

Collection

Introduction

Quick Answer

- To assign a member to a Payment, and email a payment request, login to your **Club Control Panel**.
- Click the **Payments** tab.
- Select the relevant **Payment Product**.
- To assign members, click the **Assigned Members** tab.
- Select the relevant members and click **Assign Members**.
- To send payment request emails, click the **Members Not Paying** tab.
- Select the relevant members and click **Send Payment Request by Email**.

In this guide, you will learn how to prompt a member to pay online.

There are two steps involved:

1. Assign the member to the correct payment.
2. Email the member requesting they pay online.

Assigning Members

Before you can email a payment request to a member, you need to assign the payment to the member.

Crucially, assigning members allows you to send payment prompts and track who has not paid.

To assign a Payment Product, login to your Club Control Panel and click the 'Payments' tab.

The screenshot shows the Club Control Panel for Dulwich Hamlet Football Club. The top navigation bar includes links for Dashboard, Site Content, Teams, Membership, Payments (highlighted with a blue box), Communication, Performance, Packages, and Settings. A 'LIVE' status indicator is visible next to the club name. Below the navigation bar, the 'Payments' section is active, displaying 'Payment Products'. This section includes three summary cards: 'Products Enabled' (10), 'Paying vs. Not paying' (XXX / XXX), and 'Total Gross Revenue' (£XX,XXX.XX). Each card has a 'Show all' link. A search bar for products is located below the summary cards. On the left, a sidebar menu lists various options: Payments, Products, Reporting, Bank Accounts, Bank Transfers, How it Works, Video Guide, and Fees. At the bottom right of the main content area, there is a 'Filters' button.

Help / Request Demo	<div> <div> Adult Season Ticket 2015/2016 <div> <div> £195.00 single payment </div> <div> <div> <div>XX Paid</div> <div>XX Not paid</div> </div> </div> </div> </div> </div> <div> <div>Gross Revenue:</div> <div>£ XX.XXX.XX</div> <div>ENABLED</div> <div></div> </div>
	<div> <div> Adult Season Ticket 2015-2016 (Ne <div> <div> £170.00 single payment </div> <div> <div> <div>XX Paid</div> <div>XX Not paid</div> </div> </div> </div> </div> <div> <div>Gross Revenue:</div> <div>£ XX.XXX.XX</div> <div>DISABLED</div> <div></div> </div> </div>
	<div> <div> Adult Season Ticket 2015-2016 (Re <div> <div> £160.00 single payment </div> <div> <div> <div>XX Paid</div> <div>XX Not paid</div> </div> </div> </div> </div> <div> <div>Gross Revenue:</div> <div>£ XX.XXX.XX</div> <div>DISABLED</div> <div></div> </div> </div>
	<div> <div> Concessionary Season Ticket 2015 <div> <div> £120.00 single payment </div> <div> <div> <div>XX Paid</div> <div>XX Not paid</div> </div> </div> </div> </div> <div> <div>Gross Revenue:</div> <div>£ XX.XXX.XX</div> <div>ENABLED</div> <div></div> </div> </div>

Your payment products will be listed on the first page. For information on how to create a new Payment Product, please [click here](#).

Select the Payment Product you wish to assign members to by clicking the title of that product in the list.

Dulwich Hamlet Football Club

LIVE

<http://www.pitchero.com/clubs/dulwichhamlet/>

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Payment Products

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Add Product

Products Enabled

10

Based on current filters. [Show all](#)

Paying vs. Not paying

XXX / XXX

Based on current filters. [Show all](#)

Total Gross Revenue

£ XX,XXX.XX

Based on current filters. [Show all](#)

Search products

Search

Membership Fees

Filters

Adult Season Ticket 2015/2016

£195.00 single payment

XX Paid

XX Not paid

Gross Revenue:

£ XX.XXX.XX

ENABLED

Adult Season Ticket 2015-2016 (Ne

£170.00 single payment

XX Paid

XX Not paid

Gross Revenue:

£ XX.XXX.XX

DISABLED

Adult Season Ticket 2015-2016 (Re

£160.00 single payment

XX Paid

XX Not paid

Gross Revenue:

£ XX.XXX.XX

DISABLED

Concessionary Season Ticket 2015

£120.00 single payment

XX Paid

XX Not paid

Gross Revenue:

£ XX.XXX.XX

ENABLED

Click the blue 'Assigned Members' tab.

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Adult Season Ticket 2015/2016

£195.00 single payment

Paid

XX

XX Assignments

Not paid

XX

XX Assignments

Gross Revenue

£ X,XXX.XX

From XX payments

XXXXX

£0

May '15

Jun '15

Assigned Members

Members Not Paid

Members Paid

Search members

XX results

Options

Assigned To	Tagged	Payment	Method	Amount	Total Paid	Status	
Gilles Thomas	Gilles Thomas	18 Jun 2015	PAYMENT	£170.00	£170.00	WITHDRAWN	
Chamberlain Tony	Chamberlain Tony	18 Jun 2015	PAYMENT	£170.00	£170.00	WITHDRAWN	
Chamberlain Tony	Chamberlain Tony	18 Jun 2015	PAYMENT	£170.00	£170.00	WITHDRAWN	

Use the search box or filters to locate members, then select each member by ticking the boxes to the left of their name.

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Adult Season Ticket 2015/2016

£195.00 single payment

Paid
XX
XX Assignments

Not paid
XX
XX Assignments

Gross Revenue
£ X,XXX.XX
From XX payments

Assigned Members Members Not Paid Members Paid

All Members Assign the members who should pay for this product

Search members 1 to 50 of 1198 results Filters

<input type="checkbox"/>	First name	Last name	Roles
<input type="checkbox"/>			We

Assign

Assigned Members

Search assignments

<input type="checkbox"/>	Paid by	Tagged	
<input type="checkbox"/>		1	Unassign
<input type="checkbox"/>		1	Unassign

To select all members, tick the top box to the left of where it says 'First name'. This will select all the members displayed on the current page (max 50). If there are more than 50 members, click the prompt that appears at the top of the list to select those members that are not displayed on the current page.

Adult Season Ticket 2015/2016

£195.00 single payment

Paid
XX
XX Assignments

Not paid
XX
XX Assignments

Gross Revenue
£ X,XXX.XX
From XX payments

Assigned Members Members Not Paid Members Paid

All Members Assign the members who should pay for this product

Search members 1 to 50 of 1198 results Filters

Selected 50: **Assign 50 Members**

You currently have 50 members selected [click here](#) to select all members

<input checked="" type="checkbox"/>	First name	Last name	Roles
<input checked="" type="checkbox"/>			We

Assign

Assigned Members

Search assignments

<input type="checkbox"/>	Paid by	Tagged	
<input type="checkbox"/>		1	Unassign
<input type="checkbox"/>		1	Unassign
<input type="checkbox"/>		1	Unassign
<input type="checkbox"/>		1	Unassign

Click the grey 'Assign Members' button at the top of the list to assign the selected members to the product.

The members you have assigned will then be shown in the right-hand column. If you need to unassign a member, click the grey 'Unassign' button to the right of their name in this column.

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Adult Season Ticket 2015/2016

⌚ £195.00 single payment

Paid
XX
XX Assignments

Not paid
XX
XX Assignments

Gross Revenue
£ X,XXX.XX
From XX payments

Assigned Members

Members Not Paid

Members Paid

All Members

Assign the members who should pay for this product

1 to 50 of 1198 results
Filters

Selected 50:

Assign 50 Members

You currently have 50 members selected - [click here](#) to select all members

<input checked="" type="checkbox"/>	First name	Last name	Roles	
<input checked="" type="checkbox"/>	XXXXXXXXXX		We	Assign

Assigned Members

<input type="checkbox"/>	Paid by	Tagged	
<input type="checkbox"/>	XXXXXXXXXX	1	Unassign
<input type="checkbox"/>	XXXXXXXXXX	1	Unassign
<input type="checkbox"/>	XXXXXXXXXX	1	Unassign
<input type="checkbox"/>	XXXXXXXXXX	1	Unassign
<input type="checkbox"/>	XXXXXXXXXX	1	Unassign

You are now ready to email your members.

Emailing Members

Emailing a payment request to your members is the most effective way to collect your online payments.

To begin, login to your Club Control Panel and click the 'Payments' tab.

Your Payment Products will be listed on this page. For information on how to create a new Payment Product, please [click here](#).

Select the relevant Payment Product by clicking the title of that product in the list.

On your Payment Product page, click the blue 'Members Not Paid' tab.

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⌚ £195.00 single payment

Paid
XX
XX Assignments

Not paid
XX
XX Assignments

Gross Revenue
£ X,XXX.XX
From XX payments

Assigned Members

Members Not Paid

Members Paid

XX results
Options

<input type="checkbox"/>	Assigned To	Tagged	Pay...	Met...	Am...	Tot...	Req...	Status	
<input type="checkbox"/>	XXXXXX	XXXXXX				£0.00	-	NOT PAID	
<input type="checkbox"/>	XXXXXX	XXXXXX				£0.00	-	NOT PAID	
<input type="checkbox"/>	XXXXXX	XXXXXX				£0.00	-	NOT PAID	

Members who are assigned to the payment, but have NOT yet paid are listed here.

If no members are shown, either everybody has paid or you still need to assign members. To learn who to assign members, see above.

Select the members you wish to email using the tick boxes.

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Adult Season Ticket 2015/2016

£195.00 single payment

Paid
XX
XX Assignments

Not paid
XX
XX Assignments

Gross Revenue
£X,XXX.XX
From XX payments

Gross Revenue
£XXXX
29/5/2015 - £XXXX

[Assigned Members](#)
[Members Not Paid](#)
[Members Paid](#)

XX results
[Options](#)

<input type="checkbox"/>	Assigned To	Tagged	Pay...	Met...	Am...	Tot...	Req...	Status	
<input type="checkbox"/>	XXXXXX	XXXXXX				£0.00	-	NOT PAID	
<input type="checkbox"/>	XXXXXX	XXXXXX				£0.00	-	NOT PAID	
<input type="checkbox"/>	XXXXXX	XXXXXX				£0.00	-	NOT PAID	

To select all, tick the top box to the left of the column headers. This will select all the members displayed on the current page (max 50). If there are more than 50 members, click the prompt that appears at the top of the page to select those members that are not displayed on the current page.

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Adult Season Ticket 2015/2016

£195.00 single payment

Paid
XX
XX Assignments

Not paid
XX
XX Assignments

Gross Revenue
£X,XXX.XX
From XX payments

Gross Revenue
£XXXX
29/5/2015 - £XXXX

[Assigned Members](#)
[Members Not Paid](#)
[Members Paid](#)

XX results
[Options](#)

Selected (50):
[Send payment request by email](#)

You currently have 50 members selected
[click here](#)
to select all members

<input checked="" type="checkbox"/>	Assigned To	Tagged	Pay...	Met...	Am...	Tot...	Req...	Status	
<input checked="" type="checkbox"/>	XXXXXX	XXXXXX				£0.00	-	NOT PAID	
<input checked="" type="checkbox"/>	XXXXXX	XXXXXX				£0.00	-	NOT PAID	
<input checked="" type="checkbox"/>	XXXXXX	XXXXXX				£0.00	-	NOT PAID	

Assigned To	Tagged	Pay...	Met...	Am...	Tot...	Req...	Status	
<input checked="" type="checkbox"/>	XXXX	XXXX			£0.00	-	NOT PAID	

Once you have selected all the relevant members, click the grey 'Send payment request by email' button.

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Adult Season Ticket 2015/2016
ⓘ £195.00 single payment

Paid **XX** XX Assignments
Not paid **XX** XX Assignments
Gross Revenue **£X,XXX.XX** From XX payments

29/5/2015 - £XXXX
May '15 Jun '15

Assigned Members Members Not Paid **Members Paid**

Search members XX results Options

Selected (50): **Send payment request by email**

You currently have 50 members selected - [click here](#) to select all members

<input checked="" type="checkbox"/>	Assigned To	Tagged	Pay...	Met...	Am...	Tot...	Req...	Status
<input checked="" type="checkbox"/>	XXXX	XXXX				£0.00	-	NOT PAID

On the overlay that appears you will be asked to review the list of members. Note - You will not be able to email any users that are not registered or do not have an authorised email address.

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Payment Request
1. Choose which members you would like to send the request to

<input checked="" type="checkbox"/>	Name	Information
<input checked="" type="checkbox"/>	XXXX	Not prompted yet
<input checked="" type="checkbox"/>	XXXX	Not prompted yet
<input type="checkbox"/>	XXXX	User's email is not authorised
<input checked="" type="checkbox"/>	XXXX	Not prompted yet
<input checked="" type="checkbox"/>	XXXX	Not prompted yet
<input checked="" type="checkbox"/>	XXXX	Not prompted yet
<input checked="" type="checkbox"/>	XXXX	Not prompted yet
<input checked="" type="checkbox"/>	XXXX	Not prompted yet
<input checked="" type="checkbox"/>	XXXX	Not prompted yet

Cancel You are about to send 9 requests **Next >**

Click the green 'Next' button.

You will then be able to add a message to the payment request email. A short sentence is included here by default, but you are free to change this.

Payment Request

2. Add a custom message with your email

Your message:

Please click the green button below and pay online via the secure [GoCardless](#) web page.

« Back

You are about to send 9 requests

Next »

Click the green 'Next' button to preview the email you are about to send.

If you are happy with the email, click the green 'Send Emails' button to complete the process.
