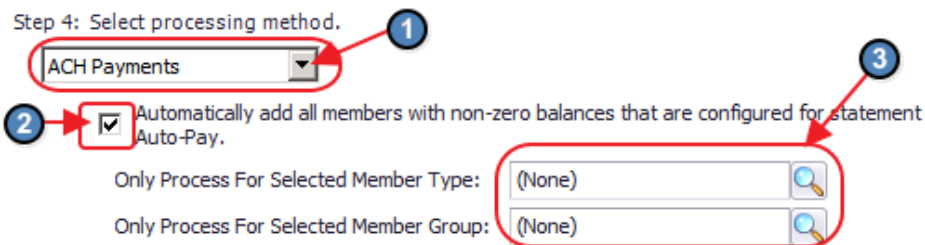
For **Cash Receipt Type**, **Cash Receipt Payments** processing method should default, therefore, move to **Step 5**.

Step 4: Select processing method.



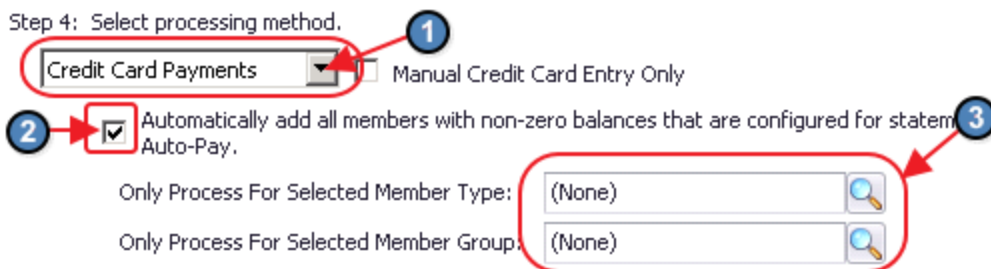
ACH Payments - Bank Account information can be stored on the member’s profile for payment purposes. This option should be selected when utilizing ETS, or Open Edge for ACH processing.

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**.

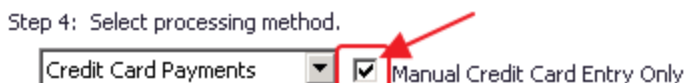


Credit Card Payments - Typically, credit card information is stored on the member’s profile for payment purposes. However, credit card auto payments, and manual credit card payments are accepted if the club is configured as such. This option should be selected when utilizing ETS, Open Edge, or Shift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



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**.

Step 4: Select processing method. **1**

Export NACHA File

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) 

2

NACHA Settings

File ID:

Company ID:

Note: File ID can also be called Origination ID. Please check with your bank for appropriate values for these fields.

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: Select data entry mode options **1**

Populate Check Amount with Members AR Balance

2

Member's AR balance as of last statement date including any posted payments.

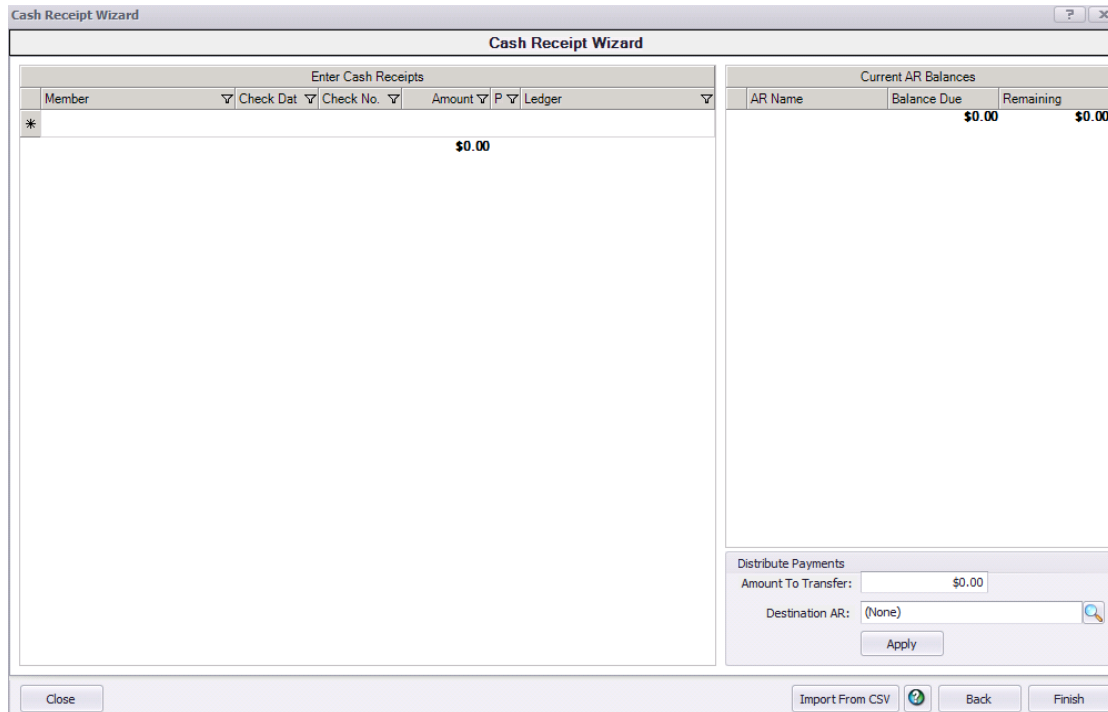
Member's AR balance as of current batch date.

Step 6 - Click, **Next**.

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

Cash Receipt Wizard - Screen 2 (Payment Entry Screen)

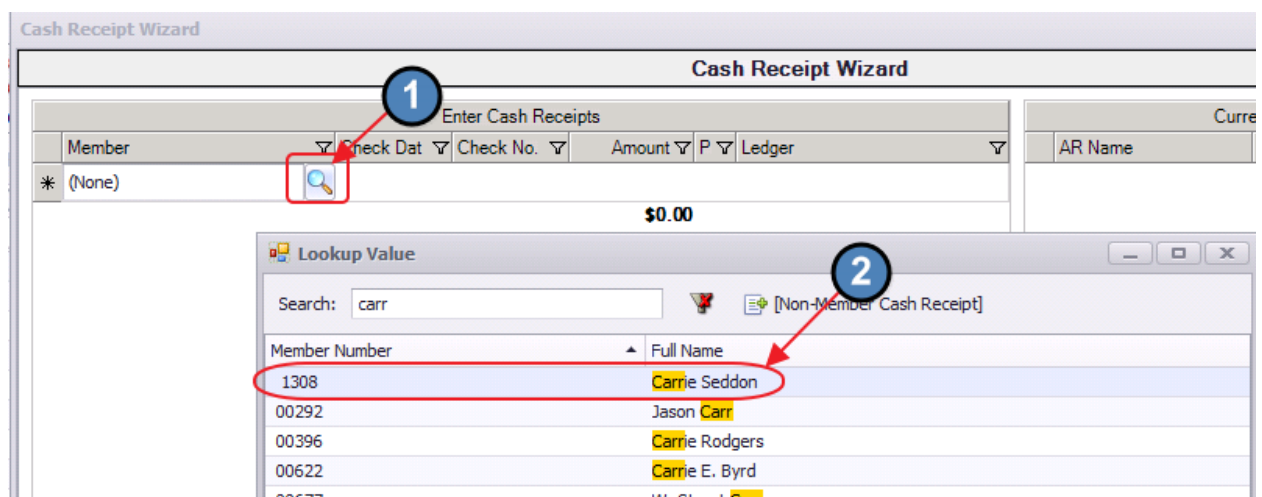
The following **Payment Entry** screen will appear next based on selections made in Screen 1 of the Wizard. The Payment Entry screen is used to specify the member, payment amount, and the AR account.



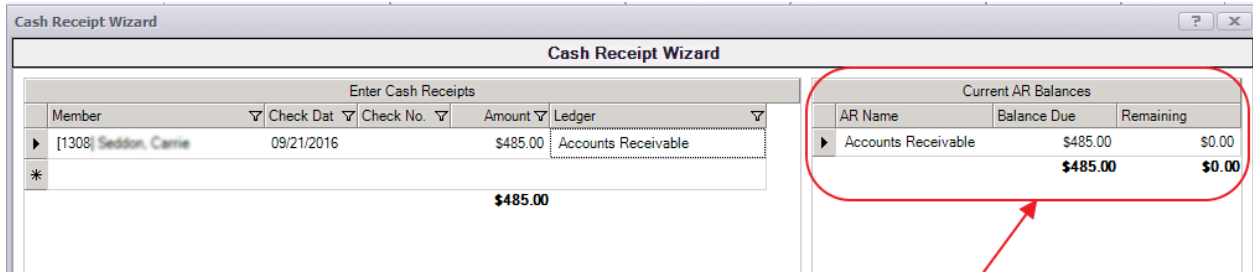
Cash Receipt Payments

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

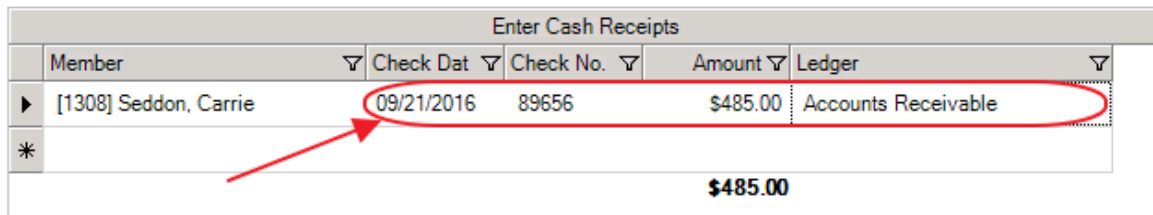
- 1) Select the **Member** by utilizing the lookup button, or simply begin typing the Member's name.



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



- 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.

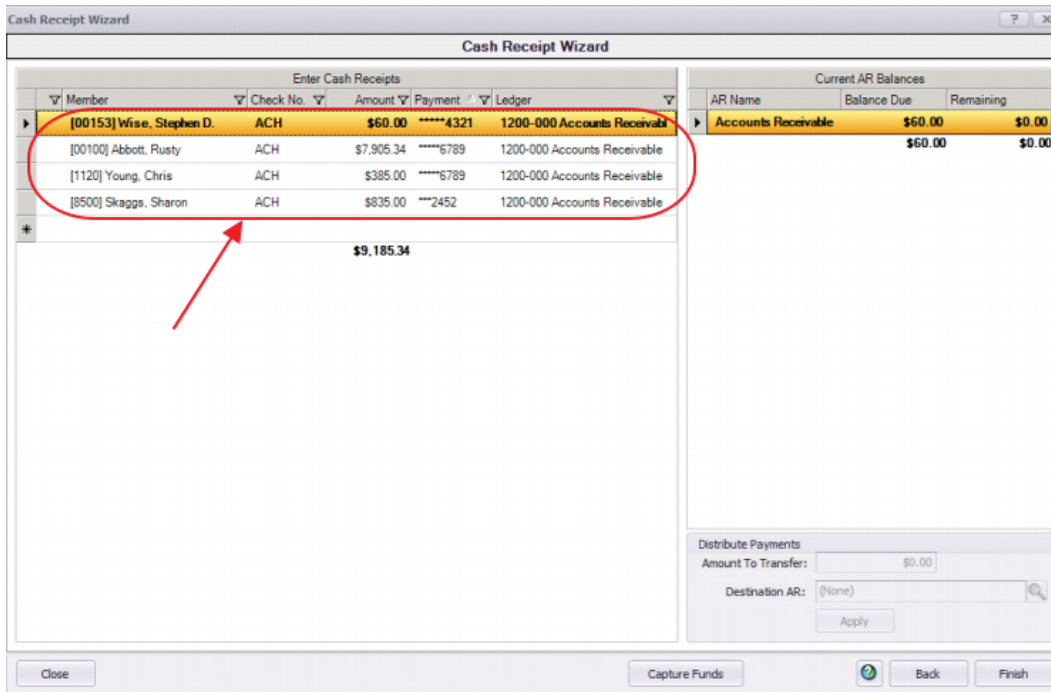


Enter additional payments on the next line as applicable.

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.

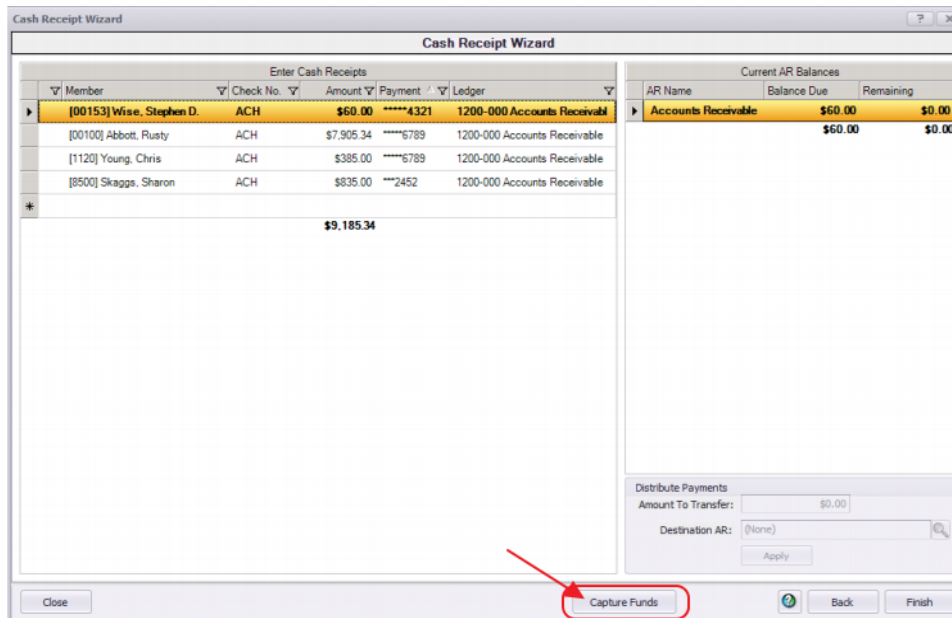
The **Member(s)** will pre-populate, **Check number** will say **ACH** for reporting purposes, the **payment amount** will be equal to the AR balance due of the member, the **payment** field will populate the bank account on the member's profile, and the **Ledger** field will contain the Primary AR Account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



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

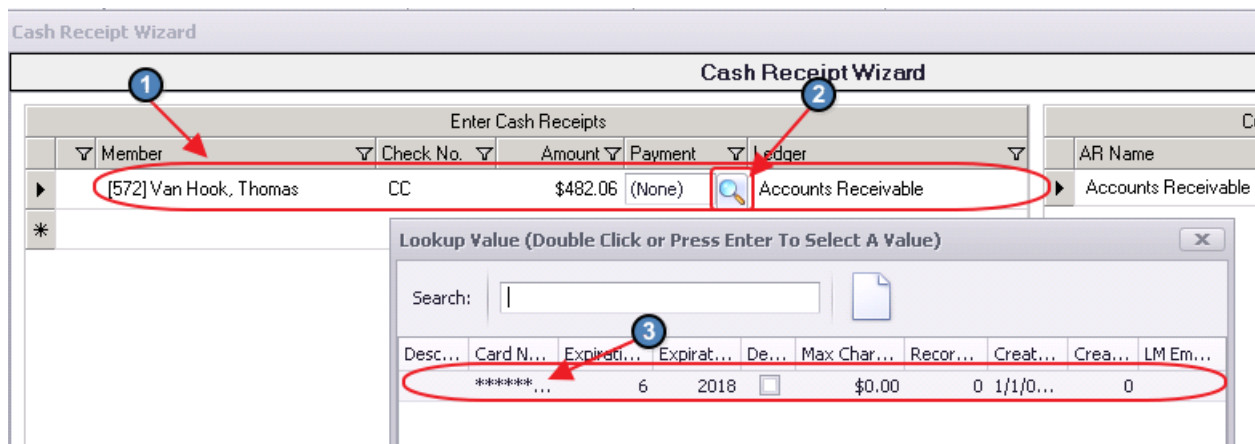
the Member's name.

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

Credit Card Payments

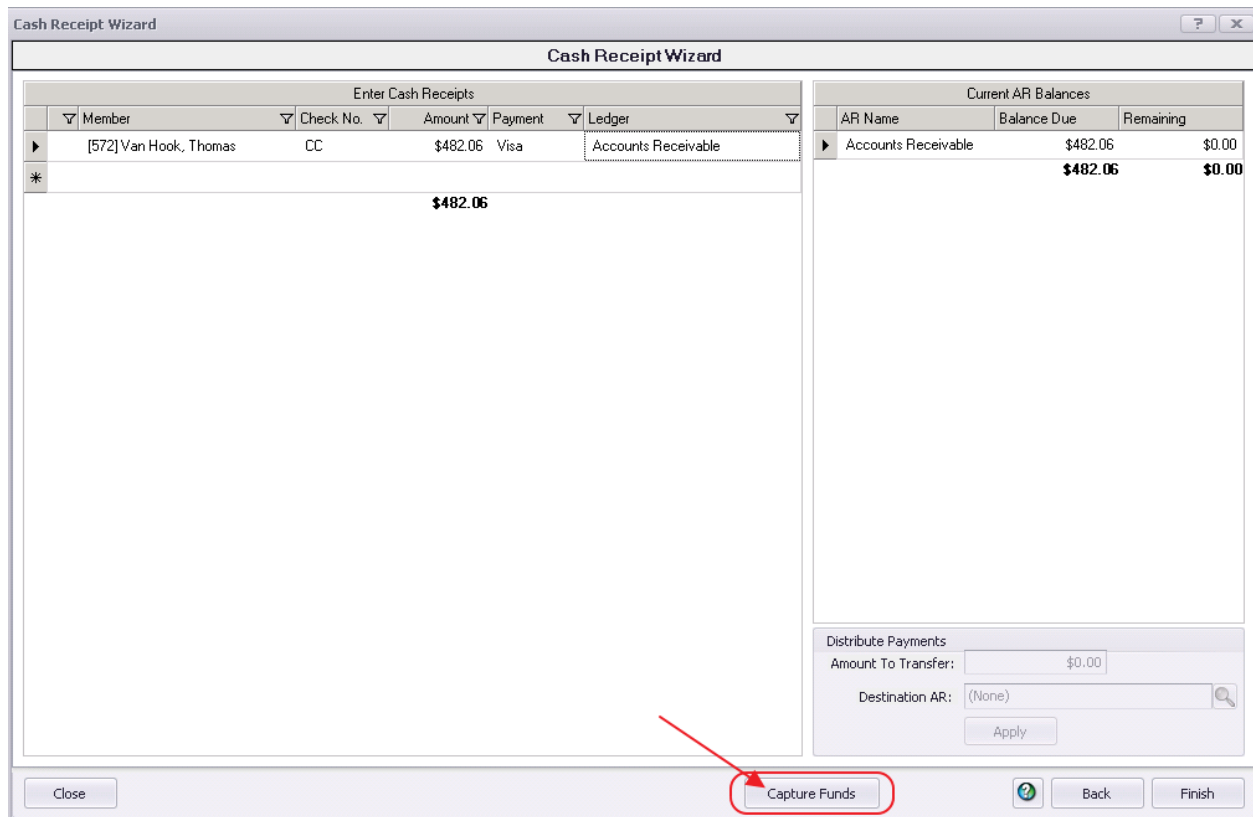
Again, credit card information is typically stored in a member's profile. This gives the club the ability to charge the card at the expense of the Member's request without having the physical credit card present.

- 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.



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.



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.

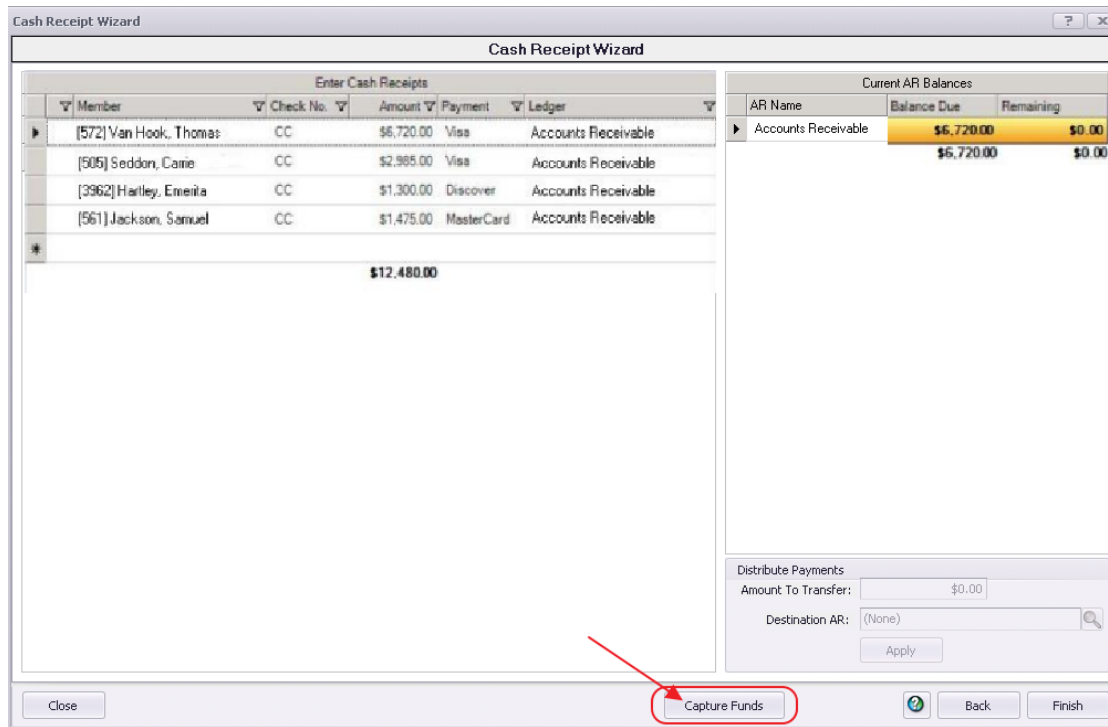
Credit Card Auto Payment

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.

To capture these funds, select **Capture Funds** at the bottom of the payment entry screen.



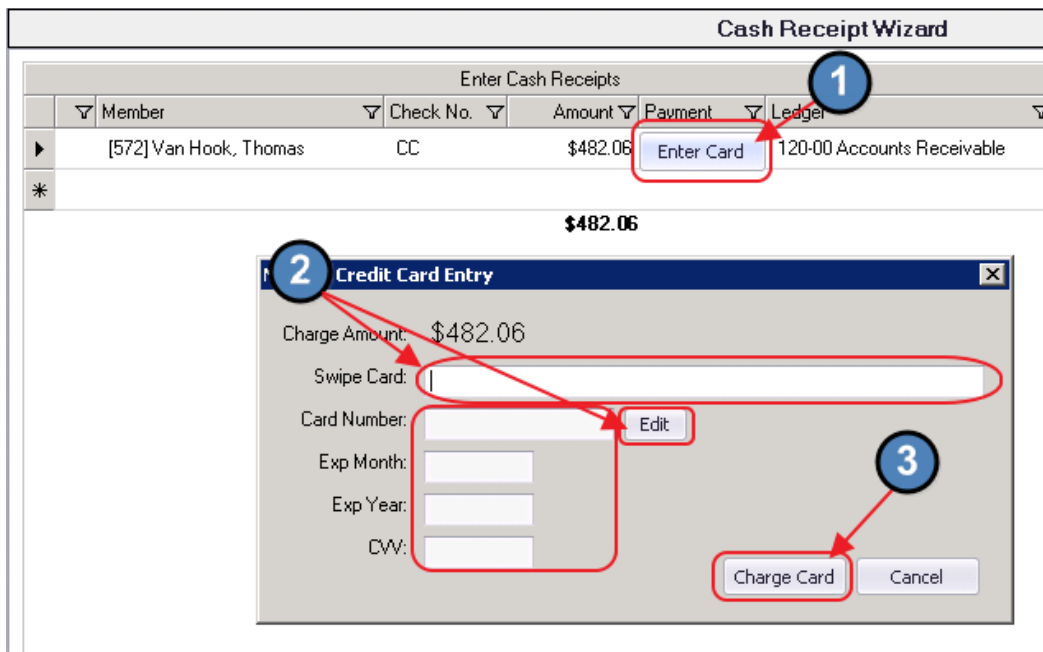
Funds that have been captured successfully will have a gray checkmark to the left of the Member's name. Funds that have not been captured successfully will have a red X to the left of the Member's name.

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.

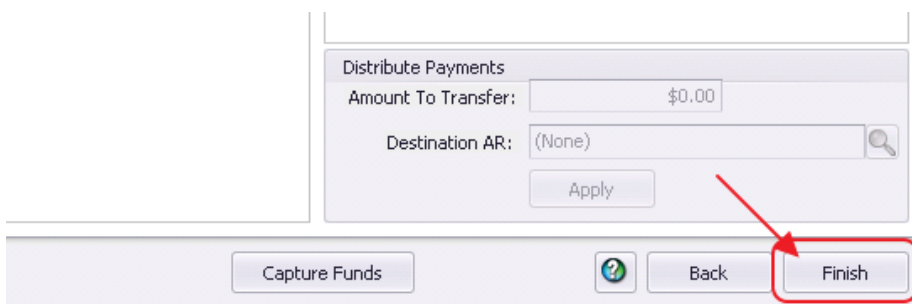
Please follow the same steps above when entering a credit card payment. However, where you would typically select the credit card on file, please select, **Enter Card**. The user can then manually enter the member's credit card information, and select **Charge Card**.

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.



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**.

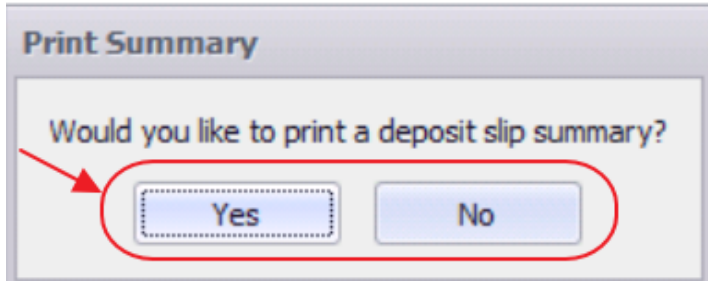


Batch Exit and Re-Entry

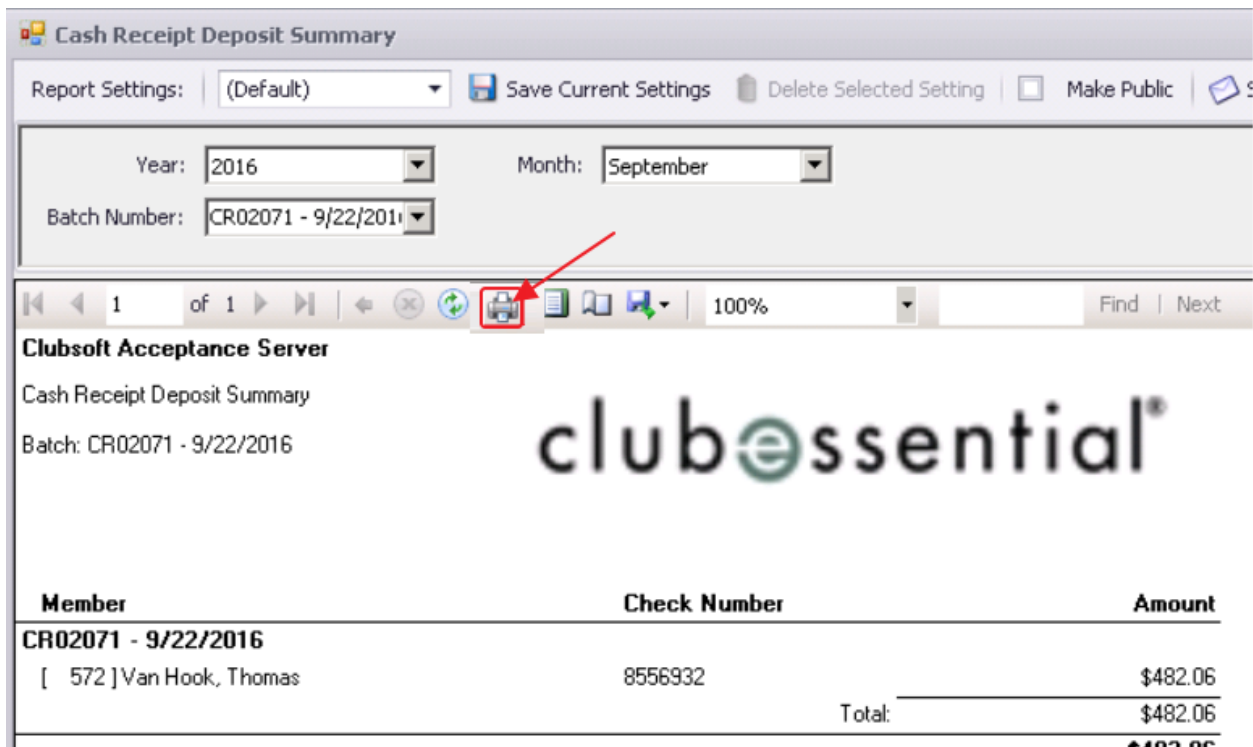
Note: To exit batch prior to batch completion, click **Close** at any time. Batch will automatically be saved, and can be re-opened by selecting **Member Payments** and choosing the appropriate batch from the **lookup** list.

Print Deposit Slip

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



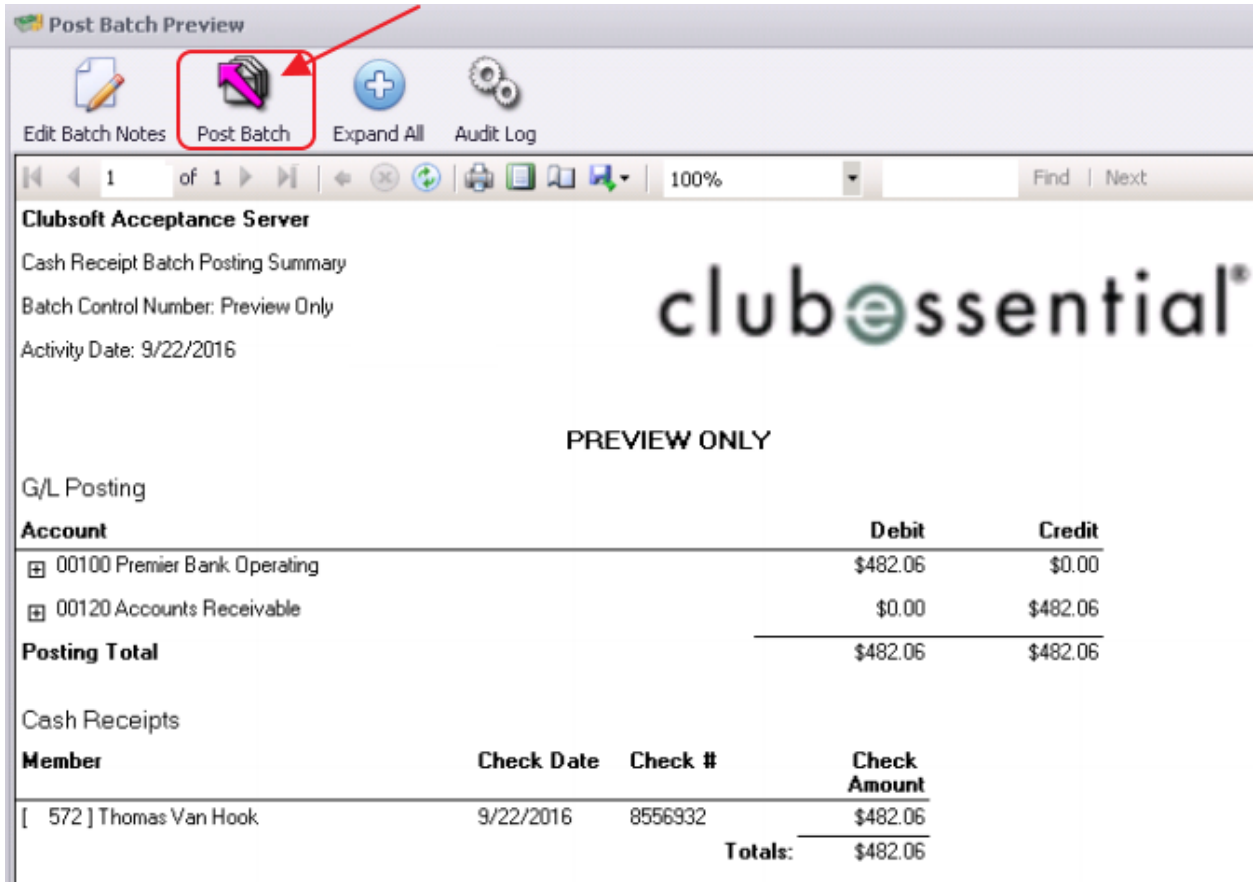
Click **Yes** to load the Cash Receipt Deposit Summary, and select printer icon to print the deposit slip. After the slip has printed, close the Cash Receipt Deposit Summary and the Payment Batch will generate.



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**.



Post Batch Preview

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

Clubsoft Acceptance Server
 Cash Receipt Batch Posting Summary
 Batch Control Number: Preview Only
 Activity Date: 9/22/2016

clubessential®

PREVIEW ONLY

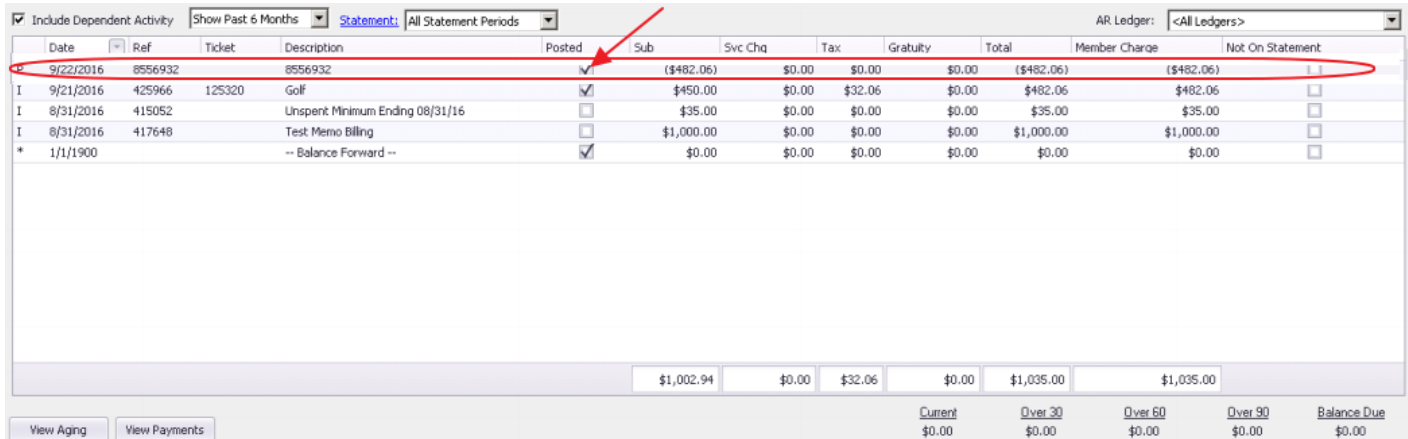
G/L Posting

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.



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

Date	Ref	Ticket	Description	Posted	Sub	Svc Chq	Tax	Gratuity	Total	Member Charge	Not On Statement
9/22/2016	8556932		8556932	<input checked="" type="checkbox"/>	(\$482.06)		\$0.00	\$0.00	\$0.00	(\$482.06)	<input type="checkbox"/>
I 9/21/2016	425966	125320	Golf	<input checked="" type="checkbox"/>	\$450.00		\$0.00	\$32.06	\$0.00	\$482.06	<input type="checkbox"/>
I 8/31/2016	415052		Unspent Minimum Ending 08/31/16	<input type="checkbox"/>	\$35.00		\$0.00	\$0.00	\$0.00	\$35.00	<input type="checkbox"/>
I 8/31/2016	417648		Test Memo Billing	<input type="checkbox"/>	\$1,000.00		\$0.00	\$0.00	\$0.00	\$1,000.00	<input type="checkbox"/>
* 1/1/1900			-- Balance Forward --	<input checked="" type="checkbox"/>	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	<input type="checkbox"/>
					\$1,002.94	\$0.00	\$32.06	\$0.00	\$1,035.00	\$1,035.00	

View Aging View Payments

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

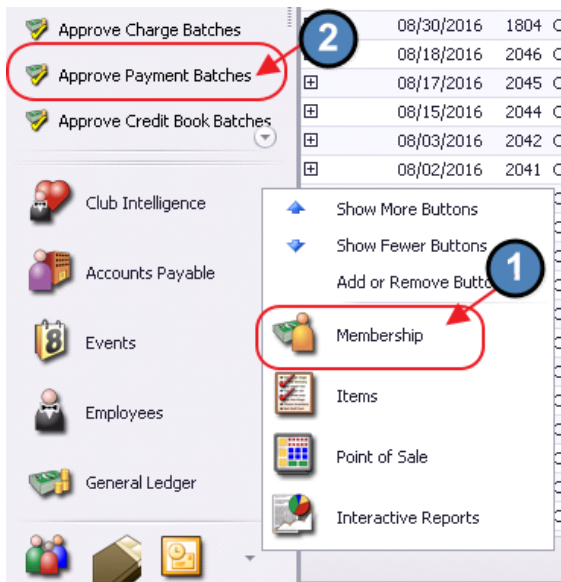
Editing Posted Payments

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.

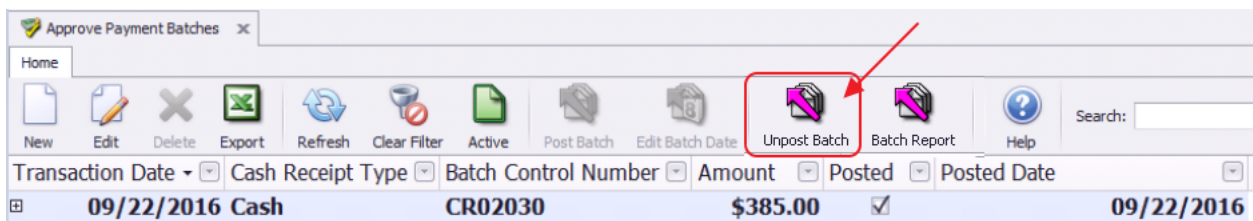
The user can only refund Bank ACH and Credit Card Payments after they are unposted.

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

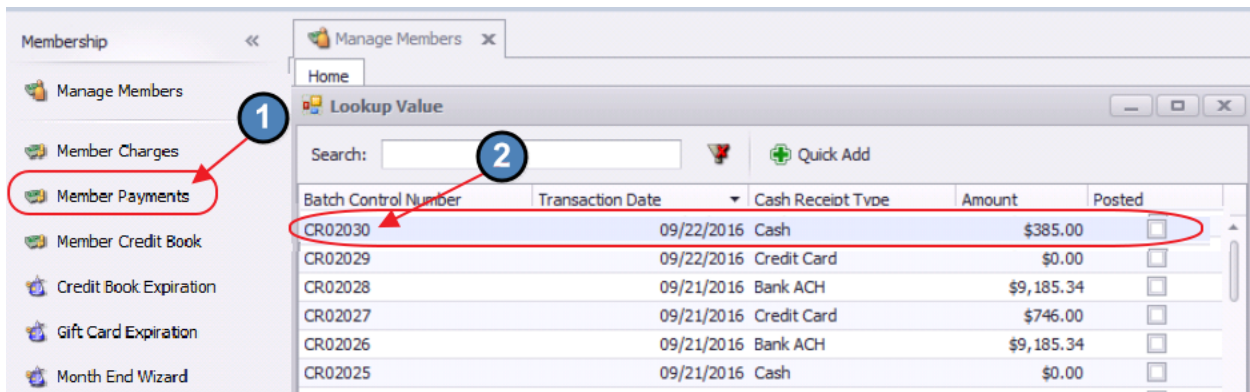
To unpost a Payment Batch, please navigate to the **Membership** menu and select **Approve Payment Batches**.



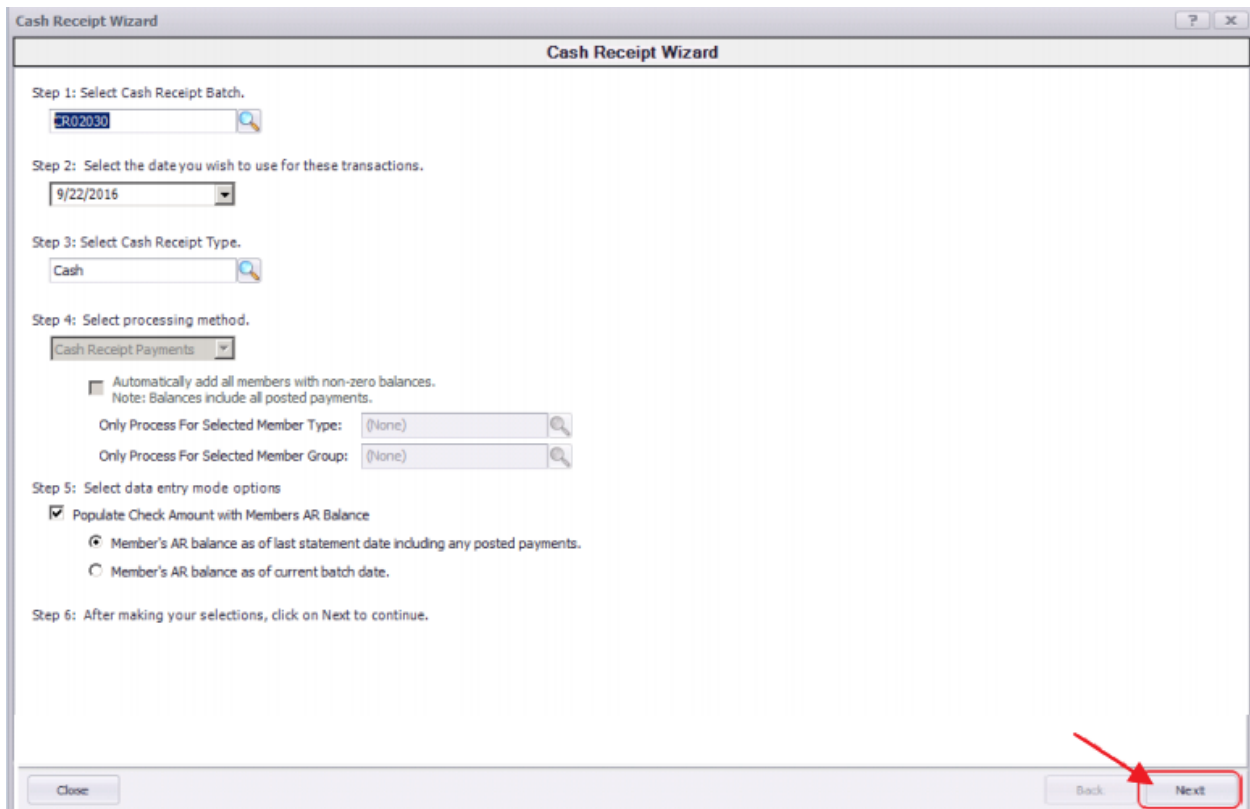
Click to select the **Payment Batch** that needs unposted and choose **Unpost Batch**.



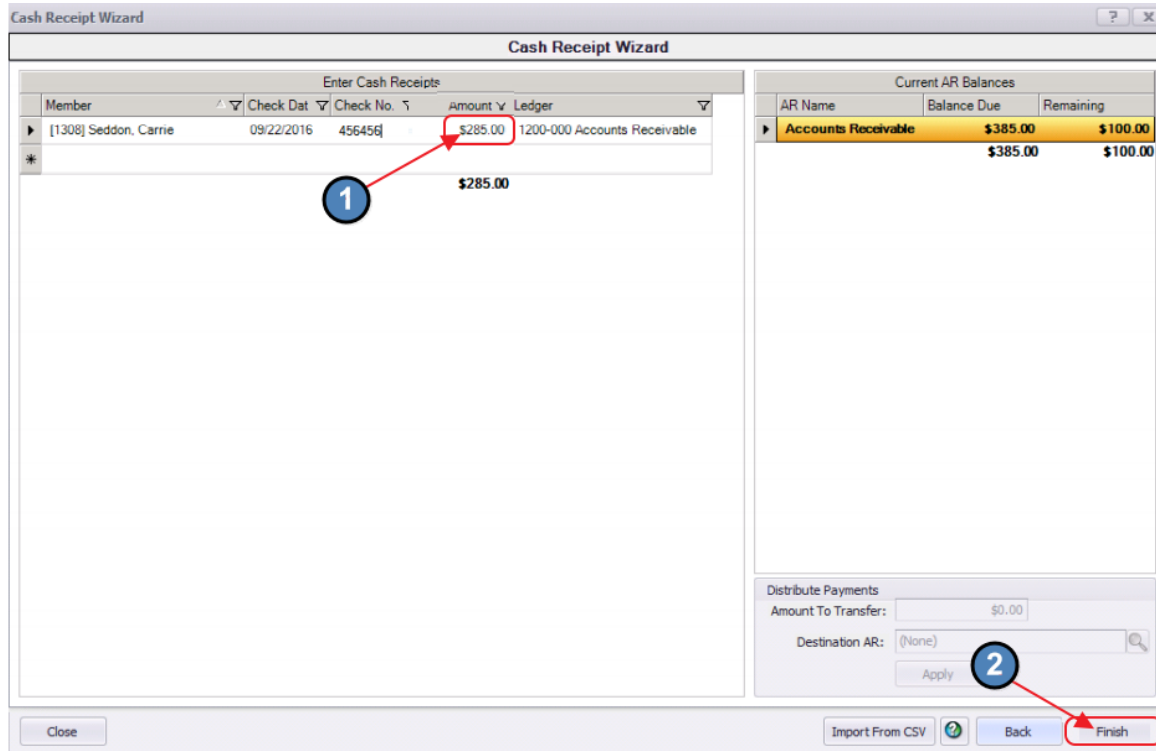
In addition, once a Payment Batch is unposted, the edits can only be made within the **Cash Receipt Wizard** found via **Member Payments**. Select the unposted Payment Batch from the lookup and make the necessary edits.



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



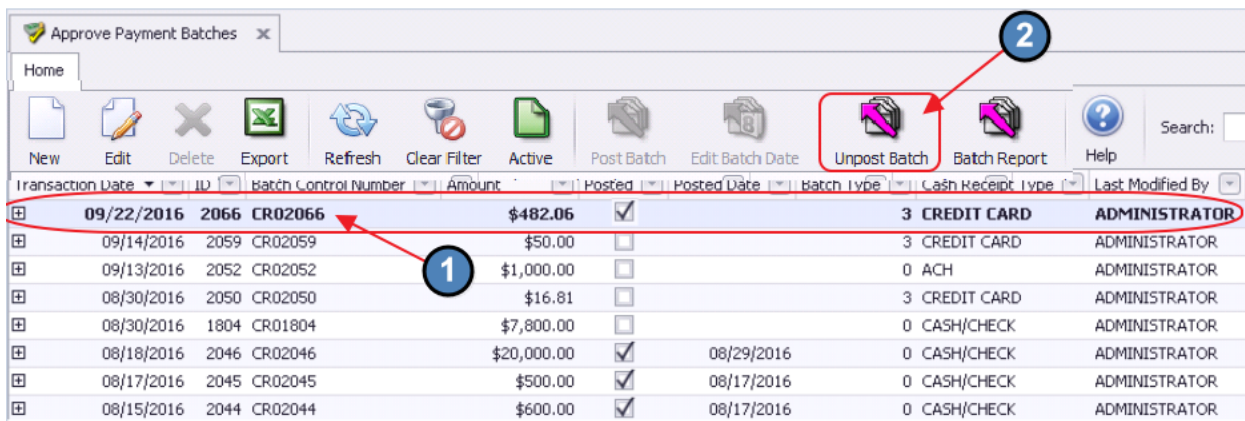
Make any needed adjusts to the payment, select **Finish**, and proceed to post the batch as normal.



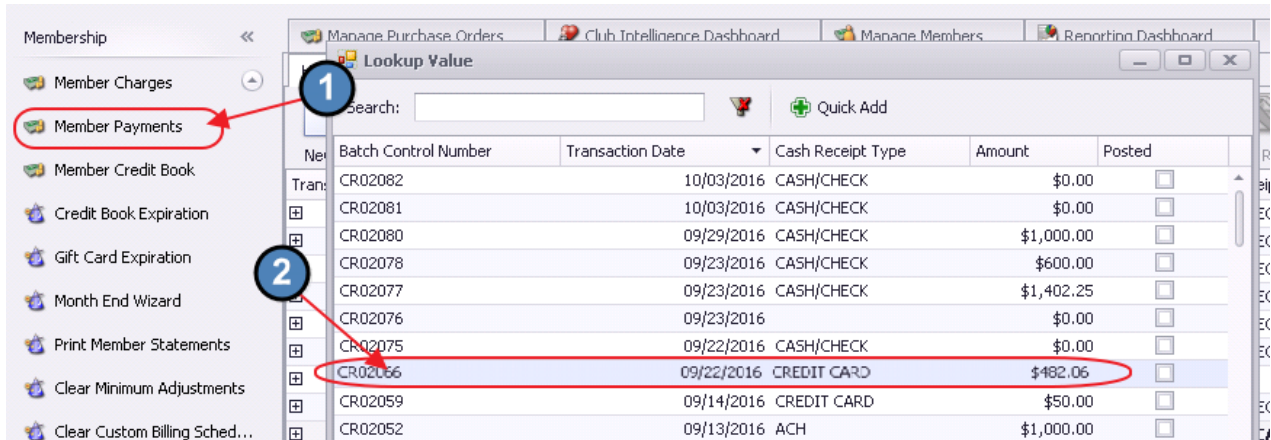
Refunding Bank ACH and Credit Card Payments

To refund a Bank ACH or Credit Card Payment,

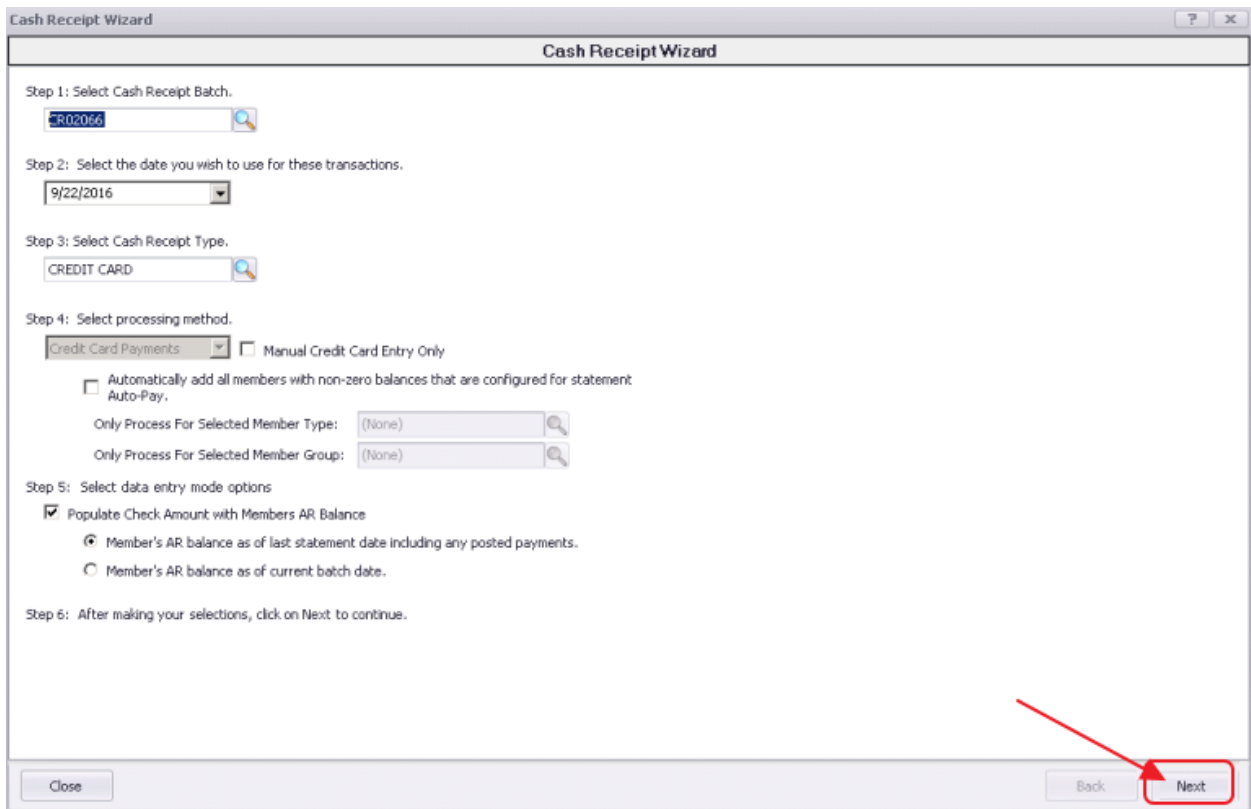
- 1) Navigate to **Approve Payment Batches** and unpost the batch with the payment that needs refunded.



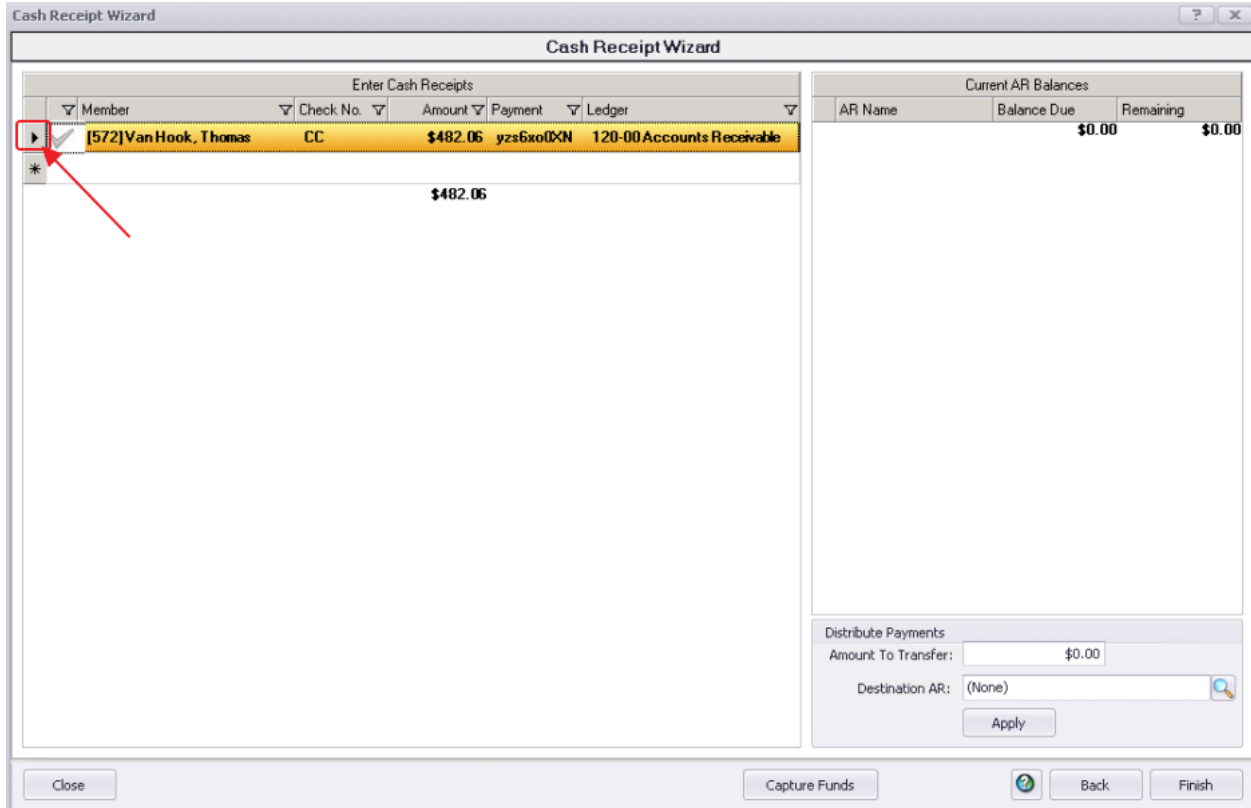
2) Navigate to **Member Payments** and select the unposted batch from the lookup.



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



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



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.