

PayCloud Admin Guide

2017 - Fall Edition

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Overview

PayCloud is the Clubessential product that enables a club to manage their online payment and statement functionality. This guide will focus on the Admin portions of the PayCloud system to specifically address the online Payment and Statement features associated with the Autopay functionality. The guide will focus on setup, viewing Member/Payment data, troubleshooting issues, and will highlight how the PayCloud system interfaces and syncs with the Office back end system to ensure payment and statement data is properly reflected in the Club's financials.

Use Case(s)

- **Your Club would like to enable autopay (scheduled payments) for your Membership.**
- **A member wants to utilize the online bill pay tools but is having trouble setting up their bank account information, recurring payments, or single payments.**
- **A Member called with a question about why their payment did not go through, and you need to investigate.**

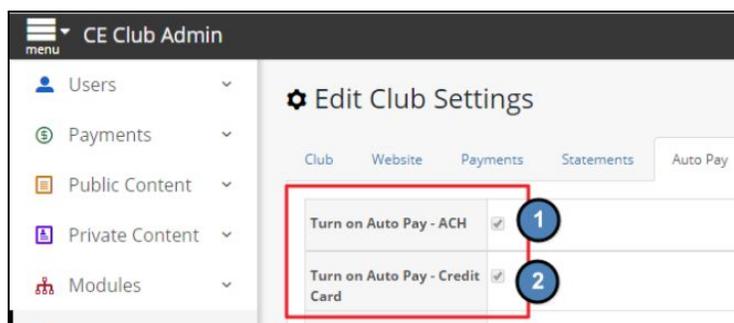
System - Getting Started

When your Club makes the decision to use PayCloud and Autopay, Clubessential will assist in basic setup, including converting the payment token for use. Many settings, however, are easy to use, and enable you to define/manage the process.

Club Settings - Auto Pay

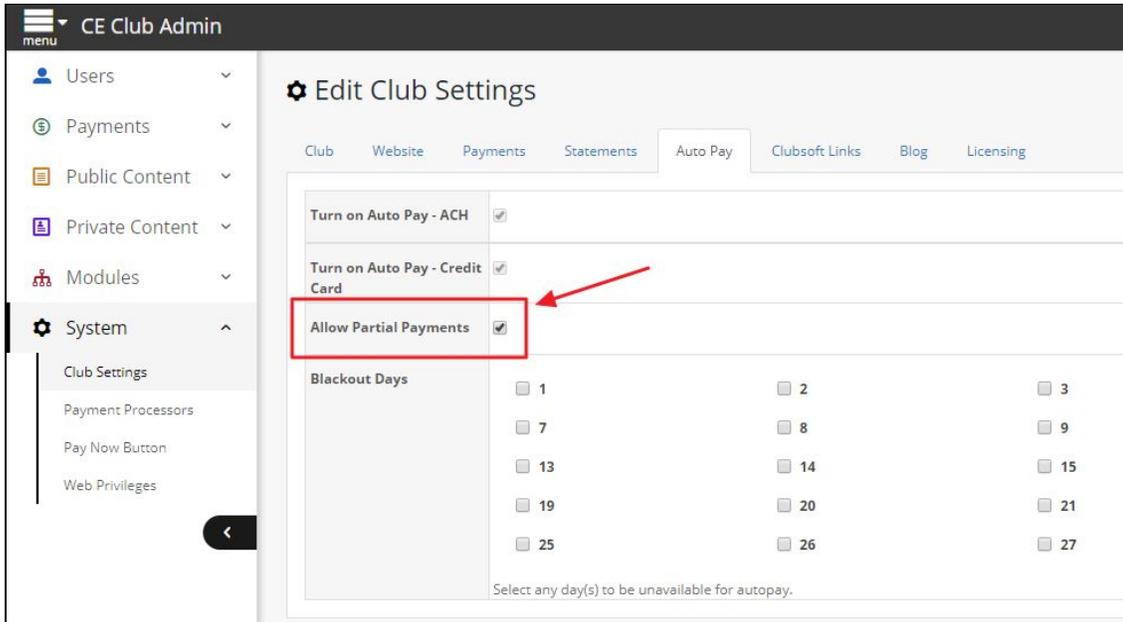
Enable Auto Pay

Once the token has been converted, to get started with **Auto Pay**, you must first enable or **Turn On Auto Pay**, for your club. To do so, click on **System**, and **Club Settings**. From here, select the **Auto Pay** tab across the top. Turn on either or both Auto Pay options (**Auto Pay - ACH** or **Auto Pay - Credit Cards**) depending on your Club's requirements.



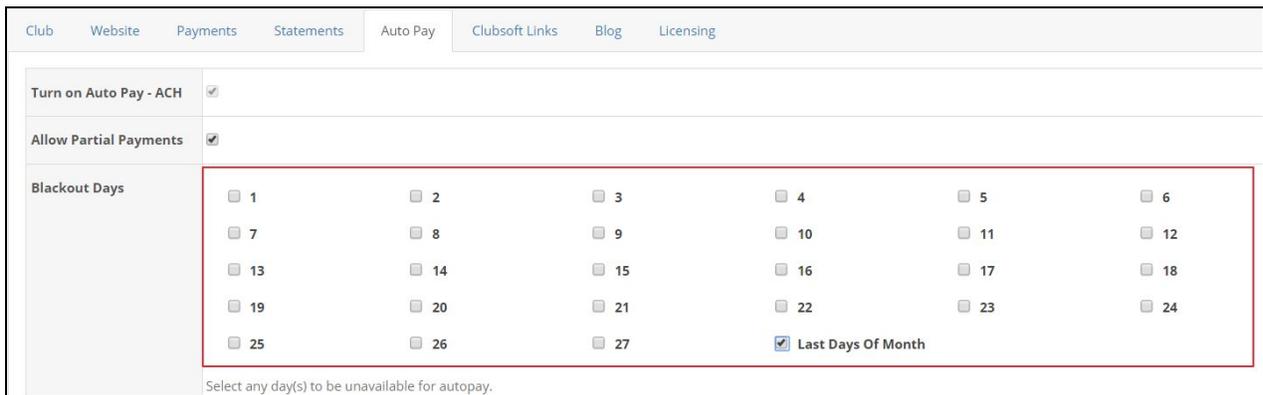
Allow Partial Payments

Next, determine whether your Club will allow partial payments or whether your Club will require the full statement balance to be paid. To allow partial payments, check the **Allow Partial Payments** box.



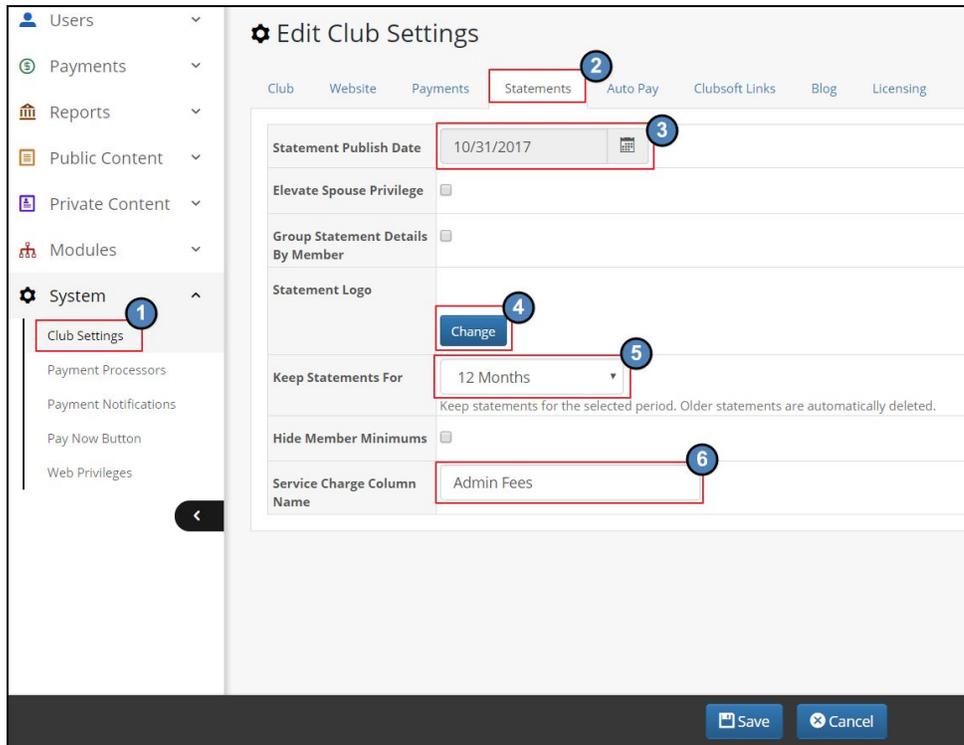
Blackout Dates

Then, optionally define **blackout dates** to prevent auto payments from being scheduled by Members. This feature helps Clubs manage Cash Flow, **Club Payments**, and **Processing** in a timely and effective manner. For example, blocking out the first or last few days of the month may be helpful to ensure a smooth month-end process. Place a check in the box next to the day(s) to black out. Checking **Last Days of Month** will block out the 28th through the last day of the month.



Club Settings - Statements

The Statements tab contains information relevant to statement settings and appearance.



Statement Publish Date

This date feeds from the Office system. If the date is blank, go to Server, and ensure everything is running from the Clubessential service.

Club Logo

The logo appearing on the Statements may be changed here. Click to upload.

Keep Statements For

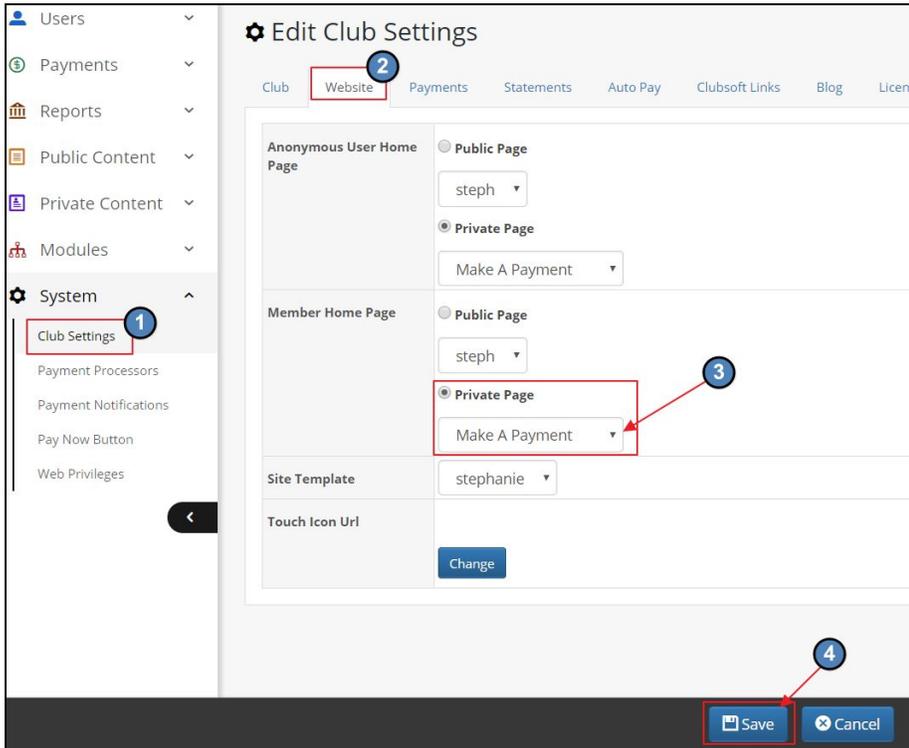
This field controls how many months of statements will be viewable online for the Members. After selected time, system will purge older records. In the event you set this for a longer period of time than initially set, you will need to do an initial statement push from the database to populate the additional periods.

Edit Service Charge Column Name

If your Club is assessing Members a service fee as part of the Payment options, optionally, edit the Service Charge Column Name (i.e. - Service Charges are not legal in your state, and you are assessing an Admin Charge instead).

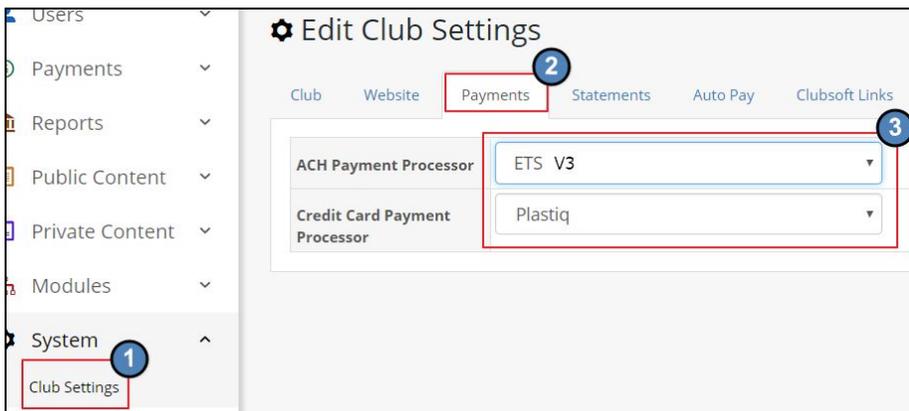
Club Settings - Website

The Website tab contains the Landing page that can be set for Members when they connect to PayCloud. Initially this is typically set to display Statements. Oftentimes, however, Clubs accepting online payments may choose to change this to **Make a Payment**.



Club Settings - Payments

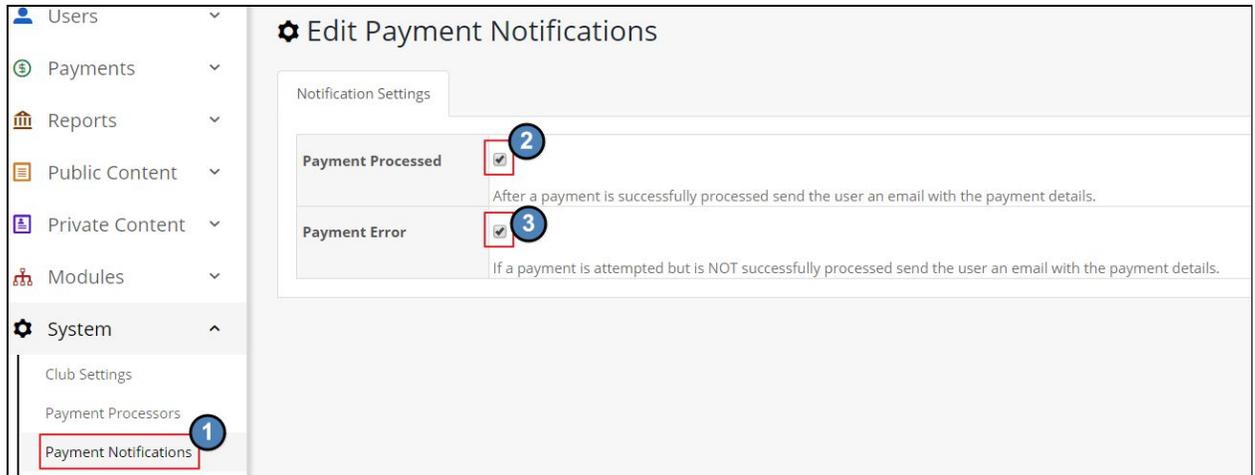
This setting dictates what payment options appear for your Members to make an online payment. Available options are those that have been set up for your Club.



Payment Notifications

This section applies to clubs using the **scheduled payment feature with ETS**.

Turn on email notifications to your Members by checking the Payment Processed and/or the Payment Error settings as shown below. When **Payment Processed** setting is enabled, an email will be sent to Member confirming successful payment. **Payment Error** setting generates an email to Member when payment was attempted, but not successfully processed.



Manage your System

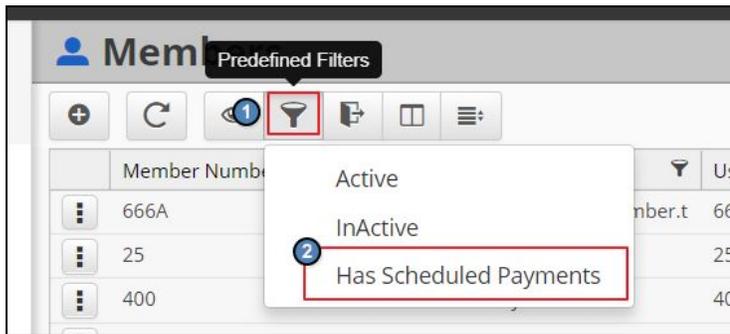
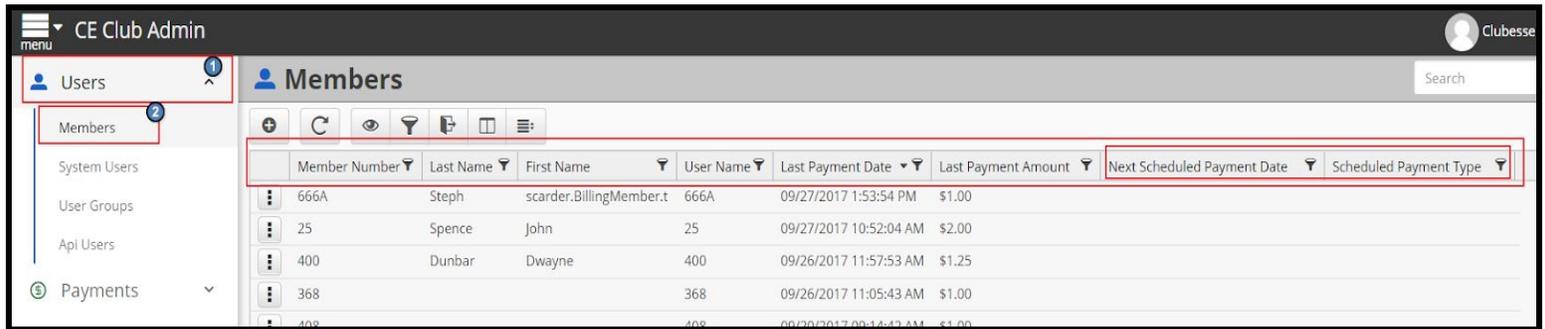
Member's have the ability to set up and interact with their payment information. If they have any issues during setup or while maintaining their accounts, you can guide them through the process or complete it for them.

Please refer to the PayCloud Member Guide for assistance in helping members set up **Bank Account information** or **Credit Cards** for payments as well as scheduling recurring or one time payments.

Users

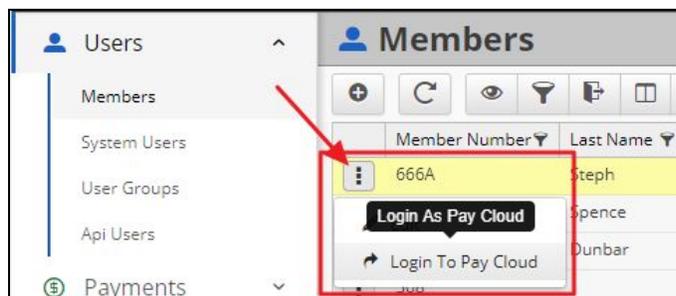
Members

All Club Members can be viewed in the Users - Members section. (For Office clients, the Member list will auto-populate from the Office system.) Columns can be sorted, and/or filtered to easily find desired information. Scheduled Payment columns (**Next Scheduled Payment Date, Scheduled Payment Type**) and filter (**Has Scheduled Payments**) can easily help identify Members with upcoming scheduled payments.



Impersonate Member - Troubleshooting Tool

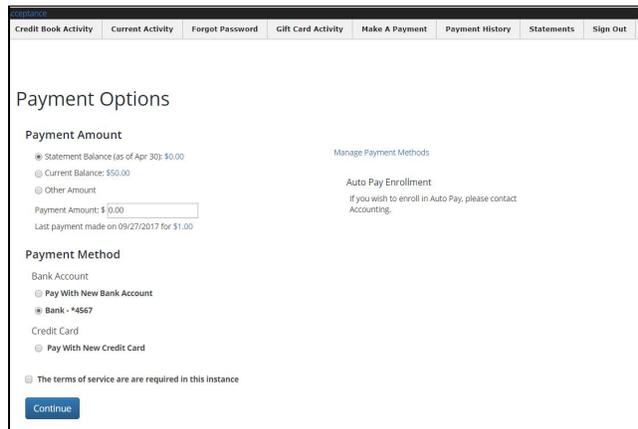
To assist troubleshooting a Member's account (and view the account from the Member's view/impersonate them), from the **Users - Members** menu, click the three dots to the left of a member's name and choose **Login To PayCloud**.



The following message will appear.



Then, the Member's view will appear. Troubleshoot as needed.



System Users

The system users section includes club **users**; any Staff Members who have been granted access to the PayCloud system. Permissions to PayCloud will not be inferred or applied from any other system (Accounting or Website), and must be added here.

Adding new System Users

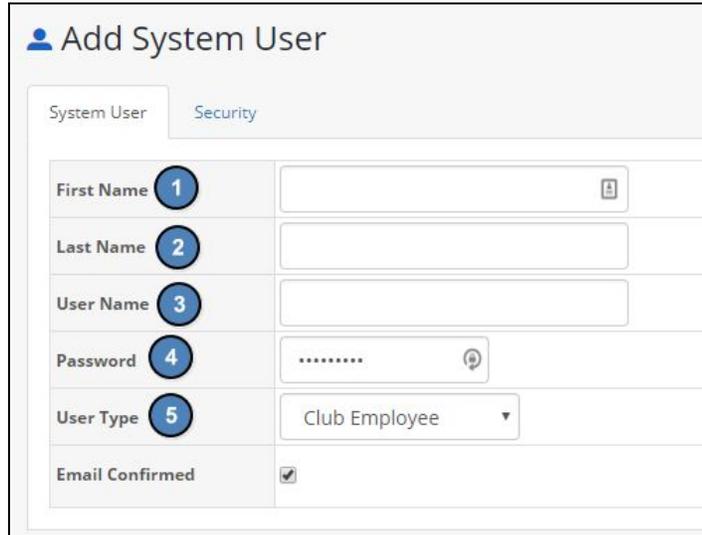
Add a new user/staff member to the system by clicking the **Add** button under the System Users menu.



Insert all information related to the Staff Member; first and last name, email, username, and create an initial password for them to login. The User Type will

need to be defined as **Club Employee** or **Club Administrator**. Club Administrator User Types can edit content, manage various system settings while Club Employee User Types have basic viewing level access.

Please Note: Use the Staff Member's email address when creating a Username. The email address should be unique and therefore will not be duplicated by another user.



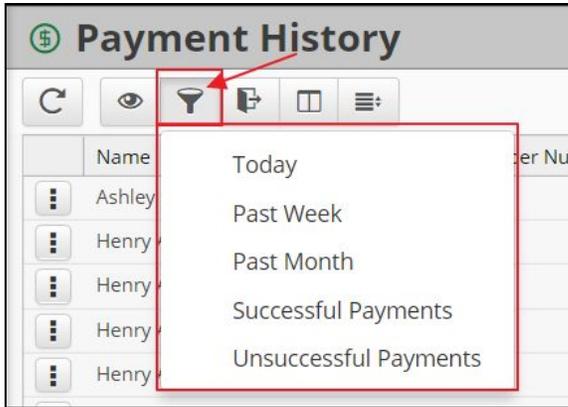
Add System User	
System User	Security
First Name 1	<input type="text"/>
Last Name 2	<input type="text"/>
User Name 3	<input type="text"/>
Password 4	<input type="password"/>
User Type 5	Club Employee ▼
Email Confirmed	<input checked="" type="checkbox"/>

Please Note: Password must be longer than six digits, needs one uppercase character, and one numeric character.

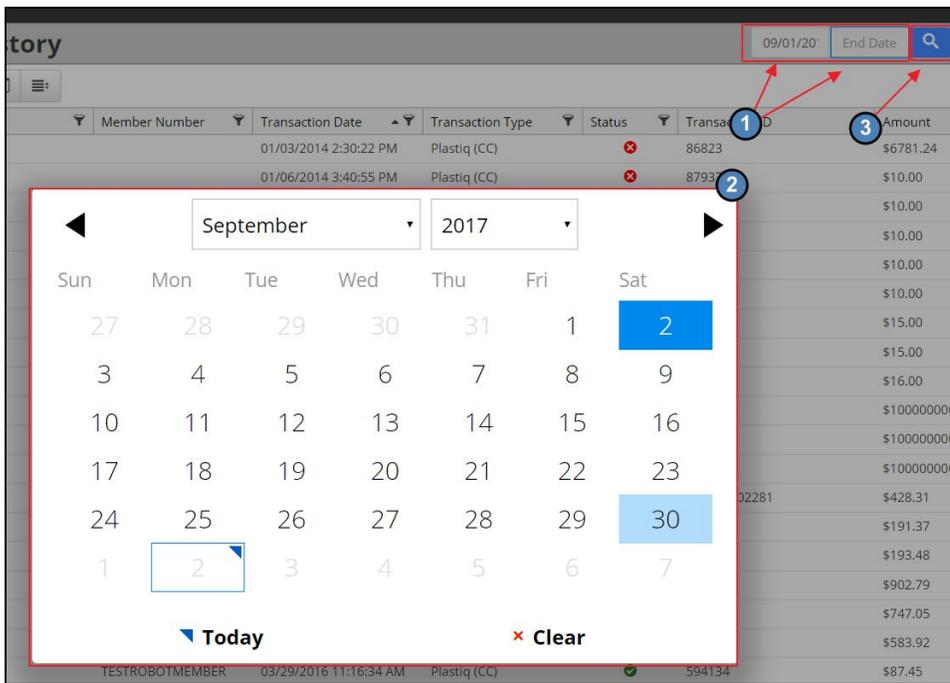
Reports

Payment History

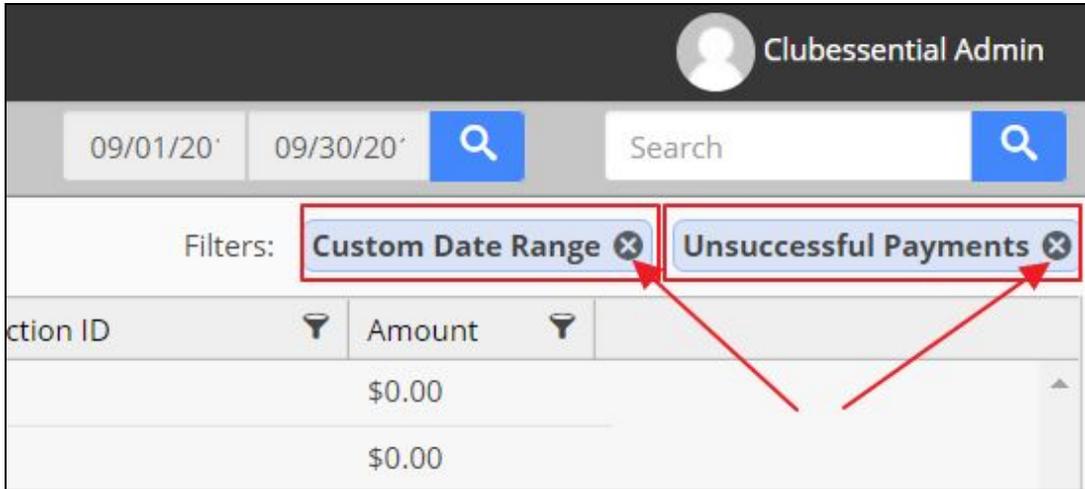
This report contains the payments made by Members using the PayCloud system. The report can easily be filtered (using the predefined filters) and/or customized (using the date range feature) to quickly display the data desired. Easily view payments from Today, the Past Week, Past Month. Also, for Clubs with Autopay enabled, easily view the payments based on status **Successful** or **Unsuccessful**.



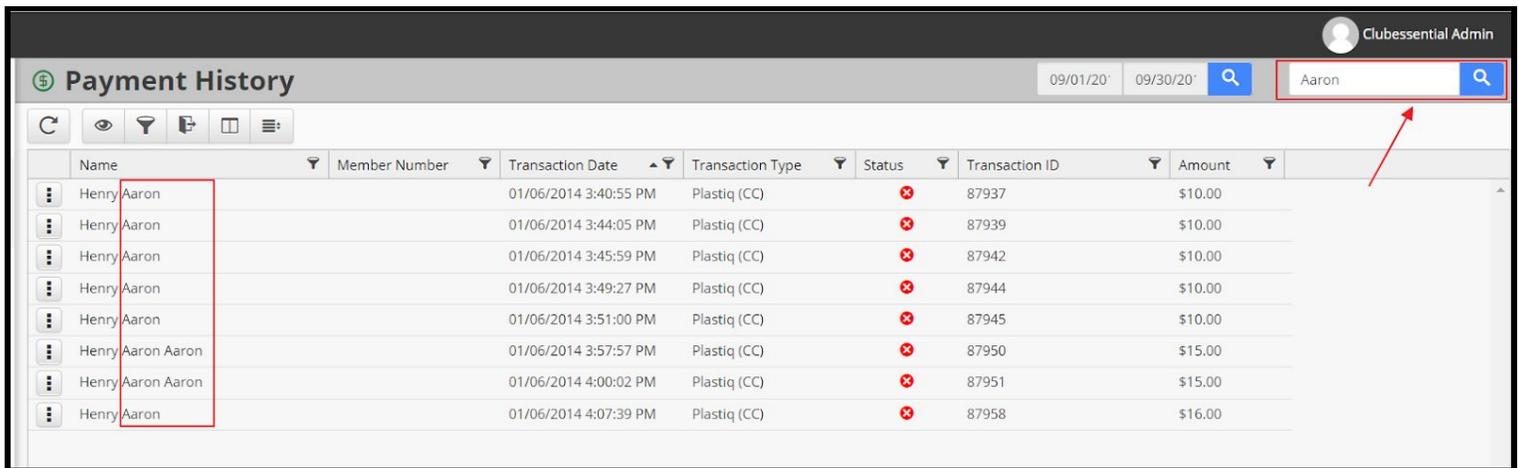
Additional date range filters can be applied to limit results displayed to the date range specified.



To clear date range or other filters, click on the **X** next to the applied filters to delete them.



Or, to Search for a specific Member, payment amount, or other data, enter it in the Search box and click the Search icon. Results containing the data will be returned.

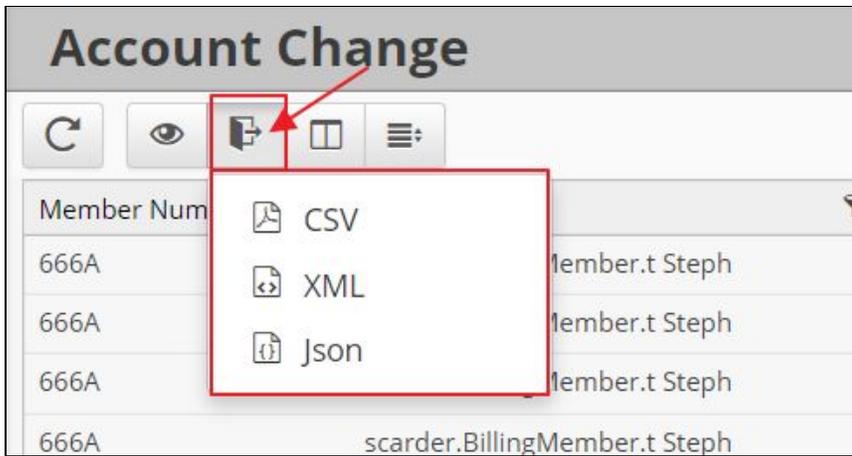


Account Change

The Account Change report contains a log of all Member account changes. This report is especially useful when investigating payment details associated with scheduled payments, and/or other payment issues. The report details the change that occurred, when it occurred and who made the change.

Member Number	Name	Changed By	Status	Account Type	Account Name	Date Changed
666A	scarder.BillingMember.t Steph	scarder.BillingMember.t Steph	Added	ACH	Bank - *4567	09/27/2017 1:53:54 PM
666A	scarder.BillingMember.t Steph	scarder.BillingMember.t Steph	Deleted	ACH	Bank - *1114	09/27/2017 1:51:59 PM
666A	scarder.BillingMember.t Steph	scarder.BillingMember.t Steph	Deleted	CC	VISA - *7720 9/23	09/27/2017 1:44:54 PM
666A	scarder.BillingMember.t Steph	scarder.BillingMember.t Steph	Deleted	CC	DISCOVER - *9424 9/23	09/27/2017 1:44:51 PM
666A	scarder.BillingMember.t Steph	scarder.BillingMember.t Steph	Deleted	CC	VISA - *1111 9/23	09/27/2017 1:44:49 PM
666A	scarder.BillingMember.t Steph	scarder.BillingMember.t Steph	Deleted	CC	VISA - *1111 9/22	09/27/2017 1:44:47 PM
25	John Spence	Clubessential Admin	Added	CC	Visa - *1111	09/27/2017 11:18:17 AM

Note: Filters can be applied, and details can be exported (as shown below).



Private Content

The Private Content section contains a couple of areas relevant to Clubs utilizing the PayCloud online payment and statement features. While these areas are typically addressed/populated during implementation, it is important to note where/how these items can be modified as needed.

Statements

Enter any additional statement data (customized messages) to include in your Club's online statements. **Header, footer, contact info, and/or past due notices (30, 60, or 90 days past due)** must be populated on this tab (they do not flow from Office) to be viewable by Members in the PayCloud system.

Edit Statement Content

Customizations

Header Message

  **B** *I* U

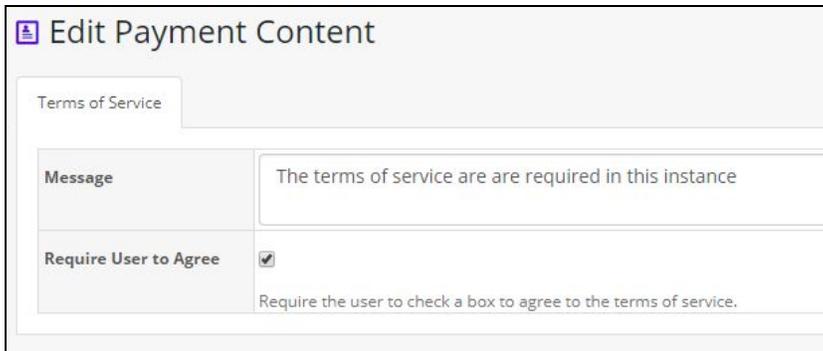
This is the header message

30 days Past Due Message	  B <i>I</i> <u>U</u>
	Your account is 30 days past due. Please pay.
60 days Past Due Message	  B <i>I</i> <u>U</u>
	Your account is 60 days past due. Please pay.
90 days Past Due Message	  B <i>I</i> <u>U</u>
	Your account is 90 days past due. Your club privileges have been suspended. To be reinstated, please make payment.

Payments

While Terms of Service are not required, they are very useful for Clubs communicating a convenience fee associated with a payment, or other message. The message on this screen appears on the **Make a Payment** screen for Members, and can either be required for acknowledgment (Member must agree to terms to proceed), or can be for informational purposes only (leave **Require User to Agree** unchecked.)



Edit Payment Content

Terms of Service

Message The terms of service are are required in this instance

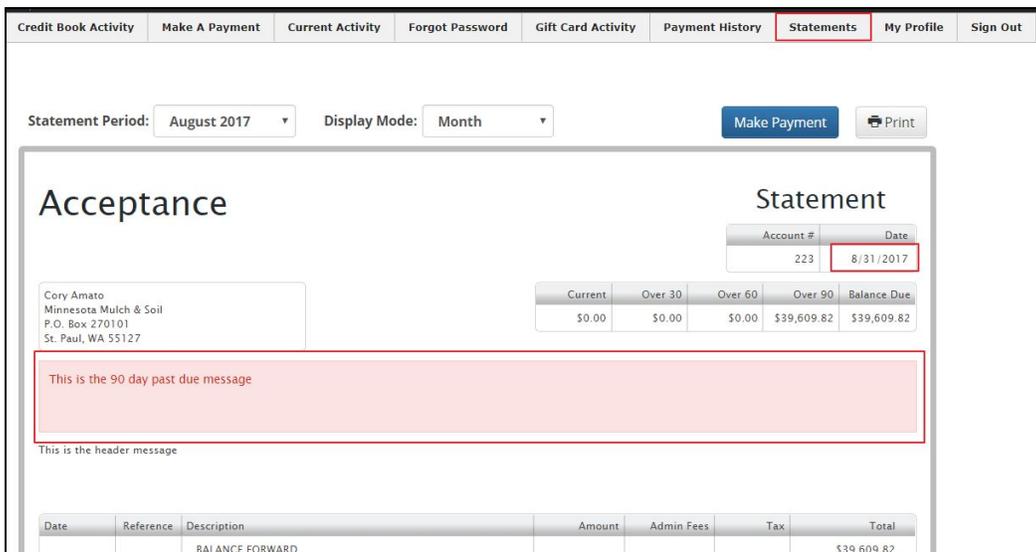
Require User to Agree Require the user to check a box to agree to the terms of service.

Member Facing Views

Part of managing the system, implies that you understand what your Members are able to see, and what options are available to them for use.

Monthly Statements

This tab will populate once Statements are run in Office. When running statements, the last day of the month should be used as the statement publish date, and as a result, the statements will appear on the website and trigger past due notices appropriately.



Credit Book Activity | Make A Payment | Current Activity | Forgot Password | Gift Card Activity | Payment History | **Statements** | My Profile | Sign Out

Statement Period: August 2017 | Display Mode: Month | [Make Payment](#) | [Print](#)

Acceptance

Cory Amato
Minnesota Mulch & Soil
P.O. Box 270101
St. Paul, WA 55127

Statement

Account #	Date
223	8/31/2017

Current	Over 30	Over 60	Over 90	Balance Due
\$0.00	\$0.00	\$0.00	\$39,609.82	\$39,609.82

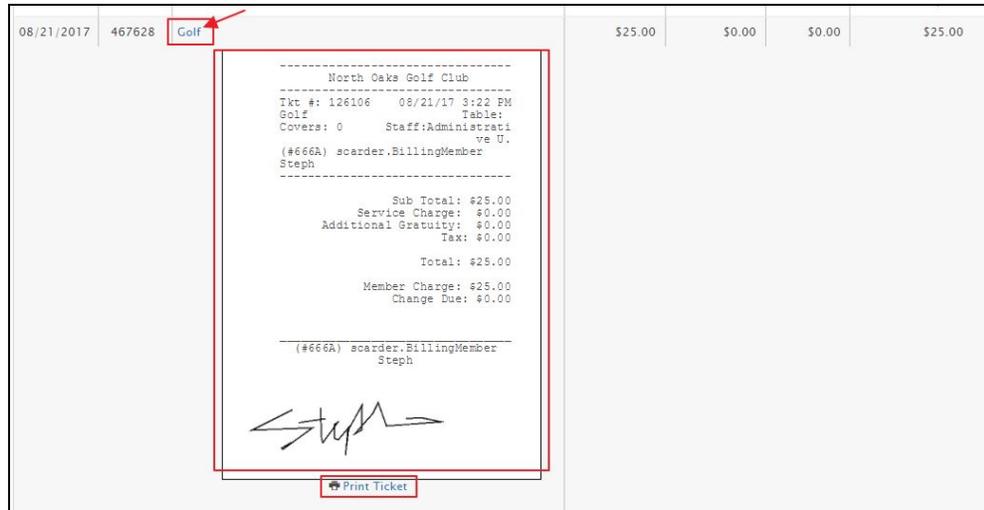
This is the 90 day past due message

This is the header message

Date	Reference	Description	Amount	Admin Fees	Tax	Total
		BALANCE FORWARD				\$39,609.82

Transaction Details

Members can easily view Transaction level details by clicking on the Description hyperlink. Transaction details will then appear. Transaction details (ticket) can be printed if required as noted below (**Print Ticket**).



08/21/2017 467628 Golf \$25.00 \$0.00 \$0.00 \$25.00

```

-----
North Oaks Golf Club
-----
Tkt #: 126106 08/21/17 3:22 PM
Golf Golf Table:
Covers: 0 Staff:Administrati ve U.
(#666A) scarder,BillingMember
Steph
-----
Sub Total: $25.00
Service Charge: $0.00
Additional Gratuity: $0.00
Tax: $0.00
Total: $25.00

Member Charge: $25.00
Change Due: $0.00

-----
(#666A) scarder,BillingMember
Steph
-----
Print Ticket
    
```

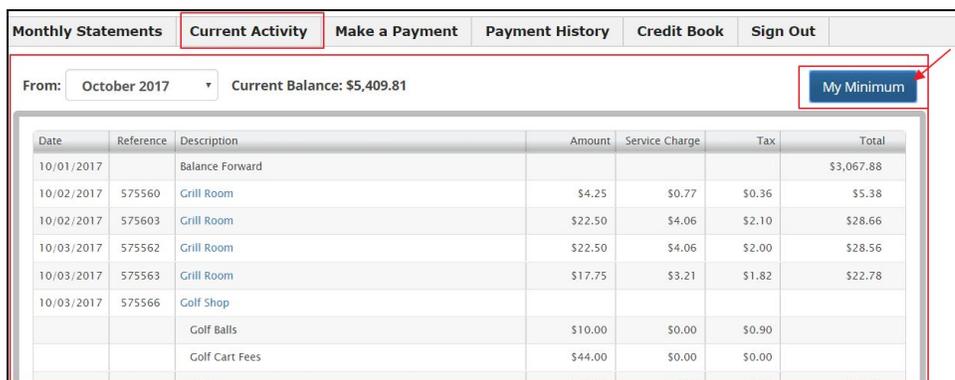
Minimums Spent

Members can easily view their Minimums spent in the **Current** period at the bottom of the statement.

Minimum	To Date	Balance	As Of	Ending
\$250.00	\$1,802.35	\$0.00	9/30/2017	10/31/2017

Current Activity

Members can view all charges for the current month (including Minimums spent), on this tab. Minimum details appear in a pop-up box after My Minimum is clicked.



Monthly Statements **Current Activity** Make a Payment Payment History Credit Book Sign Out

From: October 2017 Current Balance: \$5,409.81 **My Minimum**

Date	Reference	Description	Amount	Service Charge	Tax	Total
10/01/2017		Balance Forward				\$3,067.88
10/02/2017	575560	Grill Room	\$4.25	\$0.77	\$0.36	\$5.38
10/02/2017	575603	Grill Room	\$22.50	\$4.06	\$2.10	\$28.66
10/03/2017	575562	Grill Room	\$22.50	\$4.06	\$2.00	\$28.56
10/03/2017	575563	Grill Room	\$17.75	\$3.21	\$1.82	\$22.78
10/03/2017	575566	Golf Shop				
		Golf Balls	\$10.00	\$0.00	\$0.90	
		Golf Cart Fees	\$44.00	\$0.00	\$0.00	
		Other	\$37.50	\$0.00	\$0.00	\$37.50

My Minimum ✕

Minimum:
\$250.00

Spent in Period:
\$72.00

Balance:
\$178.00

Ending Date:
01/31/2018

Make a Payment

Members can easily designate payment method, payment amount, manage their payment methods, and/or schedule a one-time or recurring payment for the future. More details can be found in the PayCloud Member facing guide pertaining to these features.

Payment Options

Payment Method

Bank Account

Pay With New Bank Account

Bank - *6789

Credit Card

Pay With Credit Card through PLASTIQ * Service fees may apply.

Payment Amount

Statement Balance (as of Sep 30): \$3,067.88

Other Amount

Payment Amount: \$

Last payment made on 10/31/2017 for \$500.00

Convenience fee for credit card transactions.

[Manage Payment Methods](#)

[Schedule a future or recurring payment](#)

Upcoming Payments

Date	11/6/2017
Amount	Full Statement Balance
Account	Bank - *6789
Type	Recurring
	Delete

Credit Book Activity

This tab contains details associated with Credit Books. If more than one Credit Book type is available, it may be selected from the drop-down. Additional Date Range filters can be applied to adjust returned results. Similar to the Statement and Current Activity screens, transaction level details may be accessed (and printed) by clicking on the **Description**.

Monthly Statements | Current Activity | Make a Payment | Payment History | **Credit Book** | Sign Out

Credit Book: **Golf Credit Book** | Date Range: 10/02/2017 to 11/01/2017 | Available: \$106.40

Date	Description	Expire Date	Amount	Expired Amt	Running Balance
10/02/2017	Balance Forward		\$500.00	\$0.00	\$500.00
10/03/2017	Golf Shop		(\$10.90)	\$0.00	\$489.10

Grand Key Club
(800) 487-1612
grandkeyclub.com

Tkt #: 246635 10/03/17 11:07 AM
Golf Shop Staff:Brad S.
(00100) Abbott, Mr. Rusty

2 60 Min Lesson \$40.00
2 Discount (\$40.00)
1 Fro. V1 \$10.00

Sub Total: \$10.00
Gratuuity: \$0.00
Sales Tax:\$0.90

Total: \$10.90

Credit Book: \$10.90
Abbott, Mr. Rusty 00100

Vouchers
Item: 10-Pack Golf Lessons w/Rich
Purchased: 10
Used: 10
Remaining: 0
Expires: 3/2/2018

[Print Ticket](#)

Office Posting/Batches

PayCloud batches automatically flow into Office for easy posting. Two cash receipt types work with Paycloud Payments; Paycloud CC, and Paycloud ACH. Clubessential will ensure these two cash receipt types are set up and configured to apply to the same debit account settings as the other cash receipt types for your club during the implementation process.

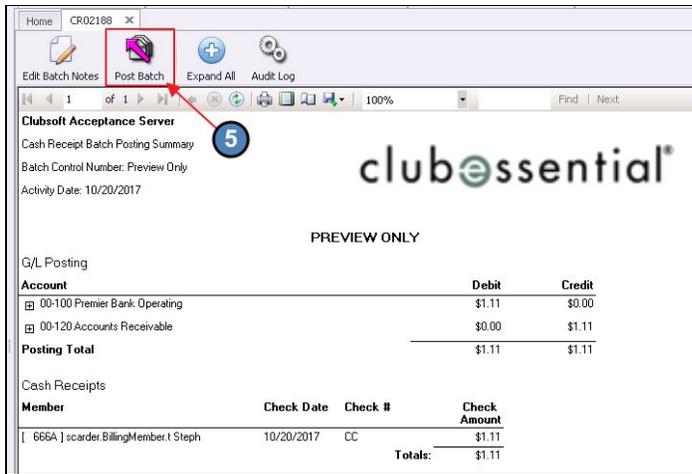
When ready to Post, go to Membership, Approve Payment Batches, select the batches, and post.

Membership << | System Settings | Manage Campaigns | Manage Items | Manage Price Scheduling | Tax Code Items | Manage Members | Approve Payment Batches X

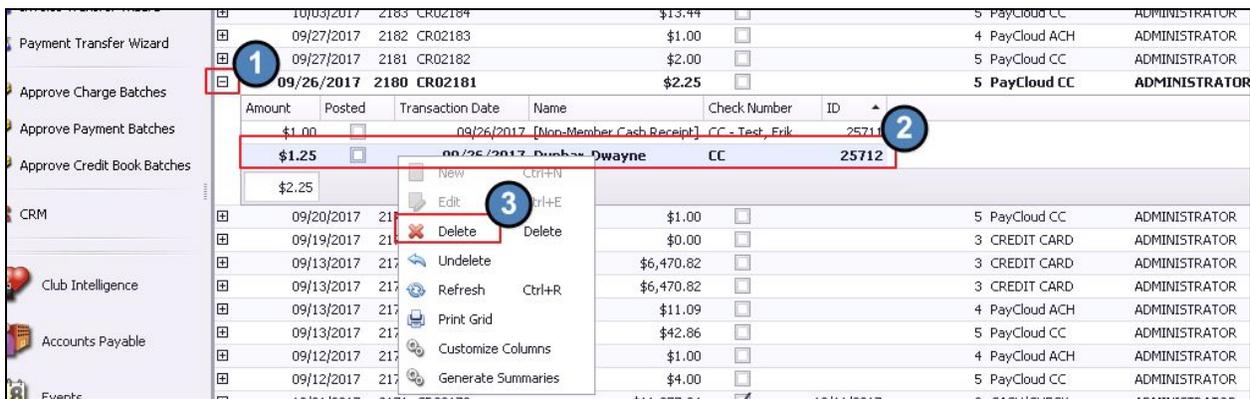
Home | New | Edit | Delete | Export | Refresh | Clear Filter | Active | **Post Batch** | Edit Batch Date | Unpost Batch | Batch Report | Help

Transaction Date	ID	Batch Control Number	Amount	Posted	Posted Date	Batch Type	Cash Receipt Type	Last Modified By
11/01/2017	2188	CR02189	\$0.20	<input type="checkbox"/>		4 PayCloud ACH	ADMINISTRATOR	
10/20/2017	2187	CR02188	\$1.11	<input type="checkbox"/>		5 PayCloud CC	ADMINISTRATOR	
10/19/2017	2186	CR02187	\$3.33	<input type="checkbox"/>		4 PayCloud ACH	ADMINISTRATOR	
10/19/2017	2185	CR02186	\$9.44	<input type="checkbox"/>		5 PayCloud CC	ADMINISTRATOR	
10/18/2017	2184	CR02185	\$1.00	<input type="checkbox"/>		5 PayCloud CC	ADMINISTRATOR	
10/03/2017	2183	CR02184	\$13.44	<input type="checkbox"/>		5 PayCloud CC	ADMINISTRATOR	
09/27/2017	2182	CR02183	\$1.00	<input type="checkbox"/>		4 PayCloud ACH	ADMINISTRATOR	
09/27/2017	2181	CR02182	\$2.00	<input type="checkbox"/>		5 PayCloud CC	ADMINISTRATOR	
09/26/2017	2180	CR02181	\$2.25	<input type="checkbox"/>		5 PayCloud CC	ADMINISTRATOR	
09/20/2017	2179	CR02180	\$1.00	<input type="checkbox"/>		5 PayCloud CC	ADMINISTRATOR	
09/19/2017	2178	CR02179	\$0.00	<input type="checkbox"/>		3 CREDIT CARD	ADMINISTRATOR	
09/13/2017	2177	CR02178	\$6,470.82	<input type="checkbox"/>		3 CREDIT CARD	ADMINISTRATOR	
09/13/2017	2176	CR02177	\$6,470.82	<input type="checkbox"/>		3 CREDIT CARD	ADMINISTRATOR	
09/13/2017	2175	CR02176	\$11.09	<input type="checkbox"/>		4 PayCloud ACH	ADMINISTRATOR	
09/13/2017	2174	CR02175	\$42.86	<input type="checkbox"/>		5 PayCloud CC	ADMINISTRATOR	
09/12/2017	2173	CR02174	\$1.00	<input type="checkbox"/>		4 PayCloud ACH	ADMINISTRATOR	
09/12/2017	2172	CR02173	\$4.00	<input type="checkbox"/>		5 PayCloud CC	ADMINISTRATOR	
12/31/2017	2171	CR02172	\$11,077.24	<input checked="" type="checkbox"/>	10/11/2017	0 CASH/CHECK	ADMINISTRATOR	
08/23/2017	2170	CR02171	\$0.00	<input type="checkbox"/>		1 ACH	ADMINISTRATOR	
08/21/2017	2169	CR02170	\$8.00	<input type="checkbox"/>		4 PayCloud ACH	ADMINISTRATOR	
08/21/2017	2168	CR02169	\$2.00	<input type="checkbox"/>		5 PayCloud CC	ADMINISTRATOR	
08/21/2017	2167	CR02168	\$0.00	<input type="checkbox"/>		3 ETS ACH	ADMINISTRATOR	
08/08/2017	2163	CR02164	\$100.00	<input type="checkbox"/>		2 ACH	ADMINISTRATOR	
07/31/2017	2162	CR02163	\$500.00	<input checked="" type="checkbox"/>	10/11/2017	1 CASH/CHECK	ADMINISTRATOR	
06/25/2017	2161	CR02162	\$325.00	<input type="checkbox"/>		2 CASH/CHECK	ADMINISTRATOR	
09/08/2017	2160	CR02161	\$600.00	<input checked="" type="checkbox"/>	09/08/2017	0 CASH/CHECK	ADMINISTRATOR	
06/25/2017	2159	CR02160	\$325.00	<input type="checkbox"/>		1 CASH/CHECK	ADMINISTRATOR	
06/25/2017	2158	CR02159	\$325.00	<input type="checkbox"/>		1 CASH/CHECK	ADMINISTRATOR	
06/25/2017	2157	CR02158	\$500.00	<input type="checkbox"/>		1 CASH/CHECK	ADMINISTRATOR	
06/25/2017	2156	CR02157	\$350.00	<input type="checkbox"/>		0 CASH/CHECK	ADMINISTRATOR	
06/25/2017	2155	CR02156	\$650.00	<input type="checkbox"/>		2 CASH/CHECK	ADMINISTRATOR	

\$18,629,147.63



NOTE: In the event a payment is rejected by the Processor (which can take up to (3) days), it is important to use the Merchant Reporting available from the Processor to identify the adjustment that must be manually input into the Office batch(es) for rejections. These do NOT automatically flow through to the Office system. To delete a rejected transaction, while in **Approve Payment Batches**, expand the batch with the rejection, highlight and right-click on the row/transaction (rejection) to delete, and select **Delete**.



Plastiq Assistance

If your Club offers Members the ability to pay using Plastiq, the following information will be useful when assisting Members making a payment.

First Time Plastiq Payments

When a Member clicks to make a payment online utilizing Plastiq, the Plastiq portal will load through the PayCloud site. The Member will need to register in the system if they have never used the Plastiq system before. Once registered, the system will log them directly into the



system. Registering in Plastiq is suggested ONLY if the Member would like to save their payment method for future use.

Plastiq AutoPay Feature

Plastiq recently rolled out an auto-pay feature. This would need to be initiated and set up with Plastiq and would then need to be communicated with the Members. There is not an interface with PayCloud or Office with the Plastiq auto-pay feature. Because the fee associated with the transaction is passed to the Member, the Club must **first** invite the Member to participate in the auto-pay feature. Once Member accepts, then the Club will have the access to take the Member's account, enter the amount to be drafted, and then proceed with processing the payment.

Best Practices

1. When adding a new System User and creating the password, the password must be longer than six digits, needs one uppercase character, and one numerical character.
2. When adding a new System User, use the Staff Member's email address when creating a Username. Typically, the email address is unique and will not be duplicated by another user.
3. To obtain current information on ACH, or Credit Cards, you have the option to contact your payment processor and they export the information to a CSV file for an easy upload. This process tends to vary so if you have any questions please contact Clubessential for clarification.
4. Reconcile Processor data to Clubessential/Paycloud data timely, ensuring any rejections are manually adjusted in the Office batches.

FAQs

Q: What if our Club does not want to allow Members to schedule a payment on a certain day or days of the month (ie - month end)?

A: Use the blackout feature to prevent Members from making/scheduling payments on a certain day. Click [here](#) for more info.

Q: How do I change the landing page my Members see when they first log-in to Paycloud?

A: Go to System, Club Settings, Website Tab. Click [here](#) for more info.

Q: How do I batch my PayCloud payments and post them?

A: PayCloud automatically batches and sends payment batches to the Clubessential Office system. To post, go to Membership, Approve Payment Batches, select batch to post, and click post. For more info, click [here](#).

Q: We use PlastiQ. How can I get my Members set up for auto-pay?

A: Because processing charges are passed back to Members when using PlastiQ, the Club must proactively invite the Member to use the auto-pay feature. Once accepted/approved by the Member, the Club will be authorized to set up auto payments in the PlastiQ merchant portal. The auto payments will create batches like one time payments as well. For more info, click [here](#).