ClubRunner

Help Articles > Club Help > Club - Administration Guide > Dues & Billing > How do I adjust the amount a member owes?

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.

				۹	Member Login
Rotary Oreen Town	Home	About our Club 🗸	Calendar -	Donate	Contact Us

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

							01883			
Admin	My ClubRunner	Communication	Bulletin	Membership	Organization	RI Integration	Website	Reports	Events	Help
Admin										

3. Next, click Dues and Billing.

Admin	My ClubRunner	Commu	nication	Bulletin	Membership	Organiz	ation	RI Integration	Website	Reports	Events	Help
Executive	es and Directors	Committee	s Dues	& Billing	ocuments	Venue Map	Manag	je Barcodes (Add-	on) Manag	je Meetings	(Add-on)	Meeting

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

Billing	Billing H	łome					C
Home						Snow All Bills	Create New Bill
	Date	Description	Status	Due Date	Comments		
Statement	Dec 17,	Spring Fling Admission	Closed	Jan 17,		<u>Open</u>	<u>Delete</u> <u>Copy</u>
Account Statements	2014			2015			101110
Payment Entry	2014	<u>Christmas Party tickets</u>	Closed	NOV 30, 2014		Open	<u>Delete</u> <u>Copy</u>
Credit Adjustment							

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.

Billing	
Home	
Statement	
Account Statements	
Payment Entry	
Credit Adjustment	
Debit Adjustment	
Cancel Transaction	
Export to QuickBooks	

Debit Adjustment

 $1. \ \ Click \ \textbf{Debit} \ \textbf{Adjustment} \ to \ adjust \ the \ amount \ owed \ by \ the \ member.$

Billing
Home
Statement
Account Statements
Payment Entry
Credit Adjustment
Debit Adjustment
Cancel Transaction
Export to QuickBooks

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.

Add a Debit Adjustme	nt	
Select Member	Select Member 🗸 🗌 Show All Types	
Comment	Debit adjustment	
		~
Amount (\$)	0.00	
	Enter a positive number that will act as a charg	e to increase the balance owed.
Transaction Date	Dec 14 2014	
Post Cancel		

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

Add a Debit Adjustment			
Select Member	Select Member 🗸 🗌 Show All Types		
Comment	Debit adjustment		
Amount (\$)	0.00		
	Enter a positive number that will act as a charge to increase the balance owed.		
Transaction Date	Dec 14 2014		
Post Cancel			

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.

Add a Debit Adjustme	ent
Select Member	Harris, Clare V Show All Types
Account Balance	\$10.00 Owed to Member <u>View Statement</u>
Comment	Debit adjustment
Amount (\$)	10.00 Enter a positive number that vill act as a charge to increase the balance owed.
Transaction Date	Dec 14 2014
Post Cancel	

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

Add a Debit Adjustment

Select Member	Harris, Clare V Show All Types
Account Balance	\$35.00 Owed to Member <u>View Statement</u>
Comment	Debit adjustment
Amount (\$)	10.00 Enter a positive number that will act as a charge to increase the balance owe
Transaction Date	Dec 14 2014
Post Cancel	

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.



Send Statement by Email

				All Transacti	ons Print Report
Date	Trans Type	Description	Due Date	Charge	Payment
Oct 30, 2014	Invoice	Billing Invoice: Christmas Party tickets (Invoice No:3)	Nov 30, 2014	\$10.00	
Dec 17, 2014	Invoice	Billing Invoice: Spring Fling Admission (Invoice No:1)	Jan 17, 2015	\$8.00	
Dec 18, 2014	Debit Note	Debit adjustment		\$10.00	
			Total:	\$28.00	\$0.00
				Account Balance	\$28.00

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.

Add a Credit Adjustment

Select Member	Harris, Clare 🗸 🗌 Show All Types
Account Balance	\$35.00 Owed to Member View Statement
Comment	Credit adjustment
	~
Amount (\$)	0.00
	Enter a positive number that will act as a payment to decrease the balance owed.
Transaction Date	Apr 28 2016
Post Cancel	

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

Billing Transactions Sue Baker You have an outstanding balance of \$18.00

		Send Statement by Emai	I			
				All Transactions Print Report		
<u>Date</u>	Trans Type	Description	Due Date	Charge	Payment	
Oct 30, 2014	Invoice	Billing Invoice: Christmas Party tickets (Invoice No:3)	Nov 30, 2014	\$10.00		
Dec 17, 2014	Invoice	Billing Invoice: Spring Fling Admission (Invoice No:1)	Jan 17, 2015	\$8.00		
Dec 18, 2014	Debit Note	Debit adjustment		\$10.00		
Dec 18, 2014	Credit Note	Credit adjustment			\$10.00	
			Total:	\$28.00	\$10.00	
				Account Balance	\$18.00	

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- How do I send statements to members?
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- <u>Dues & Billing configuration settings</u>
- How do I create a new bill?