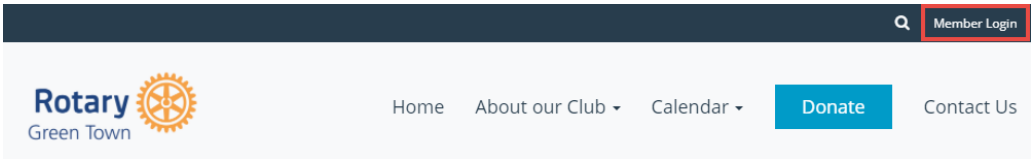
ClubRunner

How do I adjust the amount a member owes?

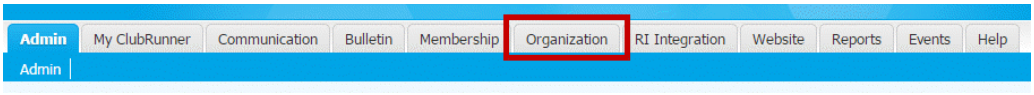
Michael C. - 2021-02-23 - Dues & Billing

Using the **Dues and Billing** function of ClubRunner, you can manage the accounts of your individual members. You can track and adjust both payments and debits, and keep clear records of each transaction.

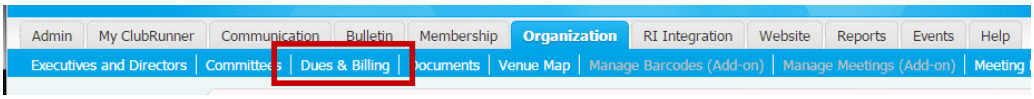
1. To adjust the amount a member owes, you must go to your club homepage and log in. Then, click on **Member Area** on the top right.



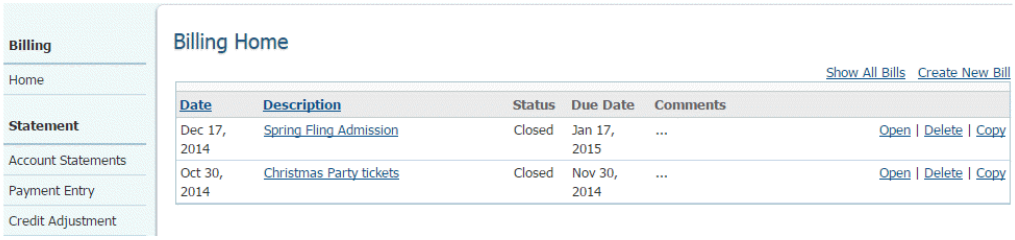
2. Along the top of the screen you will see several tabs. Click on **Organization.**



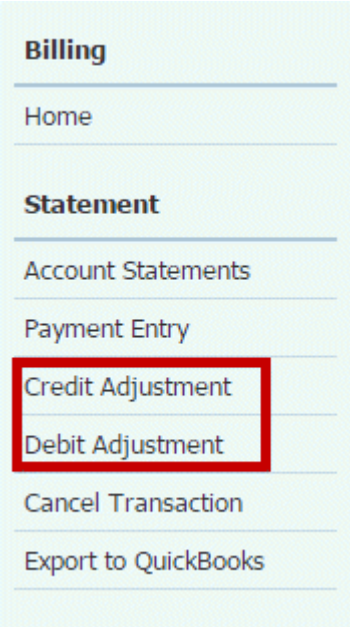
3. Next, click **Dues and Billing**.



4. You are now on the **Billing Home** page. Here, you can view and edit the details of current billings and member invoices.

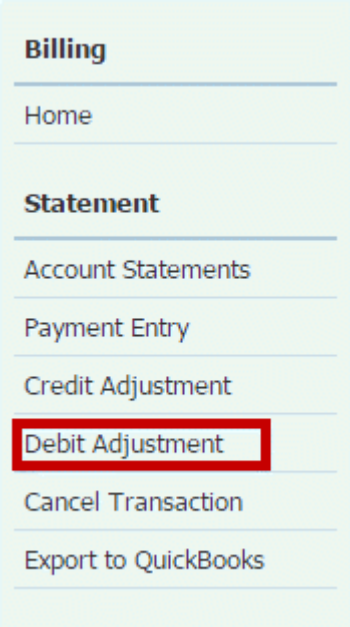


5. On the left side of the screen you will see links to a number of options. In order to adjust the amount owed by a member, click on **Credit Adjustment** or **Debit Adjustment**, as appropriate. Credit adjustment will credit money toward the member, reflecting payments made by the member or to the member by the club. Use Debit adjustment to adjust the amount owed by the member.

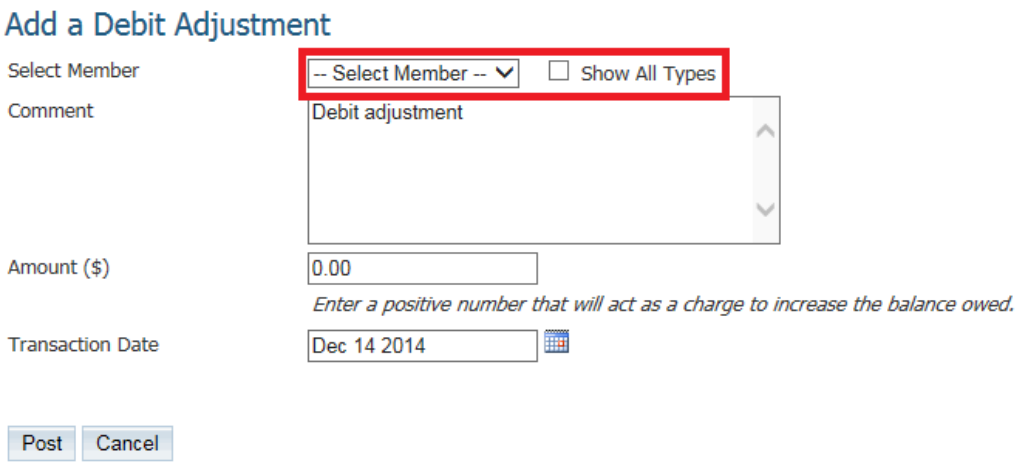


Debit Adjustment

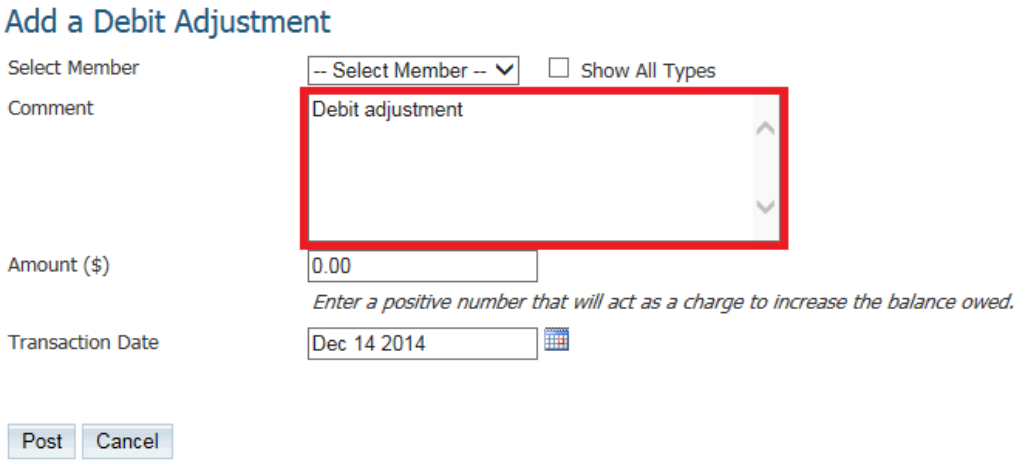
1. Click **Debit Adjustment** to adjust the amount owed by the member.



2. On the **Admin Debit Adjustment** page, use the drop menu to select an active member whose account you wish to view. Click **Show All Types** if you wish to choose an inactive member or other user.

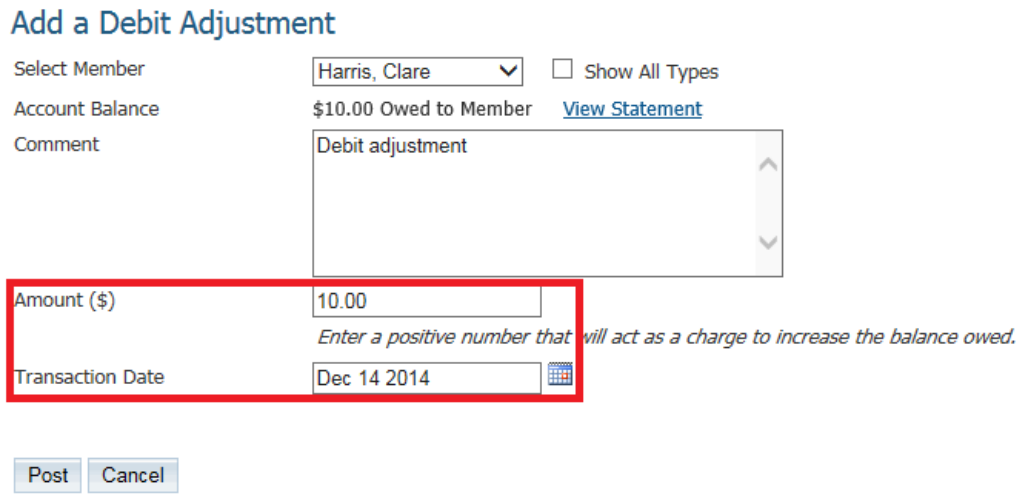


3. Use the **Comment** field to record details of the debit adjustment.

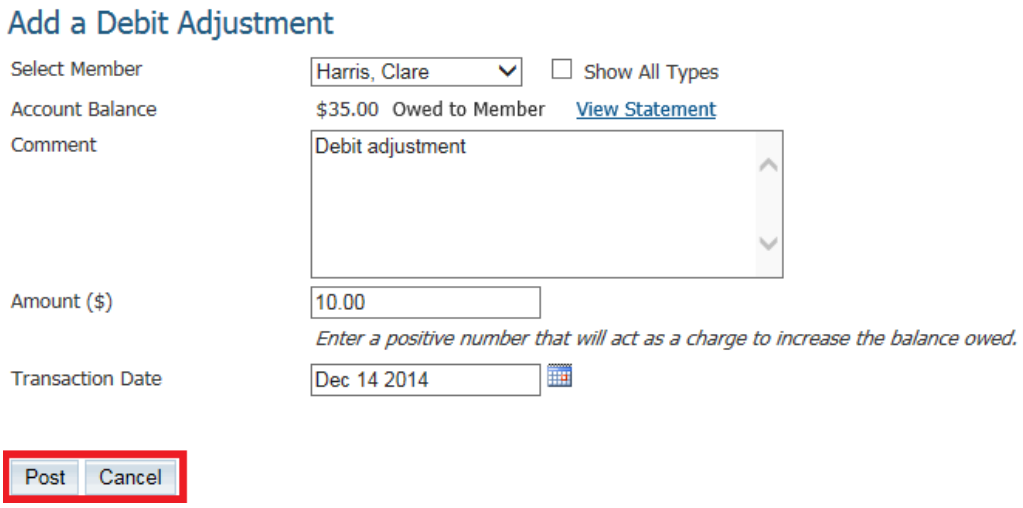


4. Use the **Amount($)** field to enter the amount by which you wish to adjustment the member's debit. Use the **Transaction Date** drop down to set the date the transaction took place.

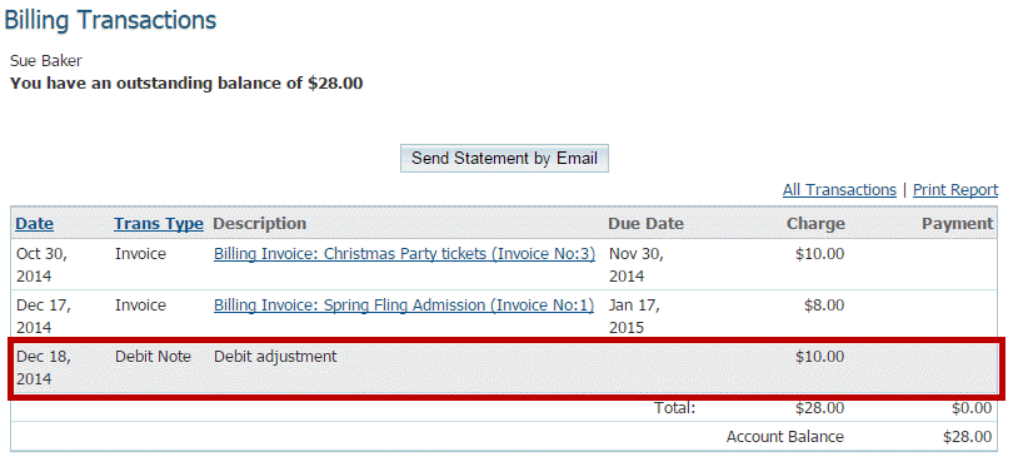
   Note: You may enter a negative sum in the **Amount($)** field to reduce the amount owing.



5. When you have finished, click **Post** to finalize the transaction, and **Cancel** to discard the information.

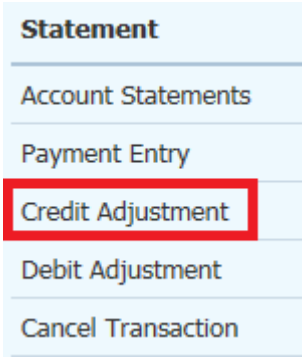


6. You will now be taken to the **Billing Transactions** page, where you can view a summary of this member's transactions, including your recent debit adjustment.

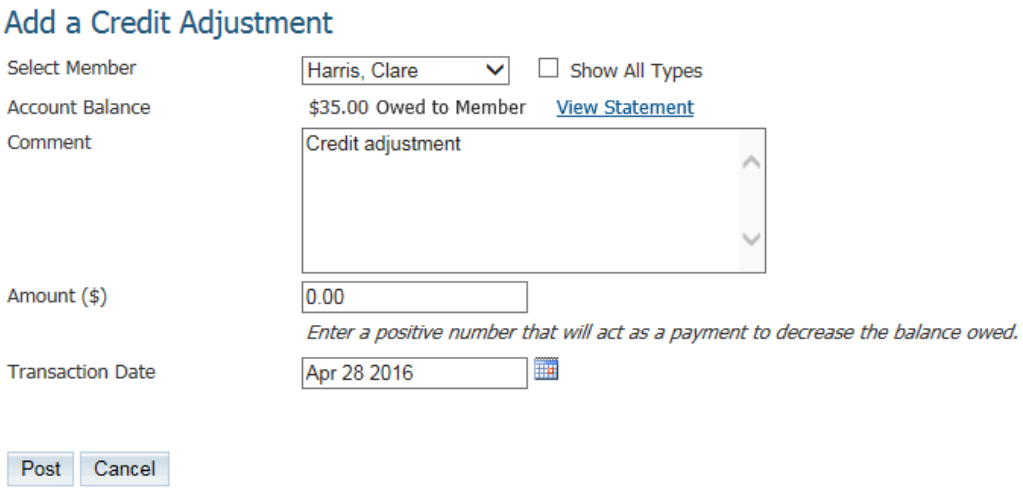


Credit Adjustment

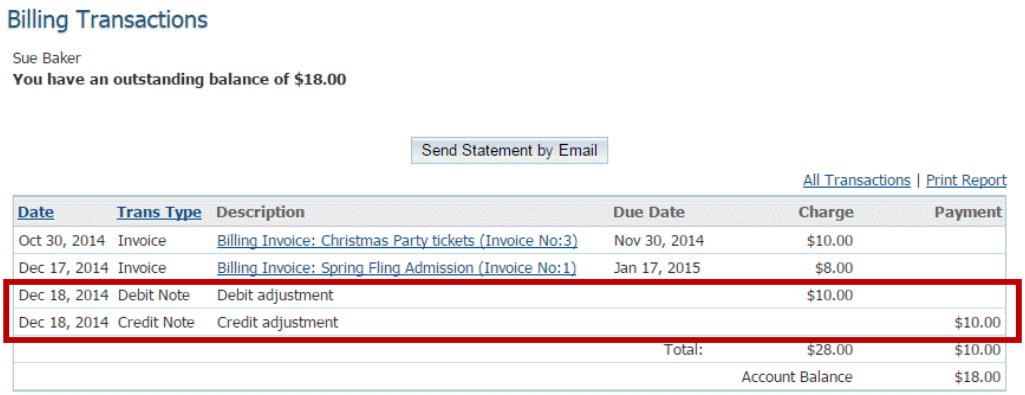
1. To grant a credit to a member, click on **Credit Adjustment** on the left.



2. Simply fill in the fields as described above in the **Debit Adjustment** procedure.



3. As before, your account adjustment now appears on the member's **Billing Transactions** page.



Related Content

- How do I enter payments in Dues & Billing?
- How do I track payments made by members?
- How do I send statements to members?
- How do I view member account statements?
- How do I cancel transactions within Dues & Billing?
- Dues & Billing configuration settings
- How do I create a new bill?