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.

	ch Hamlet Fo						Need some help?	Visit the Help Centre
& Dashboard	Ø Site Conter	≡ Teams	표 Membership	Payments	○ Communication	⊯ Performance	ଡି Packages	s 🌣 Settings
Payments	· F	Paymen	t Products				Book Demo	• Add Product
Products		-						
Reporting		ŀ	roducts Enabled		Paying vs. Not payin	g	Total Gross Rev	/enue
Bank Accounts			10		XXX/XX	Х	£XX,XXX	X.XX
Bank Transfers		Based o	on current filters. Show all.		Based on current filters. Sho		Based on current filters	
How it Works		_						
Video Guide		Q, Search produ	search					
Fees	N	/lembership	Fees					▼ Filters

Help / Request Demo	Adult Season Ticket 2015/2016 © £195.00 single payment	✓ XX PaidX XX Not paid	Gross Revenue: £ XX.XXX.XX	ENABLED	٩. •
	Adult Season Ticket 2015-2016 (Ne © £170.00 single payment	XX PaidXX Not paid	Gross Revenue: £ XX.XXX.XX	DISABLED	4 •
	Adult Season Ticket 2015-2016 (Rei © £160.00 single payment	XX PaidXX Not paid	Gross Revenue: £XX.XXX.XX	DISABLED	٩. •
	Concessionen: Concen Ticket 2015	2 Daid	Gross Revenue		

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.

	ch Hamlet F w.pitchero.com/clu						Need some	help? Visit the Help Centi
🕸 Dashboard	Site Conten?	≡Teams	ut Membership	Payments	♀ Communication	☑ Performance	ତ Pac	kages 🌣 Settings
Payments	4	Paymen	t Products				Book Demo	• Add Product
Products Reporting			Products Enabled		Paying vs. Not paying	ng	Total Gros	ss Revenue
Bank Accounts			10		XXX/XX			XX.XX
Bank Transfers How it Works		Based	on current filters. Show all.		Based on current filters. Sh	iow all.	Based on currer	t filters. Show all.
Video Guide		Q, Search produ	cts Search					
Fees		Membershi	p Fees					▼ Filter
Help / Request Demo)		on Ticket 2015/2016 ingle payment	 ✓ XX Paid XX Not pa 	id		ross Revenue: XX.XXX.XX	ENABLED
		• Adult Seas	on Ticket 2015-2016 (single payment	Ne 🛩 XX Paid 🗙 XX Not pa	id	-	ross Revenue: XX.XXX.XX	DISABLED
		• Adult Seas	on Ticket 2015-2016 (ingle payment	Re 🗸 XX Paid XX Not pa	id		ross Revenue: XX.XXX.XX	DISABLED
		Concessio	ann Casaan Tiakat 20	1E 🥔 2 Daid		6	roce Revenue	

Click the blue 'Assigned Members' tab.

	let Football Clu m/clubs/dulwichhamlet/						Need	d some help? Visit t	he Help Centi
& Dashboard	nten 🛛 🗏 Teams	😃 Membership	Payments	○ Commu	inication	⊯ Performanc	e	ூ Packages	🌣 Settings
Payments Products	Adult Sea ^① £195.00 sing		et 2015/20	16					٩, •
Reporting	Pai	d	Not paid		Gros	ss Revenue	£XXXX		,
Bank Accounts	V		vv						*****
Bank Transfers	又 建 XX Assi		XX			XXXXXXX	£0 •	May 115	
How it Works	🕰 XX ASSI	gnments	u XX Assignment 😃	s	From	xx payments	20	May '15 J	un '15
Video Guide		_							
Fees	😃 Assigned	Members × N	/lembers Not Paid	✓ Mem	bers Paid				
Help / Request Demo	Q Search membe	rs					HH H	XX results 📄 💓	Option:
	Assigned To	Tagged	Payment	✓ Met	hod	Amount	Total Paid	Status	
	Gallen, Thomas	Gallee, Trump	19.349.20	1 140		6175.00	6175.00	WITHDRAWN	٠ ۲
	Chamberlain, Turr	/ Chamberlain, 1	langi 18 Jun 28	1 140		4175.00	6175.08	WITHDRAWN	٩. •
	Oblights Charl	Chainges Co	and in the last of			41170-000	1174.00	WITHDRAWN	٩

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

	ch Hamlet F							Need	d some help? Visit	the Help Centre
& Dashboard	Site Conten	≡ Teams	丠 Membership	Payments	♀ Comm	nunication	⊯ Performan	ce	ூ Packages	🌣 Settings
Payments Products		Adult Se	eason Ticke gle payment	t 2015/2	2016					٩. ٣
Reporting Bank Accounts		P	aid	Not paid		Gross	Revenue	£XXXX		
Bank Transfers			signments	XX & XX Assignm	nents		XXXXX	£0 •	May '15	Jun '15
Video Guide		😃 Assigne	d Members × N	lembers Not Paic	l 🗸 Mer	nbers Paid				
Help / Request Demo		All Member	S Assign the member	s who should pa	y for this prod	uct	Assi	gned Memb	jers	
		Q Search me	mbers 🔀 🕊	1 to 50 of 1198 re:	sults 🕨 🗰	▼ Filters		arch assignment		
		First na	me Last nam	ne 🔺 Role	25			Paid by	Tagged	Unassign
		C Philippi		We]	Assign		Balance, Cornell	№ 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.

	🖉 Site Conten		😃 Membership	Payments	4 Commu	nication	✓ Performanc			
Payments	-	Adult Se ① £195.00 sin	eason Tick	xet 2015/2	2016					٩
roducts										
eporting		P	aid	Not paid		Gross	Revenue	£XXXX		
ank Accounts		X	X	XX		F X X	XX.XX			
ank Transfers			signments	😃 XX Assignm			payments	60	May '15	Jun '15
ow it Works										
ideo Guide		😃 Assigne	d Members 🛛 🗙	Members Not Paic	l 🗸 Memi	bers Paid				
ees	D		d Members				Assig	ned Members		
ideo Guide ees ielp / Request Demo	0		S Assign the memb	pers who should pa	y for this produc			ned Members		
ees	D	All Member	S Assign the memb	pers who should pa	y for this produc	ct			Tagged	
ees	0	All Member	S Assign the memb	Ders who should particular to 50 of 1198 res	y for this produc	ct	Q, Sear	rch assignments		Unassign
ees	0	All Member Q. Search me Selected 50:	S Assign the members	ores who should pay 1 to 50 of 1198 res	y for this produc	ct ▼ Filters	Q, Sear	rch assignments Paid by	Tagged	Unassign Unassign
ees	0	All Members	S Assign the members	ers who should part 1 to 50 of 1198 res ers s selected click her	y for this produce sults ()) ()) () o select all me	ct ▼ Filters	Q Sea	rch assignments Paid by	Tagged	Unassign
ees	0	All Member Q. Search me Selected 50:	S Assign the members	ers who should part 1 to 50 of 1198 res ers s selected click her	y for this products sults >>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>	ct ▼ Filters	Q, Sear	rch assignments Paid by	Tagged 1 1	

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.

yments	① £195.00 single payment						
oorting	Paid	Not paid	Gross Rev	enue	£XXXX		
k Accounts	XX	XX	£X,XX	х хх	,		******
k Transfers	XX Assignments	北 XX Assignments	From XX pay		£0.	May '15	Jun '15
v it Works							
eo Guide	Assigned Members	× Members Not Paid ✓ M	/lembers Paid				
eo Guide s				Assie	uned Members		
		Members Not Paid V Members who should pay for this pr			ned Members		
S		embers who should pay for this pr	roduct		Ined Members rch assignments		
S	All Members Assign the me	embers who should pay for this pr	roduct		·	Tagged	
S	All Members Assign the me	embers who should pay for this pr	roduct	Q, Sea	rch assignments		Unass
S	All Members Assign the me Q. Search members	embers who should pay for this pr	roduct Ж T Filters	Q, Sea	rch assignments	Tagged	
S	All Members Assign the me Q. Search members	embers who should pay for this pr	roduct Ж T Filters	Q Sea	rch assignments	Tagged	Unass Unass

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.

	ch Hamlet F w.pitchero.com/clu						Need sor	ne help? Vis	sit the Help Centre
& Dashboard	& Site Conten	≡ Teams	😃 Membership	Payments	○ Communication	∠ Performance	Ŷ₽	ackages	🌣 Settings
Payments Products		Adult Se ① £195.00 sin	gle payment	et 2015/20	016				۹. ۲
Reporting Bank Accounts		P	aid	Not paid		ss Revenue		2015 - £XXX	KX .
Bank Transfers How it Works			signments	XX Assignmer		XX payments	f0 eeee	May '15	Jun '15
Video Guide Fees		北 Assigne	d Members 🗙 N	1embers Not Paid	✓ Members Paid				
Help / Request Demo		Q, Search memb	iers				XX re	sults 🕨	Deptions

Assigned To	Tagged	Pay 🗸	Met	Am	Tot	Req	Status	
Possili correct	Passil:				£0.00	-	NOT PAID	٩
Bennit minister	Benefit Hitland				£0.00	-	NOT PAID	٩
Induced in card	batterward); curt				£0.00	-	NOT PAID	٩

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.

	h Hamlet F							ľ	Need some help? Vis	it the Help Centre
& Dashboard	Site Conten	≡ Teams	😃 Membership	Payments	♀ Com	munication	⊯ Performa	nce	ூ Packages	Settings
Payments			eason Ticke	et 2015/2	016					~ *
Products			5 p)							
Reporting		P	aid	Not paid		Gro	ss Revenue	£XXXXX		
Bank Accounts		X	X	XX		f Y Y	XXX.XX	e l	29/5/2015 - £XXX	x
Bank Transfers		~	signments	😃 XX Assignm	ents		XX payments	£C	May '15	lun '15
How it Works									may 25	,u., 15
Video Guide										
Fees		🤽 Assigne	d Members 🗙 I	Members Not Paid	✓ M	embers Paid				
Help / Request Demo		Q , Search meml	Ders						XX results 🕨	Options
		Assigne	d To 🗣 Tag	ged	Pay 👻	Met	Am Tot.	. Req.	Status	
			area Paul				£0.0	0	NOT PAI	
			titut Bead	100 mark			£0.0	0	NOT PAI	D 🔍 🔹
			the set	ter dine			£0.0	0	NOT PAI	D 🔨 🔹

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.

🕸 Dashboard	🖉 Site Conten	≡ Teams	😃 Membership	Payments	♀ Communication	⊮ Performance	© Package	es 🌣 Settings
ayments	•	Adult Se	eason Ticke	et 2015/2	016			٩
roducts		D	aid	Not paid	C ro	ss Revenue	ĐXXXX	
eporting		P	ald	Not paid				XXXX
ank Accounts		Х	X	XX	£X,X	XX.XX	£0	XXXX
ank Transfers		基 XX As	signments	u XX Assignme		XX payments	£0 May '15	Jun '15
ow it Works								
deo Guide		😃 Assigne	d Members × M	lembers Not Paid	✓ Members Paid			
ees		Q. Search memb	pers				XX results	>> >> Option
elp / Request Demo								
	\$	elected (50):	Send payment requ	est by email				

0	Assigned to	▼ rayyeu	гау 🔻	wet	AIII	101	neq	Status	
۷	Passil	Passiti correct				£0.00	-	NOT PAID	4.7

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

Dulwich Hamle	Nee	Need some help? Visit the Help Centr								
🕸 Dashboard 🦉 Site Cont	en? ≡ Teams	s & Membership	📼 Payments	Q Comn	nunication	⊯ Performar	ce	ூ Packages	Settings	
Payments •		Season Tick	et 2015/2	016					٩, ٣	
Products	Paid Not paid Gross Revenue						£XXXX			
Reporting	Falu		Not paid		Gross nevenue					
Bank Accounts	XX		XX		£X,XXX.XX			9/5/2015 - £XXXX	J	
Bank Transfers	🙁 XX Assignments					XX payments	£0 •	May '15	Jun '15	
low it Works						_				
/ideo Guide	🤽 Assig	ned Members X	Members Not Paid	🗸 Me	mbers Paid					
ees	Q Search me	ombers					44	XX results 🕨 🕨	Option	
Help / Request Demo	S, Octaron Inc	iniber 3								
	Selected (50)	Send payment req	uest by email							
	You currently have 50 members selected - click here to select all members									
	🗹 Assig	jned To 🗣 Tag	gged	Pay 🗸	Met	Am Tot	Req	Status		
						£0.0		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.

Dulwich http://www.p & Dashboard 4	Need some help? Visit the Help Centre O Packages Settings					
Payments	•	ø		Name	Information	4, T
Products		۷		Benal, Michael	Not prompted yet	
Reporting		ø		Burnflack, Ton	Not prompted yet	XXXX
Bank Accounts				inderworth, carl	User's email is not authorised	29/5/2015 - £XXXX
Bank Transfers				Halt, Durcan	Not prompted yet	f0 May 15 Jun 15
How it Works		۷		Keng. Int	Not prompted yet	
Video Guide		۷		LYDIG, PETER	Not prompted yet	
Fees	_	ø		Martin, Sarah	Not prompted yet	XX results 🔅 😥 Options
Help / Request Demo		۷		Apple, Surg	Not prompted yet	
		Can	ncel		ut to send 9 requests	Next » Teq Status £0.00 - ONT PAID

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.



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.