

# **CLUB 2000 - Membership**

## **Operating Manual**

**2006**

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## **1. Member File Maintenance**

### **1.1 Member Record Maintenance**

#### **1.1.0 Overview, File Maintenance**

Member File Maintenance is used to create and update information for each member record. The content of the Member File Maintenance section can depend on the Parameter definitions.

The membership details screens are used to store information on each member. Users click on the tabs at the base of each page to display the relevant information, the sectioned screens are:-

#### **Address Details**

##### **Further Info.**

##### **Account History**

##### **Annual Bill**

##### **Optional Tabs for Handicaps, Picture and Access Control**

The system has a built in capitalisation system, which will automatically put upper and lower case letters in when names and addresses are created, this can be disabled if required by altering the following setting in the CLUBWIN.INI file:-

Members Capitalise = False

See the section on the CLUBWIN.INI file for full instructions on editing this file.

The '**Handicap**' tab will appear if the user has installed the 'CLUB 2000' handicap system on the same computer or network and the systems have been linked

The '**Account History**' tab, will display the current Billing history, this basically lists the Bills Created, Paid and Cancelled along with Payment Dates and Allocations.

Any Bill or Payment can be double-clicked to show the constituent items and allocations. Users can use this screen to cancel bills or allocations by right-clicking on any Bill.

From 2006 (V8)...If using the Club Systems Mertin Touch EPOS system, an option for **EPOS (card) Accounts** will exist at the top of the 'Account History' screen to allow the user access to the members card account. The members card account and profile is recorded on this screen.

A history record can be printed in detailed or summary format, limited by date as required.

Card 'Top-ups' and 'Corrections' can be actioned from the 'Balance' button.

Each Member record is built up of certain personal information combined with general 'Parameterised' information. This 'Parameterised' information is created by the user or installer, prior to the creation of Membership records.

The system Parameters allow the user to specify almost unlimited Categories of Membership, each one with almost unlimited charge items (Payment Liabilities) and prices. By categorising a Member, the user can quickly signify, which items should be paid for by the member on an annual basis and at what price.

When price changes are required, the category price can be altered rather than the individual prices on each Member's record.

Other information in the Parameters enables users to specify what details should be kept on each Member, the user has the possibility of storing the basic Name and Address information along with up to 5 extra Text Fields, 6 Extra Date Fields, 6 Numeric Fields and 6 Currency fields. Users may also specify up to 12 'Marker' fields which can be used to signify particular Member status, e.g. Past Captain or Committee Member, these markers can be used to select and print Members as required.

Users should use the control box across the top of the screen, the control bar consists of options for 'NEW', 'AMEND', 'SAVE', 'CLOSE', 'FIND' and 'DELETE'.

When the Members screen background is dark, the records being viewed may not change, when the 'AMEND' or 'NEW' buttons are clicked, the background will turn into a brighter colour and fields may be altered, users should be aware that alterations are not saved to file until the 'SAVE' button is clicked and the background returns to the darker colour.

The '**Pictures**' and '**Access Control**' tabs are added if activated in the system and again contain relevant information pertaining to each member.

### **1.1.1 Address Details**

The 'Address Details' section of the Membership record contains the following standard information:-

- Title (10 Characters)
- Initials (10 Characters)
- Surname (30 Characters)
  
- Home Address (30 Characters) \* 4 lines
- Home Post Code (20 Characters)
  
- Billing Address (30 Characters) \* 4 lines
- Billing Post Code (20 Characters)
  
- Home Telephone (20 Characters)
- Work Telephone (20 Characters)
- Mobile Telephone (20 Characters)
- E-Mail Address (40 Characters)
  
- Membership Category (look-up)
  
- Player Marker (True/False)
- Master Marker (True/False)
- Direct Debit Marker (True/False)
- Card Issued Marker (True/False)

### Male/Female Markers (True/False)

The system also allows the user to add to this screen up to 12 additional True/False markers, this done through the Parameters section.

Where users wish to include Honors or Medals, these should follow the Surname and be separated by a space or full-stop character e.g.

Mr J Hudson OBE

Where titles are too long to fit in the 'title box' users are advised to use both the Title and Initials box for the title e.g.

<i>Title</i>	<i>Initials</i>	<i>Surname</i>
Air Vice	Marshall C	Smith OBE

The Billing Address will automatically repeat the Normal address unless altered specifically. Once a Billing address has been altered, any change to the normal address will cause the Billing Address to alter back to the Normal Address.

### **Title**

10 Characters long, can be used in conjunction with the Initials field where the title is too long to fit the Title box.

Any combination of letters or numbers allowed. Where the title is that of a Male member, the system will change the selected Category to the first from the list which contains the words 'Male, Men, Gent or Boy'. Where the title is that of a Female member the system will change the selected category to the first from the list containing the words 'Lady, Women, Female or Girl'.

### **Initials**

10 Characters long, usable in conjunction with the Title field, where titles are too long to fit the standard 10 characters e.g.

<i>Title</i>	<i>Initials</i>	<i>Surname</i>
Air Vice	Marshall C	Smith OBE

### **Surname**

30 Characters long, any combination of letters or numbers can be included. Those individuals with medals or honors can also have their awards recorded here e.g.

<i>Title</i>	<i>Initials</i>	<i>Surname</i>
Air Vice	Marshall C	Smith OBE DSO

Where clubs use the surname to store Honours etc, the sorting method need to be changed to the 'Short Name' method, see CLUBWIN.INI - EXPLAINED.

### **Home Address**

30 Characters x 4 Lines. Any combination of Letters or Numbers may be used here. As the address is typed the Bill Address will echo the home address.

All except the first line are optional.

### **Telephone Numbers**

20 Characters for each Number (Home, Work or Mobile). The numbers can be entered as combinations of Letters or Numbers. It is advised that all numbers are entered correctly, as they would be dialed. This makes for easier alteration in the future should the dial-code of an area be altered.

### **Category**

Categories are stored as look up descriptions. They are defined in the Parameters section of the program.

### **Player Marker**

Where clubs are using the CLUB 2000 Handicap system, this marker signifies that this member is also recorded on the Player File, when this option is ticked on, the system will show the Name and Starting handicap of the individual on the Player File.

Once a player has been created, only the name can be changed here, users need to use the handicap system to effect a handicap change. Names should not be created with blank or zero handicaps but given the N/A handicap (from the + look up), if the handicap is not known.

### **Master Marker**

This marker is to be set to TRUE (Ticked) for each member who is to be considered as the head of the household. Once ticked the system will show the family salutation which can be altered as necessary.

The family salutation is that used when the Family Linking marker is set on during printing. The family Salutation should always be set correctly.

### **Direct Debit Marker**

This marker can be set to True (ticked) or False (un-ticked). When set to true the other Direct Debit system information should be set for the individual - Bank Account Number, Sort Code and preferred DD Scheme.

### **E-Mail Address**

40 characters in length. Any combination of letters or numbers can be entered. Basic rules for e-mail systems are:-

All addresses are in lower-case

All addresses contain an @ symbol

If your system has a valid MAPI compatible e-mail system (Microsoft Outlook for example). Your membership system can send letters by e-mail rather than by post.

### **1.1.2 Further Information**

The 'Further Info' screen contains the majority of the additional information specified in the Parameters section as being that which the club requires to store.

There is space on this screen for :-

8 Date Fields (DD/MM/YYYY) (2 reserved for date of birth and date of joining).

8 Numeric Fields (0 to 99,999,999)

8 Value Fields (0.00 to 99,999,999.99)

7 Text Fields (30 Characters)

and a General Notes field which has an unlimited amount of capacity.

Where a club uses a Membership Card, the field number containing the Card Number can be defined in the 'OPTIONS' section of the program. This will enable the system to utilise the 'Card Numbers' section in the Utilities screen.

### **1.1.3 Account History**

The Account History section shows the list of Bills raised and Payments made for a member over a period of time.

Any Bill can be double-clicked to show the detail of the Bill and any Payment can be double clicked to see the detail of the allocations.

As the screen becomes longer (over time), the user can scroll the screen up and down by using the scroll arrows on the right hand side of the screen.

A statement can be printed at any time by clicking on the 'Print Statement' option.

### **1.1.4 Understanding the Account History**

The Account History is designed to show the Bills raised and Payments posted to a particular member over a period of time.

Bills are shown with their Due Date, Folio Number, Description and Amount. These are detailed as below:-

**DUE DATE** - The date on which the Bill becomes due for payment. This is also the date which determines the start of any Instalment scheme, or early/late payment discount/surcharge.

**FOLIO NUMBER** - A unique number for this Bill. This number cannot be changed by the user, it is printed on the Bill as the Bill Number.

Each Bill may contain 2 possible instalment schemes, 2 possible Loan Discount schemes and 2 possible Early/Late payment Discount/Surcharges. The system will show the basic 'Annual' amount as the figure owing until the user informs the system that a member has made a payment. When this happens the user must indicate which payment option the member has chosen.

The system will then remove the original Bill and replace it with a new Bill/Bills which make up the new amount now due under the scheme. If the member decides to pay by 10 monthly instalments, the system will create 10 new Bills, each due on the date of the appropriate instalment. Each new Bill will have a new Folio Number.

If the user elects to take an Early Payment discount, the original Bill is removed and replaced by a Bill which includes the Early Payment discount, again, a new Folio number is allocated to the Bill.

**DESCRIPTION** - Once a Bill has had a payment made against it (even a part payment), the description will change from 'Bill Raised' to 'Amount Due'. This indicates that the Bill is 'Active' and money is due against it.

Users can revert back to the original Bill by right-clicking on an 'Active' Bill and selecting 'Cancel Scheme'. This enables users to alter a members chosen payment scheme.

Any monies posted against a Bill will show the same Folio Number as the Bill to which it was allocated. If a payment was not allocated to a Bill the Folio number will be zero.

Double-Click on any Bill or Payment to see the detail of the transaction.

**NOTE:** *If a bill has been over-paid the payment will show as an amount which is more than the Bill due amount. Such amounts will be shown as **Unallocated** at the foot of the screen and will be treated as unallocated when the next Bill is paid.*

When a Payment is made, the system will show the Payment Ref. No. as entered by the user when the posting was made, this number is usually the bank's Paying-In slip No.

### 1.1.5 Annual Bill

The Annual Bill section of any membership record can contain up to 15 of the possible 32,000 payment items available within the system.

The Payment Items are defined in the Parameter section of the program and consist of a Description and a Price:-

Subscription	£100.00
Locker Rent	£ 15.00
etc....	

Any of the defined Payment Items can be selected on the Annual Bill section. To add and Item click on the 'AMEND' button at the top of the screen and then on the 'Add Item' button on the right hand-side of the screen.

The list of available items will be displayed with the prices which are relevant for the particular category that the member allocated too. Users can select any item from the list by clicking on an item Description. The item will then appear on the Member's Annual Bill list with the price as shown in the Parameters. This signifies that the member will be billed for that item at the price shown, the next time the Annual Bill Process is undertaken.

The behavior of any Payment Item can be altered by clicking on the 'TYPE' column to the right of the item 'Gross Price'. Users may choose any of the following types of behavior :-

<b>Standard</b>	The item will be charged at the rate shown for the Category in 'Parameters'.
<b>Fixed</b>	The item price will be varied from the standard for this member (frozen or non standard price)
<b>Optional</b>	The item will be billed at the price shown, but the individual may pay a different amount towards it. This is useful for items such as 'Staff Gratuities' or 'Xmas Fund' etc.



### **1.1.7 ' Tree View' of Member Account histories**

Especially useful where users are operating monthly payment schemes.

This facility is enabled or disabled by ticking the box on the Member's Account History screen (top right). If enabled, the system will show each Bill raised along with relevant payments on a single line. The 'Lines' can be expanded (by clicking the '+' symbol to show the details of Bills and Payments. This view method makes it very easy to see where money has been allocated and which Bills are paid or not paid.

The details of each Bill show the internal Folio Number and the Bill Number along with the items charged on the Bill and the prices for those items.

The Payment details can be expanded to show the items which the Payment was allocated against and how much was allocated.

The view also shows a line of 'Un-Assigned' money. This is money has not been allocated against any Bill.

### **1.1.8 Pictures of Members**

Club2000 Membership has a standard facility to store Member's pictures on their records. These can be accessed via the right hand tab at the base of the main Member Details screen.

Pictures can be captured directly from a digital Camera or a Scanner. In order to capture pictures the system needs to know where the Scanner or Camera being used will store its pictures when the scan or picture is taken. This is set in the 'SETTINGS' part of the screen.

As an example a standard 'Logitech Digital Camera' will store its pictures in to the folder called :-

My Documents\ImageStudio\Album\Pictures and Videos

Users can use the BROWSE button to locate an existing picture within the default folder, opening the selected picture will set the Picture path.

Once the system knows this, users can find a Member record, click on the 'Capture Now' button and then take a picture. The picture must be taken within the next 60 seconds. If a picture is found at the specified location the picture is automatically moved to the Membership Data Storage area and marked as belonging to the current Member record.

Once pictures of Members are stored within the system, they can be used for various purposes:-

Users can have a 'Swipe-In' facility. Perhaps a reception computer may be configured with a Swipe Card reader unit, as Members arrive at the club and Swipe their card the system will show the Member's picture and record their entry time.

Where the Membership system is linked to the CLUB 2000® Handicap systems, the pictures will show on the Handicap record to ease identification and also the Player Score Input terminals can be configured to show the Pictures of playing partners when a player interrogates the system to find which future competitions he/she is playing in.

The Booking system will also show the Picture on screen as a Member is confirmed as 'having arrived'. This process simplifies the process of identifying Members/Non-Members at arrival time.

All pictures stored in the system must be in standard JPG format.

### **1.1.9 Single 'Letters', 'Bills' or 'Payments'**

The standard Membership Details screens contain three buttons, for 'Bills/Renewals', Payments or Letters.

Clicking on any of these buttons will take the user directly to the relevant portion of the program and locate the current member so that the user does not need to go through any filtering or find processes.

The single letter facility allows users to quickly and efficiently communicate with their Members. Clicking this button will jump the user to the 'Letter Writer' and create a standard letter, headed with the Name, Address, Today's Date and the Salutation. The user can type the content of the letter or load a previously saved letter before pressing the PRINT button. Because the Letter Writer was invoked for a specific Member, there is no need to specify any criteria for the printing of the letter, it will simply be printed to the current Member.

If the Member has an e-mail address and the computer being used has a valid e-mail system, the user can tick the 'E-mail where possible' button to send the letter via e-mail rather than normal post.

This facility makes for fast efficient communication. Letters can be spell checked and formatted within the standard letter writer, or they can be written in any other products (Word, AmiPro, Lotus Notes etc) and pasted into the Membership letter writer.

This new facility is especially useful when used with the new 'Contact Tracking' facility.

### **1.1.10 Printing Member Details**

Each Members Record screen now has a button on the main ADDRESS DETAILS section which is labelled PRINT RECORD. This button will send recorded details to your default printer as defined under the operating system.

The standard default printer will be asked to print the entire member record in the form of three sections:-

Contact Details

Name, Address, Telephone, E-mail etc

Other Information

Numbers, Values, Banking Details, Text fields, etc

Markers

Up to 11 Marker fields and the Notes section

**Note:** The layout and content of the report are fixed by the program. The standard layout does alter however as users add or remove fields from the Parameters, Field Info section.

## 1.2 General Operation

### 1.2.0 Card Numbers

All card numbers are stored on Magnetic track two of ISO standard Cards.

The ClubWin.INI file is used to tell the 'CLUB 2000' system at which point in the Magnetic information the Club Identification characters exist and at which point the Member Identification Starts and Ends.

If Card Monitoring is enabled the system will record all movements through the reader. The reader system (CardMonitor) can be enabled to notify the user on screen if a Member's swipe card relates to a record who's debt is over a defined figure.

The standard CLUB 2000 card format would have something similar to this encoded on the magnetic stripe:-

Card ID	ClubID	Member ID
9999	9999	99999

Making a 13 digit number encoded on the Card.

The Card Numbers can be allocated 'en-mass' under the Utility section of the program. Users may select the 'Card Allocation' part of the screen to perform general Card Number maintenance.

If the Card Number field is defined within the 'OPTIONS' drop-down section of the program, the system will ensure that No duplicate card number records can be created within the system and it will also enable the system to 'Automatically' Number members

If the setting:-

Auto Number Replaces = True

Is set in the CLUBWIN.INI file, the UTILITIES section will enable the complete re-allocation of card numbers. Users are advise NOT to use this setting without advice from Technical Support

### 1.2.1 Deleting Member Records

Member records can be removed both singularly and by category. Users should note that records may not be removed if an Account Balance exists on a Member's record.

(Once a record is deleted from the system, it is stored under 'Utilities', 'Deleted Members' from where it can be un-deleted or completely cleared from the file. **From 2006 (V8) the user is able to print a list of member records in this area. (This might be useful to retain prior to clearing the deleted members.)**)

It is advised that rather than Deleting resigned Members, user may wish to create a category called 'Resigned Members' which will contain the details of those members who are no longer Members.

To delete records singularly, find the Member and click on the 'DEL' button on the main control bar.

The system will warn the user that a record is about to be deleted and ask the user to confirm the deletion.

### 1.2.2 Deleting Member Records by Category

In order to remove an entire Category of Members, use the 'Global Changes' option under 'UTILITIES'.

Select the **Category** field from the list by double-clicking the item. Select the **Delete Category** option from the available Categories list under step 2.

Select an appropriate 'FILTER' to choose the Category or Categories from which the Member's should be deleted.

**Care must be taken !!!** this process will **permanently** remove ALL Member records which meet the criteria defined in the FILTER and have a Current Balance of zero. The system cannot delete any Member who's Current balance is not zero.

### 1.2.3 Family Linking

The system can link records together for reporting purposes.

The 'MASTER' Marker is the trigger for the family linking system.

Each person who is to be considered the HEAD of THE HOUSE-HOLD must have the MASTER Marker checked (On the Main MEMBER DETAILS Screen). Once checked the system will prompt for a Family Salutation.

The Family Salutation will replace the normal 'Title/Initials/Surname' if the user clicks the 'Family Link' option when printing.

The other effect of clicking the 'Family Link' option is to restrict the report to just those Members who have the MASTER Marker set.

In practice all records (except 2<sup>nd</sup>, 3<sup>rd</sup> etc. family members) will have the 'Master Marker' checked and the appropriate salutation entered

An example of usage is as follows:-

Req'd	Existing Members	Master Marker	Family Salutation	Print Family Linked
	Mr J Smithers	Set	Mr & Mrs Smithers & Family	Yes
	Mrs H Smithers	Not Set		No
	Master L Smithers	Not Set		No
	Mr H Frank	Set	Mr & Master Frank	Yes
	Master H Frank	Not Set		No
Yes	Mr P Morton	Set	Mr P Morton	

### 1.2.4 Finding a Member

The Find button (Top, Middle screen) enables the user to locate a specific record.

Specify the selection method by clicking on the appropriate option box, enter the text to search for in the 'Find' box, click OK or press Return to undertake the search.

**Note:- The 'Name' search is based on Surname only, not initials.**

The list on the right hand side will contain those names matching the search. To select a member, click in the name followed by OK.

The search method used will match any of the letters typed into the 'Find' box. So searching of 'SM' will bring all the members whose surnames begin with 'SM', narrow the search by adding more letters to the 'Find' box.

*The User can set their preferred Search Method by clicking the OPTIONS drop-down menu at the top of the screen, followed by the OPTIONS section, on the 'Options 2' screen the user can select either CODE, SURNAME or Member No. as their preferred default search method.*

**Filtered Viewing** From 2006 (V8), users can restrict the viewing of records on screen to those set by filter (i.e. in a certain category or age etc).

This is achieved by using the 'Filter Membership' icon on the right hand menu, then create a filter\*, or use a current filter, to target the member records you want to view. Simply highlight the filter and click 'ok' to restrict the view to your selection only.

To revert to viewing the full file simply click the 'Filter Membership' icon and the 'Remove Filter' button.

### 1.2.5 Player Marker

The Player marker is given for those clubs who also operate the 'CLUB 2000' Golfing Handicap Systems for Windows.

Checking the Player marker will trigger the system to create a linked-record in the Player systems (Gents or Ladies).

The Player Marker can also be used in the same way as other Markers to enable selections through the 'Filtering' systems.

Once the 'Player Marker' is checked, the system will request the Players Title, Initials and Surname along with their handicap and Status.

The user should consider that the Player File is often an informal file, used by other players to record scores etc. For this reason it may be prudent to use members 'known' names rather than their formal Initials. For example, everybody in the club may know Bill Smith but they have difficulty knowing who William Smith is!

If the Player has already been created, the user should use the 'Membership Linker' in the Handicap System to link the Handicap record back to the Membership system.

Whenever a Player record is created the user MUST allocate a handicap, if the handicap is not known the user should enter 99 for both exact and playing handicaps, this will be interpreted as NA or Not Applicable.

If the Player is an AWAY player, ie this is not their home club for handicap purposes, the user should enter 98 as the Exact handicap. At a later time the user should amend the Players record in the Handicap system to define the players HOME CLUB details.

If the Member record is being amended rather than created, the existing Linked player information will appear when the Player Marker is ticked. All the information can be altered except for the handicaps. This must be done in the Handicapping module.

The Player Record is not actually created or updated until the Membership record is SAVED. The user will, under normal circumstances, need to exit the Handicap System and relaunch, before the new Player appears.

## **2. Parameters**

### **2.1 Parameter Maintenance**

#### **2.1.0 Overview, Parameters**

Use this section to profile the specific requirements of the Club into the Parameter File. This file holds the static information relating to the Club, such as Club name, address, telephone number, VAT registration number etc. It also holds the basic Club information, such as membership data field titles (many of these are set to suit the Club), membership category and payment/dues item descriptions, optional payment schemes, current prices etc.

By careful planning of the parameters, the system can quickly and easily be 'profiled' to suit the particular needs of any type of Club, Society, group of members or serviced customers.

The main parameter file screen contains the Main Address details of the club along with the membership categories within which the Club wish to break-down their membership.

Each category can be assigned different prices for Payment Items which relate to the members assigned to the category.

Prices can be printed for all categories.

Once a member has been assigned a category, the items priced for that category can be set as the charge items for that member. This means that when the prices need to be changed, only the parameter prices set need altering and not each individual member.

The parameter section can also be used to create fields for information storage on each member's record. Standard information is already stored but, Clubs may wish to add to the base information. Clicking on the word 'Field Info' at the base of the parameter screen will produce the following screen, where the user may define their own fields.

Instalments schemes can be defined under the Parameters section. The billing system will allow the Club to create bills for the annual subscription, entry fee etc. Clubs may wish to give the members options to pay by instalments, these 'schemes' can be defined under the Parameters section by clicking on the 'Instalments' button at the base of the window.

Up to 26 different installment schemes can be defined and any two of these can be assigned to each category of membership.

Installment schemes are defined by applying the percentage payable in each month of the year to each Payment Item, users can also define whether schemes should apply VAT proportionally to particular items or to collect VAT in a particular month.

Many instalment schemes also include a surcharge for the credit facility extended to members, this surcharge can also be applied by the Parameters section.

A typical installment scheme would be as follows, this scheme will allow members to pay in 10 monthly instalments and will apply a 5% surcharge to the bill for the credit facility, the right most column informs the system to calculate the surcharge on that item, if a scheme was required where the surcharge should be a percentage of the Subscription only, the other lines would be marked with a 'N' in the right most column.

	1	2	3	4	5	6	7	8	9	10	11	12	
Subs	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	0.00	0.00	Y
Locker	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	0.00	0.00	Y
Entry	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	N
Credit Chg	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	0.00	0.00	N
VAT	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	Y

In the example above the 'Credit Charge' would be calculated on the 'Subs' and 'Locker' rows only, this is denoted by the 'Y' in the right-most column.

The VAT line also has a 'Y' in the right-most column but, this has a special meaning. The 'Credit Charge' will only be calculated on the VAT if the 'Apply Before Vat' box is ticked. The 'Y' in the right-most column tells the system to collect the VAT proportionally. This means that if 'Subs' and 'Entry' are VAT-able, the VAT for the entire 'ENTRY' and 10% of the 'Sub' will be collected in month 1, in months 2 to 10, the VAT on 10% of the 'Subs' will be collected.

The 'Credit Charge' will be collected over the 10 months.

Finally the Parameters section can also be used to define Loan or Share discounts and early or late payment discounts and surcharges. Click on Other schemes for these definitions.

### 2.1.1 Membership Categories

Any club may define up to 32,000 categories on their system, space permitting.

A useful tip for naming categories is to put a reference code at the start of the Category name (e.g. A1 - Male Full, A2 - Male 5 Day etc).

This ensures that the user can control the display order of Categories (they are always sorted alphabetically) and group them together as required.

Categories are groups of Members for whom the annual charges for the club are similar.

By categorising a Member, the system will apply the standard prices and items to that Member as defined by the Parameters.

To Create or Amend a category, click the 'PARAMETERS' button on the right hand side of the screen, this will present the 'CLUB DETAILS' screen. Users may click on:-

'New Category'	to create a completely new category of Member
'Edit Category'	to alter an existing description of a category
Delete Category	to remove a category description completely, users should note that categories may on be removed if no members exist within the category. The program will check this and deny the deletion request if necessary.

Once a category is created, highlight the name of the category in the list and click on 'PRICES'. The system will then enable the user to define both Payment Items and prices for the category.

**NOTE:** *All Payment Items are available for all categories of Member. If a particular item does not apply to a category, leave the price at zero.*

### 2.1.2 Payment Items

Payment Items are descriptions of amounts of money to be paid by Members within the system, typical examples of Payment Items are as follows:-

Subscription  
Locker Rent  
Union Fees  
...etc.

'Payment Items' are added to categories under the PARAMETERS section of the 'CLUB 2000' program.

Click on the PARAMETERS button on the right hand side of the screen, select the relevant category and then click 'PRICES' to bring up the Price Section.

To create a New Payment Item

Click 'NEW ITEM', Users should note that once an item is added to a category it is automatically added to all other categories at a zero price

Press RETURN after typing the item name and the system will add the item to the list. Click on the 'Net' column to adjust the price.

***(TIP Press RETURN after each price is changed, this will ensure that the system has remembered the new price and move the user quickly onto the next price).***

The system will skip to the V column, or VAT CODE. The VAT CODE can be between 1 and 5. 1 is VATABLE at 17.5%, 2, 3, 4 and 5 are not VATABLE. Once the RETURN key is pressed here, the system will calculate and display the VAT AMOUNT. The user can over-ride the VAT AMOUNT at any time by over-typing the figure.

To change the Price of a Payment Item:-

Click the 'Net' column, to the right of the description of the item to be changed. The system will prompt for a new price. Over type the old with the new price.

Press RETURN after each price change and the system will automatically update all records with the new price

To Delete a Payment Item:-

Click on the payment item Description and the line will become highlighted, when the correct line is highlighted, click on 'DELETE', this will remove the Payment Item entirely from the system and ensure that the item is removed from all records

Users may move from one category to another by clicking the '<' or '>' arrow keys on the Payment Item screen,

**NOTE:** *Category Descriptions are shown in the Windows Title bar for the Payment Item screen.*

### **2.1.3 Changing Payment Item Names**

'Payment Items' are added to categories under the PARAMETERS section of the 'CLUB 2000' program.

Click on the PARAMETERS button on the right hand side of the screen, select the relevant category and then click 'PRICES' to bring up the Price Section.

Any Payment Item description can be changed by right-clicking on the present description when on the Parameter screen.

To change a description, right-click on the Payment Item Description and enter the new description, press RETURN when complete.

The New Description will be passed to all Member's records and all other categories automatically.

### **2.1.4 Instalment Schemes**

Under PARAMETERS, users can define various information relating to the general operation of the their club.

Click on the 'INSTALMENTS' tag to access the Instalment schemes.

Users can define up to 26 standard Instalment schemes and any Member may have a choice of any 2 of the 26 schemes for each BILL.

The schemes are described by a letter, A,B,C,E etc through to Z. Type in the letter which best represents the scheme you wish to use, i.e. M for Monthly, Q - Quarterly

Select the method of Credit Charge to be applied. Credit Charge can be either a fixed amount or a Percentage of the Bill or any of its items. Users should also indicate the rate for the Credit Charge and whether it is to be applied before or after VAT.

It is rare that clubs will charge VAT on their Credit Surcharge, so in most cases the Credit Charge is added **AFTER VAT**. (If the charge is specified as being BEFORE VAT and no items on the Bill are VAT-able, the system may give an erratic and inconsistent scheme breakdown.)

**NOTE:** *THE CREDIT CHARGE WILL BE ADDED TO A BILL WHEN THE FIRST PAYMENT IS POSTED. UNTIL THAT TIME THE SYSTEM WILL ASSUME THAT THE MEMBER IS PAYING AN ANNUAL BILL AND SO NO CREDIT CHARGE IS DUE.*

The screen will display each item in a table showing columns for Months 1 to 12. Set the relevant percentage of each item which is to be collected in each month, users may use up to 2 decimal places. The column at the end is used to indicate whether the item should be included in the calculation of the Credit Charge if it is designated as a percentage of the BILL (Y if it should, N if it should not).

**NOTE:      USERS CANNOT EDIT THE FIRST COLUMN IT WILL  
AUTOMATICALLY BALANCE THE TOTAL OF ALL COLUMNS TO  
100%.**

Once a line is complete, users can right click on the line and left click on 'FILL DOWN' to repeat the settings to other lines.

If users require Equal Schemes and the percentage does not divide equally (e.g. 12 months of equal payments. The percentage for 11 months would be 8.33% with the 12th month at 8.37%), the system can use a special setting to round ALL monthly payments to be equal, providing the total Amount of the Bill is divisible by 12. To switch on this facility users need to change the setting 'Equalize Schemes' and ensure that it is set to 'True' in the file called CLUBCTRL.INI.

Important - schemes should be applied to the relevant categories:

Once a scheme is defined, it should then be applied to those categories which qualify for the scheme. This is done by clicking on the 'CLUB DETAILS' tab in the parameters section and then clicking on 'PRICES', the prices screen will appear, click on SCHEMES and select the required scheme under 'Instalment 1'. click 'ITEMS' and then 'OK' once selected.

If a second Instalment scheme is available, users may perform the same task but select 'Instalment 2'

Any member in the category specified will have the option to pay by Instalments when the BILL is produced.

The 'COLLECTION' or 'DUE' day for payment of the schemes instalments is set up under the 'OPTIONS' pull-down menu at the top of the screen, under 'OPTIONS', 'OPTIONS', 'OTHERS 1', set the 'Instalment Pay Day'.

**NOTE:      THIS OPTION DICTATES WHICH DAY OF ANY MONTH THE  
SCHEMES BECOME DUE FOR PAYMENT. IF THE DATE IS SET TO  
29,30 or 31, THE SYSTEM WILL USE THOSE DAYS IF THEY EXIST,  
WHERE THEY DO NOT EXIST THE SYSTEM WILL USE THE LAST  
DAY OF THE MONTH CONCERNED.**

### **2.1.5 Viewing an Instalment Scheme**

When an Instalment scheme is applied to a particular category of Member, users can see the effect of that scheme on the Standard Prices by clicking on the 'Scheme 1' or 'Scheme 2' radio buttons under the View section of the Prices screen.

To see this effect, users should click on 'PARAMETERS' on the right-hand side of the screen, select the particular category, click on PRICES. The prices for the category will be selected. Click on the 'Scheme 1' or 'Scheme 2' buttons at the base of the screen. The system will then show the amount to be collected in each month, for all Payment Items which belong to the category.

## **2.1.6 Early/Late Payment Schemes**

In the same way the Instalment schemes may be created within the system, an Early or a Late payment scheme may be created.

The system will enable users to create up to 26 Early or Late Payment schemes, each category of Member may then be assigned any two of these schemes.

To define an Early Payment Discount or Late payment surcharge, users should click the 'PARAMETERS' button on the right hand side of the screen, followed by the 'Other Schemes' tab at the base of the screen.

### **Scheme Type**

Select a letter of the alphabet to represent the scheme, click on the column labeled 'Scheme Type' to the right of the chosen letter, select either 'Early' or 'Late' as the scheme type.

### **Amount or Percentage**

Next users need to specify whether the scheme adds or subtracts an Amount or a Percentage from the annual bill.

### **Surcharge/Discount Calculation**

Users may then specify which part of the bill is affected (this is only relevant when calculating a percentage reduction or increase), the options are to calculate the Surcharge or Discount based on either the whole Bill or any one of the Payment Items listed on the Bill.

### **Before or After VAT**

The Discount or Surcharge calculated can be added either Before or After VAT. In most cases VAT is not an issue, so After VAT is often used as the preferred method.

### **No of Days for Discount/Surcharge**

Each scheme must have a 'Number of Days' applied.

If the scheme is an Early Payment Discount this the minimum number days prior to the Due date of the Bill that the member should pay in order to be entitled to the Early Payment discount.

If the scheme is a Late Payment Surcharge, then this figure is the number of days after the Due Date upon which the surcharge should be applied

### **Actual Discount**

If a Percentage Scheme has been defined, this figure represents the Percentage of the Surcharge/Discount to be applied, otherwise it will represent the actual amount of the Surcharge/Discount

Once a scheme is defined, it should then be applied to those categories which qualify for the scheme. This is done by clicking on the 'CLUB DETAILS' tab in the parameters section and

then clicking on 'PRICES', the prices screen will appear, click on SCHEMES and select the required scheme under 'Early/Late Discount 1'. click 'ITEMS' and then 'OK' once selected.

If a second Early/Late scheme is available, users may perform the same task but select 'Early/Late scheme 2'

Any member in the category specified will have the option to take the Early Payment Discount or the Late Payment Surcharge when the BILL is produced.

### **2.1.7 Loan/Share Discount Schemes**

In the same way the Instalment schemes may be created within the system, a Loan or Share Discount scheme may be created.

The system will enable users to create up to 26 Loan/Share schemes, each category of Member may then be assigned any two of these schemes.

To define a Loan/Share discount scheme, users should click the 'PARAMETERS' button on the right hand side of the screen, followed by the 'Other Schemes' tab at the base of the screen. The Loan/Share Schemes section is on the lower half of the screen.

#### **Percentage**

Select a letter of the alphabet to represent the scheme, click on the column labeled 'Percentage' to the right of the chosen letter and type in the percentage discount for the Loan scheme.

**NOTE:**        *This percentage is the percentage of the Loaned amount of money, which will be given as discount. The loaned amount of money must be recorded on the Member's record.*

#### **Data Field**

Select which field, on the Member's record contains the Loan Amount or Share holding figure This field must be defined prior to the definition of the scheme.

#### **Before or After VAT**

Decide whether the scheme should be applied before or after VAT.

Once a scheme is defined, it should then be applied to those categories which qualify for the scheme. This is done by clicking on the 'CLUB DETAILS' tab in the parameters section and then clicking on 'PRICES', the prices screen will appear, click on SCHEMES and select the required scheme under 'Loan Discount 1'. click 'ITEMS' and then 'OK' once selected. The 'Apply to All' button can be used to apply the scheme to all other categories once the first is set, as required.

If a second Early/Late scheme is available, users may perform the same task but select 'Loan Discount 2'

Any member in the category specified will have the Loan / Share discount applied when the bill is created.

**NOTE:**        *The loan discount is calculated at the time the Bill is created. Any subsequent alteration in the amount loaned will NOT alter the discount*

*provided by the bill unless the Bill is cancelled and a new one produced in its place.*

The Bill will automatically show the wording, 'Loan Discount' should the user require the wording to be 'Share Discount' the following setting should be set in the CLUBWIN.INI file.

**Swap Loans For Shares = True**

### **2.1.8 Applying Global Prices**

The system Parameters have a new option to allow the application of a single item's price to be forwarded to ALL CATEGORIES.

This would be used when pricing items which are standard across all categories, for example a Locker Rent or a Union Fee.

To invoke this option click the 'APPLY TO ALL' button on the Pricing screen. The system will warn the user that the price (with or without VAT) is about to be applied to this Item in ALL Categories. Answering yes to this option will force the price for the selected item through all Categories of Membership.

## **2.2 Printing Parameters**

### **2.2.0 Printing the Prices for Categories**

Users can produce a list of all Categories and their associated prices by clicking the 'PARAMETERS' button on the right hand side of the screen, followed by the 'Print Prices' button on the main Club Details screen.

The print can either be Viewed or Printed in the standard way. The print will show each Category along with each Payment Item and the price set for those items.

## **3. Reports**

### **3.1 General Principles**

#### **3.1.0 Overview, Analysis and Printing**

The Membership system collects vast amounts of information about a Club's members. The Analysis and printing section will enable Club's to make sense of the collected details.

The printing section consists of 5 main elements to enable both simple and complex printing:-

**Lists** - Used for the creation of 'single line per member' reports, users can quickly create and store lists

**Reports** - Used for the creation of 'Multi-Line per member' reports, users can create complex reports containing vast quantities of detail. Users need to master the 'Report Generator' in order to use this part of the system to the full.

**Labels** - Users may use this to print Labels, default layouts are provided but users may add to the layouts or alter them to suit particular label types.

**Letters** - Users may create letters which include Mail-Merged information from the main Members file. This is useful where a club requires to send Letters, individually addressed to categories of Member.

**Filters** - Used to select the Members whose names should appear on any of the above Lists, Reports, Labels or Letters.

On each of the above sections of the Reporting screens, the Print button will produce the standard 'Print' window.

The **MODIFY FILTER** button on this screen can be used to temporarily over-ride any filter.

This is very useful for creating reports which are of a one-off nature. For example select the 'All Members' FILTER along with a LIST of 'Names & Addresses'. Click on the 'PRINT' button and select the 'MODIFY FILTER' button as above. The FILTER wizard will run and show the user all the selected categories, click on select NONE and then click on the Full Members category, followed by the Next button.

The print window above will re-appear with 'Filter :' shown as ALL MEMBERS - MODIFIED', click OK and the system will produce a List of Names & Addresses for Full Members only.

Similarly the 'QUICK' button can be used to create a permanent association between the LIST, REPORT or LABEL and a particular FILTER. This can be used to associate a list showing Locker No and Name along with the FILTER which selects only those members who have lockers. Once the association is made, the user can, in future, click the 'Quick Reports' section of the Membership system and select the associated FILTER and LIST.

#### **NOTES ON PRINTING:-**

**When printing, each print consists of three elements:-**

**The Actual Detail to be Printed (Name, Address Etc)  
The Members whose records should be selected  
The Destination for the List/Label/Report, screen or Printer.**

**These can be referred to as :-**

**WHAT ?  
WHO ?  
WHERE ?**

**Step 1, always defines the 'WHAT' section, Step 2, always defines the 'WHO' section and Step 3 always defines the 'WHERE' section.**

## **3.2 Filters**

### **3.2.0 Overview, Filters**

Filter's are the main method of selection throughout the Membership system.

Users are provided with standard Filters, but more may be defined by the user as needed.

FILTERS consist of two parts:-

The Categories of member which should be included the selected range.

The detailed selection of further information

The system will enable FILTERS to be added and deleted from the Reports screen. Any number of FILTERS may be created, as they are created users are advised to ensure that the Name of FILTER reflects the purpose of the FILTER.

e.g. Don't create a FILTER which selects all Male Members with a handicap Greater Than 12 and call it 'Male Members'. Ensure that the name reflects the details, 'Males, Hcp > 12'.

### **3.2.1 Creating a New Filter**

Filter(s) are intended to be user definable and enable users to perform either simple or complex selection as a means of filtering-out records for Printing/Billing etc.

The Filter Wizard will lead the user through the various screens to create a valid Filter.

'Filters' are used within the system to extract those members who meet certain criteria. LISTS, REPORTS, LABELS, LETTERS, BILLING, GLOBAL SETTING and AGE PROFILE all use 'Filters'.

Users can create any number of filters. 'Filters' will step through the whole membership file and select each member who meets the criteria specified in the creation of the filter.

To see the current content of any filter, click on 'REPORTS' and click the 'FILTER' tab at the base of the page, highlight the appropriate filter. The content is shown on the right hand side of the screen.

To create a new filter click the 'NEW FILTER' button, (this is found anywhere that a filter can be used.

The 'FILTER WIZARD' will start and take the user through the creation process Step by Step.

The Steps are:-

#### **HOW TO SELECT MEMBERS:-**

**All Members**  
**Individual Categories**  
**Individual Members**

If INDIVIDUAL CATEGORIES has been selected, the system will prompt the user to click on those categories which need to be included in the filter. (Ensure that the selected categories have a tick in the box to the left)

If INDIVIDUAL MEMBERS has been selected the next stage is to specify each member in turn, using the ADD option.

#### **SUMMARY**

If the required 'FILTER' is to be used for selecting Categories of members or Individual Members only, users can click FINISH on the SUMMARY screen.

Click NEXT to get to the Further Selections screen.

## FURTHER SELECTIONS

Where FILTERS are to select members based on more complex information other than category, the further selections section becomes relevant.

Users can choose from a large list of fields in the left hand column, (this column is usually showing 'Acnt Balance' in Blue at this stage).

Click on the small down arrow next to the 'Acnt Balance' words and choose the required field.

Next click on the comparison box, (Central Box, usually showing the words 'EQUAL') and select an appropriate comparison.

Next Click on the result box (right hand box) and enter an appropriate result.

**Example:- Home Telephone Incl 1**

This would pick out all members who have a number 1 in their Home Telephone Number.

When the appropriate comparison line is in place, click NEXT. The screen will present a summary of the comparisons in place so far, the user may add further comparisons at this stage by clicking either 'AND' or 'OR' to show the placing of the next comparison and then click 'NEXT', repeat the steps above until the appropriate set of comparisons are in place.

Once the filter has been built, click 'FINISH' and give the filter a name which ideally should reflect the filters content e.g. 'MEMBERS JOINING IN MAY'

### 3.2.2 Editing a Filter

Any *Filter* can be altered in one of two ways:-

For permanent alterations to *Filters*, use the 'Edit' button on the '*Filters*' tab of the Report screen. This will initiate the *Filter Wizard* to assist in the alteration of the currently selected *Filter*.

For temporary alterations select the 'Modify Filter' button off the Print Dialog window directly before Printing/Viewing. This method will only make a temporary change to the *Filter* which will last until the current print job is finished.

### 3.2.3 Selecting Dates with a Filter

When creating filters which contain date selections, special field information can be provided to select certain date ranges.

Where the FILTER is requesting to locate Members whose 'Date' is 'Less Than' the required date (i.e. dates before the given date). The system will also pick out Members who have blank date in the field.

If you want to find all Dates of Birth after a given date, say to identify Juniors, choose DOB 'More Than' and enter the date 8 figure date (i.e. 01/01/1990)

Where users require to select members who have particular Month and/or day in their 'DATE' field from any year the user can enter the year value as 9999.

Example:-

Find all members who have joined in the month of May regardless of the year:-

Join Date	More Than Equal	01/05/9999	AND
Join Date	Less Than Equal	31/05/9999	END

(This options is useful when bills/lists/letters/labels are needed for members on their anniversary of joining)

### 3.2.4 Deleting a Filter

Filter(s) can be deleted from the 'FILTERS' tab of the 'REPORTS' screen. Click the 'Del' button to delete the current Filter.

Note: The system creates four standard Filters, which cannot be Deleted or Edited. These are:-

#### **All Members**

This selects all members on file.

#### **Overdue Balances**

This selects all members whose Account Balance is NOT zero

#### **Paying By Instalments**

Selects any members who have chosen to pay by an Instalment scheme

#### **No Instalments**

Selects any members who have chosen to pay Annually

## 3.3 Lists/Reports/Labels/Letters

### 3.3.0 Lists, Overview

*Lists* are single-line, user-definable reports.

*Lists* are provided for simplicity. Any piece of data can be included on a List.

*Lists* can be defined to produce a line for each member selected by the 'Filter' applied.

The length of each line can be any length, but only those characters which fit the page will be printed.

*Lists* can be Viewed/Printed or Exported into ASCII file CSV format.

When Exporting information to an ASCII format, the system is not restricted by the Page size, any amount of information can be exported on a single line.

### 3.3.1 Creating/Amending Lists

Any number of Lists can be created on the system.

Click the 'NEW' button on the 'LIST' tab of the 'REPORTS' screen to initiate the creation of a New List or the 'EDIT' button to Edit the currently highlighted List.

Lists are single-line-per-member reports. Because they are single line per member they are generally simple in nature and quick to set-up. Once set-up the user can name a List for future recall.

A 'List' should be combined with a 'Filter' to Print, View or Export information.

The List Wizard will run once the 'NEW' or 'EDIT' button has been pressed.

The List Wizard will lead the user through the following screens:-

The first screen simply informs the user that the List Wizard is running, users are advised to click 'NEXT'.

The 2nd screen shows the list of Available fields on the left hand side of the screen and the list of Selected fields on the right hand side. The user may select any field on the left by highlighting with a click and then click the > arrow to move the field to the Selected side, users can alternately double click the selected field to move it into the Selected group.

Those fields on the Selected side are those that will print. The fields in the selected side will print in the order in which they shown in the list (This is NOT referring to SORT order). They are shown in the order in which they were selected.

Once the necessary fields have been selected click NEXT. The system will prompt the user to select a Primary and Secondary sort field. The defaults are set to 'surname' and 'initials' - this will print the list in alphabetical order.

Click NEXT and the final screen is displayed where the user can name the LIST. A useful tip is to name the List in the Order in which it will sort.

**From 2006 (V8)** Lists and Reports (except 'Quick Reports') can produce a cover sheet showing List/ Report Name, filter used, number of records in filter, date and time and who (PC on network) printed it. To force this print, tick the box marked 'Print cover sheet on Lists and Reports' which can be found Under 'Options', 'Options', 'Printing'.

### 3.3.2 Sorting Lists

The sort sequence of any List is controlled by the List definition itself. When a LIST is Created or Edited, the user can specify which fields are to be the Primary Sort fields and which are to be the Secondary Sort fields.

The Primary is the field by which everything is sorted in the first instance, if two records have the same Primary sort information the Secondary Sort is then used.

A good tip, is to name the LIST with the fields in the Order in which the LIST will Sort.

e.g. Locker No, Name(for a list of Locker No.s in numeric Order)  
Name, Locker No(for a list of Locker No.s in Alphabetic Order)

Users may sort a List by any field, the field does not have to appear in the List.

### 3.3.3 Labels, Overview

'CLUB 2000' is provided with standard Layouts for certain label sizes, users can Define or Edit Layouts using the Report Generator.

When Defining or Editing a Label Layout users should note the use of the special field 'LabelBreak' under the 'Club Details' collection of available fields. This field is used to specify a vertical (column) break for the Labels.

Any information can be included on a Label.

Labels will be printed or viewed for each Member as selected by the 'Filter' applied.

### 3.3.4 Labels, Creating / Editing

When Creating or Editing Label Layouts using the Report Generator. The following information should enable the user to define a layout to fit any type of label:-

1. Only Define printing information in the **BODY** of the part of the report (any other information will not print).
2. The **TOP MARGIN of the HEADER** section is the position at which the **First Label** will begin to print information.

**(Remember most printers have a none-printable area at the top of the sheet, maybe .25 of an inch. This will also be added to your TOP MARGIN when printing)**

3. The **TOP MARGIN of the BODY** section is the distance between the **end of the LAST line of the previous label and the start point of the next label.**
4. All Prints will use 1/6th of an inch vertical height to print each line. A standard **Name & Address label therefore has 6 Lines or 1 Inch of text.**

Under the Report Generator the system provides an option under the '*Club Details*' part of the Insert Section called 'LabelBreak'. This field can be positioned to provide a columnar (vertical) break in the Label definition. With 2 labels across one label break is needed, 3 across would require 2 label breaks, etc.

When using the Report generator, the Sort Sequence of the Labels is defined on the right hand control section, when editing the BODY section of the report.

The normal sort sequence for address labels is:-

Primary Sort = Surname  
Secondary Sort = Initials

To Create / Edit a label layout, click the NEW or EDIT buttons on the Label screen.

### 3.3.5 Labels, Printing

The printing of Labels follows the methods used by the LISTS and REPORTS sections of the system.

Users should consider that the system will base all the label positions on the Paper Size as defined in the 'Settings - Printers' section of Windows operating system.

Ensure that the Paper Size is set the same size paper as in your printer when printing labels. Users with continuous Labels should take particular care as standard Fanfold paper is 11 inches in length (US Letter or Letter), whilst the Labels are usually supplied on 12 inch paper (Continuous Fanfold).

### **3.3.6 Quick Reports**

'QUICK' reports are combinations of Lists/Reports or Labels along with a pre-defined selection Filter.

Users can use this facility to create simple reports which may be frequently required (e.g. Name & Balance for any Member who's current account balance is greater than zero).

Note that once a Filter is defined within a 'QUICK' report, it becomes permanent when used through the QUICK report process. Editing the 'FILTER' of the same name in the 'FILTERS' section of the Report screen will NOT alter the 'FILTER' within the QUICK combination.

To create a QUICK report, click the 'QUICK' button on the PRINTING window having already selected the LIST, REPORT or LABEL and the FILTER.

### **3.3.7 Quick Reports, Membership Profile**

The Membership profile is a standard report under the QUICK reports section of the REPORTS screen.

The membership profile will Print/View the number of Members within each category followed by the total amount of monies which would be collected if ALL the members in a category were billed with their present liabilities.

Also printed is the current amount of monies outstanding for each category. The Current amount Outstanding is calculated by adding up all the Current Balance fields on the system.

If the two figures differ immediately after a bill run, it indicates that either, balances were outstanding prior to billing, not all members have been billed, or that some members have already made payments against their accounts.

Members who have elected to pay by schemes, may also affect the figures to create an apparent discrepancy, as the estimated revenue figure will not take into account any Credit Charges which may come into effect.

### **3.3.8 Age Profile**

The Age Profiler is found under the 'Quick Reports' section of the REPORTS screen. Users should click on the button for 'Age Profile'

This section of the program will enable users to display a graphical representation of their member's ages.

The FILTER process is used to enable the user to create up to 4 different sets of data to be displayed on the same graph.

Graphs can be displayed in 2 dimensions or 3 dimensions. Where 3 dimension is used, the user can use the Control Key and the mouse to maneuver the graph into different positions. Users should note that when viewing or printing in 3 dimensions the labels can become very hard to read. Therefore it is recommended that 2 dimensioned graphs are used for presentation on the printer.

**NOTE:** *The age profiler can only give relevant information where clubs have recorded the Date of Birth against the majority of Members records.*

The screen enables the user to change the 'Data Set' which the next FILTER will create and/or to alter the graph Type. Click the cross in the top right corner to exit or click FILE and EXIT.

Once a graph has been presented on the screen, users can point (using the mouse) to any point of reference on the graph and left click. The screen will then display the value associated with the point in the higher center section of the screen.

### **3.3.9 Letter Writer**

The 'Letter Writer', enables users to create letters which are individually addressed to members.

Letters may be written in any 'OLE compliant' word processor, (Word, Lotus Notes, Word Pad, WordPerfect etc) or they may be written on screen within the Membership system.

As the letter is written, the user can add fields to be merged with the letter by clicking on the 'INSERT' button, select the required fields. Each field will appear at the point where the cursor is currently sitting.

In a typical letter the user would insert the following fields to the top of the letter:-

*[Title/Initials/Surname- 100048]*

*[Address Line 1- 100004]*

*[Address Line 2- 100005]*

*[Address Line 3- 100006]*

*[Address Line 4- 100007]*

*[Pst Code- 100009]*

*[Today's Date- 300045]*

Dear *[Title- 100003] [Surname- 100037]*

The above would print the standard Name, address and salutation on any letter.

Once a letter has been created, it can be saved by clicking on the 'SAVE' button,

(Note: letters are stored in 'Rich Text Format') and can be read by other word processors providing they are capable of reading RTF).

Font Types and Character Sizes can be altered by marking and then specifying the font-type, or size required from the controls above the letter page.

When the user has completed the letter and the PRINT button is clicked, the 'FILTERS' list will appear to enable the user to choose a specific group of members to receive this letter. Simply select the 'FILTER' and click PRINT.

**NOTE:**        *Letters may only be viewed if they are 1 page or less in length, if the letter is multi-page, the view process will not display the letter correctly. This does not affect the printing ability of the letter writer.*

**MS Word Merge Utility** Version 8 (2006) of Club 2000 Membership has the facility to merge a word document, adding the required fields from the Club2000 database.

Membership fields can be added to an existing word document or a new letter can be created in Word, through Club 2000 Membership.

To use this feature go to 'Reports', 'Reports Filters and Letters' and the 'Word Mail Merge' tab. The Word merge screen is divided into Steps 1 to 4. Step 1 displays the 'Field Selection' (Membership fields), the content of which is displayed in Step 2. New field selections can be created and appropriately named to fit with certain letters that will be re-used. The user does not then need to remember which fields are applied to which letters.

Step 3 is the filter, a new filter can be created for the target addressees as needed.

Step 4 'Word Merge button' instigates the merge.

When the 'Word Merge' button is used the Membership program minimises automatically and a small Club2000 MailMerge window appears. The options of creating a new document or selecting an existing document are available. The 'Add Field' button should be used to add fields to your Word Document, the field

will be added in the position of your cursor. On completion of your document click on the 'create letters' button in the mailmerge window. You will be prompted to save the document, a default name will appear, the user should change as required and click 'save'. The user will then have the option to 'Preview', if this option is taken then the printer icon at the top of the resulting screen is used to print the letters. If the user chooses not to preview then the option to print appears. (If the user declines to print at this point they will have to recommence the merge process using the saved document.)

### **3.3.10 Printing Letters**

Once letters have been created, they can be printed or e-mailed directly from within the system.

Users should firstly select the Letter required by using the 'OPEN' button.

Once the letter is on the screen, the user can select the PRINT button. This will bring up a list of the currently available 'FILTERS', select any one to begin the Print Process.

Once the FILTER is selected, the system will show the standard 'Print Dialog' screen from where the user may View or Print the letter.

If the user has the 'E-mail Aware' system enabled (under the 'OPTIONS' drop-down screen, select 'Options' followed by 'Others 1'), the Print Dialog window will appear with the check box for 'Send by E-mail where possible'. If this check box is ticked and the system is installed on a computer which has a MAPI compliant e-mail system, the system will automatically send letters by e-mail where it has a valid e-mail address.

At the end of the letter print run, the system will print a list of those members to whom it e-mailed the letter.

If the Print option is selected, the system will print a letter, with the requested fields inserted for each Member selected by the FILTER.

### 3.3.11 Using Temporary FILTERS

Where users require to Filter out specific Members using a set of CRITERIA which is not to be used again, users can create Temporary FILTERS.

Any temporary filter must be based on an initial FILTER. The most obvious FILTER to use as a base for a Temporary FILTER is 'ALL MEMBERS', (this is a standard Filter in every system).

Whenever a Print is requested the standard PRINT DIALOG WINDOW will appear which gives the user the option to send the information to either a WINDOW or PRINTER (and in certain cases FILE).

On this standard PRINT WINDOW, the user can click on 'MODIFY', this will launch the FILTER WIZARD. The user can modify the chosen FILTER in any way necessary and when complete the system will return to the PRINT WINDOW ready to print now using the 'MODIFIED FILTER'.

Users should refer to Creating Filters, for further information on the FILTER WIZARD.

### 3.3.12 Printing Payment Items

The system has a field called 'PAYMT FLAGS'. This field is updated each time a Member's record is altered. It will contain the Payment Item Numbers of all the Items set for each Member.

The Item Number is visible under the 'PARAMETER - PRICES' section of the program. The Item Number can go up to 9980.

If a system has the following Payment Items defined:-

01 Subscription  
02 Locker Rent  
10 Buggy Storage

a member who is charged for all 3 items would have the following in the 'PAYMT FLAGS' field, "01 02 10".

FILTERS can be created to find all members who have a particular or combination of Item Numbers set.

In the above example to find all members who have a Locker and use Buggy Storage the FILTER section would look like this:-

Select All Categories where:-

Paymnt Flags Incl 02 AND  
Paymnt Flags Incl 10 END

Note the Leading Zero on the 02 line, this ensures that Item number 12 or 22 is not selected by mistake, (if we searched for 2, the system would select Item number 12, 22, 32 etc).

### **3.3.13 Budgeting Tool**

The 'Budget Tool' can be found on the 'Quick Reports' tab under the REPORTS section of the Membership program.

This function, will analyse the present Membership data to form a grid showing the expected revenue by Payment Item for each category of membership with the 'CLUB2000<sup>®</sup>' system.

Users can choose to view either

- ❖ Total Amount of revenue (net of any VAT) they can expect to receive at the next billing point
- ❖ The actual number of Members who have any particular Payment Item set within a Category
- ❖ The actual price for each Payment Item as it applies to each category

Users can affect the grid by either applying a global Increase/Decrease percentage amount or by altering the individual prices for any given Payment Item under any given Category.

To change prices by a global Percentage, enter a figure into the 'Percentage' box in the top left corner and press return, the system will recalculate the expect revenue and re-display the grid.

To affect an individual price, set the system to show 'Prices' by clicking on the Price option in the lower left corner of the screen and then click on any individual payment amount and enter a new figure. Any subsequent request to display totals will now be based on the adjusted figure entered by the user.

To reset the grid to the starting values, click on the 'RESET GRID' button.

***Note:- Users should be aware that the Price changes made here DO NOT AFFECT THE MAIN PRICES IN THE MEMBERSHIP SYSTEM. Changes made here are only for budget purposes.***

Users may also PRINT or EXPORT the current grid as it is displayed on the screen. Clicking on the PRINT button will present the user with the choice of placing the grid either onto a view Window or to a CSV output file (compatible with most spreadsheets) or onto the default PRINTER.

### **3.3.14 Multiple Name selection in Distribution Lists**

Users may create FILTERS which are simply lists of members names. These FILTERS are known as 'distribution lists' because they contain names of members who are about to have information Distributed to them.

To create a Distribution Lists, click on NEW FILTER under the REPORTS section of the program and click NEXT when the Selection Wizard appears. Users are now faced with the choice of selecting members from ALL Categories, Specific Categories or Individual Members.

Choose Individual Members and the system prompts the user to ADD or DELETE names from a list. Using the ADD button will call up the standard MEMBER FIND dialog screen but the screen is now in MULTI-SELECT mode. This means that users may find a list of names and select any number of them by clicking on them (rather than selecting only one name as is the case in the normal FIND dialog).

This added functionality can greatly speed up the creating of a Distribution list.

### **3.3.15 E-Mailing Attachments**

The CLUB 2000 membership system will link to whatever e-mail system provides a link to your Microsoft Application Programming Interface (MAPI). Most standard e-mail systems (Outlook Express, Outlook, Exchange etc) will provide a standard link to the computers MAPI without the user having to interact in any way with the systems.

Assuming the PC in use has a valid MAPI e-mail system, the Membership system can automatically send e-mails directly to Members or Contacts on the Membership database.

The most frequently used option to do this is to send Letters, either single or multiple, to the e-mail MAPI where a valid E-mail address exists for a Member.

Users should firstly create a letter in the Letter Writer, using the Mail merge fields if required to personalise the letter. When printing the letter, check the box which is labelled 'Send by e-mail where possible'. This will trigger the system to print out letters unless the member to whom the letter is addressed has a valid e-mail address recorded in the system. If the e-mail address on the member's record contains characters either side of an '@' symbol it is assumed to be valid and the system will put an e-mail of the letter into the computers default e-mail system.

Users may also attach up to 10 attachments to each letter by clicking on the 'Attach' button (appears when the 'Send by e-mail where possible' option is checked).

#### **NOTES**

Some e-mail handlers and Internet Service Providers insist that the e-mail's header contains a Date entry to highlight when it was created. Other e-mail systems will automatically add a date to the e-mail header when it is created through the MAPI system.

If you are receiving error messages when sending e-mail's created from CLUB 2000 which refer to Date problems, users should use the OPTIONS drop-down menu and select OPTIONS, Others 1 and either check or un-check the box labelled 'E-mail Extra Date'. Checking this box forces the CLUB 2000 system to add a date to the header of each e-mail it creates through the MAPI.

## **4. Members Billing/Renewals**

### **4.1 Creating Bills/Renewals**

#### **4.1.0 Overview, Billing/Renewals**

The Billing and Renewal system in 'CLUB 2000' allows users to perform the following tasks:-

Raise pre-priced Annual Bills for Members  
Raise pre-priced One-Off Bills for Members  
Raise individually priced One-Off Bills for Members  
Print or Re-Print any Bill

The screen is broken down into 3 sections:-

Annual Bills  
Single Bills  
Print Bills

These sections can be seen at the base of the screen and can be altered by clicking on the relevant word.

#### **The Annual Bill Section.**

The annual bill section will only 'CREATE' bills, the 'Print Bills' section is used to print the bills. The system will move to 'Print Bills' automatically as soon as the CREATION process is complete. Users are not obliged to print bills at this stage or in fact at all. The 'Print Bill' section can be accessed at any time by clicking on the 'Print Bills' section at the base of the screen.

Bills are created with unique 'Folio' number recorded. This number is often shown as the Invoice or Bill No. This number is not changeable by the user as it controls the entire billing / payment system in the software.

#### **The Selection Process**

This section starts, as do all of the Billing sections, with a screen which asks the user who should be included in the process of creating Annual Bills.

Under Step 1, the user can specify whether to locate Members by surname ('Individual'), by 'Filter' or by Category of Member. Once the method has been selected the system will display a list of the selected members. Where the members were selected by anything other than 'Individual', the list of members will default to all those within the selection, being selected. Where the list of 'selected members' was produced using the 'Individual' method, the list of members will default to none being selected.

Once the list of members has been displayed, the user can select or de-select any or all of the members in the list by clicking on an individual's name. The number of selected members is shown on the bottom right-hand corner of the screen.

This number is the number of members who will have the selected process performed on them. Click 'PROCEED' to continue with the selected process.

Once the members have been selected, and the 'PROCEED' button has been pressed, the system will show the list of selected members on the left hand section of screen (step 1). Under step 2 the user can enter the 'Renewal Date' and the 'Due Date'.

Finally click 'CREATE BILLS'.

The system will then produce a Bill for each selected member. The Bill will contain the items and prices shown on the member's 'Annual Bill' <MemberDetailsAnnualBill.html> section of their membership record.

**NOTE: The Billing system has an automatic Backup System built in. The automatic backup system will enable users to 'UNDO' any one of the last 10 billing runs. This 'UNDO' feature will remove all Bills and Payments since the Billing run was produced.**

**The automatic backup system can only operate where there are no other users operating the system at the time of billing.**

### **The Single Bill Section**

The 'Single Bill' section will only 'CREATE' bills, the 'Print Bills' section is used to print the bills. The system will move to 'Print Bills' automatically as soon as the CREATION process is complete. Users are not obliged to print bills at this stage or in fact at all. The 'Print Bill' section can be accessed at any time by clicking on the 'Print Bills' section at the base of the screen.

This section starts, as do all of the Billing sections, with a screen which asks the user who should be included in the process of creating Annual Bills. (see Annual Bill section for description)

Once the proceed button has been pressed the system will display the Payment Items as specified for the member type of the first member selected. All the items are marked as being OFF in the 'Status' column.

Users can use this section to create a Bill for any member on file for any amount of money.

Where the user is billing the member for an existing item, the user may click on the 'Net Amnt' for that item and type in the appropriate amount for the bill, press return and enter any relevant VAT amount, the system will show the Gross amount. Click the 'Status' column and move the selector from OFF to ON. The system will then display the total for the bill at the bottom of the screen. Repeat this process for each item to be included on the bill.

If a new item is required, users may click on the first available blank line in the grid, the system will prompt for a name for the item, once assigned the item description will appear in the grid and may be included as with other items previously described.

If users wish to see a summary of only those items which have been selected as 'ON', click the box on the right hand side of the screen which indicates 'Show All Items', if the tick is removed the system will display 'ON' items only.

Where users wish to include a LOAN or DEBENTURE discount on the bill, the required scheme should be defined in the parameters and the box on the right labelled 'Include Loan Discount' should be ticked.

Users MUST fill in the 'Renewal Date' and the <90> 'Due Date' before the bill creation can take place.

### **The Print Bills Section**

The 'Print Bills' section enables users to print any bill or group of bills for any member. This part of the process DOES NOT update the members record. Only the CREATING of bills will update the members record under 'Annual Bills' or 'Single Bills'. Both the creating sections will automatically move to the 'Print Bills' section once the 'Creating' of bills is complete.

It is not possible to 'Print' a bill until it has been created. Any member may have as many bills as required on their record.

This section starts, as do all of the Billing sections, with a screen which asks the user who should be included in the process of creating Annual Bills. (see Annual Bill section for description)

Once the selection process is complete, users may select which bills they wish to print and which layout they wish to use to print the desired bill.

The layouts are shown on the left hand side of the screen (see How Do I... Get the Correct Bill ?). Click on the required Bill Layout and under step 2 select which bill(s) to print.

The choices for step two are:-

Bills Due on a given Date - enter a range of dates and the system will print any bills, for the selected members, which become due for payment on those dates.

Bills Created on a given Date - enter a range of dates and the system will print any bills, for the selected members, which were created with the renewal date set within the range specified.

The Latest Bill for each Member - the system will examine the records of all members selected and choose the latest (chronologically) for each member and print it. This is the option that the system 'self-selects' when it is switching to the 'Print Bills' section automatically after creating a bill.

A specific Bill for an individual Member - in order to access this option users must have selected an individual member and not a range or group of members.

Users may select the required bill from the drop-down list on the screen. The system will allow the user to specify a customised payment scheme at this point if required.

For any of the above options users may add specific text to their bills, this will be printed on the bill where ever the field called 'User Text' is located on the bill layout.

User text should be typed as one continuous line, the system will break into a maximum of 4 lines when printing it.

#### **4.1.1 Tips on the Annual Bill Run**

The Annual Bill process is possibly the most important task that the club must perform each year, after all, if the members don't renew their subscriptions all other tasks are incidental.

**A 'Step by Step Guide' button is now available under the 'Bills/Payments' Option on the program.**

Prior to performing the Creation of Annual Bills for All members users should consider the following:-

- The Creation of Bills for any member will update the member's account. The process can be reversed by using the 'Undo Last Bill Run' option under the 'Edit' pull down menu.

- The Annual Bills are created by taking the Payment Items and Prices from each member's 'Annual Bill' screen.
- The Creation of Bills does not force the user to Print the Annual Renewals at the same time as they are created.

The Billing and Payment History, as shown in the 'Member Details Account History' section of the Members records, builds up very quickly to give a large amount of very detailed information pertaining to previous years Bills and Payments. Users should consider Consolidating their account history prior to performing the Annual Bill run. This will ensure that only summary information is kept on previous years Bills and Payments.

Users should check the 'Payment Utilities' <PaymentsPostingUtils.html> section to ensure that all previously collected monies are allocated where possible. The members who should have any unallocated monies are those for whom a brought forward credit should be displayed on the Bill, when printed.

Users should create and print a list which contains the surname and the field called 'Payment Flags'. This list will show all the members along with the details of the Payment Flag numbers which are set for those members. The Payment Flag numbers are the unique numbers assigned to each Payment Item, these are visible in the Parameters, Pricing section. Note that single digit numbers are padded with a leading zero, eg 1 becomes 01 and 2 becomes 02. This list will enable users to quickly identify which members are due to pay which items. The correct pattern of numbers becomes quickly visible for each Category of member printed.

Because the system contains an 'Undo' facility, the user can Create the entire membership's Bills, print a list of Name and Account Balance and then reverse the process. This will give the user a clear indication of the amounts which each member is due to pay, again a useful method of checking the Payment Flags are set correctly.

#### **4.1.2 Creating Bills - Annually**

This section is located under the 'Billing & Renewals' button on the right-hand side. The 'Annual Bill' tab is at the base of the screen.

The Annual Bill section will only 'CREATE' bills, the 'Print Bills' section is used to print the bills. The system will move to 'Print Bills' automatically as soon as the CREATION process is complete. Users are not obliged to print bills at this stage or in fact at all. The 'Print Bill' section can be accessed at any time by clicking on the 'Print Bills' section at the base of the screen.

Bills are created with unique 'Folio' number recorded. This number is often shown as the Invoice or Bill No. This number is not changeable by the user as it controls the entire billing / payment system within the software.

#### **The Selection Process**

This section starts, as do all of the Billing sections, with a screen which asks the user who should be included in the process of creating Annual Bills.

Under Step 1, the user can specify whether to locate Members by their 'Surname' (individual), by a 'FILTER' or by Category of Member. Once the method has been selected the system will display a list of the 'selected members'. Where the members were selected by anything other than 'Individual', the list of members will default to

all those shown being selected. Where the list of 'selected members' was produced using the 'Individual' method, the list of members will default to none being selected.

Once the list of members has been displayed, the user can select or de-select any or all of the members in the list by clicking on an individual's name. The number of selected members is shown on the bottom right-hand corner of the screen.

This number is the number of members who will have the 'Create' process performed on them. Click 'PROCEED' to continue with the selected process.

Once the members have been selected, and the 'PROCEED' button has been pressed, the system will show the list of selected members on the left hand section of screen (step 1). Under Step 2, the user should enter the Renewal and the Due Date .

Finally click 'CREATE BILLS'.

The system will then produce a Bill for each selected member. The Bill will contain the items and prices shown on the member's 'Annual Bill' section of their Membership record.

**NOTE: The Billing system has an automatic Backup System built-in. The automatic backup system will enable users to 'UNDO' any one of the last 10 Billing runs. This 'UNDO' facility will remove all Bills and Payments since the Billing run was produced. The automatic backup system can only operate where there are no other users operating the system at the time of billing.**

#### **4.1.3 Bills, Creating Singularly**

This section is located under the 'Billing & Renewals' button on the right-hand side. Ensure that the 'Single Bills' tab, at the base of the screen, is highlighted.

The 'Single Bill' section will only 'CREATE' bills, the 'Print Bills' section is used to print the bills. The system will move to 'Print Bills' automatically as soon as the CREATION process is complete. Users are not obliged to print bills at this stage or in fact at all. The 'Print Bill' section can be accessed at any time by clicking on the 'Print Bills' section at the base of the screen.

#### **The Selection Process**

This section starts, as do all of the Billing sections, with a screen which asks the user who should be included in the process of creating Annual Bills.

Under Step 1, the user can specify whether to locate Members by their 'Surname' (individual), by a 'FILTER' or by Categories of Member. Once the method has been selected the system will display a list of the 'selected members'. Where the members were selected by anything other than 'Individual', the list of members will default to all those shown being selected. Where the list of 'selected members' was produced using the 'Individual' method, the list of members will default to none being selected.

Once the list of members has been displayed, the user can select or de-select any or all of the members in the list by clicking on an individual's name. The number of selected members is shown on the bottom right-hand corner of the screen.

This number is the number of members who will have the 'Create' process performed on them. Click 'PROCEED' to continue with the selected process.

Once the 'PROCEED' button has been pressed the system will display the Payment Items as specified for the Member Category of the first Member selected. All the items are marked as being OFF in the 'Status' column.

Users can use this section to create a Bill for any Member on file, for any amount of money.

Where the user is Billing the member for an existing item, the user may click on the 'Net Amnt' for that item and type in the appropriate amount for the Bill, press return and any relevant VAT amount will be entered automatically, the system will then show the Gross amount. Click the 'Status' column and move the selector from OFF to ON. The system will then display the total for the bill at the bottom of the screen. Repeat this process for each item to be included on the Bill.

If a new item is required, users may click on the first available blank line in the grid, the system will prompt for a name for the item, once assigned the item description will appear in the grid and may be included as with other items previously described.

If users wish to see a summary of only those items which have been selected as ON, click the box on the right hand side of the screen which indicates 'Show All Items', if the tick is removed the system will display 'ON' items only.

Where users wish to include a LOAN or DEBENTURE discount on the bill, the required scheme should be defined in the parameters and the box on the right labelled 'Include Loan Discount' should be ticked.

Users MUST fill in the Renewal Date and the Due Date before the Bill creation can take place.

#### **4.1.4 Bills, Printing**

The 'Print Bills' section enables users to print any Bill or group of Bills for any member. This part of the process DOES NOT update the members record. Only the CREATING of bills will update the members record under 'Annual Bills' or 'Single Bills'. Both the creating sections will automatically move to the 'Print Bills' section once the 'Creating' of bills is complete.

It is not possible to 'Print' a bill until it has been created. Any member may have as many bills as required on their record.

##### **The Selection Process**

This section starts, as do all of the Billing sections, with a screen which asks the user who should be included in the process of printing bills.

Under Step 1, the user can specify whether to locate Members by their 'Surname' (individual), by a 'FILTER' or by Categories of Member. Once the method has been selected the system will display a list of the 'selected members'. Where the members were selected by anything other than 'Individual', the list of members will default to all those shown being selected. Where the list of 'selected members' was produced using the 'Individual' method, the list of members will default to none being selected.

Once the list of members has been displayed, the user can select or de-select any or all of the members in the list by clicking on an individual's name. The number of selected members is shown on the bottom right-hand corner of the screen.

Once the selection process is complete, users may select which bills they wish to print and which layout they wish to use to print the desired bill.

The layouts are shown on the left hand side of the screen Click on the required Bill Layout and under step 2 select which bill(s) to print.

The choices for step two are:-

**Bills Due on a given Date** - enter a range of dates and the system will print any bills, for the selected members, which become due for payment on those dates.

**Bills Created on a given Date** - enter a range of dates and the system will print any bills, for the selected members, which were created with the renewal date set within the range specified.

**The Latest Bill for each Member** - the system will examine the records of all members selected and choose the latest (chronologically) for each member and print it. This is the option that the system 'self-selects' when it is switching to the 'Print Bills' section automatically after creating a bill.

**A specific Bill for an individual Member** - in order to access this option users must have selected an individual member and not a range or group of members.

Once enabled users may select the required bill from the drop-down list on the screen. The system will allow the user to specify a customised payment scheme at this point if required

For any of the above options users may add specific text to their bills, this will be printed on the bill where ever the field called 'User Text' is located on the bill layout, click on the 'Add User Text' box to access this section.

User text should be typed as one continuous line, the system will break into a maximum of 4 lines when printing it.

#### **4.1.5 Consolidating Account History**

The consolidation process is found under the 'ACCOUNTS' drop-down menu at the top of the main screen.

Consolidation will look at every member's account and roll all previous Bills and Payments into 1 Bill and 1 Payment, Unallocated monies will be carried forward as Unallocated.

This option is designed to reduce the complexity of the account histories and to keep the File Size of the Billing file to a minimum (This speeds up the backup process).

Users are advised that once a Consolidation process has been run, there is no way to undo the process. For that reason users should ensure that a suitable backup copy of the data exists prior to running this option.

Where Bills and Payments exist which are not completed, they will be carried forward.

The Consolidation process with NOT affect any members account balance.

#### **4.1.6 Undoing Previous Bill Runs**

This option will take the system back to Secured bill position immediately prior to the chosen bill run .

Prior to undertaking any Billing run, the system will create its own internal backup of the Billing files. This will ensure that any user can 'Undo' any of the previous 10 Bill runs.

This option is found in the 'EDIT' drop down menu.

The 'Undo' procedure will enable the user to select which of the last 10 secured positions the system should revert back too.

In reverting back, the system will remove ALL Bills raised, Postings made, Adjustments given and any information which relates to the members accounts since the secured position was created.

This method is normally used to correct any mistakes in the annual Billing process. Users can, for example, create Bills for ALL members, print a list of Name and Account Balance and then Undo the Bill run. Thus ensuring that the members account's revert back to their position prior to the billing run.

This will then give the user a list of the Members names and their amounts to be billed, a useful check before creating the Bills for real.

Users are advised to take this option with great care.

#### **4.1.7 Cancelling a Bill**

To cancel an individual Bill, bring up the Member Details screen and locate the Member required, click on the 'ACCOUNT HIST.' tab. The system will show the user all the BILLS and PAYMENTS for the member concerned. Right click on any BILL in order to cancel a BILL.

**NOTE: IF THE BILL IS PART OF A SCHEME (eg 10 Monthly payments), THE USER WILL HAVE THE OPTION TO CANCEL THE INDIVIDUAL BILL OR THE WHOLE SCHEME.**

**CANCELLING THE SCHEME WILL TAKE THE SCHEME BACK TO ITS ORIGINAL BILL. THE USER MAY THEN ELECT TO USE A DIFFERENT SCHEME FOR THIS MEMBERS PAYMENTS.**

#### **4.1.8 Archiving Transaction History**

The membership system will prompt the user at 14 day intervals each time they use the 'Create Bill' procedure under 'Billing and Renewals' system.

The prompt will encourage the user to 'Archive ZERO Accounts'.

This facility can also be accessed through the 'ACCOUNTS' drop-down menu at any time.

The 'Archive' option will check through the Member records and where the Account Balance is ZERO at the time the check is done, the Transactions shown on that account will be removed and copied to another file. This 'Archive' file can then be copied to another media (e.g. Floppy Disk, Zip Drive, CD-RW or Hard Drive) for safe keeping.

The remaining transactions on file will only relate to those accounts where the balance is not zero.

If this option is run prior to the annual bill run process, the user can reduce the size of the Membership data files considerably by removing redundant financial history.

The Archiving System also enables users to restore previously Archived data for viewing. Once in 'View Archive' mode users cannot Create Bills, Post Payments or Change any account until the 'Normal Mode' is resumed. To resume 'Normal Mode' quit the system and re-launch. Other users will not be able to launch the Membership system when the system is in 'View Archive' mode.

Users MUST ensure that they are the only station logged onto Membership when this option is run. The system will not allow Archiving or restoration of Archived data for viewing when more than one user is logged in.

**NOTE:** *Users should be aware that the 'Cashflow Graph will not be able to show any historical data if transactions are archived.*

*Archiving of transactions can only be performed real-time. Users cannot Archive 'up to a given date'.*

*When in 'View Archive' mode the system will only show the financial transactions which were Archived. It will not show the financial history of those accounts which were not archived.*

## 4.2 Bill Layouts

### 4.2.0 Editing Bill Layouts

All systems are supplied with 6 standard Bill Layouts, these can be modified to suit any requirement.

Before users can modify the 'LAYOUTS' they must first get to the screen which shows the different layouts. This can be achieved quickly by clicking on the 'EDIT' option at the top of the Main Screen and choosing 'EDIT BILL LAYOUTS'. The various layouts will appear.

Click on any desired layout and click 'EDIT' in order to run the Report Generator.

Each LAYOUT is broken down into 3 Areas: HEADER, BODY and FOOTER. Access to these areas is controlled by the 3 buttons in the top right corner of the screen.

The sections of the bill where information is going to print are shown in Black and called 'FIELDS'. Any 'FIELD' can be moved, changed in size/intensity, Deleted or Added.

#### **To Move an Existing Field...**

Move the mouse pointer to the 'FIELD' and LEFT Click; holding the mouse button down move the mouse to desired new location and release the mouse button.

**NOTE:** *THE SYSTEM HAS A VERTICAL LOCKING SYSTEM, WHICH MEANS THAT FIELDS WILL ALWAYS LOCK TO THE NEAREST LINE TO THE THAT WHICH IS BEING POINTED AT; SOME SCREENS REPRESENT BLANKS BETTER THAN OTHERS AND MAY REQUIRE SOME OVER EXAGGERATION WHEN POINTING TO A PARTICULAR LINE.*

***ZOOMING IN/OUT WITH THE ZOOM BUTTONS ON THE RIGHT HAND SIDE CAN IMPROVE THIS EXAGGERATION IF IT BECOMES A PROBLEM.***

**To Delete an Existing Field....**

Move the mouse pointer to the 'FILED' and Right Click, the field will disappear from view.

**To Insert a New Field.....**

Right Click anywhere on the background (but not on an existing field) and the Insert Window will appear.

The fields are split into various categories in order to make selection simpler. Most users will only require to select fields from one of two categories of fields:-

'ADDRESS DETAILS' or 'USER TEXT'.

The categories are shown in the drop down box on the right of the Insert Screen.

**ADDRESS DETAILS**

Shows a list of ALL the 'FIELDS' of information which are stored on a standard Member's record. Any field can be selected for insertion.

**USER TEXT**

Enables the user to type in their own Text, which can then be Inserted into the Layout. To actually insert, click on the desired field, or if in 'User Text', type in the desired text, and click on 'INSERT'. The Insert Window will disappear and the mouse pointer will become a pointing finger, move the mouse to the desired position and click, the 'FIELD' will be inserted.

**To change the Size/Intensity of a field.**

Click the 'Font Size' or 'Attribute' required on the right hand side of the screen and then click on the desired 'FIELD'

**To change the Sorting Method of any Bill/Report.**

Click on 'BODY' at the top right of the report layout screen and then choose the First and Second Sort fields (displayed on the middle right of the screen)

To sort by Category, then Surname, choose 1st SORT = Category, 2nd SORT = Surname

To sort by Surname & Initials, choose 1st SORT = Surname, 2nd SORT = Initials

**NOTE FOR USERS WITH A 'LATE PAYMENT SURCHARGE'**

**THIS OPERATION NEED ONLY BE DONE ONCE, TO CREATE A SUITABLE BILL LAYOUT.**

**Select the Bill Layout called 'Install Schemes + 1 Early Late' and click EDIT Select the FOOTER by clicking the 'FOOTER' button in the top right. Click the Scroll Bar to move down the page until the wording at the foot of the page becomes visible.**

**Right click on the words, 'If Paid Before' to delete them. Right click again to bring up the 'INSERT' window and select 'USER TEXT' from the 'Req'd Field Type' box. Type in 'If Paid After' into the 'TEXT' box and click 'INSERT', move the pointing finger to the position where the previous words were and click the left mouse button, use drag-and-drop to move the wording to the correct position.**

**Right click on the words, 'Pay Only' to delete them. Right click again to bring up the 'INSERT' window and select 'USER TEXT' from the 'Req'd Field Type' Box. Type in 'Pay' into the 'TEXT' box and click 'INSERT', move the pointing finger to the position where the previous words were and click the left mouse button, use drag-and-drop to move the wording to the correct position.**

**CLICK 'OK' on the right hand side and give the Layout a Name, click 'OK' when complete.**

#### **4.2.1 Selecting the Correct Bill Layout**

When different layouts are displayed in the Printing Section of the Billing system, the list of Layouts is presented in alphabetic order.

The List ALWAYS selects the top entry by default. If the layout that the club would normally use is the top entry in the list, the correct layout would be selected at all times.

In order to achieve this users are advised to select the appropriate layout from the list, click on the EDIT button below the list and click on OK on the right hand side of the screen. The system will ask the user to name the Layout to be saved, using the existing wording, users can add a number to the beginning of the Name, this ensures that the name appears first in the list and thus becomes the default.

#### **4.2.2 Understanding Bill Numbers**

It is important to understand that a Bill can exist in three different states for any member. The states are:-

Cancelled	No Money Due
Bill Raised	The Bill has been raised but the member has not indicated whether or not it will be paid. Known as a NON-ACTIVE BILL.
Amount Due	The Bill has been raised and the Member has indicated that it will be paid by some method. Known as an ACTIVE BILL

These different states are important because with most membership organisations the Bill is simply an invite to pay the subscription. The Bill or Invite may contain various different payment options any or all of which may result in a different amount owing to that which was the original bill total.

The raising of a Bill does not necessarily mean that the member will pay that amount of money.

Once a member has indicated that they are going to pay the bill (usually by sending a cheque), the user can then indicate to CLUB 2000 which of the payment options has been chosen. In order to ensure that the member's account balances are correct, once the user has indicated that a member is paying a given option, the system will remove the original Bill

(Non Active) and create new Bill(s) (Active Bills) to represent the payment scheme now due. The Active Bills may contain a surcharge or a discount from the Non Active Bill.

As Active Bills have, in effect, been created, the system will assign new Folio Numbers to them. The description of the Active Bill changes to 'Payment Due'.

Monies may only be allocated against Bills with the description 'Payment Due' or 'Active Bills'.

If an Active Bill is cancelled the system will return to the Non-Active Bill (this is known as cancelling a scheme). If the Non-Active Bill is cancelled the system will display 'Cancelled Bill'.

If a scheme is cancelled, all Active Bills which represent that scheme will be removed and the original Non Active Bill will be displayed.

Example:-

**Bill Number 10** has options to pay by 4 instalments or 1 annual amount.

The member elects to pay by 4 instalments and submits a cheque for the first instalment now due.

The system will **remove Bill Number 10** and **create 4 new bills** with the next available Folio Number, each of the 4 new bills will become due for payment at the time specified by the instalment scheme. **The new bills may be numbered 20, 21, 22, 23**

The members account will now only show bills 20 through to 23. Monies may be allocated against these bills.

If any of the **bills 20 - 23 are right-clicked and the 'Scheme Cancelled'**, the **bills 20, 21, 22 and 23 will be deleted and the original Bill 10, will be re-displayed.**

When monies are posted to a member the Folio number of the Active Bill to which it was posted will be shown on the Account History.

## **5. Posting Payments**

### **5.1 General Methods**

#### **5.1.0 Overview, Posting Payments**

The 'Payment Posting/Credit Control' section enables users to both allocate monies to members accounts and print various analysis of postings made previously.

This section is broken down in to the following parts, to move between the various options users should click the relevant words along the base of the window.

**Posting Payments** - This is the default option when selecting the Payments/Analysis section. Through this screen users may post monies or allocate previously unallocated monies to a particular members account.

The screen enables users to locate a particular member by either typing the Member's surname (or part of), the member code (first letter of initials and first 3 letters of surname) or the Bill No as shown on the members bill.

Once a search method has been used the system will present on the screen those members who match the search. Each member is listed and numbered on the right hand side, along with their Category. Users may change the information shown during the find process by editing the CLUBWIN.INI file.

Users can simply press the appropriate number to represent a member or click on the OK button to select a specific member. Once a member has been selected the current balance will be displayed and the user may then input the amount paid. If the user requires to merely allocate, previously unallocated monies, a zero may be entered here. Alternatively where a refund is required the user may enter a negative amount.

The posting reference box may include the paying slip number or some other reference which is appropriate to this payment.

Once the amount has been entered, the 'POST PAYMENT' button will be enabled. This button will force the system to display all the Bills currently active for the selected Member. Users can click on any bill to allocate the money entered against it or click the 'Post to Unallocated' option to post the money to the 'Unallocated' heading ready for future allocation.

Clicking on any shown bill will cause one of two possible procedures :-

If the bill has been paid in part before or if the member has no other option than to pay that bill (No schemes are enabled and no Early/Late payments are allowed), the system will move to the Allocation screen and automatically allocate the money to the Bill where possible.

If the bill has not been paid before and the member has options to pay the bill by installments or to take an early or late payment surcharge, the system will prompt the user to select which scheme is to be chosen, this is the point at which the system will add any Credit Charge or Early/Late discount to the member's account. The system will then move on to show the bill as it is due to be paid at this time and allocate the monies accordingly.

The allocation of monies is done in a very strict order, which is as follows:-

- Negative Payment Items
- VAT
- Payment Items from the bottom up
- Un-priced Optional items

The allocation of money is shown in the right most column on the screen, users may override this allocation by clicking on the 'Manual Allocation' button.

Where 'Un-priced' optional items are included on the bill, the excess monies will automatically be allocated to the optional items and the value of the bill will be increased in line with the amount collected for the optional item. This will ensure that the members account balance remains at zero after the payment has been made.

Where a 'Priced' optional item is included on the bill, the system will automatically allocate monies up to that price, but not over it.

The user may adjust the monies allocated to that item by manually allocating the money to it. The system will respond by altering the bill as described in the previous paragraph.

Users may also adjust the bill at this stage by clicking the 'Adjust Bill' button. This is used to alter the price of any item. A one-off discount may have been agreed in lieu of some service not provided for example.

Finally, when the allocation is satisfactory, the user may click the 'Accept Allocation' button. The system will record the payment and reset ready for the next payment to be entered.

This entire process enables users to manually alter Bills, Schemes, Payment Terms, Discounts taken and Allocations of money, most of time these facilities are not used because most members will pay the correct amount of money. Where this is the case the user may prefer to use the 'Batch Payments' section.

### **Batch Postings**

The 'Batch Postings' section will present to the user, all the outstanding balances at any given date (Due Date). The user may click on any name(s) to indicate that the amount shown on the screen has been paid. As most members will pay the correct figure, the Batch posting system is a very efficient and error-free way of posting payments.

Users may enter any valid date in the 'Due Date' field, upon pressing the RETURN key the system will present all the balances outstanding at that time.

**NOTE:** *In calculating the balance, the Batch System will check each member's account to find the first bill due for payment after the 'Due Date' entered. This means that for a Member who has 10 instalments due for payment from 1st Jan to 1st Oct (inclusive), if none are paid and a Due Date of 02/03/2000 is entered, the batch screen will NOT show the accumulation of the first 3 payments, it will ONLY show the first payment due for January.*

Where clubs are using schemes and those schemes are **due for collection on** or after the due date given, users can alter the payment scheme chosen by right-clicking on the amount shown in the Batch screen. If a scheme is set but not yet due, the right-click will not show the alternative amount.

The check to see if a scheme is 'Due' or not is a check performed against the system date of the PC.

Users can left click on any name in the Batch Grid, to indicate that the amount shown has been paid by the member. Once all payments have been indicated, click the POST BATCH button to allow the block posting of all the payments.

### **Direct Debits - see paragraph 5.1.3**

**Audit Reports - see paragraph 5.2.0**

**Payment Utilities - see paragraph 5.1.4**

**Pay Item Report - see paragraph 5.2.0**

### **5.1.1 Posting Individual Payments**

The individual posting method enables users to post a payment against an individual Member.

The Individual Posting method also enable users to cancel Bills, cancel previous Allocations and cancel Instalment or Early/Late payment schemes.

The Individual Posting Method is displayed as soon as the user clicks the 'Payments & Analysis' button on the right hand side of the screen. Ensure that the 'Post Payments' section is highlighted at the bottom of the screen.

To Post a Payment, select the Member - type in either the Surname, Member Code (first initial & first three letters of surname) or the Member Number.

Once the required Member's name appears in the Selection Box on the right of the screen the user can choose the required Member by either double-clicking on the line, by single-clicking on the line and then the OK button or by pressing the number at the start of the line.

The system will then allow the user to enter an amount (remember to press the . (full stop) button to specify Pounds and Pence). The user can also enter a Posting Reference at this point (Paying-In Slip No ?). Once the amount has been filled, the user can press the 'POST PAYMENT' button.

Providing at least one outstanding Bill exists the system will show the user a list of Bills for this member. If no Bill exists the system will put the monies into the Unallocated total for that Member. Users can select a specific Bill for payment by clicking on the required Bill.

***Right-Click on any Bill at the 'Choose Bill for Payment' screen to Cancel the Bill or Cancel the current Scheme/Allocation.***

Once a Bill is selected, 'CLUB 2000' will show the user whatever options exist for the payment of that Bill, i.e. Early/Late Discounts, Surcharges or Instalment schemes. The user can select any of the displayed options.

If no options exist or if the user has selected an option the system will then allow the user to Allocate the Monies against Payment Liabilities.

The system will automatically allocate monies from the Bottom Up, that is VAT first. The user can over-ride any postings by clicking the 'Manual Allocation' button.

The user also has an option to 'ADJUST' the bill. This can be used to alter the amount of a payment liability on an individual, one-off basis.

Payments are always allocated a Batch No., this is a mechanism to enable users to analyse payments in more detail, several batches can be posted in one day and then printed separately. The system changes the batch number each time the payments routine is accessed but the user can amend this manually if necessary.

### **5.1.2 Posting Batch Payments**

The 'Batch Posting' option will display ALL members who have outstanding balances at the Due Date entered on the screen.

'Batch Postings' gives the user a quick, simple method of posting correct payments against Members records.

Simply select those Members who have paid the correct amounts by clicking on their line.

Check that the Batch Total is correct on the bottom right of the screen and then click 'Post Batch'. The system will allocate the monies posted against those Bills that due for the Members on the date given.

The Batch Posting Method is displayed when the user clicks the 'Payments & Analysis' button on the right hand side of the screen. Ensure that the 'Batch Posting' section is highlighted at the bottom of the screen.

**NOTE: Where members have elected to take a Payment Scheme, rather than pay the full annual charge, the user may right-click on any member's line and select a scheme amount as the amount to be posted.**

### **5.1.3 Posting Direct Debit Payments**

This option is only available to those users who have registered the use of the Direct Debit systems with Club Systems International Ltd.

The Direct Debit system will select all Members who have the Debit marker set to True. The system will show the balance due for those Members at the given date (usually the latest installment).

The Direct Debit Method is displayed when the user clicks the 'Payments & Analysis' button on the right hand side of the screen. Ensure that the 'Direct Debits' section is highlighted at the bottom of the screen.

As the system selects Members for the Direct Debit collection they are also written out to an export file.

A 'Debit Extract List' can be printed once the Members have been selected. This list is the definitive list of Members, Amounts due and Reference details for submission to the Bankers Automated Clearing Systems (BACS).

Users can currently use almost any transmission system to submit details to BACS (but this situation will change at the end of 2005 when BACSTEL-IP Licensed Software will be required). The name of the system should be specified in the ClubWin.InI file under the Direct Debit Section.

Once submission has been made, BACS will return a list of 'Defaulters' (Members for whom payment was refused). Users should mark defaulters by clicking the default column next to the Members name. Those Members who have not been marked as 'defaulters' will have their payments posted automatically to their accounts when the 'Post Direct Debits' button is clicked.

### **5.1.4 Payment Utilities**

The 'Payment Utils' tab is displayed when the user clicks the 'Payments & Analysis' button on the right hand side of the screen.

This section will allow two basic operations, both of which can save the user a lot of time.

#### ***Global Allocation***

Will list all those members who have UNALLOCATED monies on their accounts. Note that a member may have a zero balance and still have monies UNALLOCATED; this is caused if the member has paid the correct amount to a previously raised bill, the monies have been posted but not allocated.

It is important to ensure that all monies which can be allocated, are allocated before the next annual bill run. Any unallocated monies will appear as brought forward credits on the member's next bill.

Once the system has listed the members with unallocated monies, it will highlight them all, user may choose to un-highlight any or all of the members by clicking on an individual name or by using the 'Select ALL' - 'Select None' options.

The Global Allocation section will go through each member and allocate the monies where possible, the list will re-present itself with the list of members for whom monies could not be allocated.

### ***Global Write-Off***

Is a separate button on the screen, this option will go through each member who has unallocated monies and post a negative payment to their account in order to remove the Unallocated monies completely.

### **5.1.5 Non Active Bills**

Are bills which have been created for a Member, but the member has not yet made any payment against the bill.

When the member does make a payment the Bill will become an Active Bill at this point its value may change because the Member has elected to take a Discount/Surcharge or to pay by an Instalment Scheme where a Credit Charge becomes applicable

Non-Active Bills are displayed with the description 'Bill Raised' on the Account History.

### **5.1.6 Active Bills**

Are bills which have been created for a Member, where the member has made any payment against the bill.

When the member makes a payment the bill will become an Active Bill, at this point its value may change because the Member has elected to take a Discount/Surcharge or to pay by an Instalment Scheme where a Credit Charge becomes applicable

Active Bills are displayed with the description 'Amount Due' on the Account History.

### **5.1.7 Exporting to SAGE Line 50/100 - Setup**

The 'CLUB2000'<sup>®</sup> system can create a standard file of a set format which represents Audit Trail Information in the SAGE systems.

To initiate this process:-

Click on the **Accounts** drop-down menu

Click on **Nominal Codes**

Users should ensure that the Export option is enabled, by ticking the box in the top of the screen.

Users need to assign a valid Sage 'Nominal Code' to each Membership payment item listed on the grid.

The system will prompt for the location to store that EXPORTED data, users may use the 'Browse' button or type directly into the box. The CLUB 2000 system will default to placing a file called 'SAGEAudit.Csv' into the folder 'C:\Program Files\Sage\Accounts'.

Once these settings have been made, users should click OK to save the details defined here.

### **5.1.8 Exporting to SAGE**

The CLUB 2000 Membership system can output a file which is compatible with the SAGE 'LINE' range of accounting systems.

To initiate this process see 5.1.7 Exporting to SAGE Line 50/100 - Setup

Once the initial setup has been performed, the system will update the EXPORT file called 'SAGEAudit.CSV' with each of the following:-

Allocation of money received  
De-allocation of money received  
Cancellation of allocated Bill  
Re-allocation of Unallocated monies

Users can import the data directly into SAGE at any time by using the FILE drop-down menu and the IMPORT option in the SAGE system. Users should select the 'Audit Trail' option and click on 'Import File Details' to locate the file called 'SAGEAudit.Csv', once this is done, click on 'Process' to actually import the data.

Once the import has been completed, users **MUST DELETE** the import file. SAGE will not do this for you and failure to do it will result in transactions being imported twice in the future.

To delete the IMPORT file, either :-

Use EXPLORER to find the file called SAGEAudit.CSV and delete it

or

Select the 'Accounts' drop-down menu in 'MEMBERSHIP' and choose the 'Nominal Codes' option from the list, check the DELETE PREVIOUS transactions and click OK.

#### **NOTES:**

*This option has been included at the request of a number of customers. Club Systems would however advise customers contemplating the use of this feature of the following potential pitfalls:-*

*By invoking this element, the user is removing an important part of the data verification process. Users who manually insert a daily, or weekly journal into their accounts systems have a 'visual' and 'mental' check of the figures when they create the journal. Any errors in Posting Allocation etc, may not be spotted by the user for some time if this 'manual check' is not undertaken. Correcting such errors will involve Journals into your Sage system and corrections within the Membership system.*

*Failure of users to delete the import files once processed could result double posting of many transactions. The reversal of this process could be extremely lengthy.*

## 5.2 Printing Audit Reports

### 5.2.0 Payments/ Billing Reports

Posting Reports enables the user to Print/View/Export details of those Payments posted into the 'CLUB 2000' between given dates.

Payments can be printed in Date order or Surname order between given dates.

The report will show the Payments made with their complete breakdown between given dates. This detail can be grouped by Date, Batch or Category and can be printed in full detail or summary form.

The Payment Report will continue to hold information for many years.

The 'Payment Reports' Method is displayed when the user clicks the 'Payments & Analysis' button on the right hand side of the screen. Ensure that the 'Payment Reports' section is highlighted at the bottom of the screen.

The Payment Report option can also Print/View details of Bills raised between given dates.

The 'Bills Raised' option can print details of Cancelled Bills, Non-Active or Active Bills giving a complete breakdown of the items listed on each bill.

Note : The Payment/Billing audit reports are always printed in Landscape (across the width of the page). The number of columns of information available on a page is limited by the page size/ font size combination. These can be altered in 'Options', 'Options', 'Printing' - a reduction in font sizes may also be necessary to fit in extra columns. Permanent changes to these settings are NOT recommended.

Where the system has to print more columns than are available across the width the page the system will print the report in sections. The order of the sections is as follows:-

Columns 1- 7 for All Members/Bills/Payments Selected (All Pages)  
Columns 8-14 for All Members/Bills/Payments Selected (All Pages)  
etc...

### Pay Item Report

This new report in 2006 (V8) enables the user to identify which members have, or have not paid for any individual payment item over a chosen date range. This option is available under 'Payments and Analysis'.

Under 'step 1' choose the payment item to be reported.

Under 'step 2' choose :-

- a) From items 'billed' or 'due' or 'billed and due' or 'billed or due'.
- b) Date range of report.
- c) Is report to be affected by paid state? i.e. choose All or Paid or Unpaid.

Under 'step 3' a) Print or View list. b) Create a filter of captured members, so it can be used on letters etc as required.

### 5.2.1 Credit Control Summary

The system has a Standard Report called 'CREDIT CONTROL SUMMARY' this shows names and outstanding balances but no totals. It is included for continuity reasons only.

To get a totalled list of credit control information, create a LIST called 'Names and Balances'. Include in the LIST the field called 'Acnt Balance'. When this list is printed with any FILTER, the member's names and their current balance will be printed along with a total at the foot of the final page.

## **5.3 Changing Accounts**

### **5.3.0 Changing a Members Payment Scheme**

The system will allow any number of BILLS for each member at any one time. If a member is already paying on a Scheme the user has various choices:-

#### **ADD TO THE EXISTING SCHEME**

If the member is already paying under a scheme, the user may wish to add to the scheme with further Bills.

e.g. A Member Paying £200 over 10 Months will be paying £20 per month.

The Member may have paid the first two months already

The member then elects to join an extra facility (Leisure Club ?) and this facility may cost £100 extra per year but because the year has already progressed by two months the pro-rata rate may be £80 payable over 8 Months.

By creating a SINGLE BILL for £80 and customising the scheme to run over 8 months, the Member will have two schemes running in parallel.

#### **CHANGE THE EXISTING SCHEME**

If the member elects to change Category part way through a year the user can take various forms of action. Looking at our previous model, where a member is paying £10 per month for 10 months and they have already paid the first two months.

The club may wish to clear the original BILL, charge the member for a full year at the new category rate and allocate any monies already paid to the new Bill (see example A below).

Or the club may wish to charge the member at £10 for the first two months and keep the money received allocated to those first two months, then raise a BILL for the pro-rata rate for the new category for the remainder of the year. (see example B Below).

#### **Example A.**

Locate the Member's record and click on 'ACCOUNT HIST.' right click on any BILL in the scheme and choose 'CANCEL SCHEME', the system will show the original BILL as it was prior to choosing a scheme. Right click on the original bill and choose Cancel Bill.

Change the Member's category and create a new BILL under the 'ANNUAL BILL' section of 'BILLS and RENEWALS'.

Go to 'PAYMENTS and ANALYSIS' and locate the member concerned, click on their name in the right-hand window and choose OK. The system will request an amount, type in 0 and press RETURN twice. The screen will display all BILLS for the member, choose the BILL which was just created and select the relevant scheme by clicking on the option at the bottom.

The system will allocate ALL monies to the first Instalment due.

#### **Example B.**

Locate the Member's record and click on 'ACCOUNT HIST.' right click on those BILLS in the scheme which are unpaid and choose 'CANCEL BILL', the system will cancel each BILL on the scheme in turn. Leave the two months which have been paid in place.

Change the Member's category and create a Single BILL under the 'SINGLE BILLS' section of 'BILLS and RENEWALS'.

When printing the BILL choose the 'SPECIFIC BILL' option and customise the scheme for 8 months rather than 10.

### **5.3.1 Customising a Payment Scheme**

Any member's payment scheme can be altered to suit any requirement. The method by which the alterations take place is triggered when the user selects to print a 'SPECIFIC BILL' for any given member.

**NOTE: USERS CAN ONLY PRINT A 'SPECIFIC BILL' WHEN THEY HAVE SELECTED ONLY 1 MEMBER TO PRINT. IF MORE THAN 1 MEMBER IS SELECTED THE 'SPECIFIC BILLS' OPTION IS NOT AVAILABLE.**

Before the print takes place, the system will show the 'CUSTOMISE SCHEME' window.

The 'CUSTOMISE SCHEME' window will show any Existing Scheme which is assigned to the member concerned. The user can click on the 'SCHEME' box to choose a different standard scheme. The user can also click on the 'CUSTOMISE SCHEME' button to choose a unique payment scheme for this member.

Once the 'CUSTOMISE SCHEME' button has been pressed the existing payment scheme is duplicated in the customise column. Users can alter any figure in the Customise column except the first line which will always balance to the value of the bill. Users may also change the Credit Charge and the schemes dates using this window.

Once the desired payment pattern is derived, click 'CONTINUE'.

The 'EQUALISE SCHEME' button can be used to spread any series of payments equally over the months in which payments are due.

### **5.3.2 Unallocating/Reallocating Payments**

Any money already posted will be shown on the Member's record under the 'ACCOUNT HIST' tab.

If money has been allocated incorrectly the user can de-allocate the monies and manually re-allocate it in any way.

To de-Allocate monies from a particular BILL, right click on the relevant BILL on the 'ACCOUNT HIST' tab of the Details Screen and left click on 'DEALLOCATE'.

All monies allocated to the BILL will become 'UNALLOCATED'.

By Posting a Zero payment users can then re-allocate the money to either the same BILL or a different one. When posting monies any 'UNALLOCATED' monies will be brought forward onto the chosen BILL.

### **5.3.3 Adjusting a Bill**

At the 'POSTING PAYMENT' screen, when the user is at the point where the individual Payment Items are shown and the monies posted has been allocated to the various Items, users can click the 'ADJUST BILL' button and then alter any value on the BILL.

This facility is very useful where members under pay or over pay by a few pence. The adjustment facility will ensure that the club do not carry forward odd pence on to future BILLS.

## **6. Direct Debits**

### **6.1 Setup and Overview**

#### **6.1.0 Direct Debits, Overview**

The use of Direct Debit collection system can greatly reduce the time taken by any club to process the collection of annual membership fees.

Most clubs, who offer a Direct Debit collection option, will allow members to pay their fees over a period of months. In order to facilitate the extension of credit facilities to members, clubs will often charge an additional small fee to the members on top of their usual subscriptions (Credit Charge).

'Direct Debit', is a system which has been developed by the major UK clearing banks, it enables those individuals or companies who hold a bank account, to authorize a third party to collect variable amounts of money from their bank accounts at agreed intervals. Companies, Clubs or other groups who are empowered to collect money in this way (DD Originators), have to provide guarantees to their bank, to protect against any errors or fraudulent use. Once the Originators bank are satisfied with the Originators guarantee, integrity and ability, the bank will act as the 'Sponsoring Bank'.

The 'Sponsoring Bank' will make good any errors with collections, without delay; they will then seek redress from the 'Originator'. This system ensures that individuals do not stand to lose out because of incorrect usage of the DD System.

#### **6.1.1 Direct Debits, Getting Connected**

In order to become an 'Originator' for Direct Debit collection the club needs to firstly contact their Bank. Most banks are able to advise clubs on the process and help clubs answer some of the complex questions.

Clubs will need a modem, some suitable controlling software, an internet connection and their 'CLUB 2000' Membership system.

Speak to Club Systems and/or your Bank about the various control software packages available for collecting payments by Direct Debit

### **6.1.2 Direct Debit, Member records**

When collecting monies by Direct Debit, Clubs need to record the Bank Account Name, Number and Sort Code of each Member who has indicated that they wish to pay by Direct Debit.

This information is stored on the 'Annual Bill' section of the Members Details.

The system will also allocate the Member a unique Reference Number which will become their Direct Debit reference number, (the number that BACS will use to identify the member).

It is normal for clubs to write to all members and advise them that the option to pay by Direct Debit is available. Members should be given all the facts which relate to the Direct Debit payment; the Date of collections, the Credit Charge and the number of instalments to pay.

Clubs should advise members well in advance of the first collection day. Once a member decides that they would wish to settle their account by Direct Debit, the member will return to the club the Direct Debit mandate, the club must put the Member's banking information and preferred payment scheme into CLUB 2000. The club must then send the Direct Debit mandate to the sponsoring bank, the sponsoring bank will then send the mandate to the Member's bank. The Member's bank will then return the form to the sponsoring bank. All this can take several weeks and until this is complete, the club cannot collect monies from the member.

Once a member returns a signed mandate, the club should Amend the member's record, check the Direct Debit box on the first page, click on 'Annual Bill' and fill in the Bank Account Number, and the Sort Code, the system will allocate a reference number, set the preferred payment scheme and set the Run Type to 01 - New.

**Note:**                    **The system will alter the Run Type to 17-OnGoing, once the first collection has been made.**

**USERS MUST SPECIFY A VALID INSTALMENT SCHEME, FAILURE TO DO SO WILL RESULT IN THE MEMBER NOT BEING CHARGED BY THE DIRECT DEBIT PROCESS.**

### **6.1.3 Direct Debit Export Formats**

The Standard Membership systems now include various different options for setting the Output format of the Direct Debit files. This now facilitates the use of various different banking systems to actually collect the Direct Debits as determined by CLUB 2000.

Each new format of Output file as selected by putting the appropriate setting in the CLUBWIN.INI file against the heading:-

'DD Order 2 ='

The valid settings are:-

'DD Order 2 = BITS'

This creates an output file compatible with the Bank of Ireland Direct Transfer system. Users should also fill in the Club's Own details in the CLUBWIN.INI file against the following settings:-

BITS Club Sort Code =  
BITS Club Account Number =  
BITS Club Account Name =  
BITS Club ID = (6 digit ID Number of BITS)

This setting creates a 3 line header section containing:-

VOL	3 Chars
1	1 Char
CSI0001	6 Chars
Space	31 Chars
BITS ID	6 Chars
Space	33 Chars
CR & LF	2 Chars

UDR1	6 Chars
Year	2 Chars
Dayno	3 Chars
Zeros	5 Chars
Space	1 Chars
Zeros	5 Chars
Space	1 Chars
Zeros	5 Chars
F	1 Chars
Space	7 Chars
Year	2 Chars
Month	2 Chars
0100	4 Chars
Space	5 Chars
B	1 Chars
Space	17 Chars

UHL1	6 Chars
Year	2 Chars
Day No	3 Chars
0000	4 Chars
90	2 Chars
Space	4 Chars
01	2 Chars
000000	6 Chars
1 Daily	9 Chars
123	3 Chars
Space	40 Chars

Followed by a single line for each member containing this:-

Sort Code	6 Chars (Member's)
Account No	8 Chars (Member's)
0	1 Chars
17	2 Chars (17,18,19 or 01)
Sort Code	6 Chars (Club's)
Account No	8 Chars (Club's)
0000	4 Chars
Amount	11 Chars
Account Name	18 Chars (Club's)
DD Ref	18 Chars
Account Name	18 Chars (Member's)

Followed by a Contra line containing this:-

Sort Code	6 Chars (Club's)
Account No	8 Chars (Club's)
0	1 Chars
99	2 Chars
Sort Code	6 Chars (Club's)
Account No	8 Chars (Club's)
0000	4 Chars
Amount	11 Chars
DD Collection	18 Chars (Club's)
CONTRA	18 Chars
Sort Code	6 Chars (Club's)
Account No	8 Chars (Club's)

Followed by a trailer record containing this:-

UTL1	4 Chars
Total Amount	13 Chars
Total Amount	13 Chars
No Of Members	7 Chars
000000	6 Chars
1	1 Chars
Space	36 Chars

'DD Order 2 = True'

Outputs a comma separated file containing multiple lines (1 for each member) in the following format:-

Sort Code (xx-xx-xx), Member Name (max 20 chars), Bank Account No (max 8 chars), Amount Due (max 11 chars), DD Ref (max 8 chars), DD Indicator (max 2 chars 01, 17, 18 or 19)

'DD Order 2 = BusinessMasterNew'

Outputs a comma separated file containing multiple lines (1 for each member) in the following format:-

Sort Code, Members Name, Bank Account No, Amount Due, DD Ref, DD Indicator (max 2 chars 01, 17,18 or 19)

'DD Order 2 = BusinessMaster'

Outputs a fixed length file containing multiple lines (1 for each member) in the following format:-

Sort Code	6 Chars (Member's)
Account No	8 Chars (Member's)
0	1 Chars
DD Indicator	2 Chars (01, 17,18 or 19)
Sort Code	6 Chars (Club's)
Account No	8 Chars (Club's)
Space	4 Chars
Amount	11 Chars
Space	18 Chars
DD Ref	18 Chars
Account Name	18 Chars (Club's)

'DD Order 2 = WINBACS'

Outputs a fixed length file containing multiple lines (1 for each member) in the following format:-

Sort Code	6 Chars (Member's)
Space	7 Chars
Account No	8 Chars (Member's)
Space	7 Chars
Account Name	18 Chars (Member's)
Amount Due	7 Chars
DD Indicator	2 Chars
Space	10 Chars
DD Ref	6 Chars

'DD Order 2 = BACSTEL'

Outputs a fixed length Comma Separated file containing multiple lines (1 for each member) in the following format:-

Sort Code	6 Chars (Member's)	+ ","
Account No	8 Chars (Member's)	+ ","
Account Name	18 Chars (Member's)	+ ","
Amount	11 Chars	+ ","
DD Ref	18 Chars	+ ","

DD Indicator	2 Chars	
--------------	---------	--

'DD Order 2 = '

Outputs a fixed length file containing multiple lines (1 for each member) in the following format:-

Name	20 Chars (Member's)	+ ","
Sort Code (xx-xx-xx)	8 Chars (Member's)	+ ","
AccountNo	8 Chars (Member's)	+ ","
DD Ref	8 Chars	+ ","
DD Indicator	2 Chars (01,17,18or 19)	

## 6.2 Collecting Payments

### 6.2.0 Direct Debits, Processing

Assuming that the Direct Debit Instalment scheme allows the member to pay their annual fees over a period of time. The club should undertake the following procedure approximately 7 days prior to the actual Direct Debit collection day.

Click on the 'Payments and Analysis' screen, click on 'Direct Debits', assuming that the club have this facility switched on (Club Systems charge an extra £55 per year to support Direct Debit customers), the user can set the collection date to the date upon which the next instalment is due and then click on the 'Prepare Direct Debits' button.

The members names and amounts to be collected will appear in the box on the left hand side of the screen. The same list can be printed by clicking the 'Print Direct Debit Extract' button.

Users should check the list carefully and ensure that the correct members are included and that their monies to be collected are correct.

If users wish to amend the amount to be collected the amendment should be made now, before the the 'Transmit Direct Debits' button is pressed.

The 'Transmit Direct Debits' button will launch the users BACS software which will encrypt the information ready for processing.

**DO NOT USE THE 'POST DIRECT DEBIT PAYMENTS' BUTTON AT THIS STAGE.**

### 6.2.1 Direct Debits, Altering the amount collected

The amount collected is determined by the instalment scheme which has been defined for the member concerned.

Where payments are missed or rejected, the system will automatically try and collect the missed payment with the next instalment, unless the user manually posts a payment for the missed amount.

The method of amending the payment schedule for an individual member is based on the premise that members MUST be notified, in writing, of any change in their Direct Debit

collection schedule. Therefore the only way to alter a members schedule, once it has been created, is to print a 'Specific Bill'.

Users can alter the bill for an individual in almost any way using this facility, without altering the overall amount collected.

### **6.2.2 Direct Debits, Posting Payments**

The real benefit of collecting monies by Direct Debit is the time saving when the users comes to having to post the members payments.

Under normal circumstances the user must take action for those members who have paid monies. Under Direct Debit, the user only takes action for those members who have not paid by Direct Debit or who have defaulted.

The BACS system will report back to the club, a few days after the DD extract file was transmitted, with a list of those members whose Direct Debit failed to be collected.

The user can mark these Members as failing to pay by ticking the box in the right column, next to the members name in the Direct Debit window, under 'PAYMENTS and ANALYSIS'.

Once ALL defaulters are marked, the user can click the 'Post Payments' button. The system will then automatically post all payments for Direct Debtors.

Where members have not paid, the club can either collect an amount by cheque or cash from the member and manually post the payment to the system or the club can inform the member that the collection will take the unpaid amount at the next collection time. No action need be taken if this is the case.

### **6.2.3 Direct Debit, Filters**

When processing Direct Debits, it is crucial that users have a FILTER which will select ALL members paying by Direct Debit.

To create this filter, users should click on the 'Create New Filter' button on any of the Reporting screens. Once the 'FILTER WIZARD' is running, click NEXT, select 'ALL Members' , click NEXT, NEXT and choose the field called '**Debit Mrkr**' from the left hand box, select '**Equals**' in the middle box and '**TRUE**' in the right hand box.

Click NEXT and FINISH, call the FILTER, 'Members Paying by DD' or something similar.

**NOTE: DO NOT CHOOSE THE FIELD 'DD INDICATOR' FROM THE LIST AS THIS WILL NOT GIVE THE CORRECT FILTER.**

## **7. Other Information**

### **7.1 General Details**

#### **7.1.0 Utilities, Overview**

This section enabled the user to make global changes to the Membership file. This option is potentially dangerous in that mistakes could cause unintended data loss, so use only when you are certain that a suitable backup of the data exists.

The main principle to the global changes section is that the user may select a field and then alter the contents of that field for an entire selection of Members, using the FILTER method.

The main screen is broken into 3 steps:-

Step 1 Users may choose either a field from the main database of members records or, by clicking on the 'Payment Items' wording at the base of the section, choose to globally update a particular Payment Flag.

Double click on any field to select it, once selected the field name will appear under step 2 and the 'New Value' field will become active.

Step 2 Users can enter any value into the 'New Value' field, but the value should be correct for the field type (For example, it is not possible to set a Marker field to 123).

Markers may be set to 1 or 0, 1 represents True (or ticked) and 0 represents False (or unticked).

Date fields MUST be set to valid Date formats e.g. DD/MM/YYYY

When setting Payment Items the choice for the 'New Value' field is as follows:-

Switch On	To set an item to be payable by members
Switch Off	To set an item to NOT be payable by members, but to still appear on their Annual Bill tab

Make Optional	To set an item to be <u>optionally payable</u> on each persons record.
Make Fixed	To set an item to a specific price for that member (Frozen Sub?)

Remove	To remove an item from a member.
--------	----------------------------------

Step 3 Users may select or create a 'FILTER'. Those members who are included in this filter will have the value of the field selected set to the value shown in Step 2

### **Card Allocations**

Where systems are configured under the 'Options' section to identify a particular numerical field on the members record as that containing a Card Number, this section will enable the user to alter numbers quickly 'en-mass'

Members can be 'Automatically Numbered' providing the correct setting is in the CLUBWIN.INI file.

Where users are using the CLUB SYSTEMS Swipe Card ECR systems, this screen can be used to generate a completely new record in the ECR system. (Set the Existing Number to 0 and the New Number to that required for the member)

Once any changes have been made, click the Accept Numbers button to save the changes to the membership file.

### **Deleted Members**

Member records that have been individually deleted from the main file will be stored here. They can be restored back to the main file or deleted permanently

from this area.

From 2006 (V8) the user is able to print a list of member records in this area. (This might be useful to retain prior to clearing the deleted members.)

### **Auto Changes**

From 2006 (V8) users are able to set rules in place to automate category changes based on age. This should be particularly useful to move Juniors on attaining a certain age.

The user should set up the 'rule' by giving it a name, i.e. Attains 18, identify the Membership Category to be moved from, i.e. Juniors Under 18 and the Category to be moved to, i.e. Juniors Over 18. Click on 'add rule' to set the rule as an option on the system.

To automate the changes, highlight the chosen rule, click on 'run active rule now' button. (The user gets the opportunity to bale out here). The names of Members within the selected range, who have been moved categories will appear on screen and can be printed if required.

### **7.1.1 Data Security**

An internal data backup is taken as the system launches and the user has the option to backup when exiting the system.

Everytime the system launches, the program checks the integrity of its data files. Providing the files are OK, the system will copy them to the \Security folder within the Data Path of the system.

The system normally keeps 1 copy of its data in this folder, this number can be expanded by editing the CLUBWIN.INI file and setting the :-

**No of Securities = x**

where x = the number of security copies required. Users should be careful not to put too higher number in here as each backup set may take 10 mb or more.

To recover the data from an internal backup the user can take the following steps:-

Click **START, RUN** and type in **RECOVER MSHP 1**

As the system exits, the user is prompted to 'Take a Security Copy Now ?'. This security window enables the user to Backup the data on to another device or drive (Floppy Disk, Zip Disk, CD, USB Memory Stick or Hard Disk).

The backup system assumes that any drives labelled A or B are floppy disk drives and it will clear the disk before the copy process starts. If your ZIP drive is labelled A or B, the backup process will look as though it is working but the only data on the disk will be the last 1.4mb of data. Restoring from that disk will never be possible.

Ensure that ZIP Drives, Writable CD ROMS or other large media are **not defined with a drive letter of A or B.**

For quick backup, maybe while the user tests a certain function to gain familiarity, it is advised to backup the data to Drive C, in the Path line insert the Path of a given folder on your hard drive (e.g. \DATABACK\). This will quickly create the folder and copy the data to it, the user can continue to use the system and when ready can restore the data by clicking the

RESTORE button on the 'Data Security' window and specifying Drive C and path \DATABACK\.

For standard backup, the system will backup the data onto floppy disks, floppy disks need to be 1.4mb or High Density (HD) type disks.

The system automatically compresses the files before backup them up. This process also checks the integrity of the data and repairs any problems it finds. Sometimes repair is not possible and the backup process cannot go ahead. If this is the case users should contact Club Systems Support for advice.

### **7.1.2 Exporting Information**

Almost any information can be exported from the 'CLUB 2000' system into a standard ASCII format 'CSV' file (Comma Separated Value).

Using the LIST generator or the Payment Audit can invoke this procedure, when the Printing Dialog box appears, directly before printing, users should click the 'FILE' option.

The system then provides the standard Dialog Box for opening or Saving Files. The information to be exported can be placed into a file on any logical drive within the system.

When using the Payment Audit extract, the system will output a special, single line as the first line of the exported file. This special line can contain the User defined Nominal Codes which can be used by various accounts systems to subsequently import the data at a later time.

To define the Nominal Codes, the user should click on the 'Accounts' drop-down menu and select 'Nominal Codes', the system will display a table consisting of all Payment Items known to the system. The user may identify a Nominal Code for each item, this will represent the item in the users Accounting Systems.

Once the Nominal Codes are defined click OK to save the items. The Nominal items will only be used when exporting the 'Payment Audit' report.

### **7.1.3 Editing the CLUBWIN.INI file**

The CLUBWIN.INI is a file which resides on the Hard Disk of each computer which operates CLUB 2000.

This file contains various settings which control the way that each terminal will operate. Some settings can be changed from within the program, some are only changed through the process noted below.

**NOTE:       USERS ARE ADVISED TO BE VERY CAREFUL WHEN MAKING CHANGES TO THIS FILE.**

***THE SETTINGS IN THE FILE HAVE A SERIOUS EFFECT ON THE OPERATION OF THE SYSTEMS. DO NOT EXPERIMENT WITH THIS FILE.***

**THE SETTINGS ARE CASE SENSITIVE.**

To edit the CLUBWIN.INI file:-

Click START,                      Click RUN  
Type in :-                      EDIT C:\PROGRA~1\CLUBWIN\CLUBWIN.INI  
Press RETURN

or

Double-click MY COMPUTER,                      Double-click DRIVE C  
Double-click PROGRAM FILES,                      Double-click CLUBWIN  
Double-click CLUBWIN with a picture of a Note pad next to it.

Make the necessary changes

When ready to Save and Quit, hold the ALT and F keys down or click File and this will bring up a drop-down menu, press X or click Exit and answer Yes to the Save Information ? prompt.

**NOTE:**        ***MOST CHANGES TO THE CLUBWIN.INI FILE DO NOT TAKE EFFECT UNTIL THE NEXT TIME THE SYSTEM IS LAUNCHED, IT IS THEREFORE GOOD PRACTICE TO EXIT THE SYSTEM AND RE-LAUNCH CLUB 2000.***

#### **7.1.4 CLUBWIN.INI file Explained**

There are two 'INI' (pronounced 'iny') files which accompany the membership system.

The file CLUBWIN.INI is always stored locally. That is it will always exist on the computer from which you are working.

The file CLUBCTRL.INI is always stored with your data, this may be on the computer from which you are working or, if a network system is in use, the CLUBCTRL.INI may exist on another PC in the network.

CLUBWIN.INI controls how your computer will react to the Membership system, CLUBCTRL.INI controls how ALL computers will react to the Membership system. The same settings are NOT repeated in both INI files.

To Edit the CLUBWIN.INI file see 7.1.2 Editing the CLUBWIN.INI file, the same process is used to edit the CLUBCTRL.INI but it MUST be performed on the server PC if there is a Network involved.

The CLUBWIN.INI can contain the following settings:-

**Note:** *Settings are case sensitive and must be typed accurately*

#### **Font Name = Courier New**

The font used by the Membership System can be altered but users should ALWAYS ensure that any different font used is a Fixed Space Font. Proportional Spaced Fonts will cause the reports to be out of line.

#### **Font Normal Size = 11**

The font size for Normal printing can be changed but it will affect the amount of information printable on a page. (Font sizes can be set in 'Options', 'Options', 'Printing' within the program).

#### **Font Big Size = 20**

The font size for Big printing can be changed but it will affect the amount of information printable on a page.

**Font Small Size = 8**

The font size for Small printing can be changed but it will affect the amount of information printable on a page.

**PayDay = 1**

The default 'payment day' for any instalment schemes to be collected. If the Day is set at a number higher than the number of days in the current month, the last day of the month is the collection day. (This setting can be changed in 'Options', 'Options', 'Others 1' within the program.)

**Pay Audit Columns = 6**

Number of columns which will be printed on each sheet of the Payment Audit, increasing this number will require a smaller font size. (This setting can be changed within the program via 'Settings', 'Settings', 'Printing'.)

**Bill Audit Columns = 7**

This is the number of columns which will be printed on each sheet of the Bill Audit, increasing this number will require a smaller font size. (This setting can be set within the program via 'Options', 'Options', 'Printing'.

**Direct Debit = Enabled**

For switching on the Direct Debit option. Leave blank if DD not used.

**DD File Name = C:\Program Files\ClubWin\BACSDATA**

This is the location and file name for the Extract of Direct Debit information if the club is using the Direct Debit system.

**DD App Path = C:\BACS**

This is the location of the transmission program used by the club to send information to BACS.

**DD App Name = DRL-LOAD.EXE**

This is the name of the application used by the club to transmit information to BACS.

**DD Ref - Text No =**

Any number specified here will instruct the system to pick up the DD reference number from the specified text field (1-5). This is used where clubs wish to override the standard Reference Number generated by the system.

**Auto Number Replaces = False**

If set to 'True', the system will allow the user to automatically allocate Card Numbers to members in alphabetic sequence.

Users should not set this to 'True' if a Card System is in use as it introduced the possibility that ALL members could be renumbered. A position from which it is almost impossible to recover. This is only to be set by Club Systems Engineers when installing new systems. It should ALWAYS be reset to FALSE.

#### **Auto Number Random = True**

If set to 'True', the system will allow the user to automatically allocate Card Numbers to members in a random sequence.

Users should not set this to 'True' if a Card System is in use as it introduced the possibility that ALL members could be renumbered. A position from which it is almost impossible to recover. This is only to be set by Club Systems Engineers when installing new systems. It should ALWAYS be reset to FALSE.

#### **Entry Monitor Enabled = False**

Where a club has a Serial (RS232) swipe card reader, setting this option to 'True' will launch the program which monitors who is swiping their card at all times.

#### **Auto Find = False**

Where a club is using the 'Entry Monitor', setting this to 'True' will cause the Membership system to display the member's Details page as they swipe their card.

#### **Club ID Number = 0000**

Where a Card is used as an Entry method, this number represents the number on the card which identifies the card as belonging to this club.

If this is left blank, the first valid card to be swiped will automatically update this field with the Club Number which exists on it. (This number is also shown in 'Options', 'Options', 'Others 2'.)

#### **Club Card ID Start = 6**

This is the position in the magnetic data on a card, from where the system will start to read the number which identifies this club

eg. Card Contains                    b123456789

The Club ID will start at the number 5 (b is the first position)

#### **Club Card ID End = 9**

This is the position in the magnetic data on a card, here the system will stop reading the number which identifies this club

eg. Card Contains                    b123456789

The Club ID will end at the number 8 (b is the first position), so the club number will be 5678.

#### **Member Card ID Start = 10**

This is the position in the magnetic data on a card, from where the system will start to read the number which identifies this member

eg. Card Contains            b1234567898765

The Member ID will start at the number 9 (b is the first position)

**Member Card ID End = 14**

This is the position in the magnetic data on a card, where the system will stop reading the number which identifies this member

eg. Card Contains            b1234567898765

The Member ID will start at the number 5 (b is the first position)

The Member ID will be 98765 in this case

**Stop Card on Debt = 10000.00**

If the 'Entry Monitor' is enabled, the system will check the account balance of any member who swipes their card. If the account balance is more than the above amount, the system will warn the user of the PC.

**Com Port = 2**

This is Port number which the card swipe input will be read.

**Com Setting = 9600,N,8,1**

These are the settings which control the speed at which data is sent and the quantities which are sent in each pass. Only applicable if the 'Entry Monitor' is in use.

**Show Card Read = False**

If the 'Entry Monitor' is running, setting this option to 'True' will show the information as it is read off each card on the screen.

**Enable Layout Export = False**

Setting this to True will enable the user to create Export files of any report layout. This is normally used by Club Systems Support Staff only. When set to True the system will show an option under the 'OPTIONS' drop-down menu, clicking this option will cause the currently highlighted, Report, Label or Invoice layout to be exported to a file called NewLayt.org. Any number of layouts can be stored in this file. This file can be copied to any user of CLUB 2000 and the layouts can be imported using the 'OPTIONS' drop-down menu.

**Data Path = C:\Program Files\ClubWin**

This is the path of the Membership data.

**None Total Fields = LOCKER;CARD;RUN;MEMBER;**

Any fields which contain these words in their prompts will not be totalled during LIST printing. Each word must be followed by a semi-colon.

**Vat Rate 1 = 17.5**

This is the default VAT rate for vat code 1

**Vat Rate 2 = 0**

This is the default VAT rate for vat code 2

**Vat Rate 3 = 0**

This is the default VAT rate for vat code 3

**Vat Rate 4 = 0**

This is the default VAT rate for vat code 4

**Vat Rate 5 = 0**

This is the default VAT rate for vat code 5

**Context Help = True**

This setting tells the program whether to display the help on the top right corner of the screen. Setting this to False will display a blank panel with the Club Systems logo instead. ( A tick box under 'Options', 'Options', Others 1' allows simple change of this feature.)

**Default Focus = Name**

This determines which field the user prefers to use as the default find field. The options are NAME or CODE.

Name represents the Surname, Code represents the Member's Code field.

**Notify Unallocated Posting = True**

This option determines whether the system should notify the user if a payment being posted is being entered against a member who has no outstanding bill.

**Last Batch No =**

The last Batch Number used during the last posting session from this PC.

**Country = UK**

The options are UK or Ireland. Any other settings are not valid.

**Total Optional Bill = False**

Can be set to True if the system is to put a total figure on Bills which contain an 'Optional' Payment Item. Usually optional Bills are left untotalled to enable the Member to write in the amount of money paid.

**Include Liabs in List = False**

If set to 'True' the system will include all the Liability fields in the field selection processes, this gives the user a greater ability to select payment information but, it makes the system rather complex to use and tends to clog up the Selection fields and processes.

**Member Find Fields = pCategoryDescription,2;pAddress1,18;**

This setting defines which fields, from the main members database, should be displayed when selecting members from any FIND option within the system. The default is 'pCategoryDescription,20;' which will cause the system to display only the members category along with their names. The above setting will show the first characters of the Member's category along with the 1st 18 characters of the 1st line of Address.

**Members Capitalise = True**

If this is set to 'True' the system will override the users typing to force the case as it thinks is correct. Set this to False to allow the user to control the case when typing.

**Handicaps Data Path = C:\Program Files\ClubHcps**

This is the path of the data for the Men's handicap system.

**Handicap Link = True**

If this is set to True the membership system will automatically create or amend Men's handicap records when membership records are altered. (A tick box in 'Options', 'Options', 'Data Paths' allows alteration to this setting.)

**Ladies Handicaps Data Path = C:\Program Files\ClubLgu**

This is the path of the data for the Ladies handicap system.

**Ladies Handicap Link = True**

If this is set to True the membership system will automatically create or amend Ladies handicap records when membership records are altered.

**Booking Data Path = C:\Program Files\ClubBkg**

This is the path to the Reservation System.

**No of Securities = 1**

This is the number of security copies of the entire data, which are kept in the \Security folder. These copies are updated everytime the system is successfully launched.

Running the following command will bring back the data as it was prior to the last launch of the Membership system:-

click START, RUN and type REINSTATE(space) MSHP(space)1 and press return.

**Short Name Sort = False**

If this is set to True, the system will not use any honors or medals when sorting surnames, the system will look for the first space in a surname and when sorting names it will only use the portion of the surname which is to the left of the space.

#### **Swap Loans For Shares = False**

If this is set to 'True' the wording on Bills which contain a Loan Discount will alter from:-

Loan/Debenture Discount  
to  
Share Discount

#### **Loan Words =**

Set in here any wording which should appear on the bill instead of the standard wording 'Loan/Debenture Discount' when applying Loan discounts.

#### **E-Mail Date Required = True**

This is where the e-mails do not have dates on automatically and the system needs to add it (depends on e-mail provider), True adds the date, false does not. This can be set within the system under 'Options', 'Options', 'Others 1'.

#### **Security Data Path = c:\Program Files\ClubWin**

This is the data path for Progeny.

#### **Lock Release Delay = 1**

A Progeny Security setting. This indicates a 1 second delay from swiping the card to lock release and setting can be increased if appropriate.

#### **Lock Release Duration = 5**

A Progeny setting to allow the locking hardware to remain open for the set number of seconds.

### **7.1.5 Editing CLUBCTRL.INI**

There are two 'INI' (pronounced 'iny') files which accompany the membership system.

The file CLUBCTRL.INI is always stored with your data, this may be the one on the computer from which you are working or, if a network system is in use, the CLUBCTRL.INI may exist on another PC in the network.

CLUBWIN.INI controls how your computer will react to the Membership system, CLUBCTRL.INI controls how ALL computers will react to the Membership system. The same settings are NOT repeated in both INI files.

To edit the CLUBWIN.INI file see HowDoI..., Edit CLUBWIN.INI ? the same process is used to edit the CLUBCTRL.INI but it MUST be performed on the server PC if there is a Network involved.

The CLUBCTRL.INI can contain the following settings:-

Note: Settings are case sensitive and must be typed accurately

**Security Set = True**

This setting Must be set to True.

**Last Out Tran Number =**

This is the last Export Number used will the Card Transactions when sending information to the ECR systems

**Last In Tran Number =**

This is the last Import Number used will the Card Transactions when reading information from the ECR systems

**Name Check = True**

This is always set to True, it indicates that the program NameChk.EXE has been run after the system was first loaded. If this is set to False, the system will automatically run the NameChk.EXE program when next launched.

**System Linked = False**

This settings determines whether the 'Link to ECR' menu item is visible under the 'OPTIONS' drop-down. Set to 'True' means that the option is NOT visable.

**Audit Category = Checked**

This option determines whether the system should go through all the posting records and allocate the Member's current category to all postings.

This is normally set to Checked, which means the job has been done. The job was necessary when the Category was first added to the Audit file in version 1.41 of membership. The field should automatically be updated in present versions.

**Equalise Schemes = False**

This options controls whether the Billing system should override scheme settings for those paying by any of the the following instalment schemes:-

- 3 Monthly
- 5 Monthly
- 7 Monthly
- 8 Monthly
- 11 Monthly
- 12 Monthly

When members are paying by these schemes and the option is set to True, the system will even out the installment amounts to ensure that the same amount of money is collected in each month. Without this option the schemes are usually rounded in the first month.

**Pay Items = Checked**

This option indicates that the system has checked every record to ensure that the 'Paymnt Flags' field is up to date with the current Payment Flags set for each member.

Setting this to 'False' will cause the system to perform the global check next time the Membership system is launched.

**Auto Allocate Scheme = Annual/Preferred**

This setting is used during the Global Allocation of Unallocated Monies. It determines the action to be taken by the system if it finds unallocated money on an individuals record who has a bill but has never indicated whether they wish to take a Scheme option or not.

If the setting is Annual/Preferred, the system will assume that the members money should be allocated as if the bill was being paid in 1 annual amount.

If the setting is "Preferred/Annual" and the individual has a DD Scheme defined on the Annual Bill screen, and the scheme is valid the system will use it to allocate the monies, where the scheme is not valid, the system will assume an Annual Payment

**No Email = True**

This setting determines whether or not the system checks to see if a MAPI compliant E-Mail system exists on this PC when printing or viewing Letters.

If no MAPI compliant system exists an RTE Error may occur when asking the system to Print/View letters. If this is the case set this to False.

**Card Top-Up Locate Method = Number**

This option can also be set to 'Description'. If the setting is 'Number' the system will use the Card Liability Number' specified in the CLUBWIN.INI file to identify which Payment Liability is the one to top up the Card System.

If set to Description, the setting will look for any Payment Liability with a Description which matches the list defined as in the setting 'Card Top-Up Liability Desc = Swipe Card; Bar Account;'

This can be used where a club has altered the Liabilities in the Parameters part way through a year and changed the number of the field which should top-up the Card System.

**Card Top-Up Liability Desc = Swipe Card; Bar Account;**

See the above setting.

**Invoice to Include Previous Balance = True**

Set to True when the 'brought forward' balance is to be shown on the invoice, false when it is not required. This can also be set under 'Options', 'Options', 'Printing'.

**Tailored Invoice = False**

This is only set to True where the Club have a specially tailored invoice Block. Do not set this without advice from Club Systems Programming Department.

**Find Bills via System Bill No = False**

This setting allows users to use the internal Folio to locate Bills due for payment on the payment posting screen

**Field Locker No Linked to Liability No. = None**

Each field which is edited in a Member record will have an entry like the one above in the ClubCtrl.Ini file.

The Field Prompt is included after the word 'Field'.

The above setting is designed to allow Payment Liabilities to be switched on or off automatically as certain fields are altered. A classic use for this would be to switch on a Locker Charge automatically when the member is given a locker number.

The user must insert the Liability Number of a valid Payment Item. These Liability Numbers can be seen on the left hand column of the Category Pricing screen under Parameters.

Once the link is established changing the specified field will result in the Liability become active if a value is set or inactive if the value is zero.

Other liability fields can be similarly linked for the same purpose.

**Progeny Security = True**

If the user has Progeny door/barrier access equipment installed through Club Systems Int.Ltd., the access of individuals can be controlled through the Membership program. Set to 'True' in these circumstances to enable the Progeny settings and control tab on records.

**Progeny Card Format = Club Systems**

This can more easily be set from within the program in 'Options', 'Options', 'Others 2'. Currently 2 options 'Club Systems' or 'GUI' but other settings will be added as needed to cover customers requirements.

**Janus Security = Enabled**

If the user has had Janus door/barrier access equipment installed under previous arrangements this setting will enable the Janus link. These links are no longer available for new installations.

**Currency Symbol = £**

The currency used should be determined here to use on financial aspects of the system.

**Dual Currency Name = None**

Used for Eire prior to full use of Euro when Punt still in use, enter the name of any secondary currency to be included on bills etc.

**Dual Currency Rate = 1.47**

Enter exchange rate from main currency to second currency used, otherwise set to 0.00.

**Card No Field = 3**

This is the number of the Numeric field which contains the Card Number. Only relevant if the club is using an ECR card system. (This can be set through 'Options', 'Options', 'Others 1' within the program.)

**Card Bal Field =1**

This is number of the Value field which contains the Card Balance information. Only relevant if the club is using an ECR card system.( This field can be set via 'Options', 'Options' and 'Others 1' from within the program.)

**Card Pay Field =6**

This is number of the Payment Item which contains the Card Top-Up information. Only relevant if the club is using an ECR card system.  
( Set also via 'Options', 'Options, 'Others 1' - 'Card Payment Liability')

This field can be ignored if the 'Card Top Up Locate Method =' in the CLUBCTRL.INI is set to 'Description'

**Club ID Number = 0000**

Where a Card is used as an Entry method, this number represents the number on the card which identifies the card as belonging to this club.

If this is left blank, the first valid card to be swiped will automatically update this field with the Club Number which exists on it. (This number is also shown in 'Options', 'Options', 'Others 2'.)

**Vectron Card System = False**

Can also be set within the program under 'Options', 'Options, 'Others'. Set to True only when Vectron EPOS systems installed.

**7.1.6 Globally changing Fields**

Payment Items are automatically switched off for all members whenever a new Item is added to the parameters. To Globally switch on a Payment Item users should use the 'PAYMENT ITEMS' tag on the 'UTILITIES' section and select the appropriate Payment Item.

Users can globally set the following settings for a payment Item:-

- Switch On All Members will be charged.
- Switch Off No Members will be charged.
- Fixed Each Member will be charged the amount shown on their Annual Bill screen
- Optional This will printed under the 'Optional Payments' section of the Bill.

Select the appropriate new value

Users should create a new 'FILTER' to select just those members for whom the change should be applied.

Once the Filter is in place, click on 'APPLY', the members will be changed.

**NOTE: TAKE GREAT CARE, MISS-USE OF THIS OPTION CAN RESULT IN MASS DATA LOSS. ALWAYS TAKE A BACKUP BEFORE APPLYING A GLOBAL CHANGE.**

### **7.1.7 Changing the Passwords**

The CLUB 2000 system can have three separate passwords defined.

One major password which will enable access to all facilities within the membership systems, another password which will enable read-access only and a global password which enables access to all membership facilities along with the Handicap systems if they are installed

Passwords can be overridden if forgotten - Please contact Club Systems Support for further assistance.

To change a password, select the 'OPTIONS' drop-down menu from the top of the screen and then select 'PASSWORDS'.

Passwords can only be set or changed if the user knows the original password.

If a Password has never been set before the default password for the View and Global passwords is :-

#### **GoodShot**

Note: that the capitalisation is very important with the default password.

The default main password is :- **Par 1**

### **7.1.8 Changing the Default Find Method**

The Default Find method is normally set to MEMBER CODE, this is for historical integrity of systems, users may wish to search by Surname when locating a Member record. To set this as the default method :-

Under the 'OPTIONS' drop-down menu at the top of the screen, select 'OPTIONS'.

Users can then set the 'Default Search Method' to either Member's Surname or Member's Code.

Where users also use the CLUB 2000 Handicap system, the surname method may be easier to operate.

**NOTE:**

***USERS OFTEN ASK WHY ARE THE SEARCH SYSTEMS DIFFERENT IN THE HANDICAP AND MEMBERSHIP SYSTEMS ?***

***THE ANSWER IS SIMPLE, THE SEARCH SYSTEM IN THE HANDICAP SYSTEM RELIES ON THE FACT THAT THERE IS UNLIKELY TO BE MANY MORE THAN 1500 PLAYERS ON FILE, ONCE THAT NUMBER IS EXCEEDED THE SEARCH METHOD CAN BECOME SLOW. IN THE MEMBERSHIP SYSTEM USERS MAY HAVE AS MANY AS 30,000 MEMBERS AND SUCH A SEARCH SYSTEM WOULD BE VERY CUMBERSOME.***

**7.1.9 Setting the Global Password**

The membership system contains three possible passwords:-

**A Normal Password**

This allows access to all areas of the system and enables users to change any part of the data within the system.

**A View Only Password**

This allows the user to view any data within the system and alter any reports, lists or labels, It does not allow the user to alter actual member records.

**A Global Password**

This allows access to all areas of the system and enables users to change any part of the data within the system. It also enables users to Jump quickly to the Handicap sections of the CLUB 2000 system if they are present on the PC. Two icons will appear in the bottom right hand corner of the screen if both Men's and Ladies handicaps are present. Clicking on either icon will transfer the user to the handicap system quickly without the need to enter a password for Handicaps.

**7.1.10 JANUS Security Systems**

The 'CLUB 2000' - Membership System can link automatically to the 'JANUS' Security systems.

The 'JANUS' security system is a specialised system for monitoring access to premises using a number of different possible access methods, these include:-

- Swipe Cards
- Keypads
- Smart Cards
- Proximity Cards
- Biometrics Readers etc.

Once your security system is installed in your premises, the driver software can be loaded onto any PC in your network and the security system may be connected to your PC through the Serial Port.

Once setup correctly, any changes within the Membership system will be passed through to your security system within 30 seconds. The systems will share information on Names and Card Numbers without any user intervention.

To enable this feature, it is important to designate the PC's within your organization. The PC to which the JANUS system is connected is designated as the 'JANUS Server' PC, while all other PC's are 'JANUS Enabled' PC's.

Under the OPTIONS, drop-down menu, select OPTIONS again and click on the 'Further Info' tab, ensure that the 'JANUS Server' has the 'JANUS Server' check box ticked, (you will need to re-boot your PC once this is done), and also ensure that the 'JANUS Enabled' box is also ticked.

All other PC's in your network will automatically become 'JANUS Enabled'. This means that the any change of Card Number or Name information on any PC in the Network will be passed to the Security System within 30 seconds.

Before Card Numbers are passed, the Membership system must be told which field contains the Card Number. This information is also located on the 'Further Info' section of the OPTIONS screen. The Card Number field can be located by clicking on the PARAMETERS button, selecting 'FIELD INFO' and counting the NUMBER FIELDS from the top down, which ever box contains the CARD No., indicates the relevant field number, i.e. The top box is 1, the second box is 2 etc.

***IMPORTANT NOTE:- THE CARD NUMBER FIELD UNDER OPTIONS, NEEDS TO BE DEFINED ON ALL NETWORK SATELLITES AND SERVERS.***

The cards which are issued to your club will be encoded with a unique number which represents your club, usually this number is 4 digits long.

The Membership system needs to be told that this number represents your club, this number is stored in the CLUBWIN.INI file under the setting :-

Club ID Number =

For more information on the CLUBWIN.INI file see section 7.1.4.

**Please note that the JANUS security link will not work unless this number is configured on each station which runs the CLUB 2000- Membership System.**

**When the JANUS system is installed the system should be created with two standard card groups, the 'CLUB 2000' system will allocate cards to one or other of these standard card groups, the card groups are called “STDMALE” and “STDFEMALE”.**

Once the JANUS system has been enabled and the Server PC re-booted, an icon will appear in the area of the screen, next to the time in the lower right-hand corner. The icon has a pair of hands in a 'Handshake', users may right-click this icon to establish the state of the communications between the systems or to cancel communications with the security systems.

If the JANUS server is to be de-installed, the user may uncheck the box in the 'OPTIONS, Further Info' section, quit the membership and re-boot the PC. The security system will then be un-linked from the membership system.

Setting Up a new JANUS System, requires that any Members with existing Numbers, should be put into the JANUS system 'en-mass'. See section 7.1.12 JANUS Security - Batch Updates for more information.

### **7.1.11 JANUS Security - Allocating Cards**

Card Numbers should ALWAYS be allocated from the Membership Database system and NEVER allocated from the JANUS system.

Installers should ensure that:-

The Club ID Number is configured in the CLUBWIN.INI file of all the 'CLUB 2000' Membership systems on the network.

The Card No Fields has been defined on all of the 'CLUB 2000' Membership systems on the network.

The 'JANUS Enabled' box has been ticked (under OPTIONS, OPTIONS) on all the 'CLUB 2000' Membership systems on the network.

The 'JANUS Server Enabled' box has been ticked (under OPTIONS, OPTIONS) on PC which is physically connected to the JANUS security system.

The JANUS system has been defined with the correct card type and that the two standard card groups have been created "STDMALE" and "STDFEMALE".

The Card Numbers can be altered by using:-

The standard Membership Details - Amend procedure, the card number exists on the 2<sup>nd</sup> page ('Further Info'). Note that the Membership system will not allow duplicate numbers to exist.

Or

The UTILITIES, Card Allocations procedure which enabled users to easily replace card numbers in bulk.

### **7.1.12 JANUS Security - Batch Updates**

Where a JANUS system is installed and the 'CLUB 2000' Membership system already has Card Numbers assigned to the Members records, the installer is required to run a ONCE ONLY process to automatically transfer all the existing Members Card records to the new security system.

This is done as follows:-

Select the 'UTILITIES' button in the lower right hand screen section, Double-click on the field 'CARD No.' in the '**Available Fields**' list. Once this is selected, the following prompt will appear under step 2:-

***'Export All Names and Card No.s to JANUS Security System'***

Check the box and under step 3, select an appropriate FILTER (All Members with Cards) and click APPLY, this will then trigger a global update of information to the Security System.

(The check box labeled, Export ALL Names and Card No.s to JANUS Security System' only appears if the JANUS Security System has been enabled under 'OPTIONS' as outlined above)

***NOTE:- GLOBAL UPDATES OF CARD NUMBERS ARE POTENTIALLY DANGEROUS AND SHOULD ONLY BE CARRIED OUT UNDER SUPERVISION OF QUALIFIED STAFF OR SUPPORT PERSONEL***

### **7.1.13 Merlin Touch Bar Loyalty System**

Clubs using the Merlin Touch Screen EPOS System from Club Systems International will have had their Membership System set up to facilitate the system's management.

After the Merlin Touch set up, users will note that the 'Use CSI EPOS System' tick box (faded) under 'Options', 'Options', 'Others 1' will be checked. The EPOS Utility icon under 'Parameters' will be live and the individual members records, under 'Account History' will allow an 'EPOS (card) Account' option as well as the normal Membership 'Bills/Payments' option.

The **EPOS Utilities** area will reflect the set up of the EPOS System, initially set up by Club Systems in keeping with your requirements at the time of installation.

**Cashiers** Your 'cashiers' (bar, kitchen, shop staff), their unique key numbers and their level of authorisation are controlled from here. Users are able to add new, or edit existing details.

**Products and Prices** This area contains the clubs 'Revenue Streams' such as Bar, Food, Shop. 'Groups' such as Draught Beers, Bottled Beers, Spirits and 'Products' such as John Smith's, Tetley, Carlsberg. Highlighting the Revenue Stream displays the Groups, highlighting the Groups shows the Products. Users are able to add or amend each area. Many of the settings under 'products' will be restricted by the way the system is set up, as required on installation. If the user has any doubt about the function of these settings they should contact the Club Systems Technical team for advice. Some changes may require an 'on site visit'.

**Profiles/Discounts** Members Profiles are set up here, showing the discount incentive method, discount percentage, credit limit and date range of validity. Users can add new profiles as needed.

**Till Windows** This area shows how the products are set up on the Merlin Touch screen. Users are able to add or change products.

**Pop Up Windows** These are used to add further detail to products sold (i.e. bread type, cooking instructions, garnish etc). Users can add up to 6 pop ups to a product.

**Balance Forfeit** can be carried out via the 'Tools' menu. This feature is generally used by Clubs with a compulsory levy and set rules for the forfeit of the unspent balance of that levy.

The Merlin EPOS forfeit feature is found in Membership Parameters, 'EPOS Utilities' under the 'Tools' menu.

The forfeit is based on the amount spent between two dates entered, compared with the levy (or minimum spend) amount entered. The balance between the levy amount and the amount spent (if less) will be forfeit.

The user is able to select by categories, to avoid checking those members who are not subject to the levy.

Click the 'Proceed' button to create a list of members within the selected range. The members name, card number, amount spent, current balance and forfeit amount are

shown with a tick box. The tick box can be unchecked if the forfeit is not to apply or alternatively all ticks removed and then selectively applied. This list can be printed and the process cancelled if manual checking is to be done first. Click on the 'Apply Forfeits' button to action the forfeits on members accounts.

**Data Backups** for the Merlin Touch System is carried out from the 'file' menu. Backups include all Merlin Touch and Card System data, but no membership data. (The backup from the Membership system does not contain the Merlin Touch and Card System data.)

The 'backup to media' option compresses the data into Tillback.zip (this name can be changed by the user) and the destination drive/media will be selected by the user.

The 'Backup and e mail' options of 'Backup Till Data' or 'Backup Till Journals' exists so that more manageable file size chunks can easily be sent by e mail, particularly if a file repair is necessary. This option opens an e mail with the selected data attached.

**Data Restore** cannot be undertaken by the customer. ( This action would only be carried out in exceptional circumstances with the assistance of Club Systems.)

**EPOS Card Accounts** on the members record shows the transaction history for the Members Card, the members card number and their profile. Card top-ups and 'corrections are undertaken from the 'balance' button. The print option allows a detailed or summary print and user defined date range.

#### **7.1.14 Secondary Currency**

The 'CLUB 2000' can make use of a secondary currency as well as it's base currency. The secondary currency can be used for displaying the value of a Bill and/or Account in the 2<sup>nd</sup> currency.

Users should note the base currency of the system is always used for posting payments. The 2<sup>nd</sup> currency is, in this context, only a theoretical currency. A club can not receive payments in the secondary currency.

To establish the Secondary currency, users should click on OPTIONS from the drop-down menu and select OPTIONS. On the 'Others 2' tab, the user will see a box labeled 'Currency Name'. This box should contain the 'singular' name of the currency, e.g. Euro.

The next box is labeled '£ Conv. Rate'. This box should contain the conversion value for the Secondary Currency from the original base currency.

Click on OK to save the new OPTIONS.

Providing the 'Currency Name' box is NOT blank and does not say 'None', the system will offer a secondary currency on all Bills and Statements. The secondary currency will be shown along side the base currency on all Bills.

#### **7.1.15 Live Updates**

Any user with a valid Internet Dial-Up connection can use this feature to check for program updates within any of the CLUB 2000 systems that they are using on their PC.

The system will dial-up Club Systems' server and check if any updates are available for whatever CLUB 2000 programs the user requests. The system will then show the user any available update version numbers and some basic detail about the Update and it's features.

Users may then select to download the update for any or all of the CLUB 2000 programs.

Once the Update has been downloaded the system will prompt the user to re-boot their PC. Once this has been done all selected Updates will have been applied.

Where a network is in use, any satellite PC's which are not using the latest update will be triggered to re-boot as soon as they are next launched. They too will be updated once the re-start process has been completed.

This procedure is designed to make it easy for customers to get access to new features and program fixes during any year. The system also ensures that all network systems operate the same program version across the entire network.

## **8. Contact Tracking**

### **8.1 General Details**

#### **8.1.0 Overview**

Contact Tracking is a new area for CLUB 2000 - Membership and it opens up the Membership system to be a management tool for marketing to visitors and also to give far more information about the previous contacts the club have had with it's existing Members.

Contact Tracking can be enabled from the 'OPTIONS' drop-down menu. It must be enabled on all Computers which use the Membership system within a Network environment.

Contact Tracking is designed to record each 'Contact' the club have with their Members or Visitors. Some 'contacts' happen automatically as part of the normal Membership cycle, these include, sending out Bills and Renewals, sending letters and e-mails and where the CLUB 2000 Reservation system is in use, the reservations made by members or visitors are also treated as 'Contacts'. From 2006 (V8) changes to Membership Categories are automatically recorded.

All 'Contacts' are recorded on each Member's record. Users can view these 'Contacts' at any time by clicking the 'Contact History' button on the 'Further Info' tab (only available once 'Contact Tracking has been switched on). Each 'Contact' is noted with the date and time that the contact was made and a small note about the type of 'Contact'.

Users can add to these 'Contacts' by clicking the 'Add New Contact' button or edit/delete existing 'Contacts' by right-clicking the mouse on them.

A comprehensive history of the club's relations with the Member (or potential Member) is built by the system as time progresses.

The system also allows the Printing of individual contact histories and it goes on to enable the user to create 'FILTERS' from the contact history to be used with Lists, Reports, Labels, Letters or Bills.

*Perhaps one of the major benefits to the 'Contact Tracking' facility is for those clubs who use e-mail to communicate with their Members from a number of different network work*

*stations. Unless the club had a system such as Microsoft Exchange Server, the club could not establish a definitive list of e-mails sent to a particular Member without taking details from each Computer separately and manually accumulating contact details. However, with 'Contact Tracking' if all e-mails are generated from the Membership system, the system will keep a central log on the 'Contacts' list of all communications.*

### **8.1.1 Contact Documents**

The 'Contact Tracking' system creates a new folder within the 'Letters' section of the Club's data called 'Tracking', within this folder, the system will create a sub-folder for each Member on file. The sub-folders will be named by each record's Surname, Initials and Title along with the unique Member Number within square brackets e.g. Smith F T Mr - [1054]

Each letter that is written to the Member from within the Membership Letter Writer will be stored as normal in the form of a standard template within the Letters folder. During the Printing of letters, as the system 'Mail Merges' it's Member records to the standard template, a 'Short Cut' will be placed into the Members 'Tracking Folder'.

By viewing a Member's 'Tracking' folder, users will be able to see all the letters previously written to that Member and load any letter by 'Double-Clicking' on the relevant 'Short-Cut'

Any letters or documents written by any other means (word processor, spread sheet etc) can also be saved into the Member's 'Tracking' folder.

The Member's 'Tracking' folder therefore becomes a store of all communications with a Member. To simplify the access to the 'Tracking' folders, a new button will appear along side the **'Contact History'** button called **'Related Documents'**. This will show the user the contents of the Member's 'Tracking' folder and allow the user to double-click any of the 'Tracked' documents to see their content.

#### ***Quick Tip:***

*When storing letters written in other Word Processors or Spreadsheets (e.g. Word, Excel etc) into the 'Tracking' folders, select the \Letters\Tracking folder and you will be shown a list of all the individual 'Tracking' folders (100's of them).*

*Type, quickly, the first few letters of the Surname of the Member you need to find, to jump straight to the folder you are looking for.*

### **8.1.2 Contact Filters**

Once the 'Contact' and 'Document' tracking facilities are in use, users can use the 'Create Contact FILTERS' button on the 'Contact History' screen to create standard FILTERS which rely on information from the 'Contact Tracking' section.

For example, users may wish to create a FILTER which selects all the Members contacted between two dates, or a FILTER which selects all the Members who have received a particular letter.

These CONTACT FILTERS will appear in the normal FILTER list under the REPORTS section or the BILLING section and can be used with LISTS, REPORTS, LABELS, LETTERS or BILLS.

CONTACT FILTERS, always begin with the word 'CONTACT :' in capital letters and they refresh themselves automatically, each time they are used, so that they always reflect the most up-to-date contact information.

To create a new FILTER, simply click the NEW button at the base of the 'Contact Filters' screen and then select whether a date range is required for the FILTER by checking or un-checking the box labelled 'Select Members contacted in a given date range ?' and completing the Earliest and Latest dates where necessary.

Users also need to specify whether the FILTER will select Members who have had ANY contact or only those Members who have had a contact which contains certain words by choosing the relevant 'Contact Details' and, if necessary, filling in the required words.

Once these pieces of information have been defined, the user should click the FIND NOW button to establish a list of Members who meet the Criteria. Once at least one member has been located the FILTER can be saved.

In the 'CONTACT FILTER' section the name of the filter will be shown as the name typed in here, however in the main REPORTS section the name typed in here will have the word 'CONTACT :' added to the front.

If the user wishes to edit a 'Contact Filter', this can be done from the 'Contact History' screen or by highlighting the Filter in the REPORTS, FILTERS section and clicking EDIT.

'Contact Filters' refresh themselves whenever they are used to ensure that the list of Members who match their criteria is always based on the current 'Contact History'

Contact FILTERS cannot as yet, be combined with other criteria from the standard FILTER section.

### **8.1.3 Contact Tracking - Enabling**

This facility can be enabled from the 'OPTIONS' drop-down menu of the membership system.

*(Once enabled users must quit their systems and re-launch before all the document tracking options are available.)*

Contact Tracking enables user to record, for each Member, any correspondence which has been addressed to that member either in printed letter, e-mail form or via Telephone.

Documents can be created via the CLUB 2000 internal letter writer and mail-merge facility or via any external source e.g. Word, Excel etc.

#### **How does it work ?**

The contact tracking system is essentially quite simple. It will create a sub-folder of your \Letters folder called 'Tracking'. With the '\Letters\Tracking' folder the system will create a sub-folder for each Member on your file. Each sub-folder will consist of the Members Surname, Tile and Initials and also their unique CLUB 2000 record number enclosed in square brackets e.g. Smith Mr G - [234].

As users create mail-merge or single letters and either print them or e-mail through the Membership letter writer, the tracker system will place a 'Short Cut' into each individual's 'tracker' folder with the name of the Document sent, the Date it was sent and the Time it was sent. The 'Short Cut' will point to the original document wherever it was saved.

On each Member's detail screen, the 'Further Info' screen will contain a 'Related Documents' button and a 'Contact Tracking' button. Clicking the 'Related Documents' button will browse the Member's 'tracker' folder, showing all the 'Short Cuts' which relate to the Member's documents. While clicking the 'Contact Tracking' button will show a chronological list of contacts with that customer. Details of contact with the customer can be added, amended or deleted from this screen.

The user can also create FILTERS relating to 'Contacts' with customers. FILTERS can be created for customers contacted between certain dates and/or contacts featuring certain words. These FILTERS form part of the normal Membership FILTERS and can be used in conjunction with LISTS, LABELS, LETTERS, REPORTS or BILLS.

Users may also save documents from other sources e.g. Word, Excel or other systems, into the 'tracker' folders for each Member. So if a letter is written to a Member via Microsoft's Word program, the user can save the letter into the relevant 'tracker' folder e.g. \Letters\Tracker\SMITH MR G - [234].

The 'Related Documents' button will also show these external documents and they too can be loaded in the same way as those documents created internally via a simple double click on the relevant icon.

The main benefits for document tracking are gained by those clubs who communicate with their members via e-mail, as each e-mail communication will be saved in the central 'tracker' folder and can be viewed by any station at any time. Where clubs are operating over networks, this avoids the need to invest in expensive and complicated centralised e-mail systems.