

Club Office Membership

Configuration - General	3
Billing Code Configuration	4
Concepts/Examples:.....	4
How to create a new billing code	5
How to Change a Billing Code	6
Class Code Configuration.....	6
How to create a new class code	7
How to Change a Class Code.....	7
Relationship of Billing Codes and Class Codes.....	7
Special Interest Configuration	8
Setting the number of ACTIVE special Interests.....	8
Grouping Similar Special Interests	9
How to Create or Change a Special Interest	9
How to “Deactivate” or “Hide” a Special Interest.....	10
Access Levels/Other	10
How to configure these settings.....	11
Edit Mouseover Tool Tips	11
Best Practices.....	12
Membership Manager	13
Lookup by screen	13
The Main Membership Manager Screen	15
Manager Menu Button Operations	15
Membership Data Field Information	16
Member Photos.....	19
How to add a member photo	19
Member Photo File Names.....	20
How member photos affect backups	21
Member Notes.....	21
User-Defined Information Screen	21
Member Special Interests	22
How to link a member to a special interest	23
Browsing from one member to the next/Locating by member#	23
“Uncheck Me”	23
Using Special Interests for Reporting.....	23
Member Stock	24
Creating a New Share/Editing an existing Share	24
Deleting a Share	24
Stock Reports	24
Membership manager “File” menu options (lookups/statements/ID & pin/change number)	25
Global Membership Editor	29
Member Financials	31
Member Balances	31
How Club Office applies payments and credits.	32
Other balances	32
Minimums.....	32
Prepaid balances	32
YTD totallers	32
Credit Limit and Frequency.....	32
Options	33
Account Options – System Cycle Panel.....	33
Minimum Balances Display.....	35
Changing Account Options	37
Viewing Current Transaction History.....	38

Viewing Older Member History	39
Membership Reporting	40
Printer Margins	40
Special Paper Stock Formats	41
E*Mail Generator	44
Email Setup Prerequisites	44
Before starting the E*Mail Generator, <i>the following is highly suggested:</i>	45
Selecting Which Email Address to Use	45
Subject Line and Message	45
Email System Limitations/Concepts	47
Login ID and Password (optional)	47
Error messages/Email Problems	47
Disclaimer	47
Member Certificates	48
How to print certificates:	48
Edit Certificate Text	49
Club Office Pre-Paid Minimums Setup and Operation	50
Club Office Pre-Paid Dues Setup and Operation	51
Club Office Installment Setup and Operation	52
How Club Office Minimums/Dining Credit Work	53
Dining Credit	54

Configuration - General

Membership configuration includes the ability to change or create membership class codes, billing codes and special interests. Together, these form the structure for creating the desired automatic repeating or periodic membership charges. The membership system must be configured before member information can be entered into the databases.

To access membership configuration:



1. Double-click the multi-colored diamond on the main menu:
2. Inside the main configuration module, click the Membership radio button.
3. The membership configuration area includes options to set up the membership classification code system, billing codes that create dues and other automatic charges, special interest that either create special charges or are used merely for tracking membership demographics, and options for accessing member-related modules:

The order of configuring the membership system is as follows:

1. Create appropriate general ledger accounts for receiving recurring automatic membership charges. These must be established **before** membership class codes and other automatic plans are devised. If this has not yet been done, please review the General Ledger portion of the manual and return to membership configuration when the general ledger is ready.
2. Create appropriate recurring fee values via the billing code table. The billing code table must be created **before** it can be used by the remainder of the membership system.
3. Create membership class codes that match your membership structure. Class codes are linked to their respective billing codes to create recurring dues charges. Class codes must be created **before** member records can be created.

4. Create “special interests” that represent other amenities or club activities that are also to be billed on a recurring timetable or merely tracked (without fees) for member demographic analysis. Special interests are linked to billing codes to establish the values of any special recurring charges to be made. Special interests must be created *before* member records can be linked to them.

Billing Code Configuration

The billing code table is simply a table of codes and dollar values that are used as a basis for applying automatic dues charges, charges for other special club amenities or functions, setting a minimum value, or even making a value comparison for special programs such as prepaid dues, prepaid minimums and installment plans.

When a class code or special interest is linked to a billing code, the system will generate a charge during the current monthly A/R processing activity if the value for that specific billing code for the month being billed is not zero dollars; if the amount is zero, the charge is not generated.

Here’s an example of how Club Office charges dues during an April month-end:

- The A/R module gathers all information from a member account.
- A/R uses the member’s assigned dues billing code to look up the corresponding billing code in the billing code table.
- If the month4 (April) value for that billing code is not zero, A/R generates the dues charge for the current member being processed.
- A/R gathers the next member’s account and repeats the procedure until dues for all member accounts have been evaluated and processed.

The billing codes themselves are unique three-character alphanumeric entries, meaning that roughly 200,000 unique billing codes are possible. The billing code values can be either debit or credit values and can also vary from month to month, depending on the how the charges or credits are to be applied.

Setting a monthly value to zero effectively turns that billing code “off” for that month because Club Office’s A/R system will not generate a charge for zero dollars.

Billing Codes													
billingcode	month1	month2	month3	month4	month5	month6	month7	month8	month9	month10	month11	month12	joinmonth
0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
\$	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
10	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$0.00
100	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$0.00
M50	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$0.00
CS	\$0.00	\$0.00	\$75.00	\$75.00	\$75.00	\$75.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
HAN	\$0.00	\$0.00	\$0.00	\$15.00	\$15.00	\$15.00	\$15.00	\$15.00	\$15.00	\$15.00	\$15.00	\$0.00	\$0.00
CL	\$0.00	\$5.00	\$10.00	\$15.00	\$20.00	\$15.00	\$10.00	\$5.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
130	€130.00	€130.00	€130.00	€130.00	€130.00	€130.00	€130.00	€130.00	€130.00	€130.00	€130.00	€130.00	€0.00

Concepts/Examples:

- In the above table, billing code 10 was set up at \$10/month; code 100 was set at \$100/month. Using a numeric instead of alphanumeric code like this makes it easy to know at a moment’s glance what the monthly value is. A closely related idea might be to use a code such as M50 for a minimum that’s \$50 per month – an easy way to remember appropriate values if you use member minimums.

- ┆ Code CS was set for \$75 in months 3-6 (March through June) while leaving the other months zero. This is a good example of a seasonal billing program
- ┆ Code CL was set for a \$5-10-15-20-15-10-5 program beginning in February with all other months zero. This is another example of a seasonal program that automatically charges variable amounts.
- ┆ Code HAN might be used for a fee to charge for golf handicaps only during the golf season.
- ┆ **Best practices:**
 - ┆ What codes and values you use is, of course, up to you. But it makes it a lot easier if you use codes that are meaningful and easy to remember. In the example above, a code of HAN for a golf **handicap** would be a lot easier to remember than JX4.
 - ┆ Once a billing code and related values have been established, it can be used and re-used for many types of billings. However, if you ever change a monthly value for a billing code that is used for multiple programs, remember that all the programs assigned to that billing code will change, too.
 - ┆ If you use a numerical code naming convention such as billing code 25 for equal monthly values of \$25, it will become confusing if you change the values to something other than 25 because your naming convention and operating policy will be inconsistent. It would be better to create billing code 40 at \$40/month instead of changing billing code 25 to be \$40/month.

How to create a new billing code

- ┆ Select the Billing Codes radio button on the Membership Configuration screen.
- ┆ Click the Add New button. The display will scroll down to the bottom record and display a small arrow immediately to the left of the “new” row.
- ┆ Click on the empty cell in the first column (the billingcode column).
- ┆ Type the billing code you wish to create. Press the TAB key to move to the right, into the month1 column.
- ┆ In the monthly columns, type the amounts to be billed for this classification code. Remember that month1=January, month2=February, etc. If it's the same amount every month (as dues often are), keep moving from column to column and enter the same amount for each month. After the last monthly amount has been entered, click the OK button to add the billing code, or simply keep pressing the TAB key until you return to the first column again.
- ┆ **JOINMONTH** column: Enter a value here that should be applied to a members account during end-of-month processing if the member joined the club during that month of the year. Leave all other columns zero. Joinmonth (i.e. join “date”) billing relies on the following additional setups:
 - ┆ An appropriate join date billing code with a value only in the joinmonth field. Leave all the other columns zero.
 - ┆ Create a special interest called **Join Date Charge** (or similar name) to tag appropriate members. The special interest should also be linked to the appropriate join date billing code and G/L number.
 - ┆ Each member to be billed must have not only a join date in the membership record but must also have the **Join Date Charge** special interest turned on.
 - ┆ **Note:** If a value is entered into the joinmonth field for any billing code where there are also monthly values, the join month value will supersede any other monthly value should that billing code become active for a particular member on his/her actual join month.

Example: if the monthly values are \$50 and the joinmonth value is \$75, if you were generating your July transactions and a member account is set up for join date billing and his/her join date was also July of some prior year, instead of the normal \$50 monthly fee, the account would be charged at \$75. Therefore, it is highly recommended that the joinmonth field be zero for all billing codes other than those specifically designed for joindate billing.

- **Note:** the ANNUAL field is reserved for future use; leave it set to zero.

How to Change a Billing Code

1. Select the Billing Code radio button on the Membership Classification screen.
2. Click Modify. In edit mode, you can move around the grid display with the keyboard arrow keys, just like a spreadsheet.
3. Move the cursor to the field to change
4. Type the change.
5. Click OK when done.

Class Code Configuration

A member classification structure is at the very heart of any membership-based data management system. Club Office offers three-character alphanumeric classification codes, meaning that roughly 200,000 unique classification code possibilities exist. (When combined with the billing code possibilities, this affords roughly forty *billion* combinations. The point is that you're not likely to outgrow Club Office software anytime soon!)

Classification Codes			
Class Code	Description	Billing Code	GL Acct#
\$	Resigned Account	0	.000
0	System Account	0	.000
CDR	Corporate Member	470	3000.000
G	Golf Member	350	3000.000
H	Honorary Member	0	3000.000
EVT	Event	0	3000.000
P	Pool Member	195	3000.000
S	Social Member	140	3000.000
T	Tennis Member	165	3000.000
INT	Intermediate Member	250	3000.000

- **Class code:** this is a 3-character text entry that represents the membership classification throughout the system. Class codes are not case-sensitive -- an upper case 'A' is the same as a lower case 'a' to the system even though they may appear as different characters. Therefore, the system will not allow both a class 'A' and a class 'a' type membership. For ease-of-use, we suggest keeping class codes short and representative for the classification to which they're assigned. Note that class code 0 (zero, not the letter O) is a default system code and should not be deleted or changed.
- **Description:** This is a 25-character text entry that describes the membership classification. Notice in the above example how the user has chosen class codes that are related to the description.
 - **Best practices:** What class codes you use is, of course, up to you. But it makes it a lot easier if you use codes that are meaningful and easy to remember. In the example above, a code of G for a Golf member would be a lot easier to remember than RB5.

- ▣ **Billing Code:** Normally, membership-based organizations charge dues on a periodic basis. If the classification code is used to cause such a special dues charge, a billing code is necessary. The billing code carries the value of the transaction on a month-by-month basis. Note that billing code 0 (zero, not the letter O) is a default system code that uses zero dollars for every month's value; this code should not be deleted or changed.
 - ▣ **Best practices:** Once a class code and billing code have been paired together, if you later change the billing code, remember that the monthly dues values for all members assigned to that class code will change to that of the new billing code. We suggest changing the values for the billing code assigned to the class code instead of changing the billing code itself.
- ▣ **G/L Account#:** This is the general ledger number where revenue from dues for this classification code is recorded. It is permissible to use G/L account #0 providing a billing code has been assigned that has all zeros for its values for no sales will be generated and you may still track member demographics by membership class code designation.

How to create a new class code

1. Select the Classification Codes radio button on the Membership Configuration screen.
2. Click the Modify button
3. Click the Add New button. The display will scroll down to the bottom and a small black arrow will appear immediately to the left of the "new" row.
4. Click on the empty cell in the first column (the Class Code column).
5. Type the class code. Press the TAB key to move to the right, into the Description column.
6. Type the description and press the TAB key to move to the Billing Code column.
7. Type the dues billing code that is normally associated with this class code. If no dues are to be charged, you can use the zero (0) billing code. Press TAB to go to the G/L Acct# column.
8. Type the G/L account # where dues revenue for this class code is to be recorded. If the billing code is zero, the G/L account# can also be zero because no dues charges will be created.
9. Click OK when done.

How to Change a Class Code

1. Select the Classification Code radio button on the Membership Classification screen.
2. Click Modify. In edit mode, you can move around the grid display with the keyboard arrow keys, just like a spreadsheet.
3. Move the cursor to the field to change
4. Type the change.
5. Click OK when done.

Relationship of Billing Codes and Class Codes

In the native mode of using the Club Office Membership Manager, Club Office links the member's assigned class code to billing code associated with that class code as set in membership configuration. And for ease-of-use, we suggest a 1:1 relationship of the class code to the billing code. However, it doesn't *have* to be that way!

Club Office provides the ability for members of the same member classification to pay different monthly dues. For example, a membership class C might use billing code C at \$100 per month for a total of \$1200 annually. But perhaps another member spends the winter months out of state and wants to be billed \$200 per month for the 6 months he/she is in town. You might

create billing code C1 for this type of member and make the monthly charge \$200 for those months the account is to be billed for membership and zero for the others. Same membership class, same total dues per year; just paid in different amounts.

Special Interest Configuration

Special interests can be various club financial obligations outside of dues (such as locker room fees, hole-in-one or golf handicap fees, a boat slip rental fee, an assessment that's been broken down to monthly payments, etc.), or non-financial areas one wants to track such as bridge club, lawn bowling, skeet, sailing yacht vs. motor yacht owners, etc. They can also be used to tag board or other committee members for producing special mailings, listings or other reports. For example, you might have a set of financial reports that you want to email directly to the board in preparation of a meeting. In short, special interests are items which help you bill for additional club amenities, track membership demographics or for sending marketing or other information pieces to selected groups of members.

Whatever you decide to use them for, Club Office provides up to one thousand of them. Configuring special interests is quite similar to configuring class codes although the only real difference is that you must tell the system to show only as many as you need to have active.

Special Interests				
	#	Description	Billing Code	G/L Acct#
▶	1	Board Member	0	.000
	2	Finance Committee	0	.000
	3	Pool Committee	0	.000
	4	House Committee	0	.000
	5	Golf Committee	0	.000
	6	Tennis Committee	0	.000
	7	Owner	0	.000
	8	Legacy	0	.000
	9	Admiral	0	.000
	10	Captain	0	.000
	11	Swabbie	0	.000

Setting the number of ACTIVE special Interests

1. Select the Special Interests radio button on the Membership Classification screen.
2. Click the Modify button. The special interest screen includes the active box:

300 Number of ACTIVE Special Interests

3. Type the number of special interests to be "active." The range is from 100 to 1000 in multiples of 100, and member manager display them in pages of 100 at a time. You can start out with 100 (the default) and change it later to 200 or more when the need arises.
4. Click OK to initialize the number of interests you specified. The system will update itself with additional special interest records automatically if the need arises.

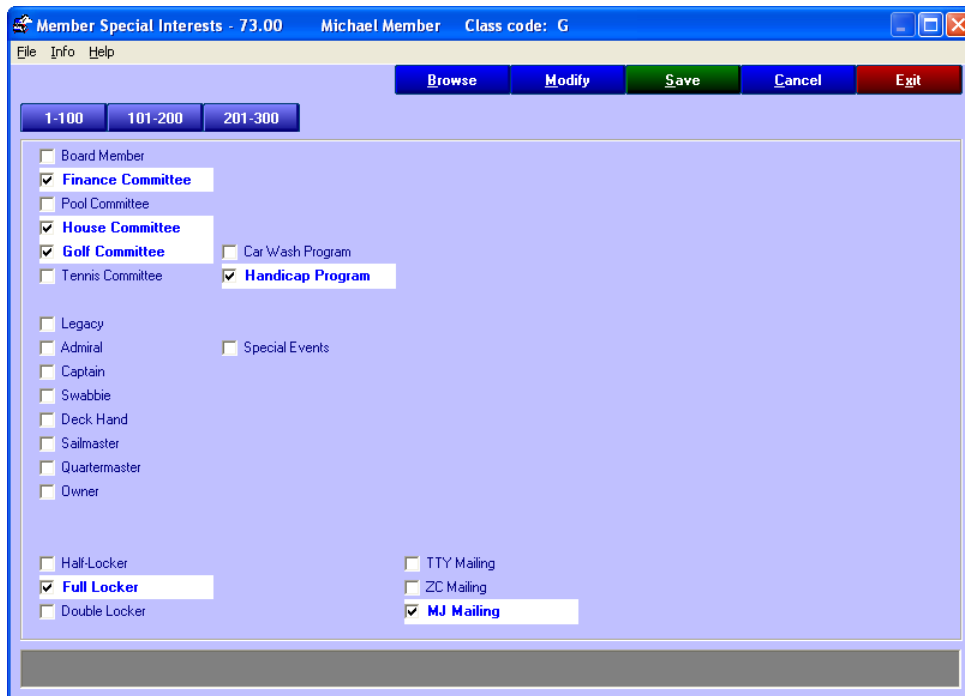
Speed Tip: The number of special interests will have a bit of an effect on the speed of month-end processing. Because it takes a computer slightly more time to evaluate 1000 special interests than it does 100, take this into account as you decide how many you want the system to manage. If you need only 30, configure 100. Remember, you can always change it later to a higher number.

CAUTION: During month-end A/R processing, the A/R system will use only as many special interests as are identified as "active." Therefore, if you actually created 300 special interests but have since scaled the "active" count back to 100, only interests 1-100 will be available to the A/R system for billing purposes and special interests 101 -300 will be unavailable and un-processed. "Scaling back" effectively deactivates special interests above the number deemed as "active."

Grouping Similar Special Interests

For convenience, you may want to group like-special interests together on the screen, making them easy to find and use. Knowing how Club Office displays them on the screen will be helpful to you in defining them because the interest number determines where on the screen the selection option is displayed.

The membership manager's special interest screen can display up to ten pages of 100 special interests each. Each page contains five columns of twenty interests each so that interest #1 is at the top of the first column, #21 at the top of the 2nd, column, #31 at the top of the 3rd column, etc. Page two (special interests 101-200) continues the same logic: #101 at the top of the first column, #121 at the top of the second column, etc. Special interests that do not have a description are "hidden" from view altogether, such as the following:



How to Create or Change a Special Interest

1. Select the Special Interests radio button on the Membership Classification screen.
2. Click the Modify button.
3. Unlike the other member configuration options that require an "add" button, adding special interests is controlled by changing the "active" number. Therefore, you're always in an "edit" mode when setting up special interests. Simply scroll up/down the list to locate the interest number you wish to change, and click on the cell in the "description" column. (Note: the interest numbers shaded in blue text in the first column cannot be changed.)
4. Type a description (limit to 25 characters) and press the TAB key to advance to the billing code column.
5. Type the appropriate billing code to be used with this special interest if there is a fee associated with it. Remember, the billing code must already exist in the billing code table. Leave the billing code zero (not the letter O) if there is no fee. Press TAB to advance to the G/L Acct# column.

6. Type the G/L Acct# that will be used to record revenue for this special interest. You may press the F-5 key to look up the G/L chart of accounts. If there is no fee (billing code zero) the G/L Acct# can be set to zero as well.
 - a. If a non-zero dollar billing code is used, the G/L Acct# must be completed or the system will generate a sales value to G/L #0 when monthly A/R processing is performed.
7. When done, click OK.

How to “Deactivate” or “Hide” a Special Interest

You can’t “delete” a special interest in the truest sense of the word, but you can deactivate it and hide it from the member display, which effectively deletes its functionality. However, before you deactivate a special interest, you must first make sure that no member accounts are currently using it, lest you encounter a “disconnected special interest” problem during monthly A/R processing.

1. Use the Global Membership Editor to “turn off” the desired special interest for ALL member accounts. (Information on using the Global Membership Editor is on page ____ of this manual.)
2. After using the Global Membership Editor, open the main configuration module from the Club Office main menu.
3. Select the Special Interests radio button on the Membership Classification screen.
4. Click the Modify button.
5. Select the special interest to deactivate.
6. Delete the description, set the billing code and G/L Acct# to zero.
7. Click OK.

Access Levels/Other

These settings provide access control to the membership system for your Club Office users as well as default lookup settings and the use of PostNet bar codes for mailings. Before setting these values, it’s helpful to understand what the various security settings mean, because the Membership screen has several information areas and it may be desirable to allow user to view information yet not allow them to change it.

40	Access - INQUIRE ONLY
50	Access - EDIT/UPDATE
60	Access - View FINANCIALS
90	Access- EDIT FINANCIALS
A	Alpha or Number lookup? (A/N)
N	Use PostNet Bar codes? (Y/N)
300	Number of ACTIVE Special Interests

- ▣ **Inquire only:** this level provides baseline security for allowing an employee to access the membership system at all. If an employee’s MEM access is less than this value, the employee receives “access denied” when trying to use the membership manager.
- ▣ **Edit/Update:** An employee whose MEM access is equal to or greater than this setting can create and modify any member information except for any on the member financial screen.

- See Financials:** An employee whose MEM access is equal to or greater than this setting can view a member's financial screen, which shows all aged balances and current charges.
- Edit Financials:** An employee whose MEM access is equal to or greater than this setting can change the member's minimum and edit various fields on the member financial screen. It is suggested that only advanced users be afforded this level of access.
- Default Lookup by Alpha or Number? (A/N):** Alpha is a lookup by member last name; Number is a lookup by membership numbers. This is a global convenience setting that presets the default lookup mode for all membership manager users. Users can override the setting while using the membership module by changing the option temporarily in the "File" menu on their screen.
- Use PostNet Bar codes for mailings? (Y/N):** Set to Y (yes) to cause the system to automatically maintain PostNet bar codes for members; set to N (no) to disable the feature.

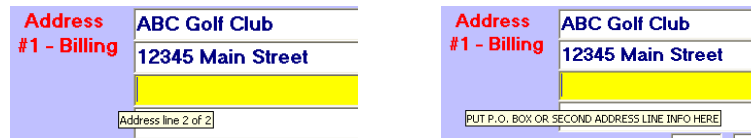
How to configure these settings

1. Select the Access Levels/Other radio button on the Membership Classification screen.
2. Click the Modify button.
3. Type the desired information into the appropriate box.
4. Click OK to save the settings.

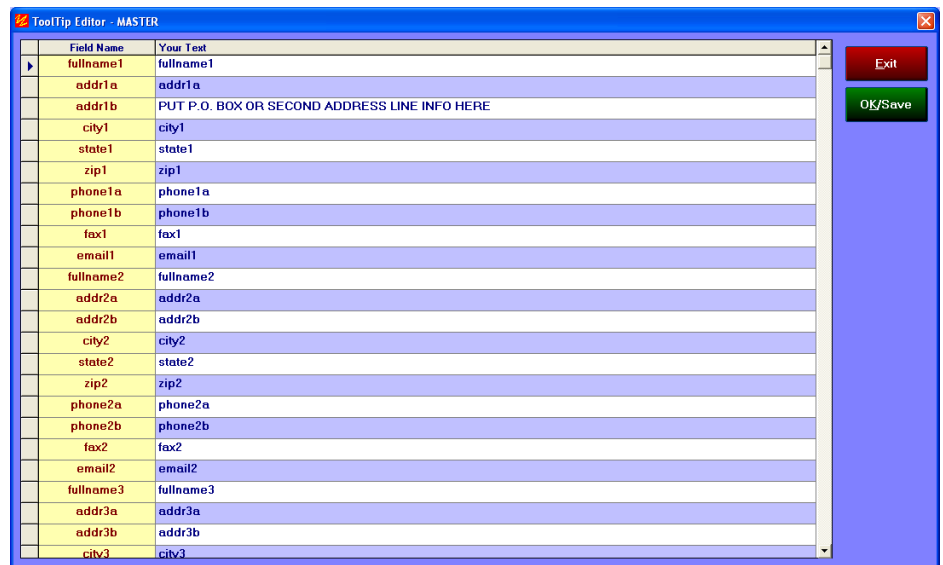
Edit Mouseover Tool Tips

Edit Mouseover Tool Tips

Mouseover Tool Tips are brief clips of information that appear after placing the mouse on or over a field of information for a moment or two, such as "Address line 2 of 2." You can change the defaults to your own text line, which can be very handy in cases where you want more descriptive information or offer more direction to the user such as below:



Click the Edit Mouseover Tool Tips button to display the ToolTip Editor, make the desired changes (up to 100 characters) for the field name in question and click OK/Save. Note: typing the information in UPPER case may enhance the readability of your text since Windows controls the size of the displayed text.



Best Practices

- ┆ Setting the Inquire access level to 10 automatically prevents a new Club Office user account from having access to the membership manager. The access values for new Club Office users are set to zero for all modules when the user account is created.
- ┆ Setting the inquire and see financials to lower numbers than the edit levels gives a user access to all member information but not the ability to change any of it.
- ┆ Setting the inquire number lower than the see financials number allows a receptionist, for example, to see basic member contact information but not the member's payment or financial history.
- ┆ Setting the edit/update number to less than the edit financials number allows a membership director or receptionist to change basic membership information without changing the financial settings. **Note:** membership classifications and dues billing codes can be changed by a person having edit/update access.
- ┆ Remember that a user whose MEM access level for membership is 99 has full administrative access to the membership module, and that some features and functions become enabled for administrators that users who have levels less than 99 cannot use or sometimes even see on the screen. For example, an administrative user can create "convenience" or "system" member accounts with numbers between 0-1.

Membership Manager

The membership manager provides creation, lookup, display and editing functions (for users who have edit access privileges) of essential membership data. For protection, various functions and panels of information upon initial lookup are either not modifiable or even accessible. Editing an account not only requires a suitable user access level, but also putting the system into an edit mode by clicking the MODIFY button. Along the bottom of the screen is a handy dark gray with yellow text area that we call the “helpwindow.” The helpwindow is used for various messages throughout the course of using the module; sometimes field data is posted there and at other times, a suggested procedure may be displayed. Throughout Club Office the active information box – the one with the current cursor -- is highlighted in yellow.

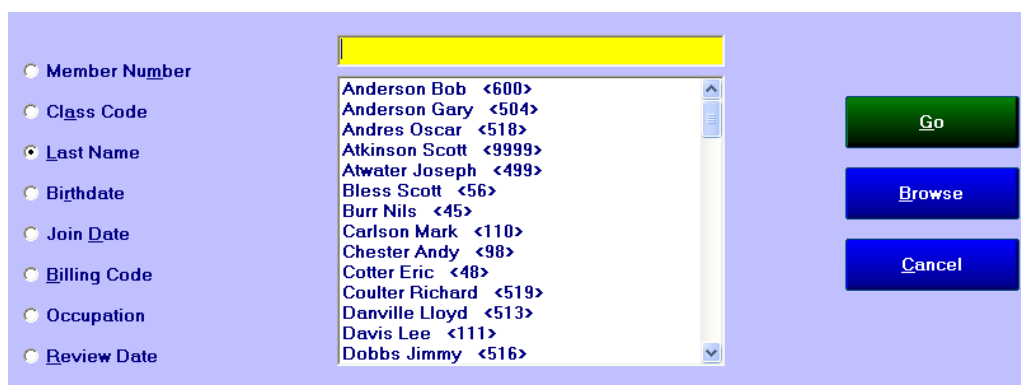


Lookup by:

The lookup by screen displays the lookup panel when the module starts. If a default lookup mode has been set with a configuration option, that option is preselected. The selected option becomes part of the lookup query that selects the records to view. After selecting an option and typing a search criteria into the box (or leaving it blank), click GO to activate the lookup query and display the member information. Available options are:

- **Member number:** type a membership number. The system will gather all members having a member number equal to or greater than the number you specify. Leave blank or type 0 (zero) to start at the beginning of your membership database. Important: if you have 1000 membership accounts and type 500 for the lookup, only accounts #500-1000 will be visible to the membership manager until you redo the lookup query. If this option is selected, you may press the F-5 key to display an on-screen list of members.
- **Class Code:** type a class code. The system will gather all members having a class code equal or greater (alphabetically) than the class code you specify. Leave blank to select all class codes beginning with the first one. If this option is selected, you may press the F-5 key to display an on-screen list of class codes. Example: Looking up the letter “M” will display all members having a class code at between M-Z, in class code and member # order.

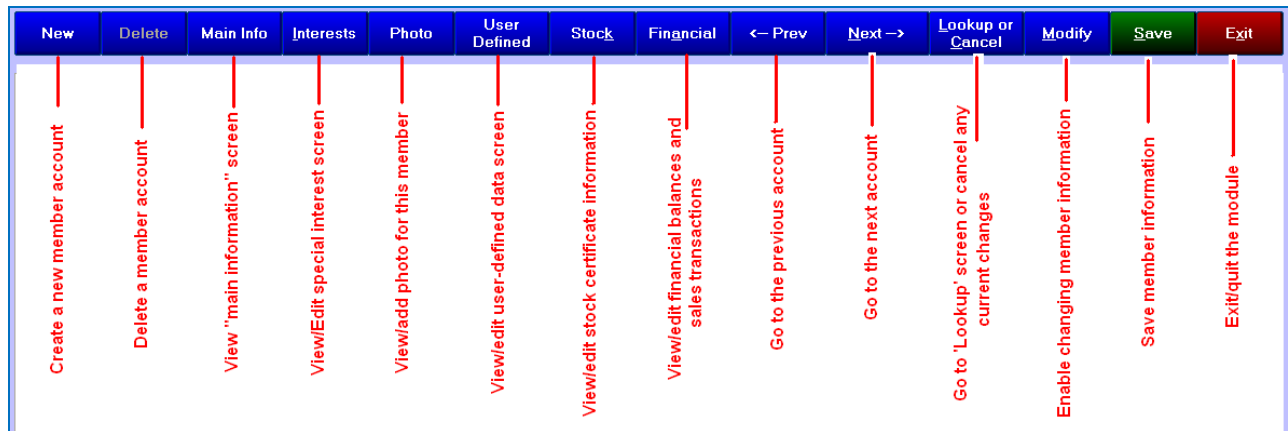
- ┆ **Last Name:** Type one or more characters of the member's last name. The system gathers all members whose last names begin with or are alphabetically "greater than" the characters you enter. (Example: to find members named SMITH, type SM in the input box to find names spelled SMITH, SMITHE, SMYTH SMYTH, skipping SANDERS, SEEMANS, SIMMONS, and SLAUGHTER. If you type SMY, you will skip SMITH and SMITHE and start with SMYTH.) If this option is selected, you may press the F-5 key to display an on-screen list of members.
- ┆ **Birthdate:** If member birthdates are in the database, you may look up members by the month of their birth date. Type the first 3 characters of the month. Ex: Jan=January, Feb=February, etc.
- ┆ **Join Date:** (see birthdate above).
- ┆ **Billing Code:** Type the desired billing code. The system will gather all members whose billing code is equal to or greater than (alphanumerically) that the code you enter. This lookup functions exactly like the class code query above.
- ┆ **Occupation:** This is similar to the last name lookup above, only it searches the occupation field. Note that the actual description of this option may vary if the system administrator has changed it from "occupation" to a different title.
- ┆ **Review date:** (see birthdate above).
- ┆ **Master (.00) accounts only checkbox:** This option is always checked by default. To see "sub-accounts" (decimal member account numbers for spouses, dependents or other types) un-check this box and redo the lookup.
- ┆ **Using the "Browse" feature on the lookup panel:** Some users may find the browse feature handy to use. It allows viewing several member accounts in list format in the lookup panel, after which you can select the one from the list that is the closest match to your lookup criteria. Using browse is easy:
 1. Instead of typing a name, simply click the Browse button.
 2. Select the member from the list that appears.
 3. Click GO to view the member's record.



The Main Membership Manager Screen

Manager Menu Button Operations

Sometimes a picture is worth a thousand words:



Membership Data Field Information

Most membership reports can be sorted by member account #, last name, birth date, join date, classcode, occupation, billingcode and zip code (labels) and can further be filtered by ranges of account numbers or last name (F to M for example), class code, up to 15 simultaneous special interests, account type (master or sub-account), and suspended and terminated status choices. Knowing this wide range of combinations may help you determine which fields are the most important to you.

- ┆ **Number:** the member's account number. The number must be between 0 – 99999.99. Subsidiary accounts are marked as decimal numbered accounts. Example: 355.07 would be subsidiary account # 7 of master account number 355. Up to 99 subsidiary accounts are allowed per master account, limiting the system capacity is just under ten million member accounts. The account number is a required field.
- ┆ **Last name:** 20 character text entry. This is a required field.
- ┆ **First name & middle initial:** 15 character text entry. First name is not required, but the system merges the first name with the last name to become the “full name” for the address fields.
- ┆ **Occupation:** optional 35 character entry. The screen title for this field can be changed and the field used for other information by editing the **occupation.dat** text file (in the CDCO folder). Note that changing the screen title does not change the functionality of the field itself. You can use Windows Notepad to edit the occupation.dat file.
- ┆ **Birthdate:** optional date in YYYYMMDD format. This field is important if you perform member birthday recognition. The date can be displayed on a SQLPos POS sales display during a sale as well.
- ┆ **Join date:** optional – this is the date the member became active at the club, entered in YYYYMMDD format. This field becomes required if you perform an annual billing based on the month the member joined the club. Click on the field to cause a calendar to be displayed, making it easy to select the date by clicking on the date in the calendar.
- ┆ **Class code:** must be one of the active class codes as defined in membership configuration. Press F-5 for a class code lookup when in this field. Class code is a required field.
- ┆ **Dues billing code:** must be one of the active billing codes as defined in membership configuration. Press F-5 for a billing code lookup when in this field. If the Class Code has been linked to a billing code other than billing code 0 (zero), this is maintained automatically. However, if the Class Code is set to use billing code 0, then this field allows an override setting whereby you may use any of the other available billing codes for a dues structure. In this way, the facility is able to classify their members yet provide multiple dues payment plans for the same classification code. The billing code is a required field.
- ┆ **SocSec#:** optional, 11-character text field. The screen title for this field can be changed and the field used for other information by editing the **ssnumber.dat** file (in the CDCO folder). Note that changing the screen title does not change the functionality of the field itself. You can use Windows Notepad to edit the ssnumber.dat file.
- ┆ **Locker:** optional, 12-character text field. The screen title for this field can be changed and the field used for other information by editing the **locker.dat** file (in the CDCO folder). Note that changing the screen title does not change the functionality of the field itself. You can use Windows Notepad to edit the locker.dat file.
- ┆ **Review date:** optional – this is the date in YYYYMMDD format intended to be used as a reminder to evaluate the member account by either management or the board at some time in the future. Click on the field to cause a calendar to be displayed, making it easy to select the date by clicking on the date in the calendar.

- ┆ **SQLPos – use alternate price level:** This field is visible only if SQLPos POS is installed on the system. Checking the box tells SQLPos to use the “alternate” (i.e. “member”) price instead of the retail price for items the member purchases. Clubs that use “Mill River” pricing frequently utilize such special member-pricing plans.
- ┆ **Tax exempt:** Check the box if the account is exempt from sales tax. (Important: the system does not track purchases that are exempt from sales tax unless sales transactions are specifically tied to G/L accounts that are not taxable. Using the tax exempt box while also keying transactions to taxable accounts will by definition cause incongruity if trying to reconcile total tax collected against total taxable sales at the end of a month.)
- ┆ **Suspended:** Check the box if the account is to be put into a suspended status, perhaps for nonpayment of club charges. A credit limit can also be set (at the member financial screen) and the A/R system can automatically set members to a suspended status if their outstanding balance exceeds their assigned credit limit. SQLPos POS is sensitive to suspended accounts and can be configured to prevent member charges to suspended member accounts yet allow cash purchases by suspended members. Most of the member exports for third party POS systems include an option to either include or exclude them. (POS exports are inside the A/R module’s File menu.)

 - ┆ **Best practices:** dealing with suspended member accounts can be a very touchy matter. Clubs are encouraged to develop written procedures for these issues and train employees in how best to handle them. Without a procedure in place, public member embarrassment is an almost certainty and something no club wants to have occur.
- ┆ **Terminated:** Check the box if the account is to be terminated. An additional termination date box will appear if checked where the YYYYMMDD date of the termination occurred. A terminated account cannot carry an active balance nor have any transaction history in the current billing month. SQLPos POS is sensitive to terminated accounts and does not even recognize them in member lookups. Most of the member exports for third party POS systems include an option to either include or exclude them. (POS exports are inside the A/R module’s File menu.)

 - ┆ **Best practices:** Just as for suspended accounts (above) the club should develop procedures for dealing with terminated member accounts.
 - ┆ **Best practices:** Having a special member classification code for “terminated accounts” is a good idea and will provide improved flexibility when printing member (and *former* member) reports.
- ┆ **Billing to:** This setting is used by the system to select the address (1, 2, or 3) to use when printing statements. Set to zero for no address for internal accounts such as the board of directors, house committee, the general manager, or a “comp” account used for advertising and promotion. The bill to address also activates the corresponding selection for e*mailing statements if that option is chosen in place of a printed statement. The title of the chosen billing address at the bottom of the screen will change and turn blue for easy identification.

 - ┆ **Bill MASTER:** For sub-accounts only, an additional setting of 4 is available.

Bill MASTER
4

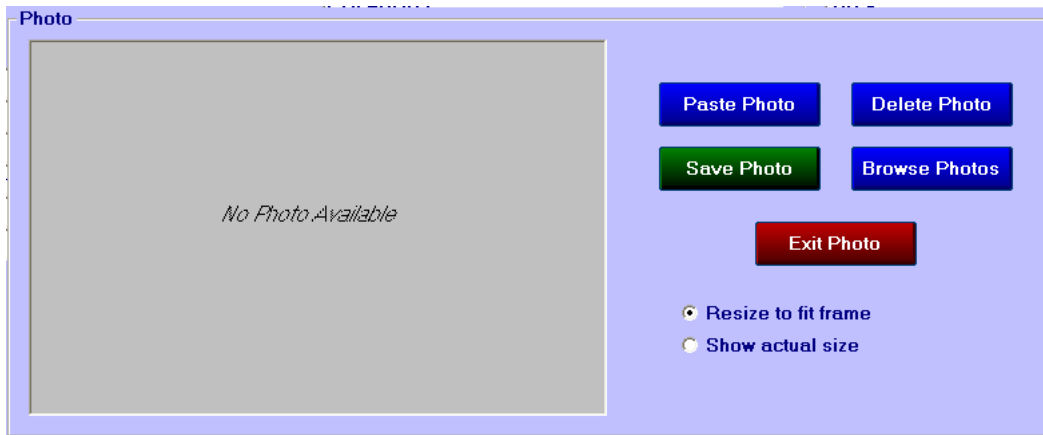
During month-end processing, this setting causes the system to evaluate the sub-account’s transaction history for the current billing month, transfers them to the master (.00) account and credits the sub-account so that its balance remains zero.
- ┆ **Newsletter to:** this setting is used when printing mailing labels for newsletters. Set to zero for no newsletter at all.
- ┆ **Misc mail to:** this setting is used for other mailings, promotions, etc. Set to zero for no misc. mail at all.
- ┆ **Stock (Y/N):** Set this to Y if the membership is awarded stock. This activates a separate screen for recording the share number, a stock type (2 character type of your own choosing),

its value, and how many votes the member has when annual or other meetings are involved. The stock screen allows a member to own multiple shares of stock. Set to N to deactivate the feature for this member.

- ┆ **Votes:** This records the number of votes the member has on matters where a membership vote is counted. The setting can automatically be managed from within the stock screen (if stock is enabled for the member account) or the value can be overridden manually directly on the screen.
- ┆ **Sub accts:** A master membership account (123.00, 444.00, etc.) can have up to 99 sub accounts attached to it. A sub account is a decimal account having the same main number, so that 123.01, 123.02 and 123.03 are sub accounts of member # 123.00. Each sub account can have the same status as a master account, can be used for charging (if using SQLPos Point of Sale), have stock, votes, their own special interest settings and all other options just as a normal master account. For example, if you need to keep spouse accounts separate from the master accounts, the .01 account is the one to use. The concept is that the membership is “owned” by the master (.00) account while other family members can be sub accounts off the master account. Because the sub accounts have all member settings active, too, you can be more accurate in tracking member demographics because you’re not tracking families as much as you’re tracking individual people. The number you type into the sub accts box opens up the ability to open that many of them, i.e. typing 5 will open up .01-.05 but not .06.
- ┆ **Address 1, 2, and 3** (the three addresses include identical settings):
 - ┆ **Full name:** defaults to a combined first and last name, although this is editable to include any special salutation prefix. What is entered into the full name field is printed on mailing labels or other documents that use the member name and address for mailings, i.e. what you type here is what is printed. Example: if address 1 is used for business, a physician may want it to read Dr. James R. Watson. In contrast, he may want his home address to read Dr. and Mrs. James R. Watson. If he has a cabin or lake home, possibly his third address might be: The Watsons. Limit: 35 characters
 - ┆ **Address 1 of 2:** the first line of an address, intended for the street address. Limit: 25 characters.
 - ┆ **Address 2 of 2:** the second line of an address, such as Apt# or P.O. Box, etc. Limit: 25 characters.
 - ┆ **City:** the mailing address’ city. Limit: 20 characters
 - ┆ **State:** the two-character abbreviation for the state.
 - ┆ **Zip:** accepts a normal Zip code or Zip+4. Limit: 10 characters.
 - ┆ **Phone 1:** the main telephone number. Format: 952-941-0855. Limit: 12 characters.
 - ┆ **Phone 2:** a secondary telephone number. Same format as phone 1.
 - ┆ **Fax:** a fax telephone number. Same format as phone 1.
 - ┆ **Email address:** standard name@domain.ext email address format. Limit: 35 characters.
 - ┆ **E*mail statement to above address:** Check this box if the member’s monthly statement is to be emailed instead of sent via postal mail. A valid email address must exist for the e*statements to function properly. Sending e*statements is an advanced function and requires that email be properly configured and working on the computer to be used when sending the e*statements.

Member Photos

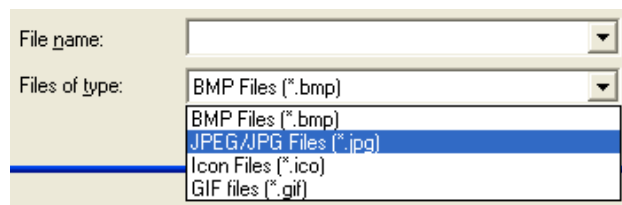
Club Office can maintain virtually any color or black/white photo of the bitmap, jpeg or gif file type, although the program prefers bitmaps. The photo frame is generally in landscape orientation, so a typical 3x5 or 4x6 horizontal snapshot should work very well. Photos are placed into the PHOTO folder beneath the main CDCO folder, or the “browse” option on the photo screen can be used to locate a photo and automatically store a copy of it in the PHOTO folder for you. If you have SQLPos Point of Sale, the "view photo" function in SQLPos utilizes these photos for member recognition at the POS workstations.



If no picture is available when a member account is being viewed, the system will display the default photo, “no photo available” as shown above. Do not erase the **nophotox.bmp** file from the `\cdco\photo` directory.

How to add a member photo

1. First, be sure that you have a photo file for the member in one of the accepted formats (jpg, bmp or gif).
2. Recall the member’s account to the screen.
3. Click the Modify button to enable making changes to the member’s record. Then select the PHOTO button.
4. Click the Browse button and use the standard, Windows file browser “Select Picture File” window to locate the folder and file for the member. If the photos don’t display in the list, change the “files of type” setting at the bottom of the window to one of the other supported types instead:



In the example below, the original photo file is named `anderson_gary.bmp` and is located in a folder named **member_photos**:



5. Select the file in the list and click Open. The file browser window will close and the photo display screen will display the photo in the box along with the location where the original was found:



6. Click Save Photo. Club Office will make a copy of the original file inside the photo folder as a BMP file type and name it with the member's number instead of the name.

Member Photo File Names

Club Office photos reside in the \cdco\photos folder. The name of the file includes the member number such as in the following examples:

Member number:	123.00
Photo name:	123-00.BMP
Member number:	12345.00
Photo name:	12345-00.BMP
Member number:	123.22
Photo name:	123-22.BMP

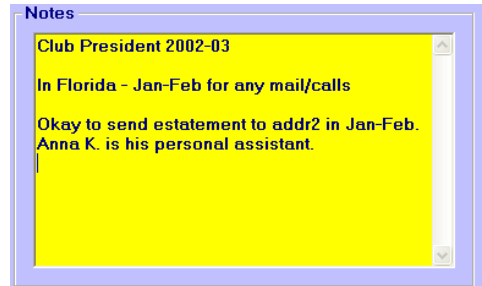
How member photos affect backups

A single BMP color photo can range in size from a few thousand to more than a million bytes in size, depending on the size and color depth of the original. The impact that many hundreds of member photos can make on your backup method, time and media can be extraordinary because of the enormous amount of space photos can consume on a hard disk. You may consider using tools such as Microsoft Office Picture Manager to “compress” the photo files into a smaller size. Picture Manager allows selecting multiple files as a group and can compress their size without changing the file names.

Member Notes

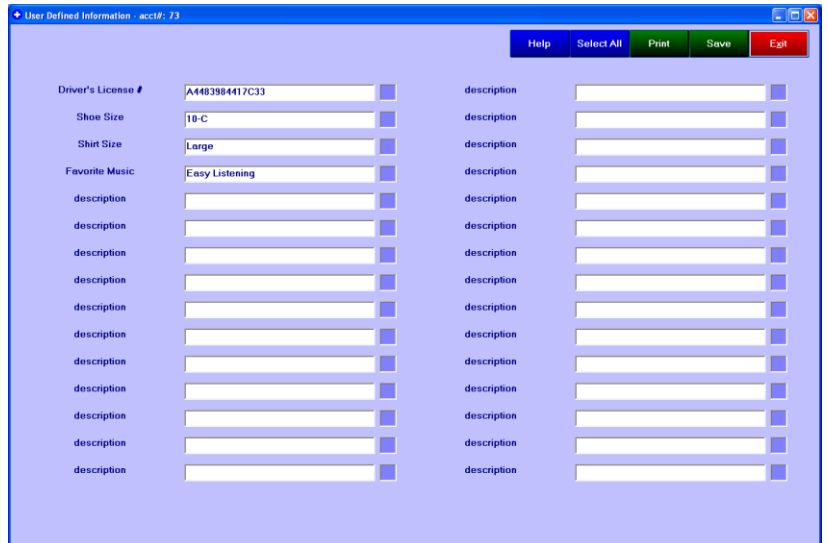
The member notes field can accommodate up to 30,000 bytes of miscellaneous information that you want to keep about the member. Adding/changing member notes is easy:

1. Recall the member’s account to the screen.
2. Click Modify.
3. Click in the notes box; it will turn yellow to show that you’re editing it.
4. Type the necessary information.
5. Click the Save button.



User-Defined Information Screen

This screen provides a way to define and maintain user-defined information about the account. You may also change the description titles as well as the data. An option to select which field to use as the main sorting field for reporting is also displayed.



- How to Change a Description Title: Double-click on the field title you want to change. Then type the name of the field into the box that appears. Click OK to save. Note that field titles are global, i.e. they apply to ALL members, not just to one.

- How to Change Data: Select the field of information in the white box to change and type the new information. Whenever changes are made, a red box will pop up as a reminder to save your data.

Changes made - be sure to click SAVE!

- Printing
 - Immediately to the right of the data field is a small light blue square box. Type a number between 1-30 into this box to have the field appear on a report. If a field is left blank or set to a number either less than 1 or greater than 30, the item will be ignored and not printed in the report. The items will be printed in the numerical order you select so that choice #1 is at the top of the list, choice #2 is second, etc. You may click

the Select All button to automatically select all fields for printing. Note that the sorted order is not stored on the system and must be re-entered each time the module is selected. In the example below, the report would display shoe size first, followed by favorite music, driver's license # and shirt size.

Driver's License #	A4483984417C33	3
Shoe Size	10-C	1
Shirt Size	Large	4
Favorite Music	Easy Listening	2

- Select the Print button. Other options may appear that allow further defining other reporting options. Here's the resulting report from the above choices:

User-Defined Member Informati		73.00 Member	Michael	Class G	Golf Member
Michael Member	325 Club View Lane		Hereandthere	M 55344	952-941-0855
Michael Member Esq.	Watney, Smith and Membe	906 First Ave S. Suite 11	Minneapolis	M 55402	612-555-1212
Michael and Joanna Member	17845 Harris Cove	Unit 67	Fort Myers	FL 85251	

	Shoe Size	10-C			
	Favorite Music	Easy Listening			
	Driver's License #	A4483984417C33			
	Shirt Size	Large			

Member Special Interests

Club Office's special interests are powerful tools that you can use for tracking member demographics or special charges that you want the system to manage automatically. Upwards of one thousand can be defined for tracking members who are on various committees or who participate in various events, are left-handed, wear size medium, own a dog, have a wedding anniversary in June, etc. They can also be used to generate automatic charges for locker or boat slip rentals, an annual or monthly golf handicap, special assessment installments, prepaid dues or prepaid minimums or any other recurring automatic charge.

The member special interest screen displays all currently-defined interests in pages of one-hundred at a time.

The interests are organized into five columns of twenty interests each so that interests #1-20 are in the first column, 21-40 in the second column, etc. In the example below, the user has initialized up to 200 interests but only a few are currently in use (interests that do not have descriptions do not appear). Interests that are "active" for the current member are checked and the text appears in blue with white background:

Member Special Interests - 73.00 Michael Member Class code: G

File Info Help

Browse Modify Save Cancel Exit

1-100 101-200 201-300

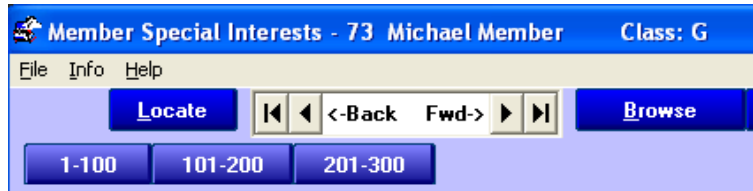
- Board Member
- Finance Committee
- Pool Committee
- House Committee
- Golf Committee
- Tennis Committee
- Car Wash Program
- Handicap Program
- Legacy
- Admiral
- Captain
- Swabbie
- Deck Hand
- Sailmaster
- Quartermaster
- Owner
- Special Events
- Half-Locker
- Full Locker
- Double Locker
- TTY Mailing
- ZC Mailing
- MJ Mailing

How to link a member to a special interest

1. Recall the member's account to the screen.
2. Select the Special Interests button to access the special interests screen.
3. Click Modify.
4. Click on the desired interests to toggle them on or off.
5. Click Save when finished.
6. Exit closes the screen

Browsing from one member to the next/Locating by member#

A handy "browse" feature is an option on the special interests screen, allowing movement from one member to another without having to return to the lookup screen. Click Browse and use the screen arrows to move forward/backward through the membership database. The current member's name and number always appears at the top of the screen in the special interest title bar.



Alternately, you can "jump" directly to a different member account by using the **Locate** button. Choose Locate to open a small input box where you can enter the number of the desired member account; the system will display that account or if that member number doesn't exist, the first account having a member number greater than the number you entered.

"Uncheck Me"



When viewing a member's special interests, if you see the words UNCHECK ME displayed in red, it means that the special interest that occupied that space has been deleted yet the member's record is still marked for it. You should simply UNCHECK any special interests that are displayed as "uncheck me" and save the changes.

Using Special Interests for Reporting

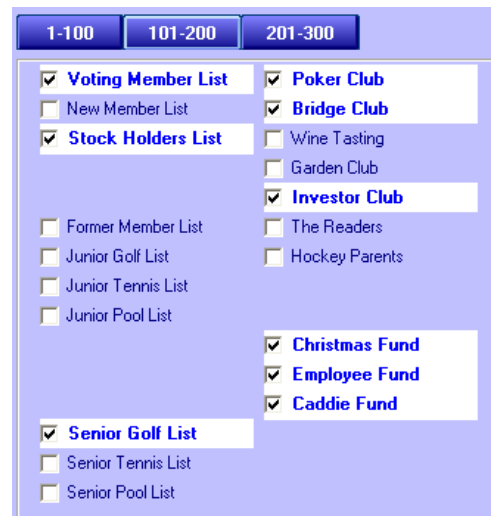
One of the most powerful uses for special interests is to produce special listings of members based on activities in which they participate. Almost all of the membership lists in the Report Generator module include the option to select members by one (or more, up to 15) special interests. In the examples to the right, the user has opted to use page 2 (interests 101-200) for these options:

Special interests used for reporting only would likely be set to non-billable special interest zero, although in some cases such as an annual Christmas or employee fund, or a regular charge to a caddie fund may of course be set to be billable as well.

Best Practices

For special interest based reporting to be accurate, it is *absolutely essential* that member records be kept up to date.

Be sure to include updating member special interests in your office operations daily procedures booklet. (Don't have such a procedures booklet? It'd be a great time to start one today!)



Member Stock

The Stock Manager provides a method for creating and maintaining member stock ownership. Votes allocated to share of stock are tallied and stored in the main membership record. Votes allocated may be whole-numbers only; the system will not manage partial votes.

- Stock is only active for a member account if the “Stock (Y/N)” setting is set to Y (yes) at that member’s main information screen.

Stock (Y/N)

Creating a New Share/Editing an existing Share

- Recall the member’s record to the screen.
- Click Modify, change the Stock (Y/N) setting to Y (yes) if it’s currently N (no). Then save the record so that the databases can be refreshed.
- Recall the account again and click Stock. A record will be created automatically inside the stock manager database if one did not exist before; otherwise, the existing record will be displayed.
- If the member is to have more than one share, click ADD SHARE; a new line is opened up opposite the small black arrow. The Member# column will automatically display the current member’s number.
- Type the information required in the various columns, using the TAB key to move across the screen.
- Type the requested information in each column. The helpwindow at the bottom of the screen offers reminders as you type.
- After the last column has been filled in, click the SAVE CHANGES button.
- If you need to add several shares of stock, repeat steps 4-7 as many times as is necessary.



Deleting a Share

- If more than one listing appears on the screen, click on the desired share to delete.
- Click DELETE SHARE.
- Click on the YES confirmation button that appears to delete the record. Deletion is immediate and permanent.

Stock Reports

A basic stock report listing is located in the membership section of the report generator. To produce other specialized listings, mailing labels, etc. based on different stock types, set up appropriate special interests and link the appropriate members to them. The report generator includes the ability to selectively print membership reports based on one or more special interests.

Membership manager “File” menu options

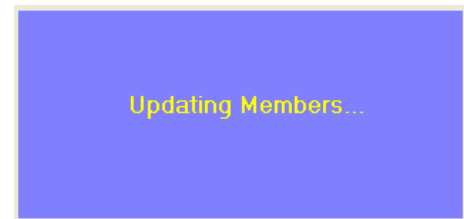
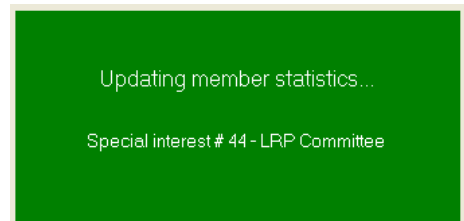
Click “File” in the menu bar to view available options. Different selections will appear depending on your user level and/or modules installed on your system.

- Lookup by number/lookup by name:** the default lookup method is determined by a main configuration setting. During a session, you may change the default by selecting the method you want to use.
- View Current Statement:** select this option to view the current statement for the member record that’s active on the screen. Click “Close View” to close the statement viewer:



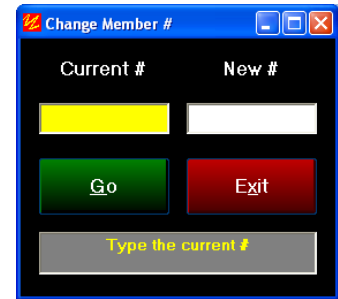
Date	Reference	Description	Amount	Srv. Chg.	Tax	Total
20071000	BAL FWD					
20071006	C130763	BALANCE FORWARD	14.55	2.10	1.09	17.74
	C130764	Beverages	22.75	3.41	1.70	27.86
	H055042	Dining Room Food	11.20	1.69	0.84	13.73
	V130771	Dining Room Food	75.00		-4.88	70.12
	V130771	Golf Greens Fee	29.00		1.69	30.69
	Z172	Pro Shop Misc - Non-Taxable	46.88			46.88
	Z172	Pro Shop Misc - Non-Taxable	22.00			22.00
20071016	PAYMENT		-100.00			-100.00

- Update member statistics:** Knowing current class code and special interest counts is an important part of reporting and analyzing membership demographics. This information is updated automatically at the end of a month during the “finish A/R process” but you can also update the data immediately if you want by selecting this option. The following screen appears when the update is in progress:
- Update SQLPos Members:** If any changes are made to a membership record that may impact SQLPos, Club Office will automatically invoke a SQLPos update when you close the membership manager and the following screen will appear. However, you can also update SQLPos immediately if you wish by selecting this menu choice. This menu option is not available for users who do not have SQLPos installed on their systems.



- Change a member number:** Some clubs maintain membership records by using different ranges of member numbers for different types of membership classifications. For example, a club that has 300 shares of stock numbered 1-300 may like to number its shareholding members with the respective share number. As stockholding members come and go or change to a non-stockholding classification, this would require renumbering the former stockholder to a new number so that a new member can take its place. The change member# feature changes the number throughout the entire system, including all sales transaction history. Changing a member number is easy:

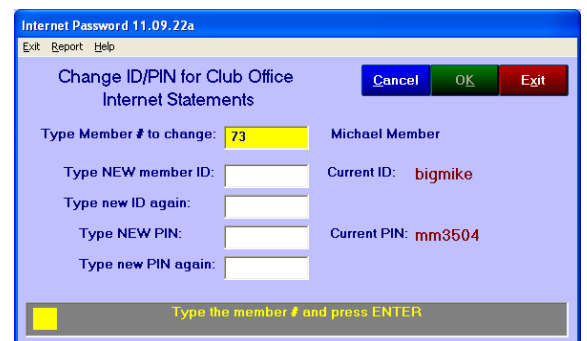
1. Type the current member# in the appropriate box.
2. Type the new number in the appropriate box
3. Click GO.



- Critically important:** Changing a member number is a very sensitive database issue that requires that only one user (the one making the change) be logged into the Club Office system. As the member number is found in multiple tables in multiple databases, it is regarded as a high-level administrative module.
- The “new” number must be one that’s not already being used.
- Changing a member number is generally quick, but is obviously a bit dependent on the number of sales transactions that also must be changed. Be patient – let the module complete its task. The helpwindow will show “done” when it’s finished.
- If SQLPos is installed, changing a member number invokes a member update automatically.
- An excellent use of the member renumber function is to manage “resigned” members yet retain them on the system for possible future marketing/contact opportunities. You might reserve a very high number range for such members, perhaps in the 80,000 – 90,000 range. When printing member statements, you could use the from/to number range option to skip them and save time.
- Cautions:** consider other historical locations where member numbers may be used before using the change number function. For example, if you use an internet statement function, the data stored on the Internet will have to be changed too so that that the member who has the new number doesn’t recall the prior owner’s data. Another issue is the Club Office Archive Statements function that stores copies of statements in ARC-YYYYMM folders that reside inside the CDCO folder. The file names of each member statement use the member number *at the date/time the statement was archived*. Another consideration is the restoring a single data file instead of a matched set of data files. This can wreak havoc and create a completely irreparable mismatch of data and related history.

- Change Internet ID & Pin:** If you use the Online Statements option, this selection displays a screen that allows setting or changing the current (or any other) member’s id and password for the online statements viewer.

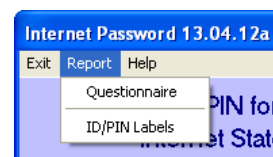
1. Type the desired member account number in the first box and press ENTER. If the member has an existing ID and PIN, they will be displayed under the "Current" column. You may also press the F-5 key for a member lookup.



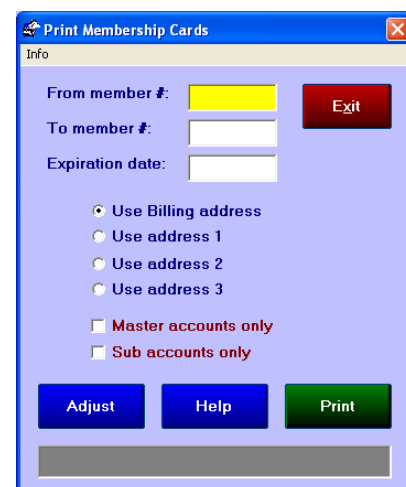
2. Type the member's Internet ID as he/she wants it to be into the second box, and press ENTER. This entry must be at least 5 characters in length, but not more than 10.
3. Type the same ID into the "ID again" confirmation box and press ENTER. This is to verify that there were no typo errors in the first entry. If it is not an exact match, a message will be displayed.
4. Type the PIN number into the box as the member wants it to be and press ENTER. This entry must be at least 4 characters in length but not more than 10.
5. Type the PIN number into the "PIN again" confirmation box and press ENTER. If it is not an exact match, a message will be displayed.
6. If all is correct, the OK button will be highlighted; either press ENTER or click on it to save the new settings.
7. At any time prior to clicking OK, you can click CANCEL to start over, or EXIT. In either case, no changes are made to the member's existing settings.

- **Generating Random IDs and PINs:** The module can generate startup IDs and PINs for all member accounts. Click on the small yellow box in the lower left corner of the screen to enable this function. You will receive a couple confirmation boxes and options to cancel the process. **CAUTION:** the generation process *REPLACES ALL* the Internet ids and PINs in all member accounts with new ones.

Reporting: The module includes an option to generate a printed questionnaire letter so that members can specify what they wish their IDs and PINs to be. The letter can be printed on your club's stationery and tri-folded so that the address information appears in a standard #10 window envelope. The bottom of the letter includes the member reply cut-off with appropriate space for the member to write his/her ID, PIN and email address. The Report menu also includes an option to print current login information onto common mailing label stock, making it easy to affix them to the questionnaire to notify your members of the current settings when initially setting up the online statement system.



- **Print membership cards:** this option is included for those who wish to use the built-in functionality for printing membership cards. The cards are one-per standard 8-1/2 x 11 page, the mailing address is printed and appears in a standard #10 window envelope, and there is ample space on the bottom 2/3 of the page for pre-printing your own message; the module itself does not print on the bottom 2/3 of the page. Custom printed and perforated card stock is available from Club Data.



- **From/To Member Number:** The module prints cards in ascending member number order. To print only one card, type the same number in both the FROM and the TO box.
- **Expiration Date:** This is an optional 8-character field; leave it blank if you do not want to print this information. Otherwise, suggested date formats are MM/DD/YY or MM-DD-YY, Dec 2003, etc. The module will print whatever text you type into this field.
- **Address Selection:** The default is to use the billing address as the mailing address. You can override this by specifying address 1, 2, or 3
- **Master/Sub Accounts Only:** The default is to print ALL master and sub accounts between the range of member numbers you provide. Check the MASTER ONLY box to

print only the .00 "master" accounts. Check the sub-accounts only box to print only the sub accounts and no master accounts. If you are printing just one membership number, leave these selections blank.

- ▣ Adjusting Printer: You can fine-tune the printing location of the information on your printer by adjusting the vertical and horizontal spacing. Click the ADJUST button to open the form printing editor. Load the MEMCARDx.LOF file of your choice and change either or both the horizontal and vertical adjust settings. The top to top and vertical forms/page settings have no bearing on printing as the member card module does not use these settings in any way. More help on using the form printing editor is inside that module itself.

Global Membership Editor

This module allows changing settings and values for groups of member accounts. Because it is "global" and affects all records within the selection criteria, great care must be taken so that only the correct accounts are selected.

1. Select the field you want to change from the list on the far left. (If choosing the Minimum Billing Code, see the CR Box note later in this section.) In this example, the user wants to change a special interest flag setting.
2. Select from the choices available in the "What do you want to do to it?" box. Click the down arrow for a list. In this example, the user is activating an interest by turning it "on." This is the same as checking the box at an individual member special interest screen.
3. Select which records to change from the list of options in the middle of the screen. **Be careful on this step – there is no "undo" function after the records have been changed!** For example, if you selected to change All Records instead of only a smaller group of them, changing the records back to the way they were may become very challenging.
 - a. If you select either the Range by Number or Range by Name, two additional boxes will appear near the bottom of the column -- a "from" value and a "to" value. Be sure to fill both in.
 - b. Range by Number: the "from" and "to" boxes must contain numbers. The "to" number must be greater than "from" as the module works sequentially, not in reverse order. Also, remember that if you have decimal membership numbers for spouses and dependents, you must include them as well if you wish to change them.

For example, changing member numbers 25 to 50 will skip account # 50.01 because you typed 50. You might use 25 to 50.99 to include all the records between 25 and 51 but not number 51.

- c. Range by Name: These entries must be alphabetical, and it applies only to the last name. If you chose last names from A to B then all the A's would be changed but no B's unless someone's last name as only the letter "B." The more characters you type, the more selective the search is. From B to CARLSEN will change all records having the last name start with "B" through all the "CARLSEN" names, but not the "CARLSON" names because the latter is later CARLSON with an "O" is later in the alphabet than CARLSEN with an "E."
 - d. Selecting MASTER (all .00 accounts only) or SUB (all .01-.99 accounts only) enables the module for changing one or the other groups of member accounts.
4. Depending on which field you elected to change and how you want to select the records, you may see other selectors appear in the far right column. Normally these items appear only when selecting items by something other than by number or name.
 - a. "Scan records and..." This box tells gives you comparison operators for selecting records. Example: If you are selecting records by class code, then you would choose the "class code is equal to" comparison. Then in the next box that appears you'd select the class code you're looking for, in this example, class code H.
 5. The last box highlights the value or the item to be changed. For example, if you chose to change a special and all records with class code H, then the last box would display the list of available special interests. In this example, the user is turning ON the "Locker" special interest for all members having class code H.
 6. Click the GO button to start the global changes. You'll receive one and only one confirmation box giving you a chance to cancel.
 7. Repeat the procedure to change other settings as the need arises.

(select one from each box below...)

Scan records and ...

Select by Class Code

is equal to

Select by Class Code

H

Set this Special Interest Flag ON

Locker

The screenshot shows a web form with a light beige background. At the top, it says "(select one from each box below...)". There are three rows of dropdown menus. The first row is labeled "Scan records and ..." and "Select by Class Code", with the selected option being "is equal to". The second row is also labeled "Select by Class Code" and has "H" selected. The third row is labeled "Set this Special Interest Flag ON" and has "Locker" selected.

Member Financials

This screen is used to change more specific billing options for the account and to view current transactions and member totals. While the screen is loading, the account's current transactions are scanned, making the display completely up-to-date except for daily chit transactions that are still in the process of being entered into the system.

Features: up to three separate unique totals can be maintained for each of the following: monthly minimums, installment balances, prepaid fees, and year-to-date activity. A/R departments may be assigned to any or all of these totallers in the A/R configuration module. When those departments are charged to the account, the respective totals are updated.

Member Balances

Summary display: The left side of the financial screen displays an easy-to-use summary of what the member owes. The balance forward is the value of all aged balances coming into the month; current charges are purchases in the current month, payments/credits are either payments the member has made or credits applied to the account in the current month.

Balance Forward	1268.18
Current Charges	624.65
Payments/Credits	-500.00
Total due:	1392.83

Aged balances are displayed below the summary. The balances are actually “monthly” and are not in the truest sense the actual number of “days.” Therefore, 1-30 days represents the balance from the immediately closed month, i.e. On October 1st, the member’s September balance is in the 1-30 days old category. 31-60 is the balance from two months ago, 61-90 is three months ago, 91-120 is four months ago and over 120 is five or more months ago.

1-30 days	324.16
31-60 days	319.37
61-90 days	314.65
91-120 days	310.00
over 120 days	.00

- How Club Office applies payments and credits:** During a current month, all payments and credits are applied to the oldest balance first, and the resulting values rolled down to the most current categories. Therefore, for a member who has 1-30, 31-60 and 61-90 day balances owed, payments/credits will be applied to the 61-90 day balance first; any remaining payments/credits applied to the 31-60 balance, and finally to the 1-30 balance. The balance forward is always the sum total of all aged balances.
- Other balances.** Club Office is unique in that three each of minimum, prepaid, installment and general YTD totaller balances are maintained for every member account.

- Minimums:** Minimums 1-2-3 are displayed; the description displayed at this screen is the description given the minimum plan at the A/R configuration screen (or unused). A value appears based on the member's minimum setting and purchases made that apply to each respective minimum. A minimum that has not been satisfied shows as "Due" while "OK" will appear for a minimum that has been satisfied.

Minimum	Due	140.00
(unused)	OK	.00
(unused)	OK	.00
Prepaid Bal 1		.00
Prepaid Bal 2		.00
Prepaid Bal 3		.00
Installment Bal 1		.00
Installment Bal 2		.00
Installment Bal 3		.00
YTD Total 1		.00
YTD Total 2		.00
YTD Total 3		.00
Frequency		2

- Prepaid bal 1:** can be used for any prepaid program except that only prepaid #1 can be used for prepaid dues programs; prepaid bal 2 and 3 cannot be used for prepaid dues. **Best Practices:** if prepaid dues are currently not used but may be a future possibility, keep prepaid bal1 reserved for future use and use the other prepaid balances for minimum or other programs.

- Prepaid bals 2 and 3:** can be used for any prepaid program.

- What are "YTD totallers?"** Every member account includes three YTD totallers that can be used to track member spending apart from minimums and prepaids. For example, if you use a minimum for both food and beverage purchases but you also want to separate food purchases from beverage purchases, you might assign food sales to use totaller #1 and beverage purchases to totaller #2 and the system will track them accordingly.

- Credit Limit and Frequency**

- Credit limit:** Every member account can have a set credit limit for purchases. When a credit limit is active for a member, the system can automatically set a member's account to suspended status if the total account balance exceeds the designated credit limit. The credit limit is assigned on an individual member basis; setting the credit limit to zero effectively disables the credit limit function. The option to automatically suspend members who have exceeded their credit limit function is built into the A/R finish module; a checkbox on the A/R finish screen enables the function when the month is "finished." Some users who have either SQLPos Point of Sale or a third party POS system may find this automatic suspend function handy as the suspended status can affect whether the member account is available for charging on the POS system itself. Note that the function does not *unsuspend* a member account automatically. Removing the suspended status is a manual, user-directed operation performed at the main membership screen for the member in question.
- Frequency:** while not an exact science, this relates to how "frequently" the member has visited the club during the current month and has made a purchase. Example: if a member has four sales transactions on the same date, the system evaluates that as one "visit" whereas four purchases on four different days would be four "visits." The value is not stored but is instead calculated on the fly as the member's record is displayed.

Options

Options

The Options button displays the minimum settings panel where the member's minimum cycle can be set. Depending on the user's access level, it also can be used to set up prepaid and installment balances.

Account Options – System Cycle Panel

Club Office includes many options for managing member minimums, and each member account can be set to a different minimum schedule. All minimums look back in time and compare the total amount spent on sales that apply to the minimum to the specified minimum's cut-off date. Required minimum spending values are always evaluated as of the current billing month; the system does not look "forward" for a person who is in the first month of a 6-month minimum period. Instead, the minimum is evaluated on the last month of the 6-month period and looks backward to determine whether the minimum has been met. On the above screen, all available minimum periods are visible (A/R configuration option set to 10).

▣ **Concepts: Club Office minimums:**

- ▣ While Club Office can manage three minimums simultaneously, *the time period used to evaluate the member's purchases is identical for all the minimums in use for that member*, i.e. food cannot be on a monthly cycle while beverage quarterly, etc.
- ▣ Setting a member minimum requires at least two settings: (a) the time period and (b) the required minimum amount to be spent. The time period is set by one of the radio buttons on the System Cycle screen and the amount is set by using a billing code in the code1, code2 or code3 boxes.
- ▣ If prepaid minimums are used, the prepaid is applied based on the same time period as the minimum.

▣ **Concepts: Minimum Time Periods:** Club Office provides the following time periods for calculating minimums:

- ▣ **No monthly minimum:** disables all minimums for the member account. This is the default setting when a new member account is established.
- ▣ **Monthly minimum at month end:** from the 1st through the last day of the current month.
- ▣ **Cycle A- 1st thru last day of month:** this is the same as monthly minimum at month end.
- ▣ **Cycle B- 15th to 15th:** from the 15th of the previous month to the 15th of the current month (does not include the 15th of the current month).
 - The A/R module includes a "shift" option that can shift this setting one day forward so that instead of from the 15th to the 15th it becomes from the 16th to the 16th.
- ▣ **Cycle C- 20th to 20th:** from the 20th of the previous month to the 20th of the current month (does not include the 20th of the current month)
 - The A/R module includes a "shift" option that can shift this setting one day forward so that instead of from the 15th to the 15th it becomes from the 16th to the 16th.
- ▣ **Quarterly (Jan-Mar, Apr-Jun, Jul-Sep, Oct-Dec):** based on the calendar quarter. The minimum is evaluated on the last month of the quarter. Billing codes that apply to this should have values only for months 3, 6, 9 and 12; all other months zero.

- ┆ **Quarter + 1 month (Feb-Apr, May-Jul, Aug-Oct, Nov-Jan):** this is another quarterly schedule shifted forward so it is offset by one month. Billing codes that apply to this should have values only for months 4, 7, 10 and 1; all other months zero.
- ┆ **Quarter + 2 months (Mar-May, Jun-Aug, Sep-Nov, Dec-Feb):** this is another quarterly schedule shifted forward so it is offset by two months. Billing codes that apply to this should have values only for months 5, 8, 11 and 2; all other months zero.
- ┆ **Trimester (Jan-Apr, May-Aug, Sep-Dec):** this is a four-month schedule based on the calendar year. There are no offset months available. Billing codes that apply to this should have values only for months 4, 8, and 12; all other months zero.
- ┆ **6-month cycle (Jan-Jun, Jul-Dec):** this is a semi-annual minimum based on the calendar year. Billing codes that apply to this should have values only for months 6 and 12; all other months zero.
- ┆ **Seasonal cycle (Apr-Sep):** this is a single, 6-month minimum that starts in April and runs through September. (It does not run from October through March.) Billing codes that apply to this should have values only for month 9; all other months zero.
- ┆ **Annual cycle (Jan-Dec):** this is an annual, 12-month minimum based on the calendar year. Billing codes that apply to this should have values only for month 12; all other months zero.
- ┆ **2-month cycle (Jan-Feb, Mar-Apr, etc.):** this minimum spans two months at a time. Billing codes that apply to this should have values only for months 2, 4, 6, 8, 10 and 12; all other months zero.
- ┆ **User-defined:** this setting uses a fromdate/todate setting so that a minimum can be calculated between any two dates. Example: March 21st through July 14th. This is to accommodate special club construction or other projects that may affect the member's ability to use the facility during a normal period, or just to design a minimum evaluation time period that isn't addressed by the other available settings. Billing codes that apply to this should have values only for the last month of the desired time. In the March 21-July 14 example, the billing code value would be only in month 7; all other months zero.
- ┆ **Skip late fees on this account:** check this box to cause the system to skip calculating and applying late fees to this member account. The default is un-checked when a new account is created.
 - ┆ **Best practice:** for internal operations accounts such as an account that is used for the "board of directors," the "house committee," or other internal operations and not actual member business, turning late fees off is a good idea.
- ┆ **Auto Debit Statement Msg:** check this box to display a special message on the member's statements such as "Do Not Pay, this amount will be charged to your credit card." Note that the statement design you choose to use also requires custom modification for this option.
- ┆ **Minimum Billing Code & Dining Credit Settings:** this is the second component to setting minimums. It determines the required value to be spent over the selected time period.

Minimum (code1)	140	<input type="checkbox"/> Cr
(code2)	0	<input type="checkbox"/> Cr
(code3)	0	<input type="checkbox"/> Cr

- ┆ In this example, minimum #1 is being used for Food/Beverage. The description that displays here actually comes from the A/R system's configuration for "minimums." (Here's a look at that section from the A/R configuration screen that shows the title and the G/L account for revenue for the program)

	Title	GL Acct	Ppd?	Ppd G/L#
Minimum #1	Minimum	3415.000	N	
Minimum #2		.000	N	
Minimum #3		.000	N	

- ┆ The example shows that billing code 140 is being used as the code1 setting. This tells the system to use the values stored in the 140 billing code in evaluating minimums for this member. (This user chose to name the billing codes equal to the monthly value, a really good idea!) For example, if the current billing month is July, when evaluating this member's required spending, the system will look to the month7 (i.e. July) value of the 140 billing code to get the required amount. Then it will compare the member's spending for the time period involved against the required value to determine if the member has "met" the minimum or not. If the member has not spent at least the required amount, the system will generate a charge to the account for the difference and will assign the charge to G/L account # 3460, likely the "Minimum Fees" income account.
- ┆ **Dining Credit "CR" box:** The dining credit is sort of a "reverse minimum" whereby a credit is applied to the member account for member purchases that apply to the minimum but the amount applied is limited to a maximum value. In a sense, it's a form of a prepaid minimum that has a *ceiling*. Another nuance to the dining credit is that the credit is applied only as it is used so that if the ceiling value is set at \$60 and the member spends only \$40, then the member is credited only with \$40 and not the full \$60 value. However, if the member spends \$80, the system only credits the ceiling amount, \$60 in this example. It's a bit similar to a "use it or lose it" prepaid. So how is this different from a prepaid minimum?
 - ◆ A prepaid minimum does not have a maximum as long as the member's account has a prepaid credit value.
 - ◆ Example 1: with prepaid minimums, if the required minimum was \$60 and the member spent \$40 and also has a -\$500 prepaid credit balance, the system would apply a \$20 charge to account for the unused minimum and then use \$60 of the member's prepaid balance to pay for both.
 - ◆ Example 2: with prepaid minimums, if the required minimum is \$60 and the member spends \$300 and also has a -\$500 prepaid credit balance, the system will use up \$300 of the prepaid credit to pay for the member's purchases, leaving a -\$200 prepaid credit balance.

Minimum Balances Display

The minimum balances that the system displays can mean different things depending on the time period and billing code in use for that member.

- ┆ For example, **if using monthly minimums**, the amount spent in the current month is compared against the required value for the same month, and the system correctly displays the difference between what the member has spent and what he/she was required to spend – both values in the same month. In the case below, the system displays that the member has \$1.42 remaining (i.e. "due") on his minimum:

Food/Bev	1.42	Due
(unused)	.00	OK
(unused)	.00	OK

If the monthly minimum has been met by the member's spending the words OK will appear in the box and the amount the member has spent OVER the minimum appears as a credit value:

Food/Bev	-18.58	OK
(unused)	.00	OK
(unused)	.00	OK

- **For accounts where the minimum is calculated on a multiple-month basis** (i.e. quarterly, semi-annually, trimester, etc.) the value displayed in the minimum balance boxes represents the *total to date* of all purchases that apply to that respective minimum during the time period in question, *and only during the last month of the time period will the system display the difference between what has been spent and the spending requirement.*
 - In the setup below, the current month is October, the first month of the last quarterly minimum of the year. However, since the value won't be evaluated until the last month of the quarter, the member's account displays OK and the amount **spent so far** toward his minimum, which will be reconciled in December, the last month of the minimum period for this member. (The user chose MQ2 as the billing code for this quarterly minimum.)

Michael Member

Account Options - System Cycle Setting: 10

Balance Forward	1268.18
Current Charges	103.22
Payments/Credits	-500.00
Total due:	871.40
Credit Limit:	.00
1-30 days	324.16
31-60 days	319.37
61-90 days	314.65
91-120 days	310.00
over 120 days	.00

Minimum OK -83.92

(unused) OK .00

(unused) OK .00

Prepaid Bal 1 .00

Prepaid Bal 2 .00

Prepaid Bal 3 .00

Installment Bal 1 .00

Installment Bal 2 .00

Installment Bal 3 .00

YTD Total 1 .00

YTD Total 2 .00

YTD Total 3 .00

Frequency 2

System Cycle Setting: 10

- No monthly minimum
- Monthly minimum at month end
- Cycle A - 1st thru last day of month
- Cycle B - 15th to 15th
- Cycle C - 10th to 10th
- Cycle D - 20th to 20th
- Quarterly (Jan-Mar, Apr-Jun, Jul-Sep, Oct-Dec)
 - Quarter +1 month (Feb-Apr, May-Jul, Aug-Oct, Nov-Jan)
 - Quarter +2 months (Mar-May, Jun-Aug, Sep-Nov, Dec-Feb)
- Trimester (Jan-Apr, May-Aug, Sep-Dec)
- 6-month cycle (Jan-Jun, Jul-Dec)
- Seasonal cycle (Apr-Sep)
- Annual cycle (Jan-Dec)
- 2-month cycle (Jan-Feb, Mar-Apr, etc.)
- User-defined

Minimum (code1) MQ2 Cr

(code2) 0 Cr

(code3) 0 Cr

Skip late fees on this account

Auto Debit Statement Msg

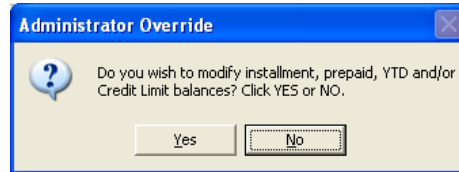
OK to change account options

Selecting the Current Charges button displays the member's transactions for the current month; those applying to the minimum are displayed in yellow such as this example:

Current Charges - Master Account												
	Date	Chit#	G/L Dept.	Emp	Cvrs	Min#	Ppd#	Inst#	Base	S/C	Tax	Total
▶	20111022	U454463	3100.000	4	0	1	0	0	\$35.65	\$5.35	\$2.85	\$43.85
	20111024	PAYMENT	1030.000	0	0	0	0	0	(\$500.00)	\$0.00	\$0.00	(\$500.00)
	20111025	M409179	3100.000	5	0	1	0	0	\$48.27	\$7.24	\$3.86	\$59.37

Changing Account Options

- ▣ The user's access level to membership must be at least equal to the "edit financials" setting to change account options. To change a member's installment, prepaid or credit limit, administrative privileges are required (level 99).
- ▣ The general procedure for changing a member's account options is as follows:
 1. Recall the desired member's financial information page to the screen.
 2. Click the "Edit Options" button. If you have administrative privileges (level 99) to membership, the following dialogue box will display. Click YES to also enable changing one or more of these balances.



3. Make the desired changes.
4. Click the "Save Options" button to save the new settings.

- ▣ **Changing the minimum:** normally, at least two settings on the member information screen must be set: the "cycle" time period and the billing code for the minimum program. In the following example, only minimum #1 is being used because it's the only one with a title (i.e. "Food/Bev").



1. Click Edit Options.
2. Click the appropriate radio button for the desired minimum time period "cycle." In this example, the time period is the "monthly minimum."
3. Billing code: code1 applies to minimum #1, code2 applies to minimum #2 and code3 applies to minimum #3. The minimum program's title will also appear here (such as Food/Bev in our example). Click on the box adjacent to the minimum you want to change and type the billing code that has the correct values for the minimum program for that member. (Press F-5 when the cursor is in this box to look up the available billing codes on your system.)
4. If using the "dining credit" feature, click the Cr box as well. Another box will open where the billing code for the dining credit can be entered.
5. Click Save Options. The member's transactions will be scanned and the results displayed in the appropriate box(es) in the member balance area.

- ▣ **Installment balances** - these should be entered having **debit** values since these are liabilities the member has to the club. Transactions that apply to departments having the INSTL# field set to a 1, 2 or 3 will reduce the installment balance by the transaction amount when it is charged to the account. Should the final installment payment be greater than the remaining balance owed, only the balance remaining will be applied to the member's account. The system will automatically cease applying

installment charges when the installment balance is zero. More information can be found in the manual section about “Configuring Installments.”

- Prepaid balances** - these must be entered having **credit** values since the member has paid for these in advance and has a "credit" balance against which to work. Transactions that apply to departments having the PPD# field set to a 1, 2 or 3 will reduce the prepaid credit by the transaction amount when it is charged to the account. The system will automatically cease applying prepaid “payments” for items that can apply to prepaids when the prepaid balance is zero. More information can be found in the manual section about “Configuring Prepaids.”

Viewing Current Transaction History

The “Current Charges” button changes the display to show the current month’s activity.

- Items listed in blue are current charges that have been entered either manually or via POS; items in red (if any) have been automatically generated by the system such as month-end dues, special interest fees, etc., or they are transactions for prior months that apply to accounts whose minimums span more than the current month. For increased readability, items which apply to a minimum are highlighted with a yellow background.
- To view the department detail of a particular transaction, click anywhere on the line of the transaction: the department name is displayed in the help window at the bottom of the viewing screen (Example is ticket # U454463).

Date	Chit#	G/L Dept.	Emp	Cvrs	Min#	Ppd#	Inst#	Base	S/C	Tax	Total
20111004	S358034	3460.000	0	0	0	0	0	\$11.43	\$0.00	\$0.00	\$11.43
20111009	G578378	3600.000	0	0	0	0	0	\$35.00	\$0.00	\$0.00	\$35.00
20111010	H167594	6250.000	0	0	1	0	0	\$72.00	\$0.00	\$0.00	\$72.00
20111014	O170518	3300.000	0	0	1	0	0	\$10.00	\$0.00	\$0.00	\$10.00
20111022	U454463	3100.000	4	0	1	0	0	\$35.65	\$5.35	\$2.85	\$43.85
20111024	PAYMENT	1030.000	0	0	0	0	0	(\$500.00)	\$0.00	\$0.00	(\$500.00)
20111025	M409179	3100.000	5	0	1	0	0	\$48.27	\$7.24	\$3.86	\$59.37

Or, press the F-5 key to display and/or print a facsimile of the ticket such as it may have been printed from SQLPos Point of Sale or other third-party POS system:

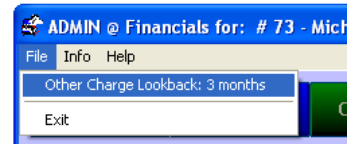
```

The ABC Club
123 Main Street
P.O. Box 456
Hereandthere MN 55555
-----
**** REPRINT ****
Member # 73.00 Michael Member
Ticket date: 20111022 Ticket # U454463 4
-----
Food/Bev Sales (Taxable) 35.65 5.35 2.85 43.85
-----
Balance due: $43.85
  
```

Viewing Older Member History

Click the "Other Charges" button to display transactions going back three months (default) in the current charges grid. The display order changes to show the most current first (LIFO); scroll down the list to view the oldest.

- ▣ Club Office can display transactions up to twelve months prior to the current month; to change the setting temporarily, click FILE - Other Charge Lookup and type the desired number of months to look backward. When you exit the module and start it again, it will return to the default lookback period.
- ▣ Optionally, you can pre-set the lookback to something other than the default 3-month period by creating an **otherchglookup.ini** file in the CDCO folder. You can use Windows Notepad to create the file; it should contain only the number of months to look backward. Remember that the allowable range is 1-12 and that the amount of time it takes to display the data on the screen is dependent on the number of months and number of transactions available: more generally takes more time.
- ▣ **Sub-Accounts** – if sub accounts are enabled for the currently viewed master account, this button will become enabled; click it to view current month transaction history for all .01-.99 sub-accounts combined into the one display.

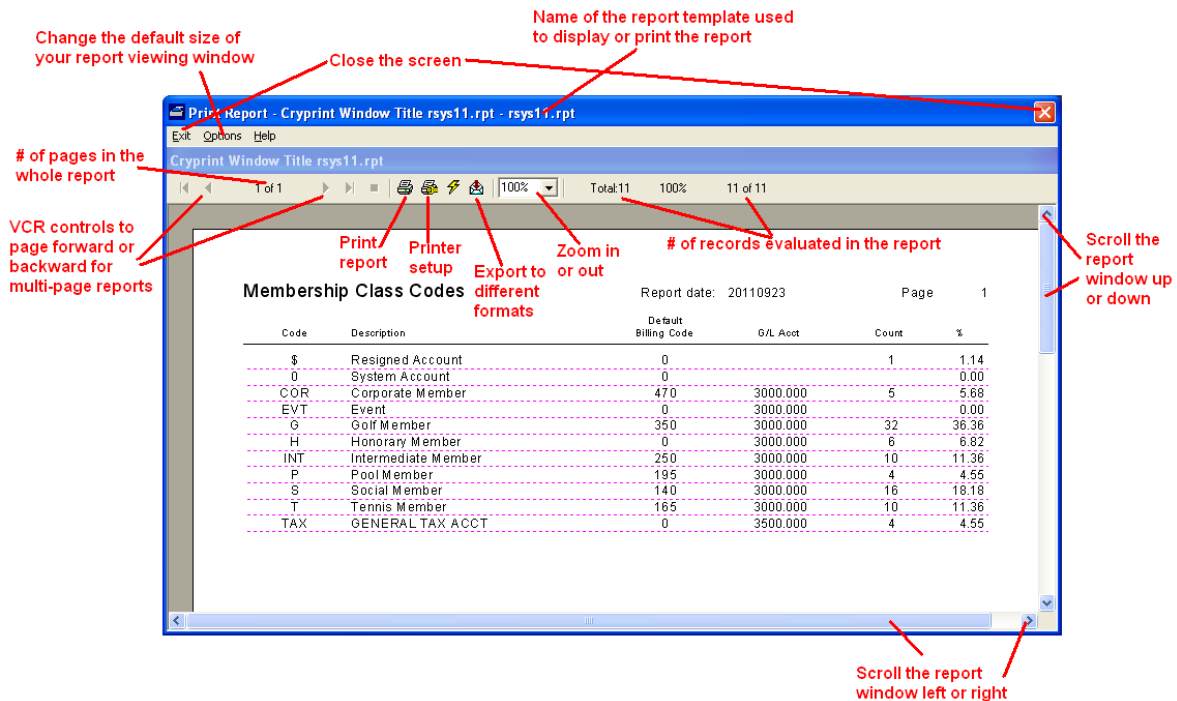


Membership Reporting

The Club Office report generator provides a convenient and easy to use method to print various types of reports using predefined report templates. When used from within the Membership Manager, the report generator displays only membership reports. When the report generator is accessed via the main Club Office menu, all reports for all modules are generally available, depending on the user's access level for various types of reports.

By default, virtually all Club Office reports print their output to the screen first, after which they may be printed on your default printer, exported to a disk file in a variety of file formats such as Microsoft Word or Excel or even sent via email. Only in a few cases (such as printing payroll or accounts payable checks or a few auditing reports) does Club Office print directly to the printer, bypassing the view-before-print functionality.

Club Office uses the Crystal Reports engine to print its reports. Here's a quick overview of the functions and options available to you anytime a report is viewed on the screen:



Printer Margins

Most reports have 1/2" top, left, right and bottom margins so as to accommodate most printers. It is possible to adjust the top and left margins when printing from your computer. Note that on a networked Club Office system, each computer using Club Office has its own printer margin settings. Click **FILE - Adjust Printer Margins** to select this option. Note that the settings apply to ALL printouts that are viewable on the screen and subsequently printed, and you may discover that adjusting printing for one type of report (such as mailing labels) adversely affects another report.

Caution: Some reports may be extremely lengthy -- in some cases many hundreds of pages. The report window shows which page you're viewing as well as the total number of pages in the report. Be sure your default printer is loaded with appropriate paper stock before sending a report to the printer!

Special Paper Stock Formats

- **Mailing labels:** Club Office's default label format is 3 across and ten down per page, for a total of 30 labels per page. Many label manufacturers produce this type of label. Choose label stock that is compatible with Avery # 2160, 5160 or 8160 style.
- **Rotary index cards:** Three are available from the membership file: using address 1, address 2 and address 3 information. The reports are designed to print on Avery # 5385 stock, which has 4 rotary index cards per page: 2 across and 4 down.
- **Membership Cards:** custom card stock is available. Because most clubs personalize their membership cards, contact Club Data for more information.
- **Member Statements:** Club Office includes roughly fifty built-in statement templates, some with generic heading logos; some without. Contact us for special papers or custom statement templates if you want one that isn't already provided.
- **Payroll/Accounts Payables checks:** Club Office's default check formats are set to print on most generic check stock paper where the check is the top third of the page and the bottom two-thirds are check stubs. While check formats can be modified by the end-user to match almost any check format, contact Club Data before you attempt such a project.

Printing Membership Reports

The report generator generally uses an easy, 5-step process. You must have made a selection for each step or the report may not be printed:

- **Step 1:** from the report list on the left side of the screen, select the report you want by clicking on it in the list. It will then be highlighted with a dark bar across the selected item.
- **Step 2:** from the sorting list on the right side of the screen, select the sorted order that you want the list to have. Click on the desired order. For reports that do not allow a sort order the sort list will disappear from the screen.
- **Step 3:** select which records to include in the report by clicking on one of the round radio buttons in the lower left corner of the screen. Depending on which you select, additional boxes may appear to the right. Optional: You may restrict the report to master (i.e. .00 accounts) or sub-accounts (.01-.99) accounts only by checking one of the square boxes in the lower left corner of the screen. Left unchecked, the report will include all accounts.
- **Step 4:** depending on what you selected in step#3, you may be required to enter a "FROM" and a "TO" value. For example, if you select a range of member accounts, you must provide the numbers for your starting and ending accounts. Not all step 3 selections will require step 4 entries.
- **Step 5/the last step:** click the PRINT REPORT button.
- Note that some reports that may require a "from/to" range of dates or other selectors. In such cases, appropriate dialogue boxes will appear on the screen to lead you to making the right choices. For example, printing labels displays dialog boxes for selecting the number of times you want to print each label and also the specific label on the page to start printing, which eliminates wasted label paper stock.
- Another option in many reports is the ability to provide your own report subtitle. In such cases, the system will request an optional "subtitle" for your report, which might be helpful when printing special filtered reports based on a class code, range of member numbers or by one or more special interests. (Note that not all reports include a subtitle, such as printing mailing labels.) To leave the subtitle blank, just press ENTER or click the OK button, leaving the subtitle dialogue box blank.

- ┆ The “helpwindow” along the bottom of the screen may display information as it's formulating the queries and gathering data for the chosen report.

Step 3 – Selectors

Selectors perform the bulk of the work in selecting the types of records to be included in the report. The software assembles your selectors into a query that it sends to the database engine and the database engine then delivers the selected data which is then displayed on the screen.

Step 3: Select which records to display?

Main Selectors

- All records
- Range of records by Acct Number
- Range of records by Name
- Records by a specific class code
- Records by a specific special interest

Sub-selectors/Filters

- Show MASTER accounts ONLY
- Show SUB-accounts only
- Skip Suspended Accounts
- Skip Terminated Accounts
- Show Member Number
- Use Date Filter

- ┆ **All records:** select all membership records unless a sub-selector is used.
- ┆ **Range of records by acct number:** allows a “from#” and “to#” option.

Step 4: Type selector

Type FROM value here Type TO value here

- ┆ Example: if former members are kept in the 30000-40000 member number range, you could select “from 30000 to 40000” and print a set of mailing labels for a “rejoin now” membership promotion.
- ┆ **Range of records by name:** allows a “from last name” and “to last name” option.
 - ┆ Example: if your club has two different minimum schedules and the membership is assigned to one or the other based on whether their last name falls between A thru M or N thru Z, you might select “from A to MZ” to print a set of mailing labels for only those members on the first cycle; then you could print another set for members “from N to ZZ.”
- ┆ **Records by a specific class code:** allows selecting by one or more class codes. Type the desired classcode into the “type classcode here box” and press ENTER. The chosen classcode will appear in the “show multi-selections” box immediately below. You may add more class codes if you wish, up to a maximum of 15; click Print Report to continue.

Step 4: Type selector

Type classcode here

Up to 15 selections are possible

After multiple class codes selected:

Step 4: Type selector

Up to 15 selections are possible

A B C D E

- Example 1: you use class code SR for your senior members and the senior group chairperson needs a telephone list for the group.
- Example 2: you have five different classes that you use for different types of non-stock holding members yet you have a dozen stock certificates for sale. You could select all five of the class codes and print a set of mailing labels for a custom promotional flyer to all non-stockholding members.
- Records by a specific special interest:** allows selecting by one or more special interests. Type the desired special interest number into the “type interest# here box” and press ENTER. The chosen interest# will appear in the “show multi-selections” box immediately below. You may add more special interests if you wish, up to a maximum of 15; click Print Report to continue.

Step 4: Type selector

Type Interest # here

Up to 15 selections are possible

After multiple special interests selected:

Step 4: Type selector

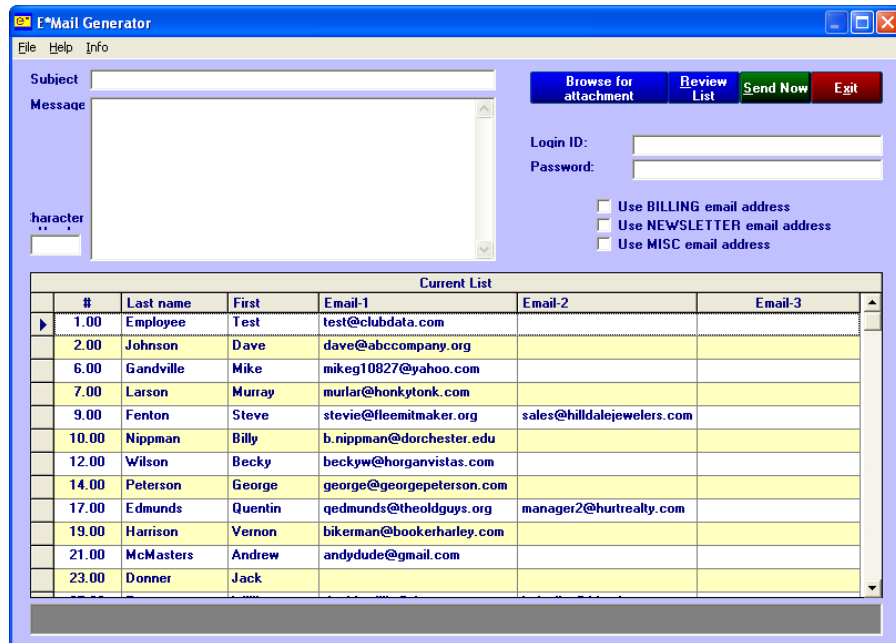
Up to 15 selections are possible

1 3 10 18

- Example 1: your events coordinator wants to call all the families who have grade school age children and invite them to a special Holiday Party just for kids. By selecting the “Grade School” special interest you can print a telephone listing of only those families.
- Example 2: you want to send the most recent financial reports to the board of directors via email. By selecting the email generator report and the “Board Member” special interest, the email generator is ready for you to attach the financial reports and hit “send.”
- Example 3: you want to send a list of new club safety requirements for Hobie and J-class owners. By selecting the “Hobie” and “J-Class” special interests, you can have any of the membership listings or labels available within moments and provide a potentially life-saving service to your members.
- Sub-selectors:** these options modify the functions of the main selectors
 - Select master accounts only: only the .00 accounts are included in the report.
 - Select sub-accounts only: only the .01-.99 accounts are included in the reports
 - Skip suspended accounts: exclude accounts that are “suspended.”
 - Skip terminated accounts: exclude accounts that are “terminated.”

E*Mail Generator

The E*Mail Generator provides a way to send an email message and/or file attachment to a list of members that have been selected via the report generator's membership report #30. E*Mail Generator sends *individual* emails instead of including a block of dozens or hundreds of email addresses in the "send to" window. Because the emails are individual, they are likely less susceptible to being considered as "spam" by email providers although recent changes in ISP-based antispam filters may create unforeseen problems in this area.



Email Setup Prerequisites

E*Mail Generator uses the standard Microsoft Mail API (msmapi32.ocx) email "hook" into Microsoft Windows' email functions and in testing, has been proven to be compatible with Microsoft Outlook Express and to a somewhat lesser extent, Microsoft Outlook. For the purposes of this document, both Outlook and Outlook Express will be referred to simply as "Outlook." Note that Outlook Express is generally an easier email client to configure and use than the full Outlook package because of the enhanced security built into Outlook, but whichever you use, it must be configured and working properly prior to using this module.

- Because of the myriad complexities and variable nature of the Internet email system as well as the virtually limitless ways a Windows computer or network may be configured, this document can only address the email topic in the most generic of terms.
- E*Mail Generator may or may not be compatible with other email software such as Eudora, Netscape Mail, Netscape Navigator or other third-party products or other email systems such as Microsoft's Hotmail, Yahoo! Mail, AOL, or MSN Messenger.
- Most web sites (www.yourdomainname.com, etc.) include standard POP and SMTP email capability. You may wish to check with your web site host about whether customers who send out a great many legitimate emails (such as sending the club's monthly newsletter to your 300 members) are marked as "spammers" and have them exempt your domain name from the "spammer's list."
- Receiving multiple identical emails is one way that receiving email systems identify whether the items are good spam candidates. For example, comcast.net, the popular cable-based broadband service provider monitors their incoming emails and if you

have many members also on comcast.net, your legitimate emails could eventually be rejected. If this happens from any email provider's system, contact the blocking system, explain who you are and that you have many of your customers who use their service and request that they unblock mail from your mail server. Most email providers are very accommodating and appreciate legitimate business users.

Before starting the E*Mail Generator, the following is highly suggested:

- E*Mail Generator works best if your email client is already running and logged into your email account prior to starting the module. Results may be unpredictable if your email client is not running prior to clicking the "send now" button; most of the issues appear to be mitigated by various Internet security settings that are outside the control of E*Mail Generator itself.
- The Outlook security setting to "**warn me if other applications try to send mail as me**" must be turned off ("un-checked"). If it is turned on (i.e. "checked") you must manually confirm sending each individual email – a major headache when sending to more than just a few members.
- Be sure that Outlook is set to "Save a copy of sent messages in the 'Sent Items' folder" if you wish to keep an audit of which members were sent various emails. If the email is subsequently "bounced back," is undeliverable for other reasons or the recipient asks to have it resent, it's easy to locate in the "sent items" folder and retransmitted.

Selecting Which Email Address to Use

Club Office stores up to three email addresses per member account. Which address is used for billing, a newsletter and miscellaneous mail is configured inside the membership manager module. E*Mail Generator assumes that the user has configured the membership database properly. Note that if an email field in the membership file contains non-email address information such as an extra phone number or wedding anniversary date, E*Mail Generator's behavior may become unpredictable when those items are encountered because the software is expecting that only valid email addresses are stored in the email data fields.

Check the appropriate box to use the BILLING, NEWSLETTER or MISC email address. You may check more than one if you wish, and this would allow sending the same message to a business email address as well as to a home email address for the same member. Note that the module will not send a message to a member who does not have an email address for the address chosen.

<input type="checkbox"/>	Use BILLING email address
<input type="checkbox"/>	Use NEWSLETTER email address
<input type="checkbox"/>	Use MISC email address

Subject Line and Message

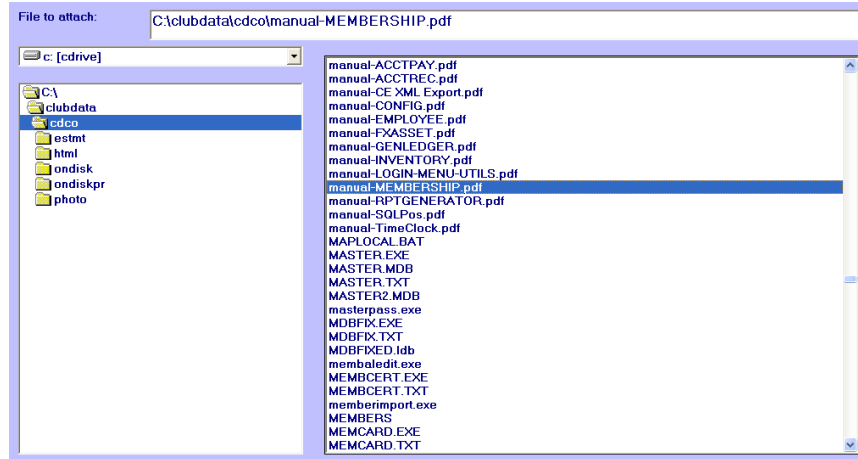
Most email systems require a subject line of some sort, but the message is optional.

The screenshot shows a software interface with a light blue background. At the top, there is a label 'Subject line:' followed by a white text input field. Below that is a label 'Message:' followed by a large, empty white text area with a vertical scrollbar on the right side. At the bottom left, there is a label 'Characters Used:' followed by a small white text input field.

E*Mail generator can include a message of up to 30,000 characters. You may type the message into this box. Standard Windows copy/paste functions can be used to paste a message into the box from another application. *The message box can contain text only -- no special formatting or*

pictures can be used. As you type, a small box will display the number of characters used in your message, which could be helpful if your provider’s email system has a message size limitation.

Browse/Attaching a file to the email: Click the “Browse for attachment” button to change the display to something similar to the following:



The standard Windows drive, folder and file list boxes appear and are provided so that you may locate the desired file attachment on your computer or network. Once you locate it, click once on it in the file pane on the right side and its location on your computer will be displayed in the file attachment box. Leave the box blank (or delete the entry in the box) to skip attaching a file to the email. Only one file may be attached to an email; to send multiple attachments, repeat the process to send another file using the same list. **Caution:** check with your email system provider and discover if they have a limitation to the size of attachments that may be sent through their system.

Review list

Click on this button to view the numbers, names and email addresses of the members that are currently in the selection queue; a display similar to the following will appear:

Current List					
#	Last name	First	Email-1	Email-2	Email-3
1.00	Employee	Test	test@clubdata.com		
2.00	Johnson	Dave	dave@abccompany.org		
6.00	Gandville	Mike	mikeg10827@yahoo.com		
7.00	Larson	Murray	murlar@honkytonk.com		
9.00	Fenton	Steve	stevie@fleemitmaker.org	sales@hilldalejewelers.com	
10.00	Nippman	Billy	b.nippman@dorchester.edu		
12.00	Wilson	Becky	beckyw@horganvistas.com		
14.00	Peterson	George	george@georgepeterson.com		
17.00	Edmunds	Quentin	qedmunds@theoldguys.org	manager2@hurtrealty.com	
19.00	Harrison	Vernon	bikerman@bookerharley.com		
21.00	McMasters	Andrew	andydude@gmail.com		
23.00	Donner	Jack			

- You may delete one or more of the entries on the list, but you cannot edit email addresses or add records to the list. Remember, the list has simply been populated from the Report Generator based on the selectors you used and the data in your databases.
- To delete an entry from the current list, simply highlight the line in the grid, press the DELETE key on your keyboard and answer YES to the confirmation box. Note that deleting does not delete the actual member account -- it only removes it from the currently active list of those chosen to send this particular email.

Email System Limitations/Concepts

- Most ISPs (Internet Service Providers) have imposed limits on the total size and/or quantity of individual emails and they will not process emails that exceed their limitations. Such emails are generally marked as "undeliverable" and returned to the sender. The total size of an email is generally the sum of its parts, i.e. subject + message + attachments. Some ISPs limit the total number and/or total size of all emails in the "outbox" for a single sender to help prevent "spam." You might check with your ISP so that you know any size or number limitations prior to sending potentially many hundreds of undeliverable emails that could clog up your email system.
- Audio/Visual file attachments: these typically become quite large very quickly. A typical 3-minute song file, for example, may be 30 million bytes in size, and even after conversion into an MP3 audio file could still be 3 million bytes in size. Photos can be also be stored in multiple formats, but the BMP type is usually the largest, followed by JPG (or JPEG) and finally TIFF and GIF. GIF is typically the most compact size. There are many commercial file conversion tools available and many are free via download from the Internet.
- One very popular product is Adobe Acrobat which can create PDF type documents that are generally compact in size yet can contain both text and pictures. Acrobat is an excellent tool for creating newsletters and other presentations for email because they can also be opened and viewed on multiple computer types, such as PCs, Apple Macintosh, or even Linux computers. The Adobe Acrobat Reader is required to view Acrobat PDF files, but the reader is free via download from Adobe's web site: www.adobe.com.

Login ID and Password (optional)

Some email systems or ISPs may require an additional security ID and password. If this applies to you, you might try entering values into the ID and password boxes. Outlook itself generally does not require additional login settings, and these two boxes can usually be left blank.



A screenshot of a login form with a light blue background. It contains two input fields: the top one is labeled "Login ID:" and the bottom one is labeled "Password:". Both fields are empty and have a thin border.

Error messages/Email Problems

Internet email is an incredibly complex operation, and the possible problems one can encounter in using email are virtually limitless. However, the module should provide some helpful messages should your email system encounter trouble with the Internet or whether the module is having trouble communicating with your email system.

Disclaimer

While we'd like to provide support in this area, we're really unable to offer much, if any help. E*Mail Generator's design is based on a rather simple email structure and mechanism because it's the most readily available to all Internet users. With the advent of all manner of antivirus, antispyware, firewall and other protective mechanisms available today, it is simply not possible for Club Data's technical support staff to address personal email communication problems. Instead, we suggest contracting with a local networking or communication expert to help with such issues.

Member Certificates

This module is used to print a member gift certificate based on a range of either birthdates or member join dates. Accessing the module is via the report generator when choosing membership report #29. The module does not utilize the other special selectors built into the membership section of the report generator. To function properly, member database records must have already have valid birthdates and/or join dates in the proper database fields.

Certificates are printed at the top portion of a standard 8-1/2 x 11 pages, much like a payables or payroll check would be. The member name and address information prints in a position to match a #10 window envelope. Pre-printed forms are available from Club Data, or you may design your own.

How to print certificates:

1. Select to use either the birthdate or join date (default=birthdate).
2. Type the FROM/TO Year into the appropriate boxes. Press ENTER to advance to the next field. Type the FROM/TO Date into the appropriate boxes.
 - a. Example: In the “from year” and “to year” boxes, type the year as four digits, such as 1945 or 1957 to enable to program to scan between a range of years.
 - b. To scan for a specific year, type the same year into both the FROM and TO boxes.
 - c. To scan for all years, leave the YEAR boxes blank.
 - d. Using YEAR and DATE combinations
 - e. When the YEAR fields are used, the query to select records becomes YYYYMMDD instead of only MMDD. Using combinations of the year and date fields, you can produce many varied results. Here are some examples:
 - f. Example 1: to find out who was born in 1949, you would type 1949 into both the FROM and TO year, and type 0101 in the FROM date and 1231 in the TO date box. This would produce a query that would scan between 19490101 and 19491231, which would be an entire year.
 - g. Example 2: to find out who was born between July 4, 1952 and July 4, 1953, you would type 1952 into the FROM year box, 1953 in the TO year box, and 0704 into both the FROM and TO date boxes.
 - h. Example 3: to find out who was born in the month of March, leave both YEAR boxes blank but type 0301 in the FROM date box and 0331 in the TO date box.
3. Select Master, or Sub-accounts, or check both to select all accounts. Member accounts marked as “terminated” are skipped.
4. Select the sorted order (alphabetical or by birthdate)

5. Select the billing address to use.
6. Click GO to scan the membership database. When done, the helpwindow at the bottom of the module will display the number of records that match the selection criteria.
7. Click Print Certificates to view the certificates on the screen. Choose Print Labels to print mailing labels instead.

Edit Certificate Text

You may edit other information to be printed on the bottom portion of the certificate, such as redemption instructions, instructions to the staff, or any other message. If you use a pre-printed message on your certificate forms, then you should edit the text by clearing the text from the respective message file, which will prevent overprinting your existing text because there will be nothing to print.

The two certificate message files are named CERTXTB.TXT (for birthday certificates) and CERTXTJ.TXT (for join date certificates. Both of these may be edited by using the built-in Club Data help editor, which Club Office uses to display help files.

Clicking the Edit Text button will start the Club Data Help Editor and load a either the CERTXTB.TXT (birthday) or CERTXTJ.TXT (join date) text file. Then you can edit the contents of the respective text file. However, in its native state, the help editor does not allow you to “save” the changes. To do that, the help editor contains a "switch" that turns on the option to be able to "save" data, which protects help files from accidental user-modifications. To activate the “save” feature, do the following:

1. Click Edit Certificate Text.
2. When the help editor appears, click INFO along its menu bar.
3. When the information box appears, click on the picture of the hand holding the pencil:



4. Close the “Version Information Box” that also appears on the screen.
5. Now when you click FILE in the Help Editor, you will see the additional options to SAVE the text.
6. You can also edit the CERTXTB.TXT or CERTXTJ.TXT files with the standard Windows Notepad editor.

Club Office Pre-Paid Minimums Setup and Operation

This is an advanced topic and is best established after becoming completely familiar with the concepts of special interests, billing codes and the general ledger.

1. Create a level 1 liability G/L account named **PPD Minimums Holding**.
2. Create another level 1 liability G/L account named **PPD Minimums Used**. It's a good idea to use the next available G/L number to keep them together in the G/L.
3. Go to A/R configuration and type a **Y** into the **Ppd?** box adjacent to the minimum number (1, 2 or 3) to which prepaid minimums will apply. Another box will open.
4. Type the G/L account number for the **Prepaid Minimums Used**.
5. Click the Update A/R from G/L button to load the list of A/R departments. Click OK and then click MODIFY.
6. Find the sales items that will apply to the prepaid minimums. These are likely the same items that are coded to minimums in general. In the grid, they will be highlighted in yellow, so they'll be easy to find.
7. In the **Ppd#** column, type the number of the prepaid (1, 2, or 3) to which this applies. When you change it, the cell being changed will change in color. **Important: If you use prepaid dues and prepaid minimums, do not set the minimum to the same one as the dues, or money that is allocated to dues will be taken to satisfy the minimum.** When done, be sure to click OK to save all settings and exit configuration.
8. If you are setting prepaid minimums up after chits have already been keyed for the current month, you should use the EOM Editor to "revalidate" minimums. This will also reset the transactions that have already been accepted so that they'll apply to prepaids, too. (Procedure: go to the A/R module, select EOM Editor, click YES to load the chits, then click FILE – Revalidate Minimums" to reset these items.)
9. Go into the member's account, then into the member's financial record. If you have more than one member who uses prepaid minimums, you'll have to do steps 9-14 for each member account separately.
10. Select EDIT OPTIONS.
11. Answer Yes to the "edit prepaid/installment amounts" question.
12. Edit the PREPAID VALUE for the prepaid balance that the prepaid account is set to use (from step #7 above). The amount to type is the CREDIT BALANCE equal to the unused amount to date.
13. Be sure that the member has minimums turned on – the member's minimum setting can be seen at the bottom half of the screen.
14. Click SAVE.

For this account, the system will total the amount of BASE SALE charges that are linked to the prepaid number and create an offsetting prepaid credit transaction until the credit balance in the member's prepaid balance field is zero. If it should happen that there is not enough money left in the prepaid balance to create the full prepaid entry, the system will use whatever is left in the member's prepaid balance as the prepaid amount. Remember that minimums apply only to the base sale, not to any sales tax or service charges.

Optional: You may want to set up a Total Prepaid Minimums account in the G/L to give you a net total of those sold and already used. This would be a level 2 totaler right after the prepaid dues used account. If you do this, be sure that there are no other level 1 detail accounts that would total into the Total Prepaids level 2 totaler or your Total Prepaids total won't be correct.

Club Office Pre-Paid Dues Setup and Operation

This is an advanced topic and is best established after becoming completely familiar with the concepts of special interests, billing codes and the general ledger.

1. Create a level 1 liability G/L account named **Prepaid Dues Holding**.
2. Create another level 1 liability G/L account named **Prepaid Dues Used**. It's a good idea to use the next available G/L number to keep them together in the G/L.
3. Create a Special Interest for the prepaid, link it to the same billing code as the dues amount it is designed to offset, and assign it to the **Prepaid Dues Used** liability account G/L number. (Note: the prepaid function will automatically reverse the sign on the existing billing code value to create the credit. Optionally, you may create a separate billing code and link the special interest to it instead if you wish to apply a different amount than the dues amount.)
4. Go to A/R configuration and update A/R from G/L to make sure the A/R system recognizes the new prepaid accounts.
5. Select to MODIFY the accounts, and set the **Ppd#** column of both the new **Prepaid Dues Holding** and the **Prepaid Dues Used** accounts to the member prepaid balance to use (either 1, 2 or 3)
6. If dues are taxable, be sure to set the **tax %** column of the **Prepaid Dues Holding** account appropriately. *Leave the tax % of the Prepaid Dues Holding account set to zero as it is essentially an escrow account; tax is only collected when the dues are sold to the member, i.e. monthly.*
7. Create the member account, setting up normal billing, special interests, etc. **DO NOT CHECK THE SPECIAL INTEREST FOR THE NEW PREPAID YET.**
8. Key the member payment as normal
9. Key the member charge to the **Prepaid Dues Holding** account. The amount to key is the net amount of the total paid less the first month's dues and any applicable sales taxes on the dues. (When the system calculates the amount to deduct from the member's prepaid balance it subtracts the total of the base sale plus applicable sales tax.) Example: The member pays \$1500 and dues are \$150 plus 6.5% tax, for a total of \$159.75. The charge to enter is \$1500-\$159.75 or \$1340.25
10. Process the month as normal, finishing monthly, etc. The member statement will not display the prepaid balance in the month of payment. This will occur beginning in the next month.
11. Go into the member's account
12. NOW turn on the special interest for the new prepaid special interest.
13. Go into the member's financial record.
14. Select EDIT OPTIONS.
15. Answer Yes to the "edit prepaid/installment amounts" question.
16. Edit the PREPAID VALUE for the prepaid balance that the prepaid account is set to use (from step #5 above). The amount to type is the CREDIT BALANCE equal to the unused amount to date. In the above example, this would be -\$1340.25
17. Click SAVE.
18. For this account, the system will generate the normal dues amount. It will also create an offsetting prepaid transaction until the credit balance in the member's prepaid balance field is zero. If it should happen that there is not enough money left in the prepaid balance to create the full prepaid entry, the system will use whatever is left in the member's prepaid balance as the prepaid amount.
19. **Optional:** You may want to set up a Total Prepays account in the G/L to give you a net total of those sold and already used. This would be a level 2 totaller right after the prepaid dues used account. If you do this, be sure that there are no other level 1 detail accounts that would total into the Total Prepays level 2 totaller or your Total Prepays total won't be correct.

Club Office Installment Setup and Operation

Overview: Installments require the creation of a G/L number to which to post the assessment, a billing code for the assessment amount, a special interest to turn “on” for member accounts which apply to the assessment, and setting the total amount of the assessment in the member’s financial screen which is reduced by the assessment transaction.

1. Start the main Club Office configuration module.
2. Select G/L configuration and create the G/L number to which you’ll receive the revenue from the assessment. This is probably an income account, and most likely in the membership dues area of your general ledger. This must be a level 1 posting account. Be sure to fill in the statement description so the member sees something meaningful on his/her statement. Note that an installment account should not be an account that is also to be used as a prepaid.
3. Go to membership configuration and create a billing code that matches the assessment program in question. Be sure to fill in the assessment amounts for the proper months.
4. Create a new special interest, link it to the billing code from step#3 and to the G/L# from step#2.
5. Open A/R configuration, select UPDATE A/R FROM G/L, and then click the MODIFY button. Scroll down the list to the new G/L account (from step#2) and type the number 1 into the INSTL# field. Use the keyboard up/down arrow key to move either up or down in the grid; the box with the 1 in it should change to a light green color to indicate that account now will apply to installment balance #1. (Note: instead of 1, you could use installment balance 2 or 3 instead – just remember which you set up because you’ll need to change the corresponding installment balance on the member accounts. Then exit configuration.
6. From the main pyramid menu, start the Membership Manager, and lookup a member account that is susceptible to the new assessment program.
7. Select INTERESTS, click MODIFY, and check the box adjacent to the new assessment. Then click SAVE, and exit the special interests screen back to the main membership screen.
8. Select FINANCIAL, then click EDIT OPTIONS. Answer “YES” to the administrator override message concerning editing prepaid or installment balances. (Note: if you do not see this message, you will have to exit Club Office and log back in as the administrator before you can continue.)
9. Click on the installment balance to use. In step #5 above, if you set up the A/R account to use installment #1, then click on the Installment Bal #1 field. Delete any information in the field and type the new balance as a POSITIVE number. Then click SAVE OPTIONS to store the value in that field.
10. Remember to set up each member account that applies to the installment program.
11. When you perform month-end processing, be sure to select the box to process both Prepays and Installments” AND “Special Interests” so that the system will generate the special interest transaction for the assessment and also reduce the members’ installment balances.
12. To turn OFF an installment, you have two options: one is to uncheck the special interest that applies to the installment program for the member(s) in question. The other way is to change the current month’s billing code amount to zero dollars. Simply not checking the “process prepaids and installments” option when generating month end charges will NOT work.

How Club Office Minimums/Dining Credit Work

What is a minimum? The general explanation is that a minimum is an arbitrarily defined value that members (i.e. customers) are expected or required to spend on selected club-provided goods and services over a predefined period of time. If a member (customer) does not spend at least the required amount over the designated period of time, the member's account is charged for the difference between what was spent and the required amount.

Why do clubs have minimums? It becomes a form of forced customer loyalty program which virtually guarantees the club at least a specific amount of revenue over the predetermined time period. The selected goods and services are usually (but not limited to) food and/or beverage types of items. The required spending amount may vary from \$5 to \$500 or more, depending on the club's needs and the length of the required period. Some clubs reconcile their minimums monthly while others may do so every other month, every quarter, semi-annually, annually, or any variation in between. Some clubs have different required minimum values for different classes of members (i.e. social vs. full member, non-resident vs. honorary, etc.)

What are Club Office's minimum capabilities? Club Office can track up to three separate minimums per member simultaneously. Each individual member account's minimums are evaluated over the same designated period of time as set for the member. Each individual member account's required spending value can be different for each minimum, as well as different than any other member. Club Office can track minimums in up to fourteen different time periods, such as monthly, every 2 months, quarterly, etc.; included is a user-defined period which lets the end-user select virtually any range of dates.

1. Club Office determines the minimum amount to be met based on values in the billing code table. The value that is used is the value for the current month being calculated. This means that if your current A/R month is 8 (August), the system will use the Month 8 value in the billing code table as its comparison. In addition, the system knows which month billing is to happen for various settings. For example, it knows that quarterly minimums are billed only in months 3, 6, 9 and 12, at the ends of their respective quarters.

Example: Let's assume a member's minimum is \$110 and is supposed to be reconciled quarterly. Club Office assumes that the quarters are defined as Jan-Feb-Mar, Apr-May-Jun, Jul-Aug-Sep, Oct-Nov-Dec., matching the currently accepted method for a fiscal year based on the calendar year. The billing table for minimums that land on the calendar quarter should look like this:

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
\$0	\$0	\$110	\$0	\$0	\$110	\$0	\$0	\$110	\$0	\$0	\$110

In keeping with the concept of reconciling at the END of a quarter, the minimum is also calculated on the LAST MONTH of the quarter. But first, let's assume that the current billing month is February (month 2), the second month of the quarter.

At the end of February when the monthly process is started, the system reads the member's setting (quarterly), properly scans data going back to the beginning of the quarter, (i.e. January 1st) and totals items which have been marked to apply to the minimum. Because it's the month 2 billing, it looks to the billing table at the month 2 figure and uses it to compare against the total of the chits that apply to the minimum since January 1st, the beginning of the quarter. If the system is properly set up, the value in the month 2 billing table should be zero\$ because the minimum applies quarterly (at the end of March, month 3). Seeing that the minimum is zero\$, the system compares its total against zero\$ and determines that there is no unspent minimum to date. It also

knows that month 2 (February) is not the proper billing month for members who have the quarterly minimum setting. So it skips it altogether. Now let's move ahead a month.

Now it's March (month 3). The system sees the member's account as having quarterly minimums, and it knows that month 3 is the end of the quarter and is therefore a billing month for this minimum. It scans backward 3 months (back to January 1st) for transactions that apply to the minimum and gathers a total of them (Let's assume the total is \$95). Then it grabs the month 3 value in the billing table (\$110) and compares the total of applicable chits to the required minimum. It discovers that the minimum spent is less than the minimum required and generates a charge of \$15 to the member's account. It assigns the charge to the G/L account number that was assigned to the minimum (in A/R configuration).

2. Offset-Minimums. Club Office uses the calendar quarter as the "guide" for calculating offset months. This means that the quarterly system coincides with the calendar quarter (Jan-Feb-Mar, Apr-May-Jun, etc.) The quarter+1 month setting shifts the system forward by 1 month (Feb-Mar-Apr, May-Jun-Jul, Aug-Sep-Oct, Nov-Dec-Jan). The quarter+2month setting shifts the system forward by 2 months (Mar-Apr-May, Jun-Jul-Aug, Sep-Oct-Nov, Dec-Jan-Feb).
3. In EVERY case, the system uses the LAST MONTH of the quarterly setting as the month the minimum is "due." This means it looks to the last month of the quarterly setting in the billing table to get its value. So the following table applies:

Minimum Setting	Quarter ends on	Billing months used
Quarter	Mar, Jun, Sep, Dec	3,6,9,12
Quarter + 1 month	Apr, Jul, Oct, Jan	4,7,10,1
Quarter + 2 months	May, Aug, Nov, Feb	5,8,11,2

4. Some club software looks FORWARD with its minimum structure while Club Office looks BACKWARD. (We do it this way to be consistent with the way the government does it, i.e. quarterly means the quarter just past.) So if you consider the quarter to be Jan-Feb-Mar, then that coincides with our thinking that a quarter is Jan-Feb-Mar. The billing code for that quarter should coincide with \$0 for Jan and Feb and \$110 for March. The members who have that cycle must be set to QUARTER as well and their billing code should be set to the same billing code as applies to the cycle.
5. The concept of reconciliation on the LAST month of the minimum period holds true regardless of the time period. On an annual minimum, the spending would be reconciled against the required amount at the end of the 12th month (December); on a semi-annual minimum, it would be reconciled at the end of month 6 (June) and month 12.

Dining Credit

It may help to think of a dining credit as a sort of money-back promotion whereby a member gets "X" amount of money back by supporting the club and spending money in specific, targeted departments. This can augment the club's cash flow and can be helpful in increasing member traffic/facility usage, which can be a springboard for other member-based activities, not to mention member retention.

The value set for the Cr billing code acts as the "ceiling" for the give-back and applies to the same departments that are marked for minimums. The net effect is that the member is given "credit"

for purchases made that apply to the minimum up to the maximum amount specified by the dining credit billing code. If the member spends less than the dining credit setting, the credit is equal only to their purchases, not to the ceiling. The dining credit is calculated apart from the minimum it and appears on the member statement as a DinCr transaction with a credit value.

Example scenarios - a member has a required minimum of \$60, and the club has a \$25 dining credit program:

- The member spends \$75 in qualifying food/beverage purchases. The account receives a \$25 dining credit on the statement, and the \$75 spent satisfies the \$60 minimum.
- The member spends \$52 in qualifying food/beverage purchases. The account receives a \$25 dining credit on the statement, and the account is billed \$8 to make up the difference to the required \$60 minimum.
- The member spends \$15 in qualifying food/beverage purchases. The account receives a \$15 dining credit on the statement and the account is billed \$45 to make up the difference to the required \$60 minimum.
- The member does not spend any money on qualifying food/beverage purchases. The account does not receive a dining credit and is billed \$60 to make up the difference to the required minimum.