



Collecting money that is currently owed...

**ClubRunner**

1080 East Indiantown Road / #202  
 Jupiter, FL 33477  
 800-554-2582

**Statement Date**  
 10/04/2008  
**Member Number**  
 1096

Please Fill In Total Amount Paid \$ \_\_\_\_\_

CREDIT CARD     CHECK     MONEY ORDER

ROBERT ELLIS  
 1 MAIN STREET  
 JUPITER, FL 33477

CARD# \_\_\_\_\_

EXP DATE \_\_\_\_\_

Statement Period: 01/15/2008 - 01/31/2008  
 Member ID: CRTAAMBRS-2147478492

\_\_\_\_\_  
 SIGNATURE

DATE	RCPT#	CHECK#	DESCRIPTION	CHARGES	CREDITS	BALANCE
			Beginning Balance			\$1,542.62
01/17/2008	93710		1 PersonalTrain 1/2-10 (Susan A. Ellis) Entry Used : Consultant [Brenda Hilcoff] 4/10 entries remaining	\$0.00	\$0.00	\$1,542.62
01/22/2008	94176		1 PersonalTrain 1/2-10 (Susan A. Ellis) Entry Used : Consultant [Brenda Hilcoff] 3/10 entries remaining	\$0.00	\$0.00	\$1,542.62
01/24/2008	94403		1 PersonalTrain 1/2-10 (Susan A. Ellis) Entry Used : Consultant [Brenda Hilcoff] 2/10 entries remaining	\$0.00	\$0.00	\$1,542.62
01/29/2008	94780		1 PersonalTrain 1/2-10 (Susan A. Ellis) Entry Used : Consultant [Brenda Hilcoff] 1/10 entries remaining	\$0.00	\$0.00	\$1,542.62
01/30/2008	94952		1 Glycolic Exfoliation Peel (Susan A. Ellis)	\$80.00	\$0.00	\$1,622.62
01/30/2008	94952		1 Astara Add On Mini Facial- 25 Min (Sus	\$50.00	\$0.00	\$1,672.62
01/30/2008	94952		1 Wax Eye-5 (Susan A. Ellis)	\$18.00	\$0.00	\$1,690.62
01/30/2008	94953		1 Astara Add On Mini Facial- 25 Min (Sus) Entry Used : Consultant [Joanna Knowles] 0/1 entries remaining	\$0.00	\$0.00	\$1,690.62
01/30/2008	94954		1 Glycolic Exfoliation Peel (Susan A. Ellis) Entry Used : Consultant [Joanna Knowles] 0/1 entries remaining	\$0.00	\$0.00	\$1,690.62
01/30/2008	94955		1 Wax Eye-5 (Susan A. Ellis) Entry Used : Consultant [Joanna Knowles] 0/1 entries remaining	\$0.00	\$0.00	\$1,690.62

\*\*\*\*\* Hope to see you at our Health Fair on March 15th \*\*\*\*\*

<u>Current</u>	<u>30 days</u>	<u>60 days</u>	<u>90 days</u>	<u>120+ days</u>	<u>Total</u>
\$148.00	\$112.00	\$800.62	\$630.00	\$0.00	\$1,690.62

Collecting money that will be owed in the future...

**ClubRunner**

1080 East Indiantown Road / #202  
 Jupiter, FL 33477  
 800-554-2582

**Statement Date**  
 10/04/2008  
**Member Number**  
 0

Please Fill In Total Amount Paid \$ \_\_\_\_\_

CREDIT CARD     CHECK     MONEY ORDER

JEFF COLEN  
 1 MAIN STREET  
 TEQUESTA, FL 33469

CARD# \_\_\_\_\_

EXP DATE \_\_\_\_\_

Statement Period: 09/01/2008 - 09/30/2008  
 Member ID: CRTAAMBRS-2147482140

\_\_\_\_\_  
**SIGNATURE**

DATE	RCPT#	CHECK#	DESCRIPTION	CHARGES	CREDITS	BALANCE
			Beginning Balance			\$0.00
09/13/2008	95941		1 Tanning 200 Minutes	\$30.00	(\$30.00)	\$0.00
09/13/2008	95942		1 Tanning 200 Minutes	\$0.00	\$0.00	\$0.00
			188/200 entries remaining			
			Future Billing Fee on 10/15/2008	\$50.00		\$50.00

\*\*\*\*\* Hope to see you at our Health Fair on March 15th \*\*\*\*\*

<u>Current</u>	<u>30 days</u>	<u>60 days</u>	<u>90 days</u>	<u>120+ days</u>	<u>Total</u>
\$50.00	\$0.00	\$0.00	\$0.00	\$0.00	\$50.00

As a renewal for Paid In Full memberships...

**ClubRunner**

1080 East Indiantown Road / #202  
 Jupiter, FL 33477  
 800-554-2582

**Statement Date**  
 10/04/2008  
**Member Number**  
 0

Please Fill In Total Amount Paid \$ \_\_\_\_\_

CREDIT CARD     CHECK     MONEY ORDER

JEFF COLEN  
 1 MAIN STREET  
 TEQUESTA, FL 33469

CARD# \_\_\_\_\_

EXP DATE \_\_\_\_\_

Statement Period: 09/01/2008 - 09/30/2008  
 Member ID: CRTAAMBRS-2147482140

\_\_\_\_\_  
 SIGNATURE

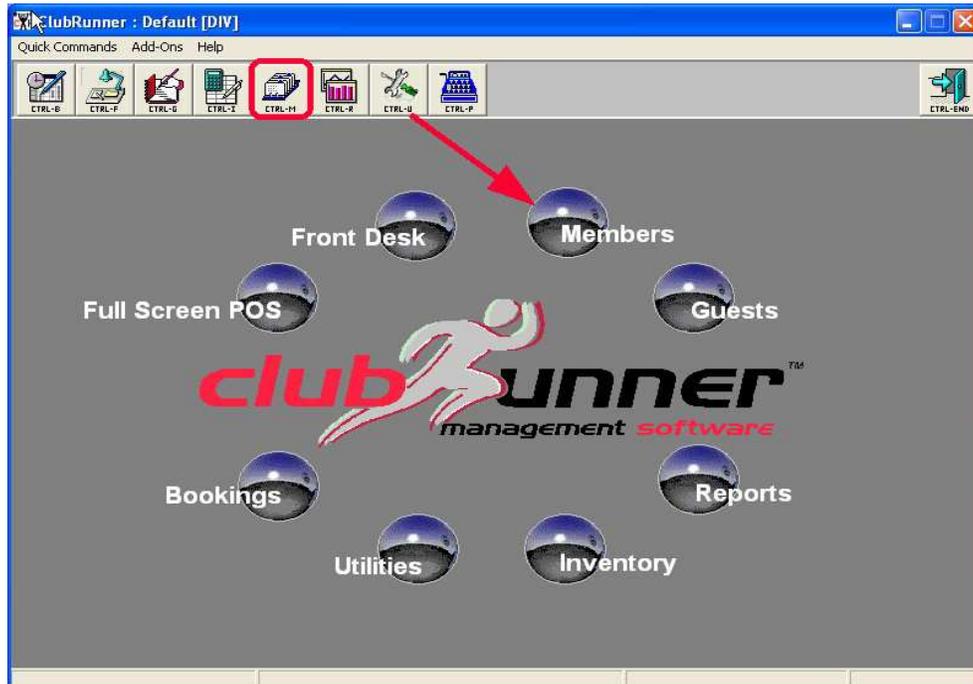
DATE	RCPT#	CHECK#	DESCRIPTION	CHARGES	CREDITS	BALANCE
			Beginning Balance			\$0.00
09/13/2008	95941		1 Tanning 200 Minutes	\$30.00	(\$30.00)	\$0.00
09/13/2008	95942		1 Tanning 200 Minutes	\$0.00	\$0.00	\$0.00
			188/200 entries remaining			
			Renewal Fee due by 10/31/2008	\$500.00		\$500.00

\*\*\*\*\* Hope to see you at our Health Fair on March 15th \*\*\*\*\*

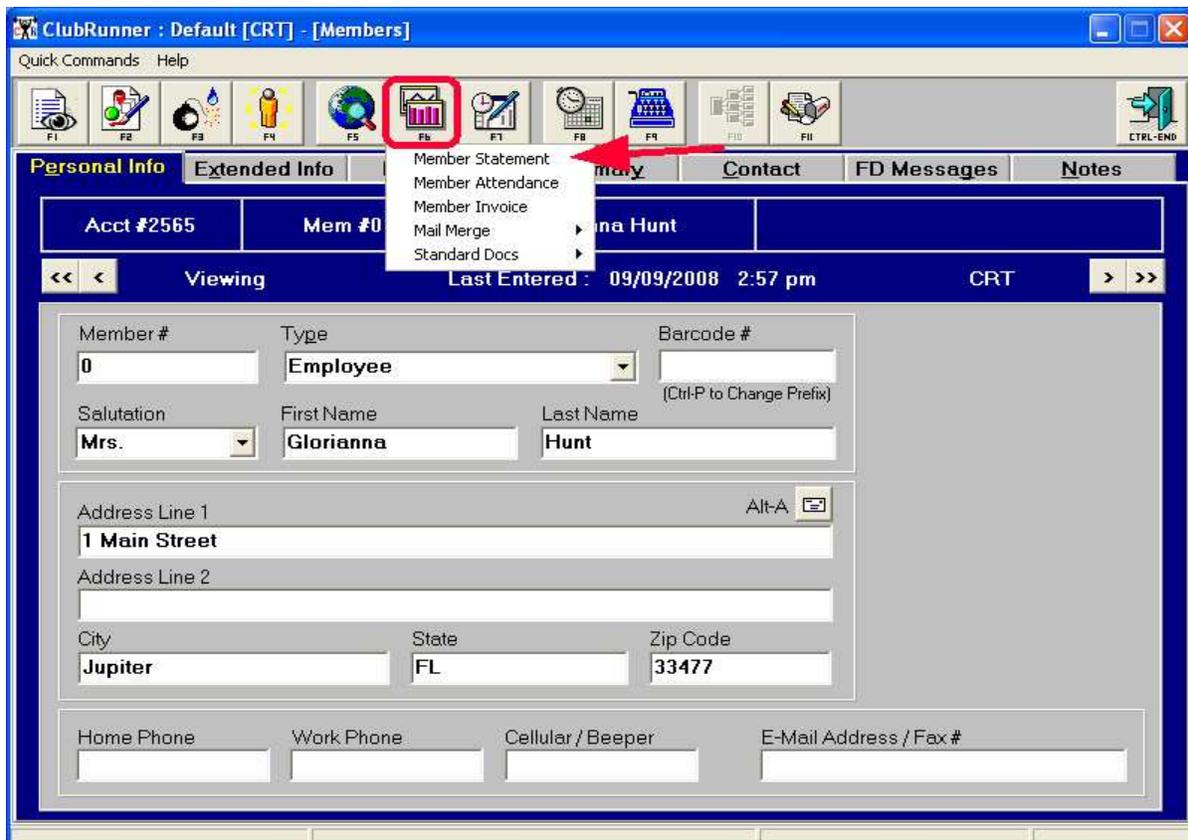
<u>Current</u>	<u>30 days</u>	<u>60 days</u>	<u>90 days</u>	<u>120+ days</u>	<u>Total</u>
\$500.00	\$0.00	\$0.00	\$0.00	\$0.00	\$500.00

## Individual Statements

From the Main Menu, go in to the Members Module...



Once in the Members Module, search (F5) on the member whom you want to print a statement for. Select that member, and then click on the Reports button (F6) and choose "Member Statement".



Enter the appropriate date range...

Typically, when entering a date range for individual statements, members will want to see several months of activity. In our example we have shown 2 months. Just click “Next” & “Finish”. *Please note that individual statements do not show future charges such as monthly dues, etc..*

<p><b>ClubRunner</b>          1080 East Indiantown Road / #202          Jupiter, FL 33477          800-554-2582</p>	<p><i>Statement Date</i> 10/04/2008</p> <p><i>Member Number</i> 0</p>
<p><i>Please Fill In Total Amount Paid</i> \$ _____</p> <p><input type="checkbox"/> CREDIT CARD    <input type="checkbox"/> CHECK    <input type="checkbox"/> MONEY ORDER</p> <p>CARD# _____</p> <p>EXP DATE _____</p> <p>_____</p> <p><i>SIGNATURE</i></p>	
<p>GLORIANNA HUNT          1 MAIN STREET          JUPITER, FL 33477</p> <p>Statement Period: 08/01/2008 - 09/30/2008          Member ID: CRTAAMBRS-2147128486</p>	

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<i>DATE</i>	<i>RCPT#</i>	<i>CHECK#</i>	<i>DESCRIPTION</i>	<i>CHARGES</i>	<i>CREDITS</i>	<i>BALANCE</i>
			Beginning Balance			\$0.00
08/23/2008	95901		2 Pro Bar- Whole Berry Blast	\$6.39	(\$6.39)	\$0.00
08/23/2008	95901		2 Pro Bar- Apple Cinnamon Crunch	\$6.39	(\$6.39)	\$0.00
08/23/2008	95901		2 Pro Bar-Nutty Banana Boom	\$6.39	(\$6.39)	\$0.00
09/04/2008	95924		1 Renewal 1 Year	\$532.50	(\$532.50)	\$0.00
09/09/2008	95929		1 Blue Flame-2oz	\$10.65	(\$10.65)	\$0.00
09/09/2008	95930		1 Towel Service	\$10.00	(\$10.00)	\$0.00
09/09/2008	95931		1 Water Service	\$5.00	(\$5.00)	\$0.00

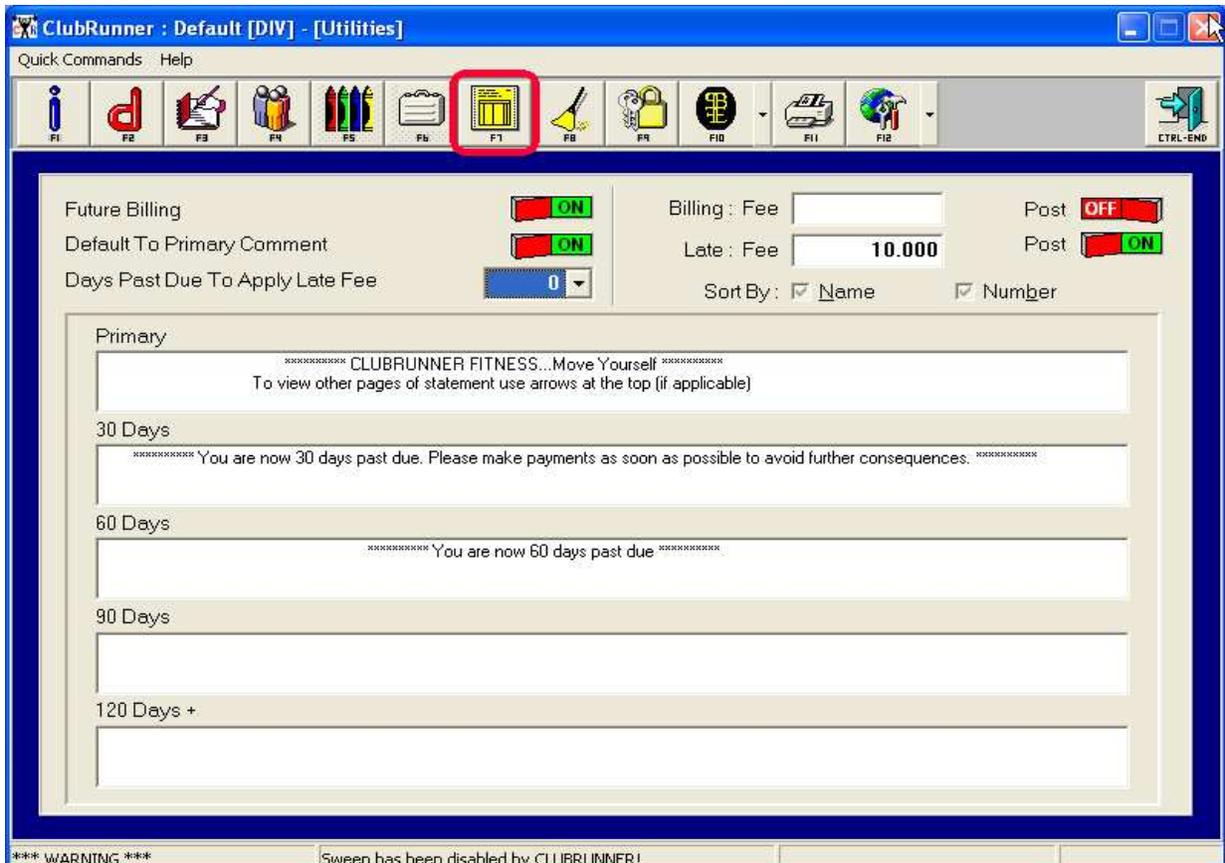
	<u><i>30 days</i></u>	<u><i>60 days</i></u>	<u><i>90 days</i></u>	<u><i>120+ days</i></u>	<u><i>Total</i></u>
<u><i>Current</i></u>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

## Setting up Mass Statements

Enter in to the Utilities Module...



Click on the Statement button (F7).



**Future Billing:** If ON, if a member has a Next Billing Date within 14 days of the statement date (today's date), then an additional line item will appear on the statement showing the future dues. This lets the member know that they are responsible for what is currently owed, plus their future dues/addons when billed on their Next Billing Date.

**Default To Primary Comment:** You have the option of putting up to 3 lines of comments on any statement. These comments are predicated on how past due a member is. Turning this option ON will substitute the Primary Comment for the other comments (30, 60, 90, 120+ days) *only if the other comments are blank.*

**Days Past Due To Apply Late Fee:** Typically, facilities set this to "0". However, you have the option of 30, 60, 90, 120+ days. Facilities have different late fee rules, and, setting this option to "0" days gives you 100% flexibility. Example: Your facility bills members on the 1<sup>st</sup> of every month, and has a 10 day late fee policy. Statements would be sent out prior to the 1<sup>st</sup> (around the 17th of the previous month) letting the member how much they owe, including their upcoming dues/addons for the 1<sup>st</sup>. Sometime after the 1<sup>st</sup>, some members still have not paid and have a past due balance. Those members need a reminder statement. When those reminder statements are sent out to the members who still owe you money, a late fee can be assessed. In our example we would wait until sometime after the 10<sup>th</sup> of the month to send out the reminder statements and apply the late fee. **Please note that ClubRunner will allow only 1 late fee in any 30 day period.**

**Billing: Fee:** This is a dollar amount that can be used to charge members a fee for the "privilege" of paying by Statements rather than Electronically. If the "Post" button is on, when statements are run a charge for the Billing Fee amount will be shown for those members whose Payment Method is Statements.

**Late: Fee:** This can either be a dollar amount or a percentage. A dollar amount is considered any number greater than "1". A percentage is any number less than "1". If the "Post" button is on, when statements are run a charge for the Late Fee amount will be shown for members who meet the past due criteria (0, 30, 60, 90 or 120 days late).

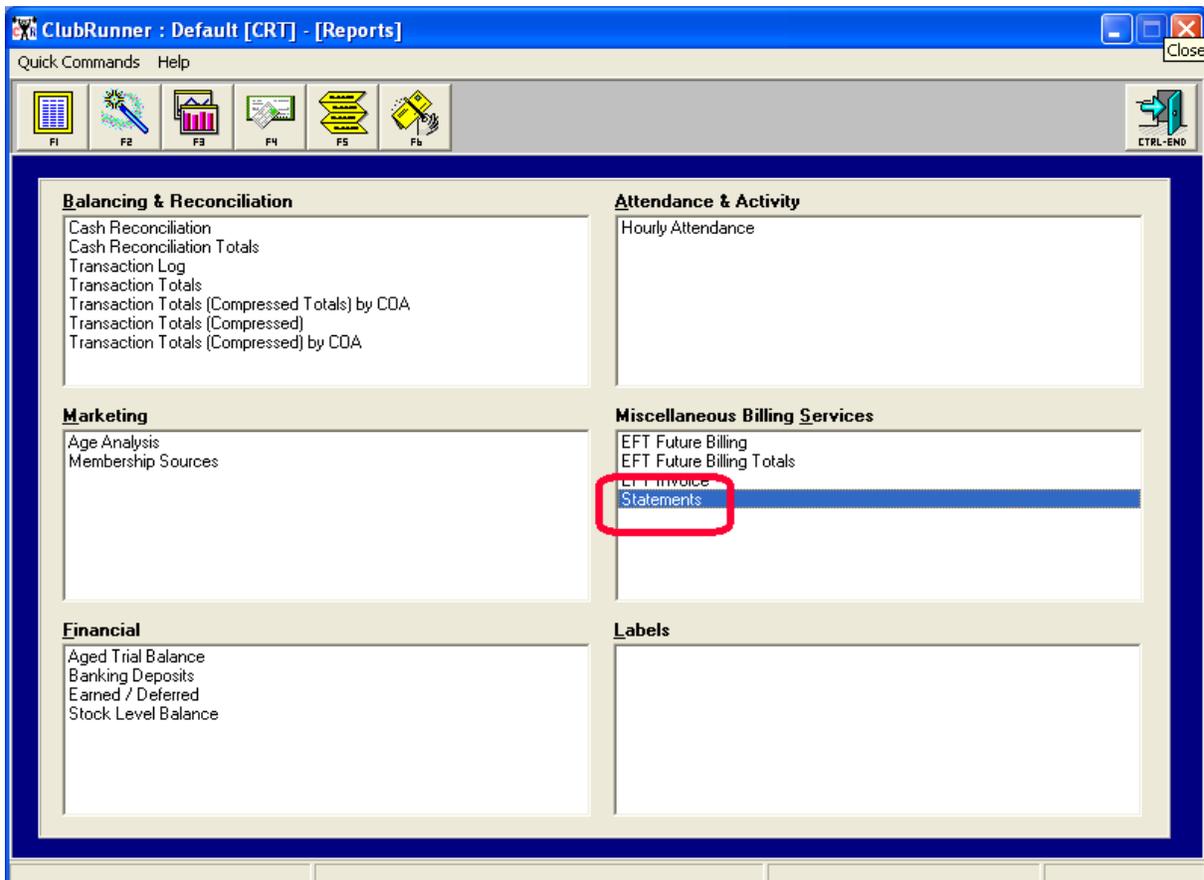
**Sort By: Name or Number:** The default is by Name.

## Mass Statements

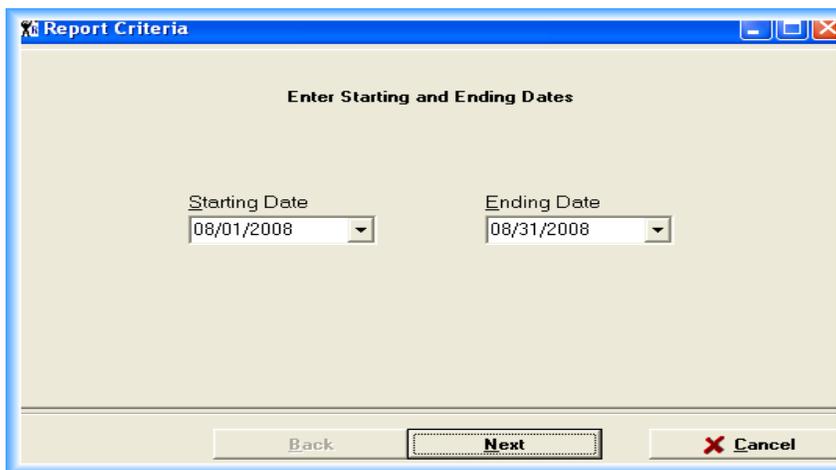
Start out by entering the Reports Module...



Next, start running the statement report...



Enter the date range. The statement report will print all activity for each member during the date range. If you are running statements for Paid In Full memberships that are expiring in the future, put that date range in.



Clicking “Next” will get you to the “Next Billing Date” screen.

***If a date is entered here, only members with that Next Billing Date will receive statements.*** You eliminate sending statements to any members without that Next Billing Date.

If a date is not entered here (it’s left blank), then you’ll be given other opportunities on subsequent screens to isolate the members that you want to receive statements.

For this example, we have chosen to enter a date. So, only members with a Next Billing Date of “09/15/2008” will receive statements. Clicking “Next” gets us to the “main” criteria screen.

**Fees**

**Post Billing Fees:** Only applicable if Statement setup in Utilities, **Billing: Fee Post is set ON.** Check this option ON if you want the billing fee that appears on the statement to create a permanent charge (transaction) on the Member's Summary page.

**Post Late Fees:** Only applicable if Statement setup in Utilities, **Late: Fee Post is set ON.** Check ON this option if you want the late fee that appears on the statement to create a permanent charge (transaction) on the Member's Summary page. Some facilities are not “strict” about getting late fees. They want to print the late fee on the statement, but not create a permanent charge reflecting it. They have this option ON in Utilities, but *keep Post Late Fees OFF* here. If the member sends their money including the late fee, the facility posts a separate late fee charge (transaction) to account for the additional dollars.

Those facilities that are “strict” about late fees will always turn this option ON when they want to assess late fees (the “reminder” statements).

### Balances

**Balance must be 0:** If ON, only members with *NO BALANCE* will receive statements.

**Balance must be > or = to:** If ON, fill in the minimum balance in the box below that a member must have to receive a statement. This option is typically used when sending out “reminder” statements to those members that are past due.

### Inclusions / Exclusions

**Renewals Only:** Turn this ON if you are sending statements to Paid In Full members who need to renew sometime in the near future.

**Exclude Deleted Members:** Typically turned ON, most facilities do not send statements to deleted members.

**Exclude Frozen Members:** Turn this ON if you do not want to send statements to members who are currently on a Freeze.

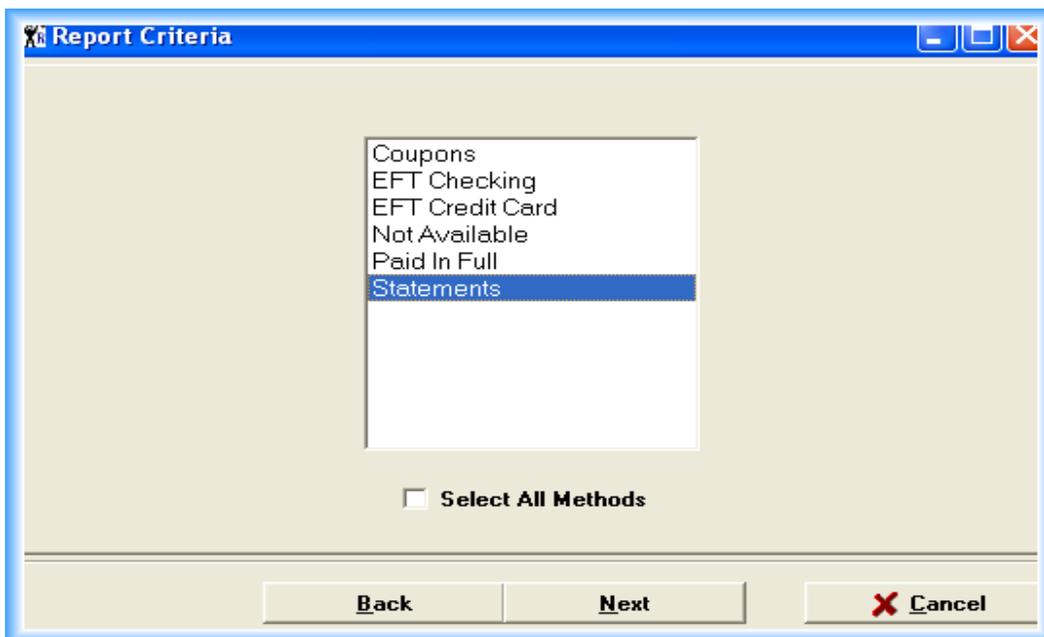
**Exclude Todays Statements:** When mass statements are run, members who receive them have their Statement Date field updated to today. Clubs may run 2 or more mass statements using different criteria to isolate certain members on each statement run. Occasionally, some members may be in both statement runs. This option should be checked ON so you do not send those members 2 or more statements. Only use this option if you run more than 1 mass statement on the same day, and, there is a chance that some members will receive more than 1 statement.

### Miscellaneous

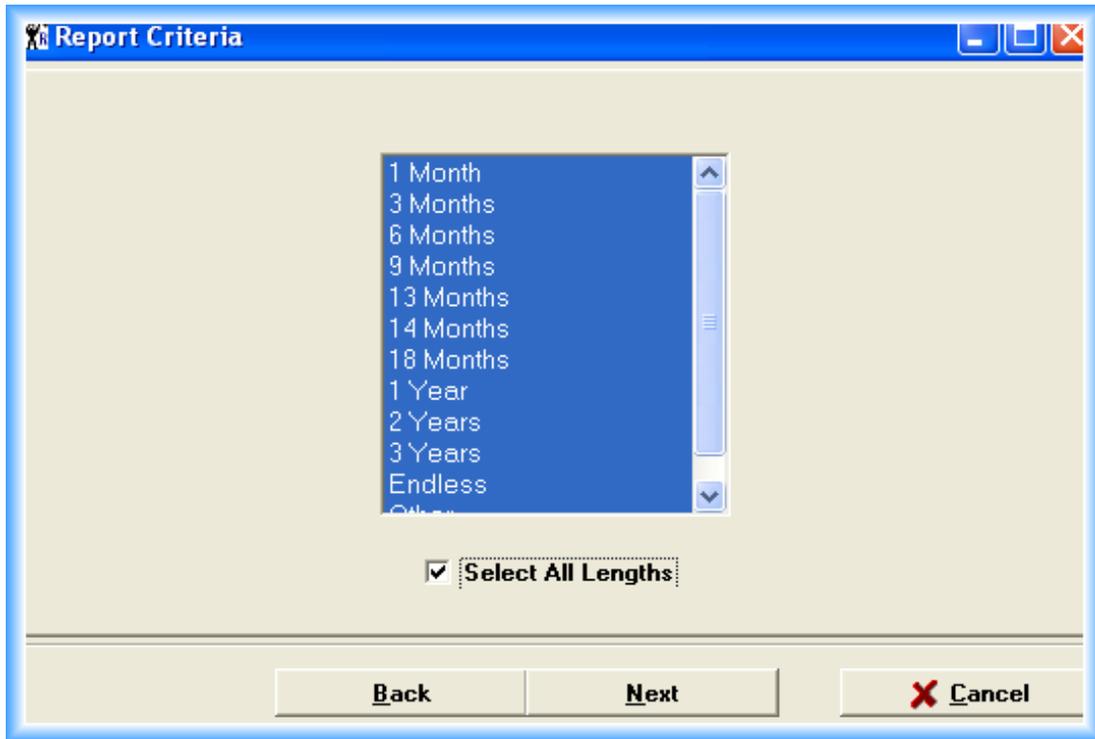
**Use Date Entered:** When ClubRunner prints the transactions on the “body” of a member’s statement, by default, those are the transactions whose Date To Apply was during that time frame. However, with ClubRunner there are 2 dates associated with every transaction. Date To Apply & Date Entered. Typically these 2 dates are identical, however, they can be different. Checking this option ON will print only those transactions that were entered during the statement bodies time frame. This option is rarely used.

**Use Statement Dates for Billing Date:** Rather than focus on a particular Next Billing Date, some facilities may bill members several days a month, or, even every day of the month (not advisable). When this option is ON, ClubRunner will use the statement dates (the body of the statement date range) to gather any member with a Next Billing Date that falls in that date range.

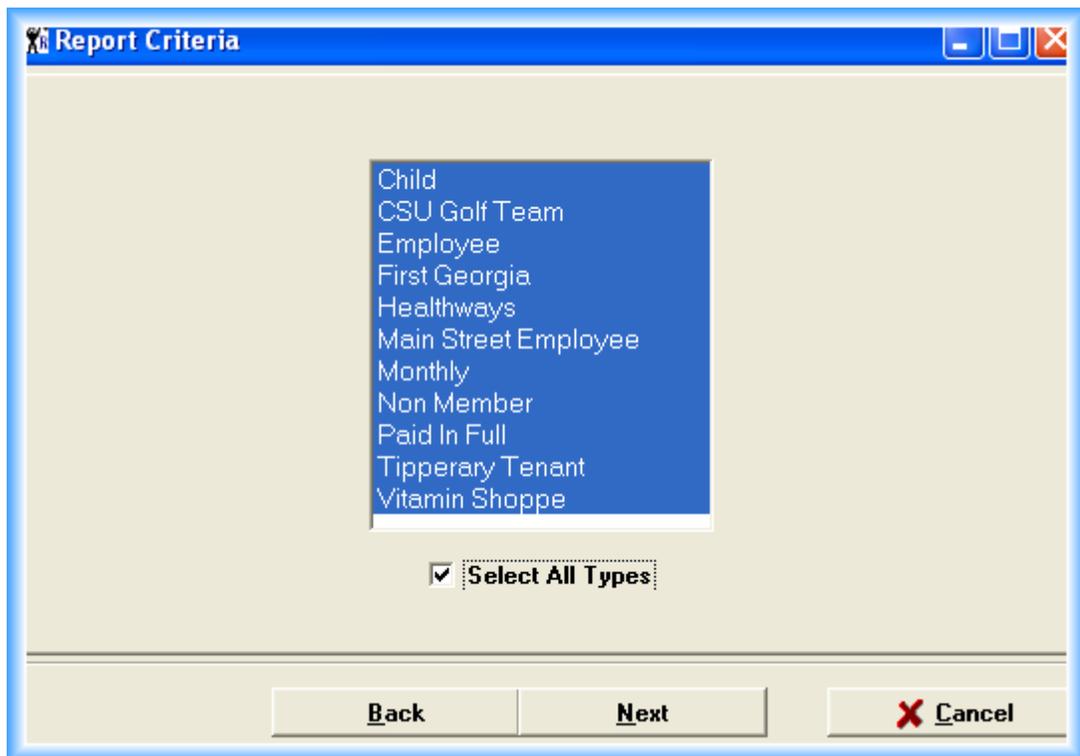
Going on to the Payment Method screen, select the Payment Method(s) for the members that you want to receive statements...



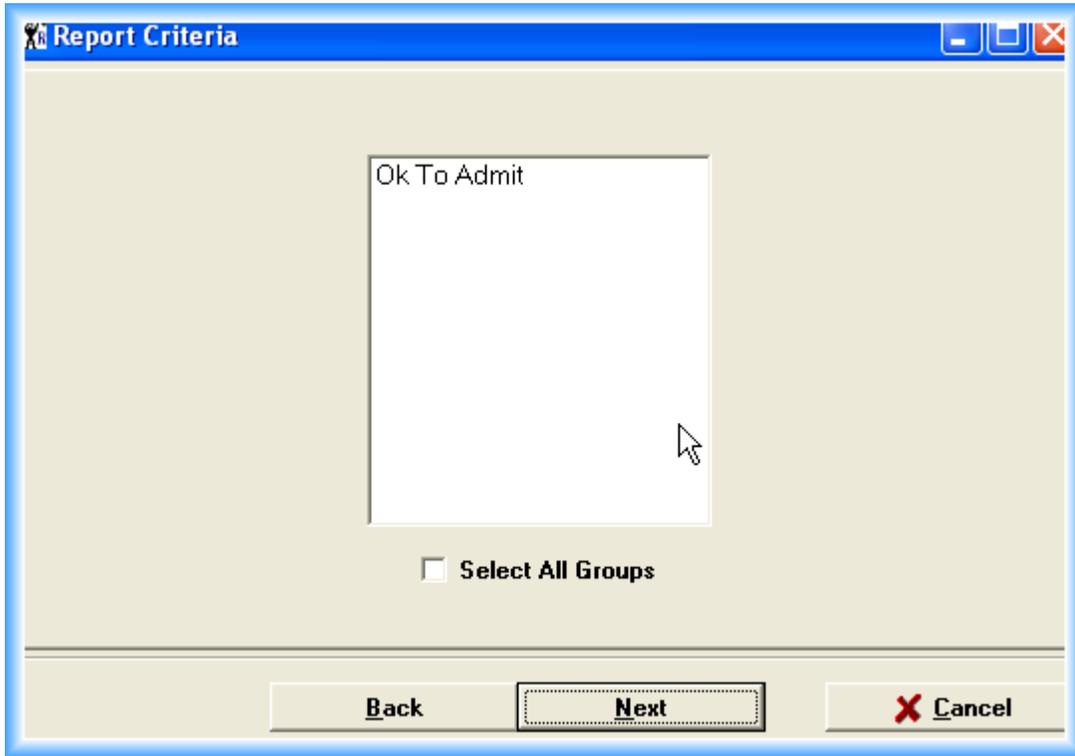
Click “Next” and select the “Lengths of Membership” of the members that you want to generate statements for. This is typically set to “All Lengths”...



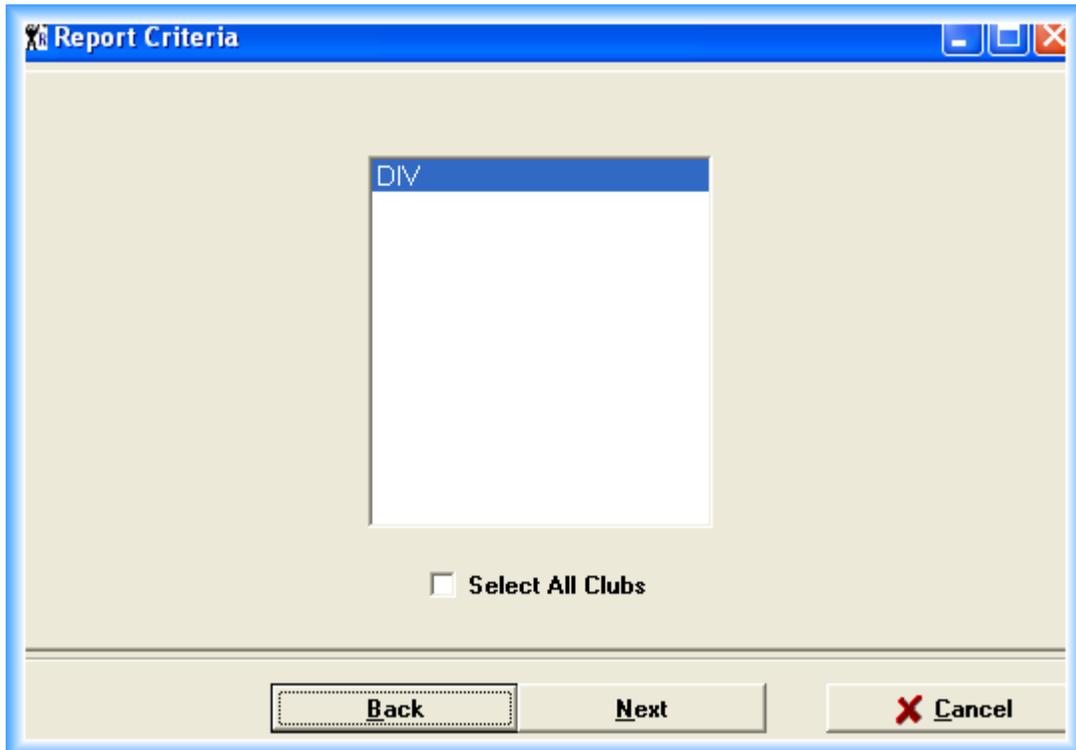
Click “Next” and select the Membership Type(s) to generate statements for. This is typically set to “All Types”...



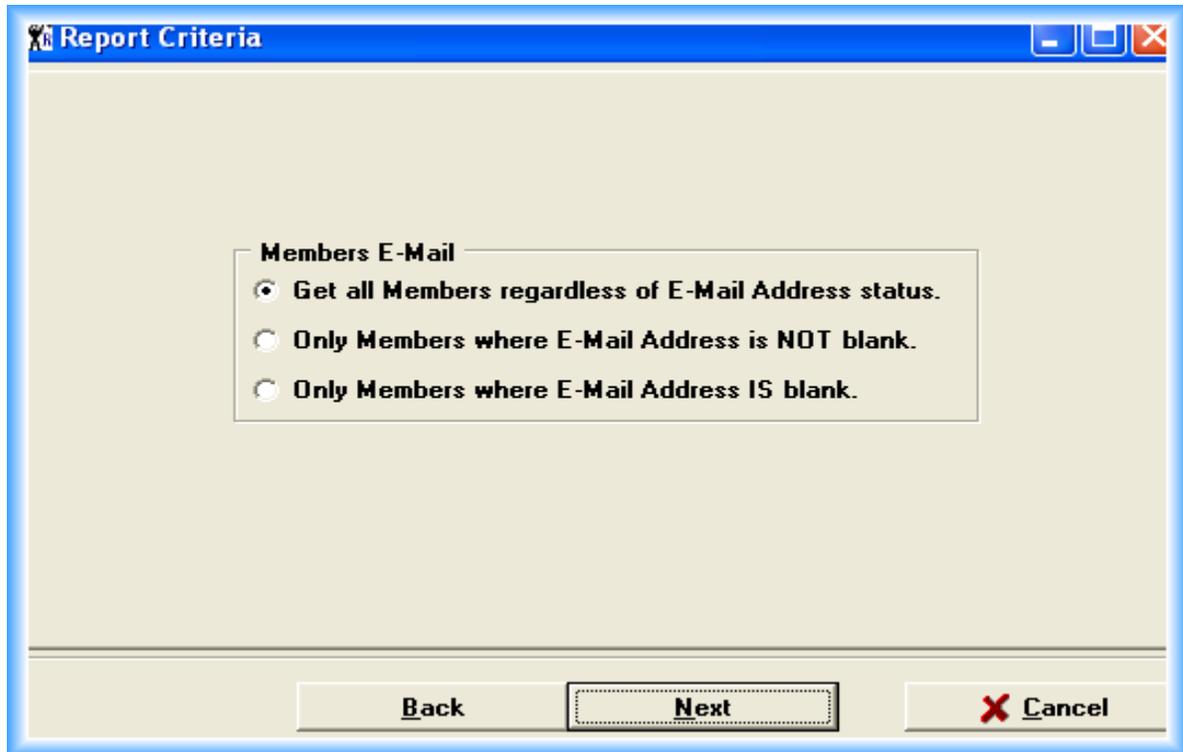
Click “Next” and select the Group(s) who are to receive statements. **Important: Leave this page “blank” if you want all members, regardless of whether they are in a Group or not, to receive statements.** By selecting All Groups, only members in those Groups will receive statements.



Click “Next” and select the applicable club(s). This is only pertinent if you are a chain and thus have more than one club...



Click “Next” to proceed to the final criteria screen about the members email status...



The screenshot shows a window titled "Report Criteria" with a blue title bar. Inside the window, there is a section titled "Members E-Mail" containing three radio button options:

- Get all Members regardless of E-Mail Address status.**
- Only Members where E-Mail Address is NOT blank.**
- Only Members where E-Mail Address IS blank.**

At the bottom of the window, there are three buttons: "Back", "Next" (which is highlighted with a dotted border), and "Cancel" (with a red 'X' icon).

The default here is “*get all Members regardless of E-Mail Address status*”. This setting would use all the previously selected criteria and ignore this page. Members would a get statement whether they have an E-Mail address or not.

Checking on “*Only Members where E-Mail Address is NOT blank*” would get you members who have an E-Mail address. This would be used when you are intending to E-Mail those members statements and NOT send them a paper statement.

Conversely, the last option, “*Only Members where E-Mail address IS blank*” would be used to print & then mail statements to those members.

**Examples Mass Statements**

***Members who owe \$10 or more:***

We suggest that you set the statement dates to the last 30 days...

The screenshot shows a window titled "Report Criteria" with a blue title bar. The main area is titled "Enter Starting and Ending Dates". There are two dropdown menus: "Starting Date" with the value "09/06/2008" and "Ending Date" with the value "10/05/2008". At the bottom, there are three buttons: "Back", "Next" (which is highlighted with a dotted border), and "Cancel" with a red 'X' icon.

Set the Next Billing Date to blank, as you don't care what day they are billed on, or, even if they are billed. They owe you money!

The screenshot shows a window titled "Report Criteria" with a blue title bar. The main area is titled "Enter Next Billing Date". There is a single dropdown menu labeled "Next Billing Date" which is currently blank. At the bottom, there are three buttons: "Back", "Next", and "Cancel" with a red 'X' icon.

We want to post late fees (permanently) as well as exclude deleted members...

**Report Criteria**

**Fees**

- Post Billing Fees
- Post Late Fees

**Inclusions / Exclusions**

- Renewals Only
- Exclude Deleted Members
- Exclude Frozen Members
- Exclude Todays Statements

**Balances**

- Balance must be 0
- Balance must be  $\geq$  or = to

\$10.00

**Miscellaneous**

- Use Date Entered
- Use Statement Dates for Billing Dates

**Back**   **Next**   **Cancel**

We want to select all Payment Methods. This ONLY works if you stay on top of the balances that members owe you. Even a Paid In Full member can owe you money for various reasons...

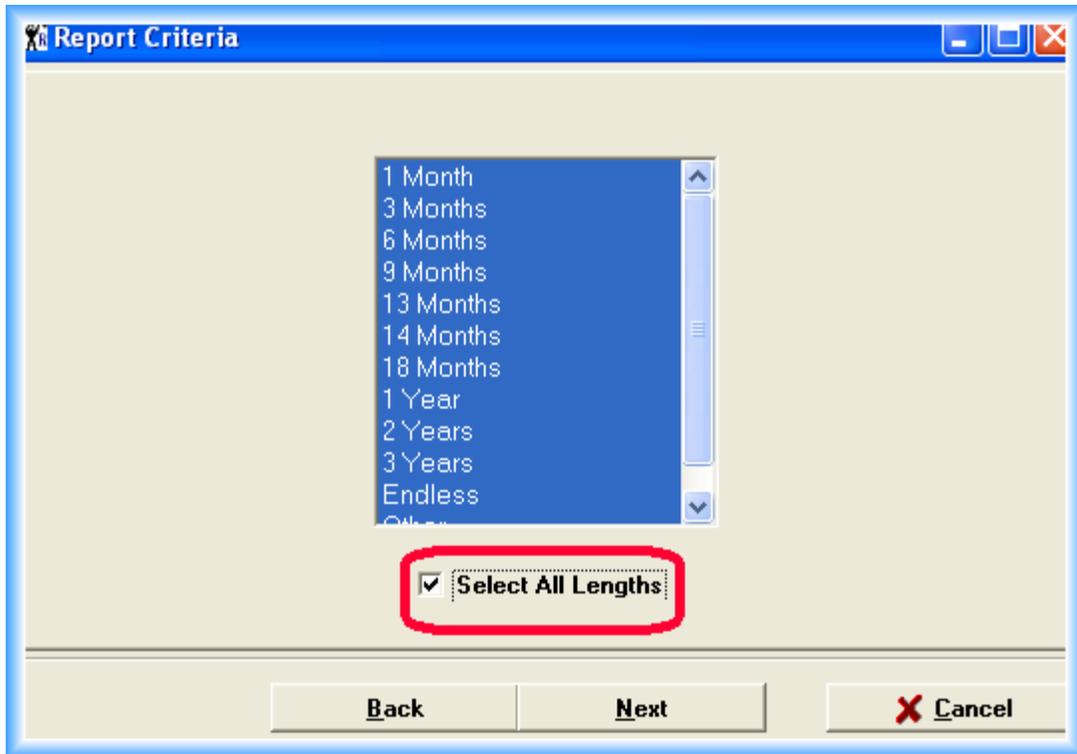
**Report Criteria**

- Coupons
- EFT Checking
- EFT Credit Card
- Not Available
- Paid In Full
- Statements

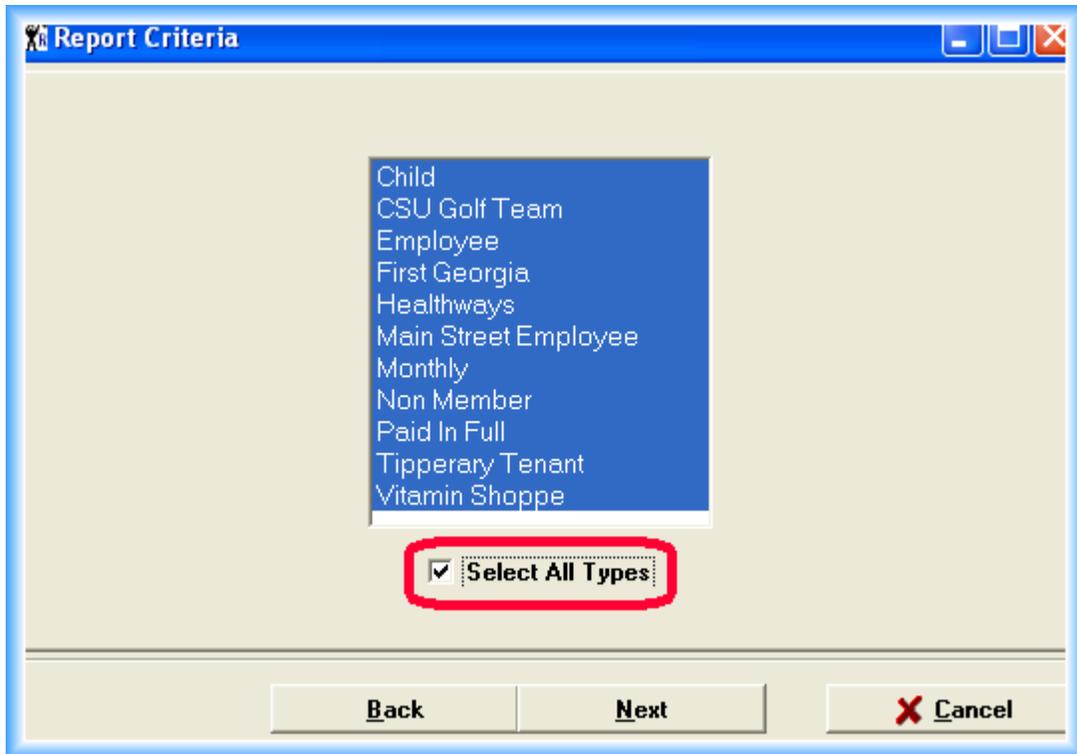
**Select All Methods**

**Back**   **Next**   **Cancel**

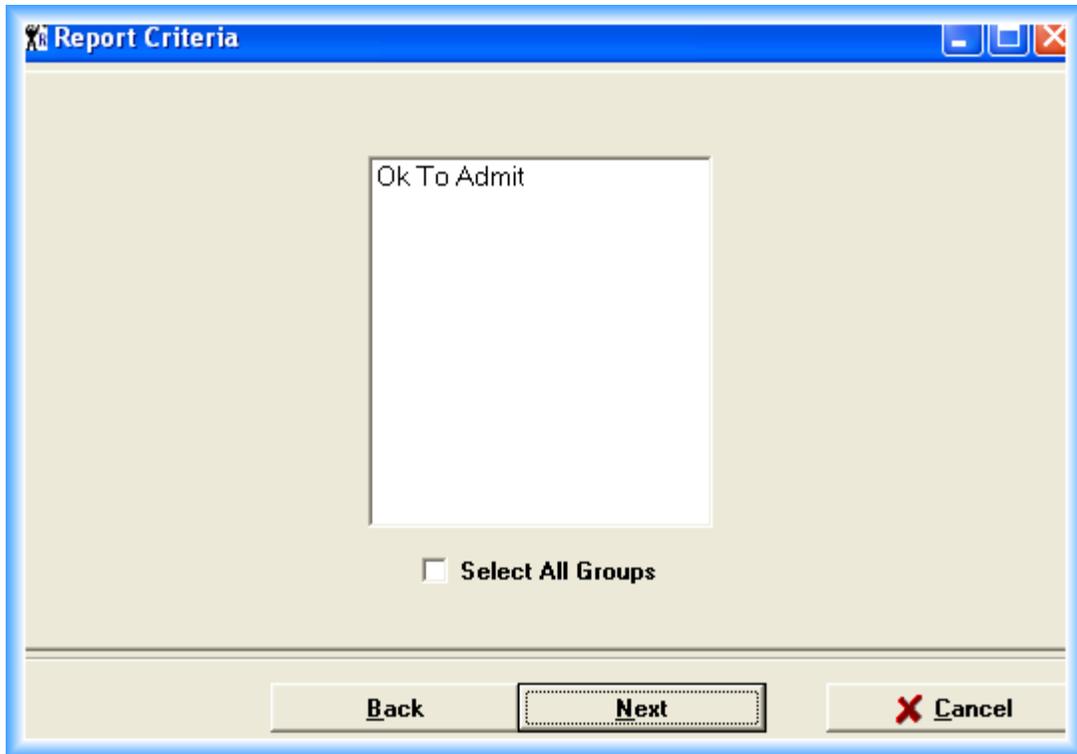
Select all Lengths of Membership...



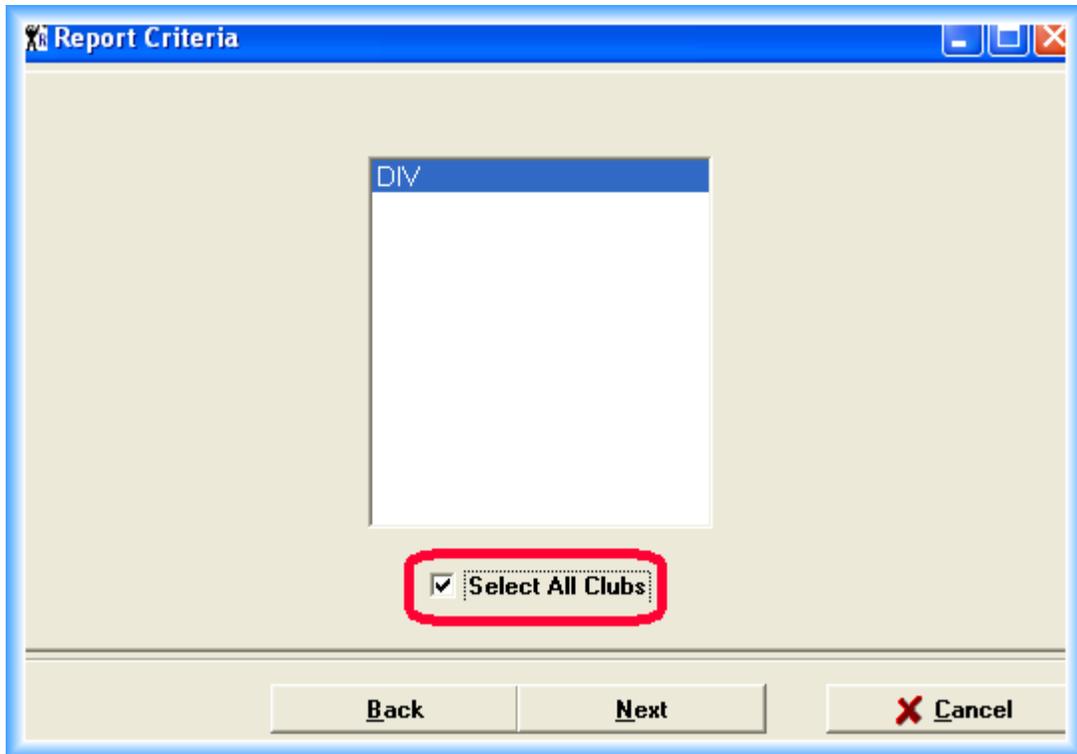
Select all Membership Types...



Don't touch the Group screen...



Select all Clubs...



Keep the settings to the default below if you want a paper statement for all the members that owe you \$10 or more...

**Report Criteria**

**Members E-Mail**

- Get all Members regardless of E-Mail Address status.**
- Only Members where E-Mail Address is NOT blank.**
- Only Members where E-Mail Address IS blank.**

**Back**   **Next**   **X Cancel**

*Note: This set of criteria can also be used for the “reminder” statements...*

***Members who do NOT pay you via EFT and whose Next Billing Date is November 1<sup>st</sup>***

*Note: remember, you can only run these when you are within 14 days of November 1<sup>st</sup> so ClubRunner will include the future monies due on November 1<sup>st</sup>.*

**Report Criteria**

**Enter Starting and Ending Dates**

Starting Date: 09/20/2008

Ending Date: 10/19/2008

**Back**   **Next**   **X Cancel**

Set the Next Billing Date to November 1<sup>st</sup>...

**Report Criteria**

Enter Next Billing Date

Next Billing Date  
11/01/2008

**Back** **Next** **X Cancel**

We've only chose to exclude deleted members, but depending upon your Freeze policy, you can also exclude members on a freeze.

**Report Criteria**

**Fees**

- Post Billing Fees
- Post Late Fees

**Inclusions / Exclusions**

- Renewals Only
- Exclude Deleted Members
- Exclude Frozen Members
- Exclude Todays Statements

**Balances**

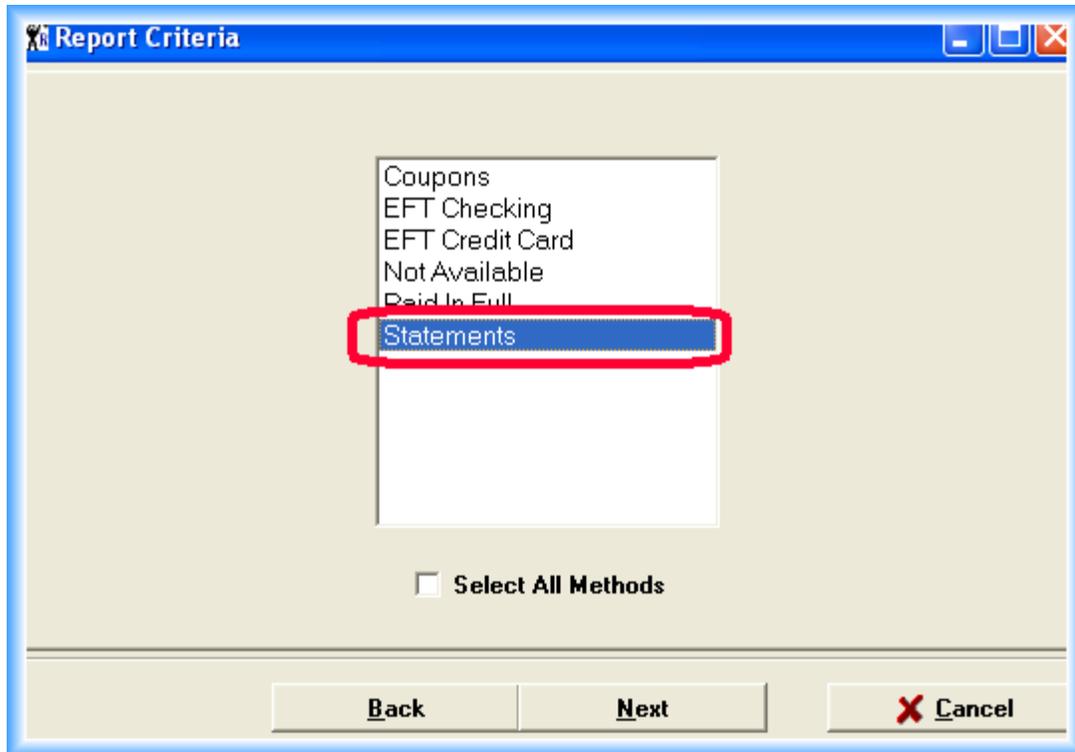
- Balance must be 0
- Balance must be  $\geq$  or = to

**Miscellaneous**

- Use Date Entered
- Use Statement Dates for Billing Dates

**Back** **Next** **X Cancel**

Select Statement members only...



Then continue with the next screens, typically selecting all Lengths, Types, Clubs & Members but not selecting any Groups. These screens were reviewed in the first example.

***All Members Due to Renew in a Date Range***

Our date range is for the months of September & October...



Blank out the Next Billing Date...

The screenshot shows a window titled "Report Criteria" with a blue header bar. The main area is light beige and contains the text "Enter Next Billing Date" centered. Below this text is a dropdown menu labeled "Next Billing Date", which is highlighted with a red rounded rectangle. At the bottom of the window, there are three buttons: "Back", "Next", and "Cancel" (with a red 'X' icon).

Refine you criteria...

The screenshot shows the "Report Criteria" window with several sections for refining search criteria. The "Inclusions / Exclusions" section is highlighted with a red rounded rectangle and contains three checked checkboxes: "Renewals Only", "Exclude Deleted Members", and "Exclude Frozen Members". Other sections include "Fees" (with "Post Billing Fees" and "Post Late Fees" unchecked), "Balances" (with "Balance must be 0" and "Balance must be ≥ or = to" unchecked, and a text box containing "\$0.00"), and "Miscellaneous" (with "Use Date Entered" and "Use Statement Dates for Billing Dates" unchecked). The "Back", "Next", and "Cancel" buttons are at the bottom.

Then continue with the next screens, typically selecting all Lengths, Types, Clubs & Members but not selecting any Groups. These screens were reviewed in the first example.

