Club Office Accounts Receivable

Overview

A/R configuration establishes most of the parameters for sales transactions to flow through the Club Office system. In conjunction with the membership system, Club Office's A/R system becomes exceptionally powerful and flexible. When combined with SQLPos Point of Sale and the Club Office inventory system, a completely seamless pos sale to member statement to general ledger financials data flow can be created. The accounts receivable system must be configured before sales transactions can be processed.

Club Office A/R Design Concepts

- Because Club Office is a membership-based accounting system, a primary design concept is that every sale is linked to a member account, ensuring that purchase history and sales demographics can be maintained. The default purchase tender type is "member charge;" cash or credit card transactions are suitably linked to "convenience" member accounts such as "Mr. Cash" or "Mr. Credit Card" by the application of a suitable "payment" to the account at the time of purchase.
- The design concept automatically and simultaneously tracks "receivables." At the end of the month, all sales transactions that have not already been paid for with a cash, check or credit card "payment" are accrued to the system's receivables account. Therefore, sales can be applied to sales departments while the system automatically manages the receivables value.
- Club Office views accounts receivable as an ongoing monthly activity; in fact, it uses a "month counter" to know what month of the year it's in (January = month 1, February = month 2, March = month 3, etc.).
- Every day in a current month is "open" for valid sales or payment transactions throughout that entire month; transaction dates are in the international date format (YYYYMMDD) and therefore, for example, only transactions that are dated 20071101 through 20071130 can apply to November 2007.
  - Actually, Club Office also uses the 'zero' date of a month (20071100 in this example) to hold a temporary "balance forward" value when printing member statements. The zero date ensures that the members' statements always display the balance forward as the top line of the first page. The zero-date transaction is system-generated; users cannot create zero-date transactions on their own.
- Because the entire month is open, it's not necessary to work with the first day of the month before you work on the second, etc. and this allows entering sales transactions for yesterday, or last week or even three weeks ago, as long as the actual transaction date is within the current month boundaries.
- Keeping the entire month open in this manner virtually eliminates member disputes that arise if tickets are dated for times when the member was not actually at the club. Because the entire month is open, for accurate daily sales reporting Club Office's end-of-month reports always summarize sales for *each day* of the month, regardless of when the transaction was entered into the system.
- At any time during the month, Club Office's built-in sales forecasting tools can predict dues and other "future" income items based on the automatic recurring charge functions that are normally performed at the end of a month.
- At the end of a month, "monthly processing" is invoked to apply dues, late fees and any other special automatically-recurring fees to member accounts that may be based on each member's purchasing activity. A good example is the application of automatic charges for members who haven't spent the "minimum required" for a certain time period. Member statements may be printed, e*statements emailed to members, if this feature is configured. If using on-line Internet statements, the encrypted data file containing the month's member activity can be uploaded to the club's web site for the members to view at their leisure. Final end-of-month reports are printed now, too.

⌐ Lastly, an "A/R finish" process is invoked that finalizes all sales records and member aged balances, archives summary department totals for future sales comparisons and generates appropriate G/L journal entries so that the club's A/R activity may be correctly recorded in the general ledger. The "finish" also moves the system into the next month by advancing the month counter.

Accounts Receivable Configuration

Because all sales and payment transactions must flow through the A/R system, configuring it properly is essential to processing and recording sales accurately, or even at all.

To access A/R configuration:

1. Double-click the multi-colored diamond on the main menu:

2. Inside the main configuration module, click the Accounts Receivable radio button:

The order of configuring the accounts receivable system is as follows:

1. At the main Company Configuration screen, be certain that the default state sales tax value is set properly. (Check to be sure; then return to A/R configuration to continue.)

2. Create appropriate general ledger income accounts for receiving sales transactions, late payment fees and unused minimums (if your club has minimums), asset accounts for "receivables from members," a liability account for sales taxes payable, and an account for service charges (either a liability or income account, depending on how you treat them). If you use prepaid minimums, you should also create suitable liability holding accounts for the prepaid monies members put on account. All these accounts must be established *before* the A/R system can be fully functional. If this has not yet been done, please review the General Ledger portion of the manual and return to A/R configuration when the general ledger is ready.

3. Set the A/R access levels to provide the appropriate staff with the proper ability to perform their work.

4. Configure the items in the main A/R screen.

5. Click the "Update A/R list from G/L" to make certain the A/R system is aware of any changes that have been made in the General Ledger configuration. Then set the individual A/R sales account percentages to reflect how the system should manage sales tax and service charges. Club Office manages these on a *per-account* basis. This must be done *before* A/R sales accounts can be configured with appropriate tax and service charge percentages, not to mention whether to link them to the appropriate minimums, prepaids, installments and totallers. Configuring the sales accounts must also be done before any sales transactions are entered into the system (manually or otherwise) or inventory items created (for SQLPos Point of Sale).

Reminder: at any Club Office configuration screen, click Modify before making changes; click OK to save the changes afterward.

Access Levels
Accounts Receivable utilizes four access levels:
⌐ **Inquire only:** users can look but not add or change A/R information.

- **Update/Edit Daily:** this is the setting for users who will key daily manual transactions and/or import transactions from a POS system. This level should be higher than "inquire only."

- **Monthly Processing**: this level is for users who can do all of the above and also generate month-end charges and print member statements. This level also allows un-doing the monthly process to start over in case of an accident or oversight. This level should be higher than "update/edit daily."

- **Finish & Post Monthly:** this level allows all of the above plus the ability to close the month and ready Club Office's A/R system for the next month's transactions. This level should be higher than "monthly processing."

In the following example, the A/R system's access levels are all set to 5. This would prevent a user whose A/R setting is less than 5 from using A/R at all. And being that all levels are set to the same number, it would indicate that perhaps only a single user might be responsible for processing A/R at this club; if multiple people were involved, it's more likely that different access levels would be in place: for instance, perhaps a couple people might be given access to work on daily matters but not have privileges to generate monthly dues and other automatic charges or finalize the month's A/R activity by invoking the "finish and post monthly" activity.

Other A/R configuration items are generally straight-forward, although many of them have special nuances that can be used to tailor the A/R system to your need:

- **G/L Acct: A/R:** This is the general ledger account to which total receivables are to be posted. This should be an asset account. (Note: Press the F-5 key to lookup the G/L chart of accounts anytime you are in an input box that requests a G/L account number).

- **G/L Acct: A/R sales tax:** this is the G/L account where sales taxes are accrued. This should be a liability account.

- **G/L Acct: A/R service charges:** this is the G/L account where automatic service charges are accrued.
  - If you collect these fees with the full intention of distributing them to employees at a later date, this should probably be a G/L liability account.
  - If you collect these fees with the intention of distribution none, some or most (but not all) to employees, this should probably be a G/L income account.

- **Y/N Apply sales tax to service charges**?: Answer "Y" (yes) if your state requires that tax be applied to service charges that the club applies to good/services when they are purchased by a customer.

Y	Y/N: Apply sales tax to service charges?	1	% of s/c to tax?	D	Use Dept tax or Sales tax?

  - If "Y" additional entries appear to configure the percentage of a service charge that should be taxed and where to get the tax percentage.
    - Example, if the club retains 1/3 of the total calculated service charges and your state requires sales tax on service charges kept by the club (not the employees' portion), you would enter .3333 in the **"% of s/c to tax"** box that appears. *Note that this entry is not the actual sales tax percent -- this is the percentage of collected services charges that are in themselves taxable.* In the example above, the club has decided that it will be taxing 100% of the service charges collected, so the percentage entry is 1 (1=100%).
    - **Use Dept tax or Sales tax?:** choose whether the service charges are to be taxed at the system's default sales tax rate setting (found on the Company Configuration screen) or whether it should be taxed at the percentage assigned to the individual departments themselves. The abbreviation to use is either "S" for "sales tax" or "D" for "department."
      - Example: liquor may be taxed at 9% whereas the state sales tax may be 6%. If you want the system to base taxes on service charges on the default sales tax rate, set this to S. If service charges for liquor sales are to be taxed at the liquor tax rate (configured on every sales department where liquor sales are made), then choose "D." The default is D.

- **Late payment fee (%):** If you charge a percentage for late payment of your membership accounts, type the percentage here. Remember to enter it as a decimal number. For example, 1.5% would be entered as .015. Of course, a 0% negates any late fees and is a good way to make sure no late fees are ever charged to an account.
  - Some clubs refer to this as a "finance charge" instead of a "late fee." The semantics you use are up to you, of course, but before you settle on the actual wording, check with your club's CPA. We once heard that a state forced the club to *retroactively* refund all "finance charges" collected because the club was deemed "not to be a financing institution nor was it licensed to act as such."

- **Threshold minimum late fee $:** A 10-cent late fee might look ridiculous to a member on his/her statement, and you can set a threshold level beneath which no late fee is charged. Note that this setting overrides the minimum $ fee (see below) when processing late fees.
  - Example: Suppose your desire is to charge a minimum flat rate to anyone having a late fee at all. If the threshold was set to $.10 and your minimum $ fee was $5.00, a member whose late fee calculated to 9 cents would not have the $5 minimum applied to the account.

- **Late payment grace period (days):** This is the number of days into the month before the main late fee is charged. This must be between 0-31 days. Because the late fee is date-dependent, it is important to process member payments on the day they are received. A setting of 0 overrides all late fee settings altogether. Set this to 32 days to have the system set it automatically to the last day of the month (32 days encompasses any month's number of days). To charge fees based on aged balances as instead, set it to 60, 90, 120, or 121 for those aged periods.

◢ **Late Fee G/L account:** This is the account to which late fees are recorded in your G/L. This should likely be an income account.

◢ **Minimum $ fee to assess a late account:** to charge a flat minimum late fee, type the amount here. This is a dollar-value entry. Then when the system calculates a late fee it will charge the greater of either the minimum $ value or the calculated fee.

◢ **Number of minimum cycles:** This setting controls whether minimums are in use at all as well as what options a user sees on the member financial screen. Setting this to zero turns minimums off for all members. Available settings are:

  ◢ 0 - Deactivates minimums for all member accounts *regardless* of what their individual settings were when this main configuration option was set to zero.
  ◢ 1 - This enables the monthly minimum cycle, whereby applicable member purchases are applied over the course of the entire current month.
  ◢ 2 - Two cycles per month: the 15th and last day of the month. You might assign half of the members to the 15th and half to the last day of the month. The range of dates is inclusive, meaning the first cycle starts the 15th of the previous month through the 14th of the current month; the second cycle starts on the 1st of the month through the last day of the month. (An extra option inside the A/R module when processing month-end can change this to the 16th through the 15th if you wish.)
  ◢ 3 - Three cycles per month (10th, 20th and last day of the month). You might assign one-third of the members to the 10th, another third to the 20th and the last third to the last day of the month. Like setting #2, the range of dates is inclusive.
  ◢ 4 - This setting indicates that a minimum is to span two months' time. Two-month minimums always begin on the odd-numbered month.
  ◢ 5 - This setting indicates that a minimum is to span three months' time. This coincides with the accounting quarter (i.e. months 1-3, 4-6, 7-9 and 10-12).
  ◢ 6 - This indicates the minimum is semi-annual, spanning a 6-month period (Months 1-6 and 7-12)
  ◢ 7 - This is also a 6-month minimum that applies only months 4-9 (April through September) and has no bearing whatsoever on the other months of a year. This is a good choice for facilities that have a "seasonal" minimum from April through September, for example.
  ◢ 8 - This setting is an annual minimum, spanning an entire *calendar* year.
  ◢ 9 - This setting is for quarterly minimums that do not coincide with the calendar quarter. Example: Feb-Apr, May-July, etc. or Mar-May, June-Aug, etc. If selecting this option, the user must also set the "minimum offset" for each member financial record to coincide with the offset from the calendar quarter, which is either +1 month or +2 months.
  ◢ 10. This setting is only for the very brave for it displays all possible minimum choices on the member financial screen. Having all choices available allows the user to set any member to any of the available cycles built into the system. Example: member #35 might be on a monthly program whereas member #893 might be on a semi-annual while #461 could be on a quarterly cycle. Using setting #10 requires the most careful use as it can easily open the door for some very difficult A/R situations making reconciliation of member minimums very confusing.
  ◢ 11. This is a trimester minimum that corresponds to January-April,, May-August and September-December.

The number you enter into this box affects what options a user can select when viewing the member's financial screen. For example:

A setting of 3 displays only these minimum choices:

A setting of 10 displays all minimum choices:

Note: having all options available all the time may seem like a good idea but it you don't need them all to be visible and selectable, choose the cycle setting that provides the options you actually use. Having all options available all the time opens the door for accidentally setting a member account to a minimum time period that you may not use.

↵ **A/R Month (1-12):** This corresponds to the current "month" of the year where January = 1, February = 2, March = 3, etc. Club Office considers accounts receivable to be ongoing – it is never officially "closed" in the same sense that a G/L fiscal year is closed -- A/R continues on, month after month regardless of the G/L period. However, at the end of a month, the A/R system calculates the correct general ledger posting period for its monthly entries by reading the G/L configuration option that identifies what month of the year is the start of a fiscal year.

  ↵ On a new system, the number you enter here should represent the month of the year when your A/R system is going "live;" member aged balances must be set to those of the closed month immediately prior to the "go live" month.

  ↵ Once set at the initial "go live" month, the A/R month setting is managed automatically by the system when the "A/R finish" process is invoked.

  ↵ **WARNING: Do not change the A/R month setting manually without first consulting with Club Data technical support staff.**

↵ **Consolidate Chits on Statements:** Club Office's member statements present sales transactions in line-item detail. This feature causes the statement printing module to group all items for a single chit for a single member into one single line item on the member's statement. This "brute-force" method provides little detail on the member's statement as all ticket detail is consolidated into a single line with a date, ticket number and ticket total. The description that's printed on the statement is whatever the statement description setting is for the single, largest dollar item on the entire

ticket itself. This may be a food item in some cases or a beverage item in other cases, or possibly even tax or service charges. To turn the feature on, check the box; (another check box will appear for "Use Group Code Consolidation" which is explained later).

⌐ Consolidate is generally designed for third-party POS users. External POS systems such as Micros and Restaurant Manager usually store subtotals for service charges and sales tax instead of providing this detail at the individual item purchase level. Therefore, an interface that decodes the transactions from an external system creates separate line items for service charges and tax, and these appear on a Club Office member statement as separate lines, too instead of showing the values in the appropriate S/C and Tax columns only. (Note: because of the tight integration of Club Data's SQLPos Point of Sale into Club Office, SQLPos transactions *do* provide line-item service charge and tax detail instead of only summary totals like other POS systems!)

⌐ **IMPORTANT:** when consolidation mode is ON, transactions keyed manually through the A/R system will NOT have service charges and/or tax calculated automatically. Instead, S/C and tax must be keyed manually as separate transactions. They will all be brought together again by the statement printing module when the ticket is "consolidated" into one item.

⌐ **IMPORTANT:** The statement printing module includes a file menu option to switch consolidation on or off temporarily and only while printing statements. The main A/R configuration setting makes the entire A/R system sensitive to consolidation throughout the month. You may find that leaving consolidation "off" as a configuration option and then using the temporary switch in the statement printing module may be more convenient in your operation.

⌐ **Use Group Code Consolidation:** If consolidation is selected, a secondary check box appears that provides a user-configurable consolidation option using a "group code." Group code consolidation provides multi-level consolidation instead of the brute-force method that the first consolidation mode provides. For example, group code consolidation could be used to show all food items in one group and all beverage items in another group so that a member statement would provide a bit more detail for each sales ticket than just a single line item with a total.

   ⌐ Note that while the general ledger module uses group codes as well, the group codes in the A/R module are completely separate from those in G/L.

   ⌐ A/R group codes are assigned in the A/R sales department grid after an "update A/R from G/L" when the "group consolidation" box is checked. The far right side of the sales department grid assigned to group codes is displayed in yellow, such as below:

Accounts Receivable Departments										
Name	Level	SC%	Tax%	Min#	Ins#	Pp#	Tot#	Rpt	Group	Statement Text
Member dining	1	0.15	0.065	1	0	0	0	0	101	Dining Room Food
Non-member dining	1	0.2	0.065	0	0	0	0	0	101	Dining Room Food
Misc Food	1	0.2	0.065	0	0	0	0	0	101	Dining Room Food
Misc N/A Beverage	1	0.15	0.065	0	0	0	0	0	105	Dining Room Beverage
Misc ALC Beverage	1	0.15	0.065	0	0	0	0	0	105	Dining Room Beverage
Misc Other	1	0.15	0.065	0	0	0	0	0	103	Misc. Other
Member beverage	1	0.15	0.065	1	0	0	0	0	105	Dining Room Beverage
Non-member beverage	1	0.2	0.065	0	0	0	0	0	105	Dining Room Beverage

   ⌐ Group code consolidation is completely user-defined; every sales account that you want to be in a group must have a group number and statement text description.

   ⌐ A group code can be any number between 0-32766. Put all like-departments into the same group code number. During the statement printing function, multiple

line items in a single transaction having like group codes are consolidated into a single line item for printing on the statement. The text that is printed for group codes is whatever is listed in the "statement text" field; if this field is left blank, the standard A/R account description field is used in its place.

⌐ NOTE: Like the group code number, be sure to type the same statement text for every account having the same group code; typing it for only one isn't enough. If a transaction is made to an account that is not configured for a group code, the item is assigned group 0 (zero) and the standard A/R account description is printed on the member statement.

⌐ **CAUTION:** THE CONSOLIDATE FUNCTION ALSO AFFECTS THE WAY THE SYSTEM TREATS MANUALLY KEYED SALES TRANSACTIONS. THEREFORE, CONSOLIDATE (EITHER METHOD) MAY BE TURNED ON OR OFF ONLY AT THE BEGINNING OF A MONTH AND PRIOR TO THE KEYING OF ANY MANUAL TICKETS FOR THAT MONTH. DO NOT TURN IT OFF DURING THE MIDDLE OF A MONTH OR MEMBER BALANCES, SALES TAX AND SERVICE CHARGE TOTALS MAY BE AFFECTED IN AN UNPREDICTABLE MANNER WHEN MONTH-END PROCESSING IS PERFORMED.

Minimum #1, #2, #3 and GL Account, Ppd?, Ppd G/L#

Club Office can accommodate three separate minimums -- perhaps one for food, a separate one for beverage, and maybe another for ??? We heard of one facility that at the members' request, built a combination golf/tennis pro shop and the club established a minimum purchase requirement for pro shop sales to ensure that members would support it.

	Title	GL Acct	Ppd?	Ppd G/L#	DinCR G/L#
Minimum #1	Food/Bev	3460.000	N		0
Minimum #2		.000	N		0
Minimum #3		.000	N		0

Creating a minimum program involves multiple configuration settings:

1. The minimum program must have a title;
2. It must have a suitable G/L income account number to record "unspent minimum revenue";
3. All sales departments that apply to the minimum must be marked in the "Min#" box with the respective minimum number;
4. The minimum must be configured on the financial screen for all member accounts to which the minimum spending requirement applies.

⌐ **Title:** In the title box, type the name of the minimum program (maximum of 15 characters). This text appears on the members' statements when the minimum is not satisfied and a charge has been made for the "unspent minimum." Popular titles are: "Food/Bev," "F & B," "Dining," or even "Minimum."

⌐ **GL Account:** type the G/L account number where revenue is recorded for members who are charged because they haven't met the minimum through their own spending. This is the "unspent minimum" G/L income account.

⌐ **Prepaid Minimums:** this is an advanced topic that is not well suited to an individual who does not possess a strong accounting background. The mechanism for setting up and managing prepaid minimums is explained in detail toward the end of the Membership section of the Club Office manual.

⌐ **Ppd?:** If the minimum is a PREPAID minimum, type a "Y" into the box . Another box will open.

	Title	GL Acct	Ppd?	Ppd G/L#	DinCR G/L#
Minimum #1	Food/Bev	3460.000	Y	2220	0
Minimum #2		.000	N		0
Minimum #3		.000	N		0

- **Ppd G/L#:** type the G/L account for the prepaid holding account. This is most likely a liability account in your general ledger.

- **DinCR G/L#:** if the minimum plan also includes a dining credit plan, type the G/L account number for the dining credit into the appropriate box. A dining credit plan is more like a promotion program whereby a member receives a credit for food purchases up to the amount of the dining credit value, which is set by a billing code at the member's individual financial screen. Dining Credit is explained in detail in the Membership Manual.

Chit Entry Validity Checking Method

Chit Entry Validity allows setting the preferred keyboard entry auditing method you wish your staff to use when keying manual A/R transactions. Checking for keying validity helps minimize keyboard mistakes. During keying the tickets, the "chit entry" module displays one or more validation boxes.

- **None:** this is WYKIWYG – "what you key is what you get." No checking of any kind is made for miskeyed dollar or member information other than to check for valid member numbers.

- **Member# HASH total only:** This is for a group of transactions. The user totals the member numbers for all the transactions to be keyed; this is the "hash" total. At the conclusion of keying the group of transactions, the "hash" total should be equal to the screen display. If they don't match, then you should double-check your work because a charge could have been keyed to the wrong member number (such as typing 223 instead of 232).

- **Chit BASE sale total only:** like the member# hash total, this is also for a group of transactions. Total the "base" sales of all transactions in the group. The "base" sale is the item's original value prior to applying service charges and/or sales tax

- **Both HASH and BASE totals:** this is a combination of both the above, and means that BOTH the member hash and the base sale totals must be satisfied. This offers a better measure of keying accuracy that either of the other two alone. (The picture to the right shows what the user might see during keying with this option turned on.)

- **Sum:** Two alternate methods are included which are per-transaction-based instead of for groups of transactions. One requires the user to total the ticket number, the member number and the base sale for each ticket, key this sum total in and then key the items in the ticket. If the sum matches the information keyed, the chit has likely been keyed correctly. The second method includes the employee number in the sum total.

- **Turn off auto-lookup of G/L#:** check this box if during the manual keying of a chit or payment you do NOT want the system to validate the general ledger account number when you key the number into the box. The default is ON and if an invalid G/L account number is used, the system provides a warning.

- **Turn off auto-lookup of members:** check this box if during the manual keying of a chit or payment you do NOT want the system to validate the member's account when

you key the member number into the box. The default is ON and if an invalid member number is used, the system provides a warning.

⌐ **Turn off auto-lookup of employees:** check this box if during the manual keying of a chit or payment you do NOT want the system to validate the employee's account when you key the employee number into the box. The default is ON and if an invalid employee number is used, the system provides a warning.

Update A/R List from G/L

The A/R system gets its sales departments from the general ledger. After creating or changing the general ledger sales (or other) accounts that the A/R system can use, click this button to make the A/R system aware of them. A "department grid" appears in the lower half of the screen where you may edit various settings such as sales and service charge percentages, assign them to apply to minimums, prepaids, installments or general totallers. (The Update A/R button changes to read "Hide A/R Department Grid" when the grid is visible; click it to view the normal A/R configuration screen again.)

Note that any time you add or change a G/L account in any of the modules that allow it Club Office will automatically update the A/R list for you. However, to see the list inside the A/R configuration module, the system "forces" the synchronization between G/L and A/R before it will display the A/R portion of the chart of accounts.

A/R Department Grid

Name	Level	SC%	Tax%	Min#	Ins#	Pp#	Tot#	Rpt
Bank Checking	1	0	0	0	0	0	0	0
Petty Cash	1	0	0	0	0	0	0	0
Credit Cards	1	0	0	0	0	0	0	0
Receivables	1	0	0	0	0	0	0	0
Suspense Account (Clear w/JE)	1	0	0	0	0	0	0	0
Bonds	1	0	0	0	0	0	0	0
Savings Acct	1	0	0	0	0	0	0	0
Certificates	1	0	0	0	0	0	0	0
Equipment	1	0	0	0	0	0	0	0
Fixtures	1	0	0	0	0	0	0	0
Building	1	0	0	0	0	0	0	0
Depreciation	1	0	0	0	0	0	0	0
Acct-Payable Trade	1	0	0	0	0	0	0	0
Acct-Payable Other	1	0	0	0	0	0	0	0
Gratuities Payable	1	0	0	0	0	0	0	0
Sales tax payable	1	0	0	0	0	0	0	0
Federal tax payable	1	0	0	0	0	0	0	0
Federal unemployment tax	1	0	0	0	0	0	0	0

Only level one detail G/L accounts are displayed because by default, these are the only accounts to which sales or payment transactions may be linked. *Note that the system displays ALL detail accounts, whether they are assets, liabilities, capital, income or expenses.* Why?

Assume that the club provides the centralized billing for the golf professional and pays the professional at the end of the month for the sum total of pro shop sales. It is likely that the club already uses a G/L liability account for "payable to pro" to manage this procedure. In Club Office, you could use that liability account as the actual sales account for pro shop sales and as transactions flow through the system, the club's liability to the pro is managed automatically. To show even more detail on a member's statement for what they have purchased, more liability accounts could be created for various categories or departments of pro shop sales, and each could have its own description that is printed on a member statement. Everything is quite transparent to the member while "payable to pro" is managed automatically. (Note: if multiple accounts are used, the G/L can be further configured with a "level two" internal totaller at the end of all the sales accounts

that constitute "payable to the pro" and the total of all these detail accounts can be summarized automatically inside the G/L as well. The G/L portion of the manual highlights the use of internal totallers, an advanced topic.)

The grid also displays other information that helps define how transactions made to the account should behave as it relates to the SC% (service charge percentage), Tax% (sales tax percentage), Min#, Ins#, Pp#, Tot# and Rpt code settings. Note that you may not edit the G/L account number, description or level while at this screen; because these are G/L accounts, they can be changed only from with the G/L configuration module. When certain other settings are non-zero, the appropriate cell color is changed for easier viewing.

Name	Level	SC%	Tax%	Min#	Ins#	Pp#	Tot#	Rpt
Member dining	1	0.15	0.065	1	0	2	0	0
Non-member dining	1	0.2	0.065	0	0	0	0	0
Misc Food	1	0.2	0.065	1	0	2	0	0
Misc N/A Beverage	1	0.15	0.065	1	0	2	0	0
Misc ALC Beverage	1	0.15	0.065	1	0	2	0	0
Misc Other	1	0.15	0.065	0	0	0	0	0
Member beverage	1	0.15	0.065	1	0	2	0	0
Non-member beverage	1	0.2	0.065	0	0	0	0	0
Greens fees	1	0	0.065	0	0	0	0	0
Golf car fees	1	0	0.065	0	0	0	0	0
Golf car fees	1	0	0.065	0	0	0	0	0
Golf Range	1	0	0.065	0	1	0	0	0
Equipment	1	0	0.065	0	0	0	3	0
Clothing	1	0	0	0	0	0	3	0
Rentals	1	0	0.065	0	0	0	0	0

⌐ As with all Club Office configuration screens, click Modify first, click on the field to change, type the changes and click OK when done. Because this is a "grid," you can also use the keyboard up/down/right/left arrow keys to move from cell to cell.

⌐ **SC%:** sales made to the account will have an automatic service charge calculated based on the percentage value assigned to the account. This is a decimal entry (15% is entered as .15). Set to zero for no service charge. Notice that service charge percentages can vary from one sales account number to the next.

⌐ **Tax%:** sales made to the account will have an automatic sales tax calculated based on the percentage value assigned to the account. This is a decimal entry (6.5% is entered as .065). Set to zero for no sales tax. Notice that sales tax percentages can vary from one sales account number to the next.

  ⌐ When service charges are taxable (see earlier configuration option about " Y/N Apply sales tax to service charges") the "D" setting uses whatever tax percentage is applied at the department level while the "S" setting uses the system's default sales tax percentage. In the above example, account # 3046 Misc ALC Beverage is configured at 9% tax. Therefore, if service charges are taxable for sales made account # 3046, the service charge would be taxed at 9%.

⌐ **Embedded service charges** are by definition included as part of the "base sale" and as such, will also be included in all calculations that apply to minimums, prepaids, installments and totallers. If you use embedded service charges and/or sales tax, be sure to set the appropriate department percentages to zero so that service charges and/or sales tax are not doubled-up.

⌐ **Min#:** This is the minimum program to which sales made to the selected department will apply. Valid entries are 0, 1, 2 and 3 where 0=none, 1=applies to minimum #1, 2=applies to minimum #2, 3=applies to minimum #3. The member financial screen displays these in corresponding fashion as minimum 1, 2 and 3 as well.

◢ **Ins#:** This is the members' installment balance to which transactions to the selected department will apply. Valid entries are 0, 1, 2, and 3 for installment programs 1, 2 and 3. (In the example above the "golf range" account is set up for installments. Perhaps the club renovated the golf practice range and members are being assessed a monthly installment fee until each member's total assessment is paid up.)

◢ **Pp#:** This is the members' prepaid balance to which transactions to the selected department will apply. Valid entries are 0, 1, 2, and 3 for prepaids 1, 2 and 3. Note that if a prepaid dues program is in use, it *must* use prepaid #1 only. Otherwise, prepaids 1, 2 and 3 function identically.

◢ **Tot#:** This is the members' totaller balance to which transactions to the selected department will apply. Valid entries are 0, 1, 2, and 3 for totallers 1, 2 and 3. Totallers are for tracking purposes only and are handy for seeing member spending across multiple accounts that are otherwise not linked together. In the example above, totaller #3 is being used to track member purchases of specific merchandise and services.

◢ **Rpt:** This is a special code that links various departments to specific A/R reports:

   ◢ 0 - Default. Unless as defined below, this value should be set to zero.

   ◢ 1 - Type a 1 in the column to mark accounts that should print in the "Cash Accounts" report. This report is available on the monthly report menu in the main A/R module and can be helpful in balancing your cash account, especially if you have a POS system.

   ◢ 2 - 9: reserved for future use.

For Third-Party POS Users

If you use a third-party POS system and import its sales transactions into Club Office via a software interface, it is quite possible that the sales transactions made on the POS system may not match the sales tax and other settings inside Club Office unless great care is taken to ensure that both Club Office and the POS system's configuration is in lock-step with one another. The POS system must be set to apply the correct taxes and services charges the same way Club Office is and that both systems have the same server/employee and member numbers. It's also helpful to remember that:

1. The creation of data begins when a server opens the ticket. When the POS transaction is finally tendered, the POS ticket's data is generally "closed" and remains unchanged.

2. A software POS interface generally imports such POS sales data *"as-is"* with the only modifications being the assignment of the item to its designated Club Office G/L sales account and possible reformatting of the ticket date and/or membership number into formats Club Office uses. However, *dollar values are accepted verbatim and are not altered in any way.*

3. If the imported data isn't correct to begin with, the issue lies somewhere at the point where the data was created, i.e. inside the POS system and likely due to a POS configuration or operator (server) problem. Club Office will not correct erroneous data automatically because it's important that the members' statements display exactly the same values that were on the original POS tickets that the members signed.

   a. Once the data has been imported into Club Office, the various Club Office editors can certainly be used to change it.

   b. Changing imported data often proves to be problematic when the detail the members receive on their statements doesn't match the tickets they signed.

   c. As it relates to minimums, installments, prepaids and totallers and because these settings are inside Club Office and not inside the POS system, when all

sales transactions, imported or otherwise are "validated" (a common daily procedure inside the Club Office A/R module), Club Office will automatically ensure that the transactions are properly assigned to the various Club Office departments based on the configuration settings for the individual departments themselves.

⌐ **Solving transaction problems with Third-Party POS systems:** Because the flow of POS data starts at the POS system and moves from there to an interface, then from the interface to Club Office and finally from Club Office's "validation" to a member statement, solving such problems involves discovering *where* in the data flow the problem lies. *Note that none of these suggested solutions is retroactive: the historical data is what it is.* However, fixing the problem at its source can eliminate *further* problems, saving time and aggravation in the future.

  ⌐ **Wrong member number:** this is almost always a POS server operator problem because the transaction was never assigned to the proper member number. **Solution:** train the servers to be more careful when selecting member accounts on the POS system.

  ⌐ **Wrong G/L account number:** this could either be a server operator problem, a POS configuration or a software interface configuration problem that has the wrong Club Office G/L account number attached to the interface's cross-reference decoding mechanism. The cross-reference or "XREF" is a simple listing that relates items on the POS system with G/L account numbers in Club Office; when the interface sees a POS item that matches an item in its XREF list, the interface substitutes the respective Club Office G/L number as it decodes the data into the Club Office A/R workspace. The XREF is the key to assigning POS sales transactions to the proper counterparts inside Club Office. For example, a POS system set to decode golf pro shop sales might look something like this one; when a "glove" is sold through the POS system, the interface assigns it to Club Office's g/l# 3134.000 but when a "hat" is sold, the interface assigns it to g/l# 3138, etc.

3	Balls	3165.000
4	Carts	3130.000
5	Gloves	3134.000
6	Men	3136.000
7	Wom	3136.000
8	Range	3132.000
9	Clubs	3134.000
10	Rental	3140.000
11	Bags	3134.000
12	Acc	3138.000
13	Hats	3138.000
14	Shoes	3134.000
15	Event	3142.000
16	Taxable	3165.000

  ⌐ **Server operator problem**: perhaps the wrong item was sold or the operator chose the wrong "sales area." Example: selecting an item from the grill's menu but selling it from the dining room's POS unit, resulting in a dining room sale going to a grill room department. **Solution:** train the servers to be more careful.

  ⌐ **POS configuration problem:** putting a valid menu item on the wrong revenue center screen. This may create exactly the same issue as the server operator problem above. **Solution:** change the POS screens so that the right menu items are on the right screens so servers can't select wrong items.

  ⌐ **POS configuration problem:** perhaps the actual POS menu item is assigned to the wrong sales group. Example: assigning a martini beverage item to the children's food sales group. **Solution:** change the POS configuration so the menu item's settings are correct.

  ⌐ **Interface configuration problem:** the wrong G/L number is assigned to an XREF item. Example: configuring the XREF to decode a hamburger so that it goes to the membership dues department. **Solution:** change the interface XREF so that POS sales groups point to the proper Club Office G/L accounts.

  ⌐ **Interface configuration problem:** a new sales group was configured on the POS system but the interface wasn't subsequently updated with the same

information, making proper decoding impossible. **Solution:** add the new information to the interface's XREF so it can decode the POS sales information.

- **Item does not apply to a minimum like it should:** Any of the preceding issues could cause this problem because if a sales item is not going to the right department or the right Club Office G/L account, it's likely that the minimum (or prepaid, installment or totaller) won't be initialized properly, either. But assuming that the POS system and interface is configured properly, the following should be helpful:

  - **Wrong or no minimum: Solution:** check the Club Office's sales department Min# setting; change as necessary.

  - **Wrong or no prepaid, installment or totaller: Solution:** check the Club Office's sales department Pp#, Ins# and Tot# settings for the proper values; change as necessary.

- *The #1 Problem: Internal Communication.* By far, the most common problem we see involving third-party POS systems when used in conjunction with Club Office is the general absence of critically important communication between various operational managers at the club itself. Here are three scenarios *that actually happened*:

  - **Tech support story #1:** The F&B manager hires a couple new servers and puts them on the POS system so they can ring up sales but doesn't tell the office for a couple days; the resulting sales transactions for these new servers that are imported into the A/R system come through with a server or employee # and can't be validated. Worse, some of the transactions came through to the *wrong* employee number and the new server doesn't get credit for his/her sales at all. The office staffer who does the club's A/R calls Club Data tech support to complain that *"the interface put the tickets to the wrong employee and in some cases, didn't apply them to any employee!"*

  - **Tech support story #2:** The head chef hires a new dishwasher and because employees punch in via the time clock features built into the POS system, the chef adds the employee into the POS system's employee database. After a couple weeks, the office gets a time card printout that includes an employee they know nothing about because the head chef never said anything and consequently, they can't issue the person a payroll check. The person in charge of payroll is already gone for the day (as is the head chef) when the person in charge of payables calls Club Data's tech support line late in the afternoon for help in setting up a new employee because the new employee needs the money badly. But because the person doesn't have access to the employee or payroll system, she can't get into it. So we set up an employee on one of our systems here at our office, key in the hours and process a sample to tell her what the net check would be. She then issues a manual payables check to the employee for the net amount. Over the next two days, we spend several hours on the phone with the payroll person and the club controller to straighten it all out properly inside payroll, payables and the general ledger. (Note: this episode was not a "tech support" issue in the sense that it was a software problem. This was an internal club operations issue that is outside the normal course of technical support. The issue would have cost the club nearly $500 in additional consulting fees had we chosen to bill the customer. But consider the wasted time the A/P person and club controller had to spend to deal with the situation – not to mention the anguish of the new employee -- when it could easily have been prevented had the head chef notified the club's payroll manager.)

⌐ **Tech support story #3:** In response to the club treasurer's suggestion on a Thursday afternoon, the club's General Manager tells the F&B manager to create a better way to handle non-member alcoholic beverage sales on the POS system. The F&B manager creates a new sales group early Friday morning, puts appropriate menu items in it and spends a few minutes training a couple servers (but not all of them) in how to ring up the new items. On Monday (which also happens to be the first of the next month) and after a really busy weekend of sales, the staff member who does the club's A/R imports the POS sales transactions from Friday, Saturday and Sunday and plans to get ready to process month-end dues, etc. and print statements. However, she discovers about 500 transactions from the weekend are wrong and can't be validated because of various reasons that she can't figure out. She calls Club Data's tech support to complain because *"something's wrong with your software -- my chits didn't import right and it worked fine last week!"* She's in tears because of the *massive* project ahead of her to analyze and fix the erroneous tickets which then also delays finishing the month and printing statements, which in turn affects the club's cash-flow because member payments are also subsequently delayed as well.

In exactly *none* of the above scenarios was the problem software-related; in exactly *all* of them, the problem could have been averted had the staff members involved communicated with one another *beforehand*. **Solution:** develop a written set of procedures that *all* staff members follow which assures that proper and timely communication between key club personnel occurs.

Accounts Receivable "F-Keys"

The A/R chit keying module can use pre-defined words/phrases that you can associate with various F-keys on your keyboard. To define these keys, click File - Define F-Keys (in the main Club Office configuration module) and select the Accounts Receivable option. To use an F-key to display the current date instead of a text phrase, define the F-key as YYYYMMDD.

Other Configuration Issues that can affect A/R

- Taxable/non-taxable setting on member accounts.
- Suspended or terminated check box on member accounts.
- Membership financial screen settings for minimums, prepaids, installments and their starting balances.
- Membership financial screen setting for "skip late fees."
- The computer's date on a POS terminal that is creating tickets.
- The computer's date for the persons working within the A/R system.

Accounts Receivable Module

The A/R system provides a method for entering daily receivable transactions either manually or through an interface to a POS system, and for receiving payments on member accounts. Also included are functions to process these transactions on a periodic basis, posting them to the general ledger. Prior to using A/R, the general ledger, A/R charts of accounts and member accounts must be established. Overview of A/R system's functionality:

- Virtually unlimited billing options and recurring values
- Automatic management of member aged balances
- Accommodation for multiple prepaid, minimum or installment programs
- Creating/changing automatically generated charges
- Entering/changing daily sales transactions
- Entering/changing payments on account
- Generation of multiple identical sales transactions for group member events
- Automatic integration with Club Office employee and payroll system for service charge distribution management
- Automatic integration with SQLPos POS System, including centralized management of the system via the SQLPos Control Panel
- Automatic integration with Club Office Event Manager
- Generic import of sales from third-party POS systems
- Custom imports of sales from Digital Dining, Restaurant Manager, Micros and InfoTouch® POS systems. (See additional information about POS Interfaces at the end of the A/R section of this manual.)
- Exporting member account information to third-party POS systems
- Custom A/R report writer
- Extensive built-in reporting, including look-back to any prior date
- Printing member statements for current or prior months
- Consolidation options provide fully detailed or summary statements
- More than fifty built-in statement templates (custom templates available)
- On-demand statement invoicing for outside events
- Sending e*statements via email to designated members
- Creating encrypted data files for On-Line Statements option
- Automatic integration of complete A/R system into the general ledger

What's a "Chit?"

In the "old" days, long before computers became available, clubs operated their businesses manually and those that allowed member charging used manual tickets that members had signed which were later collated at the end of the month into a monthly statement. These tickets became known as "chits." Merriam-Webster's dictionary defines the term "chit" as a noun:

> 1: a short letter or note; *especially*: a signed voucher of a small debt (as for food)
> 2: a small slip of paper with writing on it

The term has stuck with us and within the accounts receivable environment, Club Office uses "chit" interchangeably with "transaction" or "ticket" or "member charge."

Starting the Main Accounts Receivable Module

After selecting the Accounts Receivable button on the main Club Office menu, a grid displays all the transactions that currently reside in the "daily workspace;" the transactions are generally displayed in the order that the transactions were made or imported. There may be transactions for many different dates. Also displayed is a calendar screen that can be used to select the "day" to use; the current date is always the calendar "default" and the title bar of the module displays the currently active month that the A/R system is in:
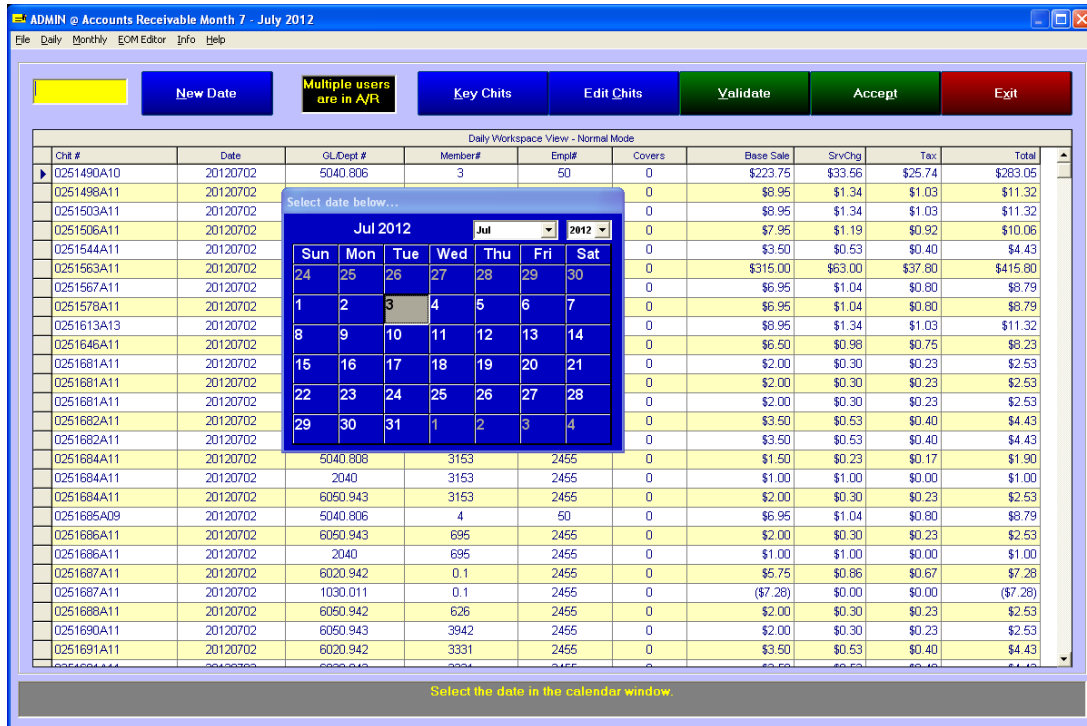
Multiuser Alert
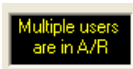
In multiuser mode when more than one user is using the A/R module, a black alert box will appear amidst the option buttons. When this box is active, users should take special care to coordinate their efforts. For example, multiple users may be entering transactions for the same day; validating and accepting their transactions should be done after all users have completed their work and not independently lest user A validate and accept user B's transactions before user B can double-check his/her own work. Clicking on the alert box itself will display the Club Office monitor screen which shows which users are using Club Office and where inside the system they're working. In the following example, "Admin" and Janet are both in the A/R module:
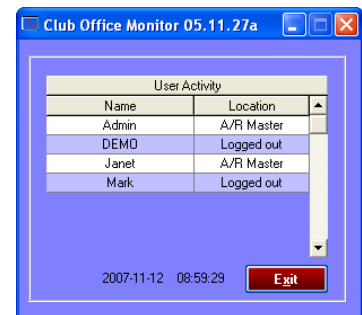
1. Begin by using the on-screen calendar to select the date to use. The calendar provides options to change the year and month; the respective calendar changes accordingly. **Important concept:** the chosen date selects the dates of chits for daily reports, validating and accepting chits, as well as the chits that may be viewed in the workspace.

a. Example: the user selected October 12, 2007 which displayed only the transactions in the "workspace" for that date:

20071012	New Date	Multiple users are in A/R	Key Chits	Edit Chits	Validate	Accept	Exit

Daily Workspace View - Normal Mode

Chit #	Date	GL/Dept #	Member#	Empl#	Covers	Base Sale	SrvChg	Tax	Total
0003508A06	20071012	3134	0.1	0	0	$171.80	$0.00	$11.18	$182.98
0003508A06	20071012	3134	0.1	0	0	$85.90	$0.00	$5.59	$91.49
0003508A06	20071012	3134	0.1	0	0	$171.80	$0.00	$11.17	$182.97
0003508A06	20071012	1020	0.1	0	0	($457.44)	$0.00	$0.00	($457.44)
0003528A06	20071012	3140	0.1	0	0	$6.00	$0.00	$0.39	$6.39
0003528A06	20071012	1020	0.1	0	0	($6.39)	$0.00	$0.00	($6.39)

b. However, if **SQLPos POS** is installed *and the selected date is also the current calendar date*, the screen display is quite a bit different:

20071012	New Date	Multiple users are in A/R	Key Chits	Edit Chits			Exit

Daily Workspace View - Normal Mode

Chit #	Date	GL/Dept #	Member#	Empl#	Covers	Base Sale	SrvChg	Tax	Total
0003508A06	20071012	3134	0.1	0	0	$171.80	$0.00	$11.18	$182.98
0003508A06	20071012	3134	0.1	0	0	$85.90	$0.00	$5.59	$91.49
0003508A06	20071012	3134	0.1	0	0	$171.80	$0.00	$11.17	$182.97
0003508A06	20071012	1020	0.1	0	0	($457.44)	$0.00	$0.00	($457.44)
0003528A06	20071012	3140	0.1	0	0	$6.00	$0.00	$0.39	$6.39
0003528A06	20071012	1020	0.1	0	0	($6.39)	$0.00	$0.00	($6.39)

The bottom of the screen will also display a special message:

SQLPos control: Editing and Accepting chits are unavailable for the current date

Explanation: The actual calendar date (i.e. "today") is protected to allow SQLPos to use that date exclusively. This helps ensure that SQLPos daily register reports for sales and/or servers will match the SQLPos reports that may be printed from within the A/R module for the same date because the current date's transactions can't be either altered or moved from the workspace.

    i. Reports for current calendar date transactions may be made without problem even though "editing," "validating" and "accepting" options are not available.

    ii. **Caution:** do not circumvent this feature by simply changing the computer's clock date. Doing so may create unpredictable results.

2. Once the date has been selected, all reports on the DAILY reports menu apply to the chosen date. Note that SQLPos reports will only be available if SQLPos POS is installed on your system.

ADMIN @ Accounts Receivable Month 7 - July 2012

File Daily Monthly EOM Editor Info Help

SQLPos Import
Reports ▸
View Workspace ▸
Daily Workspace Editor

Chit List (std)
Chit List (by chit#)
Chit List by Tender Type
SQLPos Workstation Reports ▸
A/R Daily Recap Control
A/R Department Description List
Workspace Department Recap
Proof List
Sales Comparison
Problem List
Employee Daily Sales ▸
Member Aging/Sales Histories/more

Chit #
0251490A10
0251498A11
0251503A11
0251506A11
0251544A11

Accounts Receivable Menu Options
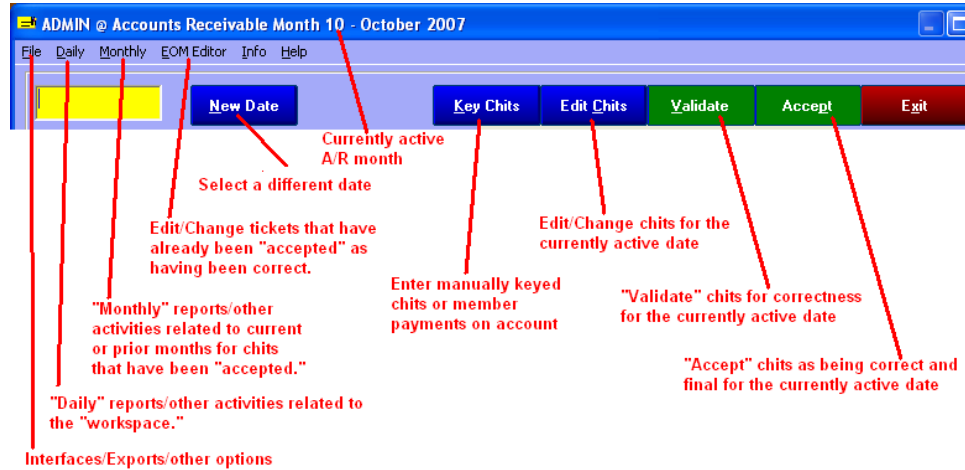
General Daily A/R Procedure

1. Add new member accounts so that sales transactions can be applied to them.

2. Select the active date to work on. Import (if necessary) and process transactions from POS systems first. (Note: most users find it easier to compartmentalize processing by doing the POS transactions separately from manual items because of the scope of the number of transactions.)

3. Print a chit list. The dollar totals should match any POS sales reports for the same date. (Note: you can use the "edit chits" function to fix or delete individual chits or even delete whole groups of them if, for example the same POS export file was accidentally imported into the A/R system twice.)

4. Validate the chits to note if there are any "problem" chits. Be sure to print the "unposted proof list" if all are okay. (Validation checks each chit against the A/R, membership and employee system to ensure that each has (a) a valid G/L sales account department, (b) a valid member account and (c) a valid employee account. If any are not valid, a "problem" chits mode will be enabled which notifies errors by code: D=sales department problem, M=member# problem, E=employee # problem.)

5. Make corrections as needed; then revalidate. Be sure to print the "unposted proof list."

6. "Accept" the chits. (This process actually moves the tickets from the workspace into the database table containing the final "correct" chit transactions and makes them available to the rest of the accounting system for other reporting, statements, etc.)

7. File the printed unposted proof list chronologically in a folder.

8. Key payments on account and/or other manual sales transactions that apply to the same calendar date, and repeat steps 3-7 above with the manually entered data.

9. If you send the original signed chits to members along with their monthly statements, file them in numerical member# order. Because member statements are printed in numerical order, this will make it easier to locate each member's set of chits when stuffing mailing envelopes. If you don't send the originals to members, of course this step isn't necessary. However, we still recommend bundling a day's printed chits together so that locating an individual chit is easier, should the need arise.

It's helpful to understand the information that you're viewing on a typical report of A/R workspace transactions. The "chit list" report displays raw workspace data for the chosen date:

Chit List — Reference Date: 20071012 — Page # 1

Reference	G/L # G/L Name	Member # Last Name	Base	Srv Chg	Tax	Total	Covers	Emp #	Memo	Status
0003508A06	3134.000 Equipment	0.10 Cash Sale	$171.80		$11.18	$182.98			1 Wheeled Journey Bag black	V
0003508A06	3134.000 Equipment	0.10 Cash Sale	$85.90		$5.59	$91.49			1 Wheeled Journey Bag black	V
0003508A06	3134.000 Equipment	0.10 Cash Sale	$171.80		$11.17	$182.97			2 Wheeled Journey Bag black	V
0003508A06	1020.000 Petty Cash	0.10 Cash Sale	($457.44)			($457.44)			Paid by Cash	V
0003528A06	3140.000 Rentals	0.10 Cash Sale	$8.00		$0.39	$8.39			1 Stairclimber Machine	V
0003528A06	1020.000 Petty Cash	0.10 Cash Sale	($8.39)			($8.39)			Paid by Cash	V
H271001	3120.000 Greens fees	249.00 Carlson	$25.50		$1.66	$27.16		4.00		
H271001	3122.000 Golf car fees	249.00 Carlson	$17.85		$1.16	$19.01		4.00		
PAYMENT	1010.000 Bank Checking	5172.00 Dobbs	($346.55)			($346.55)				
ADJMENT	3042.000 Misc Food	109.00 Carlson	($35.95)	($7.19)	($2.80)	($45.94)				
CREDIT	3136.000 Clothing	259.00 Emerson	($50.00)			($50.00)			Refund entry fee	
52624	3044.000 Misc N/A Beverage	155.00 Davis	$7.65	$1.15	$0.57	$9.37		3.00		
52624	3046.000 Misc ALC Beverage	155.00 Davis	$9.85	$1.48	$1.02	$12.35		3.00		
EV273	3140.000 Rentals	312.00 Anderson	$50.00			$50.00		2.00	Grill Room	
EV273	3134.000 Equipment	312.00 Anderson	$10.00			$10.00		2.00	Tabletop Lectern	
EV273	3134.000 Equipment	312.00 Anderson	$10.00			$10.00		2.00	Microphone	
EV273	3140.000 Rentals	312.00 Anderson	$5.00			$5.00		2.00	Banquet-6 ft	
EV273	3140.000 Rentals	312.00 Anderson	$12.00			$12.00		2.00	Banquet-8 ft	
EV273	3044.000 Misc N/A Beverage	312.00 Anderson	$8.00	$1.20		$9.20		2.00	Ice Water	
EV273	3040.000 Non-member dining	312.00 Anderson	$200.00	$40.00		$240.00		2.00	Breakfast Buffet	
Count 20	Hash Total		8532.60	($104.98)	$36.64	$29.94	($38.40)	0	Hash Total 28.00	

- ◢ **Reference:** this is the chit#, a transaction number not unlike an invoice number. Different types of chits use different chit number formats, some of which are alphanumerical such as the example above. Often, the source of the transaction can be discerned by the format of ticket number alone, and knowing this information can be helpful in diagnosing and solving problems such as, "where did this ticket come from?"

  - ◢ **H271001**: a chit that starts with a letter and is followed by numbers is most likely a manually-keyed transaction. The A/R system generates these numbers at random and the odds of two chits having the same number are about 1 in 25 million. Remember that an individual "chit" may contain multiple lines of data such as in the example above (a greens fee and golf car fee on the same "chit."

  - ◢ **PAYMENT**: this is a key word and is also likely to be a manually-keyed payment on a member account. However, SQLPos POS can accept member payments on account right at the POS terminal and it creates PAYMENT transactions, too.

  - ◢ **ADJMENT**: this is a manually keyed transaction that is an account adjustment for a transaction from a prior month that happens to apply to the member's minimum.

  - ◢ **CREDIT**: this is a manually keyed transaction that is an account adjustment for any current month transaction or for a prior month transaction that does NOT apply to the member's minimum.

  - ◢ **0003508A06**: This ticket is from a SQLPos POS terminal. It's ticket # 0003508 from register 06 at store "A." SQLPos allows multiple stores and registers to be used simultaneously while still being able to report on each register or store independently from all the others.

  - ◢ **52624**: A completely numerical chit# number likely comes from a third-party POS system such as Digital Dining, Restaurant Manager, Micros or InfoTouch, etc. but it could also be a manually keyed transaction.

  - ◢ **EV273**: this chit# represents the billing of an event from within Club Office Event Manager where EV represents "event" and 273 is the event number.

- **G/L # G/L Name:** this is the general ledger account number and description to which the transaction applies.
    - On a manually-keyed chit, this is chosen by the user keying the chits.
    - When the transaction originates from a third-party POS system, this is the G/L number assigned by the software interface to the transaction item. It could be a sales item such as an entrée or beverage or a tender item such as cash, credit card, etc.
    - When the transaction originates from either SQLPos POS or Club Office Event Manager, this is the G/L sales number assigned to the inventory item that was sold. Inventory items are defined inside the Club Office Inventory Manager.

- **Member # Last Name:** this is the member number and name to which the transaction is assigned. Note that chit# 0003508A06 is assigned to member number .10 Cash Sale. (This is a SQLPos transaction to a convenience system member account that SQLPos can use, and is fully explained in the SQLPos Operation Manual.)

- **Base:** this is the value of the detailed line item before service charge and/or tax is applied. It assumes that service charges and/or taxes are not embedded in the value.

- **Srv Chg:** this is the automatic service charge value the system has calculated from the "base" sale amount of the detailed line item based on the A/R department settings established in A/R configuration.

- **Tax:** this is the automatic sales tax value the system has calculated from either the "base" sale amount or the combination of the "base" sale plus the "service charge" of the detailed line item based on the A/R department settings established in A/R configuration.

- **Total:** this is the sum total of the base + srv chg + tax of the transaction line item.

- **Covers:** for those users that track covers, this column displays the "covers" for the chit# in question. "Covers" is a numerical, whole number (integer) value. (Note: most Club Office reports are designed to suppress printing of data when the value is zero; hence, this column is often blank.)

- **Emp#:** this is the employee number to which the transaction is assigned. This allows linking the A/R system's service charges directly into the Club Office Payroll System and applies the service charge values to their respective employees. (Note: the link can be disabled by selecting the "service charge bypass" on the payroll configuration screen.) On a manually-keyed chit, this is chosen by the user doing the keying. If from a third-party POS system, this may be either the employee# or the pos server#, depending on what the POS interface has provided in its data stream. If from SQLPos POS, this is the employee#. If from Club Office Event Manager, this is the employee number that the event manager operator chose to link to the event when it was billed.

- **Memo:** each detailed transaction line can include a miscellaneous text memo of up to forty characters in length. SQLPos POS inserts descriptive information into this field for virtually every item of a sale. It may also be used by third-party POS interfaces. When keying chits or payments on account manually, this is a handy place to enter other helpful information that the member may see on his/her statement such as "Refund of entry fee," "check # 12345," etc.

- **Status:** normally, this field is blank, but when a "validation" is performed, the letter "V" appears if the detailed line item has valid information. (Note that "valid" does not necessarily mean "*correct*" – see the "CREDIT" transaction in the above example. The G/L account is assigned to the "Clothing" G/L account yet the memo description says "Refund entry fee." Perhaps the user who keyed this item assigned it to the wrong G/L account!) When validating, if a detailed line item is deemed not to be valid, this field will not have a "V" but will have a "D," "M" or "E" instead, indicating that the items is a

"problem" chit (D=sales department problem, M=member# problem, E=employee # problem) and must be fixed before it can be "accepted" as being correct. For example, the following display would indicate that the first two tickets with problem code DE have a G/L department# and employee# problem while the others are only department number issues.

Problem Codes: D=GL/Dept# M=Member# E=Employee#

Problem Code	Chit #	Date	GL/Dept #	Member#	Empl#	Total
► DE	0003591A05	20071012	601.6	207	34	$42.66
DE	0003591A05	20071012	701.62	207	34	$117.32
D	0003590A05	20071012	7.003	0.1	4	($159.98)
D	0003590A05	20071012	601.6	0.1	4	$42.66
D	0003590A05	20071012	701.62	0.1	4	$117.32
D	0003589A05	20071012	7.003	249	4	($159.98)
D	0003589A05	20071012	601.6	249	4	$42.66
D	0003589A05	20071012	701.62	249	4	$117.32

"Problem chits" are easy to find and fix inside the "edit chits" module:

▟ **Tend Type** (not shown in this example): A few other "chit list" type reports also include the tender type used when the chit was brought into the system. Third-party interfaces may or may not not use this feature, but SQLPos POS does. The tender type is a numerical value and assigned as follows:

1 - Cash	6 – American Express	11 – Gift Certificate
2 - Check	7 – Carte Blanche	12 – Prizemoney/Sweeps
3 - Visa	8 – Diner's Club	13 – Credit Book *
4 - MasterCard	9 –Member Charge	14 – Local Gift Card *
5 - Discover	10 – Void Transaction	15 – National Gift Card *

* reserved for Club Data's SQLPos POS system

Reconciling Actual Chits to Reports

Below are three different sales transactions to three different customers yet for the same items (1guest fee and an 18-hole golf cart). Ticket # 3589 is a sale to member# 249 who decided to pay

cash instead of charge it to his account; ticket # 3590 is a sale to a non-member who paid cash; ticket #3591 is a sale to member # 207 who decided to charge it to his account:
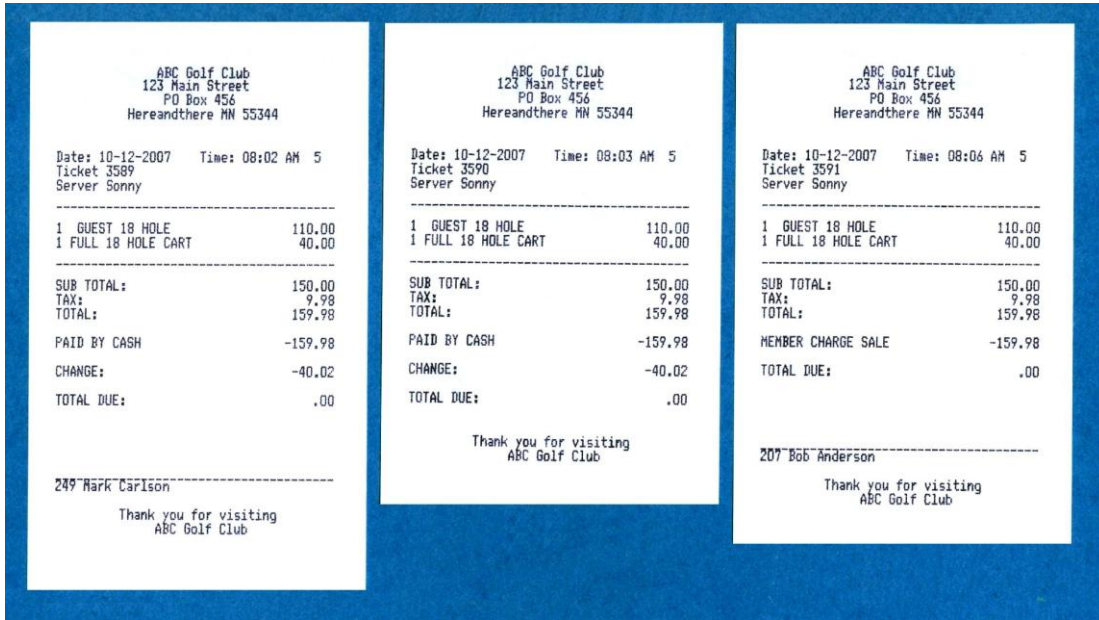
Here's the "Chit List in Chit# Sequence" report of the same information inside the A/R workspace. This report groups whole chits together, making the data easy to reconcile to the actual chits:

Reference	G/L # G/L Name	Member #	Member Lname	Base	Srv Chg	Tax	Total	Covers	Emp #	Memo	Status
0003589A05	3120.000 Greens fees	249.00	Carlson	110.00		7.32	117.32		4	1 GUEST 18 HOLE	V
0003589A05	3122.000 Golf car fees			40.00		2.66	42.66		4	1 FULL 18 HOLE CART	V
0003589A05	1010.000 Our Bank Account			-159.98			-159.98		4	Paid by Cash	V
				-9.98		9.98	0.00				
0003590A05	3120.000 Greens fees	0.10	Cash Sale	110.00		7.32	117.32		4	1 GUEST 18 HOLE	V
0003590A05	3122.000 Golf car fees			40.00		2.66	42.66		4	1 FULL 18 HOLE CART	V
0003590A05	1010.000 Our Bank Account			-159.98			-159.98		4	Paid by Cash	V
				-9.98		9.98	0.00				
0003591A05	3120.000 Greens fees	207.00	Anderson	110.00		7.32	117.32		4	1 GUEST 18 HOLE	V
0003591A05	3122.000 Golf car fees			40.00		2.66	42.66		4	1 FULL 18 HOLE CART	V
				150.00		9.98	159.98				

Chit List - Chit # Sequence Reference Date: 20071012 Page # 1

- Note that chits #3589 and #3590 each show a cash payment as an offsetting entry to the purchased items. Remember that Club Office's design concept assumes that all sales transactions flow through the A/R system as "member charges" but when a tender is used that is not the true "member charge," the payment accompanies the transaction so as not to increase the actual amount the member owes. In the case of chit# 3589 to member #249, the entire chit would be displayed on the statement as well, showing the member a record of his/her purchases. Note also that in the "Total" column, the net effect of the transaction to the member's account balance is zero dollars because the ticket was "paid in full."

- Note that chit # 3590, a sale to a non-member, is linked to member # .10 "Cash Sale." Remember again that the design concept requires that each sales ticket be linked to a member account. In the case of a non-member, the system substitutes a *system convenience account* (in this case, "Cash Sale") so that the transaction can flow through the A/R system. (Similar system convenience accounts are used for other non-member sales when paid with other tender types such as check, credit card, etc.)

⌐ Note that chit # 3591 to member #207 is an actual "member charge." As such, there is no offsetting tender because of the assumption that every sale is a "charge" type. Therefore, only the purchased items are displayed. The "total" column shows that the net effect of this transaction is $159.98 to the member's account.

Sales data for a chosen day is viewed as either a detailed or summary "validated prooflist:"

Daily Validated Proof List   Reference Date: 20071012   Page #   1

Reference	Member #	Base	Srv Chg	Tax	Total	Covers	Avg Meal	Emp #	Memo	Status
Dept #	1010.000 Our Bank Account									
0003590A05	0.10	-159.98			-159.98			4.00	Paid by Cash	V
0003589A05	249.00	-159.98			-159.98			4.00	Paid by Cash	V
	1010.000	249.10	-319.96			-319.96	0			
Dept #	3120.000 Greens fees				Golf Greens Fee					
0003590A05	0.10	110.00		7.32	117.32			4.00	1 GUEST 18 HOLE	V
0003591A05	207.00	110.00		7.32	117.32			4.00	1 GUEST 18 HOLE	V
0003589A05	249.00	110.00		7.32	117.32			4.00	1 GUEST 18 HOLE	V
	3120.000	456.10	330.00		21.96	351.96	0			
Dept #	3122.000 Golf car fees				Golf Car Fee					
0003590A05	0.10	40.00		2.66	42.66			4.00	1 FULL 18 HOLE CART	V
0003591A05	207.00	40.00		2.66	42.66			4.00	1 FULL 18 HOLE CART	V
0003589A05	249.00	40.00		2.66	42.66			4.00	1 FULL 18 HOLE CART	V
	3122.000	456.10	120.00		7.98	127.98	0			
Grand Totals:	1161.30	130.04		29.94	159.98				Chit count:	8

Daily Validated Proof List - Summary   Reference Date: 20071012   Page #   1

G/L Acct and Description		Hash Total	Base	Srv Chg	Tax	Total	Covers	Avg Meal
1010.000	Our Bank Account	249.10	-319.96			-319.96	0	
3120.000	Greens fees	456.10	330.00		21.96	351.96	0	
3122.000	Golf car fees	456.10	120.00		7.98	127.98	0	

A POS register closeout report can be easily reconciled back to A/R reports. This example is from Club Data's SQLPos POS system:


```
Tender Totals - Closed Tickets
Report date :10-13-2007 Time:11:05:56
Printed by   :1
Date range   :20071012 - 20071012
Workstation #:05
-----------------------------------------
Tender          Count        Total
1  Cash           2        -319.96
9  Member Charge  1        -159.98
   Totals:        3        -479.94

Unique Tenders : 2
Tender Count   : 3
-----------------------------------------

All Closed Tickets
Report date :10-13-2007 Time:11:05:52
Printed by   :1
Date range   :20071012 - 20071012
Workstation #:05
-----------------------------------------
Ticket-Server Base   S/C   Tax    Total
3589 - 4     150.00  .00   9.98   159.98
3590 - 4     150.00  .00   9.98   159.98
3591 - 4     150.00  .00   9.98   159.98
Totals:      450.00  .00  29.94   479.94

Ticket Count:  3
-----------------------------------------
```

SQLPos Tender Report   * Workspace Tickets Only *   Report date: 20071013   Page   1
Date range: from 20071012 to 20071012

G/L #	Tender Type	G/L Account Name	Type	Total
1010.000	Cash	Our Bank Account	A	-$319.96
	Check	Our Bank Account	A	
		Total to G/L Account #: 1010.000		-$319.96
1045.000	VISA	Credit Cards	A	
	MasterCard	Credit Cards	A	
	Discover	Credit Cards	A	
	American Express	Credit Cards	A	
		Total to G/L Account #: 1045.000		$0.00
1055.000	Carte Blanche	Suspense Account (Clear w/JE)	A	
	Diner's Club	Suspense Account (Clear w/JE)	A	
	Our Gift Card	Suspense Account (Clear w/JE)	A	
	National Gift Card	Suspense Account (Clear w/JE)	A	
	Coupon	Suspense Account (Clear w/JE)	A	
		Total to G/L Account #: 1055.000		$0.00
1080.000	Gift Certificate	Certificates	A	
	Prize Money	Certificates	A	
	Credit Book	Certificates	A	
		Total to G/L Account #: 1080.000		$0.00

What's the difference between "Validate" and "Accept?"

⏎ **Validation** merely checks the data for the chosen date against other data inside Club Office to make sure that the sales transactions can actually flow through the A/R system. It's also a way to evaluate a set of data to find and fix other possible problems before the chits are actually committed to member accounts and the accounting system. In other words, it's a checkpoint function that helps eliminate problems down the road.

⏎ **Accepting** performs a dual function: it first repeats the validation procedure to make sure that the data is correct and secondly, it physically "moves" the data from the workspace to a more permanent place inside the databases. "Accepting" data means that the data is correct and final and is ready to be applied to member accounts and seen to the rest of the accounting system as legitimate sales transactions.

⏎ **Can I skip either of them?** The validate/accept functions exist to verify that sales transactions are correct *before* the members see them, saving embarrassment and lessening the frequency of disputed charges when members review their statements. Therefore, validating and accepting is a normal sequence of processing daily sales transactions. However, SQLPos POS includes a "workspace mode" configuration setting that can allow a SQLPos register to send sales transactions directly through to member accounts as "accepted" transactions, bypassing the workspace altogether. *Caution: using this SQLPos configuration option is for advanced users only.*

Case in point: review the following chit that came from either a misconfigured POS system or a misconfigured POS interface:

Chit List - Chit # Sequence			Reference Date:	20071014							Page # 1	
Reference	G/L # G/L Name	Member # Member Lname	Base	Srv Chg	Tax	Total	Covers		Emp #	Memo		Status
32559	3170.000 Lessons	259.00 Emerson	6.95	1.04	0.53	8.52	1	E	224	Grill Food		E
32559	3170.000 Lessons		3.50	0.70	0.28	4.48	1	E	224	Grill Food		E
32559	3260.000 Social memberships		5.95	0.89	0.45	7.29	1	E	224	Grill Food		E
32559	3160.000 Misc N/T Merchandise		4.00	0.60	0.30	4.90	1	E	224	Bar Liquor		E
32559	3160.000 Misc N/T Merchandise		0.95	0.14	0.08	1.17	1	E	224	Bar Liquor		E
32559	3046.000 Misc ALC Beverage		0.95	0.14	0.08	1.17	1	E	224	Bar Liquor		E
32559	1010.000 Our Bank Account		-12.00			-12.00		E	224	Paid by Cash		E
32559	1010.000 Our Bank Account		-15.53			-15.53				Paid by Check		V
			-5.23	3.51	1.72							

⏎ The sale was made by employee #224, but after validating the ticket, it's quite apparent that employee #224 doesn't exist. Therefore, the $3.51 of collected service charges won't apply to the proper employee.

⏎ The G/L account numbers don't seem to be appropriate departments for the information in the "memo" field, which indicates that the purchased items were food and liquor items. Applying sales values to the wrong income accounts most certainly will skew your G/L income statement reports!

⏎ Often, food/beverage items apply to a member's minimum and it's not likely that the G/L accounts presented here would be configured as accounts to which a minimum would apply. Therefore, the member's account wouldn't be credited with sales that applied to his minimum and at the end of the month, he might be charged a fee to make up for "unspent minimums."

⏎ If the employee number was not wrong but instead was to a valid employee, the validation would have been successful even through the data is obviously wrong! The result would be at the very least misstated sales figures in the general ledger's income statement at the end of the month. The validated proof list is specifically designed to help catch these problems – *if the user reviews the report to determine if the data is reasonable and logical!*

- If this chit had not been caught by the validation process and instead went directly through to the member's account, what would member # 259 think when he saw this obviously bogus chit on his statement? What would the board of directors think when they review the club's financial statements and discover that their food sales are so much lower than they think they ought to be yet lessons, social membership and misc n/t merchandise sales are way up?

- What can be learned from this third-party POS chit:

  - A server (#224) has been added to the POS system but not to the employee database. Perhaps the F&B manager hired a new employee but didn't tell the office about it or miskeyed the employee information when putting it into the POS system. Or perhaps it's a POS training issue – the server used the wrong ID number.

  - The items or buttons (or both) on the POS register may not be assigned to the right sales groups, which is what the POS interface probably uses to actually decode the POS export file.

  - The POS interface's XREF may not be configured to decode the sales groups or items to the proper G/L accounts.

  - Obviously something is wrong and unless the problem is fixed, every time those POS items are sold, it will create a data problem inside Club Office that will need attention. It's so much easier to fix the problem at the source (in this case, something's wrong BEFORE the data gets into the A/R system) and fixing it will eliminate the need to fix each item manually after the data is imported into the A/R workspace.

  - **Lastly and perhaps most importantly,** *just because data validates okay doesn't necessarily mean that the data is correct.* Somebody has to review the reports and ask, "Is the data logical – are the items going to their rightful sales accounts with the values that seem proper?" For example:

    - If a $5.00 food item came through with $7.00 service charge and $4.00 sales tax for a total price of $16.00, *is that a logical transaction?*

    - If a $17.00 beverage sale came through as a *member charge* to the Cash Sale system convenience account instead of an actual, billable member account, *is that logical?*

    - If all the service charges for a large wedding reception are credited to an actual employee instead of the "tip pool" employee, *is that logical?*

    - If a sale came through tendered with an American Express card but you only accept Visa and MasterCard, *is that logical?*

    - If last night's party filled the dining room until the wee hours of the morning but bar sales was on a par with a normal day, *is that logical?*

Edit Chits

Click this button to start the Daily Workspace Editor where individual or groups of chits can be edited. The editor can also be used to delete chits from a third-party POS system that may have accidentally been imported twice, which would double-up the charges to member accounts as well as inflate sales totals. The editor includes "global" change functions, such as changing the date on a whole range of chits. An export function is also included (in the File menu). Here's a typical view of tickets for a specific date; the column headings describe the actual data:

Daily Workspace Editor												
File Global Sort by… Info Help												

Batch/Chit# order	Chit# order	Member # order	Dept/Member#	Dept/Chit#	Employee#	Showing ALL records	Modify	Done/Exit

You are currently in VIEW mode

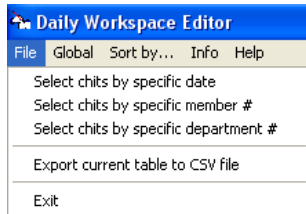| Batch	Dept #	Chit #	Date	Member#	Emp#	Cvr	Base	S/C	Tax	Total	Memo
	3134.000	0003508A06	20071013	.10	0	0	$171.80	$0.00	$11.18	$182.98	1 Wheeled Journey
	3134.000	0003508A06	20071013	.10	0	0	$85.90	$0.00	$5.59	$91.49	1 Wheeled Journey
	3134.000	0003508A06	20071013	.10	0	0	$171.80	$0.00	$11.17	$182.97	2 Wheeled Journey
	1020.000	0003508A06	20071013	.10	0	0	($457.44)	$0.00	$0.00	($457.44)	Paid by Cash
	2624.000	0003528A06	20071013	.10	0	0	$6.00	$0.00	$0.39	$6.39	1 Stairclimber Machi
	1020.000	0003528A06	20071013	.10	0	0	($6.39)	$0.00	$0.00	($6.39)	Paid by Cash
JULIE14:42:21	3120.000	H271001	20071013	321.00	4	0	$25.50	$0.00	$1.66	$27.16	
JULIE14:42:21	3122.000	H271001	20071013	321.00	4	0	$17.85	$0.00	$1.16	$19.01	
JULIE14:42:21	1010.000	PAYMENT	20071013	5172.00	0	0	($346.55)	$0.00	$0.00	($346.55)	
JULIE14:42:21	3042.000	ADJMENT	20071013	109.00	0	0	($35.95)	($7.19)	($2.80)	($45.94)	
JULIE14:42:21	3136.000	CREDIT	20071013	259.00	0	0	($50.00)	$0.00	$0.00	($50.00)	Refund entry fee
JULIE14:42:21	3044.000	52624	20071013	155.00	3	0	$7.65	$1.15	$0.57	$9.37	
JULIE14:42:21	3046.000	52624	20071013	155.00	3	0	$9.85	$1.48	$1.02	$12.35	
EV273	3140.000	EV273	20071013	312.00	2	0	$50.00	$0.00	$0.00	$50.00	Grill Room
EV273	3134.000	EV273	20071013	312.00	2	0	$10.00	$0.00	$0.00	$10.00	Tabletop Lectern
EV273	3134.000	EV273	20071013	312.00	2	0	$10.00	$0.00	$0.00	$10.00	Microphone
EV273	3140.000	EV273	20071013	312.00	2	0	$5.00	$0.00	$0.00	$5.00	Banquet-6 ft
EV273	3140.000	EV273	20071013	312.00	2	0	$12.00	$0.00	$0.00	$12.00	Banquet-8 ft
EV273	3044.000	EV273	20071013	312.00	2	0	$8.00	$1.20	$0.00	$9.20	Ice Water
EV273	3040.000	EV273	20071013	312.00	2	0	$200.00	$40.00	$0.00	$240.00	Breakfast Buffet

Acct # 1020.000 – Petty Cash

- After validation, known problem areas appear with a light red background, making them easy to spot.
- The data in the gray columns cannot be edited; anything else can be changed.
- The "Total" column is automatically recalculated when the Base, S/C or Tax fields are changed.
- The blue buttons along the top of the screen are "hot button sort" choices that redisplay the data in the stated order.
- Like all Club Office modules, click MODIFY to activate the edit/deletion function
- You may use the up/down/right/left arrow keyboard keys to navigate around the display grid if you wish.
- Change the fields of data as is necessary; click the Done/Exit button when finished.
- What's the "Batch" field? By recognizing the different types of information in the batch field, you will know which transactions were manually keyed vs. which were imported

from a POS system. This helps prevent the accidental deletion of the wrong transactions. In the example above: "JULIE" keyed a series of chits and another set came from a billing activity from the Club Office Event Manager (EV in the batch field).

- When a transaction is manually keyed by a user, the batch field contains a USER name and all or part of the time of day those transactions were keyed.
- When transactions have been imported from a POS system, the batch field usually contains the date and time the transactions were imported.

File Menu

Options for reselecting data by date, member # or G/L department # are included inside the File menu. Using them can help you drill down to select specific ranges of chits and eliminate the need to look through possibly hundreds of them to find the specific ones you need. The "Showing All Records" box just to the left of the Modify button changes to yellow and displays the reselection choice. To return to normal viewing mode again, click on any of the blue "sort" buttons at the top of the screen.
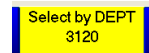
- Export current table to CSV file: If the user's access level is at least equal to A/R level 3, the export option becomes available. The module CAN export data that is currently in the editing grid to a standard, comma- delimited file format. The exported file can then be loaded into other programs such as spreadsheets and/or word processors for editing functions that the Workspace Editor does not provide. The data file created by the export is named ARDAILY.CSV and is located in the CDCO folder.

- If you have exported a data file for manual modification with an outside program, you can import it again with the main A/R module's *Import Third Party POS Transactions* function, which is located in the FILE menu of the main A/R module.

- **Disclaimer:** Club Data cannot provide technical support for issues that may arise with data that has been modified by external, non-Club Office software. Users are cautioned that exporting, changing and reimporting data is for the advanced user only.

Global menu option

This sub-menu enables the changing whole groups of transactions. An example might be if fifty or sixty chits were sent to the wrong department by a misconfigured POS interface. Rather than edit each individually, you may change them all as a group. Select the item to change in the global sub-menu. The system will prompt for more information and finally you'll see a YES/NO verification message box to effect the changes.
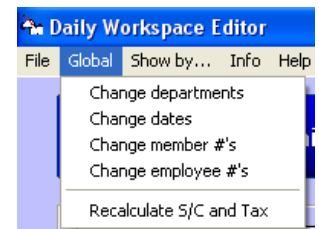
- **Recalculate S/C and Tax:** Some external POS systems may not be configured to automatically add service charges and taxes appropriately. This feature will automatically recalculate the currently selected date's workspace transactions based on the settings in the A/R system. *Use extreme caution when selecting this option for it can double-up service charges and taxes on transactions where the POS server has already manually added gratuities and/or tax to one or more tickets.*

CAUTION: The global feature affects ALL the transactions in the current workspace -- not just those currently in the editor view -- and regardless of their chit dates or batches. In a multi-user setting or when you have more than a single day's chits in the workspace, this can have devastating results by changing transactions that you may NOT want changed. Use the global change feature with great caution!
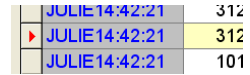
Sort by…

When the module is first started, chits are displayed in the order in which they have been entered into the daily file. You can change the view by choosing one of the "sort by" options, some of which are duplicated by using the "hot button sort" choices along the top of the screen.

Selecting Transactions to delete

1. Select a sort order that helps you locate the transactions you need to delete.

2. Click the MODIFY button to enable deletion capability. The grid titles will turn red to show that you're in edit mode. While in this mode, editing and deleting is available.

3. In the grid, click somewhere on the line of the first item to delete. Notice that a small red arrow appears in the far left side of the grid, just to the left of the "batch" column. This is called the "record selector."

4. Click on the record selector arrow to highlight the entire line:

5. Press the DELETE key on your keyboard; a confirmation box will appear to confirm that you want to delete the line of information. Click YES to delete, NO to cancel.

6. If there is more than one line to delete, after clicking on the record selector, hold the keyboard SHIFT key down, scroll down the grid and locate the LAST item to be deleted by clicking on the record selector column again; all the transactions from the top to the bottom record selectors will be highlighted. Press the DELETE key to see the confirmation box, and answer YES to delete all the chosen transactions.

7. **CAUTION:** Deletion is immediate and permanent. Transactions that are deleted must be re-entered manually or re-imported from a POS system.

8. Click Done/Exit to close the workspace editor.

Key Chits

This module is used to enter manual A/R chits such as payments on account, account adjustments or other normal transactions. In some cases, it may be necessary to manually key an entire transaction from a POS system that was originally rung up improperly by a server.

What the buttons do:

- **New Batch:** Select this to choose a different date and/or a different "batch" of chits to enter. For example, if you just opened the main and received 31 checks from members for payment on their account, you might create a new batch of payments only. When selecting this button, the calendar will reappear. A new batch also zeros the validity checking totallers (if used).

- **Normal Mode:** This is the default mode and is generally used for creating individual charges to member accounts such as might be necessary for a dinner that a server forgot to ring up. Selecting this button returns the screen to the normal default and resets validity checking totallers (if used).

- **Payment Mode:** this is used for keying payments only. It places the key word "PAYMENT" into the chit# field and forces all entries to be credit values.

- **Adjustment/Credit Mode:** this mode is used to enter account adjustment chits, either for prior months or the current month.

- **S/C Bypass (Off or On):** This is a toggle option for keying transactions when you want the service charge to always be "off" regardless of what the A/R department setting is. Example: you need to enter several sales transactions for a wedding and want to apply a flat service charge fee instead of calculating it on a per-department basis.

- **Tax Bypass (Off or On):** This is a toggle option for keying transactions when you want the sales tax to always be "off" regardless of what the A/R department setting is.

Example: you need to enter several sales transactions for a special event and want to apply a flat sales tax amount instead of calculating it on a per-department basis.

Note: When either S/C Bypass or Tax Bypass is enabled,
the respective data entry field is also disabled:

Base Sale	
S/C Bypassed	
Tax Bypassed	
Chit Total	

⌐ **Redo:** Click this button to clear all the data entry field values and start over.

⌐ **OK:** Click this button (or press ENTER when it has the "focus") to "save" the chit into the daily workspace. The right side of the display ("Previous chit information") will display the last values keyed during the current session and clear the data entry boxes for the next chit.

Select Active Fields

The fields of data for any transaction are displayed in blue in the first column. During a "batch" of entries, you may turn various fields of data "on" or "off" merely by clicking on the name of the field in blue.

⌐ Example: if you do not need to key the employee #, click on the blue Employee # box and its entry box will turn "off." (Click it again to reactivate it or click the Normal Mode button)

Employee # OFF

⌐ If keying a large batch of chits to the same G/L department, it might be handy to type the department # and click on the G/L Acct # blue box to hold it as the "default" such as this:

| 3044 | Misc N/A Beverage |

G/L Acct #	
Chit #	
Chit Date	20120729
Member #	
Employee #	
Covers OFF	
Base Sale	
Service Chg	
Tax	
Chit Total	

You could do the same with the date and covers, too. Note that turning off the Chit# field will cause the system to automatically generate a random chit number until the entry box is turned on again, and turning off the chit date field will cause the system to use the default date.

⌐ The Service Chg, Tax and Chit Total fields are automatically calculated from the value in the base sale as it applies to the rules for service charges and tax as defined in A/R configuration for the chosen G/L account #. You cannot enter values into these calculated fields.

How to Enter Normal A/R Chits

The key chits module helps user create properly formatted chits that are virtually guaranteed to flow through the A/R system. In addition, the module is designed for easy keyboard or keypad entry because in most cases, the user is typing only numbers and/or pressing the ENTER key.

Convenience tip: Experienced keypad entry users will appreciate the convenience of pressing the ENTER key to automatically advance to the next logical field of data entry – there's no need to take your hand off the keypad to move the cursor with the mouse. (Note: most Club Office data entry screens use the same type of convenience logic and move automatically from field to field just by pressing the ENTER key.)

Convenience tip: After a chit has been keyed and the cursor is in one of the data entry boxes, pressing the + key on the keyboard or keypad fills the field with the same data that was in the previously keyed chit; the + key repeats the value and advances to the next field automatically.

Convenience tip: use the F-5 key to look up G/L account numbers, members or employees whenever the cursor is in one of those fields. The F-5 key is sensitive to the field being used and will display the appropriate lookup screen.

The key chits module ensures that:
- Only valid G/L departments can be used.
- Chit numbers are valid or specially formatted using Club Office's internal "key words."
- Dates are properly formatted and appropriate for the current (or next) month.
- Member and employee numbers are valid (y
- ou can use employee #0 for "no employee"). Appropriate checking is also done for tax exempt, suspended or terminated members.
- Service charges and/or sales taxes are calculated properly (or at least according to the rules set up for each department in A/R configuration); tax exempt member accounts are correctly utilized and chit totals are proper totals of the base sale + service charge + sales tax.

After selecting the date of chits to be keyed, the basic procedure is easy:
1. Type the G/L account for the first item, press ENTER;
2. Type the chit# (or press ENTER to let the system create one for you) , press ENTER;
3. Retype the date if necessary, or press ENTER to keep it as-is;
4. Type the member # to which the chit belongs, press ENTER;
5. Type the employee # who was responsible for the sale, press ENTER;
6. Type the covers (if used) , press ENTER;
7. Type the base sale amount, press ENTER;
8. Click OK (or press ENTER).
9. Repeat as many times as are necessary for the group (i.e. "batch") of chits

Supplemental Information about the data entry fields:
- **DATE:** choose or change the DATE by clicking on the NEW BATCH button. If you change the date, be sure it's in the YYYYMMDD format. You can type only the MMDD portion (such as 1015 for October 15th) and the system will fill in the year.

- **G/L Acct #:** If the entry is not valid, an error message will appear. Note: if a prior chit is displayed at the far right side of the screen, you may also press the + key on your keypad to repeat the prior chit's value for any field. You may also press the F5 key to look up G/L accounts.

- **Chit #:** You can type your own number into this box or just press ENTER in lieu of an actual entry to have the system create a random chit number.

- Remember that a "chit" can be a single item all by itself or it could also mean "ticket#" in the form of a POS receipt where several individual line items where each has a different G/L sales department yet is on the same "chit." (Use the + key to repeat the chit# when keying multiple items that really belong together on the same "chit.")

- The chit number field must never be blank or zero. The chit number is akin to an "invoice number" and should always be unique; it's the best way to identify the transaction as being apart from all others.

- When chit consolidation will be used, all individual line items that make up a chit must have the same chit number for them to be merged together into one single line on a statement. (Use the + key to replicate the chit number.)

- If manually rekeying a ticket that was erroneously rung up on a POS system, it's best to use the same chit# that was on the original POS ticket to reduce member ticket disputes.

- **Member #:** If the member # entry is not valid, a message will appear.

  - Press the F5 key to look up member accounts.

  - Note that member #0 will be accepted by the key chits module, but the validation process later will flag it as an invalid member#.

- **Employee #:** Unlike member #, employee #0 is actually a valid employee number that can be used. If any other number is typed yet it is not a valid employee, a message will appear.

  - Some clubs utilize tip pooling methods of their own and for parties or other group functions that require many servers, use employee #0 when keying the ticket.

  - It is permissible to press ENTER with a blank field if no employee is recorded for this chit. (employee #0 will be used instead).

  - Press the F5 key to look up employee accounts.

  - Note that if the Club Office POS configuration screen is set up to validate using employee operator numbers or POS access numbers instead of by the employee ID number, you must key the operator (or access number) instead.

- **Base Sale:** this is a decimal entry (for dollars and cents) intended to be the base value of the item. For example, a hamburger for 5.25 without tax and/or service charge.

  - Type only numbers, without the dollar sign. Example: Type 25 and the system will fill in .00 to show 25.00

  - The system will automatically calculate service charges and/or sales tax based on the rules established in A/R configuration for the G/L account being used.

  - **RETURN SALES**
    - At a POS system, "return sale" is essentially a negative value sale caused when the customer returns the merchandise to the store and receives his/her money back.

    - A "return sale" when keyed manually is a normal transaction to the same department as the original transaction except it is keyed with a negative value, mimicking what a server would do on a POS terminal. Since the same department includes both the debit and credit, the overall effect is that the sales department nets out for the current month and doesn't impact the customer's balance.

- Note that when a negative value is typed as a chit's base sale, the system will ask if the item is intended to be a PAYMENT or an ADJUSTMENT for a prior month.

  - If the item is intended to be a payment and not just a return sale, click YES to the "Is this a payment?" question. Then the chit will be marked as a "payment" type instead of a normal chit. If the item is NOT a payment, another question will appear:

    - If you either do not use minimums or your minimums span two months or more, answer NO to the "Prior Cycle Adjustment" question.

    - If the item is an adjustment for a transaction in a prior month when the original transaction was linked to a MONTHLY or CYCLE minimum, click YES to the "Prior Cycle Adjustment" question that appears.

      - If it IS for a prior month and you select YES, the transaction will be marked as an ADJMENT and will NOT affect the current month's minimum.

      - If it IS for a prior month and you select NO, the transaction will have the effect of increasing the current month's minimum.

- Be sure to read the section of the manual concerning "adjustments and credits" for other pertinent information that's similar to "return sales."

- **MEMO:** to activate the memo, click on the sentence that reads "Memo off – click HERE to activate" to enable the entry box:

  Memo OFF - click HERE to activate

  - Type up a 40 character comment in the memo input box and press ENTER. Pressing ENTER alone will leave the memo blank.

    Optional: type memo in the space below (max 40 char)

  - Memos can appear on member statements if the statement template being used contains the memo information (not all do).

How Consolidation Mode Affects Keying Chits

- *Review:* Consolidation is a main A/R configuration setting that is designed to merge like-items into one or more lines on a member statement. Example: a member's dining room ticket for a group of four people includes hors d'oeuvres, pre-dinner drinks, salads/soups, entrees, wines, desserts and after-dinner drinks, representing potentially a dozen or more G/L sales accounts. Consolidation can merge all those items into a single line on a statement or, if group consolidation is configured, into perhaps three statement lines (e.g. Beverage-Alcohol, Beverage-N/A and Food). Also remember that if consolidation is *not* turned on as a default A/R configuration setting, it can still be used within the statement printing module in a "brute-force" mode to eliminate all detail in favor of printing only one statement line per "chit," which generally results in fewer printed statement pages per member account.

- The consolidation feature is often used by clubs who have POS systems because POS systems generally create quite a bit of detailed data, which naturally results in more multi-page statements.

- Consolidation can be toggled on and off throughout the month by changing the main configuration setting. However, changing A/R configuration settings is not allowed when in the midst of the month-end billing process.

- It's important to understand that when the main A/R configuration consolidation setting is enabled, *it also affects how the manual chit keying module operates.*

- It causes the module to mimic a third-party POS system. (Be sure to read the "Special information for third-party POS users, below.)

- Automatic service charge and sales tax calculations based on the G/L account used for each sales item entered *is disabled*.

- Applicable service charges and/or tax *must be entered manually as separate line items*, exactly as a third-party POS interface would provide the data to Club Office.

Special information for third-party POS users

Sometimes it becomes necessary to manually key a ticket that was erroneously rung up on the POS system. Understanding how your POS system and Club Office differ as it relates to calculating service charges and sales tax is important should you need to do this. In the example below, let's assume that there were four beers, three liquor beverages, four entrees, two desserts, three non-alcoholic beverages and a glass of milk on the ticket, for a total of seventeen individual line items.

- When the ticket is rung up on the POS system:

  - POS systems generally use one or more "internal accumulators" for special subtotals such as service charge and sales tax. A good analogy is to think of these accumulators as "buckets," such as the "liquor bucket," "beer bucket," "entrée bucket," etc. – a bucket for each food or beverage group type.

  - When items are sold that apply to a specific group, the respective "bucket" is updated with a new total of sales of that type of product. This continues until at the end of the sale, the POS system has various totals in its individual "buckets."

  - On most POS systems, service charges and/or sales taxes are assigned to the various buckets so that, for example, if the liquor bucket is to be taxed at 9%, the liquor tax is calculated as "9% multiplied times the liquor bucket total" and stores the total in the "liquor tax bucket." If service charge applies to a group, the calculated service charge for that group would be done in a similar manner: "service charge % multiplied times the group bucket total," storing the total in the "service charge bucket."

  - The calculation is performed on the *bucket total*, not the individual item. This means that if there were 8 sales items that totaled $46 in the liquor bucket, the liquor tax is factored times the $46 and not on each of the eight items individually. Of course, it's then rounded to the nearest penny since it's a currency value. *This is a critically important concept to remember.*

  - When the interface exports the POS data to Club Office, it uses the bucket totals; Club Office receives a total for the liquor bucket, a total for the beer bucket, a total for the entrée bucket, a total for the service charge bucket, a total for the liquor tax bucket, a total for the sales tax bucket, etc. In other words, Club Office receives the POS system's summary "bucket" totals, not the individual transactions that made up the sale.

  - Because the interface provides service charges and sales taxes separately, on a member statement, the member will most certainly see these on separate lines instead of seeing the these values alongside the items purchased in a "service charge" or "sales tax" column. A person who purchased a single beer, for example, might see three line items on the statement: one line for beer, one line for service charge and another line for sales tax. *This is another critically important concept to remember.* On the statement, it would look like this:

```
Descrip     Base        S/C         Tax         Total
Beer        $3.50                               $3.50
Srv chg     $0.53                               $0.53
Sales tax   $0.32                               $0.32
```

- When the same ticket is keyed into Club Office:
    - Remember that Club Office calculates service charges and sales taxes on a *per-line-item* basis and on a statement, displays them horizontally on the *same* line along with the base sale and total of the item. So if a person keyed a ticket for a single beer in Club Office (as in the example above), it would look like this instead:

      ```
      Descrip       Base        S/C         Tax         Total
      Beer Sales    $3.50       $0.53       $0.32       $4.35
      ```

    - Also recall that as each line item is keyed, the sales tax and service charge for that item is calculated directly. Of course, since these are currency values, they must be rounded to the nearest penny. This means that service charges and sales taxes were each calculated and rounded to the nearest penny *seventeen times*, not just once as in the POS ticket. This opens the door for penny-rounding issues that can easily lead to a keyed ticket that doesn't exactly match the POS ticket, resulting in a potential member dispute when he/she calls to ask, "Why does my signed ticket say $89.93 but the charge on my statement reads $90.44?"

- When "consolidation" is enabled, Club Office merges the multiple POS lines of data into one line that displays sales, S/C, tax and total on the same line. However:
    - When "consolidation" is enabled and chits are keyed manually, *Club Office will not perform the automatic "horizontal" calculation of service charges and sales tax.* It's the user's responsibility to enter the service charge and tax as *separate line items*, effectively simulating the type of data the POS interface would provide. Later, when statements are printed, the consolidation operation will merge the data into the single-line display.

Editing/Deleting an Erroneous Entry

The chit keying module is always in "add" mode – it adds transactions to the daily workspace. The workspace editor is used for correcting erroneous chits; it may be accessed via the menu option at the top of the screen as well as from the main A/R screen.

Receiving Member Payments on Account

Similar to sales transactions, payments made by members are also entered through the chit keying module:

1. Click on the PAYMENTS MODE button.

2. When in the payments mode, you may enter the payments either as credits or debits -- the system will automatically convert them to credit value entries.

3. Note that certain fields are disabled while in payments mode and that a key word, "PAYMENT" is forced into the chit # field. The A/R system uses such key words for specific internal functions and reporting..

4. You may also use the memo feature for payments, and some users like to key the member's check number into the memo field.

G/L Acct #	
	PAYMENT
Chit Date	20120729
Member #	
Payment Amount	
Payment Total	

Adjustments vs. Credits

While similar, Club Office treats these two operations differently because of the nuances of member minimums, and more specifically, as they pertain to *monthly or cycle-minimums.* Why? It's best explained by an example of how credits can affect a member's minimum:

- Assume that member # 202 has a monthly minimum spending requirement of $50 and the member is reviewing his June statement. He finds a $20 food charge that he never had, and the office eventually discovers that it was originally intended for

member # 220 but was erroneously charged to member # 202's account because of a typo error when the member number was entered. The member's happy because he's told that a credit to of -$20 will be made to his account for the mistake. So the user enters a straight credit for -$20 for food to member #202's account. But because "food" qualifies as an item that applies to the minimum and the credit was made in July (to fix the erroneous June charge), the member's *July* minimum is recalculated and suddenly, his account shows that his minimum is now $70 instead of the normal $50. Later, at the end of July, thinking that he's met his minimum by purchasing $55 in food, the member is shocked to see that he was assessed $15 for "unspent minimums" because his purchases didn't meet the $70 requirement. Now he's madder than ever at the office staff and calls the club's general manager to complain saying, *"Can't your staff handle a simple credit on my account? And who gave you authorization to arbitrarily raise my minimum from $50 to $70?"*

⌐ **The bottom line is this:** a credit made to a G/L account that applies to the minimum *negates other current sales* that are applicable to the minimum in the current month or cycle. The net effect is that it raises the minimum because the member has to spend more than normal.

⌐ **Solution - for those using monthly or cycle minimums:** Club Office uses the key words ADJMENT and CREDIT in the chit# field to determine whether adjusting transactions should be excluded from minimum calculations.

   ⌐ *Think of an ADJMENT as a credit transaction that is intended to correct an erroneous transaction that happened in a prior month.* Club Office will ignore ADJMENT chits as it relates to calculating minimums during the current billing month and therefore, the adjustment value can be applied to the member's balance without affecting his/her current month's minimum spending requirement.

   ⌐ Conversely, a **CREDIT** chit to a G/L account that applies to minimums applies to the CURRENT month and will offset other minimum purchases made in the current month.

   ⌐ A "return sale" has the same effect as a CREDIT chit because any "sale" transaction always applies to the current billing month.

   ⌐ The key chits module includes an Adjustment/Credit mode to aid in identifying whether the credit value should be an ADJMENT or a CREDIT.

How to key an ADJMENT chit:
1. Click the Adjustment/Credit Mode button, and answer YES to the dialogue box that appears immediately afterward. Note that the key word ADJMENT is displayed in the chit # field.
2. Type the other fields of data as if keying a normal chit. Enter the Adjustment value with a negative value if you are crediting the account; enter it as a debit value if you are charging the account. Another dialogue box will appear to confirm your entry:
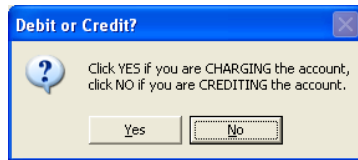
G/L Acct #	
	ADJMENT
Chit Date	20120729
Member #	
Adjustment	
Chit Total	

Debit or Credit?
Click YES if you are CHARGING the account, click NO if you are CREDITING the account.
Yes   No

3. Reminder: use the MEMO field for other explanatory information if you wish.
4. Click OK when done.

How to key a CREDIT chit:

1. Click the Adjustment/Credit Mode button, and answer NO to the dialogue box that appears immediately afterward. Note that the key word CREDIT is displayed in the chit # field.
2. Type the other fields of data as if keying a normal chit. Unlike keying an ADJMENT, the value you enter will be forced to a negative value automatically.
3. Additional dialogue boxes will appear to confirm that the credit you're applying is not a payment and also not a correction for something in a prior month (which is an ADJMENT). Finally, the following will appear:
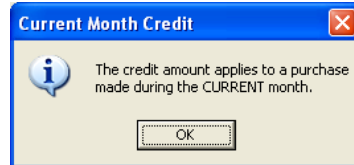
5. Reminder: use the MEMO field for other explanatory information if you wish.
6. Click OK when done.

How to Adjust a Member Payment on Account

Periodically, a member payment may be accidentally applied to the wrong member account or a member's check may not process through the bank.

- If the adjustment is for a payment made in the currently open month, there are multiple ways to accommodate this issue:

  - Use the EOM Editor (explained later in this manual) to locate and change the member number of the erroneous transaction.

  - Use the EOM Editor to locate and reverse the erroneous transaction; then key the payment transaction to the correct member account.

  - Key a normal "charge" transaction to the member account but use the bank account as the G/L Acct# (the same G/L account to which you likely key payments). *NOTE: This option works, but the EOM options above are better choices.*
    - **Suggestion:** Be sure to use the MEMO field to note the purpose for the transaction

- If the adjustment is for a payment made in a prior month that has been closed:

  - Key an "ADJUSTMENT" transaction to the member account but use the bank account as the G/L Acct# (the same G/L account to which you likely key payments). The ADJMENT feature provides a Debit/Credit option, click YES to "charge" the account.
    - **Suggestion:** Be sure to use the MEMO field to note the purpose for the transaction
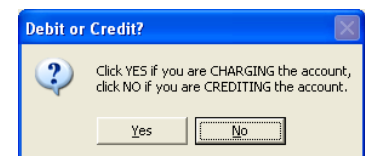
Using Pre-Defined F-Keys

You can define several of the F-keys on your keyboard to be "shortcuts" to automatically fill a field with specific text information when that key is pressed. For example, you might configure the F-2 key to insert the word "Check #" into the memo field as a shortcut when keying a couple hundred member payment checks. Configuring F-keys is performed in the main Club Office configuration module.

AutoGenerate Chits

This powerful option is available on the FILE menu of the key chits module. AutoGenerate provides a method to create a "bundled" group of G/L accounts and a list of member numbers, and automatically generate a separate chit transaction to each g/l sales account in the bundle for each member in the list. AutoGenerate is also a very handy tool for certain kinds of periodic billing when the same item is being charged to multiple membe accounts. For example, AutoGenerate is a perfect tool for charging exactly the same items to a hundred members who have attended a recent club party or event.

Creating the Bundle or List

The left half of the screen contains the listing of general ledger sales account numbers that are used in the billing. The right half pertains to the list of member accounts to use. Appropriate data for either side may be entered in any order.

G/L Bundle

1. Type the G/L number into the top, yellow box. Press the F-5 key for a lookup of the G/L accounts. After keying the entry, press ENTER.
2. Type the base sale amount of the charge in the second, green box. Type the decimal amount without the dollar sign and press ENTER.
3. Click ADD ITEM to add the entry to the bundle list. The cursor will return to the G/L number box again to facilitate quick entry of another item. (**Speed tip:** After typing the base sale amount, the program's "focus" will shift to the Add Item button; pressing ENTER will then do the same action as if you clicked on it.)
4. Click SAVE BUNDLE to save your work periodically.
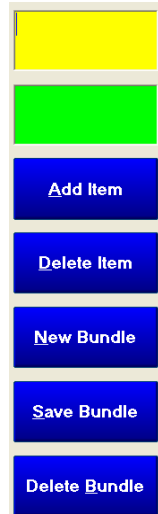
Delete an Item from the Bundle List

1. Click on the item in the bundle list to delete
2. Click DELETE ITEM.

Delete the Entire Bundle/Start Over

1. Click DELETE BUNDLE to clear the current display and the related data file containing the bundled G/L accounts. (This is akin to "rebooting" the computer – it clears out everything in memory.)
2. If you click NEW BUNDLE without first choosing Delete Bundle, the display will be cleared but the existing data file will remain intact. (This is akin to restarting an application without rebooting the computer first.) When you "save" the new bundle, the old data file

will be replaced with the new one which essentially "deletes" the old settings. (Note that clicking the GENERATE CHITS button invokes the save bundle function automatically.)

Create the List of Members to Charge

1. Type a member's number into the top, cyan-colored box. Press the F-5 key for a lookup of member accounts. After keying the entry, press ENTER.
2. Click ADD MEMBER to add the member to the list. The cursor will return to the member number box again to facilitate quick entry of another member number. (**Speed tip**: After typing the member #, the program's "focus" will shift to the Add Member button; pressing ENTER will then do the same action as if you clicked on it.)
3. Click SAVE LIST to save your work periodically.
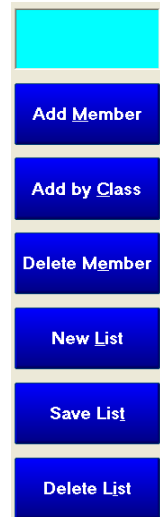
Add Group of Members by Class Code

1. Click the **Add by Class** button to display an option to select a group of members by class code.
2. Type the desired class code into the input box that appears.
3. An additional selection will appear whether to use the sub accounts (member accounts .01 through .99) as well.
4. To select more than one class code of members, repeat the process as many times as is necessary.

Delete a Member from the List

1. Click on the member in the list to delete.
2. Click DELETE MEMBER. (Deletion removes the member from the current list only, not from the member database.)

Delete the Entire Member List and Start Over

1. Click DELETE LIST button to delete not only the display but the data file containing the current list of members. (This is similar to deleting the "bundle" only it applies to members.)
2. Click NEW LIST button to clear the display but temporarily leave the data file intact. (This is similar to clicking New List for the "bundle" only it applies to members.) When you "save" the list, the old data file will be replaced with the new one. (Note that clicking the GENERATE CHITS button invokes the save list function automatically.)

Generate Chits

Because you can only get to the AutoGenerate Chits function via the Chit Keying module, the date the AutoGenerate chits function uses is the date that was selected when you opened the Chit Keying module. Selecting the Generate Chits button does the following:

- It first "saves" both the current bundle list and member list.
- It requests verification prior to generating the chits, click YES to proceed.
- During generation, the dark window at the bottom of the screen may display data as the chits are generated. When done, a "Charges Generated" message will indicate the module is finished.

Using the G/L numbers, values and members in the example presented here, the workspace editor displays the batch as "AutoGen" to indicate they were generated by the AutoGenerate module automatically:

AutoGenerate created 88 chits in only a matter of a few seconds:

Batch	Dept #	Chit #	Date	Member#	Emp#	Cvr	Base	S/C	Tax	Total	Memo
AutoGen	3132.000	W371012	20120729	109.00	0	0	$2.50	$0.00	$0.16	$2.66	
AutoGen	3030.000	X433866	20120729	207.00	0	0	$17.25	$2.59	$1.29	$21.13	
AutoGen	3044.000	X433866	20120729	207.00	0	0	$7.85	$1.18	$0.59	$9.62	
AutoGen	3120.000	X433866	20120729	207.00	0	0	$18.75	$0.00	$1.22	$19.97	
AutoGen	3122.000	X433866	20120729	207.00	0	0	$11.88	$0.00	$0.77	$12.65	
AutoGen	3132.000	X433866	20120729	207.00	0	0	$2.50	$0.00	$0.16	$2.66	
AutoGen	3030.000	Y449426	20120729	240.00	0	0	$17.25	$2.59	$1.29	$21.13	
AutoGen	3044.000	Y449426	20120729	240.00	0	0	$7.85	$1.18	$0.59	$9.62	
AutoGen	3120.000	Y449426	20120729	240.00	0	0	$18.75	$0.00	$1.22	$19.97	
AutoGen	3122.000	Y449426	20120729	240.00	0	0	$11.88	$0.00	$0.77	$12.65	
AutoGen	3132.000	Y449426	20120729	240.00	0	0	$2.50	$0.00	$0.16	$2.66	
AutoGen	3030.000	P333970	20120729	249.00	0	0	$17.25	$2.59	$1.29	$21.13	
AutoGen	3044.000	P333970	20120729	249.00	0	0	$7.85	$1.18	$0.59	$9.62	
AutoGen	3120.000	P333970	20120729	249.00	0	0	$18.75	$0.00	$1.22	$19.97	
AutoGen	3122.000	P333970	20120729	249.00	0	0	$11.88	$0.00	$0.77	$12.65	
AutoGen	3132.000	P333970	20120729	249.00	0	0	$2.50	$0.00	$0.16	$2.66	
AutoGen	3030.000	K114164	20120729	274.00	0	0	$17.25	$2.59	$1.29	$21.13	
AutoGen	3044.000	K114164	20120729	274.00	0	0	$7.85	$1.18	$0.59	$9.62	
AutoGen	3120.000	K114164	20120729	274.00	0	0	$18.75	$0.00	$1.22	$19.97	
AutoGen	3030.000	W371012	20120729	109.00	0	0	$17.25	$2.59	$1.29	$21.13	
AutoGen	3044.000	W371012	20120729	109.00	0	0	$7.85	$1.18	$0.59	$9.62	
AutoGen	3120.000	W371012	20120729	109.00	0	0	$18.75	$0.00	$1.22	$19.97	
AutoGen	3122.000	W371012	20120729	109.00	0	0	$11.88	$0.00	$0.77	$12.65	
AutoGen	3122.000	K114164	20120729	274.00	0	0	$11.88	$0.00	$0.77	$12.65	
AutoGen	3132.000	K114164	20120729	274.00	0	0	$2.50	$0.00	$0.16	$2.66	

Click on a sort button or Sort by... in the menu bar for special sorts of these chits.

Daily Validated Proof List - Summary   Reference Date: 20071006   Page # 1

G/L Acct and Description	Hash Total	Base	Srv Chg	Tax	Total	Covers	Avg Meal
3030.000 Member dining	13827.00	310.50	46.62	23.22	380.34	0	
3044.000 Misc N/A Beverage	13827.00	141.30	21.24	10.62	173.16	0	
3120.000 Greens fees	13827.00	337.50		21.96	359.46	0	
3122.000 Golf car fees	12793.00	201.96		13.09	215.05	0	
3132.000 Golf Range	12793.00	42.50		2.72	45.22	0	
Grand Totals:	67067.00	1033.76	67.86	71.61	1173.23	Chit count:	88

Important information to know:

- **Caution:** It is *extremely easy* to double or even triple-charge members with a module such as this. Be very, very cautious using it.

- **Global nature:** for each member in the member list, the module creates a transaction for each g/l number in the bundle. Therefore, be absolutely certain of the values, G/L accounts and members are correct. The system works very quickly and can't be stopped once it starts. Remember, however, that chits can be edited or deleted in the workspace editor after generation.

- **Chit Numbers:** the system generates its own random chit number for each bundle of charges for each individual member.

- **Credit values:** While the module can be used to generate credit value transactions, it CANNOT be used for receiving member payments. Credit transactions will apply to the current billing month only (they will not be entered as ADJMENT transactions). A suitable use for this might be to apply a credit to multiple member accounts because of an event rainout.

- **Service charges and sales tax** will be calculated appropriately as if the chits had been keyed manually.

Tax-Exempt Member Accounts

The membership module includes a setting to mark an account as tax exempt. It's important to understand how this can affect your receivables as it relates to the reconciliation of collected sales tax at the end of a month.

- **How the setting works:** If a member account is marked as tax exempt, the A/R module does not calculate sales tax even though the G/L account to which the transaction is made is a taxable G/L sales account.

  - SQLPos POS is sensitive to the tax exmpt setting and will bypass calculating tax automatically.

  - Third-party POS systems: the member setting does not apply to POS transactions brought across from a third-party POS system -- it is the responsibility of the POS operator to bypass sales tax at the time of the sale.

- **How this affects sales tax reconciliation:** Let's assume that at the end of a month, your taxable food sales were $10,000. If your sales tax percent was 5%, then you should have collected $500 in sales tax for the taxable food purchases. However, if a tax exempt member hosted a party that represented $1,000 of these sales, your taxable sales would still be $10,000 yet your sales tax collected total would be based on $9,000 instead, and you'd have only $450 to report. Logically therefore, you would report $9,000 for taxable sales, $1,000 for tax exempt sales and $450 tax collected to your state. This sounds good so far, but this creates a problem if your staff is not on top of this issue, for it leaves open the possibility that tax reports may be filed incorrectly, leading to tax audits and potentially other issues.

  - *It is the end-user's responsibility to track tax-exempt sales.* Unless you establish sales departments specifically for them, the system will not track them.

  - Simply by checking the tax exempt box on a member account does not automatically shift his/her purchases to non-taxable sales departments -- it merely bypasses the calculation of sales tax on A/R transactions.

  - **Solution:** create G/L sales departments for both taxable and non-taxable sales. For example:

4010	Grill Food (taxable)
4015	Grill Food (non taxable)
4020	Dining Room Food (taxable)
4025	Dining Room Food (non-taxable)
4030	Bar Beverage (taxable)
4035	Bar Beverage (non-taxable)

  - If manually keying transactions into the A/R system, the member's name will include the words "Tax Exempt" on the screen. This is a reminder to make sure to key the transaction to the proper non-taxable department instead of keying it to a taxable department and having the system bypass sales tax.

  - SQLPos POS: use SQLPos's G/L Alias option to shift a sale to the non-taxable department.

  - Third-party POS users need to be especially vigilant on this issue.

A/R Module FILE Menu Options

File menu options pertain to POS operations, importing/exporting data or changing your printing settings:

SQLPos Control Panel

If SQLPos Point of Sale is installed on your system, this menu option will be enabled. Complete operation information for the SQLPos control panel it is included in the SQLPos Operation Manual.

Import Third Party POS Transactions

Importing POS transactions essentially involves the conversion of data created by your POS system into data that Club Office can use. The converted data can then be imported into your Club Office A/R system via this standardized tool, after which you can treat the transactions as if they had been keyed manually into the daily workspace. If installed on your system, this menu also displays other POS import modules such as Digital Dining, Restaurant Manager, Micros and InfoTouch POS systems.
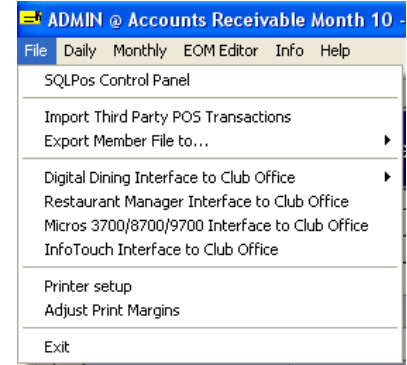
General Importing Procedure:

1. Choose the IMPORT option to display the import dialogue box.
2. Use the dialog box to locate the file your POS system exported, then click the OPEN button to select it.
3. Confirm or cancel the import by clicking on the YES/NO option box that appears next.
4. The helpwindow at the bottom of the screen will display a counter as the file is processed. At the conclusion of the process, a message box will appear in the middle of the screen.
5. Following the import, it is suggested that the user print the Daily Chit List (by chit#) to verify the imported data with a similar report produced from the POS system.
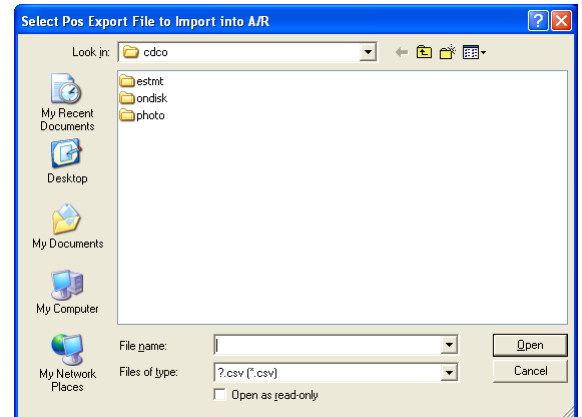
⌐ **Caution:** Inherent in the process of importing transactions from an external system is the possibility that data may be accidentally imported more than once. It is incumbent on the end user to develop a structured methodology to ensure that data is not duplicated or skipped this way. By the use of various file naming conventions, careful POS closeout procedures and verifying the daily chit list report with the POS report, the danger of doubling-up data can be minimized.

⌐ **ASI Restaurant Manager, Micros and InfoTouch POS:** Club Data has created powerful custom interfaces for this three products; each interface has its own detailed documentation. Contact Club Data for complete information about these interfaces.

Export Member File to...

The A/R module has the capability to export member name/account number/other information to a file that can be imported into specific types of POS systems. The option is also available inside the FILE menu on the main A/R screen. Select the one that applies to you. Consult your POS system's operation manual for the procedure required to import the file.
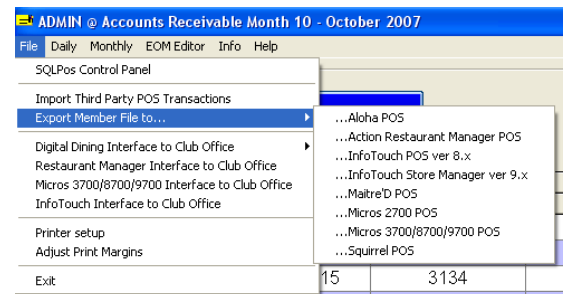
⌐ Suspended members: if the member record is marked as "suspended" in the membership file, the export behaves in the following manner:

Pos System Type	Export Function
Aloha	record not exported
ASI Restaurant Manager	record not exported
InfoTouch POS ver 8.x	credit limit set to zero
InfoTouch Store Manager	credit limit set to zero
Maitre 'D POS	credit limit set to zero
Micros 2700	record not exported
Micros 3700/8700/9700	record not exported
Squirrel POS	record not exported

If the type of export you need is not listed, contact Club Data.

A/R Custom Reports Module

With this module, you can design other sales reports by selecting specific sales accounts, adding subtotals as needed and finally, selecting the sales records to include in the report by any range of dates. The A/R system actually shares some modules with the G/L system and the A/R custom reports module is one of them. Complete information for using this powerful tool is included in the General Ledger section of the manual in the section called "G/L Custom Report Writer."
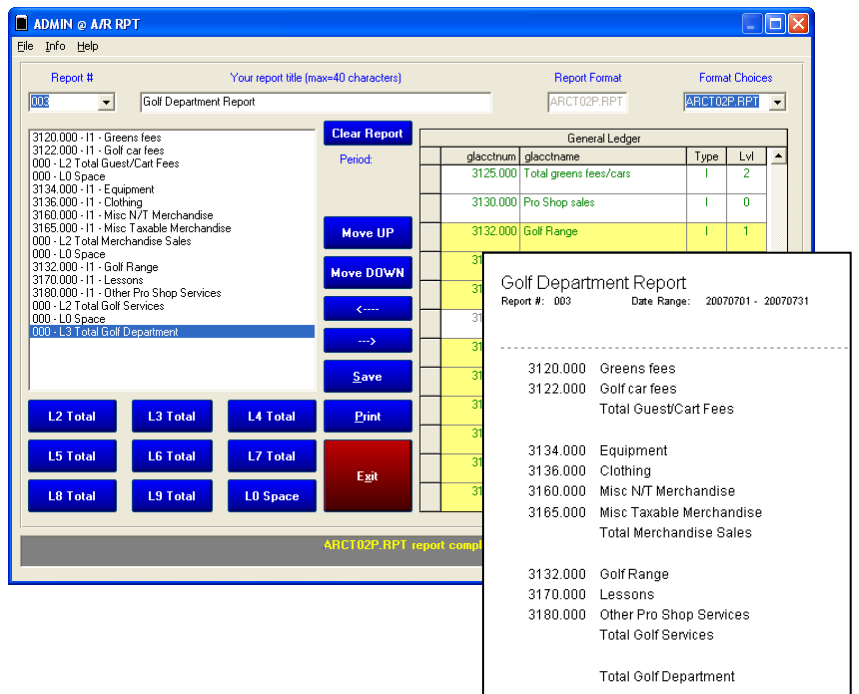
Daily Menu Options

The Daily menu contains features that support common activities that one may do on a daily basis that pertain to the A/R workspace. Reports based on chits in the workspace may be printed, the "view workspace" option provides easy review of "problem" chits (chits that have an invalid member #, employee # or G/L number and another quick-link to the daily editor is provided. For SQLPos users, an import option is available for importing sales from SQLPos workstations that are configured to be permanently off-line and deliberately *not* connected to the network.

Daily Reports

This menu provides access multiple reports, many of which can be selected by ranges of dates or other criteria.
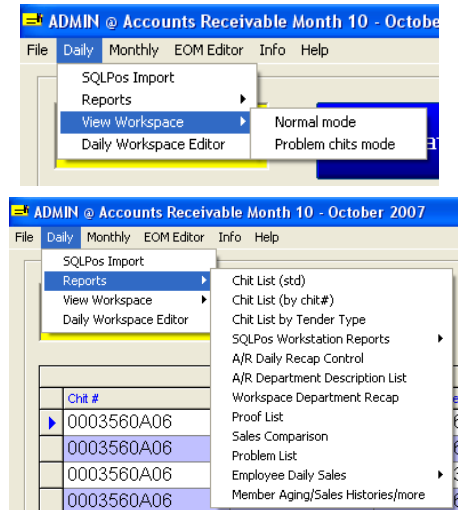
SQLPos Workstation Reports
If SQLPos POS is installed, various special listings in both the daily and monthly reports menus are activated. These provide selectivity by individual or groups of SQLPos workstations as well as by ranges of dates. To select a specific workstation, type the store ID followed by the workstation # such as **A04** or **B02**, etc. Groups of workstations can be reported together by selecting by using the **??** wildcard, such as **A??** will select all workstations which are set for the "**A**" store ID. By using the store ID to denote similar work areas, you can get groups of listings particular to that work area. For example, if all Dining Room workstations were set to use "**D**" as the store ID, you could run a report of all **D??** workstations and get only dining room sales. A golf pro shop could be store ID "**P**" and running a report on **P??** workstations would display only pro shop sales.

⌐ Note that changing a SQLPos workstation's store ID does not retroactively change historical transactions that have already been processed through the system.

EOM Editor

This menu option provides a method to modify (or even delete) transactions *AFTER* they have been accepted and moved from the daily workspace to the monthly "accepted" table. While the intention of the system is to keep things in the workspace until you are certain they are correct, situations do arise that require editing after the fact. The option only appears for users whose access level for A/R is at least equal to level 3:

(In the above example the user has already chosen a chit to edit.)

↲ Editing is only allowed for the current month's chits. While you may recall prior month transactions to the screen for review, they may not be edited.

↲ The EOM Editor essentially creates reversing entries which can then be re-posted through normal daily A/R processing. Reversing entries are preferred over directly editing/deleting a posted record as they provide a measure of audit control not available otherwise.

↲ Reversing entries made by the EOM Editor do not appear on member statements; instead, both the original erroneous entry and the reversing entry are specially marked so that the accounting system ignores them. For auditing purposes, both entries are retained in the database; it's just that the system cannot "see" them.

↲ Club Office users having administrative level access to A/R (level = 99) may also delete chits completely. This is handy in cases where third-party POS transactions have been accidentally imported *and accepted* more than once.

◢ The module includes other powerful features such as revalidating minimums, totallers, prepaids, etc. for the current month or between a range of dates, recalculating service charges and taxes and exporting "accepted" transactions to a CSV file type. Complete information on the use of these functions is included later in this manual.
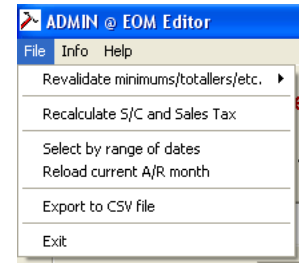
Caution: Considerable effort has been made to provide adequate validation and editing capabilities for daily workspace transactions; it is expected that any problems involving problem chits are discovered in the workspace and fixed *before* they are accepted. The "accept" process itself assumes that the chits are being accepted *because* they are correct. The EOM Editor should be considered as a "last resort" editing tool. This module should only be used by the most knowledgeable and trusted members of your staff.

How to edit/change a chit:

1. When the module starts, all the monthly transactions (chits) are loaded into the viewing grid in ascending member number order, and ascending date order within member number.

   a. To change the sorted viewing order, click on a column heading to sort the grid in ascending order by the selected field of data. For example, if you were looking for a specific chit#, click on the Chit# column heading to sort the data by the chit#.

								Monthly "Accepted" Chits							
A/R Dept	Chit#	Date	Member #	Emp #	Covers	Base	S/C	Tax	Total	Min#	Tot#	Ppd#	Instl#	Status	Memo	Tendtype

2. Use the standard Windows vertical/horizontal slider bars to scroll around through the grid until you locate the chit you wish to edit. You may also use the standard Windows keyboard navigation arrow keys, page up/down, ctrl-home and ctrl-end, etc.

3. Click anywhere on the chit line to bring the values into the edit boxes at the top of the screen.

4. Click the Modify button. A Reverse button will then appear.

5. Reversing the entry is easy: click the Reverse button.

   a. A "reversed" chit creates only the reversing transaction but marks the chit status of both the original and the reversal with an "X" and places an asterisk (*) at the very front of the chit#. These two marks make both chits invisible to the A/R system:

3165.000	00U356UAU6	2UU71U15	2U7.UU	U	U	$11.5U	$U.UU	$U.69	$12.19	U	3	U	U	P	1 slv p
3120.000	*U377301	20071025	207.00	0	0	$22.34	$0.00	$1.45	$23.79	0	0	0	0	X	
3120.000	*U377301	20071025	207.00	0	0	($22.34)	$0.00	($1.45)	($23.79)	0	0	0	0	X	
3120.000	0440525	20071025	207.00	0	0	$112.50	$0.00	$7.31	$119.81	0	0	0	0	P	

   i. **Caution:** the asterisk (*) character in the chit# field and the "X" status are protected system markers and may not be entered by the end-user.

6. Instead of reversing, you may make changes to one or more fields in the chit itself.

   a. A "modified" chit produces two transactions -- one to reverse the original and the new, corrected transaction.

   b. In the following example, the original item was erroneously charged to member #240 so the user changed the member# to the correct member (249) and added a comment to the memo field. Click OK to finish the change.

The result is that the original chit is "reversed" for member #240 and a new chit is created for member #249. Note the memo has the first part of the memo:

A/R Dept	Chit#	Date	Member #	Emp #	Covers	Base	S/C	Tax	Total	Min#	Tot#	Ppd#	Instl#	Status	Memo
3044.000	*V6424	20071006	240.00	0	0	$7.85	$1.18	$0.59	$9.62	1	0	2	0	X	Erroneously
3044.000	*V6424	20071006	240.00	0	0	($7.85)	($1.18)	($0.59)	($9.62)	1	0	2	0	X	
3044.000	V6424	20071006	249.00	0	0	$7.85	$1.18	$0.59	$9.62	1	0	2	0	P	Erroneously

7. Prior to effecting a change of any type, a confirmation box appears; click YES to confirm the change or NO to cancel.

How to Delete a Chit

Administrator user access level (99) is required to enable deletion. The process is easy and only slightly different than editing:

1. Click Modify first.

2. Locate the chit to delete in the grid.

3. Highlight the row.

4. Press the Del (or Delete) key on your keyboard.

5. Confirm the deletion by clicking YES on the confirmation box.

6. Unlike the reverse or modify actions, the chit actually is deleted from the database.

EOM Editor Behavior Change during Month-End Processing

If the EOM Editor is used to reverse or change a transaction *after month-end transactions have been generated,* the following reminder message will appear when you exit the editor. Obviously, reversing or changing data causes a change in monthly sales reports and the reminder message is there for a good reason:
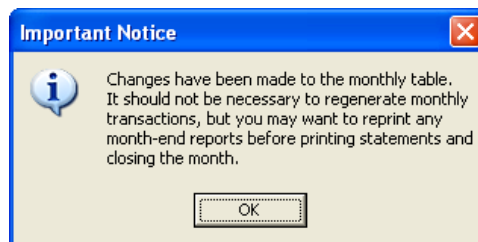
File Menu Options
The EOM editor contains a few extremely powerful and useful utilities that are found nowhere else in Club Office:

File Menu Option - Revalidate Minimums
Two options are available: one to revalidate the current month only and another to revalidate by a date range. The function scans through all the monthly chits and reassigns the minimum codes and other codes for prepaids, installments and totallers based on the current A/R department configuration settings. Example:
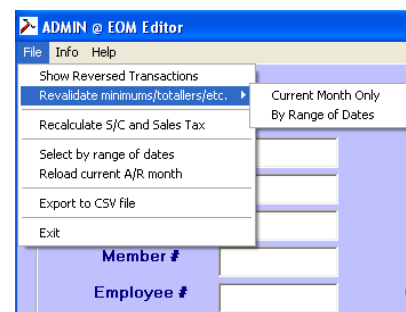
- It's September and the board of directors has just decided that non-alcoholic beverages are now valid items that apply to annual member minimums and that the change should *only be retroactive to the beginning of your fiscal year*, which is all the way back to April 1st.

  - Make the appropriate change to the non-alcoholic beverage department in A/R configuration by changing the MIN# column to apply to the appropriate minimum (1, 2, or 3).

  - Start the EOM Editor, choose File, Revalidate Minimums, then By Range of Dates

  - Type the FROM date as the first day of the fiscal year, which is 0401 in this example and click OK.

  - Type the TO date as the last day of the current month (to make sure you include all transactions for the current month). In this example since it's September, you'd type 0930 and click OK.

  - The system will perform the changes immediately and all non-alcoholic beverage purchases going back to April 1st will now apply to the minimum.

- The feature can also be used before starting your month-end process to ensure that all transactions that are related to minimums have the proper minimum code assigned to them. This will ensure that member minimums are calculated properly.

- When using the date range option, be sure to set the "FROM" and "TO" dates consistent with the applicable date range for the minimum in question. For example, if you use annual minimums, the "from" date would be January 1 and the "to" date would be December 31 of the current year.

- A special feature of the revalidate current month option only (not available in the date range option) is the ability to generate a unique chit# for chits that are currently set to chit #0. Sometimes a third-party POS interface may assign chit#0, which is actually valid to Club Office. However, it makes locating an individual chit for a member very difficult should the need arise!

File Menu Option - Recalculate S/C and Sales Tax
If a sales department tax or service charge setting changes during a billing month after "accepted" transactions have gone through, it is possible to "spin" through the current transactions and recalculate the charges based on the new settings. This feature comes with a serious caution for POS users (see below). Example:

- You created a new sales account at the beginning of the month but forgot to mark it as taxable by putting the sales tax percentage into the A/R department configuration. Or, you may have forgotten to mark the account as having a service charge percentage.

  - Make the appropriate change to the sales department in A/R configuration by changing the tax% column to reflect the proper tax percentage.

- Start the EOM Editor, select File, Recalculate S/C and Sales Tax. A rather lengthy but important message appears.
  - The recalculate function applies only to the current month; a date-range option is not available.
  - If the A/R configuration option to "consolidate chits on statements" option is enabled, recalculation will be bypassed and no changes will be made to any chits.
  - Third-party POS users: be sure to heed this warning!
  - Remember that all chits are completely recalculated and retotalled, and that afterward, they likely will not match the originals that came from ANY POS system, including SQLPos.
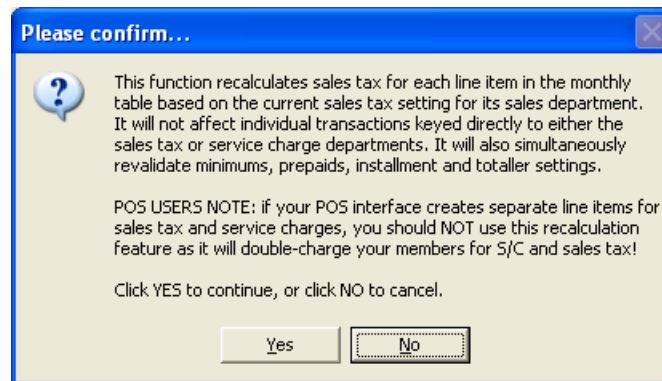
  - Click NO to cancel the operation. If you click yes, you will not get a second confirmation box – the module will proceed and make the changes.

File Menu Option - Select by range of dates

This option allows viewing any range of historic chits with the EOM Editor, although when using the date range option, the ability to modify transactions is not available. Note that if a wide range of dates is selected, there may be a substantial delay in populating the grid because of the amount of data involved. How to use: select the option and provide the desired FROM and TO dates.

Menu Option - Restore to current month

If you've used the range of dates option and want to go back to using the current month, click this option. The current month will be reloaded into the EOM Editor and the ability to modify transactions is re-enabled.

Menu Option - Export to CSV file

This option provides a way to export transactions from the "accepted" table into a common CSV file format. The resulting CSV file can then be reimported into the daily workspace for reprocessing or into most any commercial spreadsheet for other analysis. The export option requires both a FROM and TO date for the range of transactions to export, a file name prefix and destination drive/directory. The export defaults shown below and would create a file named ardaily20140211-20140211.csv inside the P:\CDCO folder. Change the defaults to your liking.

Monthly Menu Options

The Monthly menu contains features that support activities that are usually performed at the end of the month such as generating dues and other automatically recurring charges, printing reports for the current (or any prior) month, printing statements, aging or other sales analysis reports, sending e*statements and lastly, "finishing" the current month and readying it for the next one. The items on the monthly menu is telling of the tasks that need to be done as well as the order in which they should be performed:
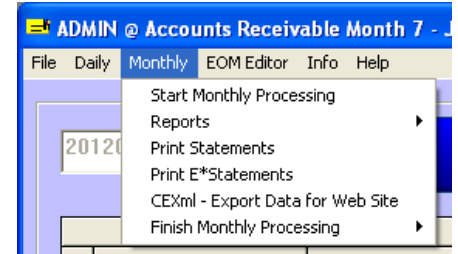
1. Start monthly processing to generate month-end charges.
2. Print reports, *check your work; make sure it's correct before going on.*
3. Print statements.
4. Print E*Statements (if used).
5. Finish (finalize) the month.

Start Monthly Processing

"Monthly processing" is an end-of-month procedure that creates the automatic recurring charges for dues, minimums, prepaids, special interests, installments and late fees, ages member balances, and in short, readies the member accounts for printing statements. The process itself is directed by the many global A/R configuration choices, as well as by the end-user at the A/R Monthly screen:

General Overview of Month End A/R Tasks

1. At the Monthly Transactions screen, the user selects which of the main features to calculate at the end of the month by checking the appropriate boxes. There are multiple checkpoints along the way to ensure that the user has made the right choices before the system actually starts generating the month end transactions.

   ⌐ The "generation" procedure can be undone and redone if necessary (an "Un-do monthly" button becomes visible).

2. Once the actual generation process is running, all "accepted" transactions plus those automatically generated such as dues, special interest charges and late payment fees are compiled and posted to member accounts.

    ◢ Final month-end reports are printed, data is checked for correctness. If okay, member statements are printed; e*statements sent; Internet Statements (if in use) are updated.

    ◢ Important: spot-check statements to make sure that expected charges are there for items such as dues, special interests, late fees, etc. Check the month-end reports to ensure that the totals "look right." For example, if your monthly dues are $100 and you have 300 members, a report that shows dues income as only $7,000 seems illogical: check the detailed month-end report to see who was charged and who wasn't. Likewise, if you normally have some late fee income at the end of every month for members who haven't paid their bills in full but there is no reported value for "late fee income," then it's quite likely that "process late fees" was not checked when the month-end generation process was run. Checking the statements BEFORE sending them can eliminate a lot of unnecessary embarrassment and checking the reports BEFORE finishing the month can prevent a lot of extra hassle.

3. A backup is made *BEFORE* the "finish monthly" process is run.

    ◢ *Undo monthly is an option only until the "finish" process is run.* Every month, our technical support staff receives calls from customers who "forgot" to do something or check one of the processing feature options but have already finished the month. Worse yet, when we ask if they have a backup, the answer is "No, doesn't the system do that automatically?" Well, yes, it does to some degree, but the automatic on-disk backup system is designed to provide an *secondary* layer of protection, *not the ONLY layer*.

4. "Finish Monthly" is invoked which finalizes the A/R sales totals and member balances for the current month, creates sales records and general journal entries and resets the system for the next month.

Monthly Transactions Options

The monthly screen includes many feature selections. By default, only the "Process Late Fees" box is checked.

No	☐ Process Dues
No	☐ Process Minimums ☐ use 16th to 15th
No	☐ Process Prepaids & Installments
No	☐ Process Special Interest Fees
Yes	☑ Process Late Fees
No	☐ Misc. Other month end 'on-the-fly' charges
No	☐ Process MASTER (.00) accounts only
No	☐ Process PATS

◢ **Process Dues:** checking this option causes dues to be calculated for the current billing month. The default is un-checked.

◢ **Process Minimums:** checking this option causes minimums to be evaluated. If prepaid minimums are in use, this box should be checked.

◢ **"use 16th to 15th"** is also available for users whose systems have the mid-month cycle (15th to 15th) available as a configuration option on the member financial screen. This

option shifts the evaluation period ahead one day so that the normal 15th to 14th setting becomes the 16th to 15th instead.

- **Process Prepaids and Installments:** checking this option causes prepaids to and installments to be calculated for the current billing month.

  - If prepaid dues and/or prepaid minimums are in use, this box should be checked.

  - Because prepaids and installments are also a subset of the special interest function, if this box is checked, the process special interest fees box must also be checked.

- **Process Special Interest Fees:** checking this option causes any fees for special interests to be generated for the current billing month.

  - If prepaids and/or installments are in use, be sure to check the prepaids and installments box as well.

- **Process Late Fees:** checking this option compares payments against the configuration settings concerning late fees; if a late fee is warranted, it generates the charge.

- **Misc. Other month-end charge:** checking this option displays another set of options on the lower half of the screen. This is an *on-the-fly* setting to create a one-time charge to multiple accounts dependent on the member classification codes and is independent of any other settings inside the system. Note also that the feature can be used to issue a flat credit value as well, such as might be for a dues rebate or other reimbursement.

In the example above, G/L department 3320 is being used as the revenue account, and $25.00 will be charged to any member whose class code is G, P, S or T. Type the G/L account and amount into the respective boxes. Double-click on the chosen class codes to select them; they'll appear in the "Selected class codes" column.

5. Other options on the top half of the screen are intended to lessen the time required to generate the month-end transactions. Before using these selections, it's critically important to understand how they function. By default, they are un-checked for your safety.


- **Skip Suspended Members**: checking this box will cause the system to bypass the calculation of member accounts that are marked as "suspended."

  - If you use the "suspended" feature on the membership screen to mark hundreds of "snowbird" or other seasonal members who have no financial obligation to the club during the time they're away, checking this box may make sense.

⌐ **Caution:** if you have any members who are carrying account balances and are suspended for other reasons such as non-payment of their bill, *do not check this box.*

⌐ **Skip Terminated Members:** checking this box will cause the system to bypass the calculation of member accounts that are marked as "terminated." If you maintain a large number of "former members" in your membership database, checking this option makes sense.

⌐ **Process master accounts ONLY:** checking this box will cause the system to bypass the calculation of sub-member accounts, i.e. .01 - .99 member numbers in favor of processing *only* the .00 "master" accounts.

  ⌐ If you have a great many spouse and dependent sub-accounts whose account balances are zero and who are not charged any fees whatsoever, checking this option makes sense.

  ⌐ **Caution:** If any sub-accounts carry balances or have ever been billed, do not check this box without at least having run a member aging report for sub-accounts only to determine whether any of them have balances. Skipping accounts that have valid balances can cause a mismatch in the member aging report vs. the value of total A/R in the general ledger.

⌐ **Process PATS:** PATS is the Club Office Physical Amenity Tracking System, and is an optional add-on module. If it is on your system, this option appears. Automatic billing for PATS is selected by checking the box.

⌐ **Best Practice:** Be certain to document the normal choices you use at your club so that a co-worker can perform the task properly should the need arise.

Monthly Processing Checkpoints

After selecting the feature options to use and clicking the GO button, a reminder message appears to tell you what you're *skipping*: Click YES if correct; click NO to return to the feature selection screen where you can select other features..
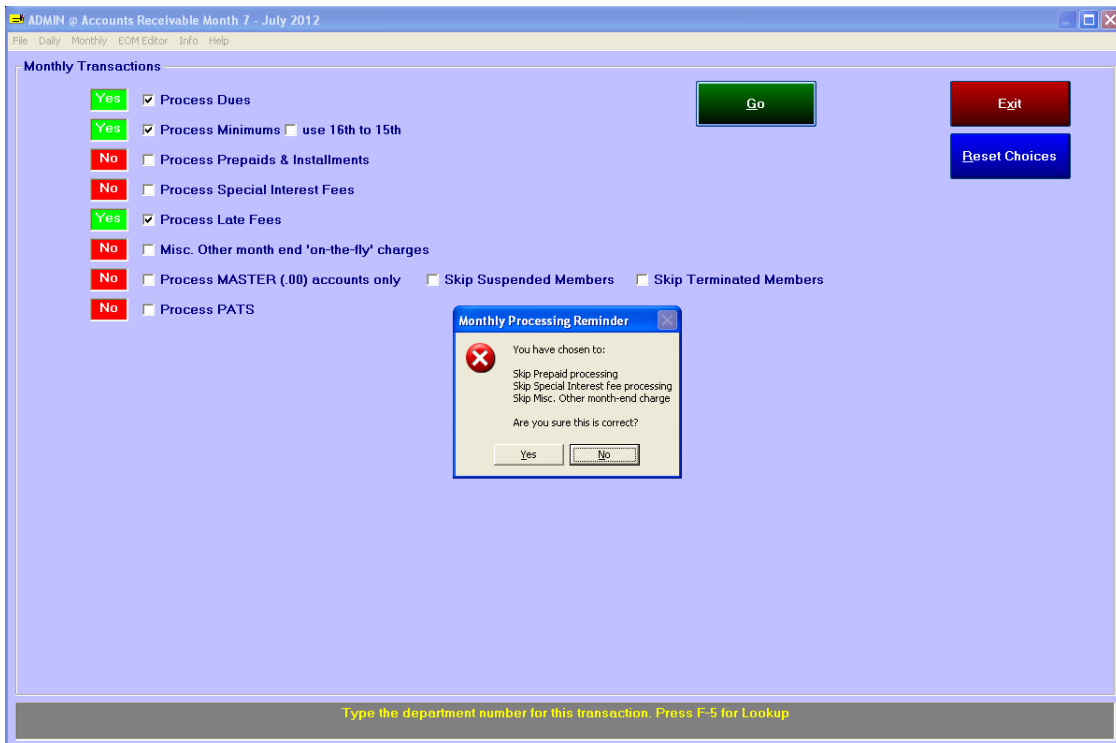
In the example above, the user has chosen to skip prepaids and installments, has no special interest on-the-fly month end charges and will not be checking member accounts to apply any late payment fees. The user also has chosen to include *every* member account in the calculation process instead of skipping any. Therefore:

⌐ If the club has any member accounts that use prepaid dues or prepaid minimums, the resulting statements will not reflect any reduction of prepaid balances nor that the dues or minimums have any prepaid credits applied to them.

⌐ By electing not to process late fees, no G/L journal entry for this potentially significant income item will be made because no late fees would be made.

⌐ If the club normally charges late fees but is providing a grace period for members for perhaps a capital assessment, turning late fees of for a selected month probably makes sense.

⌐ If the club wants to disable late fees altogether, the best way to do that is to set the late fee percentage to zero %. Then it won't matter whether this feature is selected or not.

⌐ Should the user select YES, a "Yes, Process Now" button will appear. This is the second checkpoint, and once clicked, the following types of messages may appear:

⌐ The system will check to see if there are any transactions in the daily workspace that apply to the current billing month. If so, they must be validated and accepted before continuing with the month-end activity. However, if you are operating the system as "administrator," the option to override this requirement appears:
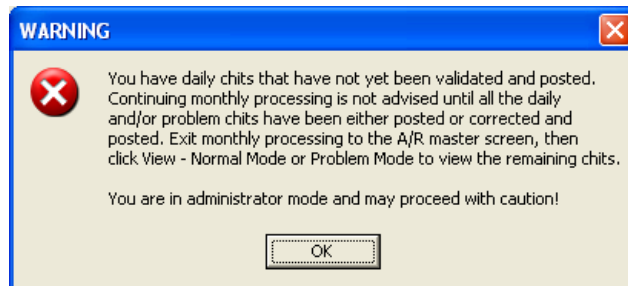
Caution: System warnings exist for important reasons, and the message box will normally tell you what to do. There's a time and a place for an administrator override and if you're operating your system normally, using such an override is *extremely* rare. *Before proceeding after receiving a message such as the above, it's a good idea to call your Club Data tech support representative.*

⌐ The normal second checkpoint warning looks like this:
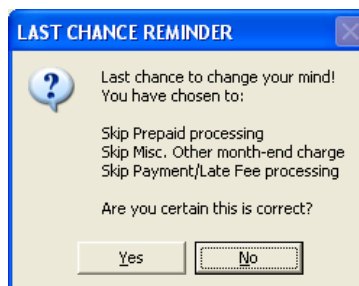
If you're certain that everything is ok, click YES. If not, clicking NO returns to the feature selection screen. The system will then do the following:

- Verify that the A/R system's configuration is correct (i.e. "correct" in this case refers to "can work." If a membership class code is configured to post to an expense account instead of an income account, that's a user choice, not a system error.)
- Verify that member accounts are configured correctly.
- Begin generating appropriate charges. As member accounts are processed, the member number and name appear in the gray helpwindow along the bottom of the screen.
- When complete, the helpwindow will display:

  <div style="background:#888;color:yellow;padding:4px;display:inline-block">Month-end charges generated</div>

- The A/R system is now ready for printing month-end reports, statements, etc.

How Monthly Processing Affects Club Office

When month-end transaction generation has been invoked, Club Office's A/R system is put into a special "lock-down" status to protect the integrity of member accounts and all sales data. This lockdown continues until either an "undo monthly" or "finish monthly" is performed. During lockdown:

- No changes can be made to member accounts whatsoever, including the addition of new accounts.
- No changes can be made to A/R or Membership configuration.
- No changes can be made to the main Company configuration.
- SQLPos POS suspends sending sales transactions to the main system.
- Special SQLPos functions such as "credit books" and "prize money" are disabled because member balances must be temporarily "frozen in time" for statement printing.
- Any transactions that are manually entered and accepted into A/R for the current billing month raise the lock level even higher:
  - An "undo monthly" becomes *required*, followed by rerunning the month-end generation procedure all over again; "finish monthly" cannot be invoked unless the undo/regenerate is performed.

For example, when the system is in "EOM" processing the member financial screen turns red. In the following example, the highlighted transactions in the "current charges" grid display a "Club Charge" to Dept # 3460, Minimum fees for $1.42. Note the "Food/Bev minimum shows $1.42 due, which is why the account was charged for "unspent minimums." System-generated month-end charges always are dated as the last logical day of the month as well.

ADMIN @ Financials for: # 207 - Bob Anderson

Options | Modify | OK/Save | <-Prev | Next-> | Lookup | Sub Accounts | Other Charges | Current Charges | Cancel | Exit

Bob Anderson

Balance Forward	964.04
Current Charges	811.99
Payments/Credits	.00
Total due:	1776.03
Credit Limit:	.00
1-30 days	964.04
31-60 days	.00
61-90 days	.00
91-120 days	.00
over 120 days	.00

Caution: EOM processing in progress! Reported values may be misleading.

Food/Bev Due	1.42
(unused) OK	.00
(unused) OK	.00
Prepaid Bal 1	.00
Prepaid Bal 2	-250.00
Prepaid Bal 3	.00
Installment Bal 1	875.00
Installment Bal 2	.00
Installment Bal 3	.00
YTD Total 1	.00
YTD Total 2	.00
YTD Total 3	.00
Frequency	8

Current Charges - Master Account

Date	Chit#	G/L Dept.	Emp	Cvrs	Min#	Ppd#	Inst#	Base	S/C	Tax	Total
20120700	BALFWD	.000	0	0	0	0	0	$0.00	$0.00	$0.00	$0.00
20120706	Z172	3160.000	0	0	0	0	0	$46.89	$0.00	$0.00	$46.89
20120706	Z172	3160.000	0	0	0	0	0	$22.00	$0.00	$0.00	$22.00
20120708	V138771	3132.000	0	0	0	2	0	$26.00	$0.00	$1.69	$27.69
20120708	V138771	3120.000	0	0	0	0	0	$75.00	$0.00	$4.88	$79.88
20120714	C130763	3070.000	4	0	1	2	0	$14.55	$2.18	$1.09	$17.82
20120717	H255842	3030.000	4	0	1	0	0	$11.28	$1.69	$0.84	$13.81
20120718	C139744	3030.000	4	0	1	0	0	$22.75	$3.41	$1.70	$27.86
20120722	B232151	3335.000	0	0	0	0	0	$268.00	$0.00	$0.00	$268.00
20120723	S453685	3410.000	0	0	0	0	1	$125.00	$0.00	$0.00	$125.00
20120725	B25226	3030.000	2	0	0	0	0	$102.65	$15.40	$7.67	$125.72
20120725	B25226	3070.000	2	0	0	0	0	$46.80	$7.02	$3.50	$57.32
20120731	ClubCharge	3210.000	0	0	0	0	0	$125.00	$0.00	$8.13	$133.13
20120731	ClubCharge	3460.000	0	0	0	0	0	$1.42	$0.00	$0.00	$1.42
20120731	Evans Scho	3420.000	0	0	0	0	0	$8.50	$0.00	$0.00	$8.50
20120731	Handicap	3330.000	0	0	0	0	0	$9.00	$0.00	$0.00	$9.00

Current charges complete. Payments & adjustments this month: $0.00

Undo Monthly

After generating month-end transactions and before performing a "finish monthly," a new button on the Monthly Transaction screen becomes visible: **Undo Monthly**. The undo monthly option restores member balances to their original status, removes the special month-end system-generated transactions and resets the system to the way it was prior to starting the month-end generation altogether.
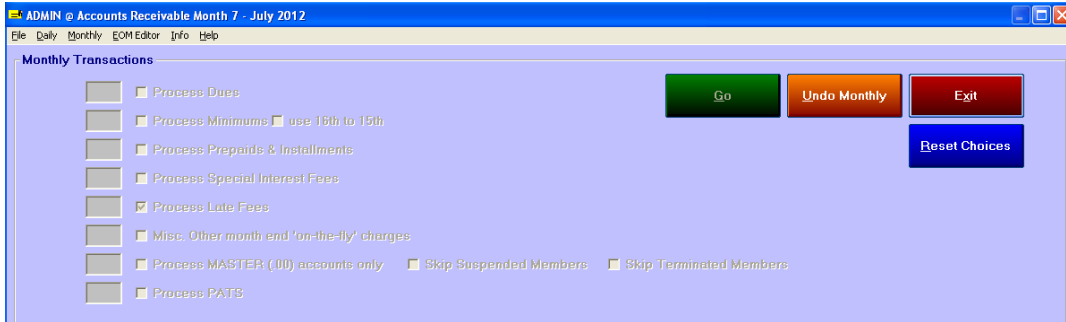
Undo monthly is rather quick as deleting the special month-end charges is easier than creating them. A message will appear describing the number of automatically generated chits that will be removed.

⬩ **Important:**

> ⬩ Undo monthly can fail if the computer user does not have full read/write/create/delete access to the server computer (the computer on which the data resides).

> ⬩ By necessity, the process of generating month-end transactions must deactivate the ability of other users to make various changes to the databases while the system is in flux at the end of a month. The process also takes a bit more time than many of the other processes inside Club Office. For these reasons, it's best to look at the entire month-end procedure as a linear one that is followed straight through instead of starting on Friday and resuming on Monday after a weekend has passed. In short, leave your system in month-end status only as long as is necessary to perform your billing and check your work. After that, finish it so the rest of the system isn't left in limbo more than is necessary.

> ⬩ Some users perform a month-end process two or more times during the month on a whim just to see what dues and fees will be charged at the end of the month, and then they undo the monthly again to process more sales. *Performing month-end and undoing month-end are not procedures to be taken casually and the practice of doing this multiple times per month is strongly discouraged.* Instead, use the Report Generator's membership report

#18, Member Fixed Charges Forecast. The report includes all current month dues and special interest charges for all members with grand totals at the bottom of the last page. The Report Generator's many filtering options provide more reporting flexibility than the month-end procedure does and is a much, much better choice for forecasting such revenues.

⌐ When the "finish monthly" procedure is invoked, the system makes an internal backup. This internal backup is a *safety* backup that exists in case the system needs to be restored to a time *prior* to finishing the month. In short, this safety backup makes undoing the month *after* the month has been finished a possibility. However, performing a month-end generation during the month overwrites the safety backup with a more current one, effectively eliminating the ability to restore the system to a prior-month status.

⌐ **Important:** Do not consider the internal "safety" backups as substitutes for making normal, regular system backups. By design, the automatic internal backups are at best only temporary.

Reports: Member Aging/Sales Histories/More

This option is found on both the Daily and Monthly reports menus of the main A/R module. The menu choice starts the Club Office Report Generator and pre-selects only A/R reports. In the example below, the user has selected A/R report #3:
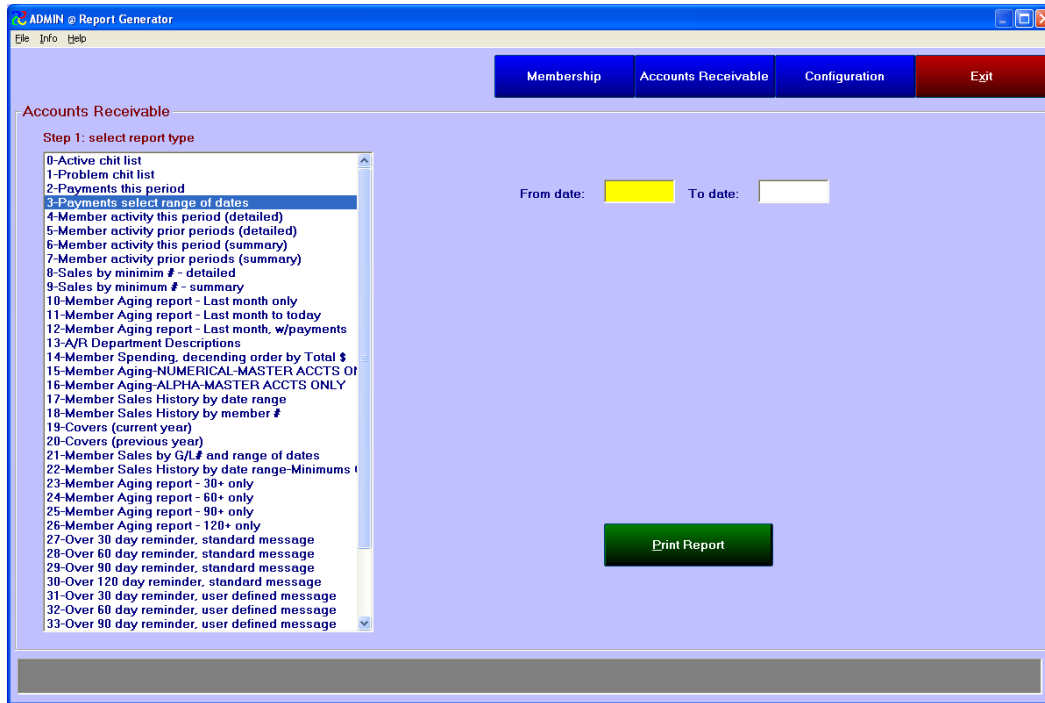
1. In the list on the left side of the screen, click on the report that you want to make. It will be highlighted with a dark bar across the report name.

2. Depending on which report you selected, you may be required to type the starting and ending dates for your report. If a report requires the FROM and TO dates, the input boxes will display on the right side of the screen. (Note: like most other areas inside Club Office, dates are in YYYYMMDD format. You can use the easy shortcut and just type the MMDD portion and press ENTER and let the system fill in the current year.)

3. Click the Print Report button.

   ◢ Member Aging reports: Because Club Office' architecture is quite fluid, during the month end processing activities, member balances are in quite a bit of flux. Printing any of the aging reports during this short period of processing time may produce unpredictable results. It is suggested that member aging reports be printed either before or after monthly processing but not during the actual running of the month-end generation process.

   ◢ Reports 31-34 (Overdue reports – user defined message) provide a method to incorporate a user defined message as the text of the report. The text of the letter is stored in the LATEMSG.TXT file in the CDCO folder. Some trial and error is normally required so that you get the text and spacing exactly the way you want it to appear on the report. Use Windows Notepad to edit the LATEMSG.TXT file.

   ◢ Member BALFWD (A/R Report #36)

- The BALFWD Transaction Report can be used to help recreate the total receivables value as of the starting day of a chosen month. The reports also display the name of the member account and the account balance. The last page of the report displays the total of all receivables as of the date in question.

- The reports include only "BALFWD" transactions. These are system-generated transactions that represent the member account's total financial obligation to the club at the very start of the month in question, which Club Office calls the "00" or "zero" day. Therefore, the report uses dates such as 20060900 for the start of September 2006, which is the same as at the close of August 2006. Note: the BALFWD transactions for the *current* month do not exist until month-end processing is started.

- **Caveats:**

  - If member numbers are re-used and re-assigned to different people by simply changing the name and address on the account (instead of using the member change number function), the balfwd reports for such member accounts will not be valid. Example, suppose member #234 John Smith resigned and the name on the account was simply changed to be Bob Anderson. If you ran a BALFWD report for member #234 for a prior month it would show Bob Anderson's name was attached to the balance leftover from John Smith's activity. Solution: if you re-use member numbers, the right way to do it is to first use the member renumber function to change the current member's account to one that's not being used, which also carries all the financial transactions with the new number. This frees up the original number again without the baggage of the former number holder's financial data.

  - In the case of a member deletion, Club Office software retains all history but reassigns all the deleted member's transactions, including the BALFWD transactions to member #0. As such, the values appear at the top of the report as amounts due yet without member names so that the account balances are still included in the report.

Statement Billing

This module generates member statements based on all currently posted A/R transactions including system-generated end-of-month transactions such as dues, special interest, minimum charges, late fees, etc. The module is also used to reprint a statement for any prior month. While essentially a printing module, it is also used to generate e*statements for member accounts that are set to receive them. Clubs that use the Internet Statement option use this module to generate the encrypted data files that the Internet statement scripts use to display statement data in a browser window.


A member statement may include one or more pages, depending on the number of transactions for the respective account number and whether chit consolidation is in use. Each member statement becomes a separate "print job" to the Windows printing engine; be sure to read the "printer issues" information later in this section of the manual.

Additional functions are located in the FILE menu:

- ⌙ **Archive Statements:** toggle on/off as you need.
- ⌙ **Chit Consolidation:** toggle on/off as you need.
- ⌙ **Build Internet On-Line Statement File:** can be performed daily, weekly, monthly, or even retroactively.
- ⌙ **E*Statements**: create and send them from these options.
- ⌙ **'One-Shot' Billing**: create a separate one-line statement for special programs such an assessment.
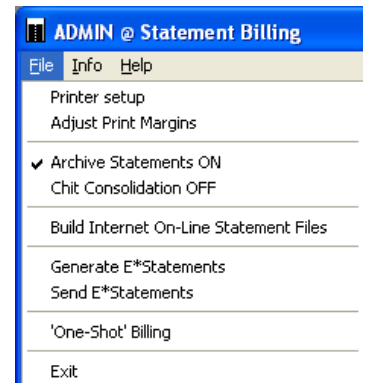
Month/Date Selections

When the module starts, a series of three input boxes appears. The first two determine the chits the module will use when printing the statements; the current Month and Year defaults appear in the boxes, and if you're printing the statements for the current billing month, just click OK on both of these boxes:

To print a statement for a prior month or year, type the appropriate numbers into the boxes; the system will automatically shift into "prior month mode" and pre-set the module to single member mode and to use the "prior month" statement design.

The third input box is a free-form entry that you may use to change the way the statement date is displayed on the statements. A default will appear, but you can change it to a friendlier "text" entry such as shown here. Caution: whatever you type here is what is printed on the statements, so check your entry for spelling for typo errors!

Select member accounts

The center section of the screen provides different options for selecting which member statements to print:

⊿ **All Members:** prints all master and sub accounts. Administrators also have the option to print system accounts (i.e. convenience accounts with numbers less than 1).

⊿ **Range of Members:** print in ascending or descending order according to the account numbers entered into the FROM and TO boxes that appear when this option is selected. To print in descending member# order, make the "FROM" member number larger than the "TO" member number.

⊿ **Single Member:** prints one account at a time. This option also provides a view before print option.

    ⊿ **Best Practice:** Before sending a whole set of statements to your printer, it's a good idea to choose the single member option to preview a handful of typical member accounts to ensure that the expected month-end charges appear. Often, users
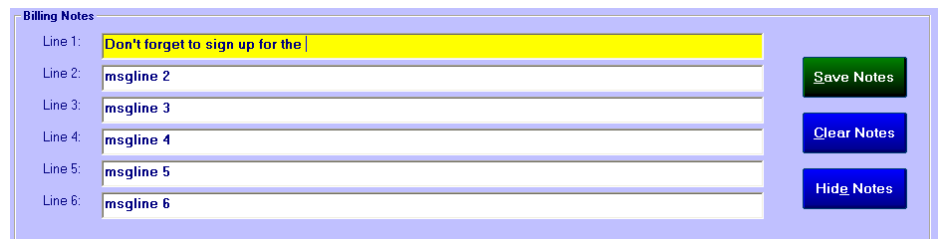
catch special charges that have been missed, and using this preview feature may prevent having to reprint all your statements, saving time and money.

⏷ Other options that affect the "all" and "range of members" printing:

  ⏷ **Select Master (.00) accounts only**: this skips printing statements for all sub-accounts. If you do not have any billing activity for sub accounts choosing this option can significantly decrease the time and paper required to print statements.

  ⏷ **Print statements only when necessary**: If all the aged balances are zero, the current balance is zero and there are no transactions in the current billing month, the module will skip printing a statement if this box is checked.

  ⏷ **Print E*Statements also**: if checked, the system prints a statement for members who are to receive an electronic statement via email. This is used if printing a local copy for archival purposes.

  ⏷ **No statement for zero balance**: if the balance on an account is zero this option bypasses the printing of the statement.

  ⏷ **No statement for credit balance**: if the balance on an account is less than zero (i.e. a credit) this option bypasses the printing of the statement.

  ⏷ **Print in groups of 200 statements**: this box is checked by default, causing the system to pause temporarily when printing a large run of statements. This helps prevent the Windows print spooler from becoming overloaded with print jobs. Uncheck this box to turn this feature off. Be sure to read the "Printer Issues" section later in this manual for more information.

  ⏷ **Date/Dept# order**: if selected, the statements will be printed in date and ascending G/L department # order within the date.

⏷ **Filter by Special Interest:** This additional option is available that functions alongside the other select member options. With it you may select to print statements for only accounts that have a specific special interest set "on." Example 1: One statement design is used for regular members while a different design is used for social members. Example 2: you use a different statement template for sending statements to "other clubs" when their members exercise reciprocal charge privileges at your club.

1. Click the Filter by Special Interest button
2. Select the special interest to use.
3. Verify the selection.
4. To reset the filter, click the filter button again and then close the special interest lookup screen.

Billing Notes

You may want to add a promotional or other information line or two that prints at the bottom of your statement. Up to six lines can be defined; blank the text in a line to hide it on the statement. Note: Not all statement designs have billing notes lines – use the "Preview Design" feature to test a statement to make sure your message shows. Each billing notes line can contain 50 characters.

Type each line (or backspace over it to clear it) and click Save Notes. "Clear Notes" blanks all notes fields. "Hide Notes" simply hides the billing notes from the screen display:

Billmemo Option: In place of (or in addition to) the normal 6 billing notes lines, the billmemo option is available to enable printing your own WYSIWYG custom message on statements. The message can be upwards of 5000 characters in length and can be located anywhere on the statement page. It uses a text file named `billmemo.txt` that you create and edit on your own with Windows Notepad and place in the CDCO folder alongside the Club Office databases. Note that a custom statement template is necessary to enable this option; contact Club Data technical support for complete information and pricing.

Preview Design/Change Design

Club Office includes about fifty stock statement templates. Some are designed with mastheads, block logos and column headings, some without for users with pre-printed statement paper stock. Other variations include vertical lines between columns, single-line or double-line statement detail (for showing memos), billing notes, aged, minimum, prepaid or installment balances, and more. Many clubs have ordered one or more custom-designed templates with logos and other specific information (contact Club Data for special pricing).

The right side of the screen displays the current statement templates in use:

⌐ **Normal design**: this is the name of the template file used when printing a statement for the current billing month.

⌐ **Prior month design**: this is the template file used to print statements for prior months.

  ⌐ **Best Practice**: Using the **stmtpm.rpt** template for prior month statements is highly recommended for it does not contain member aging or minimum balance information. Printing "current" aging or other balances on a statement for a prior month can be quite confusing and is virtually certain to elicit a phone call from the member involved.

⌐ **E*Statement design**: this is the template file used to generate e*statements, the statements that are emailed to members who request them.
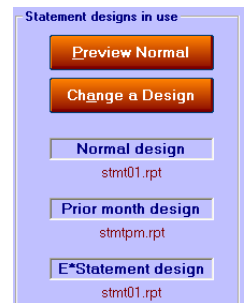
How to change the design in use
1. Click the Change a Design button.
2. Click on the chosen type to change ("Normal design" in this example); the box and the current choice changes to green.
3. Click on the chosen template in the long list box. The change is made immediately. (Statement templates that start the template name with **stmtpm** are "prior month" templates.)
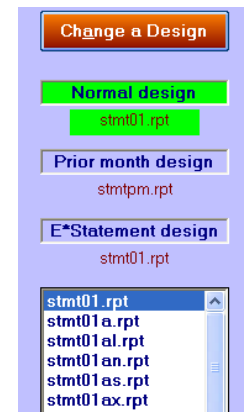
Statement Template Nuances
The top of many templates includes the club address information:

ABC Golf Club
123 Main St
P.O. Box 456
Hereandthere   MN   55555
952-941-0855   952-941-7514

Club address information comes from the main Company Configuration screen.

Sometimes a member statement may display or print a curious number in the member's address area. This is a Windows font issue and is solved by either installing the USPSTTF.TTF font in the computer so that Windows can use it or turning off the PostNet bar code feature off altogether. (The USPSTTF.TTF font is provided with Club Office and is found inside the CDCO folder.)

Before installing the USPSTTF.TTF font   After

S551234S

Indicates that the PostNet bar code font is not installed on the computer printing the statement. Install the font (found in the CDCO folder) and then print statements. Or, if you don't want the font to print at all, use the main menu utility to turn them "off" for members.

Bob Anderson
3579 Alabama Avenue S.

Hereandthere MN 55123

|.|.|..|.|...||.|.|.|..||.|.|.||

Bob Anderson
3579 Alabama Avenue S.

Hereandthere MN 55123

General Statement Printing

Procedure

1. When the module starts, set the month, year and date that should appear on statements.

2. Statement Billing uses your current default Windows printer. Be sure to set your printer default prior to printing statements. (The FILE menu option contains a selection to change printer settings.)

3. Change billing notes if necessary.

4. Change the statement design if necessary.

5. Select Single Account and review a few statements to verify that the statement template is the correct one and that expected charges show on member statements.

6. Select which accounts to print (ALL accounts, a range of accounts, etc.)

7. If you have members who are to receive e*statements, be sure to check the "print e*statements" box.

8. Ensure that your printer is loaded with ample paper stock.

9. Click GO to begin printing the statements. When all statements are complete, the helpwindow at the bottom of the screen will indicate "Done."

10. Print another set of statements for your own office copy using inexpensive, blank paper.

Stopping the Module

At any time, you may click the STOP button to stop the statement printing module. There may be some lag in the actual printing process since many statements may already be in your computer's print queue and/or in your printer's memory buffer. You can clear your print queue manually through standard Windows delete methods; consult your printer's operation manual for clearing its memory buffer.
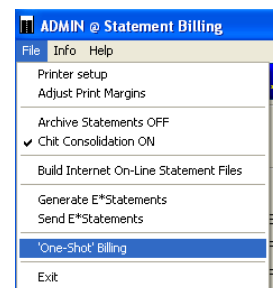
To restart statement printing, use the Range of Accounts option to pick up where you left off; be sure to type the account number of the LAST statement printed as the TO value.

'One-Shot' Billing/Invoicing

This File menu option provides a way to send out a single invoice-type statement at any time during the month for one or more transactions that apply to an individual G/L account number or in list mode, up to 25 different G/L account numbers.

Prerequisites:

⌐ The sales transactions to be used in the billing/invoicing must already have been 'accepted' through the normal A/R procedure.

⌐ *All* sales transactions that apply to the selected G/L account(s) will appear on the statements.

ADMIN @ Statement Billing

File Info Help

Printer setup
Adjust Print Margins

Archive Statements OFF
✔ Chit Consolidation ON

Build Internet On-Line Statement Files

Generate E*Statements
Send E*Statements

'One-Shot' Billing

Exit

◢ The function does not create a balance forward value on the statement – only the detail line item(s) that apply to the selected G/L account appear.

◢ The transactions will also appear again on the normal month-end statement as part of the normal monthly A/R procedure.

   ◢ After generating the one-shot statements, some users may get creative and use the EOM Editor to "reverse" the transactions so they do not appear on the members' normal monthly statements. **Unless the one-shot billing is being used in support of some sort of voluntary contribution program that is by design completely outside the accounting system, this practice is highly discouraged.** The system will be unable to track the one-shot billing values because reversing them makes them invisible to the system. This would likely result in incorrect member balances, sales totals and invalid general ledger values.

◢ The one-shot billing setting is only active until the statement billing module is closed; the setting is not saved as a configuration option and must be entered each time the one-shot billing is to be used.

◢ **Important:** Because current member aging values may be confusing to the recipient of a one-shot statement, prior to printing the statements you should choose either the **STMTINV.RPT** or **STMTINVL.RPT** statement templates. Both of these display "Special Invoice" in the heading, allow up to 3 billing notes lines to be printed at the bottom of the page and neither includes member aged or other balances.

One Shot Billing Modes

Two one-shot billing modes are supported: the option to select a single G/L account or a "list" mode where up to twenty-five G/L accounts may be used.

The single-account mode is simple to use: type the G/L account you wish at the screen to the right and click OK.

To use the "list mode", type the word **LIST** into the box instead of the G/L account number; the billing module screen will then display the following panel, including instructions for using the list mode:
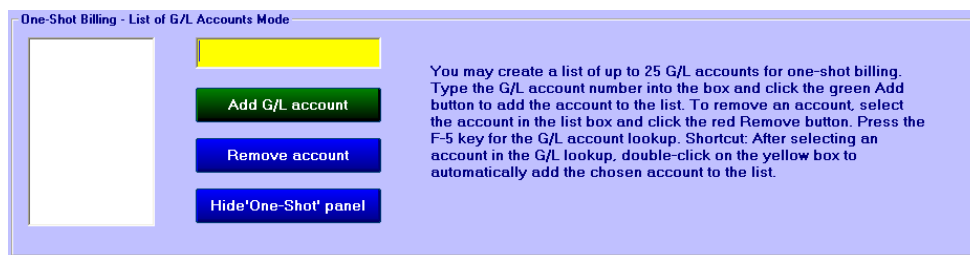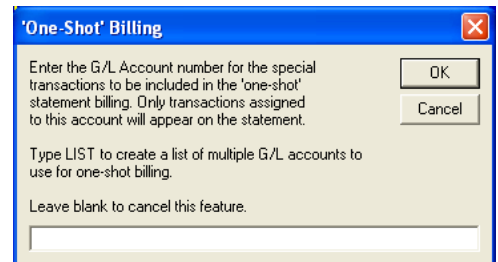
Reminder: the one-shot billing mode settings are active only during the current session of using the billing module; when the module is closed, the system reverts to normal billing mode and no one-shot settings are saved in any manner.

E*Statements

Club Office has the capability to send member statements via Internet email. The module can also print a paper copy of the e*statements by checking the appropriate box when printing normal member statements. So that you won't confuse them with normal statements that you intend to send via postal mail, printed e*statements are marked with the words "E*Statement - Do Not Mail" across the top of the page.

Configuring E*Statements

- E*statements are set up in the membership manager -- each member account has a checkbox below the billing address area to turn the feature on for that member. The member account must have an email address listed or the setting will not be saved.

- The e*statement function requires that the user have either Microsoft Outlook Express or Microsoft Outlook on the computer from which the e*statements will be sent and that it be correctly configured for sending email. (Outlook Express is easier to use and is the suggested email client to use.)

- It is necessary that the computer from which the e*statements are sent has a connection to the Internet, but it is not necessary to be connected during statement generation. E*statements are stored in the **estmt** folder (inside the CDCO folder) in preparation for emailing them in one session, and they can be sent from a different computer than the one on which statements have been generated.

- The default e*statement is in Microsoft Word format. You may override this by editing the ESTMT.INI file that is in the CDCO folder. Use Windows Notepad or any text editor to change the value in the ESTMT.INI file to one of the following numbers:

    - 2 = ASCII text format
    - 7 = Crystal Reports format
        - This format is highly suggested – Club Data provides a free report viewer that members can install on their computers for viewing the statements just as you'd see them on your own screen.
    - 15 = Rich text format
    - 17 = Microsoft Word format
    - 20 = General HTML format, for any browser.
    - 21 = Optimized for Internet Explorer browser.
    - 22 = Optimized for Netscape Navigator browser.

    Caveat: Different versions of different software programs often don't display e*statements either completely or in the format originally intended. Format choice #7 will likely be the best solution for all your e*statement members as the viewer is specifically designed for e*statements. The viewer is provided free of charge and may be downloaded from www.clubdata.com.

E*Statements and Single Account Statement Printing

When the single account statement option is selected, an e*statement is *not* generated but is instead viewed on the screen. To send a single statement, click on the email button at the bottom of the viewing screen, select to send the statement in the desired format (suggest Microsoft Word format) and choose the MAPI mail client. For your convenience, the recipient's email address is listed on the statement's heading.

How E*Statements Work

1. The billing module creates e*statement documents on-the-fly when statements are generated at the end of a month. Only member accounts that have the "email statement" box checked are applicable for receiving e*statements. An optional "print e*statements" option will cause the billing module to print a hardcopy of a special e*statement format that reminds the user, "do not mail."

2. Following the printing of all statements, the user connects to the Internet. If the user has a constant DSL or broadband connection, this is probably unnecessary. However, it is necessary for dial-up Internet users.

3. After the Internet connection is active, the user sends the e*statements by clicking File, E*Statements to display the E*statement send box. The box will display the member number, email address and member name:

207-00.PDF – bobmary@aol.com – Bob Anderson
312-00.PDF – gary_anderson@gaflyingservices.com – Gary Anderson
70000-00.PDF – myra.thomsen@heremarkerting.com – Myra Thomsen

4. Click **Send Now** to send the e*statements. Each is sent individually; the statement is a file attachment with a file name that indicates the member's number. In the "out" box, it might look like this:

5. When an e*statement arrives in the recipient's email in-box, it looks something like the following:

6. If the recipient has the Club Office statement viewer installed on his/her computer, when the email is opened, it would appear something like this:

7. Finally, when the recipient opens the attachment, the viewer displays the statement:

Microsoft Outlook Express/"Live Mail"/Outlook Settings

There are user-configurable settings in these two Microsoft products that affect the way the e*statement module behaves:

⌐ **"Warn me if another application tries to send email as me."** When this Outlook Express/"Live Mail" security setting is checked the e*statement module requires user intervention *for each statement to be sent,* as in this example. Sending a few this way is tolerable but sending dozens or hundreds is quite inconvenient. To send ALL e*statements without user intervention, turn this Outlook Express security setting OFF prior to starting the e*statement module. You can turn the security setting back on after e*statements have been sent. The full Microsoft Outlook package may or may not have a similar security setting, depending on the version of Outlook on your computer.

⌐ **"Save copy of sent messages in the 'Sent Items' folder**." When this box is checked, a copy of each e*statement will be retained in the sent items folder. Keeping a copy there makes it easy to re-send an e*statement to a customer should the need arise.
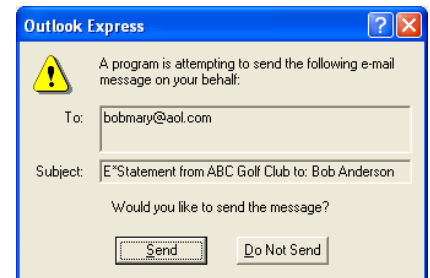
Common E*Statement Questions/Issues

⌐ **"Why do some of my e*statements bounce back to me as undeliverable?"** Verify the correctness of the affected members' email addresses -- people sometimes change their email addresses with amazing regularity and forget to notify others. Typo errors and simple misspellings are additional prime causes of rejected emails. Other causes are email systems that are temporarily out of service, Internet connectivity problems and sometimes, anti-virus and/or anti-spam software on either the sender or receiver's end can cause rejects.

⌐ **"My members complain that they get the email but the e*statement isn't attached to it."** More than likely, this is because of filtering on the receiver's email setup that's preventing the attached statement from being either visible or from arriving altogether, although it could also be a filter on the sending computer that affects outgoing mail, too. Most email clients have a user-setting to filter out email attachments that could possibly contain a virus and simply un-checking the setting will allow the e*statements to flow through. As long as your computer is free of viruses, emails you send should also be virus-free and there's nothing for your members to worry about.

⌐ **"Some of my members can't read the e*statements I send them."** The billing module creates the e*statements in a version of Microsoft Word that should be compatible with most word processors available today. You could tell your members to download the free statement viewer or download the free Microsoft Word Viewer from Microsoft at www.microsoft.com. Or, you could try sending e*statement in one of the other formats available. Some trial-and-error is often required, but the safest way to ensure readability is to use the Club Office statement viewer.

Build Internet On-line Statement File

This File Menu option is used by clubs that have installed Club Data's on-line statement scripts on their web sites. The function creates a pair of encrypted data files that the user uploads to the web site so that the statement scripts can display statement data in a web browser.
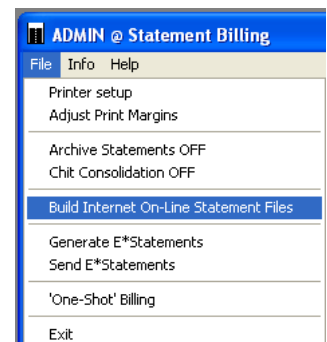
To use, simply Click File in the menu bar and select Build Internet On-Line Statement file. The billing module will automatically generate the necessary data files for the month/year combination chosen when the module statement billing was started. Names and account numbers will appear as the data files are created, the helpwindow will also display messages as accounts are processed and "Done" will appear in the helpwindow when the process is complete.

Creating an Internet Data File for a Prior-Month

Clubs who install the Internet Statements option often want to backfill the web site with data from prior months. This is easy to do simply by selecting a prior year/month as the "active" month; the module will generate a set of Internet Statement data files for that year/month. However, because it is not possible for the system to create accurate aged balances (or minimum, installment or other balances) for any month *other* than the current billing month, the aged and minimum balances will be set to zero when the Internet Statement data files are created for a prior month. (Note that this does not affect the actual 'live' data on the system -- only the encrypted data files that are uploaded to the Internet web site.)

1. Click the Statement Date button; set the appropriate MONTH and YEAR to use, as well as the statement date text.

2. Click Build Internet On-Line Statement File.

3. You will likely receive an additional message that essentially is just a notice that relates to generating a file for a month other than the current one. Just click OK after you've read it.

4. The file is created.

5. Repeat as many times as needed for prior months.

6. Upload the respective data files to the web site.

How to identify which files to upload to the web site

The encrypted files begin with the letters "**zz**" and end with the file extension "**.php**." The files are created in the Club Office CDCO folder. Because the files begin with the letters **zz** and the Windows default is to display files in alphabetical order by file name, the files are easy to locate: just scroll down to the end of the file list to find them:

zz200610.php	32 KB	PHP File	11/28/2006 10:00 AM
zz200611.php	32 KB	PHP File	12/29/2006 8:56 AM
zz200612.php	33 KB	PHP File	1/3/2007 8:22 AM
zz200701.php	28 KB	PHP File	2/1/2007 12:36 PM
zz200702.php	27 KB	PHP File	3/5/2007 2:46 PM
zz200703.php	28 KB	PHP File	4/17/2007 3:39 PM
zz200704.php	21 KB	PHP File	4/27/2007 8:08 AM
zz200705.php	27 KB	PHP File	6/4/2007 3:42 PM
zz200706.php	27 KB	PHP File	7/23/2007 11:31 AM
zz200707.php	27 KB	PHP File	8/3/2007 9:24 AM
zz200709.php	26 KB	PHP File	10/25/2007 9:54 AM
zz200710.php	26 KB	PHP File	11/21/2007 9:14 AM
zzindex.php	2 KB	PHP File	11/21/2007 9:14 AM

◢ TWO files are required for Internet Statements to function. The sizes of the files vary depending on the number of member accounts and number of detailed transactions in the data file:

    ◢ **zzindex.php** – this contains the members' account numbers and their respective IDs and passwords for the Internet Statement system.

    ◢ **zzYYYYMM.php** where YYYY is the year and MM the month of the statement detail. This is the data file that contains detailed member transactions. When listed alphabetically, the most recent data file will always be the one immediately preceding the zzindex.php file.

    ◢ In the example above, the user would upload the **zz200710.php** and **zzindex.php** files to the web site.

Archive Statements

This button option enables storing Adobe PDF versions of all statements in an archive folder for the current billing month. The PDF format was chosen for its universal popularity; changing the default is not a user option. The archive feature makes it possible to print an *exact* duplicate of a member statement at a later date. When enabled, the screen display appears like the picture to the right:

Once enabled, the feature remains in effect unless manually disabled by clicking the button (or File menu option) again to toggle the feature off. The creation of archived statements is not automatic: it is a user-directed procedure performed by clicking the Archive Statements button in the main menu bar. Printing statements prior to selecting archive causes the archive button to be disabled; to re-enable it, simply restart the statement printing module. Archived statements are stored in folders named **arc-YYYYMM** and statement files are named by member number, e.g. **207-00.PDF** is the statement for member #207.00, such as shown in the examples below:
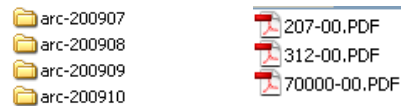
Important information that applies to all statement printing functions

- ***When*** statement functions are performed makes a big difference:

    - If statements are printed before generating monthly transactions, they won't include dues, special interest fees, late fees, and minimum charges.

    - E*statements must be generated before printing any statements if you want to include a printed copy of them when you print the physical statements. Remember, generating e*statements is a *user-directed process* and is not automatic.

    - Generating e*statements can be done more than once for the same billing month. The process erases the first set from the working e*statement folder prior to generating a new set. However, *sending* e*statements twice is a different matter. The module does not have the functionality to recall statements already emailed to members.

    - Archive Statements should be run after all other statements have been printed but before the monthly finish is performed. Remember that archiving statements is a *user-directed process* and is not automatic.

    - Archiving statements can be performed multiple times for the current billing month; only the last time the process is run are the statements archived.

    - Statement printing for prior months can only be performed one account at a time; the system does not allow printing prior month statements for ranges of member accounts. However, the statement printing module does provide for the generation of internet statement data files for prior months for customer who use Club Data's internet statement option.

    - Printing a statement for a future month or year is illogical and not supported although you may print a statement for the *current* billing month no matter what day of the month it is.

Finish Monthly

"Finish Monthly" is the last option available on the A/R module's "Monthly Menu." *It should be performed only AFTER all reports and statements have been printed and all data is deemed to be correct.* This activity performs the following sequence of actions:

- An internal temporary backup is made.
- Sales totals are "finalized."
- Member aged balances are locked-in.
- A/R journal entries are created in the G/L general journal.
- The A/R system is advanced forward to the next month.
- System internal locks are released so that other Club Office components such as SQLPos POS can operate normally again.
- **Important:** There is no "undo monthly" function following the completion of the Finish Monthly process; your only recourse is to restore from a backup.

An additional message screen appears that gives the choice to print the final EOM reports (click YES) or proceeding directly to the Finish Monthly screen (click NO). This is a last reminder to print them if you haven't already. The default is NO and clicking it (or pressing ENTER) displays the Finish Monthly Screen.
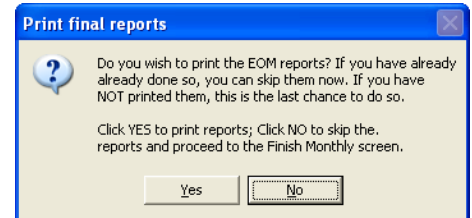
The red reminder message at the top of the screen highlights the gravity of what the A/R Finish Process does and the importance of making a backup:

Note: Depending on which optional add-on modules are installed on your system, you may see additional reminder messages in a dark gray message window, such as the one in the example above.

Before the "Finish" button becomes active, each of the top six boxes must be checked. These are reminders of important tasks that should have been completed before finishing the month and finalizing all data:


- The three bottom selections are optional:
    - **Internet Statement File:** this is an encrypted data file that is normally uploaded to your web site. The Internet Statement feature is an add-on available separately from Club Data and it extremely easy to install and update on your own web site.
    - **Automatically suspend members over credit limit:** this feature primarily exists for POS users who need the ability to control member charging. It requires that credit limits have been established for member accounts. Checking this box causes the system to evaluate each member's total balance against his/her established credit limit; if the balance equals or exceeds the limit (and the credit limit is not zero) the account is tagged "suspended." Accounts having credit limits of zero are skipped.
        - Removing the "suspended" setting on a member account is a manual procedure performed at the main membership screen one member account at a time.
    - **Statements have been archived**. This is just a reminder checkbox because the current month's statements cannot be archived after the finish is complete.
- When finish monthly is started, a few additional messages appear along with options to cancel the procedure.
    - A warning message will appear; click YES to continue or NO (default) to cancel.

    - You'll be asked to verify the G/L accounting period to which the A/R journal entries should be made. The period the current general ledger is currently in will be displayed – check with your G/L person to make sure you enter the right number! Click OK to continue or Cancel to stop.

    - The "last chance" message will appear that confirms the final choices before committing the system to the finish process. Click YES to continue or no to cancel (this really is the LAST chance!)
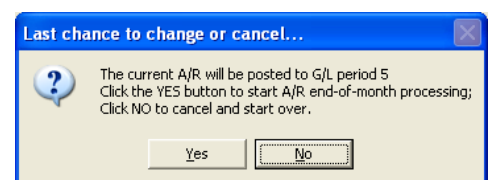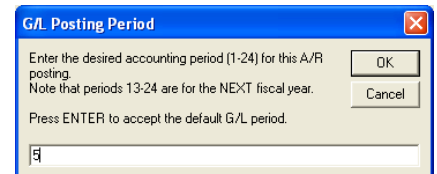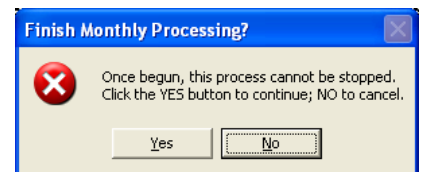
- The helpwindow along the bottom of the screen will display member names and numbers as their balances are finalized, a few other screens may pop up such as the member statistics update, or others depending on system configuration.

- When the finish process is complete, the helpwindow will display "A/R Month End Complete."

Updating member statistics...

Special interest # 44 - LRP Committee

- Click the Exit button to close the Finish Monthly screen – the system will then display the G/L journal posting report. This represents the summary journal entries that represent all A/R activity for the just-closed month:

Group	G/L Acct	Type	Amount	Status	Reason	User	Per	Chk#	Vend#
A/R Journal Posting Report			Report date: 20071020					Page	1
20071020@10:34:32									
1010.000	Our Bank Account	A	1,040.59	N	A/R EOM Sales	ADMIN	10		
1020.000	Petty Cash	A	1,173.00	N	A/R EOM Sales	ADMIN	10		
1050.000	Receivables	A	6,079.97	N	A/R EOM Net Sales+Tax	ADMIN	10		
1050.000	Receivables	A	(2,405.47)	N	A/R EOM Pmt Rcvd	ADMIN	10		
2250.000	Sales tax payable	L	(307.12)	N	A/R EOM Sales Tax	ADMIN	10		
3030.000	Member dining	I	(310.50)	N	A/R EOM Sales	ADMIN	10		
3040.000	Non-member dining	I	(400.00)	N	A/R EOM Sales	ADMIN	10		
3042.000	Misc Food	I	(139.10)	N	A/R EOM Sales	ADMIN	10		
3044.000	Misc N/A Beverage	I	(172.60)	N	A/R EOM Sales	ADMIN	10		
3046.000	Misc ALC Beverage	I	(20.65)	N	A/R EOM Sales	ADMIN	10		
3120.000	Greens fees	I	(1,254.27)	N	A/R EOM Sales	ADMIN	10		
3122.000	Golf car fees	I	(357.66)	N	A/R EOM Sales	ADMIN	10		
3132.000	Golf Range	I	(42.50)	N	A/R EOM Sales	ADMIN	10		
3134.000	Equipment	I	(933.33)	N	A/R EOM Sales	ADMIN	10		
3136.000	Clothing	I	100.00	N	A/R EOM Sales	ADMIN	10		
3140.000	Rentals	I	(134.00)	N	A/R EOM Sales	ADMIN	10		
3160.000	Misc N/T Merchandise	I	(4.95)	N	A/R EOM Sales	ADMIN	10		
3165.000	Misc Taxable Merchandise	I	(209.00)	N	A/R EOM Sales	ADMIN	10		
3170.000	Lessons	I	(10.45)	N	A/R EOM Sales	ADMIN	10		
3210.000	Golf memberships	I	(875.00)	N	A/R EOM Sales	ADMIN	10		
3220.000	Tennis memberships	I	(40.00)	N	A/R EOM Sales	ADMIN	10		
3240.000	Non-resident memberships	I	(35.00)	N	A/R EOM Sales	ADMIN	10		
3250.000	Intermediate memberships	I	(160.00)	N	A/R EOM Sales	ADMIN	10		
3260.000	Social memberships	I	(105.95)	N	A/R EOM Sales	ADMIN	10		
3330.000	Golf handicaps	I	(90.00)	N	A/R EOM Sales	ADMIN	10		
3420.000	Evans Scholarships	I	(59.50)	N	A/R EOM Sales	ADMIN	10		
3440.000	Service Charge Income	I	(186.85)	N	A/R EOM Srv Chg	ADMIN	10		
3450.000	Late Fees	I	(5.36)	N	A/R EOM Sales	ADMIN	10		
3460.000	Minimum Fees	I	(134.30)	N	A/R EOM Sales	ADMIN	10		
			0.00						

- The bottom of the report should "zero," meaning the journal entries are in balance. If the report does not zero (*extremely* rare), likely problems are:
  - A network fault or other internal computer problem prevented the creation of one or more journal entries.

  - A sales item somehow was applied to the receivables account. The system generally does not allow this although occasionally, a transaction may come from a misconfigured third-party POS interface that can cause balancing problems.

  - **What to do:** Contact Club Data technical support immediately. In particular:
    - **Do NOT try the A/R finish again.**
    - **Do NOT run the month-end generation again.**
    - **Do NOT enter any manual chits or payments into the system.**

Understanding A/R Finish G/L Journal Entries
A Club Office journal entry begins with a time stamp in the format YYYYMMDD@HH:MM:SS. The time stamp identifies a "group" of journal entries that belong together and the date and time those entries were created. The journal entry also contains a G/L account number, a currency amount, a reason (source) for the item, the Club Office user who created it and the G/L period to which it is assigned. A "group" of journal entries should always balance, i.e. debits plus credits

should balance to zero. Review the above sample A/R journal posting report also shows that Club Office also logs journal entries with the +/- sign as they would be in the G/L itself:

- An increase to an asset account is shown as a positive number
- An increase to a liability account is shown as a negative number
- An increase to an income account is shown as a negative number
- An increase to an expense account is shown as a positive number (not shown on the example above).

Reason Code

Club Office uses the "reason code" to identify what the journal entry is for – where it came from. Journal entries from an A/R finish always include "**A/R EOM**" as part of the reason, making them easy to identify in the journal. The additional text in the reason code is also meaningful and is explained below.

Group	G/L Acct		Type	Amount	Status	Reason
20071020@10:34:32						
	1010.000	Our Bank Account	A	1,040.59	N	A/R EOM Sales
	1020.000	Petty Cash	A	1,173.00	N	A/R EOM Sales
	1050.000	Receivables	A	6,079.97	N	A/R EOM Net Sales+Tax
	1050.000	Receivables	A	(2,405.47)	N	A/R EOM PmtRcvd
	2250.000	Sales tax payable	L	(307.12)	N	A/R EOM SalesTax
	3030.000	Member dining	I	(310.50)	N	A/R EOM Sales
	3040.000	Non-member dining	I	(400.00)	N	A/R EOM Sales
	3042.000	Misc Food	I	(139.10)	N	A/R EOM Sales

- In the above example, the club apparently has two "cash" accounts, one being 1010.000 Our Bank Account and the other 1020.000 Petty Cash. One is likely used for receiving member payments while the other could be used for cash sales transactions that flow through the POS.

  - **A/R EOM Sales** is always the reason used when posting to the cash (asset) accounts.

  - Having two (or more) accounts for cash and other tenders can make it easier to determine where a problem may be if cash is off. Lumping everything into one account (cash, check, member payments on account and credit card) can make reconciling cash more difficult.

- Note that the Receivables account (1050.000) has a pair of entries:

  - **A/R EOM PmtRcvd** is the sum total of all member payments and credits.

  - **A/R EOM NetSales+Tax** is the total of net sales for the current month, including sales tax. (Service charges are also included as well.)

- **A/R EOM SalesTax** is the total amount of sales tax collected. This is typically a liability account since it's normally payable to the state.

- **A/R EOM Sales** is also used for income accounts.

- **A/R EOM SrvChg** is a special reason code that applies to the system-configured account for service charges. It's possible that a club may utilize more than one G/L account for different types of services charges, but they would appear as "Sales" instead of "SrvChg" and therefore, this reason code makes it easier to decipher the system code from any others that may show as "Service Charge Income" because of the G/L account description.

	3420.000	Evans Scholarships	I	(59.50)	N	A/R EOM Sales
	3440.000	Service Charge Income	I	(186.85)	N	A/R EOM Srv Chg
	3450.000	Late Fees	I	(5.28)	N	A/R EOM Sales

Printer Issues

⏄ Club Office always sends its print jobs to the Windows printing engine using whatever default Windows printer settings the engine is set to use on the computer. Before printing, be sure the Windows default printer is the one you want to use and that the printer settings are correct for what you want to print.

⏄ Each statement in Club Office is a separate print job to the Windows print queue. A statement that's only one page long is just as much a "print job" as a statement that is ten pages long: a "job" is a "job." *However*, because Windows does not have an unlimited print queue memory buffer to hold individual print jobs, it is possible that a printer error could result when or if the buffer becomes overloaded.

  ⏄ As long as the print queue buffer isn't overloaded, Windows normally prints "jobs" in the order the jobs were put into the print queue buffer.

  ⏄ The speed with which Windows removes print jobs from the print queue is largely dependent on the "pages-per-minute" speed of the printer: faster is better.

  ⏄ An overloaded print buffer generally results in skipped statements and/or erratic printing *or possibly no printing at all.*

    ⏄ You may not know that some statements have been skipped unless you check your work.

    ⏄ If you have 300 members in your database, then you should have 300 statements at the end of a month. However, it gets harder to verify if...

      ♦ You chose statement printing options to skip printing member accounts for zero balances, print only when necessary, etc.

      ♦ The Windows print queue buffer becomes overloaded.

⏄ **Best Practices**

  ⏄ Use a high-speed printer, preferably one that can print 15-20 (or more) pages per minute. The faster the printer, the faster Windows can clear print jobs and they'll stack up less in the Windows print queue buffer.

  ⏄ Consider using the range of accounts option to limit the number of accounts to print in one batch, or use the option to print statements in groups of 200 at a time. A default Windows installation should be able to accommodate 200 print jobs in its queue and either of these options can help prevent a print queue buffer overrun. Note that some trial-and-error may be necessary if using these options.

  ⏄ Some printers have multiple paper trays and automatically switch to a second tray when the first tray is empty. If this applies to you, be sure that all trays have the correct paper stock for your statements.

  ⏄ Consider installing a Windows Server as a print server for your operation. Server operating systems are designed to accommodate printing functions to a vastly larger scope than a typical XP workstation.