HandicapMaster® Software

Guide to Membership Subscription Direct Debit and Competition Purse Option

This document provides advice to Users of the Subscription Option in HandicapMaster® Version 13

Author: Stephen Jack
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Introduction

This document is a detailed guide to the HandicapMaster Subscription Option. The HandicapMaster Subscription option will allow you to manage your membership Subscriptions, also to manage non-subscription income and invoices and a competition purse for competition fees and prizes if you wish.

This guide takes you through some of the common tasks you may want to perform. At the end of this document is a terminology section describing some of the terms used throughout this document.

At various points you will see:

TIP: this describes a useful feature.

NOTE: describes a point of interest.

WARNING: describes an action that may result in significant changes to your data.

New Features

With the release of HandicapMaster version 13 the subscription option includes:

- A new report that provides a Subscription Purse Account Statement Summary for one or more members for selected date range.

With the release of HandicapMaster version 12 the subscription option includes:

- The 'Subscriptions Full Details' report now includes the names of past members assigned to a subscription template.
- Details of the option **Include 'Amount Due' in subscription lists** option.

With the release of HandicapMaster version 11.0.7 the subscription option includes:

- When e-mailing raised or re-printed subscriptions, multiple attachments may now be added.

With the release of HandicapMaster version 11.0.3 the subscription option includes:

- When selecting members for the raising of subscriptions or invoices, the list now contains additional columns of information to help with member selection.

With the release of HandicapMaster version 10.0.27 the subscription option includes:

- The option when recording a payment for a single Subscription or Invoice to automatically record an overpayment and the members' purse balance will be credited.

With the release of HandicapMaster version 9.3.40 the subscription option includes:

- The option to define the value for the first or last payment in a subscription template.

With the release of HandicapMaster version 9.3 the subscription option includes:

- The option to raise subscriptions on the basis of the anniversary of the date the member joined the club.
- A new Expiry Date report is added to the Subscription section of reports
- Void multiple subscriptions or invoices by selecting from a list as well as retaining the previous method based on a range
- The word 'Nett' is replaced with 'Net'.

With the release of HandicapMaster Version 9.1 the Subscription option includes:

- Direct Debit extract facility for HSBC Bacs-IP systems.

With the release of HandicapMaster Version 9 the Subscription option includes:

- Greater flexibility when setting up subscription templates.

  - Payments may be adjusted in 4 ways
    1. Split Values equally - First payment adjusted for any remainder that cannot be split (this is the default for a new template)
    2. Split Values equally - Last payment adjusted for any remainder that cannot be split
    3. Round Values - All payments to be whole number except First
    4. Round Values - All payments to be whole number except Last
  - A new Custom payment schedule is available where between 1 and 12 monthly payments may be selected as required. For example: this allows for a reduced number of payments when members join part way through the season.

- You may now Void Multiple Payments.
- Introduction of Competition Fee Purse
- A facility to reprint a range of subscriptions
- You may now select the 'Accounting Year Start Date' which is used when displaying Subscriptions, Invoices, Payments or Competition Fees lists in the 'Current Accounting Year'.

With the release of HandicapMaster Version 8.4 the Subscription option includes:

- The accounting reports have been re-titled and re-categorised into groups for easier recognition.
- It is now possible to set a New Start Date for all Subscription and Invoice Templates with fixed start date.
- When raising a batch of subscriptions, the batch is now generated in both alphabetical and numerical order, to assist with reprinting or voiding subscriptions.
- You may now choose to reprint a range of receipts in one go.
- A new report "Payments (Summary, by Method of Payments)" is added giving you a total income for the selected period categorised by the different 'Methods of Payment' used.
- A new report or account "statement" for a member, showing their transactions in a layout similar to a bank statement is available.
- A new option "Cancel un-paid subscriptions and invoices when deleting members" is added. By default this option is selected to retain existing functionality. However it is recommended that where a club is using the Subscription option to record competition fees this option be un-ticked so that when a member is resigned (moved to past members list) their account balance remains at the value prior to resignation.
- A facility to void a range of invoices is added.

With the release of HandicapMaster Version 8.3 the Subscription option includes:

- The facility to void a range of subscriptions
- 'Membership Groups' have been renamed 'Member Subscription Pools'
- A 'Balance Adjustment' option is added to the Player Import facility
- A new subscription template payment schedule of 4 Months followed by an 8 month gap has been added.
- A 'Balance Adjustment' facility has been added to allow for an initial balance to be allocated or an existing balance to be adjusted.

With the release of HandicapMaster Version 8.2 the Subscription option includes:

- The facility to print address labels for raised subscriptions.
- The facility to reprint a range of subscriptions is enhanced to enable the user to limit the reprint to members who do not receive subscriptions by e-mail

With the release of HandicapMaster Version 8.1 the Subscription option includes:

- The facility to record partial payments for Subscriptions and Invoices.
- A new Payments Summary report has been added. This lists on one entry per line the Date, member name, Payment Name, Status and Gross Total of the payment.
- It is possible to select multiple members to receive subscriptions, invoices, receipts by e-mail from within HandicapMaster. Previously it required the use of export and import.
- The number of days that HandicapMaster will check back in time and automatically allow you to void any unpaid subscriptions when raising

new subscriptions may now be set, the previous value was fixed at 45 days.

- A facility to reprint a range of subscriptions

Subscriptions, Invoices what are the differences?

Subscriptions are designed around the concept of an annual subscription period with one or more scheduled payments in the period. By use of scheduled payments is it possible to manage overdue subscriptions and raise overdue letters, emails using the "Overdue Subscriptions" wizard.

It is possible to record partial payments for a single subscription or invoice, or for multiple subscriptions and invoices.

HandicapMaster will use the partial payment amount to pay as many payments as possible, starting with the oldest due payment.

If a payment value does not exactly match an outstanding payment then a new payment for the remaining outstanding amount will be created automatically and the original outstanding payment will be adjusted to match the payment.

Invoices can allow one off items to be raised against members and alter their balance. Examples would be a Bar levy.

Subscriptions and Invoices are designed to adjust a member's "account balance" by reducing the balance.

Payments recorded will also adjust a member's "account balance" by increasing the balance.

Recommended uses

Where an organisation has a requirement for management of overdue subscriptions and has one or more scheduled subscription payments per annum then it is recommended that Subscriptions are used.
Note: different members can have different payment schedules.

Where an organisation has a subscription requirement for various payments at irregular periods through the year we recommend that Subscriptions are used with the recording of partial payments.

Where subscriptions are to be raised on the basis of the anniversary of the date the member joined the club then subscriptions should be raised using the **Member's anniversary of date joined** option in the Raise Subscriptions Wizard.

NOTE: This means that it may not be possible to automatically manage overdue subscriptions using the facilities within HandicapMaster.

For one off items an invoice may be raised.

For competition fees it is possible for HandicapMaster to raise invoices based on players signing into to a competition using Player Entry. These fees may then be marked as paid. Unpaid competition fees will reduce a member's account balance.

From HandicapMaster version 9 a separate "competition fee" purse has been added. If this is used then the subscription account balance is NOT adjusted by competition fees meaning that separate balances for subscriptions and fees are available.

How do I get started?

Setting Accounting Options

To start using the HandicapMaster Subscription option it is recommended that you configure some organization specific items. These include such items like VAT details and the number of days after issue, before a subscription or invoice becomes overdue.

On the **Accounting** menu click the **Options** item and then fill in the details as appropriate for your organization.

If your organization is registered for VAT then please tick the **Use VAT** and supply the appropriate details.

If the **Use Vat** option is not ticked then VAT related data is not displayed on various reports, lists and forms.

Under the **Subscriptions and Invoices** section you may configure HandicapMaster to select the printing of an invoice when an invoice is raised and the e-mailing of invoices. These settings may be manually overridden elsewhere in HandicapMaster.

You can also configure a "grace period" that members have before their invoice or subscription is overdue.
In addition, the number of days that HandicapMaster will check back in time and automatically allow you to void any unpaid subscriptions when raising new subscriptions may be set.

There is also an option to allow you to be prompted when adding members to a start sheet if the member's subscription is overdue, allowing you to decide to include that member in the start sheet.

When deleting members you can decide to have HandicapMaster to cancel any unpaid invoices or subscriptions.

The option Include 'Amount Due' in subscription lists allows you to include the amount due when displaying the **Subscriptions in Current Accounting Year** or **All Subscriptions** lists.

Under the **Receipts** section you may configure HandicapMaster to select the printing of receipts when a payment is recorded. You may also turn on the e-mailing of receipts. These settings may be manually overridden elsewhere in HandicapMaster.

Setting the Start Date for the Accounting year

On the **Accounting** menu select **Configure** and then select **Start Date of Current Accounting Year**.

Adjust the day and month as required.

This value is used in various lists to restrict the information to items within the Current Accounting year.

The next steps

This document is split in to a number of sections covering:

Subscriptions
Invoices
Competition Fees
Payments

SUBSCRIPTIONS

Subscriptions are designed around the concept of an annual subscription period with one or more payments in the period. By use of scheduled payments is it possible to manage overdue subscriptions and raise overdue letters or e-mails using the "Overdue Subscriptions" wizard.

If you require irregular payments then these may be managed by the raising of a subscription and then recording partial payments.

Note: some of the features specific to subscriptions such as overdue processing may not be applicable when using partial payments to manage irregular payment subscriptions.

Subscriptions - Getting started

To manage subscriptions HandicapMaster makes use of the concept of a "Subscription Template".

Each Subscription Template consists of a list of "Payment Items".

A Payment Item describes a billable item and its cost or charge.

This flexible approach allows you to define different templates for different memberships. A Subscription Template can be assigned to one or more members.

To create a Subscription Template you choose the items required from a list of Payment Items. Before the Payment Items are defined you may want to carry out the following steps to customise the HandicapMaster Subscription Option to your organization requirements.

1. Methods of Payment

This defines how a payment is made, initial values defined are:

Cash
Cheque
Direct Debit
Standing Order

If these are sufficient for the needs of your organization then you may skip this step.

If you wish to define more payment methods then on the **Accounting** menu click **Configure** and then click **Methods of Payment**. You can then add new entries.

2. Payment Categories

Payment Categories allow you to group together Payment Items that are used to create a Subscription Template.

Some initial values are defined

Annual Subscriptions
Competitions
Insurance
Monthly Subscriptions

If these are sufficient for the needs of your organization then you may skip this step

If you wish to define more payment categories then on the **Accounting** menu click **Configure** then click **Payment Categories**. You can then add new entries.

3. Define Payment Items

You now need to define the Payment Items that you will add to the Subscription Templates. On the **Accounting** menu click **Configure** and then click **Add New Payment Item**.

Payment Items consist of at least 3 elements

Payment Category
Description
Default Amount

An example may help.

Initially you define a Locker Fee for members who are paying annually.

Payment Category	Description	Default Amount
Annual Subscriptions	Locker Fee	£36

Then you can define a second locker fee for people who pay their subscriptions monthly, and charge a different amount.

Payment Category	Description	Default Amount
Month Subscriptions	Locker Fee	£48

By creating two Payment Items within different Payment Categories you can define an item with the same name but with different amounts, allowing you to charge different rates for annual and monthly paid subscriptions.

When you come to define a Subscription Template you can select the appropriate Payment Item for that template.

You may find it useful to define a number of these Payment Items before you add Subscription Templates.

NOTE: What about VAT?

If you are using VAT then you can prevent VAT being charged on certain items by ensuring that the "Add VAT" box is not ticked.

TIP:
This box is only visible if you have configured VAT as described in the "***How do I get started? - Setting Accounting Options?"*** section of this document.

Subscription Templates

You are now ready to create a Subscription Template.

Once added a Subscription Template may be associated with one or more members. If at some future date the cost of a Payment Item is changed then this is reflected in the Subscription template and any subscriptions raised from this time **onwards** will use the new value. Existing subscriptions are not changed.

Typically, if you review your subscription rates annually you would change the Payment Items once each year, before producing the subscription renewals.

On the **Accounting** menu click **Subscriptions** then **Add Template**. This will display the **Add Subscription Template** window.

Here you must provide the name for the template.
You may add an optional description.

Now add the various Payment Items you require to make up this Subscription Template, by clicking the **Add** button. If you wish to create a new payment Item click the **New** button on the **Add Payment Item** window and create a new Payment Item.

If you add a Payment Item in error, click on it to highlight it and then click on the D**elete** button. To delete all the Payment Items click on the **Delete All** button.

Once you have completed adding Payment Items click **NEXT** to decide the **Payment Schedule** of the subscription. The following options are available:

Payment Schedule	Description
Annual	1 payment per year
Monthly	12 payments, one each month
10 Months	10 payments over the year, each month for 10 months from start date
6 months	6 payments one per month followed by 6 month gap
Quarterly	4 payments per year, 3 months apart
Two 6 Monthly	2 payments per year, 6 months apart
Three per year	3 payments per year, 4 months apart
4 Months with 8 month gap	4 payments one per month followed by 8 month gap
Custom	Between 1 and 12 monthly payments may be selected as required.

Now choose the **First Payment Due** date.
There are 3 options:

- The **Date Subscription Raised**
- An **Other Date** in the future, or even the past.
- Anniversary of Date Joined (the anniversary of the date the member joined the club)

TIP:
A typical example of an "**Other Date**" may be that you are preparing for next year's subscription run ahead of the subscription run. In this case you would set up the template and then select a future date, e.g. 1st January next year.

TIP:
If the subscriptions are to be overdue immediately from the date of issue, then please set the accounting option "Number of days after issue" to be 0, before raising subscriptions. Please see the "***How do I get started? - Setting Accounting Options?"*** section of this document.

Click **Next** to review and adjust the Payments. The payments and the gross values will be displayed. If you have chosen the **Custom** payment schedule then you may un-tick specific months. The payments will automatically adjust.

If you wish to adjust the way the payments are split (not applicable to annual payments) click the **Adjust Payments** button and then decide from the following options

Split Values Equally

- First payment adjusted for any remainder that cannot be split (this is the default for a new template)

- Last payment adjusted for any remainder that cannot be split

Or

Round Values

- All payments to be whole number except First

- All payments to be whole number except Last

Or

Adjust First or Last Value

- First Payment adjusted

- Last Payment adjusted

This option allows a custom value for the first or last payment to be defined. For example to pre-load the first payment with a larger value to cover the cost of say the subscription and an annual fee (e.g. insurance).
All other payments will be split equally, but the 2nd or 2nd from last payment may have an automatically adjusted value to take account of rounding etc. and be different from the other split equal payments.

Click **Next** and you will be returned to the Payment Details with the values adjusted based on the selection made.

Click **Finish** to save the template

If you wish to edit the Subscription Template at a later date on the **Accounting** menu click **Subscriptions** then click **Edit Template**.

You have now defined a Subscription template.

If you wish to define more please repeat the above steps.
For example, you may wish a separate Subscription Template for 7 day members and 5 day members.

Assign a Subscription Template to an individual Member

To assign a Subscription Template to a Member edit the member's details. Click on the **Edit Member** icon within the tool bar in the HandicapMaster window and select the member from the list.
Now select the **Subscriptions** tab.

Near the bottom of the tab is the **Subscription Template** list. Select one of the Subscription Templates you have defined and click OK to save the selection.

TIP: If at a future date a member changes their membership you can easily change their **Subscription Template** by following the above procedure and selecting the new required Subscription Template.

Assign a Subscription Template to many Members

If you have a large number of members already defined within HandicapMaster it would take some time to go through each member individually and edit their Subscription details as described above.
In this case you may wish to assign multiple members to a Subscription Template.

On the **Accounting** menu click **Subscriptions** and then click **Assign Template to Members**.

Choose the Subscription Template you wish to assign to the members to be selected by clicking once to highlight the appropriate Subscription Template and click OK.

TIP: If you wish a number of members to have no Subscription Template because you do not wish to charge them a subscription then select the "**None"** Subscription Template in the list of Subscription Templates.

You will be prompted "Assign Template to All members with the same Membership Category?"

Selecting **No** will display a list of members and their current Subscription Template, if any. You may then tick the box alongside each member to choose those you wish to assign to the previously selected Subscription Template and click OK.

Note: if you select members who are already assigned a different template, you will be prompted to confirm that you wish to continue to assign members to the new subscription template. If you select **"No"** then **none** of the members will be assigned to the new subscription template.

Selecting **Yes** will display a list of membership categories. You may then tick the box alongside each membership category to choose the members in those

membership categories that you wish to assign to the previously selected Subscription Template and click OK.

Note: if you select membership categories which contain members who are assigned a different template, you will be prompted to confirm that you wish to continue to assign members to the new subscription template. If you select **"No"** then **none** of the members in the membership categories will be assigned to the new subscription template.

Assign a Member's default Method of Payment

To assist with the recording of payments it is possible to select a **default method of payment** for a member to be used when recording payments for that member.

Changing an individual member's default method of Payment

Click on the **Edit Member** icon within the tool bar in the HandicapMaster window. Then select the member from the list displayed. Now select the **Subscriptions** tab.

Here you will see near the bottom of the tab the **Default Method of Payment** box. Please select the appropriate Method of Payment to be used by default when recording payments for this member.

TIP: There is a report that lists members and their **default method of payment.** This may be useful to compare a list of those members paying by a specific means e.g. those members paying by a credit or payment processing company.

Changing all Members default method of Payment

If you require to initially set-up most or all members within an existing HandicapMaster database then it is possible to export the current membership details and edit the default method of payment value and then re-import these settings.

Note: It is very important to **only** change the Default Payment Method field in the file to be imported. Changes to other fields may have undesirable effects!

To export the existing data on the **PLAYERS** menu select **EXPORT**.

To find out the format of the Import file and suitable settings on the **PLAYERS** menu select **IMPORT**. Then click the HELP button for further details of the format of the file.

When you have finished editing the exported file it may then be re-imported from the **PLAYERS** menu by selecting **IMPORT**.

TIPS:
- Please review the information within the HandicapMaster help documentation regarding exporting and importing membership details before you begin. This will describe the values that the various fields may contain.
- It is strongly recommended that you take a HandicapMaster database backup before you begin as good data processing

practice. This will allow you to restore your data to prior to the import if you notice any issues and wish to re-import.

Enable sending Subscriptions and Invoices by e-mail

To configure the sending of subscription details and invoices to members by e-mail a suitable e-mail address and the setting of "Send Subscriptions and Invoices by E-mail" must be configured.

Changing an individual member's e-mail configuration and details

Click on the **Edit Member** icon within the tool bar in the HandicapMaster window. Then select the member from the list displayed. On the **Details** tab enter the member's e-mail address.

Now select the **Subscriptions** tab. You will see near the bottom of the tab the **Send Subscriptions and Invoices by E-mail** box. Please tick this box to enable subscriptions and invoices to be sent to this member by e-mail.

TIP: If at a future date the member no longer wishes to receive subscriptions and invoices by e-mail un-tick this box.

Note that you will still need to initiate the e-mail transfer as appropriate for the situation e.g. resend a receipt by e-mail.

Note: sending by E-mail requires internet connectivity.

TIP: The **Consent given to receive Electronic communication** (see the **Contact Details** tab on the **New/Edit Member** form) overrides the **Send Subscriptions and Invoices by E-mail** setting.

Changing all Members e-mail configuration and details

If you wish to review or select more than one member to receive subscriptions, invoices and receipts by e-mail then on the **ACCOUNTING** menu select **CONFIGURE** then select **MEMBERS WHO RECEIVE CORRESPONDENCE BY E-MAIL**. This will list members with an e-mail address and if they are currently receiving accounting correspondence by e-mail then they will have a tick to the left of their name. You may either un-tick any members who no longer wish to receive such correspondence by e-mail. Or tick any additional members who wish to receive such accounting correspondence by e-mail.

TIP: You may re-sort the list of members displayed by clicking on a column heading to sort the data using that specific column, clicking the same column will reverse the sort e.g. initially A to Z then Z to A.

TIP: The **E-mail Correspondence Opt-in** (see the **Players** menu select **Data Protection**) overrides the **MEMBERS WHO RECEIVE CORRESPONDENCE BY E-MAIL** setting.

Set a member's account balance

A member's account balance may be increased by recording an ad-hoc payment for the member. This payment will be added to the member's account balance.

There is an option to use any positive account balance as a contribution to a subscription when raising the subscriptions.

TIP: assuming a member's account balance is zero then before raising subscriptions set the account balance positive by raising an ad-hoc payment.

It is also possible to record a balance adjustment without a specific payment item as follows:
Click on the **Edit Member** icon within the tool bar in the HandicapMaster window. Then select the member from the list displayed. Select the **Subscriptions** tab.

You will see near the bottom of the tab the **Account balance is ... adjust balance by:** This displays the current gross balance for the member, and offers the option to adjust the balance by recording a payment. Typically, this may be useful when a member joins and you wish to set an initial opening balance.

Note: If the VAT rate is non zero then the VAT amount will be calculated from the gross value entered.

Subscriptions - Member Subscription Pools and Corporate Membership

In addition to managing members as individuals for subscriptions it is possible to place members in a Member Subscription Pool for subscription purposes. This pooling does **not** affect the handicapping aspects of members.
Pools may have a member or non-member as the contact for correspondence by printed letter or by e-mail.

Possible uses of Pools are:

- Group a number of family members together so that the renewal letter or e-mail is sent to one individual.
- Provide corporate membership where you wish to invoice a company for a number of members.
- Place a junior member in a Pool with a non-member contact (e.g. a parent) so the renewal letter or e-mail is sent to the pool contact (parent) rather than the junior member.

Members in a Pool may each have different Subscription Templates. The renewal letter or e-mail will be addressed to the Pool contact reducing the number of letters or e-mails you need to send.

TIP: If you are doing simple annual subscription run to all your members then you are unlikely to need to use Member Subscription Pools. Please skip this section and go directly to "Raising Subscriptions" below.

NOTE: If the Pool Contact does not have an e-mail address then it is NOT possible to send subscriptions and invoices by e-mail to the members of the Member Subscription Pool, even if the individual members have e-mail addresses.

How do I create a new Member Subscription Pool?

On the **Accounting** menu click **Member Subscription Pools** then click **New Pool**. This will display the **Add a New Member Subscription Pool** window. Provide the **Pool Name** and you may optionally provide a description of the Pool.

It is recommended that you then assign a contact for the Pool. This is the person to whom the subscription renewal letters will be sent. If no contact is assigned then the renewal letter will be addressed to each member in the Pool.

If the Pool contact is an existing member then select the **Member** option and then click on the **Change** button and select the member from the list displayed.

Note: that if this member who is the Pool contact is configured to receive subscriptions and invoices by e-mail then even if the individual members in the membership Pool do not have this set the subscriptions and invoices will be sent by e-mail to the Pool contact.

If the contact is not a member, e.g. a company for corporate membership, or a parent (who is not a member) for a family group, then select the **Other** item and then fill in the contact details.

Note: if the E-mail address is filled in then this will be used if you send the subscriptions by e-mail. Please leave this blank if you do NOT wish to send subscriptions by e-mail.

Click on OK to save the Member Subscription Pool details.

How do I assign one or more members to a Member Subscription Pool?

You can assign a member to a Member Subscription Pool in the following ways:

To assign an individual member to a Member Subscription Pool:

Click on the **Edit Member** icon within the tool bar in the HandicapMaster window. (**Note:** the short cut keys Control + E also perform this action). Then select the member from the list.

You will see the **Details** tab displayed. Near the bottom of this tab you will see the **Member Subscription Pool** field. Clicking on the down arrow at the right hand side of the field will display the list of Pools available, and you may then select the Pool you wish to place the member within.

Note: Before a member is assigned to a Pool the field will display as **Not in a Pool**. This is also displayed as the only choice if no Member Subscription Pools have been created yet. If this is the case please follow the above section "**How do I create a new Member Subscription Pool?"** to create these Pools.

To remove a member from a Pool select **Not in a Pool** as their Pool.

Assign one or more members to a Pool.

Within the **Tasks** tab click the **Accounting** Places option and double click the **Member Subscription Pools** in the main window. This will display a list of the Member Subscription Pools that are available.

To manage the members in a Pool double click on that Pool. This will display the current members of the Pool. To add more members right click and select **Add Member to Pool**, or press the **Insert** key. You may now select the members that you wish to add by ticking the box to the left of the name of each user.

When you click on OK the members will be added to the Pool and the list of members displayed in the main HandicapMaster window will be updated.

You can also perform the same actions from the **Accounting** menu by clicking **Member Subscription Pools** and clicking **Manage Pool Members**, then select the Pool to which you wish to add members. This will display the current members of the Pool. To add more members right click and select **Add Member to Pool**, or press the **Insert** key.

How do I remove members from a Member Subscription Pool?

You can remove a member from a Member Subscription Pool in the following ways:

To remove an individual member from a Pool

You may remove a member in the following 2 ways:

1. Using the **Edit Member** option

Either click on the **Edit Member** icon within the tool bar in the HandicapMaster window, or from the **Players** menu, select the **Edit Member** option. Then select the member from the list.

On the **Details** tab near the bottom you will see the **Member Subscription Pool** field. Clicking on the down arrow at the right hand side of the field will display the list of Pools available, and you may then select the Pool to assign the member to.
Select **Not in a Pool** and the member is removed from their current pool.

Click on OK to save the details.

2. Using the **Accounting Places** to manage Pools

Within the **Tasks** tab click the **Accounting** Places option and then in the main window double click the **Member Subscription Pools**. This will display a list of the Pools that are configured.
Select one of these and double click to manage the members in this Pool.
This will display the current members of the Pool. Select a member by clicking once to highlight. Then right click and select **Remove Member from Pool,** or press the **Delete** key, then confirm the removal of the member from the Pool.

You can also perform the same actions from the **Accounting** menu by clicking **Member Subscription Pools** and clicking **Manage Pool Members**, you then need to select the Pool from which you wish to delete members. Then select a member by clicking once to highlight, and then right click and select **Remove Member from Pool,** or press the **Delete** key. Then confirm the removal of the member from the Pool.

Remove all members from a Member Subscription Pool.

To remove all members from a Pool use the **Accounting Places** option and select **Member Subscription Pools**. This will display a list of the Member Subscription Pools that are configured.
Select one of these and double click to manage the members in this Pool.
This will display the current members of the Pool. To remove all the members right click and select **Remove ALL Members from Pool.** You must then confirm the removal of all the members from the Pool.

You can also perform the same actions from the **Accounting** menu by clicking **Member Subscription Pools** and clicking **Manage Pool Members**, you then need to select the Pool from which to remove all members.

How do I delete a Member Subscription Pool?

From the **Accounting** menu select **Member Subscription Pools** then select the **Delete Pool** option**.** This will display the **Delete a Member Subscription pool** window.
Please select the Pool you wish to delete and click OK.
You must then confirm the deletion of the Member Subscription Pool.

If you confirm the deletion and there are still members assigned to the Pool you will be prompted do you wish to "**Delete the members in the pool AS WELL as the Pool?"**.

WARNING: If you click **Yes** to this then the members will be moved to the Past Members list.

A typical scenario where you would click **Yes** is for example when a corporate membership has expired and you do not need to retain the member details.

If you wish to retain the member details, and remove the Pool then click **No**.

Subscriptions - Raising Subscriptions

The Raise Subscription Wizard

On the **Accounting** menu click **Subscriptions** then click the **Raise Subscription** option. This will start the **Raise Subscription Wizard** which will guide you through the process of raising subscriptions for members.

You can also start the subscription wizard by selecting **Accounting** from the Places section. Then click on the **Raise Subscription...** in the Accounting Tasks.

When you start the **Raise Subscription Wizard** you will see an introductory screen. Click **Next >** to continue.

You are offered the choice of **Review Subscription Details** or **Raise Subscriptions.** It is recommended that your review the subscriptions before raising the subscriptions.

TIP: A count of the number of members who have not yet been assigned a subscription template will be displayed with the option to list those members if the count is non-zero.

TIP: You may select the **Raise Subscriptions** option as the default future action by clicking the "Remember as future default".

If you do review the subscriptions or list those members without a template then you will need to restart the wizard and then select **Raise Subscriptions** to proceed with raising the subscriptions.

When you continue with the wizard you will be presented with the **Select method of Raising Renewals** page of the wizard. Here are the options to **Raise subscriptions using template date** or **Raise subscriptions based on Anniversary of Joining.**

If you wish to **Raise subscriptions using template date** then select one of the following methods:

- One or More Members
- One or More Subscription Templates
- Members assigned to Membership Categories
- Members assigned to Member Subscription Pools
- All Members

Note members who have a template based on Anniversary of Joining are excluded in the above selections.

if you wish to **Raise subscriptions based on Anniversary of Joining** then select
- Member based on their anniversary of joining

Note: If a member is not assigned a Subscription Template then they will NOT have a subscription raised.

Note: If the option **Member based on their anniversary of joining** is selected and member does not have a Date Joined value then they will NOT have a subscription raised.

TIP: If the option **Member based on their anniversary of joining** is selected then you will need to select the time period from the current date for which members are to have subscriptions raised. For example, if you wish to raise subscriptions for any members with an anniversary of joining within the last week and the next 30 days you would select the **Last 7 Days** and **Next 30 Days**.

TIP: When raising subscriptions for **Members assigned to Member Subscription Pools** where the Pool Contact is a member then e-mails will only be sent if that member has been selected to receive subscriptions and invoices by e-mail. If the Pool Contact is not a member then the e-mail address must be valid to receive the subscriptions by e-mail.

Once you have selected the required **Method of Raising Renewals**, you may have to make some additional selection for example the specific members, or the Member Subscription Pools, and so on.

The **Letters** page of the wizard allows you to select and edit the letter to be issued with the Subscription renewals. If you do not wish to generate letters but just wish to use a standard pro-forma Subscription invoice then just click **Next >** to reach the **Options** page.

If you do wish to create a Renewal Letter then click the **Issue Renewal Letters with Subscriptions** box. This will display a list of existing letters. You may then choose to use an existing letter, or create a new letter.

The letter writing uses the existing HandicapMaster letter writing facilities, with the addition of some new subscription specific fields that can be inserted.

The fields can be inserted from the **Edit** menu and selecting the **Insert Field** option, a quick short cut is to press and hold the Control key and then the F key to display the **Insert Field** window.

The subscription specific fields are:

Subscription - Account Balance
Subscription - Details
Subscription - First Payment
Subscription – Method of Payment
Subscription - Number of Payments
Subscription - Number of Other Payments
Subscription - Other Payments
Subscription - Payment Schedule
Subscription - Total Gross
Subscription - Total Net
Subscription - Total VAT
Subscription – Transaction History

TIP: Letters may be used even if you intend to e-mail the subscription letters. In this case the letter will be sent as a Portable Document File (pdf) attachment.

After you have finished with the subscriptions renewal letter you are returned to the Subscription Wizard and if you click **Next >** you will be taken to the **Options** page.

If you wish to include a member's positive account balance as a part payment towards a subscription tick the **Use member's positive Account Balance as Credit within Subscription** box.

If a member has a positive account balance which is less than the subscription then the subscription raised will be for the full amount less the balance.

If the member's balance is greater than the subscription then the subscription will be shown as £0 due.

A negative account balance will not be included in a Subscription.

TIP: An Ad-Hoc payment may be used to increase a member's account balance.

You may also modify the E-mail options. These are the **Subject of e-mail** and **Text to include with e-mail**. The subscription details will be added as an attachment to the e-mail.

TIP: If you do not intend to e-mail the Subscriptions leave these at the default values.

Click **Next >** and then click **Finish** to generate the Subscriptions.

Note depending on the number of subscriptions being generated it may take a short time for the wizard to complete raising the subscriptions.

In all cases the subscriptions renewals will be displayed on the main part of the HandicapMaster window to allow you to review the letters and/or invoices.

NOTES:

1. When you finish the wizard you may see the message:

"There are outstanding Subscription Invoices raised within the last 45 days for some members.

Do you wish to VOID these and for new invoices to be raised for those members?
Selecting No will raise subscriptions for members (if any) who do not have subscriptions raised within the last 45 days."

This indicates the wizard has identified that some of the selected members have recently had subscriptions raised, but there have been no payments recorded. If you select '**Yes'** then these subscription invoices will be voided. Typically this message will appear if you re-run the subscription wizard after noticing some changes are required.

If you select '**No'** then subscriptions will only be raised for those members who have not recently had subscriptions raised.
This may be helpful if you have for example raised some subscriptions by Member Subscription Pool and then raise subscriptions by Subscription

template where some of the Member Subscription Pool members are assigned the subscription template.

Note: 45 days is the default value, but this may be changed in the Accounting Options.

2. When you finish the wizard you may see the message:

"Some of the selected Members have valid Subscriptions that expire in more than 45 days. Raise Subscriptions for those Members as well as those with expired or about to expire memberships?"

This indicates the wizard has identified that some of the members selected have got valid paid subscriptions. Perhaps you have some members that paid previously and their subscriptions are not due to expire for some time. Selecting **NO** will stop the wizard raising new subscriptions for those members.

Managing The Annual Subscription Run

Before an annual subscription run you may need to consider the following:

1. Payment Item adjustments

You may need to adjust the values of a number of payment items.
On the Task/Explorer tab, click **Explorer** and then, then select the **Accounting** item and select **Payment Items.**

On the list displayed double click with the mouse to Edit a Payment Item.
You may now adjust the value and then click OK.

Repeat this for any other payment items that need to be adjusted.

Note: The new values will be automatically included in any subscriptions raised after these edits.

2. Change the start date of all subscription templates

You may need to adjust the start date for the subscription templates.

From the **Accounting** Places select **Subscription Templates.** This will list all the Subscription Templates. Right click with the mouse and a pop up menu will appear. Select **New Start Date for Templates with Fixed Date** and then choose the new start date. Click OK.

You will be asked to confirm that you wish the Subscription Templates to be changed. Click YES and then you will get a confirmation message.
You will see the Start Date for all Subscription Templates with a fixed date has been changed.

Note: Subscription Templates that do not have a fixed data will NOT be adjusted.

3. Review the templates that are assigned to members and change if required.

Typically, most members will retain the template from the previous year, but in some cases a change may be required where a member is changing membership category. E.g. A junior becoming an adult etc.

On the **Reports** menu, click **Accounting Reports**

Select **Subscriptions (Summary)** or **Subscriptions (Full Details)**

To change an individual's subscription template click **EDIT MEMBER** in the toolbar and then select the **Subscriptions** tab and select a new template within the **Subscription Template** box.

4. Raise the subscriptions

On the **Accounting** menu, click **Subscriptions** then click **Raise Subscriptions**.

Raise the Subscription using The Raise Subscription Wizard.

Printing and E-mailing Subscription Letters

To print subscriptions click the printer icon

and wait for the resulting output on your selected printer.

To e-mail the subscriptions (to those members configured to receive them) click on the e-mail icon.

You will be prompted to add one or more attachment files in addition to the subscription. Click **Yes** and then click **Add** and select the file you wish to attach, repeat for any additional files. These may be documents of any format.

Tip: If you send an attachment the recipient may not be able to read the document if it requires special software to read the attachment.

Note: If you cancel adding the attachment then NO subscriptions will be e-mailed. You may then click the e-mail icon to restart the sending the subscriptions process again.

Note: When reprinting subscriptions there is an option to 'Limit reprint to members who do NOT receive subscriptions by e-mail' allowing the reprinting of those member's subscriptions when there was for example: a printer fault at the time of the initial subscription run. This options is NOT displayed on the initial subscription run.

Note: It may take some time to complete sending the e-mails depending on the number of e-mails to be generated, the size of attachments and the speed of your internet connection.

At the end of the sending of the e-mails there is an option to print the subscriptions for those members who either do not have an e-mail address or who have not opted to receive subscriptions by e-mail.

To print the subscriptions for those members who either do not have an e-mail address or who have not opted to receive subscriptions by e-mail Click Yes at the prompt and select the required printer.

At the end a summary report indicating the status of the e-mails that were generated is produced. You may wish to print or save this for future reference.

Printing Subscription Address Labels

In the Premier and Network editions of HandicapMaster it is possible for Subscription Address labels to be produced.

When printing subscription letters you may either use windowed envelopes, or Address labels may be produced for subscriptions that have previously been raised.

On the Accounting drop-down menu, click **Subscriptions** then click **Address Labels**.

In the left hand list of subscriptions please select the subscription at the start of the range to be selected for address labels. You may change the list sort order by clicking on a column header.

In the right hand list of subscriptions please select the subscription at the finish of the range to be selected for address labels. You may change the list sort order by clicking on a column header.

Click **OK**

Choose the type of Label you will be using in the **Label Type** box.

Choose the printer that you plan to use for printing the labels from the Use Printer box.

In the **Start at Label** boxes, select a Row and Column where the labels are to be printed from. This can be useful if a partially used page of labels is to be re-used, as it allows position of used labels to be skipped. Not applicable where labels on rolls are being used.

Click **OK**.

Subscriptions - Recording Payments

Once you have issued your renewal letters to members you will want to ensure that payments are recorded to allow you to then identify any overdue subscriptions.

There are a number of ways of doing this.

The Payment Wizard

The Payment Wizard allows you to record payments for one or more members.

For full details of this please view the Payments section of this document.

Record payment by selecting Subscription

Another way is to use the **Accounting** places option and to select **Subscriptions in Current Year**. This will display a list of the previously raised Subscriptions. Select one of these and then using a right click on the mouse you can select the Pay option from the popup menu, or just double click on an entry.

To record a partial payment you may adjust the **Gross payment to be recorded** value. It is possible to enter a value that is less than a specific payment or greater than one payment. The amount is limited to the maximum outstanding for the invoice or subscription and will automatically be reduced if a larger payment value is entered.

If the amount entered is greater than the maximum outstanding you can if required record an over payment.

The prompt:

Payment is larger than the amount due, record over payment as balance adjustment?

is displayed.

Select **Yes** to record an over payment and automatically adjust the members purse balance to take account of the over payment.

If you select **No** the amount will be set to the maximum amount due.

When a partial payment is recorded HandicapMaster will use the partial payment amount to pay as many payments as possible, starting with the oldest due payment.

If a payment value does not exactly match an outstanding payment then a new payment for the remaining outstanding amount will be created automatically and the original outstanding payment will be adjusted to match the payment.

Example:

If there are 12 payments monthly each of 10 units of currency:

If you were to record a payment of 25 units of currency then payments 1 and 2 would be marked as paid, payment 3 would be adjusted to 5 units of currency and be paid, and an additional payment for 5 units of currency would be added as payment 13, but with the same due date as payment 3.

Subscriptions - Producing Overdue Subscription letters

On the **Accounting** menu click **Subscriptions** then click the **Overdue Subscriptions** option. This will start the **Overdue Subscriptions Wizard** which will guide you through the process of raising overdue subscription letters for members.

Note: Letters may be sent by e-mail.

When you start the **Overdue Subscription Wizard** you will see an introductory screen. Click **Next >** to continue with producing the overdue subscription letters.

There are 5 options to choose from on the **Select method of managing Overdue Renewals** page of the wizard

- One or More Members
- One or More Subscription Templates
- Members assigned to membership Categories
- Members assigned to Member Subscription Pools
- All Members

Note: If a member is up to date with their subscription then no overdue letter is produced for that member.

TIP: For **Members assigned to Member Subscription Pools** where the Pool Contact is a member then e-mails will only be sent if that member has been selected to receive subscriptions by e-mail. If the Pool Contact is not a member then the contact e-mail address must be valid to receive the subscriptions by e-mail.

Once you have selected the required **method of managing Overdue Renewals**, you may have to make some additional selection for example the specific members, or the Member Subscription Pools, and so on.

The **Letters** page of the wizard allows you to select and edit the letter to be issued with the overdue Subscription renewals. If you do not wish to generate letters but just wish to view a report consisting of pro-forma overdue Subscription invoices then just click Next to reach the end and then click **Finish**.

If you do wish to create an overdue Renewal Letter then click the **Issue Letters with Overdue Subscriptions** box. This will display a list of existing letters. You may then choose to use an existing letter, or create a new letter.

The letter writing uses the existing HandicapMaster letter writing facilities, with the addition of some new subscription specific fields that can be inserted.
The fields can be inserted from the **Edit** menu and selecting the **Insert Field** option, a quick short cut is to press and hold the Control key and then the F key to display the **Insert Field** window.

The subscription specific fields are:

Subscription - Account Balance
Subscription - Details
Subscription - First Payment

Subscription – Method of Payment
Subscription - Number of Payments
Subscription - Number of Other Payments
Subscription - Other Payments
Subscription - Payment Schedule
Subscription - Total Gross
Subscription - Total Net
Subscription - Total VAT
Subscription – Transaction History

TIP: Letters may be used even if you intend to e-mail the subscription letters. In this case the letter will be sent as a Portable Document File (pdf) attachment.

After you have finished with the subscriptions renewal letter you are returned to the Overdue Subscription Wizard and if you click **Next >** you will be taken to the end and you may then click **Finish** to generate the overdue Subscription letters.

After you have finished with the overdue renewal letter you are returned to the Overdue Subscription Wizard and if you click **Next >** you will be taken to the **Options** page.

Here you may modify the E-mail options. These are the subject of the overdue subscription e-mails and the text to include in the e-mail. The overdue subscription details will be added as an attachment to the e-mail.

TIP: If you do not intend to e-mail the Subscriptions leave these at the default values.

Click **Next >** and then click **Finish** to generate the overdue Subscriptions.

Note depending on the number of overdue subscriptions being processed it may take a short time for the wizard to complete producing the overdue subscription letters.

In all cases the overdue subscriptions renewals will be displayed on the main part of the HandicapMaster window to allow you to review the letters and/or invoices.

Printing and E-mailing Overdue Subscription Letters

To print the overdue letters click the printer icon

and wait for the resulting output.

To e-mail the overdue subscriptions (to those members configured to receive them) click on the e-mail icon.

You will be prompted to add one or more attachment files in addition to the subscription. Click **Yes** and then click **Add** and select the file you wish to attach, repeat for any additional files. These may be documents of any format.

Tip: If you send an attachment the recipient may not be able to read the document if it requires special software to read the attachment.

Note: If you cancel adding the attachment then NO overdue subscriptions will be e-mailed. You may then click the e-mail icon to send the overdue subscriptions.

Note: It may take some time to complete sending the e-mails depending on the number of e-mails to be generated, the size of attachments and the speed of your internet connection.

At the end of the sending of the e-mails there is an option to print the overdue subscriptions for those members who either do not have an e-mail address or who have not opted to receive subscriptions by e-mail.

To print the overdue subscriptions for those members who either do not have an e-mail address or who have not opted to receive subscriptions by e-mail Click Yes at the prompt and select the required printer.

At the end a summary report indicating the status of the e-mails that were generated is produced. You may wish to print or save this for future reference.

Subscriptions - Common questions

This section describes some questions and answers you may have relating to Subscriptions.

How to Review Subscriptions prior to raising Subscriptions?

Prior to raising subscriptions you may review the template details including Payment Items and totals and the members assigned to templates by running the Subscriptions (Details) report. This can be run from the Raise Subscription Wizard as well as being run separately.

On the **Reports** Menu select the **Accounting Reports** option.

Click the **Subscription Details** to take you through the **Report Selection** screen, Select who to include in the report and then click OK to view the **Subscriptions (Details)** report.

If you just require a list of names of members and their assigned subscription template or a list of templates and the members assigned then the **Subscriptions** (**Summary)** report may be more suitable. This report initially lists the members and their assigned subscription template. The second part of the report lists in template order the members assigned to each template.

TIPS: If you wish to find members who are not assigned a subscription template look for the template "None" in the 2nd part of the report.

How do I view a Member's Subscription?

You can view a subscription in the following ways:

On the **Accounting** Menu click **Subscriptions** then click **View**. A list of subscriptions will be displayed and you can select the appropriate subscription and then click OK. This will display the **View a Subscription** Window. This displays the Payment Items that make up the subscription and the total amount of the subscription.

Click **View Payments >>** to display the payments associated with the Member's Subscription and the status of the payments.

You may also get a list of Subscriptions from the **Accounting** Places by selecting **All Subscriptions** or **Subscriptions in Current Year**. Then click on the appropriate subscription in the list to highlight it you may then right click with the mouse and select the **View** option.

How do I find overdue Membership Subscriptions and other Reports?

A number of reports relating to membership and subscriptions have been added. These are available on the **Reports** Menu and then clicking the **Accounting Reports** option.

Click **Subscriptions (Overdue)** to take you through the **Report Selection** screen, Select who to include in the report and then click OK to view the **Overdue Subscriptions** report.

If you just require a list of names for those with overdue subscriptions then please select the **Subscriptions (Summary of Overdue Subscriptions)** report.

How do I reprint a Subscription Invoice?

You may reprint a Subscription invoice as follows:

From the **Accounting** Places select **Subscriptions in Current Year**. This will list all of the subscriptions you have raised since the 1st of January this year. You can select **All Subscriptions** if you need a subscription raised before the start of the current year.
Search in the list for the member's name and then click on the subscription to highlight it.
Right click with the mouse and a pop up menu will appear. Select the **Print** option and a copy of the subscription invoice will be printed to your default printer.

The status of the payments at the time of the print will be displayed. For example: a member is paying monthly and has paid a couple of payments these will show as paid and the remaining will be displayed as outstanding (or overdue if appropriate).

How do I reprint a range of Subscription Invoices?

You may reprint a range of subscriptions as follows:

On the **Accounting** menu, click **Subscriptions** then click **Reprint Subscriptions**.

In the left hand list of subscriptions please select the subscription at the start of the range to be reprinted. You may change the list sort order by clicking on a column header.

In the right hand list of subscriptions please select the subscription at the finish of the range to be reprinted. You may change the list sort order by clicking on a column header.

TIP: If you just wish to reprint to a printer those subscriptions not sent by e-mail select all those raised recently even those sent by e-mail. HandicapMaster will work out which ones just to print (more details below).

Click FINISH

The report may then be printed or e-mailed in the normal manner.

When e-mailing there is an option to "Limit reprint to members who do NOT receive subscriptions by e-mail", allowing the reprinting of those member's subscriptions when there was for example: a printer fault at the time of the initial subscription run.

Click the e-mail report button (no e-mails will be sent if you do the following steps.

You will see this prompt
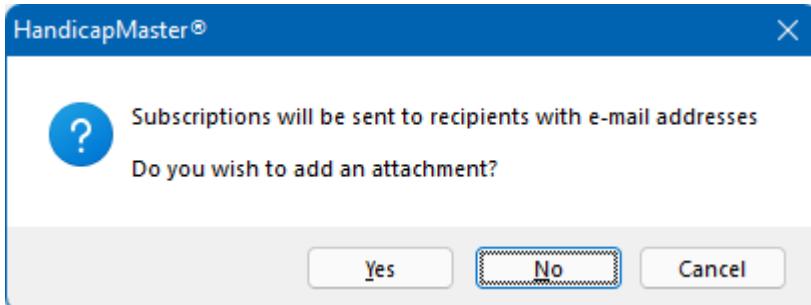
Then you will get this prompt
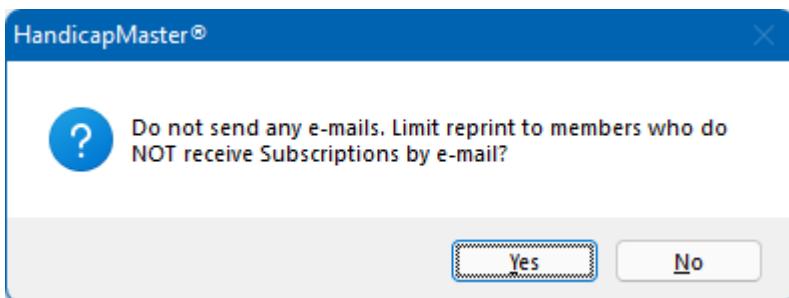
IMPORTANT say YES to this prompt if you just wish to reprint those subscriptions NOT sent by e-mail.

HandicapMaster will prepare to e-mail (but will not) and then you select the printer and the required subscriptions will be printed.

Note:

The start subscription number must be equal or less than the end subscription number.

How do I resend a Subscription Invoice by E-mail?

You may resend a Subscription invoice by e-mail as follows:

From the **Accounting** Places select **Subscriptions in Current Year**. This will list all of the subscriptions you have raised since the 1st of January this year. You can select **All Subscriptions** if you need a subscription raised before the start of the current year.
Search in the list for the member's name and then click on the subscription to highlight it.
Right click with the mouse and a pop up menu will appear. Select the **E-mail** option.
You will then be able to confirm the e-mail address and text details.
When you click the **Send** button the invoice will be attached and sent to the member.

How do I see a historic list of a Member's Transactions?

You may view a member's transaction history which includes subscriptions, invoices and payments and their current account balance as follows:

From the **Players** Places select **All Members.**
Search in the list for the member's name and then click on their entry to highlight it.
Right click with the mouse and a pop up menu will appear. Select the **Transaction History** option.

How do I see a historic list of a Member's Payments?

There is a report that allows you to do this.

On the **Reports** Menu click **Accounting Reports** then click **Payment History**. This will display a list of members. Select the member for whom you wish to view the payment history and click OK.
This will then take you to the **Report Selection** screen with that member highlighted in the **Who to Include in report** section. Now decide the date range over which you wish to view the payment history and then click OK. The payment details will then be displayed.

How do I resend by e-mail a receipt for a Received Payment?

When you record a payment you have the option to e-mail a receipt at that time by ticking the **E-mail Receipt** box. After a payment has been recorded a receipt can be e-mailed as follows.

From the **Accounting** Places select **Payment in Current Year**. This will list all of the subscriptions you have raised since the 1st of January this year. You can select **All Payments** if you need a payment recorded before the start of the current year.

Highlight the appropriate payment and then right click with the mouse and a pop up menu will appear. Select the **E-mail Receipt** option. You will then be able to confirm the e-mail address and text details. When you click the **Send** button the invoice will be attached and sent to the member.

How do I reprint a receipt for a Received Payment?

When you record a payment you have the option to print a receipt at that time by ticking the **Print Receipt** box. After a payment has been recorded a receipt can be printed as follows.

From the **Accounting** Places select **Payment in Current Year**. This will list all of the subscriptions you have raised since the 1st of January this year. You can select **All Payments** if you need a payment recorded before the start of the current year.

Highlight the appropriate payment and then right click with the mouse and a pop up menu will appear. Select the **Print Receipt** option and a copy of the receipt will be printed to your default printer.

How do I refund a Subscription?

If a Subscription has been paid in full or in part then you may refund it.

From the **Accounting** Places select **Subscriptions in Current Year.** This will list all of the subscriptions you have raised since the 1st of January this year. You can select **All Subscriptions** if you need a subscription raised before the start of the current year.
Search in the list for the member's name and then click on the subscription to highlight it.
Right click with the mouse and a pop up menu will appear. Select the **Refund** option. A new window with the details of the Subscription and the refund amount are displayed.

Please select the **Payment Method** for the refund.

If a printed receipt is required tick the **Print Receipt** box. This will be ticked if you have selected the **Automatically Print Receipt for Payment Transactions** as described in the "How do I get Started?" section of this document.

If a receipt is to be sent by e-mail tick the **E-mail Receipt** box. This will be ticked if you have selected the **E-mail Receipts** as described in the "How do I get Started?" section of this document.

You may wish to add some information to the **Notes** section
Then click on OK to confirm the refund.

If the reason for the refund is because the member was assigned the wrong Subscription Template then correct that using the **Edit Member** facility and then raise a new subscription using the **Raise Subscription Wizard**.

How do I refund part of a subscription?

In some cases you may need to refund part of a subscription, perhaps someone has paid for a locker, which they do not require.

In this case you can perform a refund as above, but in the **Amount to Refund** field you can change the amount to be refunded to be any value up to the total of the amount paid. Then click on OK to confirm the refund.

What do I do if a Member has been invoiced, but has decided not to renew their Subscription?

If a member has decided not to renew their subscription then you can either void or cancel it.

The choice to void or cancel depends on your requirements.

If you void the subscription then it is then possible to housekeep the voided subscription from the database, as if it had never been raised.

If you cancel the subscription it will remain in the database. It can be housekept as part of a wider housekeeping of all subscriptions and transactions, but you would only wish to do this housekeeping after a financial year end.

Note if they have already paid the TOTAL amount then the subscription cannot be cancelled. In this case if the organization rules permit then you may Refund the Subscription.

From the **Accounting** Places select **Subscriptions in Current Year.** This will list all of the subscriptions you have raised since the 1st of January this year. You can select **All Subscriptions** if you need a subscription raised before the start of the current year.
Search in the list for the member's name and then click on the subscription to highlight it.
Right click with the mouse and a pop up menu will appear.
Select the **Void** or **Cancel** option as required and confirm.

Now delete this member from HandicapMaster. From the **Players** menu select the **Delete Member** option. This will prevent any further subscriptions being raised.

A Member who has been paying monthly has ceased membership what do I do ?

If a member who is paying monthly has ceased membership for example they have moved away. You may cancel the outstanding monthly payments by cancelling the subscription as detailed above. This subscription it will remain in the database.

How do I deal with deceased Members?

In this unfortunate situation you can follow the same procedure as above to cancel further payments.

TIP: To prevent any future subscriptions being raised delete this member from HandicapMaster, from the **Players** menu select the **Delete Member** option.

How do I give a Member an Honorary Membership?

In this case it is assumed that you wish to provide one of the members with a subscription but at no charge to them.

To do this, create a **Payment Category** called "Honorary Membership".
Create a Payment Item called Annual Subscriptions, and assign it a value of £0.00.

Then create a Subscription template called Honorary Membership and add the above Payment Item to the template.

Edit this member's subscription details and assign this subscription Template to them.

Note: When you run the **Raise Subscription Wizard** a renewal letter (if selected) and Subscription invoice will be created for the member (if selected) but for a value of £0.00.
You may wish to present this to the member as a reminder of their achievement of Honorary Membership!

Can I see an audit log of financial transactions?

If you wish to see what financial transactions have been performed you can view the Audit Log.

This is available on the **Reports** Menu then click **Accounting Reports** and click **Audit Log.** Select the appropriate purse either **Balance** (when no competition purse) or **Subscription Purse** or **Competition Purse**

The audit log will show you the date and time of a transaction and the type of action performed, e.g. Invoice Raised, Payment Recorded, etc. It will also show the name of the user who performed that action. And the amount involved.

Tip: You may select a suitable date range for viewing the data of this report to reduce the amount of data to view.

Can I add a note to all receipts?

It is possible to add text to all receipts that are printed.

To set this text on the **Accounting** menu click the **Options** item and in the **Footnote to add to Receipts** box   enter the required text.

TIP: The receipt footnote text will be added to all receipts until you edit or delete the text.

How do I manage a subscription when a member joins part way through the payment year?

In this example we assume that the annual subscriptions are due 1st of January each year and being paid monthly and that a new member joins in April and has to pay 9 months.

In this situation you can make use of a **Custom** payment schedule for a subscription template.

Firstly you will need to create payment items for the reduced amount due e.g. If the annual payment is 120 and a member joins 3 months in to the payment year then create a payment item for 90, and so on.
Now create a new subscription template, selecting the reduced amount payment items and then for the payment schedule select **Custom**.

For the subscription **First Payment Due** select 1st January
Click **Next** and now untick the first 3 months. Click Finish to save the template.

Now assign the template to the member and then raise the subscription for the member. You will see that they have a total of 9 payments starting in April and ending in December.

At the end of the year you will need to assign the full 12 month payment template, BEFORE raising next year's subscriptions

Another option is to base the subscription on the anniversary of the date the member joined the club.

How do I manage a subscription when a member joins part way through the payment year by using a discount?

You may wish to offer a discount to some members in their subscription, perhaps because they have joined part way through the year, but there may be some other reasons.

If so the following example may be of help.

It is possible to offer a discount by using negative value payment item to discount the subscription. Once the discount amount has been determined add a new payment item with this negative value.

1. On the **Accounting** menu click Configure and then click **Add New Payment Item**.

2. Create a Payment Item using the Payment Item Window.
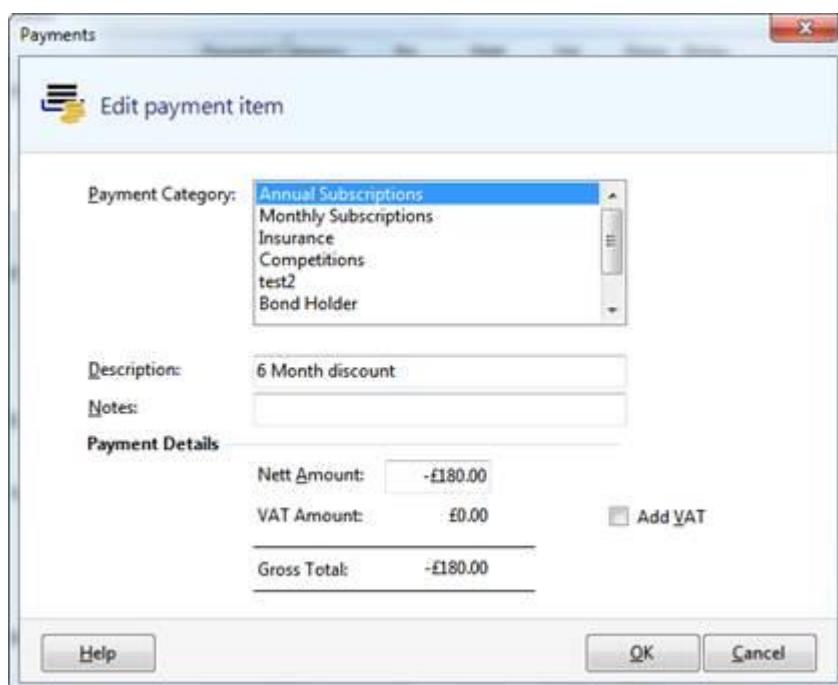
In this example we will assume the current annual subscription is for £360 pounds and is paid Monthly with a start date of 1st January.

*) Create a copy of the subscription template

On the **Accounting** menu click **Subscriptions** and then click **Copy Template.** A list of Subscription Templates is displayed, click one of the templates to highlight it and then click **OK**
OR
On the <u>Task/Explorer tab</u>, click **Explorer** and then, then select the **Accounting** item and select **Subscription Templates.** Highlight the template you wish to copy. Then right click with the mouse and select Copy Template.

*) Now add in the discount Payment item to the copied subscription template.
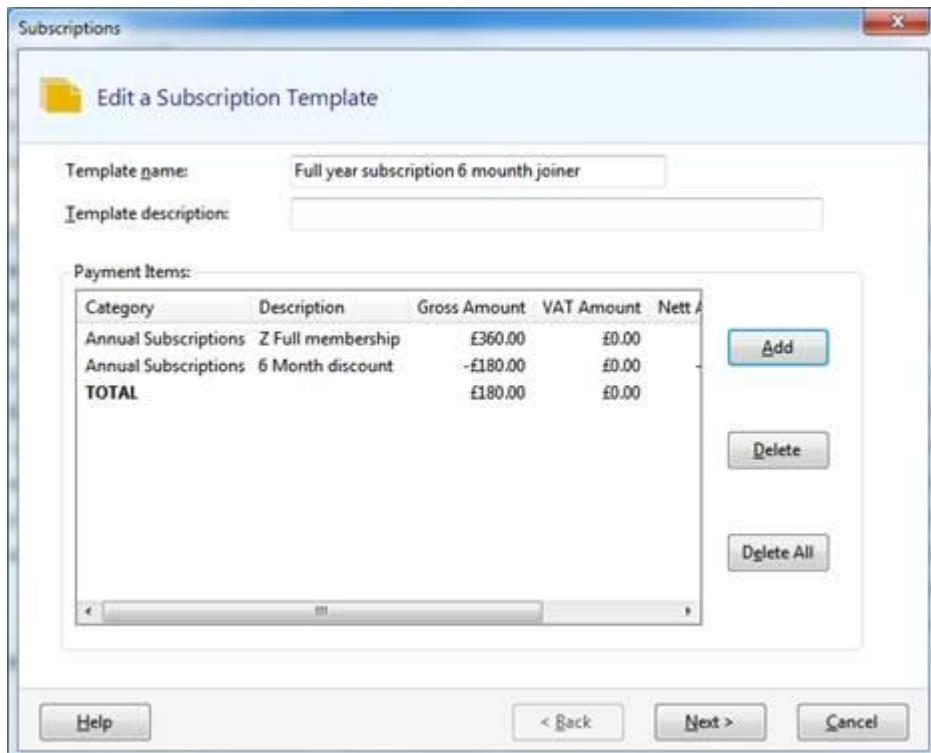
So, the total is half of the annual total. (Or whatever discount is appropriate).

Click Next and change the payment schedule from monthly to "custom"
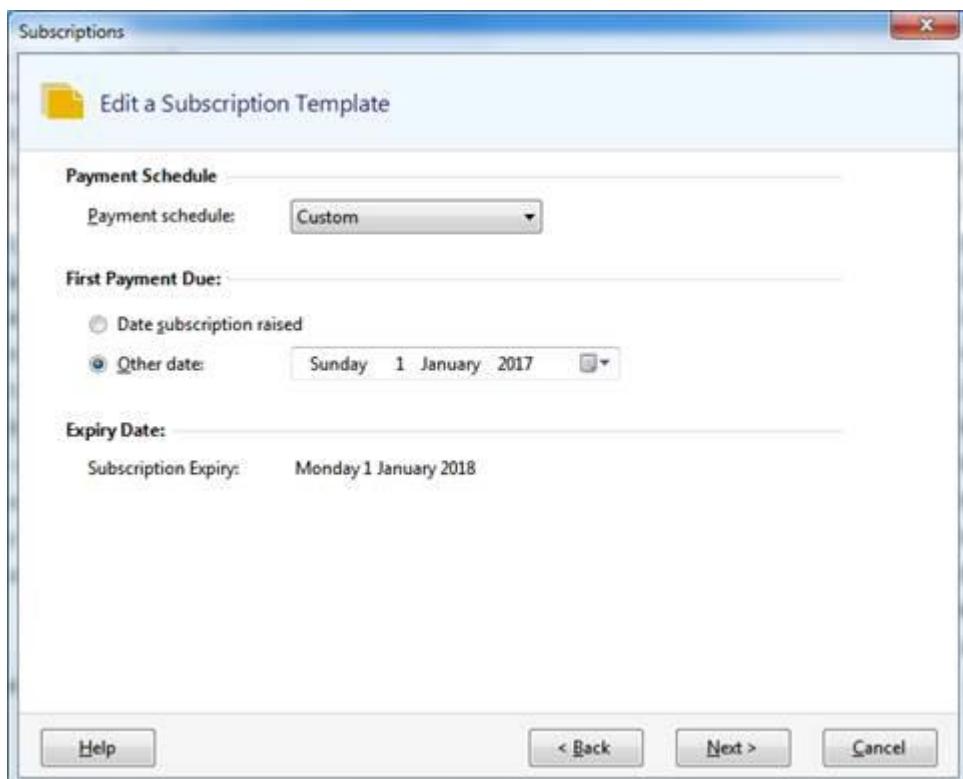
Click NEXT
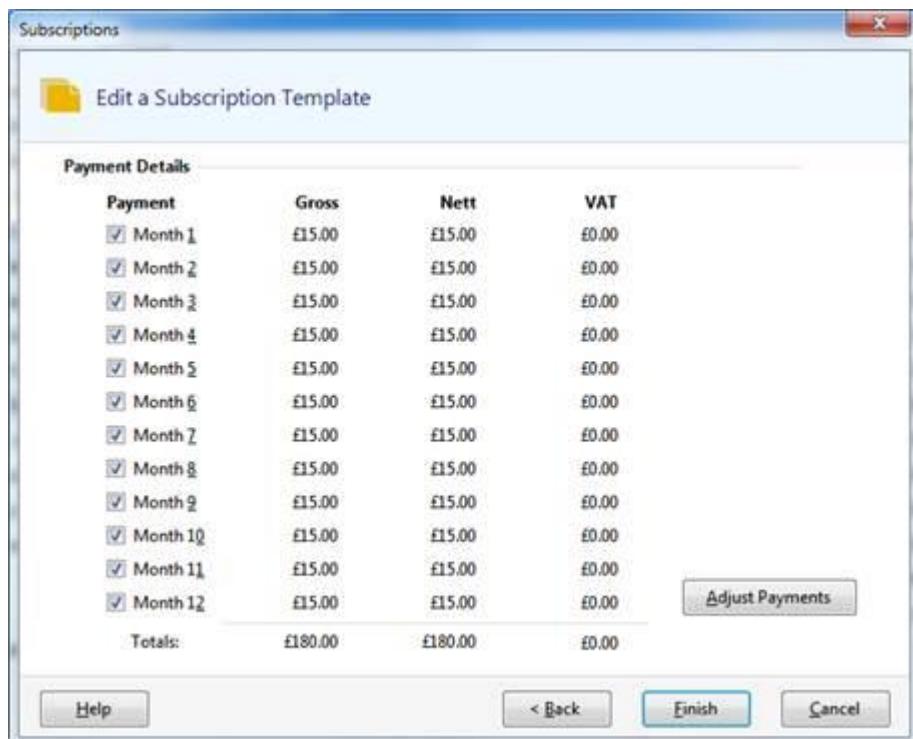
Untick the boxes against the first 6 months.
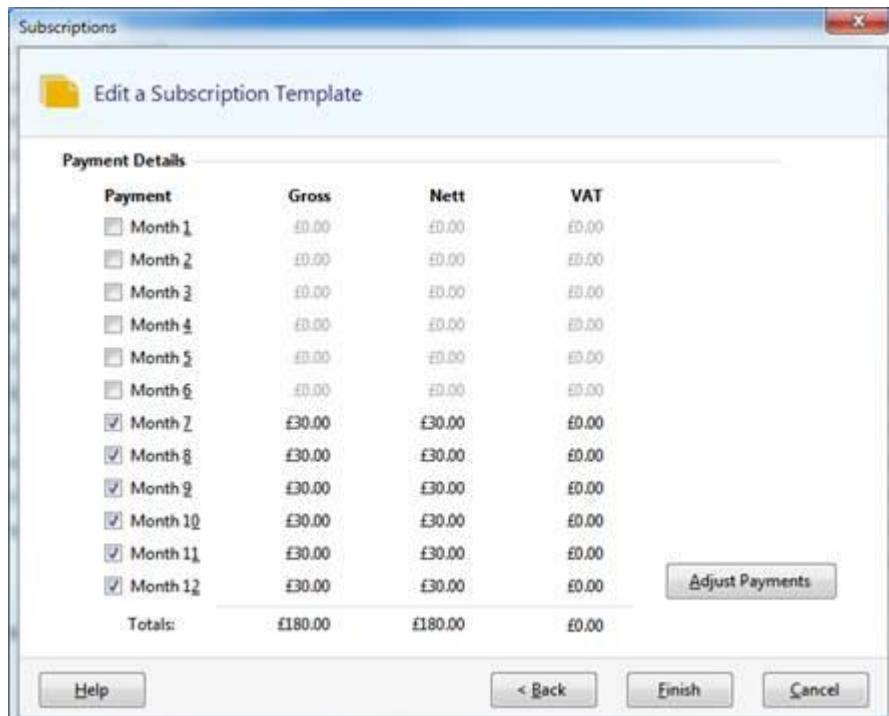
You will see the payments adjust so that the member is just paying for the last 6 months of the year.
Click Finish and then the template is saved.

You then assign the template to the member and then raise the subscription for that member.

By taking this approach all you need to do at the end the year is assign the member to the "Full" subscription template without the discount and thereafter they will be invoiced at the full amount as the template use for the member who joins partway through the season it lined up for the same payment schedule.

How do I find which past members are assigned a subscription template?

On the **Reports** menu, click **Accounting Reports**

Select **Subscriptions (Summary)** or **Subscriptions (Full Details)**

If you select **Subscriptions (Summary)** report, please scroll to the 2nd section where you will see a list of subscription templates and the members assigned to that template, any past members will be indicated by the notation '- [Resigned]' at the end of their name.

If you select **Subscriptions (Full Details)** report, any past members will be indicated by the notation '- [Resigned]' at the end of their name.

To remove a Past individual's subscription template (this should automatically happen when a member is deleted) go to the Past Members list and double click and then select the **Subscriptions** tab and select 'None' as the template within the **Subscription Template** box.

Subscriptions - Correcting possible Subscription Problems

This section explains how to resolve some common subscription problems that may occur.

How do I edit a Subscription Template?

If you wish to change a Subscription Template, this is possible using the **Edit Template** option.
On the **Accounting** menu click **Subscriptions** then click **Edit Template**.

How do I change the start date of all subscription templates?

From the **Accounting** Places select **Subscription Templates.** This will list all the Subscription Templates. Right click with the mouse and a pop up menu will appear. Select **New Start Date for Templates with Fixed Date** and then choose the new start date. Click OK.

You will be asked to confirm that you wish the Subscription Templates to be changed. Click YES and then you will get a confirmation message.
You will see the Start Date for all Subscription Templates with a fixed date has been changed.

Note: Subscription Templates that do not have a fixed data will NOT be adjusted.

Incorrect subscription payment recorded – void payment

You have recorded a payment for a member's subscription fee in error, e.g. recorded a payment against the wrong member.

In this case you should void the payment that was recorded. This will return the subscription to its previous status, e.g. outstanding or overdue as appropriate.

From the **Accounting** Places select **Payments in Current Year.** This will list all payments this year. Find the payment you have recorded in error and click on it to highlight it. Right click with the mouse and a pop up menu will appear. Select the **Void** option and confirm the void action.

The subscription that the payment was recorded against will have the payment returned to an outstanding or overdue status.

Note: if you void the subscription rather than the payment then you will need to raise a new subscription.

Incorrect payments recorded – void multiple payments

You have recorded payments in error.

In this case you may void the payments that were recorded. This will return the subscriptions to their previous status, e.g. outstanding or overdue as appropriate.

From the **Accounting** Places select **Payments in Current Year** or **All Payments.** Right click with the mouse and a pop up menu will appear. Select the **Void Multiple Payments**
Or on the Accounting menu select **Payments** then select **Void Multiple Payments.**
Select the payments to be voided and confirm the void action.

The subscriptions that the payments were recorded against will have the payment returned to an outstanding or overdue status.

Note: if you void the subscription rather than the payment then you will need to raise a new subscription.

A member has had the wrong Subscription Template assigned to them, how do I fix this?

There are 3 possible scenarios:

1. If no invoice has been raised then you just need to associate a different Subscription Template with the user. See the earlier section titled "**Assign a Subscription Template to an individual Member"**

2. If you have raised a subscription, but no payment has been made then you can void the subscription, and then associate the member with a new

Subscription Template and then raise a new subscription for that single member.

3. If the subscription has been totally or partly paid then you must refund the subscription before associating a different template with the member and template and then raise a new subscription for that single member.

For scenarios 2 and 3 to raise a new subscription for a single member from the **Accounting** menu click **Subscriptions** then click **Raise Subscription**. This will start the Raise Subscription Wizard
On the **Select method of Raising Renewals** page of the wizard,
choose the

   One or More Members option

and then select the appropriate member from the list displayed and then continue with the wizard.

Incorrect subscriptions raised, no transactions took place (void multiple subscriptions)

You have raised a number of subscriptions and you wish to void these for some reason e.g. incorrect date or template used.

On the **Accounting** drop-down menu, click **Subscriptions** then click **Void Multiple Subscriptions by range**.

Or from the **Accounting** Places select **Subscriptions in Current Year** or **All Subscriptions**. Right click with the mouse and a pop up menu will appear. Select the **Void Multiple Subscriptions by range** option and confirm the void action.

In the list of subscriptions please select the subscription at the start of the range to be selected for voiding. You may change the list sort order by clicking on a column header.

Click **NEXT**

In the list of subscriptions please select the subscription at the finish of the range to be selected for voiding. You may change the list sort order by clicking on a column header.

Click **OK**

Note: There may be gaps in the list of subscriptions displayed, as some subscriptions may be in a status that means they are not suitable to be voided, e.g. they are already voided.

Alternatively you can void subscriptions by selecting specific subscriptions from a list.

On the **Accounting** drop-down menu, click **Subscriptions** then click **Void Multiple Subscriptions from list**.

Or from the **Accounting** Places select **Subscriptions in Current Year** or **All Subscriptions**. Right click with the mouse and a pop up menu will appear. Select the **Void Multiple Subscriptions from list** option and then tick the box alongside those subscriptions to be voided and then confirm the void action.

A member was deleted how do I restore the member and their subscription?

If you delete a member and they have a subscription that is not fully paid then that subscription will be cancelled, the member's subscription template details are also deleted. Then the member is placed in the past members list. It is possible to undelete them from this list as follows:

From the **Players** menu select the **Undelete** item. This will display a list of past members, select the member whom you wish to undelete and then click OK.

You will then need to associate the member with a Subscription Template. See the earlier section titled "**Assign a Subscription Template to an individual Member"**

You must now raise a new subscription for this member using the Raise Subscription Wizard, as their previous subscription will have been cancelled.

ON the **Accounting** menu click **Subscriptions** then click **Raise Subscription**. This will start the Raise Subscription Wizard
On the **Select method of Raising Renewals** page of the wizard,
choose the

"One or More Members option"

then select the appropriate member from the list displayed and then continue with the wizard.

I have deleted a Member Subscription Pool and all its members how do I restore the members?

When you delete a Member Subscription Pool you are offered the option to delete ALL members in the Pool. If you confirm this, then those members will be placed in the Past Members list. Any unpaid subscriptions will be cancelled.

It is possible to undelete the members as follows:

From the **Players** menu select the **Undelete** item. This will display a list of past members, select the member whom you wish to undelete and then click OK.

Note that the Pool is NOT restored, so you will have to add a new Member Subscription Pool and place the undeleted members in this new Pool.

You will then need to associate the members with a Subscription Template.

Then raise a new subscription for this member using the **Raise Subscription** Wizard, as their previous subscription will have been cancelled.

Subscriptions – Direct Debit Extract

This section describes the extracting of data for Direct Debit instructions to be sent to your club's bank for processing. There is a facility to generate 'New Instructions' and a regular 'Month Instructions' extract file.

Direct Debit - Getting Started

To be able to extract Direct Debit instructions some configuration and entering of Direct Debit account details is required.

'Direct Debit' Method of Payment

Your HandicapMaster system MUST have a "Direct Debit" method of payment configured. This is used to identify those members paying by Direct Debit. Without this 'Method of Payment' the Direct Debit Extract will not operate.

To confirm if you have this method of payment or to add it then on the **Accounting** menu click **Configure** and then click **Methods of Payment**. If "Direct Debit" is not listed, then add a new entry with the name Direct Debit".

Configure Folder for Extract Files and Extract Format

Before a direct debit extract can be made you MUST select a folder where the extract files will be created.
On the **Accounting** menu select **Configure** and then select **Direct Debit**

Click **Select Folder**

Choose a folder where all direct debit instruction extract files will be written to.

Note: Ensure that you have full access within Windows to the folder selected.

The Files that will be created either for 'New Instructions' or for 'Monthly Extract" will be named as follows:

The extract file will be created in the chosen folder with the name "BACS-New-Instructions-YYYYMMDD-NN.csv" for 'New Instructions' or "BACS-Instructions-YYYYMMDD-NN.csv" for 'Monthly instructions.

Where YYYYMMDD is the date in the format of Year, Month and Day when the file was extracted and NN is an incrementing counter, starting at 01 each day).

You MUST select the format of the Bacs files you require.

Currently only **HSBC Bacs-IP** is supported.

Enter member's Direct Debit account details

Click on the **Edit Member** icon within the tool bar in the HandicapMaster window. Then select the member from the list displayed. Now select the **Subscriptions** tab.

Here you will see near the bottom the **Default Method of Payment** box. Please select "Direct Debit". You will now see some extra items displayed. Please enter the Bank Details.

- Account Name   (a string up to 20 characters)

- Account Number (an 8 digit number)

- Sort Code   (AA-BB-CC where A,B and C are numbers)

- Reference   (a string of up to 18 characters)

There is also a tick option **Direct Debit Instruction Set-up Completed**. This should be ticked when the 'New Instruction' for this member has been confirmed by your bank.

Set zero Grace period

To assist with processing, we recommend that when raising direct debit subscriptions, you have no grace period for late payment.

On the **Accounting** menu select **Options** and then set the value of **Days before an invoice or subscription is overdue** to 0

If the grace period is set to 0 then the payment dates are regular e.g. 10th of each month rather than with X days grace.

Creating a Direct Debit Subscription template

You would set up a subscription template with the required number of monthly payments. Typically, this would be 12 monthly payments.

The template MUST be set up with a specific payment start date. E.g. 10th January 2017. This will mean that the 12 monthly payments calculated with become due on the 10th of each month. This is required to be able to extract the payments due for each monthly direct debit extract.

You may wish to include a payment item that accounts for a Direct Debit Surcharge, or you may wish to include this in the annual subscription amount. The following example uses a separate payment item.

By default, the payments will be spread evenly though the year
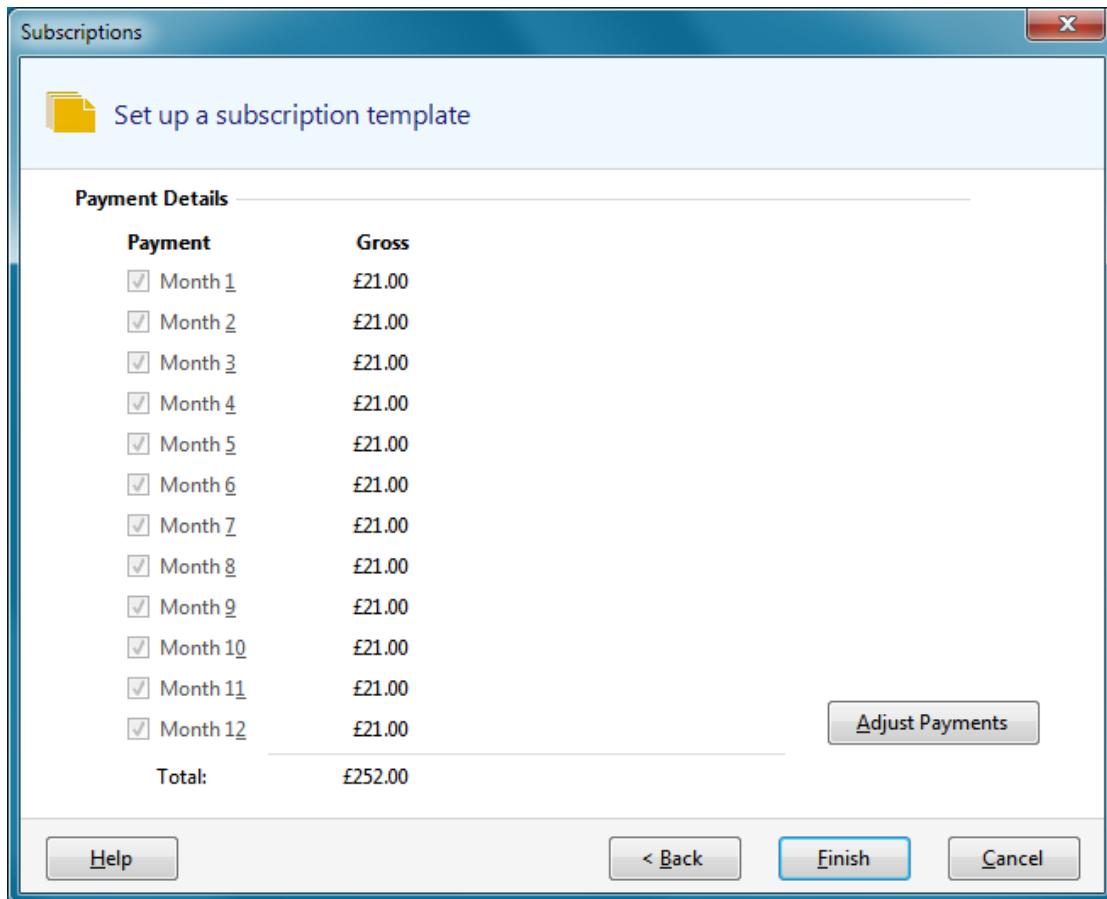
Click **FINISH**

Raising Direct Debit subscriptions

Once the appropriate subscriptions templates have been created and assigned to members then you would raise subscriptions for these members in the normal manner.

Extracting Direct Debit 'New Instructions'

Before a direct debit payment can be made a "New Instruction" request is required to be issued to your bank.
Once you have entered one or more members Direct Debit **Account Name**, **Account Number**, **Sort Code** and **Reference** details you may then create a "New Instruction Extract"

On the **Accounting** menu select **Direct Debit** and then select **Extract**

Select **New Instructions**

Click Extract

The number of new instructions written to the file will be displayed and if there are any members with missing direct debit details, which will prevent that member having an initial instruction entry in the file, that count will also be

displayed, and the members with insufficient direct debit details will be logged in a separate file.

The file(s) will be placed in the folder that you configured above. You may then submit this file to your Bank in the usual manner.

Confirm a 'New Instruction' as set-up

Once you have had confirmation from your bank that the 'New Instruction' has been completed please edit the members in question and tick the option to indicate this as follows:

Click on the **Edit Member** icon within the tool bar in the HandicapMaster window. Then select the member from the list displayed. Now select the **Subscriptions** tab.

Here you will see near the bottom of the tab the option **Direct Debit Instruction Set-up Completed**. Tick this to confirm that the "new Instruction" has been completed and confirmed by your bank.

NOTE: Until this is done this member will be excluded from the 'Monthly' Direct Debit Extract.

Extracting Monthly Direct Debit Instructions

Once a month you will normally create a 'Monthly Instructions' extract file to request that month's direct debits.

NOTE: Until a member has had a 'New Instruction' confirmed they will be excluded from the 'Monthly' Direct Debit Extract.

To create a "New Instruction Extract"

On the **Accounting** menu select **Direct Debit** and then select **Extract**

Select **Monthly Instructions**

In **Extract payments due on or before:** select the date that you wish to extract payments up to an including

For example if you have configured your direct Debit payments in the Subscription template for the 10th of the Month you would need to select a date of the 10th of the month in question, or later.

Click **Extract**

The file will be placed in the folder that you configured above. You may then submit this file to your Bank in the usual manner.

Manage Direct Debit payments and Defaulters.

To record Direct Debit payments that have been received there is a wizard to assist you.

On the **Accounting** menu select **Direct Debit** and then select **Manage Payments Received**

Click **NEXT**

A list of Direct Debit payments that are outstanding or overdue will be generated and then displayed. (this can take a short time)

Tip: You may maximise the window to see a larger list.

All payments will be marked to be recorded as **paid**.

If there are any defaulters (non-payers) locate them in the list and un-tick their payment(s)

Once you have reviewed the list click **NEXT**

Then Click **FINISH** to record the payments.

Direct Debit – Common Questions

How do I record a non Direct Debit payment for a defaulter?

If a defaulter provides a payment by another means you may record this as follows:

In the **Accounting** list option select **Subscriptions in Current Year**. This will display a list of the previously raised Subscriptions. Select the member in question and then using a right click on the mouse you can select the Pay option from the popup menu, or just double click on an entry.

Click on the payment you wish to mark as paid (or partially paid).
The Gross Payment to be recorded will be automatically adjusted to be the full amount of the selected payment.

To record a partial payment you may adjust the **Gross payment to be recorded** value. It is possible to enter a value that is less than a specific payment or greater than one payment. The amount is limited to the maximum outstanding for the invoice or subscription and will automatically be reduced if a larger payment value is entered.

When a partial payment is recorded HandicapMaster will use the partial payment amount to pay as many payments as possible, starting with the oldest due payment.

If a payment value does not exactly match an outstanding payment then a new payment for the remaining outstanding amount will be created automatically and the original outstanding payment will be adjusted to match the payment.

Example:

If there are 12 payments monthly each of 10 units of currency:

If you were to record a payment of 25 units of currency then payments 1 and 2 would be marked as paid, payment 3 would be adjusted to 5 units of currency and be paid, and an additional payment for 5 units of currency would be added as payment 13, but with the same due date as payment 3.

Can I record a partial "cash" payment for a defaulter.

Please see the answer above **How do I record a non Direct Debit payment for a defaulter?**

How are payments extracted for a defaulter

If a member has defaulted on a payment and if the payment is not paid by some other method before the next monthly extract, then the current and previous month(s) payments will be included in the amount being requested as a Direct Debit payment from that member.

There will be a single direct debit instruction for the member in question with a total equal to the payments.

For example, if each monthly payment is 10 units of currency.
If a member defaulted on last month's payment, then this month's extract would be for the sum of two months i.e. 20 units of currency.

If a defaulter had a partial payment recorded, then the amount will reflect the outstanding amount e.g. if continuing with the example above the defaulter had paid 5 units of currency in cash and this was recorded as a partial payment then the direct debit about requested would be for 15 units of currency.

Invoices

Invoices can allow one off items to be raised against members and alter their balance. Examples would be a Bar levy.

Invoices may also be raised by HandicapMaster if competition fee entry via Player Entry is being used.

Before using invoices please ensure that you have read the **"How do I get started?"** section of this document especially the section **"Setting Accounting Options"**. This will ensure that you have configured organization specific items.

Invoices – Getting started

The Invoices use the same idea of a template that is used for the subscriptions. So if you have already set up Subscription Templates much of the initial configuration will have been done and the use of templates will be familiar. In this case you may skip the rest of this section.

If you have not configured Subscription templates within HandicapMaster then please configure your organization details as detailed in section "*Subscriptions - Getting started*"

Once this is done you need to define Methods of payment as in section "**1. Methods of Payment**"

Then define some payment categories for the ad hoc payments and invoices as detailed in section "**2.   Payment Categories**"

For example you wish categories such as

Green Fees
etc.

Define Payment Items

You will need to define some extra Payment Items to be used for the Invoices. These would not normally be used on the Subscription templates. On the **Accounting** menu click **Configure** and then click **Add New Payment Item**.

Payment Items consist of at least 3 elements

Description
Payment Category
Default Amount

An example may help

Initially you define a Competition Fee for Adult members.

Payment Category	Description	Default Amount
Captain's Competition	Member's lunch fee	£36

Then you can define a fee for Junior Members.

Payment Category	Description	Default Amount
Captain's Competition	Junior Member's lunch fee	£12

When you come to record an ad hoc payment, or create an Invoice Template you can then select the appropriate Payment Category and then the desired Payment Item.

You should define a number of these Payment Items before you can add your Invoice Templates, or record an ad hoc payment. However you can create new Payment Items at the time of recording a payment.

What about VAT?

If you are using VAT then you can prevent VAT being charged on certain items by ensuring that the "Add VAT" box is not ticked.
Note: This is NOT visible if you have NOT configured VAT as described in the "***How do I get started? - Setting Accounting Options?"*** section of this document.

Add Invoice Templates

You are now ready to create an Invoice template.

Once added an Invoice Template may be used when raising an invoice against a member. If at some future date the cost of a Payment Item is changed then this is reflected in the Invoice Template and any Invoices raised form this time **onwards** will use the new value. Existing Invoices are not changed.

On the **Accounting** menu click **Invoices** then click **Add Template**.
This will display the **Add Invoice Template** window
Here you must provide the name for the template.
You may add a description, but it is optional.

Then you need to add the various Payment Items you require to make up this Invoice, by clicking the **Add** button. If you wish to add an additional payment Item click the **New** button on the **Add Payment Item** window and create a new Payment Item.

If you add a Payment Item in error, click on it to highlight it and then click on the D**elete** button. If you wish to delete all the Payment Items then click on the **Delete All** button.

Once you have completed adding Payment Items click **NEXT** to decide the **Payment Schedule** of the subscription. The following options are available:

Payment Schedule	Description
Annual	1 payment per year
Monthly	12 payments, one each month
10 Months	10 payments over the year, each month for 10 months from start date
6 months	6 payments one per month followed by 6 month gap
Quarterly	4 payments per year, 3 months apart
Two 6 Monthly	2 payments per year, 6 months apart

Three per year	3 payments per year, 4 months apart
4 Months with 8 month gap	4 payments one per month followed by 8 month gap
Custom	Between 1 and 12 monthly payments may be selected as required.

You can also decide the **First Payment Due** date. This can be the date the Invoice is generated or an **Other Date** in the future, or even the past.

Click **Next** to review and adjust the Payments. The payments and the gross values will be displayed. If you have chosen the **Custom** payment schedule then you may un-tick specific months. The payments will automatically adjust.

If you wish to adjust the way the payments are split (not applicable to annual payments) click the **Adjust Payments** button and then decide from the following options

Split Values Equally

- First payment adjusted for any remainder that cannot be split (this is the default for a new template)

- Last payment adjusted for any remainder that cannot be split

Or

Round Values

- All payments to be whole number except First

- All payments to be whole number except Last

Click **Next** and you will be returned to the Payment Details with the values adjusted based on the selection made.

Click **Finish** to save the template

If you wish to change the Invoice Template at a later date, that is possible using the **Edit Template** option.
From the **Accounting** menu select **Invoices** then select the **Edit Template**

You have now defined an Invoice Template.
If you wish to define more please repeat the above steps.

Invoices - Raising Invoices

One or more Invoices are raised by use of the Raise Invoices wizard.

The Raise Invoices Wizard

On the **Accounting** menu click **Invoices** then click the **Raise Invoices** option. This will start the **Raise Invoice Wizard** which will guide you through the process of raising invoices for members.

You can also start the Invoice wizard by selecting **Accounting** from the Places section. Then click on the **Raise Invoices...** in the Accounting Tasks.

When you start the **Raise Invoice Wizard** you will see an introductory screen. Click **Next >** to continue.

Then you will be presented with 4 options to choose from on the **Create an Invoice for** page of the wizard

- One or More Members
- Members assigned to Membership Categories
- Members assigned to Member Subscription Pools
- All Members

TIP: When raising invoices for **Members assigned to Member Subscription Pools** where the Pool Contact is a member then e-mails will only be sent if that member has been selected to receive subscriptions and invoices by e-mail. If the Pool Contact is not a member then the e-mail address must be valid to receive the invoices by e-mail.

Once you have selected the required **Create an Invoice for**, you may have to make some additional selection for example the specific members, or the Member Subscription Pool s, and so on when you Click **Next >** to continue.

Then continue to the **Invoice Details** page to set up the invoice details.

Enter a suitable **Name and Description.**

Then select the invoice **Template** that contains the items you wish to invoice the member for. This will display the Payment Items that are within that template.

To add additional payment items to the invoice you may click on the **Add** button. If you wish to remove an item then highlight it by clicking on it and then select the **Delete** button.

Note: Any items added/deleted do not alter the template but do change the invoice.

Tip: Click the **New** button to create a new template if the exiting templates are not sufficient.

You may add notes in the **Notes** section if required

After you have finished with the **Invoice Detail**s click **Next >** you will be taken to the **Options** page.

Select the option for sending of the invoices.

- Print Invoices
- No printing of Invoices
- E-mail Invoices with option to print for members not configured to receive e-mails

If you select **"E-mail Invoices with option to print for members not configured to receive e-mails"** the e-mail details are displayed.
You may then modify the E-mail options. These are the **Subject of e-mail** and **Text to include with e-mail**. The invoice details will be added as an attachment to the e-mail.

In addition an extra attachment may be added by clicking the **Add Attachment** button. You may then browse to the file to be added.
To delete the attachment click the **Add Attachment** button again.

Click **Next >** to continue.

If you have selected an option where there may be printed invoices then you are asked to select the printer to which any invoices that are printed will be sent. Select the appropriate printer and then click **Next >** and then click **Finish** to generate the Invoices.

Note depending on the number of invoices being raised it may take a short time for the wizard to complete raising the invoices.

Invoices – Recording payments

Once you have sent your Invoice to a member you will want to ensure that payments are recorded to allow you to then identify any overdue invoices.

There are a number of ways of doing this.

The Payment Wizard

The Payment Wizard allows you to record payments for one or more members.

For full details of this please view the Payments section of this document.

Record payment by selecting Invoice

Another way is to use the **Accounting** places option and to select **Invoices in Current Year** or **All Invoices**. This will display a list of the previously raised Invoices. Select one of these and then using a right click on the mouse you can select the Pay option from the popup menu.

Invoices – Common Questions

How do I view an Invoice?

You can view an Invoice in the following ways:

On the **Accounting** Menu click **Invoices** then click **View**. A list of Invoices will be displayed select the appropriate invoice and then click OK. This will display the **View an Invoice** window. This displays the Payment Items that make up the invoice and the total amount of the invoice. If you wish to view the payment details then click the **View Payments** button. This will display the payments associated with the Invoice and the status of the payments.

You may also get a list of Invoices from the **Accounting** Places by selecting **All Invoices** or **Invoices in Current Year**. Then if you click on the appropriate Invoice in the list to highlight it you may then right click with the mouse and select the **View** option.

How do I find Invoice related Reports?

A number of reports relating to membership and subscriptions have been added. These are available on the **Reports** Menu and then click the **Accounting Reports** option.
For example clicking the **Overdue Invoices** options will take you through the **Report Selection** screen. Select who to include in the report and then click OK to view the **Overdue Invoices** report.

How do I reprint an Invoice?

If a member requires a copy of an invoice previously raised you can print a copy in the following ways:

On the **Accounting** Menu click **Invoices** then click **Print**. A list of Invoices will be displayed and you can select the appropriate invoice and then click OK. This will print the invoice on the default printer.

You may also get a list of Invoices from the **Accounting** Places by selecting **All Invoices** or **Invoices in Current Year**. Then if you click on the appropriate Invoice in the list to highlight it you may then right click with the mouse and select the **Print** option.

Note: The status of the payments at the time of the print will be displayed. For example: a member is paying monthly and has paid a couple of payments these will show as paid and the remaining will be displayed as outstanding (or overdue if appropriate).

How do I resend by e-mail an Invoice?

If a member requires a copy of an invoice previously raised you can e-mail a copy in the following ways:

On the **Accounting** Menu click **Invoices** then click **E-mail**. A list of Invoices will be displayed and you can select the appropriate invoice and then click OK.

Or:

You may also get a list of Invoices from the **Accounting** Places by selecting **All Invoices** or **Invoices in Current Year**. Then if you click on the appropriate Invoice in the list to highlight it you may then right click with the mouse and select the **E-mail** option.

In both cases you will then be able to confirm the e-mail address and text details. When you click the **Send** button the invoice will be attached and sent to the member.

How do I refund an Invoice?

If an Invoice has been paid in full or in part then you may refund it.

From the **Accounting** Places select **All Invoices** or **Invoices in Current Year.** This will list all of the Invoices you have raised.
Search in the list for the member's name and then click on the Invoice to highlight it.
Right click with the mouse and a pop up menu will appear. Select the **Refund** option
A new window with the details of the Invoice and the refund amount are displayed.
Please select the **Payment Method** for the refund.

If a printed receipt is required tick the **Print Receipt** box. This will be ticked if you have selected the **Automatically Print Receipt for Payment Transactions** as described in the "**How do I get Started?**" section of this document.

If the receipt is to be sent by e-mail tick the **E-mail Receipt** box. This will be ticked if you have selected the **E-mail Receipts** as described in the "**How do I get Started?**" section of this document.

You may wish to add some information to the **Notes** section
Then click on OK to confirm the refund.

How do I refund part of an Invoice?

In some cases you may need to refund part of an Invoice.
In this case you can perform a refund as above, but in the **Amount to Refund** field change the amount to be refunded to be any value up to the total of the amount paid.
Then click on OK to confirm the refund.

What to do if a Member has been invoiced, but has decided not to pay?

If a member has decided not to pay the invoice then you can void or cancel the invoice.

The choice to void or cancel depends on your requirements.

If you void the invoice then it is then possible to housekeep the voided invoice from the database, as if it had never been raised.

If you cancel the invoice it will remain in the database. It can be housekept as part of a wider housekeeping of all invoices and transactions, but you would only wish to do this housekeeping after a financial year end.

From the **Accounting** Places select **All Invoices** or **Invoices in Current Year.** This will list all of the Invoices you have raised.
Search in the list for the member's name and then click on the Invoice to highlight it.
Right click with the mouse and a pop up menu will appear. Select the **Cancel** option and confirm the cancellation.

A Member who has been paying monthly has ceased membership what do I do ?

If a member who is paying an Invoice monthly has ceased membership e.g. they have moved away. You can cancel the outstanding monthly payments by cancelling the Invoice as detailed above.

How do I deal with deceased Members?

In this unfortunate situation you can follow the same procedure as above.
To prevent any future Invoices being raised delete this member from HandicapMaster, from the **Players** menu select the **Delete Member** option,

What Does "Mark as Bad Debt" an Invoice mean?

In some cases you may have raised an invoice, but due to circumstances it will not be paid in full. Perhaps you have invoiced a corporate member and they are unable to pay. You may need for accounting reasons to keep that invoice in your system, but you can mark it as Bad Debt to indicate it will not be paid. This may be useful to allow you to reclaim VAT already paid on that invoice.

From the **Accounting** Places select **All Invoices** or **Invoices in Current Year.** This will list all of the Invoices you have raised.
Search in the list for the member's name and then click on the Invoice to highlight it.
Right click with the mouse and a pop up menu will appear. Select the **Mark As Bad Debt** option and confirm the action.

Note that if at a later date you do receive money for this invoice you can record this payment and the Invoice will then change its status from Bad Debt to Paid.

Invoices – Correcting possible Invoice Problems

This section explains how to resolve some common invoice problems that may occur.

How do I edit an Invoice Template?

If you wish to change an Invoice template, this is possible using the **Edit Template** option. On the **Accounting** menu click **Invoices** then click **Edit Template**.

How do I change the start date of all Invoice Templates?

From the **Accounting** Places select **Invoice Templates.** This will list all the Invoice Templates. Right click with the mouse and a pop up menu will appear. Select **New Start Date for Templates with Fixed Date** and then choose the new start date. Click OK.

You will be asked to confirm that you wish the Invoice templates to be changed. Click YES and then you will get a confirmation message.
You will see the Start Date for all Invoice Templates with a fixed date has been changed.

Note: Invoice Templates that do not have affixed data will NOT be adjusted.

Incorrect payment recorded, no transaction took place

You have recorded a payment for a member's invoice in error, e.g. recorded a payment against the wrong member.

In this case you should void the payment that was recorded. This will return the invoice to its previous status, e.g. outstanding or overdue as appropriate.

From the **Accounting** Places select **Payments in Current Year.** This will list all payments this year. Find the payment you have recorded in error and click on it to highlight it. Right click with the mouse and a pop up menu will appear. Select the **Void** option and confirm the void action.

The invoice that the payment was been recorded against will have the payment returned to an outstanding or overdue status.

Note if you void the invoice rather than the payment then you will need to raise a new invoice.

Incorrect invoices raised, no transactions took place (void multiple invoices)

You have raised a number of invoices and you wish to void these for some reason e.g. incorrect date or template used.

On the **Accounting** drop-down menu, click **Invoices** then click **Void Multiple Invoices**.

In the list of invoices please select the invoice at the start of the range to be selected for voiding. You may change the list sort order by clicking on a column header.

Click **Next**

In the list of invoices please select the invoice at the finish of the range to be selected for voiding. You may change the list sort order by clicking on a column header.

Click **OK**

Note: There may be gaps in the list of invoices displayed, as some invoices may be in a status that means they are not suitable to be voided, e.g. they are already voided.

Incorrect invoice

If you have raised an invoice in error e.g. you raised the invoice against the wrong member, then the Invoice may be voided. This is provided NO actual payment has been taken. Please follow the above procedure.

Competition fees

In the Premier with Player Entry and Network with Player Entry editions of HandicapMaster it is possible for competition fees to be configured and raised when a player signs in to a competition.

There are two options

1. Fees are processed immediately by use of a competition fee 'purse'

2. Processed when a competition is closed. This system is deprecated and we recommend the use of the competition fee 'purse' facility.

When fees are processed in conjunction with the Subscriptions Option Invoices will be raised for each fee for each member and the member's account balance will be reduced.

Further details are available in the built-in HandicapMaster Help, please review the "Managing Competition Entry Fees" section within the "Working with Competitions" chapter.

PAYMENTS

Introduction to Payments

This section describes the various aspects of payment recording.
Payments may be recorded for raised subscriptions and invoices. In addition you can also record other income received from members. This does not require you to have raised an invoice in advance. This type of ad hoc payment recording may be useful for recording items such as bar levy etc.
All Payments recorded adjust a member's account balance by increasing the balance.

Account balance

Each member is initially allocated an account balance of zero.
When a Subscription or Invoice is raised for a member their account balance is reduced and may then be a negative value.

When a payment is recorded the amount paid is added to the account balance. Once all outstanding subscriptions and/or invoices are paid a member's balance will be zero provided no ad-hoc payments have been recorded.

Where an organisation has a subscription requirement for various payments at irregular periods through the year we recommend the use of an invoice rather than a subscription and then record Ad-hoc Payments as required.
Then by examining the member's account balance it is possible to determine if a member still has an outstanding amount to pay.

Adjusting members Account balance including those with zero balance

It is possible to adjust all members existing account balances including those with a zero balance.

If you require to initially set-up the account balance of most or all members within an existing HandicapMaster database then it is possible to export the current membership details and edit the file to include an appropriate Balance Adjustment and then re-import these settings.

Note: It is very important to **add** an extra column called **Balance Adjustment** in the file to be imported. Changes to other fields may have undesirable effects!

To export the existing data on the **PLAYERS** menu select **EXPORT**.

To find out the format of the Import file and suitable settings on the **PLAYERS** menu select **IMPORT**. Then click the HELP button for further details of the format of the file.

Add an extra Column called **Balance Adjustment** and then enter suitable values. The value is the GROSS adjustment, and if the VAT rate is non-zero the Net and VAT amounts will be calculated.

Note that we do NOT recommend that you rename the **Account Balance** column, as this will result in **ALL** members balances **doubling**, not the required effect!

When you have finished editing the exported file it may then be re-imported from the **PLAYERS** menu by selecting **IMPORT**.

TIPS:

- Please review the information within the HandicapMaster help documentation regarding exporting and importing membership details before you begin. This will describe the values that the various fields may contain.
- It is strongly recommended that you take a HandicapMaster database backup before you begin as good data processing practice. This will allow you to restore your data to prior to the import if you notice any issues and wish to re-import.

Payments - Recording payments

Payments may be recorded using the Payments Wizard or it is possible to select an individual subscription or invoice and pay that.

Payment Wizard Introduction

The Payment Wizard allows for the recording of the following types of payments:

- Subscription Payments
- Invoice Payments
- Ad-hoc Payments

Once the type of payment is selected then the selection criterion for members may be chosen from

- One or more Members
- One or more Membership Categories
- Members with Default method of Payment
- All Members

Payment Wizard

There are a number of common steps when running this wizard regardless of the type of payment selected. It is only toward the end of the wizard that some different pages are displayed depending on earlier selections.

Select the **Payment** icon in the toolbar or on the **Accounting** Menu select **Payments Received...**

This will start the **Payment Wizard** which will guide you through the process of recording payments for members.

When you start the **Payment Wizard** you will see an introductory screen. Click **Next >** to continue.

On the **Type of payments to be recorded** page select the type of payments that you wish to record from:

- Subscription Payments
- Invoice Payments
- Ad-hoc Payments

Click **Next >** and on the **Record payments for** page chose the criterion for selecting members from:

- One or more Members
- One or more Membership Categories
- Members with Default method of Payment
- All Members

Once you have selected the required **Record payments for**, you may have to make some additional selections for example the specific members, or the Membership Categories, and so on.

The **Methods of Payment** page is displayed if any of the selected members do not have default method of payment assigned to them. This allows the selection of the method of payment to be recorded in the payments for those members without a method of payment. Click to highlight and select the required Method of Payment to be recorded in the payment for those members without a default Method of Payment. Click **Next >** to continue.

The **Partial payment options** page is displayed if subscriptions or invoice payments are being recorded.

Tick the **Record partial payment** box to record a partial payment and enter the value of the **Gross payment to be recorded.** Then **Select a payment option** for managing the partial payments:

Skip members with due amount less than gross payment

or

Discard any remaining over payment

The **Skip** option will prevent any members who have a total due amount less than the value of the **Gross payment to be recorded** from being listed.

The **Discard** option will result in any subscriptions or invoices that are overpaid as being marked as paid and any over payment will **NOT** be added to the member's balance.

At this point the page displayed depends on the type of payment initially selected.

Subscription Payments

Click Next to reach the **Confirm Payments** page.

This will display a list of the payment details that are going to be recorded as paid. Please note depending on the number of outstanding payments it may take a short time for the wizard to produce the list of payments.

Note: If a member has a number of outstanding payments then only the most overdue payment is recorded.

The date of the payments will be recorded as Today's date by default. You may select an earlier date if required.
Note: Future dating is not available.

Select the **Print Receipts** option if receipts are required to be printed. This will be selected if you have selected the **Automatically Print Receipt for Payment Transactions** as described in the "**How do I get Started?**" section of this document.

Select the **E-mail Receipts with option to print for members not configured to receive e-mails** if you wish to send the receipts by e-mail.

TIP: At the end of the wizard if any members are not configured to receive invoices by e-mail, you will be offered the option to print those receipts.

Select **No Receipts** if you do not wish to create receipts, but just record the payments.

Review the list of payments and un-tick any payments that should NOT be recorded as paid. Click **Next >** to continue.

If you have selected an option where there may be printed receipts then you are asked to select the printer to which any receipts that are printed are to be sent. Select the appropriate printer and then click **Next >**

Click **Finish** to record the payments and create receipts if requested.

Note depending on the number of payments being processed it may take a short time for the wizard to complete the recording of payments and the printing or e-mailing of the receipts.

Invoice Payments

Click **Next >** to reach the **Confirm Payments** page.

This will display a list of the payment details that are going to be recorded as paid. Please note depending on the number of outstanding payments it may take a short time for the wizard to produce the list of payments.

The date of the payments will be recorded as Today's date by default. You may select an earlier date if required.
Note: Future dating is not available.

Select the **Print Receipts** option if receipts are required to be printed. This will be selected if you have selected the **Automatically Print Receipt for Payment Transactions** as described in the "**How do I get Started?**" section of this document.

Select the **E-mail Receipts with option to print for members not configured to receive e-mails** if you wish to send the receipts by e-mail.

TIP: At the end of the wizard if any members are not configured to receive invoices by e-mail, you will be offered the option to print those receipts.

Select **No Receipts** if you do not wish to create receipts, but just record the payments.

Review the list of payments and un-tick any payments that should NOT be recorded as paid. Click **Next >** to continue.

If you have selected an option where there may be printed receipts then you are asked to select the printer to which any receipts that are printed are to be sent. Select the appropriate printer and then click **Next >**

Click **Finish** to record the payments and create receipts if requested.

Note depending on the number of payments being processed it may take a short time for the wizard to complete the recording of payments and the printing and/or e-mailing of the receipts.

Ad-hoc Payments

Click **Next >** to reach the **Ad-Hoc Payment** page.

This will allow you to add the payment items to make up the ad-hoc payment details.

The date of the payments will be recorded as Today's date by default. You may select an earlier date if required.
Note: Future dating is not available.

You may enter a Payment Description if required.

Select the **Print Receipts** option if receipts are required to be printed. This will be selected if you have selected the **Automatically Print Receipt for Payment Transactions** as described in the "**How do I get Started?**" section of this document.

Select the **E-mail Receipts with option to print for members not configured to receive e-mails** if you wish to send the receipts by e-mail.

TIP: At the end of the wizard if any members are not configured to receive invoices by e-mail, you will be offered the option to print those receipts.

Select **No Receipts** if you do not wish to create receipts, but just record the payments.

You may also add any notes if required.

You may now add payment items as required by clicking the **Add** button. It is possible to create new payment items by clicking the New button on the payment Item window.

Review the list of payment click **Next >** to continue.

If you have selected an option where there may be printed receipts then you are asked to select the printer to which any receipts that are printed are to be sent. Select the appropriate printer and then click **Next >**

Click **Finish** to record the payments.

Note depending on the number of payments being processed it may take a short time for the wizard to complete the recording of payments and the printing and/or e-mailing of the receipts.

Individual Subscription Payments

To record an individual subscription payment select the **Accounting** places option and select **Subscriptions in Current Year**. This will display a list of the previously raised Subscriptions. Select one of these and then using a right click on the mouse you can select the Pay option from the popup menu.

Individual Invoice payments

To record an individual Invoice payment select the **Accounting** places option and select **Invoices in Current Year** or **All Invoices**. This will display a list of the previously raised Invoices. Select one of these and then using a right click on the mouse you can select the Pay option from the popup menu.

Exporting Subscriptions, Invoices and Payment Data

This section describes the exporting of subscription, invoice and payment data.

To export data On the **Accounting** menu click **Export**.
Then choose the export file and select the type of records to be exported.

The file created will be a 'Comma-separated file', suitable for importing into Microsoft Word or Excel.

Format of the Export File

It is possible to export details about subscriptions, invoices and payments to a CSV (Comma Separated Variable) format file.

The export file will be:

· an ASCII text file,

· one accounting entry per record in the file,

· a special 'Header' record will be the first record in the file (see below).

· each field within each record will be separated by a comma

Header Records

There are three types of accounting data that may be exported. Subscriptions, Invoices and Payments. Each has a different 'Header' record.

The Subscription Header Record

The first record in the file will be a Header record. This consists of the names of each of the columns (fields) within the file. The fields will be ordered as follows:

Surname
Member's Surname

Middle Initials
Member's Middle Initials

First Name
Member's Given Name

Club Number
The Membership number or code for this member.

Subscription Number
Unique number identifying the Subscription

Date Raised
The date the subscription was issued

Name
Descriptive name of the Subscription

Net
Net Amount

VAT
VAT amount

Gross Total
Total of Net + VAT

Status
Status of the Subscription e.g. Paid, Void, Overdue, etc.

Payment Start Date
Due date of the first (possible only) payment.

Number of Payments
The number of payments required to fully pay the Subscription

Notes
Notes (if any) added to the Subscription

The Invoice Header Record

The first record in the file will be a Header record. This consists of the names of each of the columns (fields) within the file. The fields will be ordered as follows:

Surname
Member's Surname

Middle Initials
Member's Middle Initials

First Name
Member's Given Name

Club Number
The Membership number or code for this member.

Invoice Number
Unique number identifying the invoice

Date Raised
The date the invoice was issued

Name
Descriptive name of the invoice

Net
Net Amount

VAT
VAT amount

Gross Total
Total of Net + VAT

Status
Status of the Invoice e.g. Paid, Void, Overdue, etc,

Payment Start Date
Due date of the first (possible only) payment.

Number of Payments
The number of payments required to fully pay the Invoice

Notes
Notes (if any) added to the Subscription

The Payments Header Record

The first record in the file will be a Header record. This consists of the names of each of the columns (fields) within the file. The fields will be ordered as follows:

Surname
Member's Surname

Middle Initials
Member's Middle Initials

First Name
Member's Given Name

Club Number
The Membership number or code for this member.

Receipt Number
Unique number identifying the payment

Date
The date the Payment was recorded.

Payment Method
How the payment was paid e.g. Cheque, standing order, etc.

Name
Descriptive name of the Payment

Net
Net Amount

VAT
VAT amount

Gross Total
Total of Net + VAT

Status
Status of the Payment e.g. Paid, Refund, Void, Cancelled.

Notes
Notes (if any) added to the Payment

Terminology

This section describes some of the phrases used in the HandicapMaster Subscription Option. They are listed alphabetically

Account Balance

A running combined total of the subscriptions, invoices and payments for a member. Invoices and subscriptions reduce the balance, payments increase the balance.

Ad hoc payments

These are payments recorded for items that are not part of an issued invoice or subscription. An ad hoc payment may be used to increase a member's account balance. A positive balance may be included within a member's subscription when it is raised.

Anniversary

The day in the current year that is the anniversary of the date a member joined in a previous year.

Annual payment

This is a single payment for a Subscription or an Invoice.

Bad Debt

After issuing a subscription or an Invoice it becomes clear that full payment will not be forthcoming, you may wish to mark this as a Bad Debt for accounting purposes.

Cancel

When this relates to a subscription it means that the subscription was raised, but the member has not renewed their membership so the subscription has been cancelled.

If you cancel the subscription it will remain in the database. It can be housekept as part of a wider housekeeping of all subscriptions and transactions, but you would only wish to do this housekeeping after a financial year end.

Corporate member

A corporate member will appear as a normal member for handicapping, however they will be placed in a Member Subscription Pool and the Pool Contact will be a company representative rather than an individual member.

Default Method of Payment

This is the method of payment that may be assigned to a member and will be used for recording payments from this user.

Due Date

The date by which a payment is required. This is for raised subscriptions or invoices.

Invoice

This is a list of the items for which payment is required from a member or corporate member.

Invoice template

This is a collection of Payment Items that have been selected to make up a template for an invoice that can then be raised against members as required.

Member

This is a person who has joined the Golf organization and is paying subscriptions on a regular basis.

Member Subscription Pool

This is a group of members who have been placed in a pool for billing purposes. The Subscription renewal letter for the members in a Member Subscription Pool will be addressed to the Member Subscription Pool Contact.

Member Subscription Pool Contact

This is the person to whom the subscription renewals for the members of that Member Subscription Pool are sent.

Methods of Payment

The means by which a payment is paid.

Monthly payment

This is a series of 12 payments for a Subscription or an invoice.

Partial payment

A payment to be recorded that does not equal one of the scheduled payments. This value can be less than the next scheduled payment, or be sufficient to pay a number of scheduled payments.

Payee

The person who is making a payment.

Payment Categories

This is a way of arranging Payment Items into categories to help the user of the HandicapMaster Subscription Option

Payments

These are records of monies received from payees.

Payment Items

This is a list of items that can be added to Subscription and Invoice Templates. They contain a description of the item and its payment value

Payment History

This is a record of the transactions associated with a member

Overdue Subscription (or Invoice)

A subscription or invoice for which a payment has not been received by the due date.

Refund

This is a payment that is recorded against a subscription or an invoice where the Golf organization has decided to repay money to the payee.

Renewal letter

This is the letter issued as part of the subscription renewal process.

Subscriptions

The fees payable by a member of the Golf organization to start or retain their membership

Subscription payments

The payments recorded against a member's subscription renewal.

Subscription Template

This is a collection of Payment Items that have been selected to make up a template for a Subscription that can then be raised against members as required,

Void

This action can be applied to invoices, subscriptions or payments that have been raised my mistake by the user.

If you void the invoice, subscription or payments then it is then possible to housekeep these voided items from the database, as if they had never been raised.

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