

## Collecting Balance Payments:

Any time a member checks in to the club with a balance, a Member Alert will pop up on their screen notifying you of a past due amount. You will have to approve or deny them entry into the gym. It is vital that you speak with the member about the balance during their visit. Remember, no one wants to have a balance, they would rather fix any concerns ASAP to get on with their work out!

There are two "accounts" that a member could owe a balance for. **ABC Account**, and **Club Account**. The **ABC Account** will only ever contain the most recent month's bill, if unpaid. Balances stay in the **ABC account** if the payment is declined on the bill dates and will remain in the **ABC account**.

**Important Reminder:** Remember to always have the member pay the oldest club account invoice first. Club account invoices will age and will RFC automatically. It is therefore important to always select the oldest invoice for payment.

- ABC & Club Account balances are now displayed on the member's **check-in screen**
- **Total Past Due** is the ABC balance from the last billing, and represents current dues, exclusive of Club Account balances.
- **Total Next Due** is the next invoice due plus the ABC Past Due (DO NOT USE!)
- **Club Account Balance** includes any balance prior to the last billing.
- To pay an ABC balance click on the red Total Past Due amount
- To pay a CLUB ACCOUNT balance click on the red Club Account Balance amount



\*Note. The **ABC Account Balance (Total Current DUE)** also includes the member's next biweekly payment. To only pay the past due amount, simply select the "Total Past Due" amount which will be listed as you hover your mouse over the blue "Total Current Due" amount. Do this only after collecting any Club Account balance.

Club Account:	\$5,000	Limit: \$5,000
Res Fee:	\$0.00	
ABC Account:	Credit Card	Total Current Due:
Club Account:	Credit Card	
Member Email:	<a href="#">None</a>	
<b>Summary</b>		
UPC:	<input type="text"/>	<input type="button" value="Search"/>
<b>Table</b>		
Next Due Date:		\$6,781,728.6
Past Due:	\$22.49	
Next Due:	\$52.00	
Late Fee:	\$0.00	
Service Fee:	\$0.00	
Total Next Due:	\$52.00	
Total Past Due:	\$22.49	

### Club Account Balance

Point of Sale Screen will show the Club Account Balance, ABC Account Status, and Total Current Due.

Club Account Balance: 80.20, ABC Account Balance (Total Current Due): \$60.15  
TOTAL DUE: \$140.35

The screenshot shows a POS interface with the following details:

- Member:** DANIEL, DANIEL
- Registered #:** 144330004
- Club Account Balance:** 80.20 (AMT: 80.20)
- Pre-Pay Balance:** \$0.00
- ABC Account:** 80.20 Total Current Due: \$60.15
- Club Account:** Credit Card
- Member Email:** dan@danmail.com

Below the member info is a section for **Inventory** with a search bar. Further down is a **Make Payment** section with a **Make Tax** checkbox and a **Comment** field.

At the bottom, there is a table with the following headers:

Item Name	Item	Unit Price	Item Amount	Make Payment	Commission	Pre-Tax
Quantity	Quantity	Extended Price	Tax	Date	Commission	Total

The monthly billing and service fees are listed individually by date. The last column is a running tally of the balance owed. Select the invoices to be paid and click Make Payment. Try to collect the full balance.

If you do not select the Club Account Balance and simply apply a payment to the ABC account, the Club Account Balance will remain past due and the payment will be applied to future invoices on the ABC account. It is imperative that the staff understand this and apply all payments correctly.

\*Collecting the Club Account balance and the Total Past Due balance will bring the member up to date with all past due invoices.