

Adding Payment Options and Changes of Billing

If a member has new billing, We can only accept hard copies of checking information for billing (i.e. voided check, direct deposit request form, letter from the bank providing the routing/ account number, etc.).

2. In the Payment Option pop-up, select the Payment Method: Credit Card or EFT.



The screenshot shows a "Payment Option" dialog box. The "Payment Method:" dropdown menu is open, showing "Credit Card" and "EFT" as options. A red circle highlights the dropdown menu, and a red arrow points to the "Credit Card" option.

3. Enter the account information for the selected payment method.

4. Click the check box next to each area that will use this payment option.

5. Click OK to save the payment option.



The screenshot shows the "Payment Option" dialog box with the following fields and options:

- Payment Method: Credit Card
- First Name: TEST
- Last Name: TEST
- Card Type: Master Card
- Credit Card Number: 9315
- Expiration Date: April (04) 2019
- Billing zip code: 01923

Below the fields, there is a section titled "Check all that apply" with three checked options:

- Make this the member's default ABC Billing payment option
- Make this the member's default Card on File payment option
- Make this the member's default Club Account payment option

At the bottom, there are "OK" and "Cancel" buttons. A red circle highlights the "OK" button.

The payment option is added to the Payment Option section, and it will be used for the areas selected in Step 2 above. In this example, the new payment option is used in all areas.



Change Billing Information

Use the following instructions to change a payment option.

To change a payment option:

- Click the Billing tab.
 - Click Change Payment Option in the ABC Membership or Card on File section.
 - Click EFT in the Club Account section.
- Select the Payment Method.

Note: If changing Card on File, you may skip this step because the payment method field is not available (it is automatically set to Credit Card). For Card on File, proceed to Step 3.

Select ABC Membership Payment Option ✕

Payment Method: Credit Card

Payment Option: (1111) Visa 01/2009

- Select the Payment Option. The field populates with available payment options that were already defined.
 - If no payment options are available for the selected payment method, the Payment Option field displays No payment options available (see example below). You must select another payment method.

Select ABC Membership Payment Option ✕

Payment Method: EFT

Payment Option: No payment options available

- If you select an expired credit card, you will receive an error (see example below). You must select a payment option with a valid credit card.

Select ABC Membership Payment Option ✕

Payment Method: Credit Card

Payment Option: (1111) Visa 01/2012 - Expired

You cannot select a payment option which has expired.

- When finished, click OK to save your changes.

Inputting the Alternate Payment Method

To enter a member's alternate form of payment into DataTrak

1. Look up the member's account.
2. Click on the Billing tab on top of the member's profile.
3. Click 'Add a New Payment Option' if the member does not have a credit card on file.

The screenshot shows the DataTrak software interface for a member's profile. The member's name is 'CODY MICHAEL S. JONES'. The interface has several tabs: 'Billing', 'Card on File', and 'Add a New Payment Option'. The 'Billing' tab is currently selected. Below the tabs, there are three main sections: 'ABC Membership', 'Card on File', and 'Add Account'. The 'ABC Membership' section shows details like 'Payment Method: BT', 'Payment Option: ABC BANK, INST...', 'Account Last Four: 6523', 'Agreement Term: Open', 'Year Rate Price: \$5.00', 'First Due Date:', 'Payment Frequency:', and 'Last Billing Date:'. The 'Card on File' section shows 'Card Account: No' and 'Payment Option:'. The 'Add Account' section shows 'Allow Card Charge Privilege: No', 'Payment Method: Statement', 'Payment Option: Bill via ABC: No', and 'Credit Limit: \$5.00'. At the bottom of the 'Add Account' section, there is a link for 'Recent Reporting Services'. A red arrow points to the 'Add a New Payment Option' button at the bottom right of the interface.

4. Enter the member's credit card information.
5. Uncheck the box next to 'Make this the member's default ABC Billing payment option.'
6. Check the box next to 'Make this the member's default Card on File payment option' if the member wants to use it for future retail or beverage purchases. This will populate the Card on File payment method with this credit card information.
7. Check the box next to 'Make this the member's default Alternate ABC Billing payment option' if the member would like to use this card for alternate billing. This will populate the Alternate ABC Billing payment method with this credit card information. Click OK.

This will automatically populate an electronic file maintenance form, where the member will need to sign on the electronic Verifone to authorize this payment option.

How the Alternate Payment Method Works

When signing members up, it is very important to collect an Alternate Payment Method for their account. This will help us relieve the stress of a member having to present their card when they want to purchase items or pay their overdue balance.

How it works:

- After a member is 3 days past due on their payment, Alternate Billing will kick in
- The member's draft will attempt on the credit card we have on file for Alternate Billing every Tuesday and Thursday following the 3 day grace period.
- If the draft fails on Alternate Billing and the account remains in R Mode, the account will remain on the path to RFC.

Payment Option [X]

Payment Method: Credit Card

* First Name: [Text Input]

* Last Name: [Text Input]

* Card Type: Select One

* Credit Card Number: [Text Input]

* Expiration Date: Select One | Select One

Billing Zip Code: 03820

Check all that apply

Make this the member's default Primary ABC Billing payment option

Make this the member's default Alternate ABC Billing payment option

Make this the member's default Card on File payment option

Make this the member's default Club Account payment option

Skip Signature | Save Payment Option | Cancel

***IF you are updating a CC that only has a new expiration date with the same card number, do not "add a new payment option." Click the type of card (MC, Visa, Amex, Discover) on the existing card, then you will be able to swipe the new card with new expiration. If you add as a new payment option, you will be told that the card already exists.**