ClubRunner

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How can I prevent an ex-member from receiving invoices?

Michael C. - 2021-12-24 - Membership Management

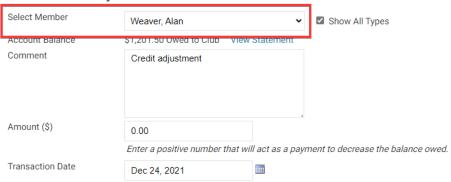
If an ex-member is still receiving emailed invoice notices from your club, you can fix this by adjusting their debit/credit with the club.

- 1. To access the billing functions, you must first log in to your website. Then, click on the **Organization** tab.
- 2. Next, click on the Dues & Billing link.
- 3. This will bring you to the Billing Home screen. On the left side of the screen, under the Statement heading, click on either Credit Adjustment or Debit Adjustment as appropriate. Click Credit Adjustment if you wish to erase money owed by the member, and Debit Adjustment if you wish to cancel out money owed to the member.
- 4. In this example, we will select a **Credit Adjustment**, to cancel an outstanding invoice for a former member. When you click Credit Adjust, you are taken to the Credit Adjustment page. Here, you may select the member for whom you wish to issue a credit. To access ex-members, click the check box next to **Show Inactive**.

Add a Credit Adjustment Select Member -- Select Member -- Show All Types Comment Credit adjustment Amount (\$) 0.00 Enter a positive number that will act as a payment to decrease the balance owed. Transaction Date Dec 24, 2021

5. Now, choose the ex-member from the **Select Member** drop down menu.

Add a Credit Adjustment



6. The **Account Balance** field contains the amount owed by the ex-member.

Add a Credit Adjustment



7. To cancel out this balance, enter the appropriate sum in the **Amount(\$)** field.

Add a Credit Adjustment



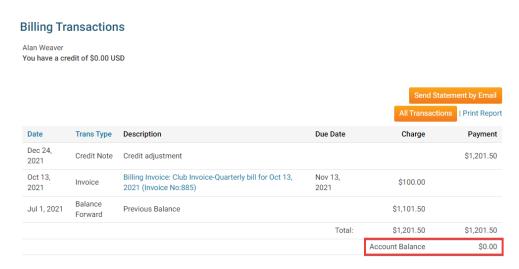


8. Click **Post** when you are done, or **Cancel** if you wish to abandon your changes.

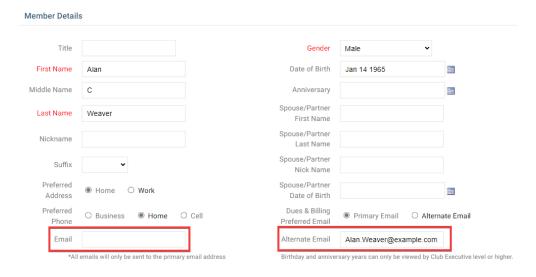
Add a Credit Adjustment Select Member Weaver, Alan ✓ Show All Types Account Balance Comment Credit adjustment Amount (\$) 1,201.50 Enter a positive number that will act as a payment to decrease the balance owed.



9. You will then be taken to the **Billing Transactions** page for the ex-member, where the member's **Account Balance** should now be \$0.00.



10. If you wish to further ensure that an ex-member does not receive invoices or emails from the club, you can access their member profile and remove their primary email account. If you wish to retain their email for records without sending them messages, you can enter it in their Alternate Email field.



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