



BRITISHROWING

# Club finances

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## Club Finances

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One of the key tasks for any Club Administrator is to create membership types and to manage payments throughout the year. ClubHub simplifies this process, enabling club members to purchase memberships online, and for club administrators to view those payments online in a form similar to that of a bank statement.

The following points give an overview of the main tasks involved in handling and viewing payments online via the ClubHub system

### Section 1: Creating a merchant account

In order to make and receive online payments you will first need to set up a merchant account, in other words, registering your club bank account on the ClubHub system. This needs to be done before you set up your memberships and can be done by following these steps:

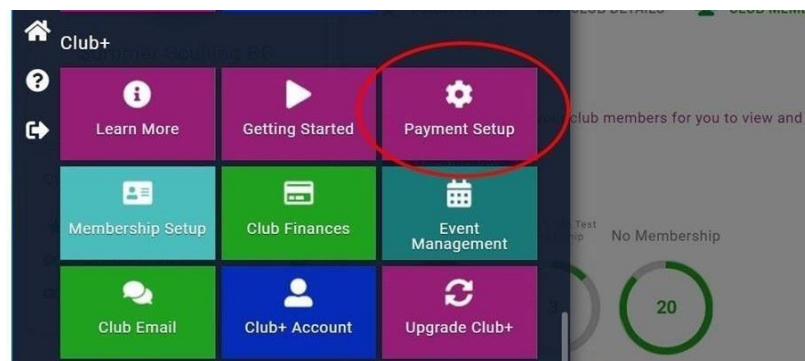
#### 1. Sign into your British Rowing account



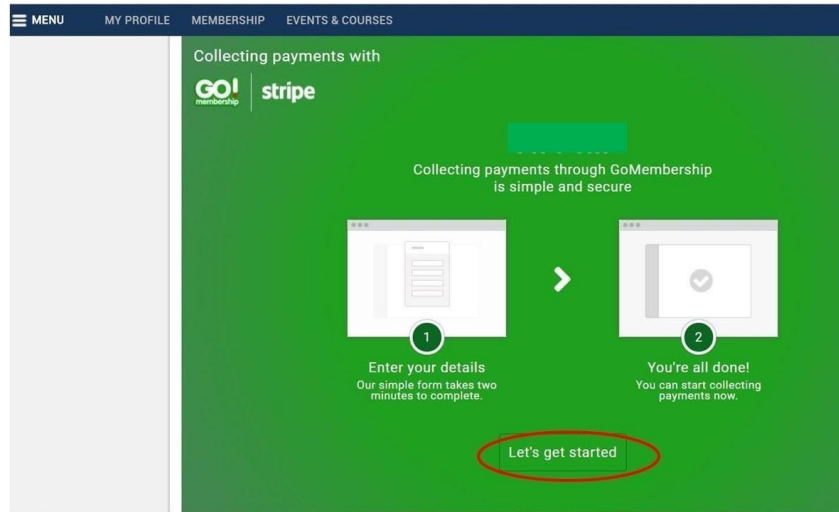
## 2. Select MENU



## 3. Select PAYMENT SETUP



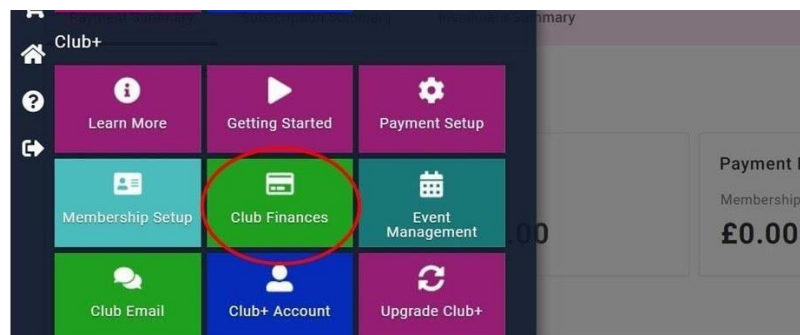
## 4. Select LET'S GET STARTED



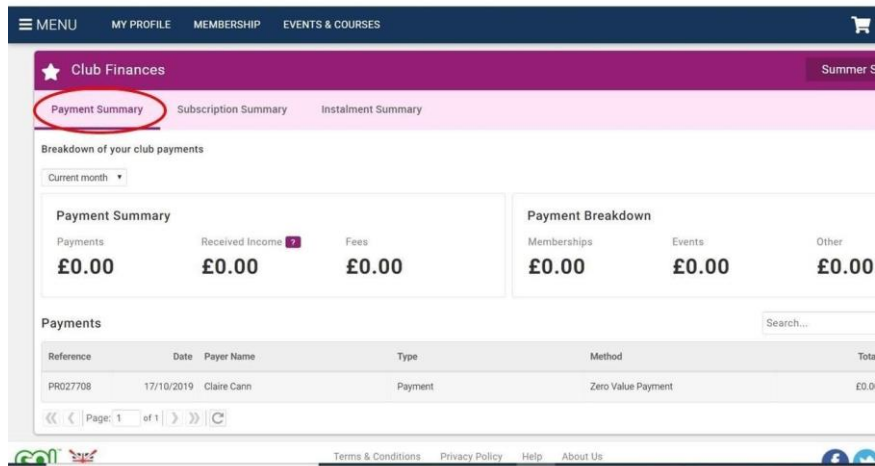
5. To allow the processing of payments via credit/debit cards, ClubHub uses a platform called Stripe. If your club already has a Stripe account, log in to link it. If not, fill out all of the information in the data capture form.
6. Finally, select AUTHORISE ACCESS TO THIS ACCOUNT

## Section 2: Viewing payment overview, subscriptions and installments

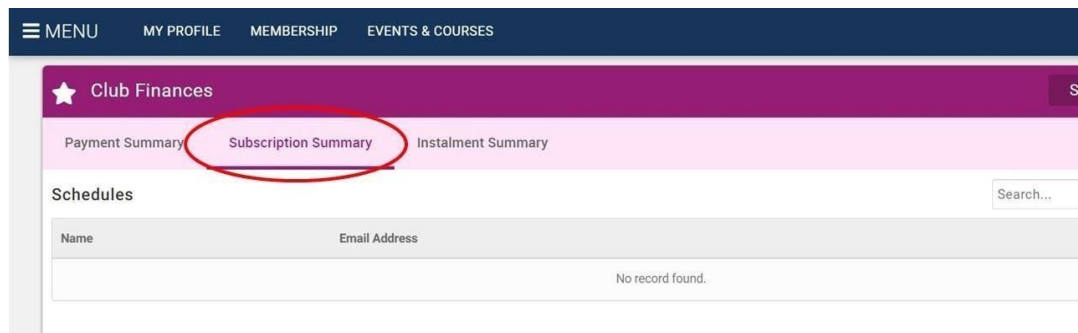
7. Sign into your British Rowing account and select MENU as before
8. In the CLUB+ area select CLUB FINANCES



9. Select the PAYMENT SUMMARY tab to see a summary of payments made and received, along with associated fees. Below the PAYMENT SUMMARY tab you can filter payments by CURRENT MONTH, LAST MONTH, CURRENT YEAR, and LAST YEAR.



10. Select the **SUBSCRIPTION SUMMARY** tab to view a breakdown of payments made by club members who hold membership subscriptions at your club.



11. Select **INSTALMENT SUMMARY** to view a breakdown of payments made by individuals at your club who have selected to pay their subscriptions in instalments.



12. To make a refund, click on the cog icon on the payment you wish to refund. This will then take you to the payment details page, where you can select 'Refund'.

The screenshot shows the 'Club Finances' interface for 'Summer Sculling BC'. It features a navigation bar with 'Payment Summary', 'Subscription Summary', and 'Instalment Summary'. Below this, there's a 'Breakdown of your club payments' section with a 'Current month' dropdown. Two summary boxes show 'Payment Summary' (Payments: £0.00, Received Income: £0.00, Fees: £0.00) and 'Payment Breakdown' (Memberships: £0.00, Events: £0.00, Other: £0.00). A 'Payments' table lists several transactions, with a gear icon highlighted on the entry for reference PR027749.

Reference	Date	Payer Name	Type	Method	Total	Status	
PR027762	20/02/2020	System66 Admin	Payment	Other (Admin Pay)	£150.00	Paid	⚙️
PR027758	31/01/2020	System66 Admin	Payment	Other (Admin Pay)	£150.00	Paid	⚙️
PR027757	31/01/2020	System66 Admin	Payment	Other (Admin Pay)	£150.00	Paid	⚙️
PR027750	22/01/2020	Ashley Wyatt-NGB	Payment	Credit/Debit Card	£10.00	Paid	⚙️
PR027749	22/01/2020	Ashley Wyatt-NGB	Payment	Credit/Debit Card	£10.00	Paid	⚙️
PR027748	15/01/2020	Ashley Wyatt-NGB	Payment	Credit/Debit Card	£10.00	Paid	⚙️

13. To cancel a payment plan, find it in the subscription or instalment summary, then click cancel.

The screenshot shows the 'Club Finances' interface for 'Summer Sculling BC' with the 'Instalment Summary' tab selected. It displays a 'Schedules' section with a search bar and a table listing a schedule for 'Ashley Wyatt-NGB(1191575)' with email 'ashley.wyatt@brittishrowing.org'. A 'View Plans' button is visible next to the entry.

Name	Email Address	
Ashley Wyatt-NGB(1191575)	ashley.wyatt@brittishrowing.org	View Plans

The screenshot shows the 'Club Finances' interface for 'Summer Sculling BC' with the 'Instalment Summary' tab selected. It displays the details of an 'Active' 'Recreational membership' installment plan for 'Ashley Wyatt-NGB(1191575)'. The next payment date is 15/03/2020. A 'Cancel Plan' button is highlighted in red.

Instalment Plan - Monthly **Active**  
 Next Payment Date : 15/03/2020  
 Recreational membership  
 Ashley Wyatt-NGB(1191575)  
 ashley.wyatt@brittishrowing.org

Cancel Plan Payment schedule

### Section 3: Receiving off-line payments

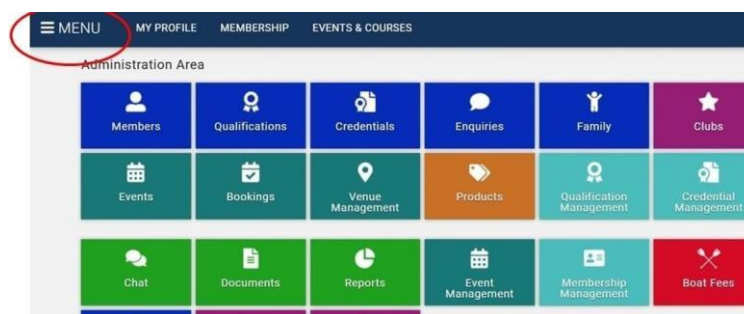
14. Despite the majority of people preferring to pay for things online, you may from time to time still receive cash or cheques from individuals. Here's how to ensure this is accounted for within ClubHub:

15. Pay the cheque into your club bank account

16. Sign into your British Rowing account



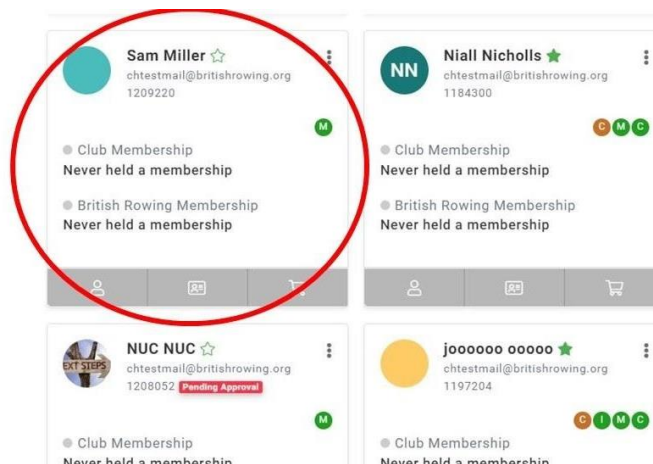
17. Select MENU



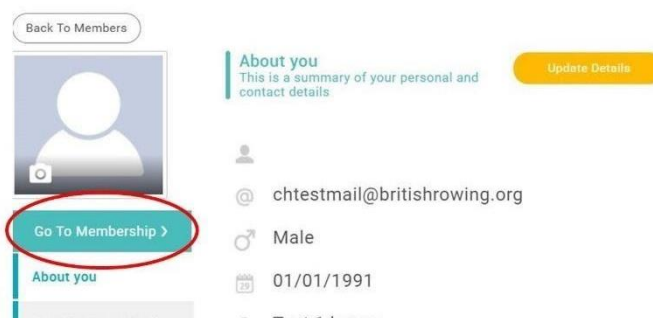
18. Select the CLUB MEMBERS tile



19. Select the individual who has provided you with the physical payment by clicking on VIEW PROFILE in the bottom left hand corner of the member's profile tile

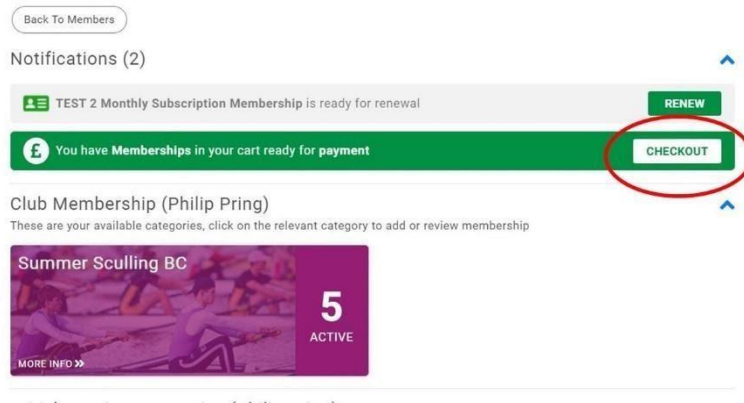


20. Select GO TO MEMBERSHIP

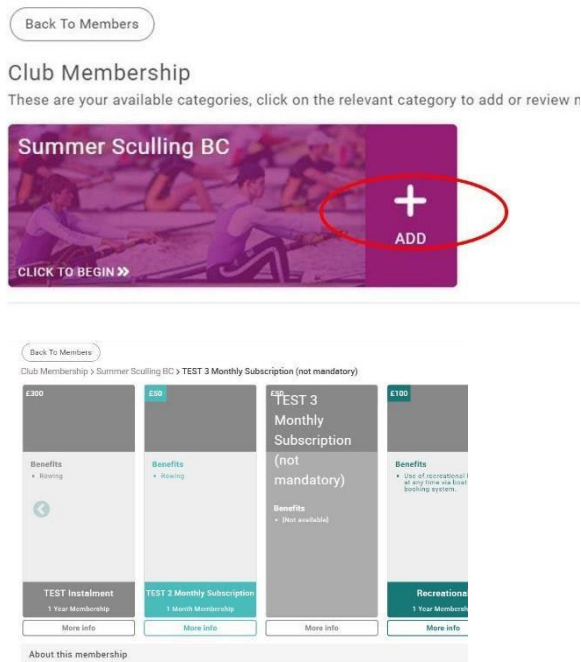




21. If the member has already added a membership to their cart, select CHECKOUT



22. If they have yet to add the membership to their cart, select ADD, then select the desired membership from the list shown



23. Once you have selected CHECKOUT, select ADMIN PAY



24. Add your details, the format in which the payment was received, a reference word/number, then select **CLICK TO PROCEED**

25. The payment will then show up in your list of payments received, in the **CLUB FINANCES** tile

#### Section 4: Failed payments

26. Occasionally you may receive notification of a failed payment (a club member's card may have expired for example). To view your list of failed payments, along with the reasons why they have failed, simply follow these steps:

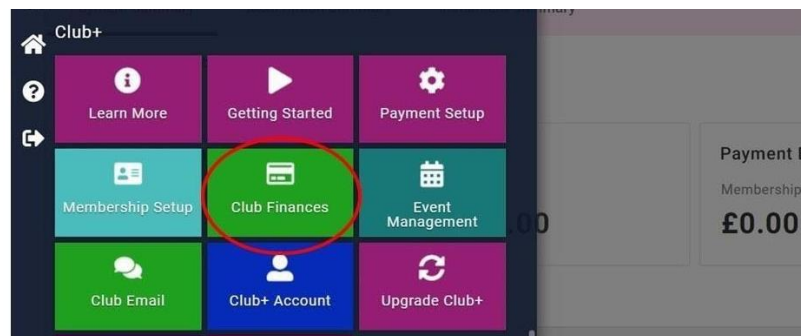
27. Sign into your British Rowing account



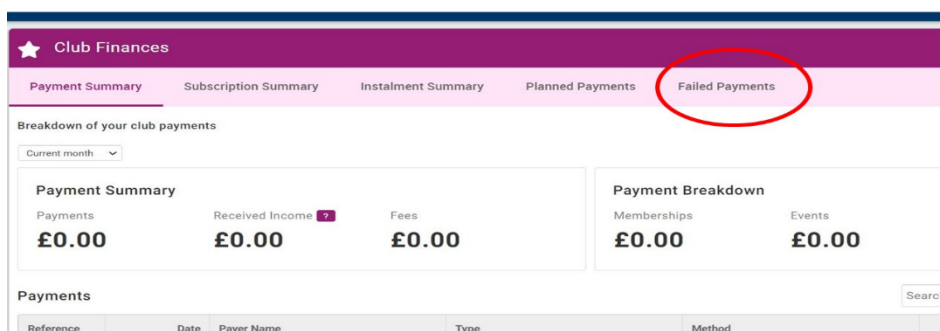
28. Select **MENU**



29. In the CLUB+ area select CLUB FINANCES



30. Select FAILED PAYMENTS. From here you will be able to view a list of all failed payments including names, reference numbers, dates and reasons for failure.

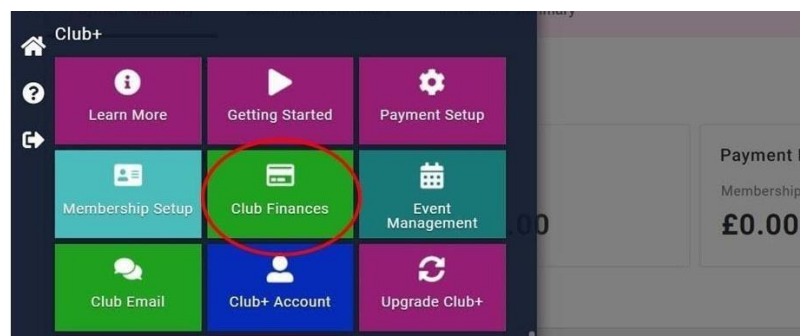


## Section 5 Issuing refunds

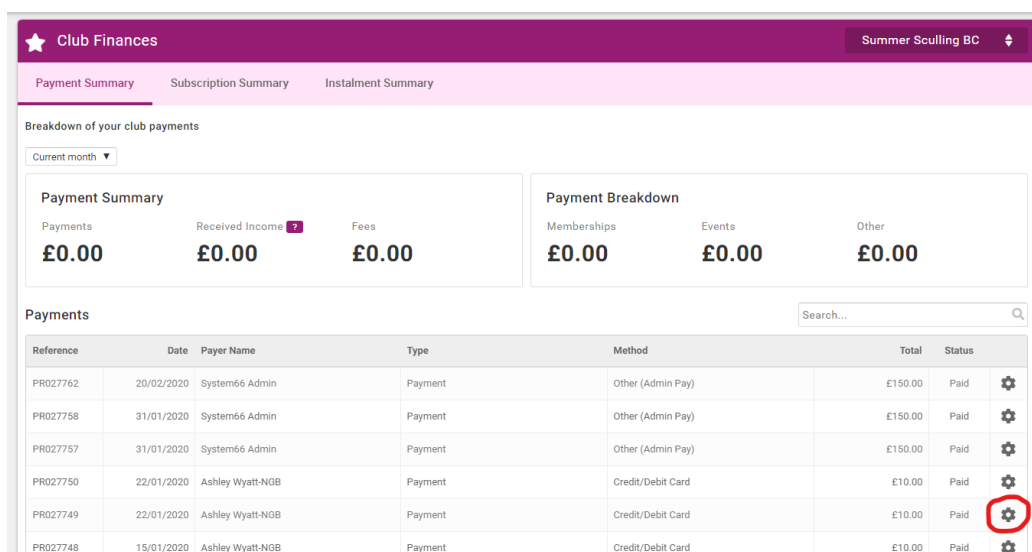
Occasionally you may need to issue a refund for a payment received. It might be that a membership was bought in error for example, in which case the procedure for issuing that refund is very simple. Here's how:

31. Sign into your ClubHub account and select MENU as before

32. Select the CLUB FINANCES tile



33. You will be presented with your finances dashboard, the first page of which comprises a list of payments received by date. This is also referred to as the PAYMENT SUMMARY. To initiate a refund, scroll down to the payment in question and select the cog icon to the right of that payment



The screenshot shows the 'Club Finances' dashboard for 'Summer Sculling BC'. It features three tabs: 'Payment Summary', 'Subscription Summary', and 'Instalment Summary'. Below the tabs, there are two summary boxes. The 'Payment Summary' box shows 'Payments' as £0.00, 'Received Income' as £0.00, and 'Fees' as £0.00. The 'Payment Breakdown' box shows 'Memberships' as £0.00, 'Events' as £0.00, and 'Other' as £0.00. Below these is a 'Payments' table with a search bar. The table has columns for Reference, Date, Payer Name, Type, Method, Total, and Status. The last row of the table has a cog icon circled in red.

Reference	Date	Payer Name	Type	Method	Total	Status	
PR027762	20/02/2020	System66 Admin	Payment	Other (Admin Pay)	£150.00	Paid	⚙️
PR027758	31/01/2020	System66 Admin	Payment	Other (Admin Pay)	£150.00	Paid	⚙️
PR027757	31/01/2020	System66 Admin	Payment	Other (Admin Pay)	£150.00	Paid	⚙️
PR027750	22/01/2020	Ashley Wyatt-NGB	Payment	Credit/Debit Card	£10.00	Paid	⚙️
PR027749	22/01/2020	Ashley Wyatt-NGB	Payment	Credit/Debit Card	£10.00	Paid	⚙️
PR027748	15/01/2020	Ashley Wyatt-NGB	Payment	Credit/Debit Card	£10.00	Paid	⚙️

34. Next, select the REFUND button in the bottom right hand corner. This will refund the payment to the account from which it came, and will also create a record of the refund in your PAYMENT SUMMARY page

The screenshot shows the 'Club Finances' web application interface. At the top, there is a navigation bar with a star icon and the text 'Club Finances'. On the right side of the navigation bar, there is a button labeled 'Summer Sculling BC'. Below the navigation bar, there is a horizontal menu with several options: 'Payment Summary', 'Subscription Summary', 'Instalment Summary', 'Planned Payments', and 'Failed Payments'. The 'Payment Summary' option is currently selected.

Below the menu, there is a breadcrumb trail that reads '← Payment Details'. The main content area displays the payment ID 'PR084893' on the left and 'Credit/Debit Card' on the right. There are two information boxes: one for the customer 'Philip Pring(1213749)' with contact details, and another for the 'Payment Header' with date, processed by, and status information.

Below these boxes is a table with the following columns: Item, Price, Quantity, Discount, Surcharge, Net, Tax, Gross, Max Refundable, and Refunded. The table contains one row for 'Rec membership (Philip Pring)' with a price of £150.00 and a quantity of 1. A 'Refund' button is located at the end of this row. Below the table, there is a 'Refund All' button.

Item	Price	Quantity	Discount	Surcharge	Net	Tax	Gross	Max Refundable	Refunded
Rec membership (Philip Pring)	£150.00	1	£0.00	£0.00	£150.00	£0.00	£150.00	£150.00	£0.00