What is Member Wizard?

MEMBER WIZARD

Member Wizard launched around 2011 but has gone through a couple of re-brandings since that date as we grew and developed. Nevertheless we still have clients such as Council for the Ageing in the Northern Territory and the Tenant's Union in Queensland who have been with us since around 2012.

We currently support around 40 U3A's in Queensland, New South Wales, Tasmania and South Australia so many of the features below relate to the smooth and easy management of a University of the 3rd Age organisation however the system is adaptable to any organisation or group with members.

Here are some testimonials from a couple of U3A clients:

‘We cannot recommend Member Wizard highly enough for the database they designed for us. It has allowed us to become a more professional and contemporary organisation, enhancing our workflow which is undertaken solely by volunteers. These volunteers are all aged over 50, and find the Member Wizard database easy to use, with well written instructions, and rapid support when needed. All communication is sent via Member Wizard and we have recently moved to online renewals which we anticipate will be an added benefit to members as well as reducing the workload and paper in our office.

Prior to commissioning Member Wizard we undertook an investigation of other database organisations and we have found that Member Wizard is more than value for money, with the added bonus of being Australian-based.

Member Wizard have worked tirelessly to respond to our requirements and have provided a very effective custom-made database that independent authorities assure us will serve us well into the future. We are more than happy to provide them with our utmost backing and recommendations to future clients.’

President, U3A Redcliffe

Here is another testimonial from both the Vice President and the Treasurer of U3A Gold Coast (Southport) Inc.

If you have the slightest hesitation implementing Member Wizard for your organization – forget it!

U3A Southport trialed a couple of different systems to manage our membership before deciding to subscribe to Member Wizard. They have provided exceptional support and have even assisted us in updating our website and integrating Member Wizard into it. Member Wizard does everything we need, including financial accounting and reporting system. Member Wizard is very easy to understand and use.

We cannot recommend the product highly enough and the training and support is second to none.

Vice President/Class Coordinator – Lou Stevens

Treasurer – Wendy Barker

Features and Benefits

1. Member Wizard is a Queensland, Australia based cloud based member management application. It is designed, built and supported from here in Queensland. Data is hosted on servers based in our region and managed by Microsoft. Phone and email support is available within 24 hours turn around and Zoom training is provided free of charge (3 x 1 hour sessions with more available at a reasonable cost if required).
2. We import and set up all your data free of charge. In addition you are given 3 months use of the application before having to commit to subscribe. During that time you will receive full support and any training required (3 x 1 hour Zoom sessions).
3. The system is fully integrated which allows you to manage communications, finances, document storage, class scheduling and enrollment, event management and member subscription all from one central cloud database anywhere there is an internet connection including on your mobile phone. An integrated website will soon be made available as an additional add on to your database.
4. It provides your members with a Member Portal which allows them to access and update their personal details, pay any owing amounts, enroll in a class or event or access secure documents made available by the organisation such as newsletters, minutes of meetings, agendas etc.
5. The member portal also permits Tutors to manage their own classes if permitted by the organisation.
6. You can create as many users who can access the system as you wish and they can all do so concurrently from anywhere there is an internet connection. You can tailor user

7. You can send emails or SMS messages to your membership or categories of membership, groups or classes while maintaining your own existing email addresses. You can (subject to mail service providers) view when a member has opened your emails.
8. You can store important documents within it so there is no need to keep boxes of dusty files which are handed over to each new committee - everything is there online for access.
9. You can host events, have a link on your website which connects back to Member Wizard to allow members to purchase tickets or to register for the event and Member Wizard will provide a full list of registrations including payment status.
10. Members can enroll and pay online for classes (if that is enabled by the organisation). Here is an example of a Member Wizard controlled Class program for U3A Southport in Queensland. U3A Southport Class Enrollment page
11. Class coordinators can manage and maintain class offerings through Member Wizard directly on to the their own website so no uploading by webmasters is required - updates in Member Wizard automatically and seamlessly appear instantly online on the website or in the member portal.
12. You can link a credit card payment facility to your Member Wizard system so members can pay both online or face to face using a credit or debit card. The system will automatically receipt them, and increment their membership paid to date.
13. New members can join and existing members can renew their membership through a link either on your website or (for existing members) via the member portal.
14. Member Wizard contains a complete finance system - receipt/expense to balance sheet/ profit and loss. It also includes an audit trail for added security so there is no need for any expense finance subscriptions to MYOB or Zero. Member Wizard will also link images or pdf's of invoices to the relevant expense in your system so there is no need to retain paper copies.
15. Subscription rates are reasonable and are dependent upon the number of Active members in the organisation. Member Pro-rata number block add-ons are available on request.

If you have any queries I am happy to talk to you about them. Just email me at support@memberwizard.com.au

Claire Beck

Member Wizard Support

Gold Coast Queensland

Using Member Wizard to Manage Your Organisation - An Overview

If you are setting up your organisation in Member Wizard for the first time below is a checklist of the order in which you should do this. Please note if you do not see the **Settings** menu item in the main menu you need to contact your database administrator to be given rights to **Settings** in your login.

Importing your Members

If requested, Member Wizard can carry this out for you. Once your members are imported then proceed to carry out the following tasks:

1. Complete your **Organisation Details** by providing address, phone number, ABN, web page, logo and membership cycle details. See **Setting/Organisation Details** and **Settings/Upload Logo** in the main navigation panel menu. Make sure you check all the tabs on the **Settings/Organisation Details** page including all the tabs at the top of the page.
2. Set up your **Membership Types**. By default Member Wizard has only one membership type, that of **Unclassified**, however when you import your members you will import their **Membership Types** as well. After import you will need to tell Member Wizard the membership fees for each and also the membership period each covers. You can deactivate any unused types to avoid them appearing as options when you create a new member. Do this in **Settings/Membership Types.**
3. Set up the **New Member Application** in **Settings.** This will dictate the default membership type for new members, whether new members need Approval before being accepted, what data is mandatory for joining and information on how to handle membership periods. See **Setting up and Managing your Members/Online Membership Applications** in this database for full details.
4. Create your **Bank Accounts**. For this you will need your Account name, number including BSB, initial balance based on the the Start Date you nominate. See **Settings, Bank Accounts** in the main navigation panel menu.
5. Create your **Account Categories.** These are the income and expenses you wish to track in your Profit and Loss Report. See **Settings, Account Categories** in the main navigation panel menu.
6. Set up your **Member Payment Details**. This is where you decide if you want your **Membership Invoices** to include options to pay by **Direct Deposit** or **Credit / Debit Card**. These will then appear on the emailed **Membership Invoices** and your members will be able to click on them and either pay online or obtain direct deposit details. See **Connecting Stripe** in this knowledge database.
7. If your organisation requires members to accept any conditions upon renewing their

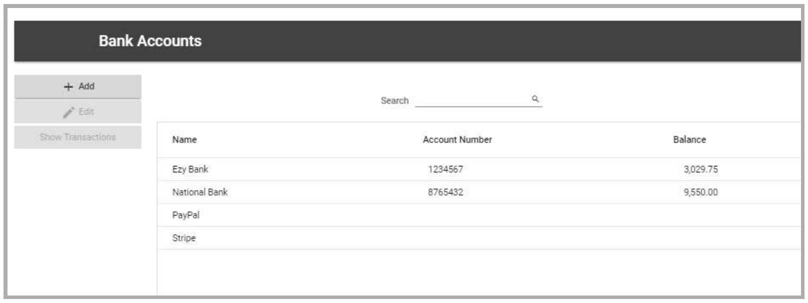
membership you can configure these in **Membership Renewal Instructions** and **Print Renewal Instructions.** If you wish to include **Terms and Conditions** for new members you need to enter this in the **New Member Application** page.

8. Decide how you wish to record **Phone Names**. Member Wizard provides 3 fields for phone number. By default these are shown as Phone name 1, Phone name 2, Phone name 3 however you may wish to make these fields more useful by calling them for example Home phone, Mobile phone or Alternative phone . Once you make these changes in **Settings/Phone Names** in the main menu navigation, they will change for all your member records. You can also edit the names of the address and first/last name fields.
9. You may have imported fields designated as **Custom field** however if you wish to add any after importing your members you can do so using **Settings/Custom Fields.** Once you have created your new fields they will by default appear in the **Custom Fields** tab in each members record. You can move them to another tab/page using **Settings/Member Form Layout**. You can also move existing fields from one tab location to another. If you wish to delete a **Custom Field** you firstly have to remove all records which have data stored within it. You can identify these by highlighting the **Custom Field** and clicking the **See Values** in the left hand menu on the **Custom Fields** page.
10. Setting up your organisations finances. Using Member Wizard to manage your organisation's financial recording has some major advantages to the alternatives which are either to purchase a stand alone financial package outside of your organisation's member management application or keep manual records.
11. The primary advantage is that you don't need to double up recording member subscription payments as Member Wizard will both receipt your member and simultaneously update their new due date and their financial status within your organisation and as a bonus your member will have the opportunity when paying membership dues, to update their contact details so your membership database is always up to date and in line with your financial recording. Automatic receipting occurs if your member pays online through Credit / Debit Card as - no need for you to create a receipt to record their payment, the system does it all for you.
12. Member Wizard offers a complete financial solution including recording expenses, reconciling bank accounts, issuing invoices, creating and recording receipts, producing Profit and Loss Reports and Balance Sheet, providing a General Journal and doing all this with a full financial audit trail for security. We are constantly adding enhancements and extra features and are always happy to hear from you if you have any special requests you would like to see happen in the system.

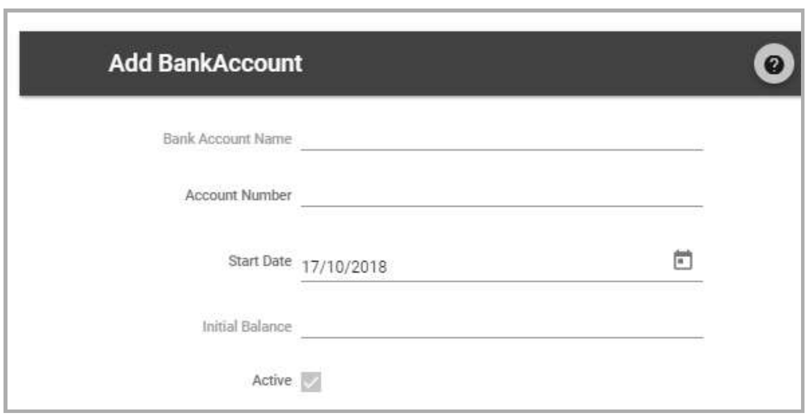
Setting up Bank Accounts

One of the most useful functions of Member Wizard is managing an organisation's finances. In order to use the financial aspects of the software you must first set up which bank accounts to use for receipts and expenses.

Access **Settings, Bank Accounts** or **Money, Bank Accounts** in the left navigation



Click **Add**. You will need to provide the name, number, start date of recording and initial balance. Then click **Save**



If you ever wish to discontinue using a bank account uncheck the **Active** box on this screen as you can't delete a Bank Account after transactions have been recorded.

If you have enabled Stripe for your organisation it will also appear as a **Bank Account**.

If you wish to record minor cash payments and balance them then you can create an account called **Petty Cash** and simply transfer money into it from your main bank account and issue receipts which select it as the bank source.

Member Wizard will allow you to set up as many bank accounts as you require.

The **Start Date** and **Opening Balance** will form the basis of the first **Bank Reconciliation.**

End of Year/Period Processes

Below is a set of processes suggested for closing down both your current year membership period and your last period of class activities.

End of Membership Year Processes

When your committee determines it is time to send out membership renewals below are the suggested steps for doing so.

1. For organisations who may have members with a membership type for less than a full year (perhaps they joined part way through the year so had a discounted membership rate, to avoid them receiving a reminder for less than a full year, these members need to have their membership types changed to a Full Year membership type.

   1. **Members/Change Membership type**
   2. Select the membership type you wish to change and what you want to change it in to.
   3. Click **Save**

2. Be aware that if the member currently owes any money for the current year then that money will show up on their Membership Reminder Invoice. If you do not wish for this to happen then you need to delete the invoice which represents the debt or clear the debt by receipting the payment for it. You may wish to send the member a **Pay Owing** request email prior to sending out their **Reminder** so you can receipt their payment before doing so.

To Delete an Invoice

1. Highlight the member name in the member list and select Statement from the menu
2. Take a note of the **Invoice Number** representing the unpaid invoice.
3. Go to **Money/Invoices** and use **Search** to locate the **Invoice Number.** Once found highlight it and click **Delete.**
4. Be aware this will remove the debt completely from the member record and the invoice from the list of invoices. There will however be a record retained of the Invoice number, action taken with it and the date this occurred and the login of the person carrying out the deletion. This record will be stored in the **Reports/Transaction Log.**

To Send an Email Requesting the member pay outstanding amounts

1. Note: This will not create new invoice but simply amalgamate all outstanding invoices into one itemised invoice.
2. Highlight the member name in the **Member List**
3. Click the **Email Pay Owing** button in the page menu
4. Type an accompanying email and click **Send**
5. When the payment is received, receipt it. It will zero out all outstanding invoices.

3. Any member whose membership type has a zero cost against it in **Settings/Membership types** will not be sent a **Renewal Invoice –** this usually includes Honorary and Life members. Make sure your Honorary or Life member's membership period is still current by updating their **Paid to Date**. You can view any out of date membership paid to dates by clicking the up/down arrow beside **Membership Paid** To column on the **Member List**.

To Update a Life/Honorary Member's "Paid to" date

1. Double click on the member's name in the **Member List**
2. Go to the **Organisation tab** on their record.
3. Update the **Paid to Date** and click **Save**

4. Once you are satisfied that all memberships are correct then send out **Membership Invoices.**

1. Click Members/**Email Membership Invoice** link in the left hand main menu.
2. In the **Expiring Before** field enter a date one day or more later than your **Membership Paid To** date. For example for memberships expiring 31/12/2024 enter 01/01/2025
3. Enter an appropriate S**ubject Line** and type the message to accompany your emailed membership invoice.
4. Click **Next**
5. Either check the **Select All** box to select all members who's membership expiry date is before the date indicated. **IMPORTANT:** we suggest you firstly send an invoice to yourself only. In that way you can check that all is correct before you go back and send to the entire membership. If it is correct you can then return and click **Send.**
6. If you have **Stripe** connected your members will be able to pay their subscription immediately so if possible test this with your own membership.
7. Be aware only those members with an email address recorded in their record, who do not have a zero cost membership and who don't appear on any of the **Members/Undeliverable Email** lists will receive a **Membership Invoice**. Members who share an email address with another member will each receive an invoice. For members without email addresses you can print a Reminder (**Communications/Reminders-Print** then select the relevant members. This list will include only members without email addresses).

5. Your member will receive a **Membership Invoice** with a **Click Here to Pay** link included and an outstanding amount will be shown against the member's name in your **Member List**. Should the member decide not to renew, any unpaid invoices against their name will be deleted when you make them **Inactive.**

6. When the member receives the **Member Invoice** and clicks the payment link they will be able to update their contact details. These updates are directly into your database so there is no requirement for intervention to update the details. The member will then either be able to view and print the Direct Deposit details and/or if your organisation is connected to Stripe, pay the outstanding invoice by credit/debit card. If paying by direct deposit the member will be

given a bank reference to use on their deposit which consists of MEM followed by the first 5 letters or their surname. This assists you to identify their payment on your bank statement.

7. If the member pays by **Stripe**, Stripe will automatically receipt the payment to the member and Member Wizard will automatically increment the members **Paid to Date** against their record. If they paid by Stripe the receipt will zero out the invoice and there will be no amount showed owing against the member’s name. If the member does not pay by Stripe this will not occur until once you have ascertained that it is in your bank account and the money is receipted. To manually receipt the member payment simply highlight the member name in the **Member List** and click **Receipt**. A message will pop up showing the outstanding amount and when you click to accept this all details will be entered onto the receipt which then just needs to be Saved.

8. At any time you are able to click the small arrow adjacent to the **Amount Owing** column on your **Member List** and all those with outstanding invoices will be displayed at the top of the list.

Making Unrenewed Members Inactive

Once your committee decides that it is time to make un-financial members **Inactive** in your database (note: Member Wizard subscriptions do not count **Inactive** members):

1. Go to your **Member List** and click the **Deactivate Expired Members** button in the page menu.
2. Select the membership type you wish to deactivate. The current date will default into the **Expired Before** field.
3. Click **Next**
4. The next screen will show a selected list of all unpaid members as of the date given. You can either accept all this list or uncheck those who you wish to exclude from deactivation. If you only wish one or two members to be deactivated from the list uncheck the **Un-select All** box at the top of the list and individually select the required members.
5. Click **Deactivate Selected Members**
6. Making a member **Inactive** automatically deletes all outstanding invoices against their record.
7. If you wish to reactivate an **Inactive** member, change the filter at the top of the **Member List** page from **Active** to **Inactive**, select and double click the member name from the **Inactive** list and on the **Organisation** tab of their record change the **Status** field at the bottom of the page from **Inactive** to **Active**

End of Year Class Processes

1. If you are ready to close your current Class period you can **Archive** your current classes. This will make a snapshot of the Class with all details and enrolled and wait-

changing the **Status** at the top of the **Class List** and changing it to **Archived.**

2. Ensure before you **Archive** a class that you have printed out Attendance Sheets right to the end of the class period as you will not be able to produce an Attendance Sheet for the class after it is **Archived**.
3. You can also **Copy/Archive** the class. This will create a new copy of the class with the default name of **Copy** before the current class name. You will be asked if you wish to copy across the current class of students and the waiting list. Select the members you wish to add into the new class. It will then **Archive** the current class.
4. If you wish to make a copy of an existing class but do not wish to **Archive** the old class just select **Copy.** To avoid the class shwoing up on the **Web Class List** while you finish configuring your new classes we suggest you make each of the new classes **Inactive.** You will still be able to work on them in the **Inactive** status **Class List.** Once they are ready to publish and you wish to remove the old classes, you can **Archive only** the old classes then go to **Classes/Class Status Change,** select all the **Inactive** new classes and click the **Make Class Active** button.
5. You will need to enter new **Start** and **End** dates, terms and costs into the new class.
6. In the next step a payment email request (in cases where more than one payment options exists) will be sent to the student with a link to pay. In cases where there is only one payment option an invoice will simply be sent.
7. You can view Archived classes by changing the Active Status at the top of the Classes page to **Archived**.
8. We suggest you view your Class list in the **Your Web Class List** menu item and enroll in one of the newly published classes to ensure that it is set up as you require before advising your members to go online and register for new classes.
9. Note your new classes will only be available to enroll on the Web Class List if you have checked the box on the Class details page which says **Allow Online Enrolment** so if you wish to prepare your entire Class list but not permit enrolment till a certain date then just leave this box unchecked. Members will still be able to view the upcoming class details but not enroll. If you do not wish the Class to be visible on the Web Class List uncheck the **Active** button. You can continue to work on setting up the Class while it is Inactive by changing the **Status** field at the top of the **Class List** page to **Inactive** and selecting the Class.

Setting up and Connecting to Stripe

WHAT IS STRIPE?

Stripe is a company that allows businesses of any size to accept payments and manage their business online.

It is used by companies such as:

Airtasker

Uber

Booking.com

Shopify

Google

Amazon

Zoom

They have two head offices – one in San Francisco and one in Dublin but they also have offices in London, Paris, Singapore, Tokyo and a dozen others.

They were launched in 2011, have 4000 plus employees and millions of users all over the world.

WHAT DO THEY DO?

At the most basic level, they allow any business with a bank account to be able to accept online credit or debit card payments over the internet.

For U3A this means members with a credit or debit card can pay safely and securely for their membership, classes or for ticketed events online and for the money to be transferred usually within 24 hours into the U3A bank account.

HOW MUCH DOES STRIPE COST?

Stripe charge a credit card fee as do most online retailers these days. There is also a small Member Wizard admin fee. On a $35 U3A membership the fee would be:

$35 membership renewal fee

Stripe fee 90c (1.70% + .30c)

Member Wizard fee 17.5c

Total fee (to member) $36.08

It can be configured for either the member or the organisation to pay the Stripe fee and the additional cost to the member is $1.08 for the convenience of using their credit or debit card and paying immediately online. Using Stripe will of course be optional for any member if you still permit direct deposit.

HOW DOES STRIPE WORK?

1. We connect Stripe to your Member Wizard database. This takes about 30 mins. The information required is contained in the Stripe Activation Checklist (see attached).

2. Once we have connected Stripe to your account all Membership Renewals. Class payments and Invitations to Events will contain a link in them that members simply click on then provide their payment details. Member Wizard will automatically generate a receipt for the member and will send an email to any email address you nominate for the advice that money has been paid (this is optional).

3. About 24 hours later Stripe will automatically transfer the money, less their fees, down into your organisations nominated bank account. There is a small delay before the first payment is transferred which is part of Stripe's money laundering check process which they need to complete first.

BENEFITS OF USING STRIPE

We have found that Member Wizard organisations who use Stripe (Council for the Aging in Northern Territory and Tenants Union Queensland and a large proportion of U3A clients for example) report better member retention as it makes it much easier for people to pay their membership as and when they receive their renewal notice. We have had absolutely no reports of any problems or issues with clients using it. Many organisations report that up to 70% of their members will use this method if you make it available and it cuts down considerably on the work of the Treasurer as all reporting and bank reconciliation is automatic.

Further information

For more details on Stripe their website is stripe.com

The following page details what information you will need to connect your organisation to Stripe in Member Wizard.

STRIPE ACTIVATION CHECKLIST

You will require the following:

1. Your business ABN

3. The bank account number and BSB into which to receive Stripe payments

4. Your Website address

5. The names, home addresses, phone numbers/mobiles and date of birth for critical committee members – eg Treasurer, Secretary and President.

6. Scanned front and back images of identifying documents such as a drivers license for the above people (because you are effectively opening a new bank account and this is a banking requirement).

7. The registered name of your business

8. Your Incorporation or Association number if you have one

HOW TO CONNECT YOUR MEMBER WIZARD DATABASE TO STRIPE

When you have this information go to **Settings/Member Payment Details** and click the tab which says **Credit/Debit Card** and check the box. You will need to select the bank account into which Stripe will deposit funds and if you wish to the organisation to pay the Stripe fees you should uncheck the **Member pays Credit Card fees** box. If you wish members to be able to send donations you should check the **Allow Donations** box.

Then click the blue button and follow the instructions. Once this is done and you are returned to this page, all your invoices will offer Stripe as a payment method. Your first payout will take around 3 to 4 days due to international banking regulations.

WE ALREADY HAVE A STRIPE ACCOUNT – HOW DO WE CONNECT THAT TO MEMBER WIZARD?

If you already have a Stripe account you have been using then the task of connecting it to Member Wizard is simple.

Just log into your Stripe account, then log into your Member Wizard account and click the Connect Stripe blue button on the Member Payment Details menu in Settings which will appear when you check the box which says Use Credit/Debit card. The system will automatically detect and link your connection.

Member Wizard Subscription Rates

Member Wizard subscriptions can be adapted for membership levels not shown by pro-rata from the closest rate below your membership level. Pro-rata rates operate in 50 and 100 member packages.

Member Wizard for New Treasurers

A Quick Guide to Member Wizard for Treasurers

If you are using Member Wizard for the first time or if you are a first time Treasurer then you may find this information useful.

PART 1 – FOR FIRST TIME TREASURERS

There are two types of book keeping methodologies. The first is a simple single entry system called Cash Book and the second is the more popular and useful Double Entry system. This section provides information on both these systems

CASH BOOK (SINGLE ENTRY) ACCOUNTING

Many non-accounting background Treasurers either use or inherit a system where a Cash Book has been used mainly because it's simple and easy to set up and run. It is however limited when it comes to providing the committee with the actual financial position of the organisation. It does not account for outstanding amounts of money which have been invoiced but not yet paid or the other assets and liabilities of your business. It is rarely used by any other than small organisations which do not require auditing or much in the way of management committee reporting.

Organisations using a simple cash book system generally have a hard copy ledger or maybe a spreadsheet into which amounts are entered as purchases and receipts are recorded under various account categories.

Member Wizard does not use single entry accounting as most committees require financial information which is more accessible and reflects a more accurate financial position of the organisation.

Below would be an example of the purchase of a printer for the office for $1000 under a cash book system.

Date/Description	**Office Equipment**	**Postage**	**Rent etc etc…**
14/12/21 – Printer for office	$1000		

DOUBLE ENTRY ACCOUNTING

Double-entry accounting is a method of bookkeeping that tracks where your money comes from and where it's going to. Every financial transaction gets two entries, a “debit” and a “credit” to describe whether money is being transferred to or from an account respectively.

Below is a simple example:

Using the same purchase of a printer example as above, your double entry system would show this as

Date	Account	Debit	Credit
14/12/21	Cash (or Bank)		$1000 (-)
14/12/21	Office Equipment (Printer)	$1000 (+)	

The debit and credit (+ and --) signs are just to illustrate that your cash has been reduced by $1000 while your Office Equipment account has increased by $1000. At first the fact that the purchase is represented by a Credit to the bank is somewhat counterintuitive. Easiest way to think about it is to imagine that the goal was to get to 0 in an account. In this case would this transaction reduce or increase the distance to your objective? If it reduces it then it's a credit – represented as a (-), as you are closer to your end goal, if it increases it then it's a debit (represented as a (+).

REMEMBER: You can obtain assistance at any time on any Member Wizard function by clicking the **Help button** in the top right hand side of the header for each page. The Help button will give you context sensitive help on actions you can do on that page.

PART 2 – SETTING UP AND USING MEMBER WIZARD FOR TREASURERS

Step 1 The first step is to set up your Bank Accounts so purchases and receipts can be recorded against each of your various bank accounts (you can set up as many bank accounts as you require). You do this in **Settings/Bank Accounts.**

Step 2 Next you need to set up your **Chart of Accounts**. These are all the categories that you want to record income and expenditure or assets and liabilities against. You can find and set up your Chart of Accounts in **Settings/Account Categories**.

Member Wizard already has a number of Account Categories set up which it needs in order to operate. You cannot delete these however you can hide any you do not need or use by either selecting it in the Account Category list then either clicking **Edit** from the menu or right clicking your mouse and selecting **Edit** then unchecking the **Active** box. You can always reactivate them again by checking the box marked **Include Inactive** at the top of the **Account Categories list.** CAUTION: If you make an account category which is used by Member Wizard inactive you may find you will have problems performing some transactions so be judicious with how you adjust these settings.

You will note that Asset and Liability category types have a box marked **Current** which is checked by default. This simply refers to where the account will appear on your Balance Sheet – as a Current or Non-Current asset or liability.

You will also note that Member Wizard includes your membership types in your Account Categories list which is done for simple convenience.

You can view the transactions recorded against each Account Category by clicking on it and selecting **Show Transactions.** Transactions can be displayed for a number of periods by changing the **Date Range** at the top of the list. You can print this list also or export it to Excel.

REMEMBER: You can move any of the pop up forms in Member Wizard by clicking and holding down your mouse button on the tiny little hand in the top left corner of every pop up form and dragging it out of the way so you can read the data beneath.

Parent and Child Categories

Quite often you want to group together and total several account categories on both your Profit and Loss and your Balance Sheet reports. You do this by firstly creating an Account Category which you name appropriately to be the Parent. For instance you may wish to combine all your Membership Types together and total them under a Parent Category called **Memberships**.

To do this you need to decide where it is you want the total category to appear on your reports. For instance for Memberships you would want to see them in the **Income** section of your Profit and Loss so you would create the category from the Account Categories list by clicking **+Financial Category** calling it **Memberships** and making it of an **Income** type. Alternatively if you paid rent on a number of premises you would want it to appear in the **Expense** section of your Profit and Loss so you would create it as an **Expense** type.

You then would create your membership types and check the box marked **Has Parent** then select the newly created **Membership** account. In this way all accounts with that parent type will be itemised and totaled in your reports. You can next Parent/child categories within each account down to 2 levels.

See the following example extract from a Profit and Loss Report for a parent/child Membership category totaled to 2 levels.

Memberships

Annual memberships

Annual Full members	$2000
Annual Associate members	$ 500
Total	**$2500**

6 month memberships

6 month Full members	$500
6 month Associate members	$100
Total	**$600**

TOTAL $3100

NOTE: Parent categories cannot contain any transactions. Transactions can only be recorded in CHILDREN of that Parent category. In the above example ”Memberships”, “Annual Memberships” and “6 month memberships” are all Parent categories. These are **not** used as the categories on receipts. “Annual Full Members”, “Annual Associate members”, “6 month Full members” and “6 month Associate members” are the Child categories. These **are** the categories against which you enter your receipts.

Member Wizard Reports

The two main reports usually required by management committees from their Treasurer are

1. Profit and Loss (shows income and expenditure by category). This is the report that shows the committee how much has been either earned or spent against each category for that financial year up to the date you have entered.

2. Balance Sheet (shows assets – usually bank account balances, and liabilities eg un-acquitted grants. This shows the committee how much money is available left in bank accounts and if there are any liabilities outstanding which need to be allowed for.

If you record all your transactions in Member Wizard then each of these reports are available by the simple click of a button. You can also compare the current against the past year’s figures.

RECEIPTING CASH AND (IN PERSON) CREDIT CARD PAYMENTS

To receipt **Cash** simply change the **Payment Type** on the receipt to **Cash.** (Default is EFT).

To Receipt a tap card payment simply change the **Payment Type** on the receipt to **Credit/ Debit** card.

If you are using a tap card reader which charges a card fee, and your organisation is covering the fee you will need to add a **Negative amount** to represent the card service fee to the receipt.

To create this **negative amount** when you have entered the item that that the member is paying for with their card click **Add Item.** Click the **Show all Categories** box and select the account category into which you wish to accumulate the card fee charges. This account category should be an **Expense** category account. You will need to enter the amount with a negative sign before it so that it is deducted from the receipt total.

If the member is covering the fee you will need to add the fee on to the receipt using the same method as above but the amount you enter will not be negative.

CREATING A DEPOSIT (CASH/CHEQUES OR TAP CARD READER PAYMENTS)

When you receive cash or a credit card transaction in person from someone you don't generally rush straight down to the bank and deposit it. Usually you wait till you have a number of cash transactions to bank and you do them in a single deposit. Similarly if you are using a card reader such as Square you generally close the balance out at the end of the day and it may include several such transactions.

The bank when it produces its bank statement or transaction record will show only the totals of these deposits – it does not know what the individual transactions were which made up that total deposit. For this reason you need to create a deposit in Member Wizard which will reflect what the bank is going to show on its bank statement or transaction record.

To create a Deposit click on **Money/Deposit** then +**Add** a deposit. Select the bank account and the date you made the deposit or close off the Square balance.

Fill out the date and the bank and put in a reference which explains that it is the sum total of the days Square fees. Make sure you have selected Credit Card as the **Payment type**.

A list of all the undeposited receipts where you selected Cash, Cheques or Credit Card Payments appear on the Deposit. Select which receipts you are depositing and click **Save.** When you come to **Reconcile** your bank account the total deposit amount will be listed but you will be able to click on it and view which receipts were included.

RECEIPTING EFT (DIRECT DEPOSIT) RECEIPTS

When you select EFT as the Payment type the system automatically does a deposit for you so you do not need to manually create one as per above. When you come to do your bank reconciliation the amount of the receipt and who it was to will show already on the list waiting to be reconciled.

NOTE: If you make an error and record an EFT deposit as say Cash or Credit/Debit card you can change it on the receipt but you will need to go to the **Add Deposit** screen and create a manual deposit for it. The system will not recognise the change until you do this.

RECEIPTING STRIPE

If the member pays through Stripe online via an invoice you have sent out through Member Wizard, the receipt and the transfer from Stripe down to your bank account are done automatically. The member is automatically emailed a receipt directly from Stripe.

If however you wish to accept a Stripe payment face to face then simply create the invoice in Member Wizard, this will then show an amount against the member's record in the Member List. Highlight the member and click the **Card Payment** option in the page menu. Type in the card details and click **SAVE.** Please note there has to be an outstanding **Invoice** in order for the **Card Payment** option to appear.

RECONCILING YOUR BANK ACCOUNT WITH YOUR BANK STATEMENT

This is usually carried out at the end of each month or immediately before you are required to present updated figures to your committee. A bank reconciliation is an accounting requirement to show that you have correctly accounted for every expense and income item and that your tally corresponds with that of your banks.

To create a **Bank Reconciliation** click **Money/Bank reconciliation** in the main menu. Click **+Add** at the top then select the Bank Account you wish to reconcile. You should reconcile every bank account and Petty Cash fund on a regular basis as it become difficult if you try to do several months at a time. If you select to reconcile Stripe the system will connect to Stripe, match the receipts against the Stripe payouts and will either allow you to simply click **Reconcile** if all receipts and transfers are present or give you a list of missing transactions in Member Wizard. If you click on one of these missing transactions you will be able to add it and it will disappear from that list and appear in the Reconciled column of the Bank Reconciliation.

After you have selected the Bank Account, you will see all the transactions – receipts, expenses and bank transfers – you have created in the system appearing in the left hand column. The right column will usually be empty.

Enter from your bank statement the closing bank balance at the top of the form under **Closing Balance**. Then using your bank statement one by one go through and tick off every item on the statement that appears on your screen and click on the item on your screen and drag it across to the right hand column.

As you do this you will notice the greyed out field called **Difference** change either up or down depending on if it's a receipt or an expense. If you find a transaction on your bank statement that is **NOT** in your system you can use the buttons marked **Add Receipt, Add Deposit or Add Expense** at the top of the form.

show 0 and the button at the bottom right of the screen will change from **SAVE** to **RECONCILE**. Click this and you have reconciled your statement for the month.

> **HANDY HINT:**
>
> You can have two Member Wizard screens running at the same time. Just open another browser and log in as well to Member Wizard on that tab. In that way you can jump back and forth without having to leave your Reconciliation Screen on the first instance of Member Wizard.
>
> If you make a change on one screen and it is not reflected on the other screen then you may need to refresh the 2nd screen by holding down the Ctrl key and tapping in the F5 key. This is for Windows PC's only.

If you find you can not complete your reconciliation because you need to go check something in your system or you run out of time etc remember to click the **SAVE** button or you will have to start all over again when you return.

ACCOUNTING FOR GST

If you pay/collect GST you can add or include GST on any receipt or expense item by highlighting each line of the receipt or expense and clicking either the **+Add GST** or **-GST** buttons below the Item box. Your **GST Report** will record all GST transactions.

MEMBER WIZARD FINANCIAL REPORTS

The reports you will generally take to your committee meeting as Treasurer are the Profit and Loss and the Balance Sheet. These are automatically generated by clicking **Reports/Profit and Loss** or **Reports/Balance Sheet** from the main menu. It is wise to check that the balance on your Balance sheet actually does match your current bank balance.

You can also prepare a **GST report** if you are registered and recording GST on your receipts and expenses.

LIST OF TRANSACTIONS ENTERED AGAINST AN ACCOUNT CATEGORY

To obtain details in a list of transactions which have been entered against a particular account category go to **Money/Account Categories**. Select the account of interest and right click on it and select **Show Transactions** or select **Show Transactions** from the left hand menu. You can print this list if required by selecting **Print Account List**. If you double click on any of the entries it will open to show you the receipt or expense which relates to the entry. You can also export all transactions to Excel.

ACCEPTING PAYMENTS ONLINE

Member Wizard offers two online payment transactions systems.

Stripe: will allow your members to pay their membership dues or for classes or events online through either email or on your organisation's website.

Stripe requires setup and integration into your system before being able to use it. **Settings/ Member Payment Details** page.

Direct Debit: Members can pay by transferring funds directly into your bank account provided you have set up your bank account details in **Settings/Bank Accounts.** They will be given a reference number to accompany their payment to make it easier for you to identify payments on your bank statement.

NOTE: Members who pay using Stripe for membership will automatically receive a receipt for their payment and their new membership **Paid to Date** will be automatically incremented.

Members who use Direct Deposit to pay their membership will require you to issue a receipt when you have identified the payment on your bank statement. The issuing of the receipt for membership will then automatically increment their **Paid to Date.**

Import Members Excel spreadsheet template

These are the fields you can upload into in Member Wizard. The only mandatory field is the Last Name field. To facilitate the upload of your members please ensure your member spreadsheet is in this format.

Member Wizard new client checklist

For Member Wizard to set up your organisation please provide the following information to support@memberwizard.com.au

MEMBER WIZARD NEW U3A CLIENT CHECKLIST

1. A spreadsheet of members showing all details you wish to record as per the Importing Members into Member Wizard fact sheet.
2. For U3A clients or any other organisation running classes for members, a list of classes currently running and the members of each. The list should include the time/date and location of the class and the name of the tutor.
3. Timetable of teaching periods for instance does your organisation run terms? Can members pay for classes for a term, a block or for each class individually?
4. The membership types and prices
5. The membership period eg January to December or rolling membership
6. The finance period eg July 1 to June 30
7. A copy of the last P&L and Balance Sheet or the Cash book showing balances for the end of the period after which you will be recording transactions in Member Wizard.
8. A list of any income or expenses for the month to date including if possible the creditor/debtor name
9. The current bank balance of all accounts from the start of the period after which you will be recording transactions in Member Wizard, Account name, BSB and Account number of all accounts.
10. A jpg file of the organisations logo plus the postal and street address of the organisation, its registered name, web site, Facebook/Twitter url and ABN
11. The names and roles of all people on the committee
12. The name of whoever is going to be responsible for replies to system emails eg receipts etc

Notes for Importing Members from a spreadsheet into Member Wizard

IMPORTING SPREADSHEET DATA INTO MEMBER WIZARD

Please ensure that all data is consistent in each column of the spreadsheet. If a capital O has been used in place of a zero in any number it must be removed and replaced with a zero.

IMPORTANT: ALL COLUMNS MUST BE FORMATTED AS TEXT. THIS MEANS TO HAVE A LEADING 0 SHOW ON MOBILE NUMBERS YOU MUST PLACE '0 BEFORE EVERY NUMBER.

If there is any data you do not wish imported simply name the column containing it DNI (do not import).

It is far easier to add data on import than have to go through member by member and insert it after import so fields such as membership type, paid to date and start date are important to include on your spreadsheet.

Standard Field names (only Last name is mandatory) – if you do not wish to use any of these fields then they can be removed from your database.

Last Name

First Name

Phone 1

Phone 2

Phone 3

Street 1

Street 2

Suburb

Postcode

State

Email Address

Member Number (must contain ONLY numbers)

Membership Type

Membership Paid to (date)

Comments

Start Date (date)

Emergency Contact

Emergency Contact number

Active member: If you are also importing Inactive members then there needs to be a column called Active and each member needs to have either True or False on their row in this column. If you do not wish to do this we can import all members as Active and then De-activate them in bulk based on their membership paid to date.

Custom Fields (mark on spreadsheet with (C) and name of Custom Field)

If you have any data which you wish to keep you can create Custom Fields with types as follows:

Text

Date

True or False

Simply include a column in your spreadsheet with the custom data in it (eg date or year of birth) and we will import it as a custom field.

Groups

If you have any groups within your organisation you can include membership of these in your import. Simply include a column for each group you have and type the full name of the group (as per the column heading) against each member who is a part of the group. The group will be named identically to the column heading although this can be changed later if necessary. (You may have several columns like this if you have several groups).

Installing and Accessing the Member Portal for Members

INSTALLING AND ACCESSING THE MEMBER PORTAL FOR MEMBERS

The Member Portal can be accessed on any internet connected device but is especially useful for mobile phones or tablets as it allows a member to access their member record and if necessary prove their membership.

INSTRUCTIONS TO INSTALL

1. Click on the Member Portal app either on your organisations web site or in the email link sent to you. The link is https://member-portal.memberwizard.com.au
2. Save this link in your bookmarks so that you can return to it easily
3. If you are asked to install the Member Portal as an App we recommend that you
4. Enter your email address, click / tap the Check Email Address button and follow the on-screen instructions

TROUBLESHOOTING INSTALL

If the system is unable to verify your email address please check:

1. That the email address you are entering is the one registered at your organisation.
2. You can't install if you share an email address with another member.
3. That your membership type is one which is permitted access to the Member Portal by your Organisation
4. If you still can't register, please contact your organisation.

USING THE MEMBER PORTAL

1. The Home screen will show you your Membership status including any outstanding amounts.
2. You can pay any outstanding amounts by clicking the Pay Owing button.
3. You can view your member statement by clicking the Statement button.
4. You can pay your Membership Renewal by clicking the Pay Subscription button.
5. You can view your enrolled Classes by clicking My Classes button. You can enroll in more classes by clicking the Classes button.
6. You can update your personal details by clicking Change my Contact Details.
7. You can access any documents your organisation has made publicly available.
8. You can obtain Help by clicking the Help button in the top right corner. This will give you the email address of the person at your organisation who is the nominated Portal Assistance member.
9. You can return to the main Portal screen at any time by clicking the Home button in the top right of the screen.
10. If you are a Tutor and your organisation has enabled this functionality, you will be able to

11. You can add any other organisations to which you belong or another member using the same computer can add their organisations to the Portal by clicking the Add another Organisation or Member button.
12. Each member can have their own PIN and will see their own organisation.
13. Members cannot however share the same email address within the same organisation.
14. You will need to Log out by clicking the Log Out button before swapping members or organisations.

Open or Enrollment Day Procedures

NEW MEMBER JOINING OR ENROLLING IN CLASSES

NEW MEMBER JOINING

1. If you are in a noisy crowded environment, we suggest you ensure you have blank membership forms provided in the room and direct new members to fill out the form and then bring it to the admin table. You will find this much easier than trying to hear their details in such circumstances.
2. On the Member List page click **+ADD** and enter the new member's details on the Contact page.
3. If your organisation has set up their Member Wizard so that new members require approval before being made **Active** then your new member will be created as a **Status** of **Pending.** You can find these members by changing the **Status** field at the top of the **Member List** from **Active** to **Pending**..
4. Click **SAVE**, a message will appear asking if you wish to receipt the member. If they member is paying now through cash, cheque or by tapping their payment card say **YES**. If they indicate that they would prefer to receive an invoice and pay via direct deposit say **NO**.

<u>Paying by Cash/Cheque/Credit card tap</u>

1. A receipt will appear with the member's details prefilled in it.
2. Select the payment type (probably either Cash or Credit Card if using a Square reader).
3. Click on the **ADD ITEM** button below the receipt item box
4. In the **Category** box select the membership type they are paying for, the cost and the member's paid to date will then appear, click **SAVE.**
5. If the member has provided you with an email address on their record they will be emailed a receipt. If not and provided you have a printer connected to the computer carrying out the receipting you can check the **Print Receipt** box and click **SAVE.**
6. See **END OF DAY** processes below to see how to deposit cash/credit card receipts.

<u>Paying by Credit or Debit card when Stripe is connected to your Member Wizard</u>

1. If you are connected to Stripe then enter the member's contact details and save their membership. Select **Yes** when asked if you wish to create an Invoice.
2. You will see there is now an amount for membership showing in the Member's **Amount Owing** column in the **Member List.**
3. Highlight the member's name in the Member List and click the **Card Payment** option.
4. Enter the member's card details and click **Save.** A receipt will be sent to the member if they have email otherwise it can be printed from the **Money/Receipt** List.
5. The Member's paid to date will then be inserted in their member record.

Paying from an Invoice

1. From the **Money** menu select **Invoices** and locate the Member's membership invoice. Click **Email.** If this is greyed out and can not be selected it is because your member has no email address. In this case you can only print the invoice.
2. A window where you can enter a brief email message will appear, in the **Subject** line type Membership Reminder **-** <your organisation name>. You may wish to type a brief message but it is not necessary.
3. Click **SEND.** The new member will receive an Invoice with an amount to pay and the BSB details of where to deposit the money or if you are connected to Stripe, a credit/debit card payment field.
4. For direct deposit payments, once the Treasurer has receipted the funds the Member's paid to date will be displayed on the Member List and the system will email them a receipt. Until then it will be blank. For Stripe the receipting and paid to date process is automatic.

NEW MEMBER ENROLLING IN CLASSES

1. If the member is both joining AND enrolling in classes, complete the relevant new member process above first.
2. Remember if you have checked the box **New Member Needs Approval** in the **Settings/ New Member Application** page then your new members record will not appear in your **Active** Member List but will be in your **Pending** Member List. To view this list change the **Status** at the top of the page to show **Pending.**
3. Locate or search for the member name on the **Member List** and double click on the member's record. Go to the **CLASSES** tab at the top of the member record and select the class/classes the member wishes to enroll in. **If the member indicates they wish to pay now by cash/Square or cheque select NO.**
4. If you answered NO (the member will be paying now) then after saving the member record highlight the members name in the Member list and click **Receipt.**
5. A receipt will appear with the member's details indicated and an amount owing equivalent to the classes they have enrolled in will be shown in the Item field.

have provided an email address otherwise you can check the **Print Receipt** box if there is a printer attached to the computer you are on and process their payment.

IMPORTANT: If the member is both joining and enrolling in classes at the same time then before sending them a membership invoice enrol them in their classes and then instead of **Members/Email Membership Invoices** instead highlight their name in the Member List and click **Email Pay Owing.** This will combine all outstanding invoices into one itemized invoice which can be paid with one amount.

END OF DAY DEPOSITING OF CASH/CHEQUE AND CREDIT CARD PAYMENTS

At the end of the day you will likely have an amount of cash and cheques and possibly will have made a number of Square credit card transactions.

When this money is deposited it goes into the bank as a total bulk amount. The Member Wizard system in order to provide you with a figure which will be replicated on your bank statement needs to know which receipts are included in this bulk amount.

You will need to create 2 deposits. One for the cash/cheques and one for the end of day reading from the Square reader.

The method used to do this is to produce a **DEPOSIT.**

Cash/Cheques

1. Click **Money/Deposit** then click **+Add** on the Deposit list page.
2. Select the **Bank Account** into which you will be depositing the cash/cheques.
3. A list of all the **Cash/Cheque/Credit Card** receipts will appear in the list.
4. Select all those which are **Cash or Cheque.**
5. These will be totaled at the bottom of the form. Ensure that the totals equal the amount of Cash and Cheques that you have received.
6. Click **SAVE.**

Credit Card payments

7. Click **Money/Deposit** then click **+Add** on the Deposit list page.
8. Select the **Bank Account** into which the credit card payments will be made.
9. A list of all the **Cash/Cheque/Credit Card** receipts will appear in the list.
10. Select all those which are **Credit card.**

11. These will be totaled at the bottom of the form. Ensure that the totals equal the amount of Credit card deposits on the Square reader

12. Click **SAVE.** Using this method, the amount of the deposit will represent the amount which appears on your Bank Statement which will make your Bank Reconciliation process easy.

RENEWING MEMBERS

If a current member indicates they wish to pay their next year subscription

1. Search for the member name in the **Search** bar at the top of the **Member List** page

2. Highlight the member's name and select **Receipt**

3. A receipt form will open with the member's details prefilled in it

4. Select the payment method

5. Click **+Add Item** and in the **Category** box select the membership type of the Member.

6. The amount and new paid to date will be defaulted into the relevant fields.

7. Click **Save** to return to the receipt and then **Save** again to email the member a receipt or check the **Print** box if a printer is connected to the computer to print a receipt.

CURRENT MEMBER ENROLLING IN CLASSES

If the member is already current in the system and just wishes to enroll in classes for the next Term

1. Search for the Member in the Member List

2. Double click to open the member record

3. Go to the **Classes** tab at the top of the member record

4. Select the classes they wish to enroll in

5. Click **SAVE**

<u>If the member indicates they wish to pay by invoice and direct deposit</u>

6. When asked if you wish to send the member an invoice click **YES.**

<u>If the member indicates they wish to pay now by cash/cheque or using your card reader</u>

7. When asked if you wish to send the member an invoice click **NO.**

8. When you are returned to the Member List, highlight the members name and click **RECEIPT** in the page menu.

9. A Receipt form will open with the member’s details pre filled and the amount owing for the class already defaulted in, click to accept this.

10. Process the payment in the usual way depending on how they are paying (Cash/ Cheque or Credit card).

<u>If you do not have a tap card reader but are connected to Stripe</u>

11. The amount the member owes for classes will show in the **Amount Owing** column. Highlight their name in the **Member List** and select **Card Payment.**

12. The payment window will open, enter the member's card details and click **Save.** The member will be automatically emailed a receipt (provided they have an email address, if not and you have a printer connected go to **Money/ Receipt,** locate the member's receipt and select **Print.**

Instructions for Front Office/Reception staff on handling member payments

MEMBER WIZARD

INSTRUCTIONS FOR RECEPTION STAFF ON HANDLING MEMBER PAYMENTS

Log In to Member Wizard

1. Enter the following URL into your web browser. https://memberwizard.com.au/
2. Click on the LOGIN button at the top right of your screen.
3. Enter your Username and Password to log in to Member Wizard.

Edit an Existing Member's Details

1. At the top of the main menu column at the left of the screen, select Members.
2. Select the first option under this menu option. This also is called Members.
3. You will see that the Status field at the top left of screen defaults to Active members. These are members who have been financial in the last calendar year. The list also includes life members and non-paying tutors. If wanting to find a member who has not been financial in recent years, select Inactive members.
4. To edit an existing member's details, search for the member in question by using the Search field at the top right of the screen. It is quicker to Search for a member using either their name (can be surname or first name) or member number. To view and search by member number, tick the Member # check box at the top of the screen.
5. Double-click on the required member's name or highlight the required member and select Edit from the list of options to the left of the list of names.
6. In the Edit Member window, make the required changes to the recorded data.
7. Once you have finished editing the member's details, click Save.

Adding a New Member

1. At the top of the main menu column at the left of the screen, select Members.
2. Select the first option under this menu option. This also is called Members.
3. You will see that the Status field at the top left of screen defaults to Active members. These are members who have been financial in the last calendar year. The

list also includes life members and non-paying tutors.

4. Select the + Add from the list of options to the left of the list of names. This will open the New Member Details screen.

5. Complete as many as possible of the listed fields. Please note that the Contact Address (plus Suburb and Postcode) refer to the member's postal address. The Other Address (plus Suburb and Postcode) refer to the member's residential address and should only be entered if they differ from the postal address.

6. In the menu list across the top of the Add Member screen, select Groups. Tick the check box that corresponds to the new member's home district. If they are willing to be a tutor, tick that check box also.

7. Once finished entering the new member's details, click Save. You will be notified of the new member's Member Number.

8. You will then be asked if you would like to enter a Receipt or and Invoice for this member. This allows you to receive a payment from the new member for their membership subscription.

9. If you choose Receipt, you will enter the Add Receipt window. Check the Receipt Date is correct *(For EFT - Change to the date of the Bank transactions)*

10. Check the following: *Paid by*: Member (*correct for Member payments)*

    Member: Members name *(check member's name is correct)*

11. Select *Payment Type* **EFT** (Members who paid via direct transfer to S21 bank a/c)
    Cash (Member pays you Cash)

    Cheque (Member pays you Cheque)

    Split (Member pays you part Cash / Cheque / Cr or Dr Card)

    Credit/Debit Card (Member pays via card - EFTPOS machine)

12. Select Bank Account – Only required for EFT payment type – Select S21 account in this case.

13. Click Add Item button and Select Category and type '**New Member**' and select. Check the amount displayed is correct and click the Save button.

14. Check that the membership type, cost and the new Paid to date: are correct and if not edit as necessary. The Paid to date should reflect the end of the current financial year unless the member is joining in the last two months of the current membership year in which case it will be for the end of the next membership year.

15. **Do not** click on any GST buttons.

16. The Total owing will be displayed. Take payment and check money/amount is correct.

17. Select either Print Receipt or Email Receipt. Click Save**.**

18. If the member indicates they wish to pay by credit card and you do not use a card

reader but are connected to Stripe then instead of creating a Receipt, you should select to create an Invoice. Follow then the steps as per renewing members paying by Stripe below.

Receipting an Existing Member's Membership Subscription without using Stripe

1. In the Members screen, search for the member using either their name (can be surname or first name) or member number. See the search field at the top right of the screen. To view and search by member number, tick the Member # check box at the top of the screen.

2. If you can not locate the member's name in the Active status list then change the status to Inactive and search there. If the member has been made Inactive then on the Organisation tab of the member's record change the status from Inactive to Active. In this case also remember to check the paid to date of any subscription payment they are making and adjust it to reflect the correct paid to date as necessary when receipting.

3. With the member name highlighted, double click to check member's details are correct. If changes are required, make changes and Save.

4. Select Receipt from the list of options to the left of the list of names. The outstanding balance for Class or other fees may appear. Check OK.

5. In the Add Receipt window, Check the ***Receipt Date*** is correct *(For EFT - Change to the date of the Bank transactions)*

6. Check the following: *Paid by*: Member (*correct for Member payments)*

   Member: Members name *(check member's name is correct)*

7. Select *Payment Type* **EFT** (Members who paid via direct transfer to S21 bank a/c)

   Cash (Member pays you Cash)

   Cheque (Member pays you Cheque)

   Split (Member pays you part Cash / Cheque / Cr or Dr Card)

   Credit/Debit Card (Member pays via card - EFTPOS machine)

8. Select Bank Account – Only required for EFT payment type – Select the organisation's bank account used for membership payments.

9. Click Add Item button and Select Category and select the membership category of the renewing member. Check the amount displayed is correct and click the Save button.

10. Check that the membership type, period and paid to date are correct and if not edit as required. Paid to date should be the end of the next membership year. Note. If a member has been Inactive then their paid to date will reflect 12 months from the last paid to date so edit this to be the end of the correct membership year.

11. **Do not** click on any GST buttons.

12. You will see that the member's unpaid fees/items are listed on this screen.

13. **FOR PART PAYMENT -** From the Add Receipt screen – to remove the items/fees the member is not going to be paying at this time, highlight the item to be removed and click the Delete Item button to remove these items from the screen. Show only the item/items the member is paying and then click the Save button. The receipt will show the amount still owing. Items deleted from this screen will not be deleted from the system. They will still appear in the items owing list to be paid at a later date.

14. The Total owing will be displayed. Take payment and check money/amount is correct.

15. Select either Print Receipt or Email Receipt. Click Save**.**

Membership payments using Stripe

Follow steps 1-3 above.

1. An invoice will be created against the member's record

2. Select the members name from the Member List and click **Card Payment**

3. If this option is greyed out and can not be selected it is because either there is no outstanding invoice or your organization is not connected to Stripe.

4. Enter the member's card details and click Save. The member will automatically be sent a receipt to their email address of if no email then you will be able to locate the receipt in the Receipt List and click **Print**.

Enrol a Member into a Class

There are two ways to enrol a member into a PPC class.

Option 1: Enrol a Member into a Class through the Members Screen

1. In the Members screen, search for the member using either their name (can be surname or first name) or member number. See the search field at the top right of the screen. To view and search by member number, tick the Member # check box at the top of the screen.

2. Double-click on the required member's name or highlight the required member and select Edit from the list of options to the left of the list of names.

3. In the Edit Member window, select Classes at the right of the menu options at the top of the window.

4. Scroll through the list of available classes and tick the check box in the Enrol column for each class the member wishes to be enrolled in. If the class in question is full, you will only be given the option of adding the member to the waiting list. Once you have finished, click Save.

5. You will be told that an invoice will be raised for the new enrolments and you will be asked if it should be emailed to the member.

6. To receive payment for these new enrolments and any other outstanding amounts, with the member name highlighted, select Receipt from the list of options to the left of the list of names. You will be told the total amount owing for this member.

7. In the Add Receipt window, Check the ***Receipt Date*** is correct *(For EFT - Change to the date of the Bank transactions)*

8. Check the following: *Paid by*: Member (*correct for Member payments)*

   Member: Members name *(check member's name is correct)*

9. Select *Payment Type* **EFT** (Members who paid via direct transfer to S21 bank a/c)
   Cash (Member pays you Cash)

   Cheque (Member pays you Cheque)

   Split (Member pays you part Cash / Cheque / Cr or Dr Card)

   Credit/Debit Card (Member pays via card - EFTPOS machine)

10. Select Bank Account – Only required for EFT payment type – Select S21 account in this case.

11. **Do not** click on any GST buttons.

12. You will see that the member's unpaid fees/items are listed on this screen.

13. **FOR PART PAYMENT -** From the Add Receipt screen – to remove the items/fees the member is not going to be paying at this time, highlight the item to be removed and click the Delete Item button to remove these items from the screen. Show only the item/items the member is paying and then click the Save button. The receipt will show the amount still owing. Items deleted from this screen will not be deleted from the system. They will still appear in the items owing list to be paid at a later date.

14. Take payment and check money/amount is correct.

15. Select either Print Receipt or Email Receipt. Click Save**.**

<u>Option 2: Enrol a Member into a Class through the Classes Screen</u>

1. In the main menu column at the left of the screen, select Classes.

2. Select the first option under this menu option. This also is called Classes.

3. You will see a screen that lists all the available classes, the number of students currently enrolled, the number of members or prospective students in the waiting list, and the maximum number of students that can be enrolled in the class.

4. Navigate to the class that the member wishes to enrol in. You can use the Search field at the top right of the screen or just scroll using the navigation buttons at the bottom of the screen.

5. Highlight the required class and select Enrolled Students from the list of options to the left of the list of classes.

class is full, change the Student Status from Enrolled to On Waiting List to see members on the waiting list.

7. You can add members to the class (if it is not full) by selecting Add to Enrolled List at the top of the list of options to the left of the list of students (in Enrolled List view).

8. If the class is full, you can add members to the waiting list by selecting Add to Waiting List at the top of the list of options to the left of the list of students (in Waiting List view).

9. If a place becomes available in the Enrolled list (the class) and there are members in the Waiting List, display the waiting list, highlight the member to be added to the Enrolled List, and use the Move to Enrolled List option to the left of the list of waiting members to move that person into the class. An invoice will be generated at this point.

10. You can use this screen to Delete students off either list, or to Move them between the two lists. This needs to be done with care as it will affect invoices for class enrolments.

11. Please note that the Waiting List displays the date and time that members were added to the list. They can be moved to the class in the order that they were added to the waiting list. You can sort the waiting list in order of the date added.

12. Once finished, to receive payment for this class and any other outstanding amounts, go to Step 6 of Option 1 in the Members menu option.

Note: Option 2 has the greater capabilities for managing the Enrolled and Waiting lists and gives more information on the class and its students. Option 1, however is probably more direct if just enrolling the member in one class as it also allows payment of fees through the Receipt function in the Members section.

Removing a Member from a Class

1. If the member asks to be removed from any of the Classes listed on the Receipt screen, go to the Members screen, find the member in question and then select Statement from the options to the left.

2. Highlight the class invoice to be removed and click Delete. This will remove the invoice and member from the Class List. This cannot be done to an invoice that has already been paid.

3. A member can also be removed from a class by using the Classes section (as in option 2 above), displaying the enrolled members and selecting Remove. However, this does not delete the invoice and this will have to be done separately.

4. If the member wishes to either move from one class to another go to **Classes** and select the class the member is currently enrolled in.

5. Highlight the student's name and click **Move Student to Another Class**. Enter the amount to be credited from one class to the other and select the New Class. Click the box if you wish to send the student an Invoice from the remainder of the class fee.

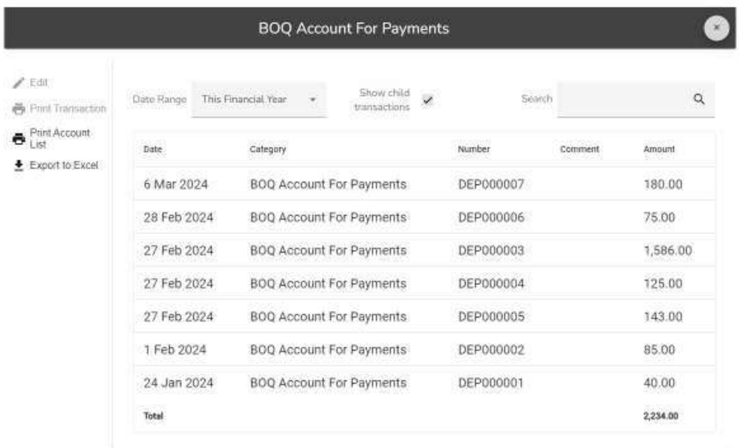
6. If the credit amount is 0 the entire class fee of the new class will be invoiced. If there is however an amount entered this amount will be deducted from the new class fee.

the member’s statement and will be deducted from any other outstanding amounts.

8. If you wish to refund this credit then transfer the money to the member’s bank account and issue them a receipt for the negative amount equal to the refund. Use the same account category as the money was originally deposited into.

Setting up Account Categories

In order to manage receipts and expenses you firstly need to create the categories you wish to record. The **Settings, Account Categories** section enables you to create new **Financial Categories, Membership Types or Bank Accounts**. Each of the types of accounts is also represented individually in **Money** and **Membership Types** respectively. Your **Account Categories** are also those you will see on your **Profit and Loss Report.** and your **Balance Sheet.**



This screen is also useful for being able to view the various **Transactions** which have taken place using the highlighted **Account Category**.

You can set up a financial account which you intend using as a main heading (known as a **Parent Account** and then create sub accounts beneath that heading account known as a **Child Account**. This means on your Balance Sheet or Profit and Loss the totals of these **Child Accounts** will be listed as well as total for the entire **Parent** group.

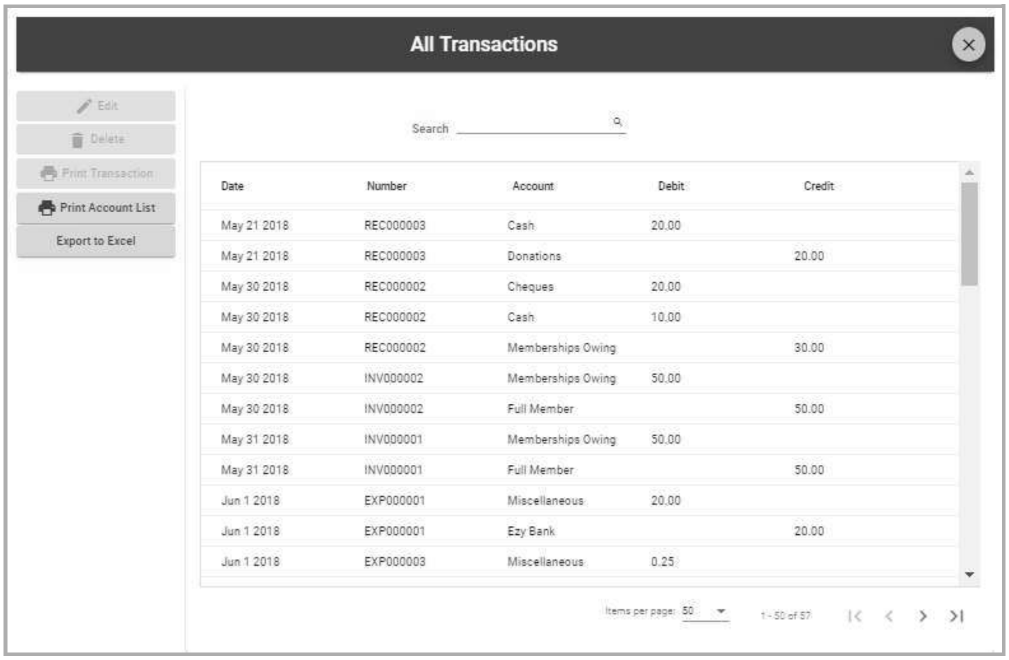
If you wish to use a **Parent/Child** account system then you should firstly set up the **Parent** account (make it an Income or Expense, Asset or Liability category depending on where it will fall on the P&L or Balance Sheet.

Please note, you can not make an account a **Parent Account** if it contains any transactions. Parent Accounts can not hold their own transactions, they can only hold **Child Accounts** which can then hold relevant transactions.

When you create the **Child** account check the box **Has Parent Account** then locate and select the relevant previously created **Parent Account**.

To stop viewing a particular membership, financial or bank account simply uncheck the **Active** check box on each individual screen. To see **Inactive** account categories check the **Include Inactive** box on the main **Category List** page.

You can drill down on any **Account Category** list item by either double clicking on it or by selecting it and choosing **Show Transactions** from the **Action Menu** to the left. From there you can also **Print Account List** or **Export to Excel** if you need to perform other functions and calculations on the data. You can filter the transaction list to display both this and last financial year, this and last month or all transactions.

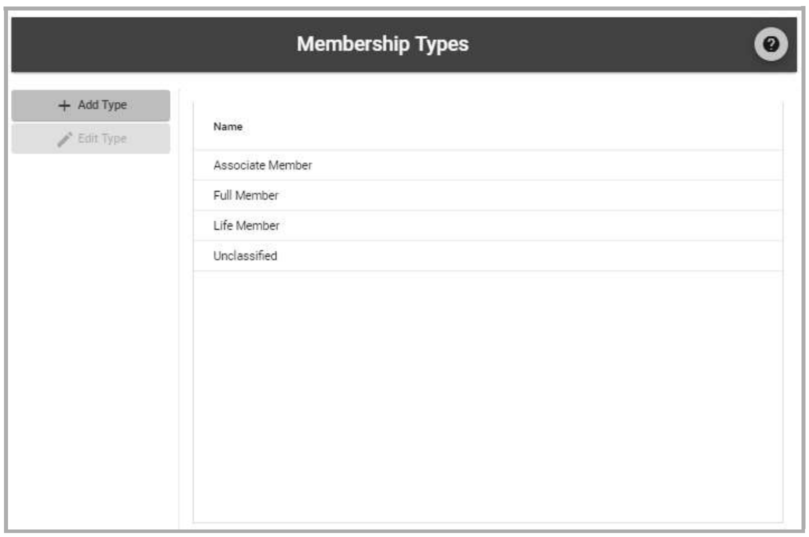


Date	Number	Account	Debit	Credit
May 21 2018	REC000003	Cash	20.00	
May 21 2018	REC000003	Donations		20.00
May 30 2018	REC000002	Cheques	20.00	
May 30 2018	REC000002	Cash	10.00	
May 30 2018	REC000002	Memberships Owing		30.00
May 30 2018	INV000002	Memberships Owing	50.00	
May 30 2018	INV000002	Full Member		50.00
May 31 2018	INV000001	Memberships Owing	50.00	
May 31 2018	INV000001	Full Member		50.00
Jun 1 2018	EXP000001	Miscellaneous	20.00	
Jun 1 2018	EXP000001	Ezy Bank		20.00
Jun 1 2018	EXP000003	Miscellaneous	0.25	

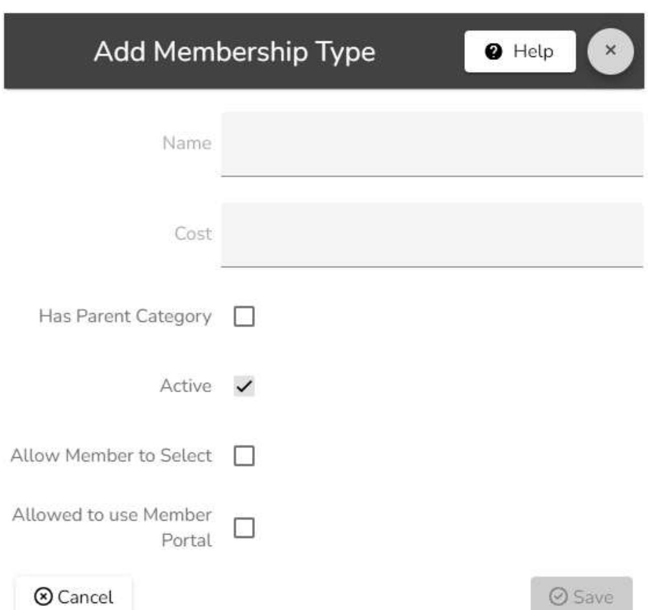
Creating Membership Types

If you intend entering your members manually then you will need to firstly create your **Membership Types.** Member Wizard has a standard default membership type of **Unclassified**” but you can create other types such as **Ordinary, Junior, Senior, Honorary, Life** etc.

You create **Membership Types** from **Settings, Membership Types** in the left hand navigation menu.



To create a membership type, select **Settings, Membership Types** from the left hand navigation and then click the **Add Type** link beside the list of membership types.



Complete the Membership details and then click **Save**. If you select a membership these members when you produce **Membership Reminders.**

You can vary the length of the membership by changing the number in the **Months** field.

If you wish to no longer offer a particular membership type you can make it **Inactive** simply by unchecking the **Active** box. This means it will no longer appear as an option during any menu function.

The box marked **Allow Member to Select** is used when you have configured the Member Wizard link on your website which allows your members to join online. If this box is checked then this membership type will be available to be be selected by any prospective new member when joining from that link.

If you wish members with this membership type to be able to access the **Member Portal** then check the box as indicated.

For more details on this see **Settings/Member Online Application**

Member Payments: Setting Up Member Payment Details

You can configure your organisation's set up in Member Wizard to reflect the means of payment for membership fees. These details are used both when sending out **Membership Reminders** by means of including a link in the accompanying email to pay by **Direct Deposit or Credit / Debit Card** and also when a new member joins from the link on your website - see **Settings, Member Online Applications**.

In order to provide your members with the details on how to access these payment methods you need to firstly include them in **Settings, Member Payment Details**.

Member Payment Options

There are two ways to accept payment through emailed **Membership Invoices** and **Member Online Applications**: Credit Card or Direct Deposit

The process to register for a **Stripe Account** to accept payment by Credit / Debit Card is part of the Member Wizard setup process outlined below.

Accepting Donations

You can also check the **Enable Donations** box on any of the 3 payment options if you wish there to be an option for members to include a donation with their membership payment. This will then appear on the **Membership Reminder** sent out to them.

You can select which **Account Category** your **Donations** will be credited to or use the default existing **Donations** account category automatically selected by **Member Wizard**.

Setting up Member Payment Options

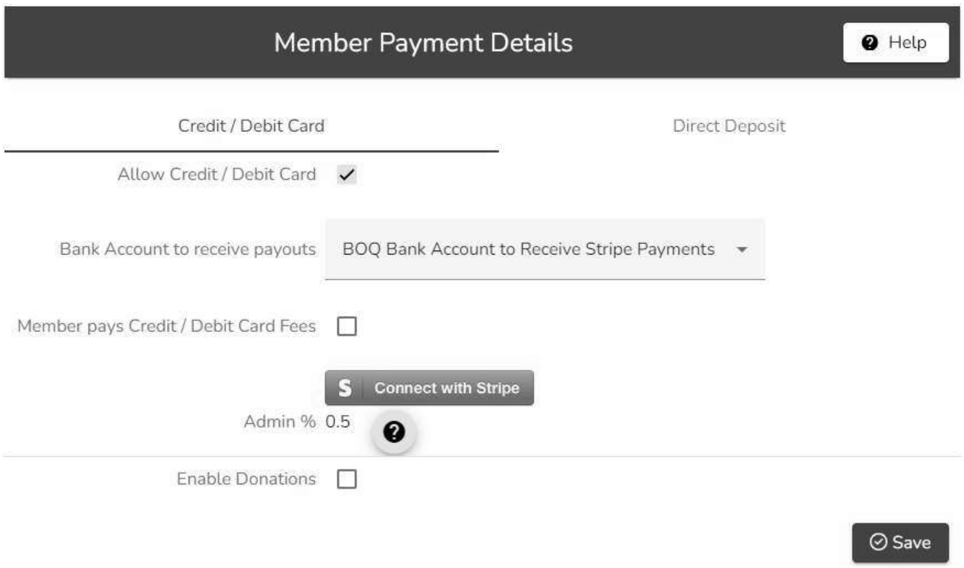
1. Credit / Debit Card.

Configuring this option will permit members to pay **Reminders** and also **Member Online Applications** using their Credit / Debit Card. Member Wizard uses independent banking system **Stripe** to provide this facility. Member Wizard **does not** store or even collect Credit / Debit Card details.

To setup your organisation to use **Stripe** check the box marked **Allow Credit / Debit Card** on the **Credit / Debit Card** screen. By default the option for your members to pay the **Stripe** costs for this is checked but if you wish your organisation to bear the charge then uncheck this box. Currently the fees for using **Stripe** is 1.70% plus 30 cents per transaction for domestic Credit / Debit Cards and 3.5% plus 30 cents per transaction for international cards. Member Wizard may also charge a small transaction fee depending on your service agreement with us.

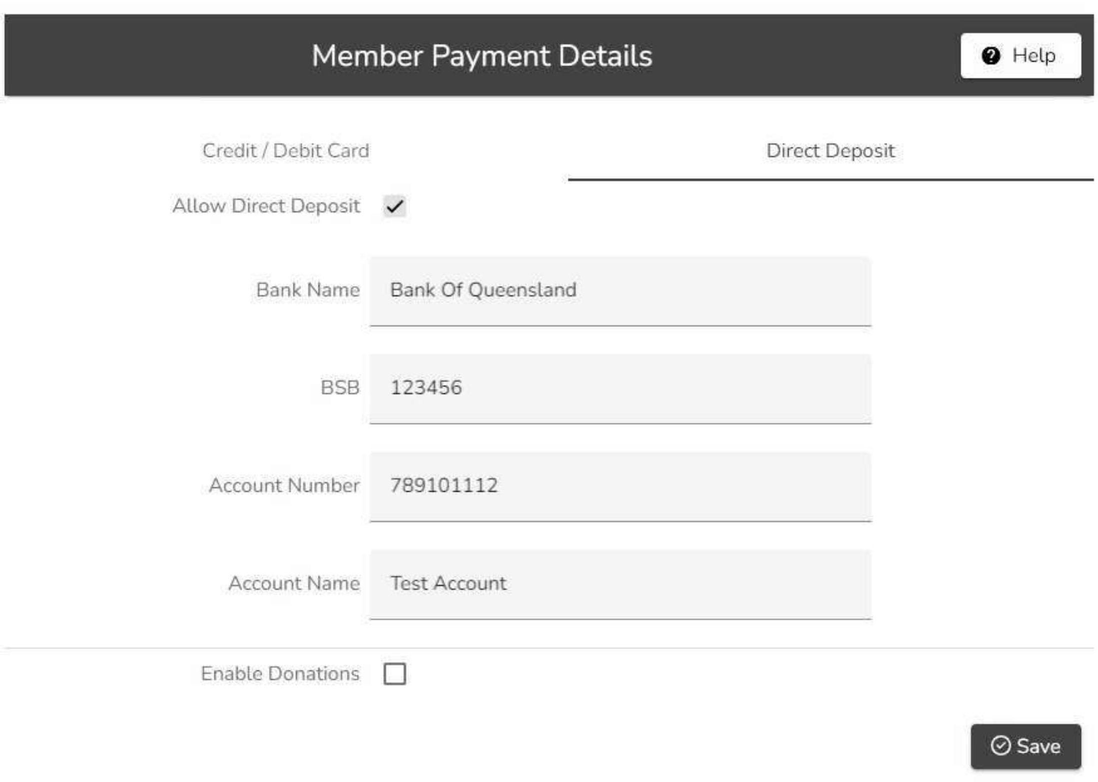
When ready click the **Connect with Stripe** button and fill out the information required on the following screen. Once accepted and confirmed by **Stripe** you will be able to accept online Credit / Debit Card payments. These payments will be automatically credited by **Stripe** into the bank account you nominate during the set up process.

Before you start the Stripe connection process be sure you have read the help article Setting up and Connecting to Stripe



2. Direct Deposit

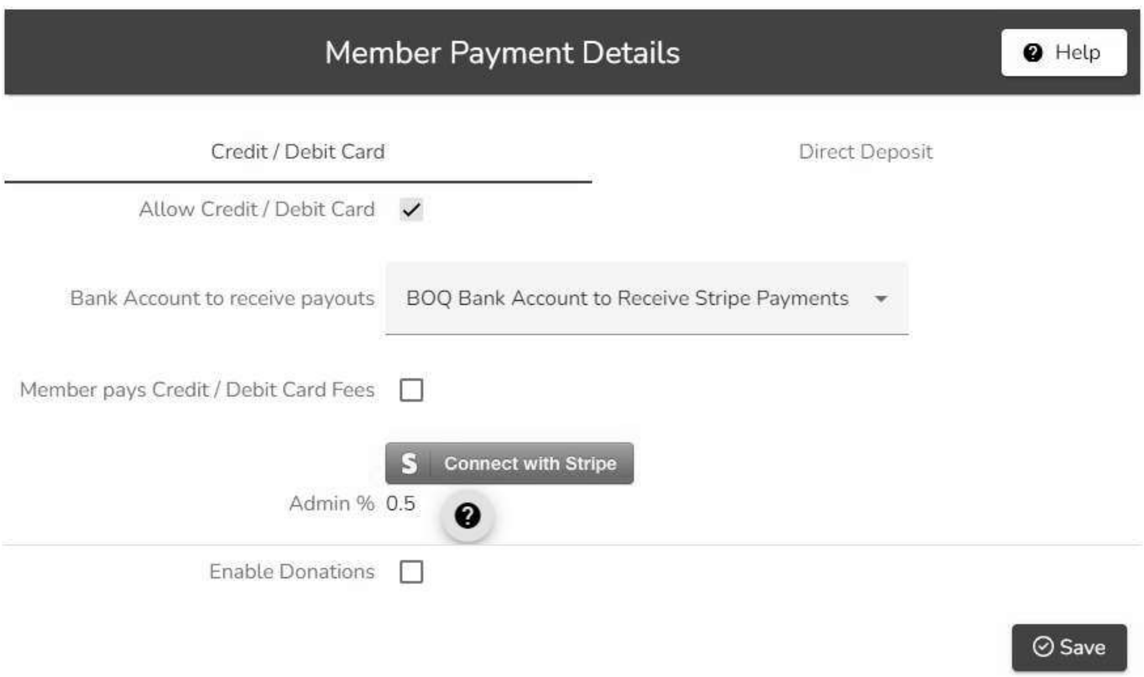
Click the **Allow Direct Deposit** box then provide your **BSB, Account number and Account Name** for your organisation's bank account. Once again, you can check the **Enable Donations** box if you wish an option to donate to your organisation appears on your emailed **Membership Invoices.**



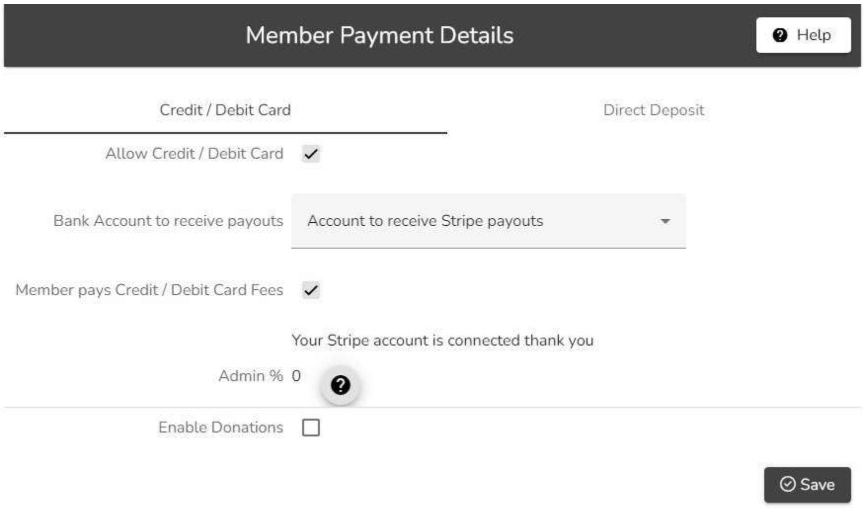
Member Payments: Debit/Credit card payments

Configuring this option will permit members to pay **Reminders** and also **Member Online Applications** using their Credit / Debit Card. Member Wizard uses independent banking system **Stripe** to provide this facility. Member Wizard **does not** store or even collect Credit / Debit Card details.

To setup your organisation to use **Stripe** check the box marked **Allow Credit / Debit Card** on the **Credit / Debit Card** screen. By default the option for your members to pay the **Stripe** costs for this is checked but if you wish your organisation to bear the charge then uncheck this box. Currently the fees for using **Stripe** is 1.70% plus 30 cents per transaction for domestic Credit / Debit Cards and 3.5% plus 30 cents per transaction for international cards. Member Wizard may also charge a small transaction fee depending on your service agreement with us. Before you set up Stripe be sure to read the help topic Setting Up and Connecting to Stripe as there is some information you will need to assemble before you start.

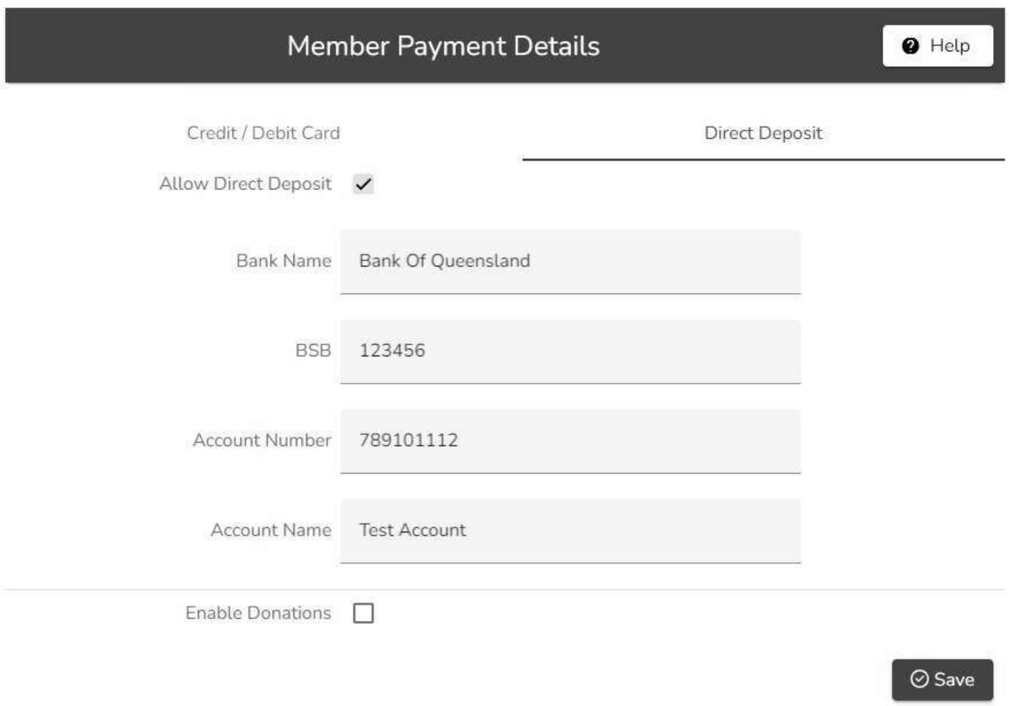


When ready click the **Connect with Stripe** button and fill out the information required on the following screen. Once accepted and confirmed by **Stripe** you will be able to accept online Credit / Debit Card payments. These payments will be automatically credited by **Stripe** into the bank account you nominate during the set up process. Your connected account will then appear as below.


Member Payment Details
Help
Credit / Debit Card
Direct Deposit
Allow Credit / Debit Card
Bank Account to receive payouts
Account to receive Stripe payouts
Member pays Credit / Debit Card Fees
Your Stripe account is connected thank you
Admin %
0
Enable Donations
Save

Member Payments: Accepting Direct Deposit Payments

Click the **Allow Direct Deposit** box then provide your **BSB, Account number and Account Name** for your organisation's bank account. Once again, you can check the **Enable Donations** box if you wish an option to donate to your organisation appears on your emailed **Reminders**



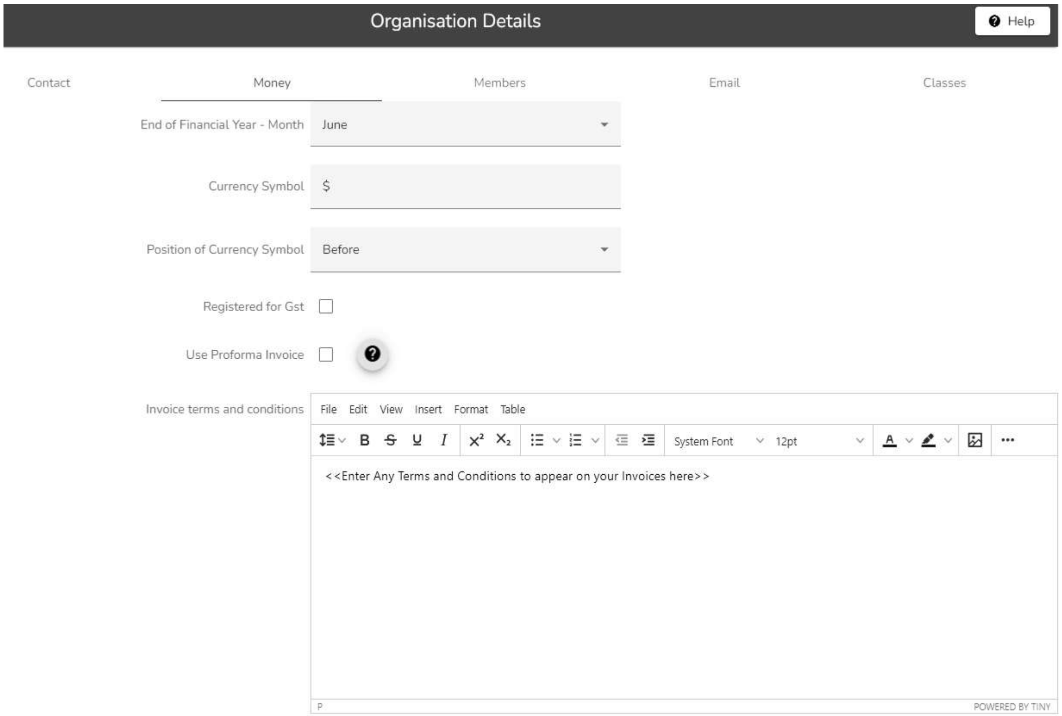
Set up your Organisation

When you first start using Member Wizard you have to set up your Organisation's details in the system.

Click **Settings, Organisation Details**.

You will see up to 5 tabs at the top of the form. The first tab **- Contact** is to enter details of your organisation such as address, ABN and web site etc. These details appear on receipts, reminders and other correspondence. If you do not have an ABN entered, you will not be able to record GST on your invoices, receipts or expenses.

The second tab **- Money -** is for entering details on your Organisations financial setup **-** such as the end of your financial year to help you prepare **Profit and Loss Reports**.



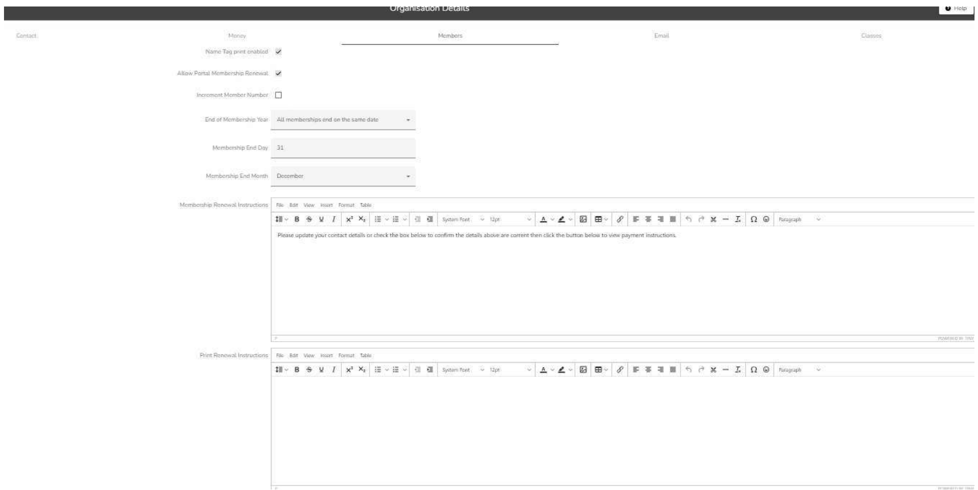
You can ensure your currency symbol is correctly identified and placed in the correct position and what **Account Category** you wish to store your **GST** transactions in. The system default is **GST**. Transactions recorded in this category will assist you to prepare your **BAS**.

If your organisation needs to send pro forma invoices (quotations) then check the box marked **Use Pro Forma Invoice.** Invoices will then be initially created marked Pro Forma Invoice instead of Tax Invoice but upon payment they will change to Tax Invoice. This feature is particularly useful in countries who's system for GST is based upon invoices and not receipts (accrual vs cash based).

If you wish your invoices to include any specific information you can enter it in the box marked **Invoice Terms and Conditions.**

The third tab **- Members -** contains information on when your membership year expires. There are two options. Choose **Membership can end on any date** if you have "rolling membership" so that anyone who joins, whenever they join have 12 months from the date they joined.

The other option is **All Memberships end on the same date**. These details are used when you are preparing **Membership Reminders**. You need to enter the day and month your membership year ends.



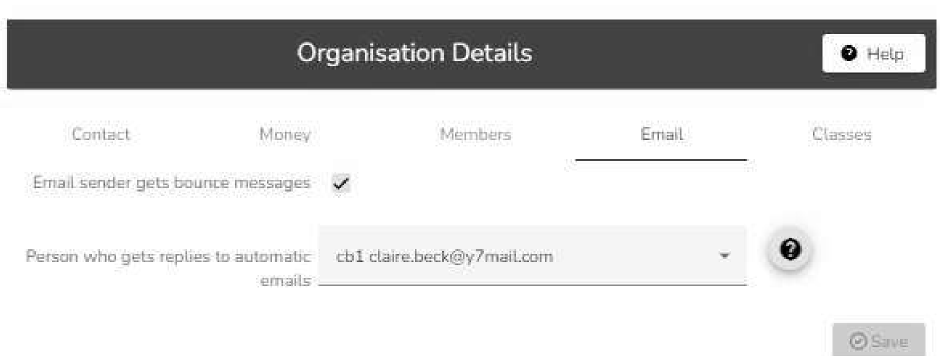
You can also arrange for each member to be given a membership number by checking the box **Increment Member Number**.

If you want your members to be able to print name tags from their Portal then check the box **Name Tag Print Enabled.** Note this will not prevent name tags being printed by users logged into Member Wizard administration.

If you wish to enable the **Pay Renewal** button in the **Member Portal** at this time then check the box accordingly otherwise this function will be greyed out to prevent members from renewing and possibly double paying for their membership for that year.

You should also enter here any **Membership Renewal Instructions**. This information will appear in any **Member Renewals** you email. For instructions which appear on **Print Membership Invoices** you need to enter them in **Print Renewal Instructions.**

The fourth tab **Email** is for you to nominate who will receive email bounces if you have incorrect email addresses recorded in your system. The default is to send them back to the person who sent the original email but you may wish to nominate someone in your organisation who will deal with sorting out the correct email address and updating the system. If so simply uncheck the tick box and enter their email address. It is also where replies to system emails such as receipts and invoices will be sent.



The fifth tab **Classes** contains a check box which will add an invoice for membership renewal to any class invoice if the member's **Invoiced To** date is in the past.

You can see their **Invoiced To** date in their membership record on the **Organisation** tab. If the member has already been sent a **Membership Invoice** then the **Invoiced To** date will be in the future and they will not be charged for a second membership payment.

This adding of a membership renewal invoice will only occur when the member is enrolling in classes online.

This is also where you can enter **Universal Excluded Dates.** These are dates when your organisation runs no classes. There is a place in the **Class Edit** page where you can set excluded dates for individual classes.

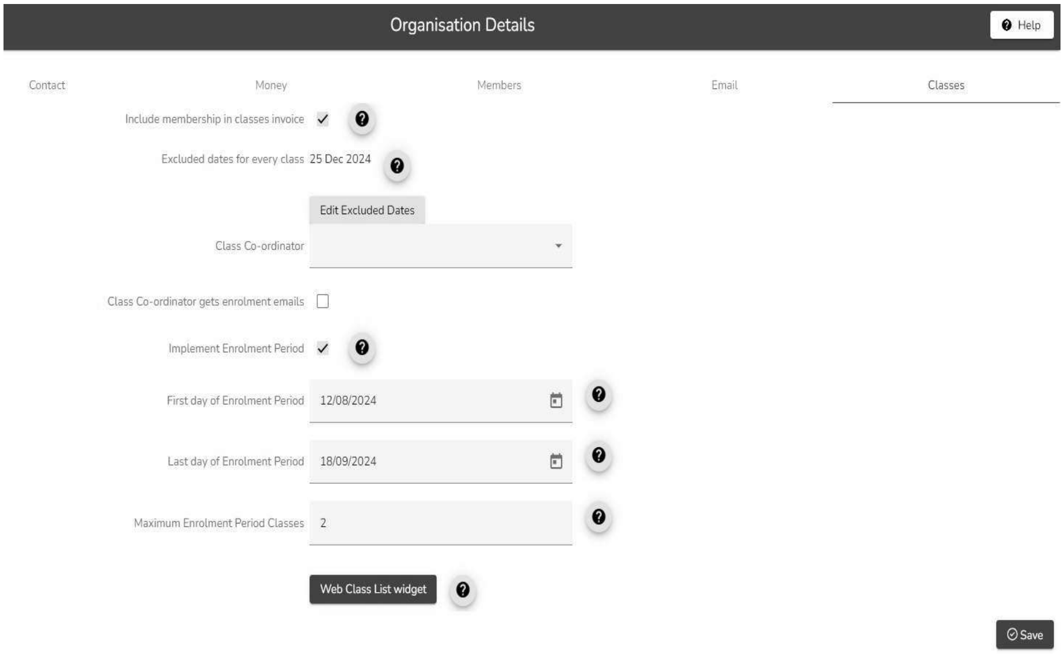
If your organisation limits either the total number of classes a member can enroll in or the total number of classes in a particular subject, either for the full duration of the period or for the initial enrolment period you can set these parameters on this page.

Firstly check the box marked **Implement Enrolment Period.** You will then be asked to enter the dates of the relevant **Enrolment Period.** This is the period in which the restrictions will operate. The purpose of this is to prevent members from filling all spots in say exercise classes while others may not have had an opportunity.

There are two levels of restrictions. On this page you set the total number of courses a member can enroll in during the nominated period.

If you want the member to only EVER be able to enroll in a certain total number of classes in a Term say, then make the period for the full term. Otherwise you may only want to restrict them at the start of the enrolment period but when everyone has had an opportunity to choose a class and there are still vacancies, further class enrolments may be permitted.

The other level of restrictions is imposed at the **Subject** level in the **Classes module** and will be covered there.

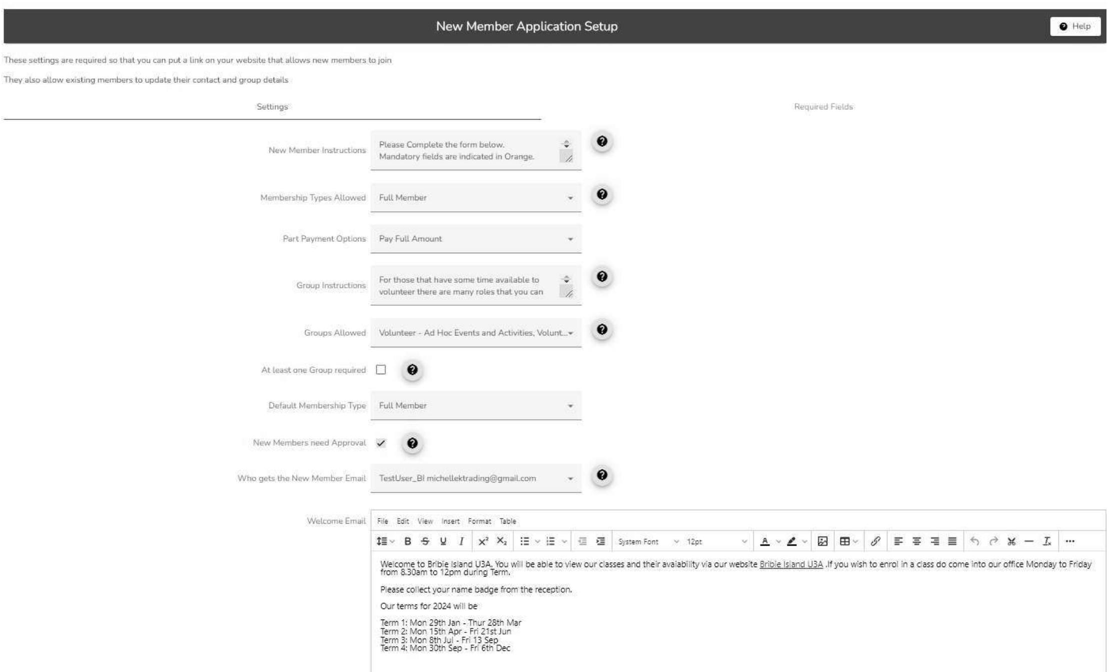


Click **Save when complete**. See also **Upload Logo**

Setting up New Member Application

Member Wizard can make it easy for you to grow membership by providing a link for you to use on your web site for members to apply and pay for membership. What's even better is that their information such as contact details feeds directly into Member Wizard so that you don't have to create them in the system.

To set up your organisation to use this functionality go to **Settings/New Member Application Setup**. The first tab **Settings** contains the information to set up the application form. The second tab **Required fields** allows you to specify which fields MUST be filled out in order for a member to submit their application. By default only the **Last name** field is mandatory.



1. **New Member Instructions** Type in any instructions or information you need your new member to know before they start to register as a new member. This information will appear when you new member clicks on the membership link on your website. This field is optional.

2. Select the **Membership Types Allowed** for your members to choose. Obviously if you have membership types in your system for Life Members or Honorary Members you would not want these included so you must tell the system which ones you want made available for new members to choose. Once you have checked the box indicating the membership types you wish to offer click your mouse outside the box to close.

3. Select the **Groups Allowed** that the member is allowed to choose to join within your organisation. Any group you have (see **Members, Manage Groups**) where the box

3. **Pro Rata Fees** if your organisation has fixed year memberships and reduces membership fees for new members joining part way through a year, check this box. You will be able to

select whether the pro rata interval is a month, a quarter or a half year.

4. **Extend membership by an extra year**. Some organisations extend the new members subscription for the full following year if they join towards the end of a year. To set this up select **Invoice Extra Year** and then select the number of months before the end of the current year that this payment method will commence.

2. Select the **Default Membership Type** you wish to see displayed when members apply online. The only choices here will be those you have chosen in 1. above. Any other options you offer will be drop downs which can be selected on your website.

3. If your organisation requires new members to be approved by say your committee before joining then check the box **New Members Need Approval.** If you have this box checked then new members who apply online will be created with a **Status** of **Pending**. You can view all such members by going to **Members** in the main navigation and changing the option selected under **Status** at the top of the list page to **Pending**. Once the member has been approved you can make them **Active** by checking the **Active** box at the bottom of the member's record on the **Organisation** tab.

4. Select which user of your Member Wizard system will receive an email advising that a new member has applied to join in the **Who Gets the New Member Email** field. Only those members who have Member Wizard logins will appear here.

5. In the field **Text to Display on your Website** is what your website link will read. You can edit this field as required

6. In the **Welcome Email** box you can type the email copy that your new member will receive on application and payment.

7. Enter any **Terms and Conditions** your member must agree to in order to join your organisation. If these are extensive you can insert a link to the terms and conditions page of your website here.

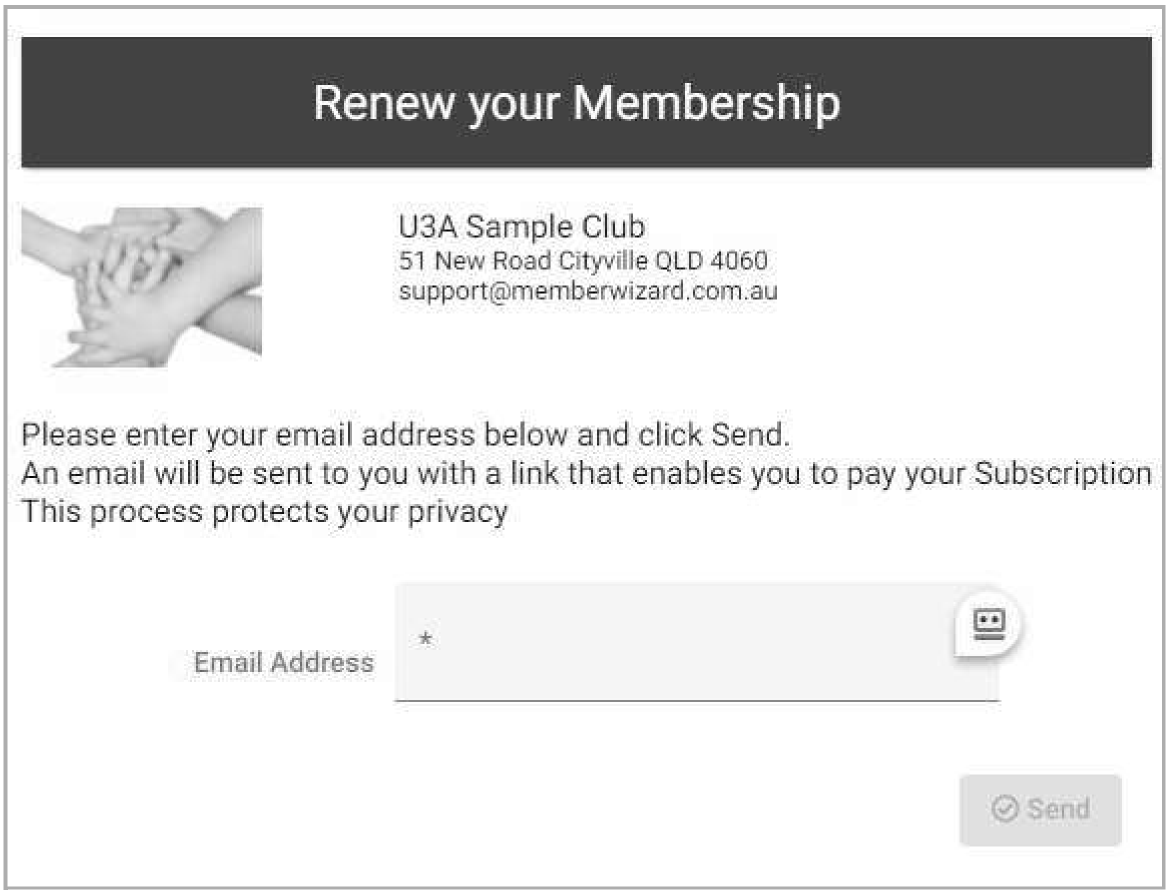
8. If you wish to make any of the fields on the form mandatory you can do so by checking the box on the **Required** tab page. The system only requires **Last Name** or **Surname** field to be mandatory. We strongly suggest you consider carefully making fields mandatory as if a member does not wish to make this information known then they are effectively blocked from joining your organisation.

8. At the bottom of the page is the **Copy Link to Clipboard**. This will only be displayed after you have clicked the **Save** button. You can place this link behind a button on your website and your member will be able to then click to join your organisation. On saving their application they will then be offered the means of payment.

Renewing Member Details Online

Just as members can join your organisation online, so can they renew their existing membership and, if you have Stripe set up, pay online. Just as when you email your members a Membership Invoice they can update their personal details in your system, so too when renewing

Member Wizard maintains member privacy by asking renewing members to enter the email address linked to their account in your organisation's system. The email address is then matched with the member's details and a reminder notice is then sent to the member at the registered email address.



Should the email address not be found in your system the member will be advised of this and the email postal addresses of your organisation will be provided using the details found in your **Organisation Setup**.

Renewing Member Application

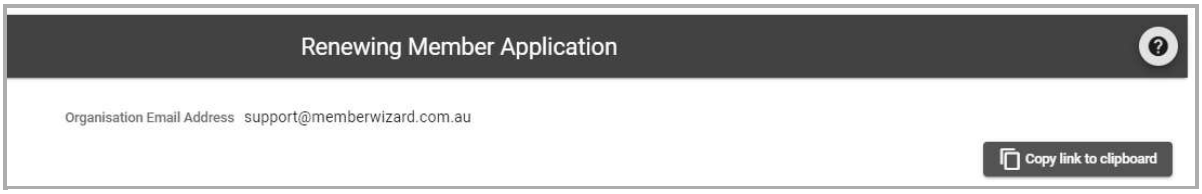
Members can renew their membership if they are in an **Active** or **Inactive** status provided they are in your database with the email address they advise when renewing. In the case of **Inactive** members they will only be invoiced for the current year - not back till when they were last active, their status on renewal will also be automatically changed to **Active.**

To deactivate unpaid Members see the **Members/Deactivate Expired Members** menu option.

This permits a bulk change to be made for all members who's member subscription remains unpaid as at the current date. Alternatively you can go through one at a time and change the **Active/Inactive** status on each unpaid member.

Before an organisation can put the online member renewal form online there has to be an email address in the **Organisation Setup**. Once you have ensured that this is the case select **Settings/Renewing Member Application**

When you click the Renewing member Application menu option you will be provided with a link which you should copy to Clipboard. You can test this link if you wish by pasting it into your url banner at the top of your browser. The link is simply a url.



You now need to simply send that Clipboard link to your web site manager and ask them to place it in your page with a suitable title such as **Online Member Renewal**

Renaming fields on your member contact record

Member Wizard allows you to rename some of the fields in your member's contact record.

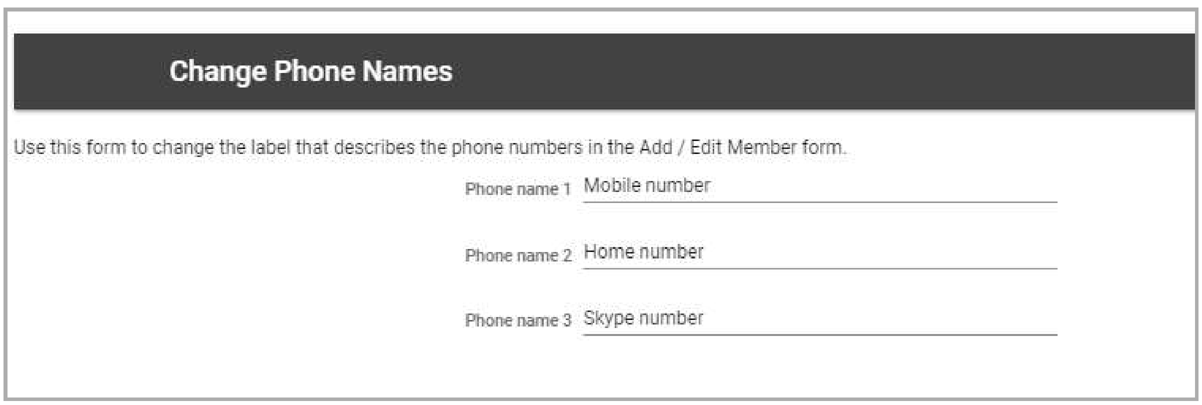
Phone Names

Member Wizard offers 3 fields in which to store **Phone Numbers** or similar information. By Default they are called **Phone Number 1-3** respectively but you can rename them to whatever you wish (such as **Mobile number, Home number, Skype Number** or even something completely different such as **Web Site** for organisations where a member may have their own web site you wish to store.

When you set the **Phone Names** fields they will called the same across all members so it is advisable to make sure that you check carefully after renaming your phone number fields to ensure that there isn't inconsistent data displaying in them after renaming.

You access the **Phone Names** facility in **Settings, Phone Names**

Note: Users who access Member Wizard on their mobile phone can tap a member's phone number and dial the number directly from within Member Wizard.



Street Address

You can rename **Address 1, Address 2** as you require.

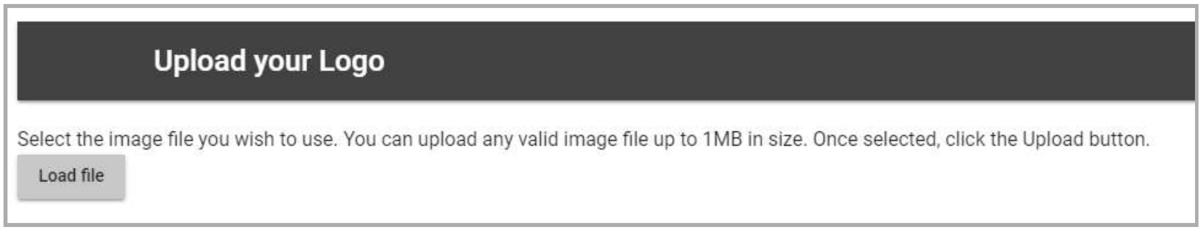
Last Name

You can rename **Last Name** if you require.

Uploading your Logo

Your logo appears on a number of Member Wizard resources - receipts, reports, events etc. To upload your logo go to **Settings, Upload Logo** in the left hand navigation.

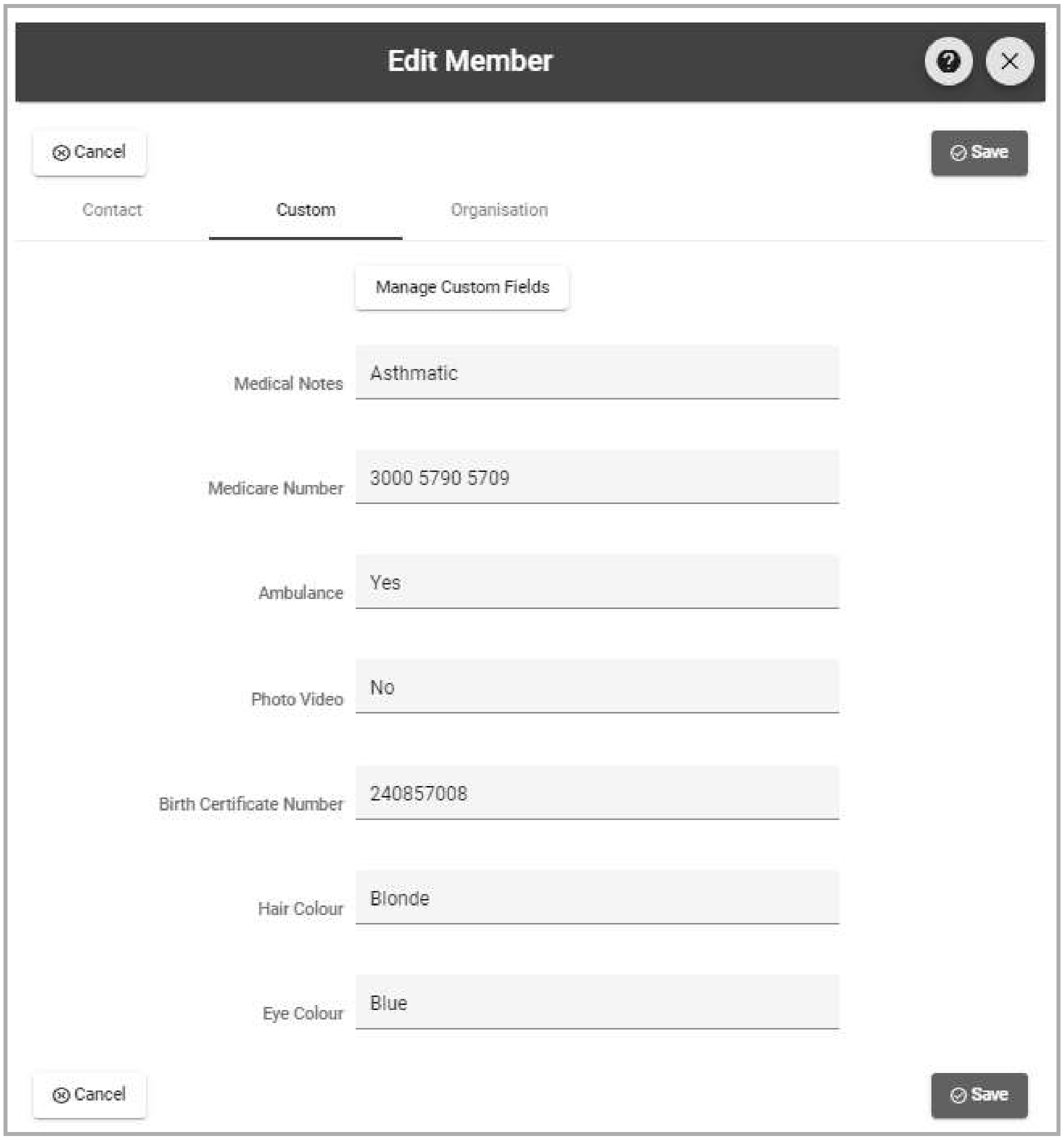
Logo images can be up to 1MB in size. Ensure you know where on your computer device your logo is located click the **Upload Logo** button then select the image from its saved location and it will be automatically uploaded.



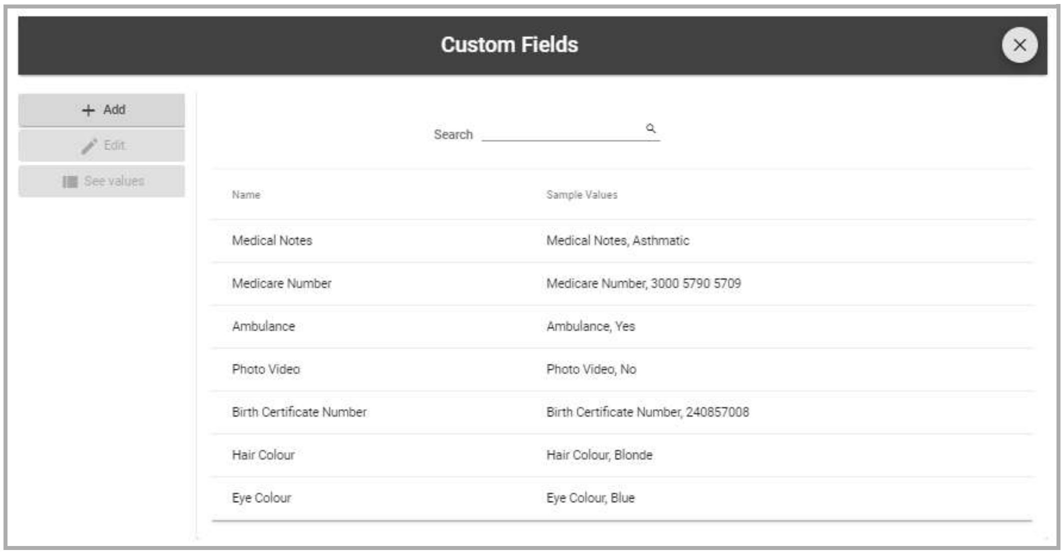
Creating Custom Fields

Member Wizard has two categories of data which it can store for your members - Standard and Custom.

Standard Fields are those such as **First name, Last name, Email address, Phone** and others which are common to all organisations



Custom Fields are those particular to **Your Organisation**. These can consist of anything your organisation chooses to retain data on. The **Custom Field** data on any member can be viewed by clicking on the member's name in the **Member List** then selecting the **Custom Field tab** at the top of the member's details.

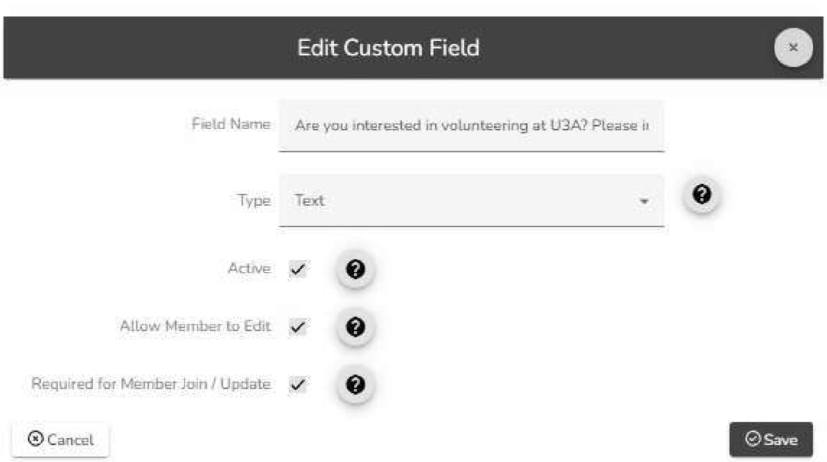


To create a **Custom Field** click on **Settings/Custom Field** and then select **Add** from the form menu. Add the details of the field you wish to add and select the **Type** of field it is. There are 3 types of Fields **Text, Date or True/False**. Select the appropriate type then ensure the **Active** box is checked. If you no longer wish to display a custom field you can uncheck this box and it will no longer appear.

If you want to move your fields from one tab to another (say from Contact to Organisation) you can do so using the **Settings/Member Form Layout** by simply selecting the field and dragging it to the new location. Remember however to click **Save** at the bottom right of the page to lock in the new field location.

If you wish to Delete a Custom Field you firstly have to remove any data which is stored within it. You can locate this data by highlighting the Custom Field in Setting/ Custom Fields then clicking the **Show Values** button in the left hand menu. After you have deleted all data you will be able to highlight the field and click **Delete**.

If you check the box which says **Allow member to Edit** then the custom field will appear on the online membership application form. Once you check this box you will be asked if you want the field made mandatory for a member to join online.



Adding or Creating a New Member

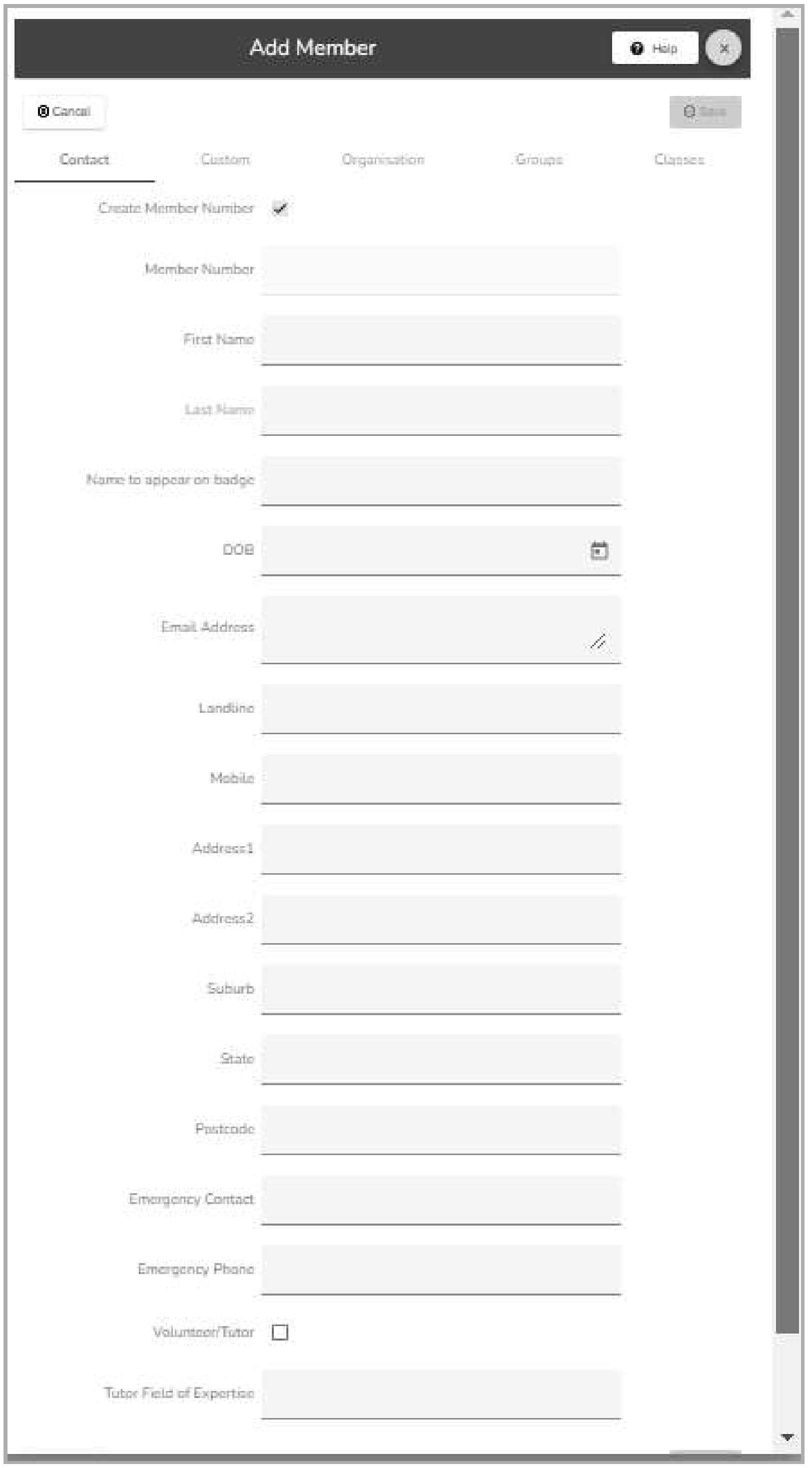
If you do not have a spread sheet of your members or if you have a new member then you can manually add an individual member.

Click on **Members** in the left hand navigation and select **Add Member** from the actions box.

There are up to five tabs to the **Create Member** screen depending on whether or not your organisation runs classes.

1. The **Contacts** tab contains the contact details of the member.

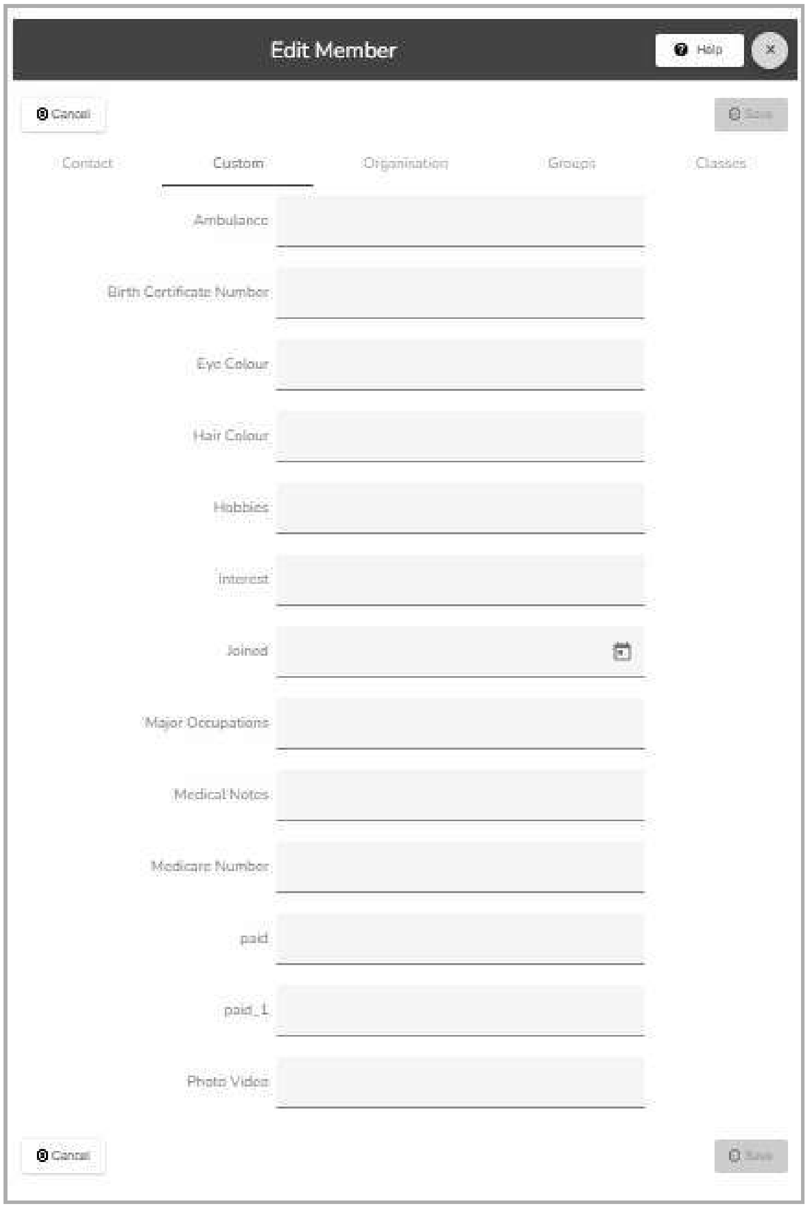
There are 3 fields allocated for phone numbers. You can rename these as you choose (Settings/Phone names) and the changes you make will then be the same for all other members in your database. You may choose to call one Mobile, another Home and the third Work for instance. You can also rename the First name and Last name fields (Settings/Phone names).



2. The **Custom** tab records information fields that may be relevant or applicable only to your Organisation. You can add fields for whatever information you wish to store regarding each member's membership.

If there are some fields on the Contact tab which you don't need or want there you can move them to the Custom tab out of the way (Settings/Member Form Layout and follow the Help File).

To create a **Custom Field** go to Settings/Custom Fields.



3. The **Organisation** tab records a members details in relation to your Organisation such as their member number and type, when they are paid till, when they joined and whether or not they are Active.

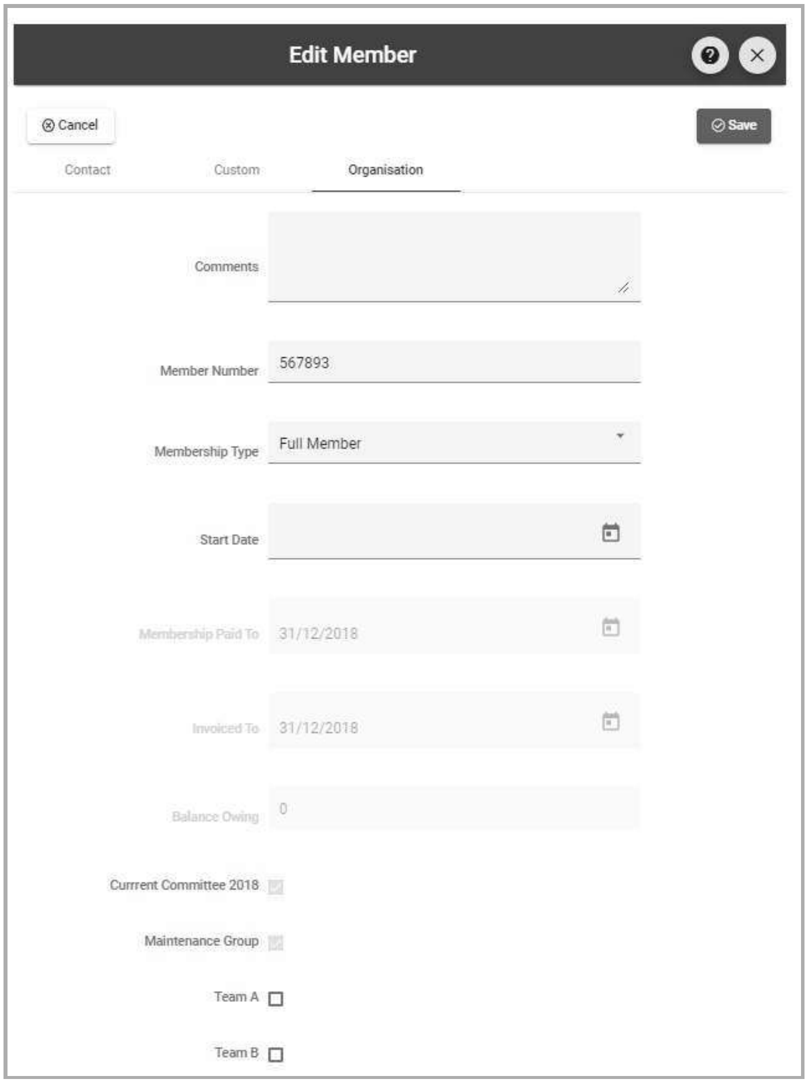
When you have created a new member and click **Save** you will be asked if you wish to create a membership invoice or receipt for the new member.

If you choose to create an invoice then the system will create an invoice for the member based on the either the membership type selected when creating their record on the **Organisation tab** or the default membership type selected on the **Settings/New Member Application** page . This invoice will show as an **Amount Owing** adjacent to the member's name on the **Member List** and their **Paid to Date** will be blank until the invoice is receipted. Note that the invoice will not be emailed to the new member however if you wish to do so then after saving the new member record, highlight their name in the **Member List** and click the **Email Pay Owing** button in the page menu. You can view the invoice in the **Member Statement.**

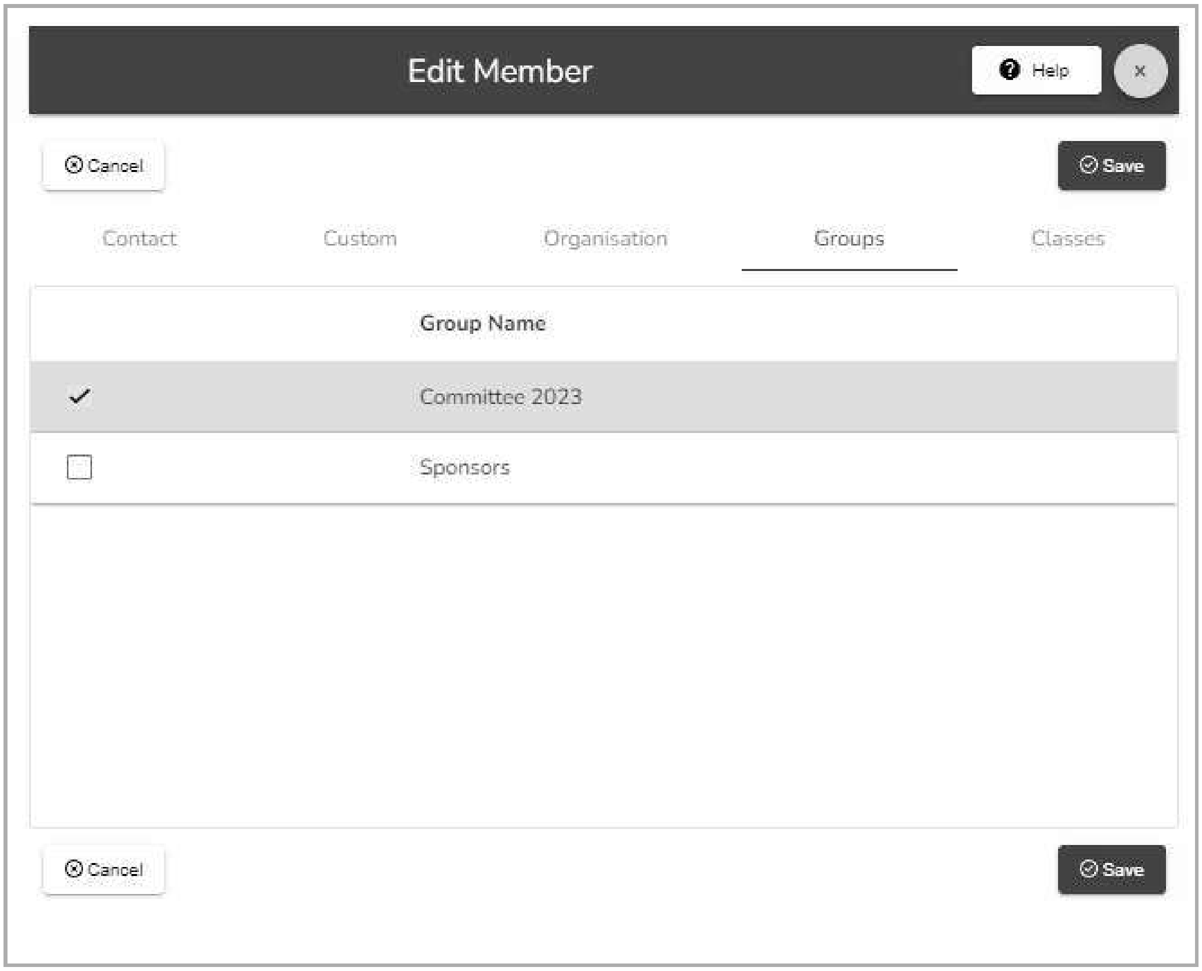
If you choose to create a **Receipt** then the receipt form will open and the member's membership type and period will be displayed and their **Paid to Date** will be then be shown on the **Organisation tab**. do so then the member's **Paid to date** will be shown.

If you wish to make a member **Inactive** they will not appear in your **Member List** (unless you elect to show Inactive as well as Active members.)

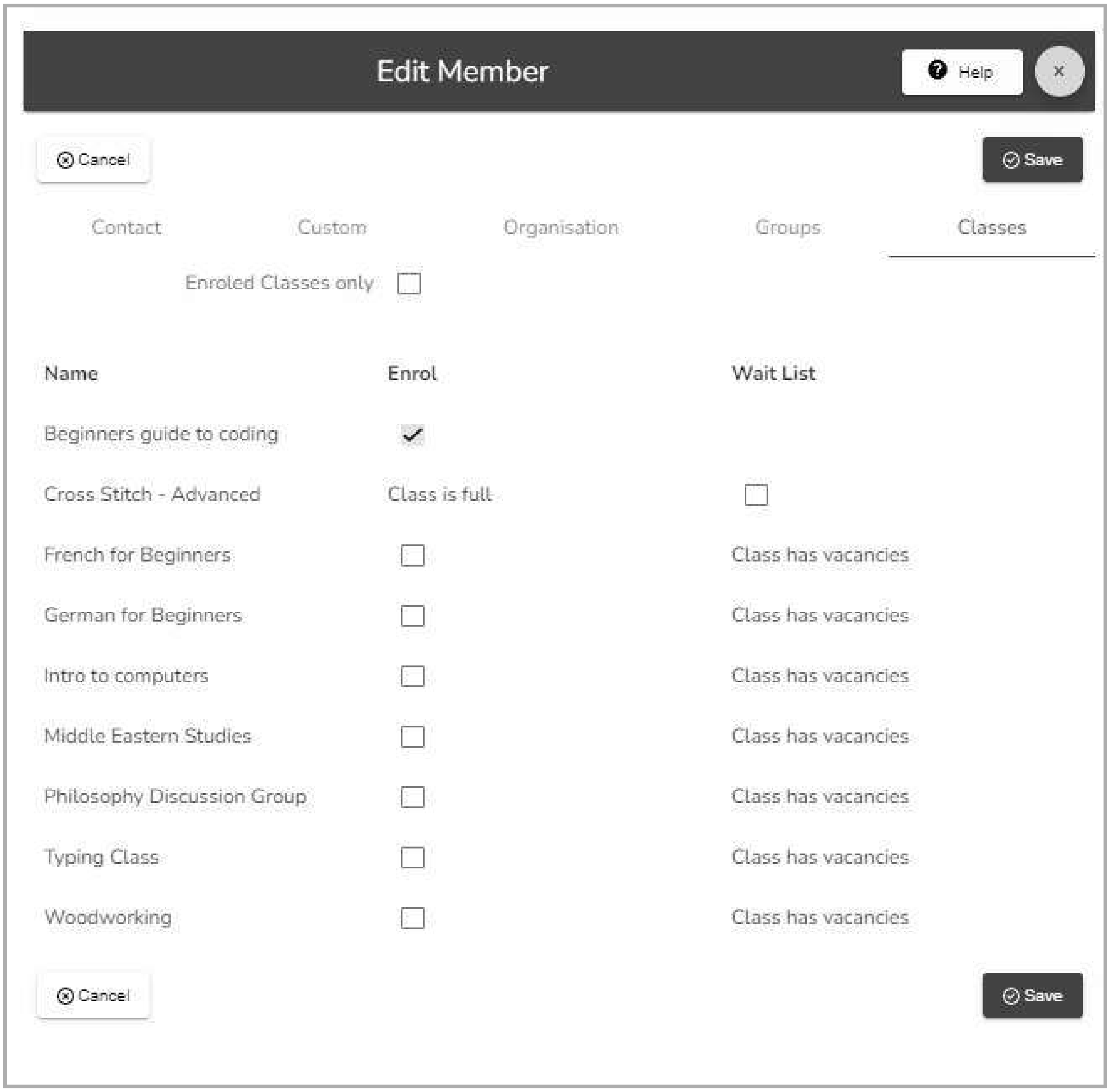
The other way of creating members is to import your spread sheet of members directly into Member Wizard. See **Importing your Membership List**



4. The **Groups** tab shows the groups in which your member is a part. Groups can be for anything, Committee or Members with Dogs. The advantage of putting someone in a group is that you can email that group easily see Members/Managing Groups on how to create and manage groups. This tab is an alternative way to enter a member into a group simply by checking the box beside the group name.



4. The **Classes** tab will only be visible if you are an organisation which runs member classes and who as requested we turn this service on for your database. On this tab you can add a member to a class (provided there are vacancies). Note when you add a member to a class which has a fee attached to it in the Classes/Class module then you will be asked to select the period or payment option that the student wishes to choose. If there is a **per lesson** cost available and selected then no invoice will be created but a **C** will appear adjacent to the weeks for which the student has enrolled on the **Class Attendance Sheet**. If the student has chosen a **Term or Block** payment then an invoice will be created but not emailed. You will need to email the student this invoice if you require them to pay. The invoice will show as an amount owing against the student member on the **Member List** and on the **Class Enrolment List.**



Locking member record

If a member's record is being edited either by another user or on another device then anyone trying to access it will received a pop up message giving them the details of who is using the record and when they opened it. The record can be unlocked for editing by either closing down the other instance or by forcing a closure through **Settings/Unlock Records.**

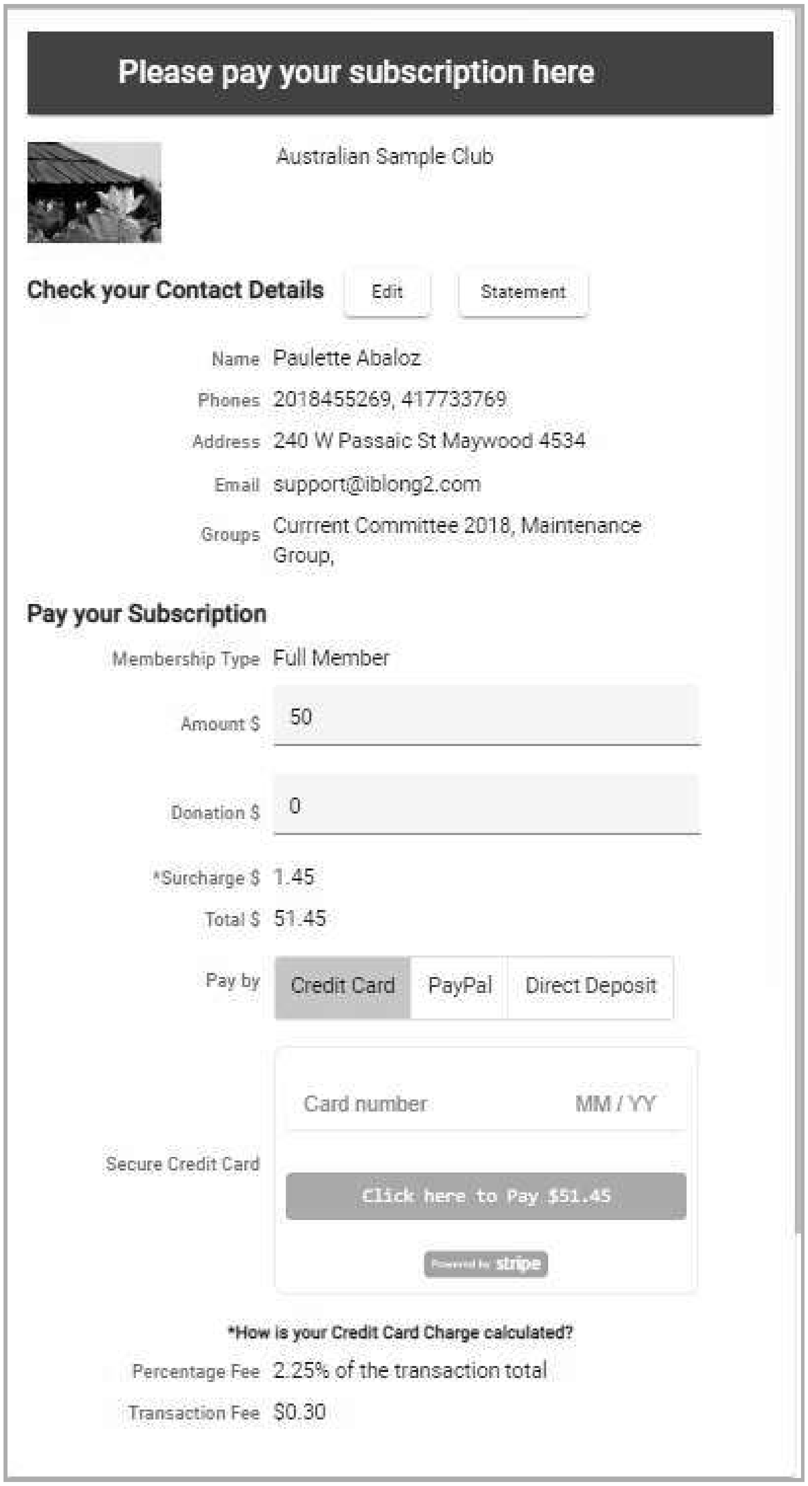
The reason for this is that if both members are editing the same record then the record when saved by the last user will overwrite any changes made by the first user.

Moving pop up forms

If you want to move the pop up form so you can read data from beneath it you can click and hold your mouse button down on the little hand in the top right corner of the form and drag the form to one side if you wish.

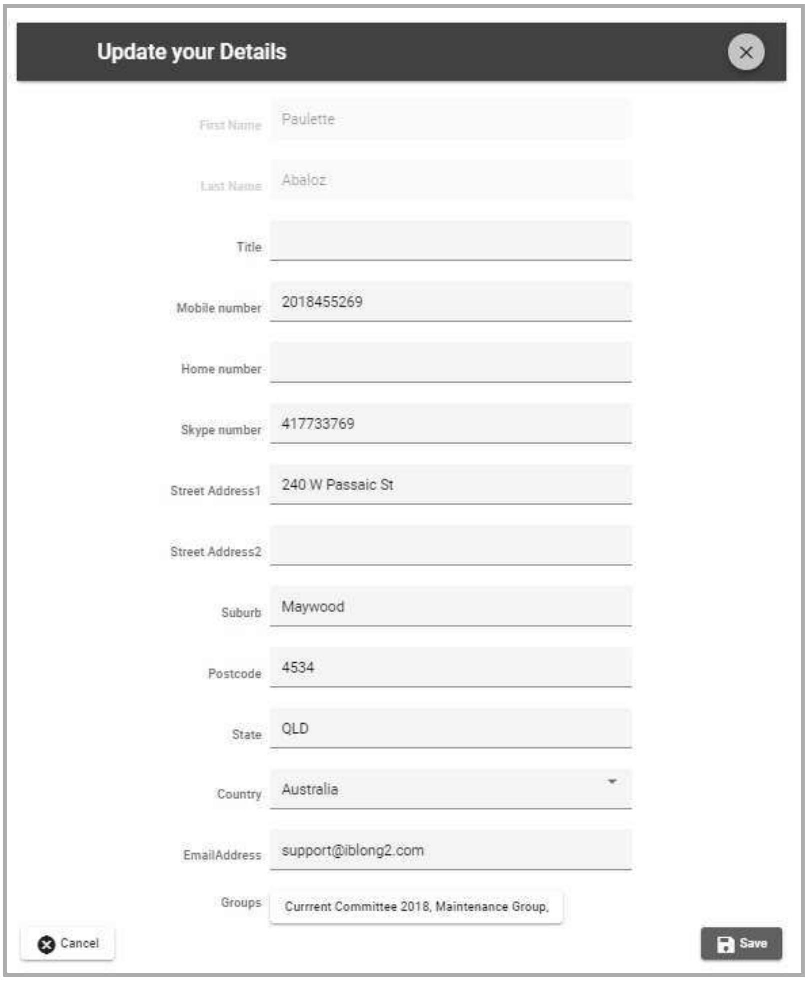
Membership Invoice Payments - Online and In Person

When you send out your **Membership Invoice** or members renew online (from your website), they will first be asked to update their personal details then be offered whatever payment means you have set up for your organisation (Direct Deposit or Credit / Debit Card). If they do not wish to pay online they can view and print the Direct Deposit for payment.



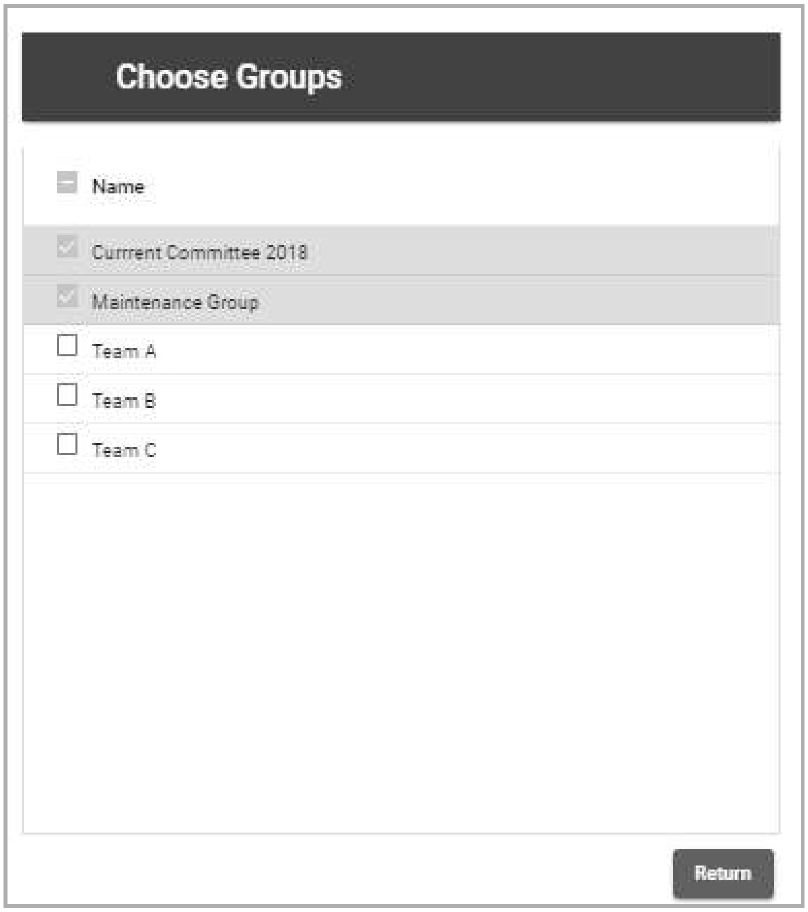
Updating your Contact Details

To update personal details they click the **Edit** button next to their displayed details. This will take them to a page within your organisations membership database which maintains their membership record and so they can directly update them in the system.. The only detail which can not be updated is their name for which they will need to contact the person responsible for your Member Wizard database.



Updating their Group Membership

At the bottom of the **Update your Details** screen is a button which will show them the Groups that they are currently registered within your organisation. They can edit these by clicking the button and either checking or unchecking the relevant boxes. They must click **Save** to update their member record.



Paying Membership Subscriptions

There are 2 methods available within Member Wizard for members to pay their subscriptions online but they depend upon which methods you have set up in your **Settings/Member Payment Details**. In order to use Direct Deposit you have to have entered your bank's BSB and account number details. In order to use Stripe you have to have connected your organisation to the Stripe credit card clearing house facility.

Paying by Credit / Debit Card

To pay by Credit / Debit Card the member simply enters the Credit / Debit Card number, expiry date and CRV in the relevant areas then clicks the button. Depending on your organisation's setup they may be required to pay the transaction fee however this depends on your setup. Credit / Debit Card payments are handled by secure provider Stripe and Credit / Debit Card details are not stored.

Paying by Direct Deposit

If your organisation or member chooses not to use either Credit / Debit Card they can pay by Direct Deposit. They click the Direct Deposit link adjacent to the payments area and the deposit details and payment reference will be shown. They can then print this for reference when their your payment and will be given a Bank Reference to easily identify them on their Bank Record.

Note that for Stripe payments receipts and deposits are generated automatically by Member Wizard and emailed to the member. For Direct Deposit payments you will need to check your bank statements and when the payment is received, manually create a receipt using EFT as the method (which automatically creates a Deposit).

Paying in person

If your member does not want to pay online, and you accept "in person" payments then they can still use their credit or debit card even if you don't have a tap card reader. Provided you have sent out **Membership Invoices** then an invoice will have been created and will be shown against your member's contact record. Simply highlight their name in the member list and click **Card Payment** in the page menu. Note that this will not be activated until there is an outstanding invoice. Enter the member's card details and a receipt will be automatically generated and sent to the member (or be able to be printed out if they have no email).

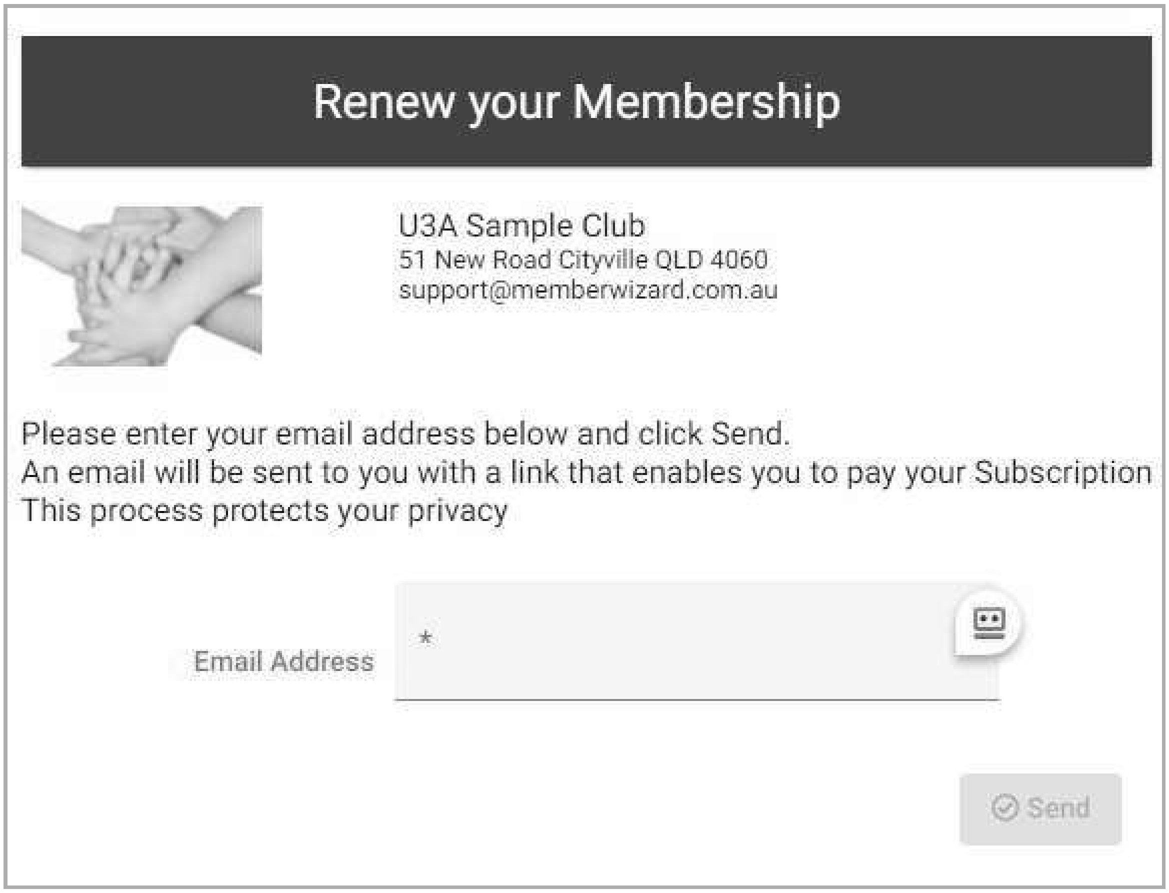
If the member chooses to pay by cash or cheque or if you have a card tap device such as Square, you will need to manually receipt the member. Highlight their name and click **Receipt** in the page menu. The system will pop up a message saying there is an amount owing and asking if this payment is for that invoice. Click OK and all details of the outstanding invoice will be entered and you will just need to select a bank and click **Save.** If however you have not sent out membership invoices and there is no outstanding invoice you will be required to receipt the member manually and enter the details of the payment. The system will automatically create an invoice and the receipt will zero out that invoice.

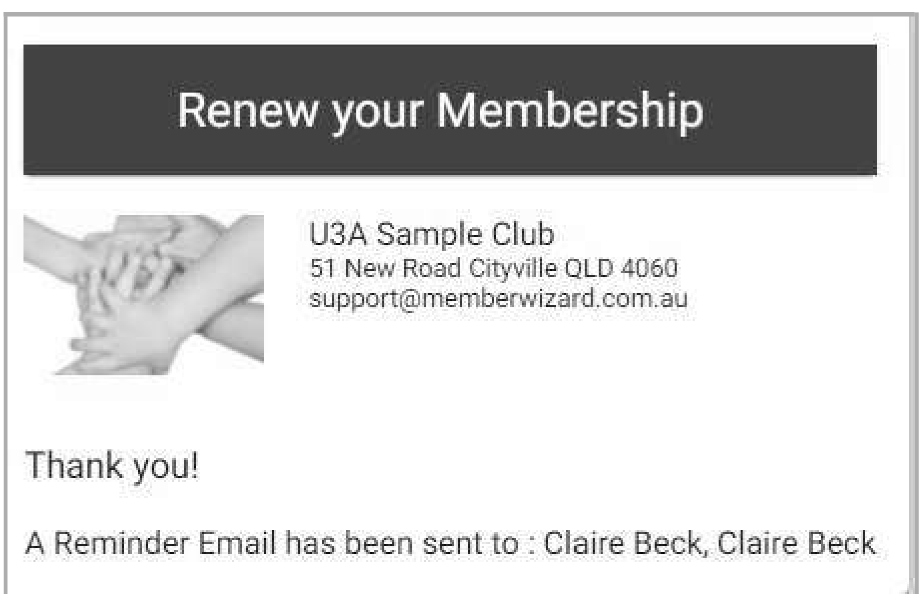
Whichever method you use, check the new **Membership End Date** when entering the receipt category and payment details to ensure it reflects the correct new paid to date of their membership and correct if it needs be.

Renewing existing Member Subscription online

Just as members can join your organisation online, so can they renew their existing membership and, if you have Stripe set up, pay online. Just as when you email your members a reminder they can update their personal details in your system, so too when renewing

Member Wizard maintains member privacy by asking renewing members to enter the email address linked to their account in your organisation's system. The email address is then matched with the member's details and a reminder notice is then sent to the member at the registered email address.





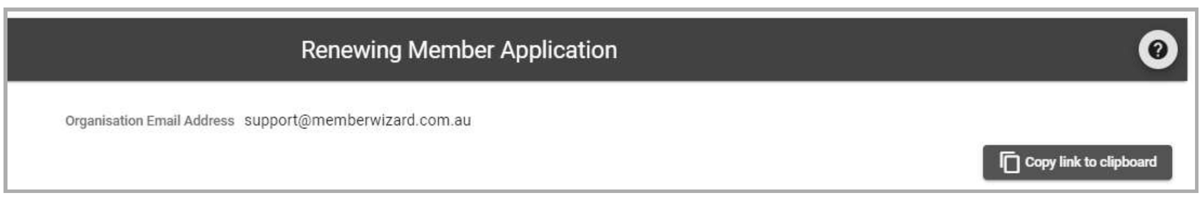
Should the email address not be found in your system the member will be advised of this and the email postal addresses of your organisation will be provided using the details found in your **Organisation Setup**.

Renewing Member Application

Members who are either **Active** or **Inactive** can renew online. For **Active** members, the new subscription period will follow on from their current membership expiry date. For **Inactive** members the member will be renewed only for the current renewal period - not backdated till their last paid to date.

Before an organisation can put the online member renewal form online there has to be an email address in the **Organisation Setup**. Once you have ensured that this is the case select **Settings/Renewing Member Application**

When you click the Renewing member Application menu option you will be provided with a link which you should copy to Clipboard. You can test this link if you wish by pasting it into your url banner at the top of your browser. The link is simply a url.

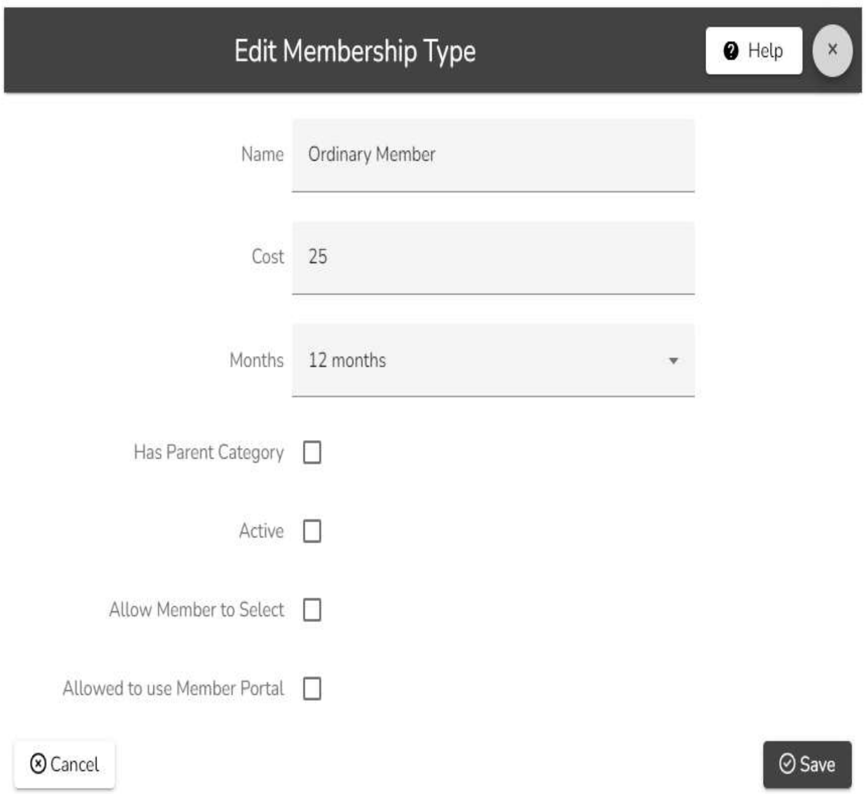


You now need to simply send that Clipboard link to your web site manager and ask them to place it in your page with a suitable title such as **Online Member Renewal**

Creating a Membership Type

If you intend entering your members manually then you will need to firstly create your **Membership Types.** Member Wizard has a standard default membership type of **Unclassified**" but you can create other types such as **Ordinary, Junior, Senior, Honorary, Life** etc.

You create **Membership Types** from **Settings, Membership Types**in the left hand navigation menu.



To create a membership type, select **Settings, Membership Types** from the left hand navigation and then click the **Add Type** link beside the list of membership types.

Complete the Membership details and then click **Save**. If you select a membership type with a $0 membership rate allocated to it, Member Wizard will not include these members when you produce **Membership Reminders.**

You can vary the length of the membership by changing the number in the **Months** field.

If you wish to no longer offer a particular membership type you can make it **Inactive** simply by unchecking the **Active** box. This means it will no longer appear as an option during any menu function.

The box marked **Allow Member to Select** is used when you have configured the Member Wizard link on your website which allows your members to join online. If this box is checked then this membership type will be available to be be selected by any prospective new member when joining from that link. For more details on this see **Settings/Member Online Application**

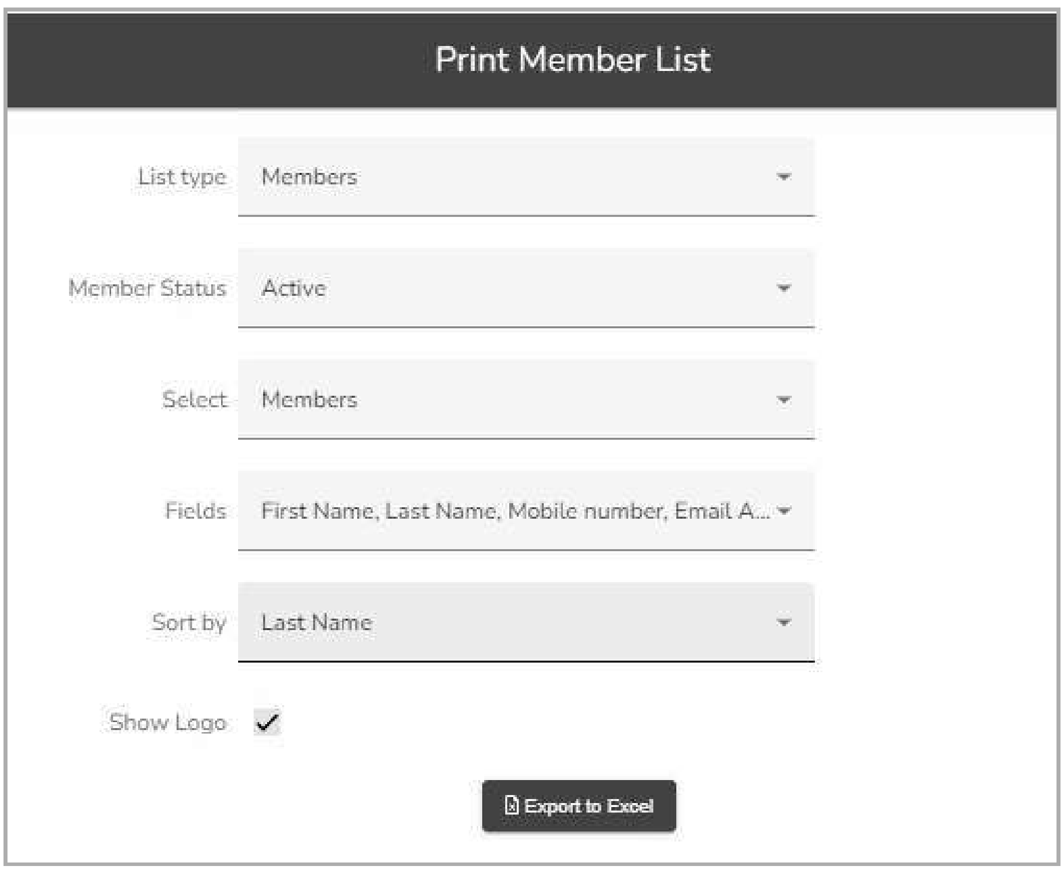
Printing Member Lists

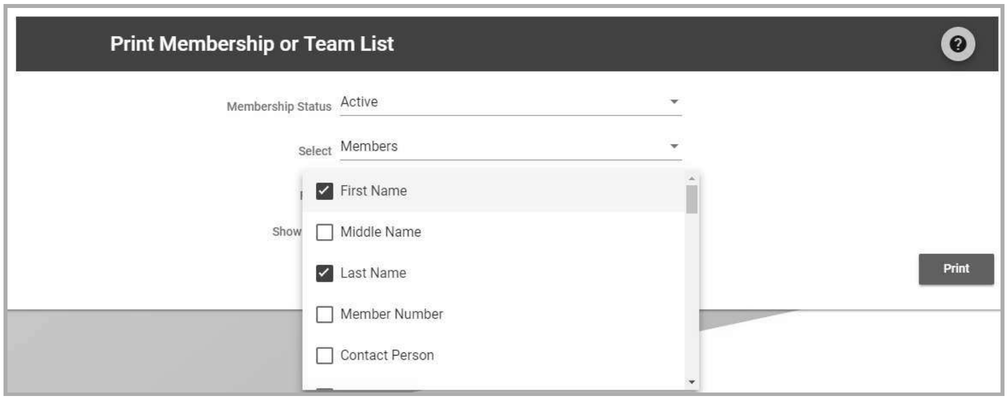
Once you have created your **Groups** you can print out lists of All members, Group Members, Membership types and, if you have **Classes** enabled, Class or Tutor Lists.

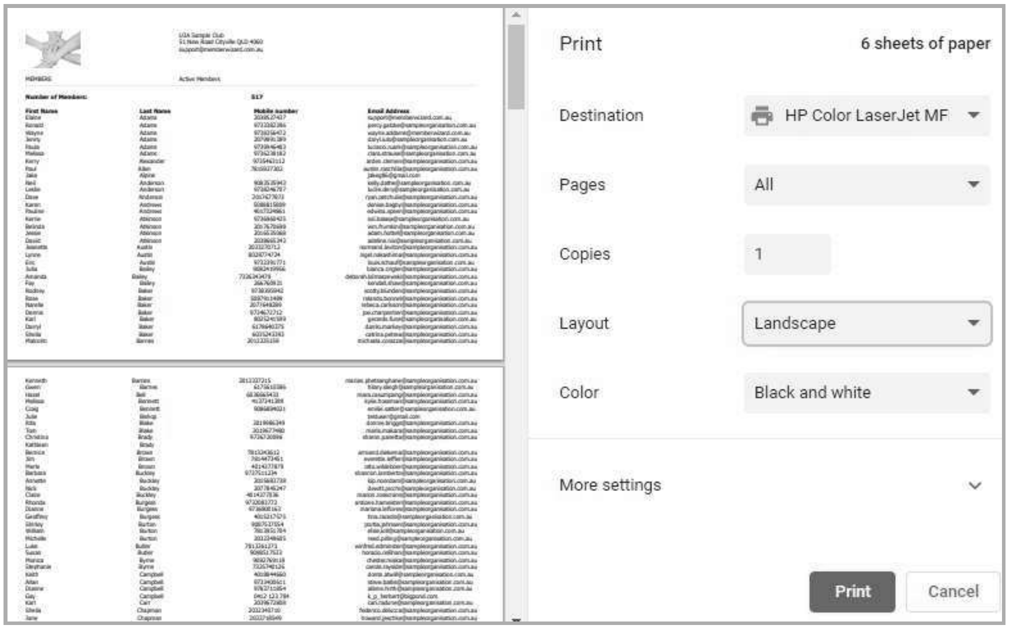
This is very useful committees and for the organisers of groups or classes especially since you can select which data you wish to include out of all the data fields within your database and you can sort your list on any of these fields.
From the **Members** menu item select **Print Member Lists**. You can print from either your **Active** or **Inactive** member list by selecting the appropriate **Status**.

You can select which type of list you wish to create - **Members (Active, Inactive, Pending or All), Groups, Membership Types or Classes** from the **Select** field and you can then include whichever **Fields** you wish to see on your list. If you choose a larger number of fields you may need to change the orientation of your print out from the **Print Dialog box** which will appear after you click the printer icon in the header. You can sort on any of these fields in the **Sort by** field.

You can choose then to either **Export to Excel** where you can manipulate the selected data further or **Print** to print the list as selected.




Print Membership or Team List
Membership Status
Active
Select
Members
First Name
Middle Name
Last Name
Member Number
Contact Person
Show
Print


Print
6 sheets of paper
Destination
HP Color LaserJet MF
Pages
All
Copies
1
Layout
Landscape
Color
Black and white
More settings
Print
Cancel

Merging Duplicated Members

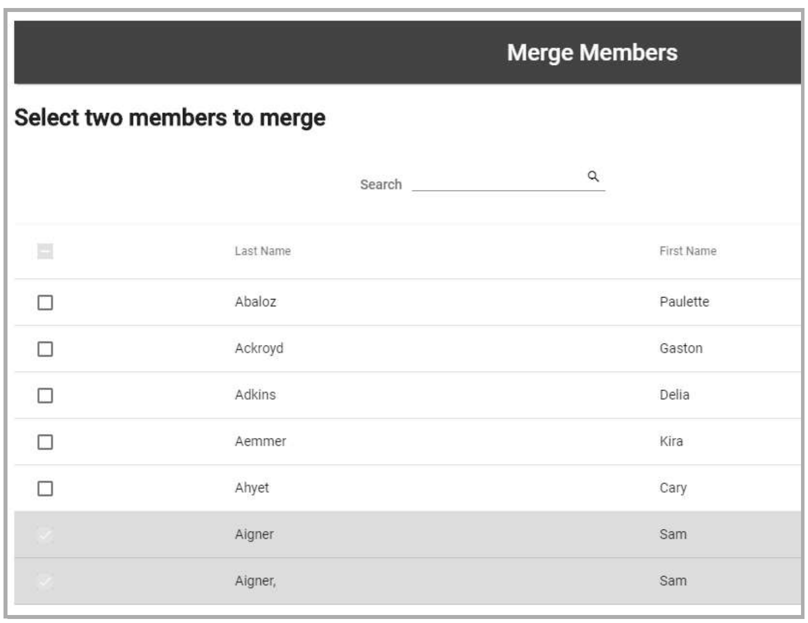
If you notice you have somehow ended up with the same member entered twice in your system and each entry has a correct part of the member record which you wish to retain you can merge both members and retain whichever information you wish.

Typically this can occur in a couple of different scenarios:

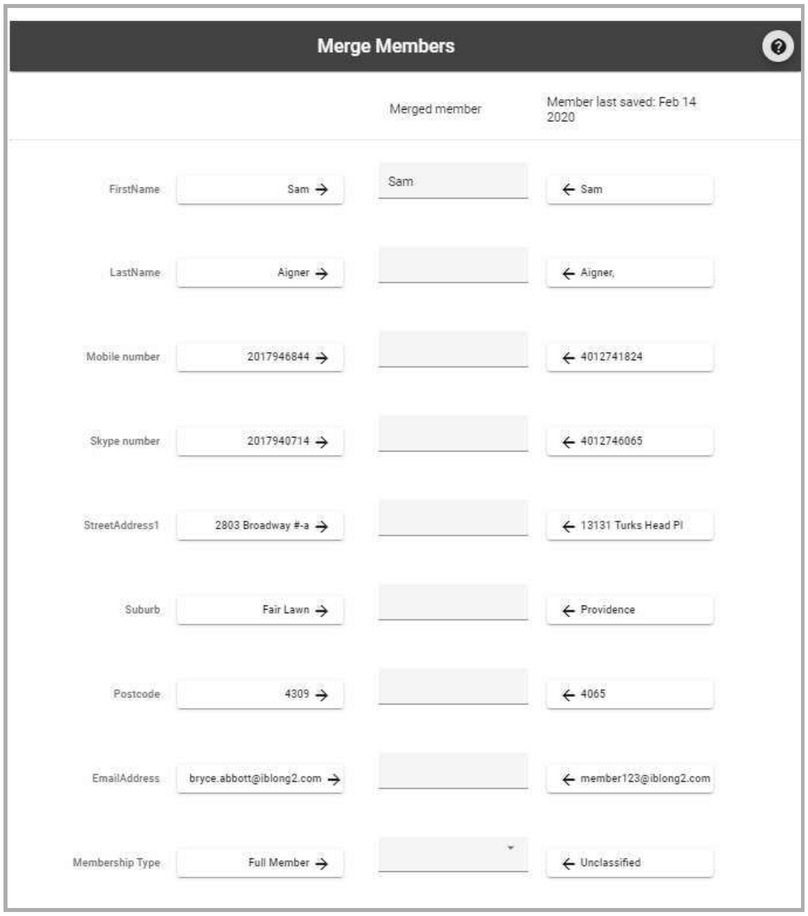
1. The member has renewed after being made **Inactive** and has not advised that they were previously a member

2. The member has registered for an Event from the website rather than through an email or their Portal. Members registering through a website link are not identified or connected with existing members but are entered into your database as member type **Event Attendee.** You should, when this occurs, merge the two instances together into one under the member's correct membership record.

Select **Members/Merge Members** from the main menu. Find and select each of the two names you wish to merge. Then click the **Next** button.



You will now notice that both member records are now shown side by side. Compare the information stored in each field and click the arrow adjacent to the information for each field which is correct. The correct information will then move into the centre column. When you have worked through all the fields click the **Merge** button.

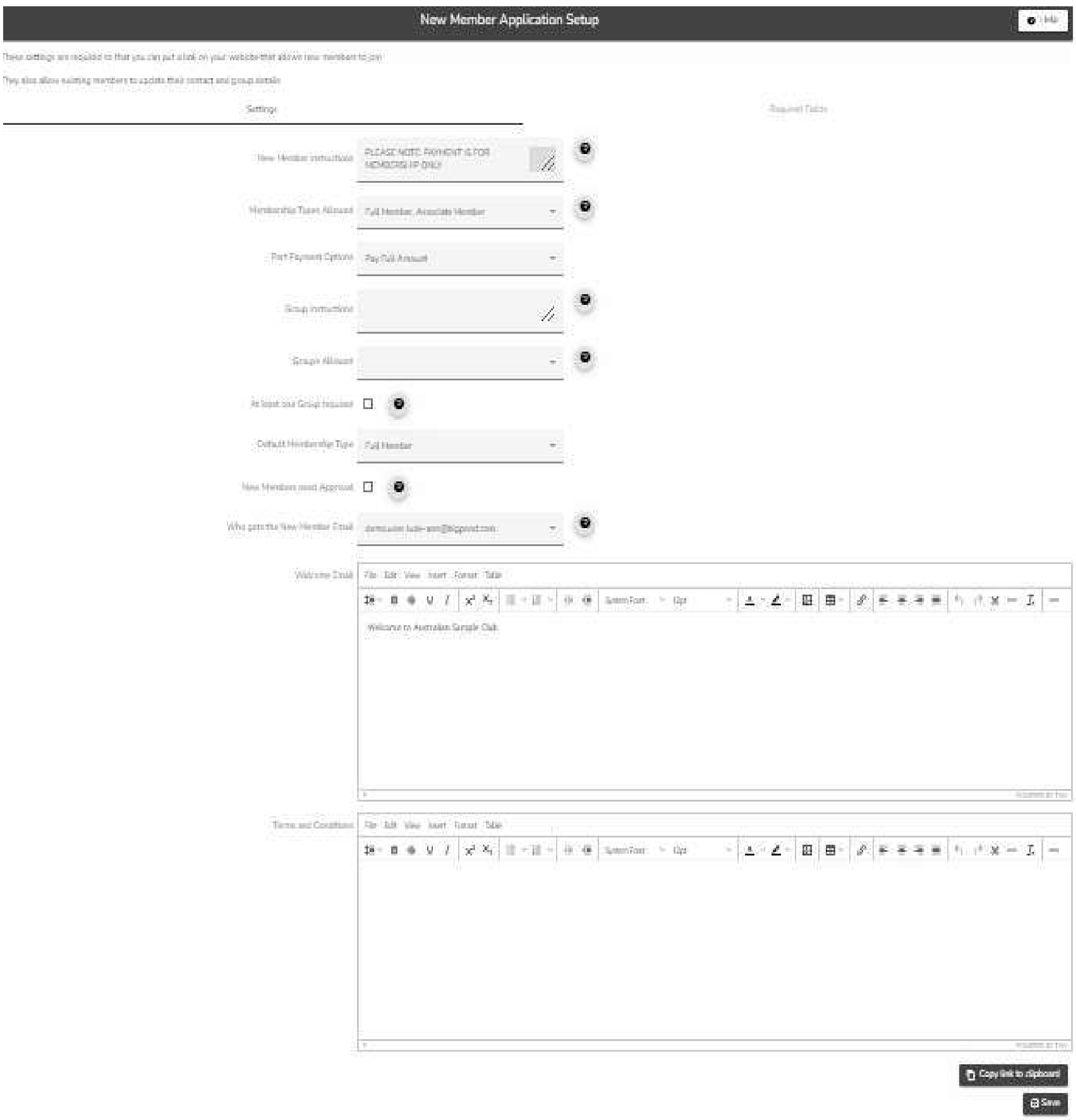


The two member records will now be merged into one. All receipts, communications etc will be merged into the new member record.

Online Membership Applications

Member Wizard can make it easy for you to grow membership by providing a link for you to use on your web site for members to apply and pay for membership. What's even better is that their information such as contact details feeds directly into Member Wizard so that you don't have to create them in the system.

To set up your organisation to use this functionality go to **Settings, Member Online Application.**



1. **New Member Instructions**. Type in any instructions or information you need your new member to know before they start to register as a new member. This information will appear when you new member clicks on the membership link on your website. This field is optional.

2. Select the **Membership Types Allowed** for your members to choose. Obviously if you have

membership types in your system for Life Members or Honorary Members you would not want these included so you must tell the system which ones you want made available for new members to choose. Once you have checked the box indicating the membership types you wish to offer click your mouse outside the box to close.

3. Select the **Groups Allowed** that the member is allowed to choose to join within your organisation. Any group you have (see Members, Manage Groups) where the box

3. **Pro Rata Fees** if your organisation has fixed year memberships and reduces membership fees for new members joining part way through a year, check this box. You will be able to select whether the pro rata interval is a month, a quarter or a half year.

4. **Extend membership by an extra year.** Some organisations extend the new members subscription for a full year if they join towards the end of a year. If you select this then you will be asked to nominated how many months before the end of the membership year should it apply. If you select Pro Rata you can select on what basis the fee will be incremented - Monthly, Quarterly or Half Yearly. Note. if you wish to have a Rolling Membership so that members are given 12 months from whenever they join then you need to set this up in **Settings/Organisation Details** on the **Members** tab.

2. **Select the Default Membership Type** you wish to see displayed when members apply online. The only choices here will be those you have chosen in 1. above. Any other options you offer will be drop downs which can be selected on your website.

3. If your organisation requires new members to be approved by say your committee before joining then check the box **New Members Need Approval**. If you have this box checked then new members who apply online or face to face will be created with a **Status** of **Pending**. You can view all such members by going to **Members** in the main navigation and changing the option selected under **Status** at the top of the list page to **Pending.** Once the member has been approved you can make them **Active** by checking the **Active** box at the bottom of the member's record on the **Organisation** tab.

4. Select which user of your Member Wizard system will receive an email advising that a new member has applied to join in the **Who Gets the New Member Email** field. Only those members who have Member Wizard logins will appear here.

5. In the field **Text to Display** on your Website is what your website link will read. You can edit this field as required

6. In the **Welcome Email** box you can type the email copy that your new member will receive on application and payment.

7. In the **Terms and Conditions** box you can enter any specific conditions that the member must agree to before they can join. You can if you wish include a link to the terms and conditions on your website if you have one.

7. At the bottom of the page is the HTML to give to your Website Administrator. This will only be displayed after you have clicked the **Save** button. Just click the **Copy Link to Clipboard** and click the **Copy link.**

8. To view or send your website link open any text editing software (such as Notepad or Word) and on a new page hold down the Ctrl+V button on your keyboard or or right click on the page and select Paste. Alternatively you should be able to paste it directly into an email to send to your web site administrator. If you wish to see what the new member form will look like when published you can paste the link into the URL bar of your browser.

Setting Up Member Payment Details

You can configure your organisation's set up in Member Wizard to reflect the means of payment for membership fees. These details are used both when sending out **Membership Reminders** by means of including a link in the accompanying email to pay by **Direct Deposit or Credit / Debit Card** and also when a new member joins from the link on your website **-** see **Settings, Member Online Applications**.

In order to provide your members with the details on how to access these payment methods you need to firstly include them in **Settings, Member Payment Details**.

Member Payment Options

There are two ways to accept payment through emailed **Reminders** and **Member Online Applications**: Credit Card or Direct Deposit

The process to register for a **Stripe Account** to accept payment by Credit / Debit Card is part of the Member Wizard setup process outlined below.

Accepting Donations

You can also check the **Enable Donations** box on any of the 3 payment options if you wish there to be an option for members to include a donation with their membership payment. This will then appear on the **Membership Reminder** sent out to them.

You can select which **Account Category** your **Donations** will be credited to or use the default existing **Donations** account category automatically selected by **Member Wizard**.

Setting up Member Payment Options

1. Credit / Debit Card.

Configuring this option will permit members to pay **Reminders** and also **Member Online Applications** using their Credit / Debit Card. Member Wizard uses independent banking system **Stripe** to provide this facility. Member Wizard **does not** store or even collect Credit / Debit Card details.

To setup your organisation to use **Stripe** check the box marked **Allow Credit / Debit Card** on the **Credit / Debit Card** screen. By default the option for your members to pay the **Stripe** costs for this is checked but if you wish your organisation to bear the charge then uncheck this box. Currently the fees for using **Stripe** is 1.70% plus 30 cents per transaction for domestic Credit / Debit Cards and 3.5% plus 30 cents per transaction for international cards. Member Wizard may also charge a small transaction fee depending on your service agreement with us.

When ready click the **Connect with Stripe** button and fill out the information required on the following screen. Once accepted and confirmed by **Stripe** you will be able to accept online Credit / Debit Card payments. These payments will be automatically credited by **Stripe** into the bank account you nominate during the set up process.

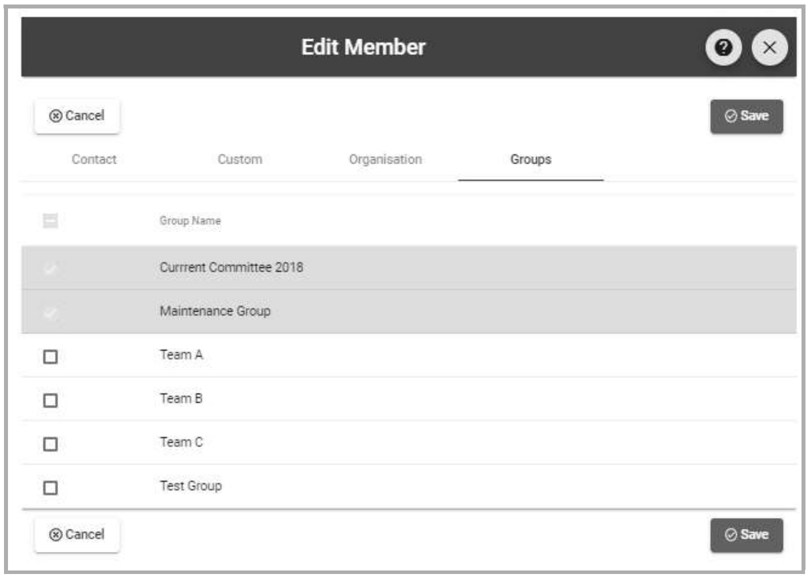
2. Direct Deposit

Click the **Allow Direct Deposit** box then provide your **BSB, Account number and Account Name** for your organisation's bank account. Once again, you can check the **Enable Donations** box if you wish an option to donate to your organisation appears on your emailed **Reminders**

Adding a Membership Group

Groups of members within your organisation are useful as it enables you to not just print out lists of the various groups eg Committee, Key Holders etc but it enables a means for you to easily communicate with members within that Group.
Once you have **Created Groups** and **Added Members to Groups** you can **Print Lists** (See the **Print Lists** help file)

Any Groups you create will be shown in the **Member Record** on the 4th tab. If there are more than 10 groups then a Search field will allow you to search for the name of the Group.



Creating Groups

Select **Members, Manage Members, Manage Groups** in the left main navigation menu. Click **Add** to create a new **Group>**.

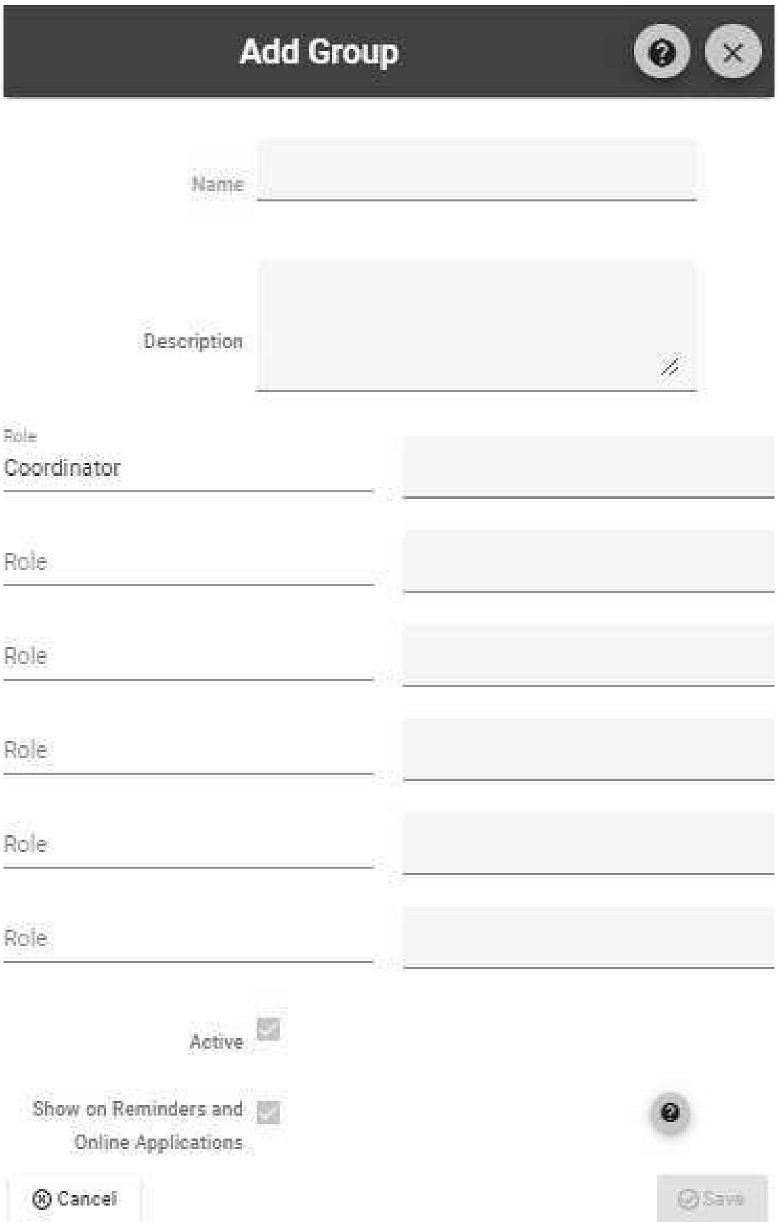
Give your new **Group** a **Name** and if required a **Description**. You can also create and record the **Role** of various people within the Group. The system creates an initial default role of **Coordinator** but this can be changed if desired.

Groups are by default created with a status of **Active** but this can be unchecked if you no longer wish to use the Group. For example there is a new Committee for the new year formed but you wish to retain information as to who was on a previous year's Committee. In this case simply preface the name of the Committee with the year and then uncheck the **Active** box when the new Committee is formed.

Check the box **Show on Reminders and Online Applications** if you want your members to be able to choose to belong in or join this **Group** when they renew their membership or join on using the **Online Membership Form.** This will only work if the **Group** has the **Active** box checked.

When you have created the new Group click the **Save** button.

You can then add members to your Groups



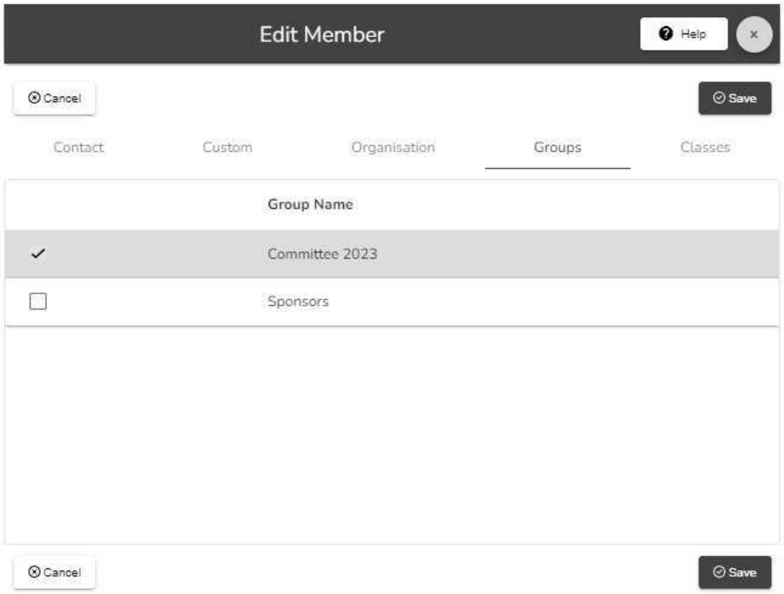
Adding Members to Groups

Before you can add members to Groups you have to create your **Groups** as described above.

You can make a member part of a Group in two ways.

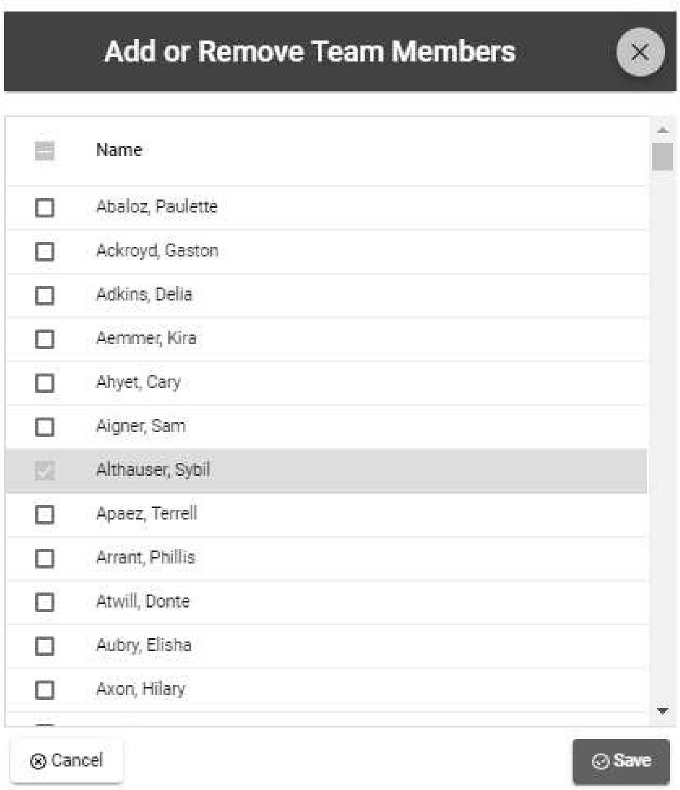
Add the Group Membership to an individual Member Record

which shows the name of the Group you wish to add your member to.



Add the Group Membership to a number of Member Records

Access **Members, Manage Groups** and highlight the Group you wish to add members to and select **Add or Remove Members** from the action menu.



De-activate Expired Members

To quickly and easily deactivate members who's membership has not been renewed select the Membership type you wish to deactivate in the **Membership Type** field. Next, enter or select a date for when they expired.

A list of members who fall within those parameters will appear after clicking **Next**.

If you wish to deselect a particular member on the list then click the ticked box adjacent to their name. Note: all members are selected by default.

If you **Deactivate** a member, all outstanding membership invoices are deleted from the system.

If a **Deactivated** member later rejoins in a face to face situation simply locate them in the **Inactive** member list, open their member record and change the **Status** at the bottom of the **Organisation tab** from **Inactive to Active.**

If a **Deactivated** member renews their membership online, the system will automatically reactivate them and will invoice them only for the current membership period **-** it will not backdate till they were last paid up till.

You can check the number of members selected by looking at the bottom of the page just above the **Deactivate Selected Members** button.

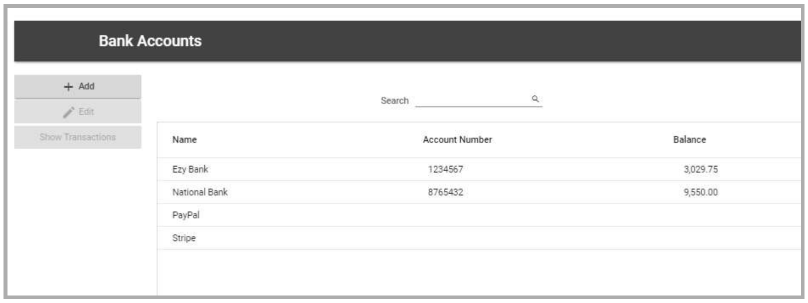
Once the list is correctly selected click the **Deactivate Selected Members** button and those members will all be made **Inactive**.

You can reactivate any member at a later date by selecting **Inactive** in the **Status** field at the top of the **Member List** page, searching for the member and changing the **Active** status in the field at the bottom of the **Organisation** tab.

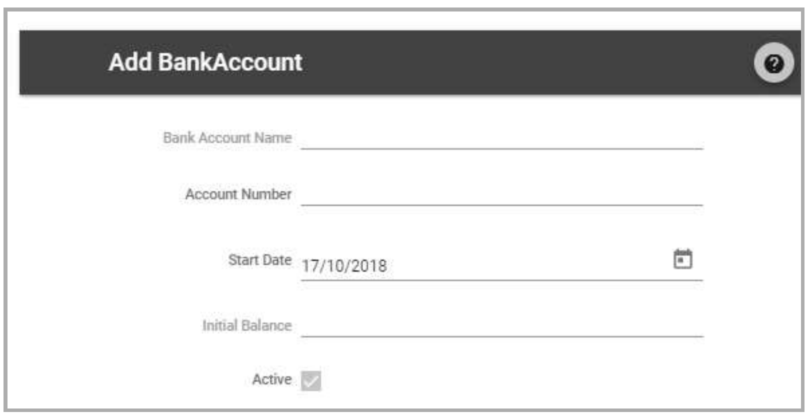
Setting up Bank Accounts

One of the most useful functions of Member Wizard is managing an organisation's finances. In order to use the financial aspects of the software you must first set up which bank accounts to use for receipts and expenses.

Access **Settings, Bank Accounts** or **Money, Bank Accounts** in the left navigation



Click **Add**. You will need to provide the name, number, start date of recording and initial balance. Then click **Save**



If you ever wish to discontinue using a bank account uncheck the **Active** box on this screen as you can't delete a Bank Account after transactions have been recorded.

If you have enabled Stripe for your organisation it will also appear as a **Bank Account**.

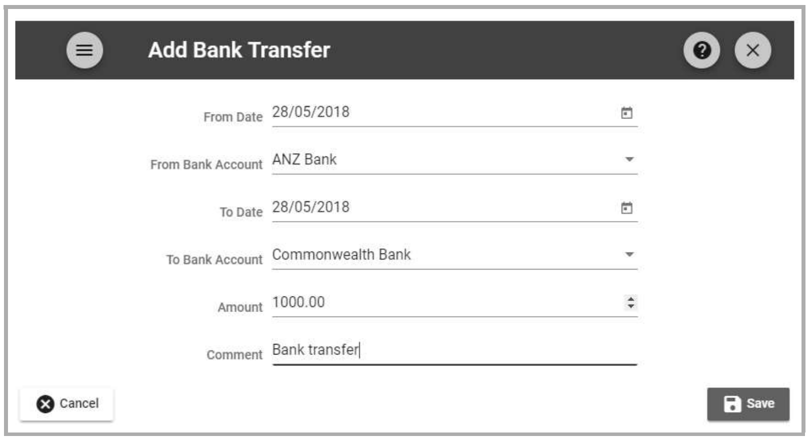
If you wish to record minor cash payments and balance them then you can create an account called **Petty Cash** and simply transfer money into it from your main bank account and issue receipts which select it as the bank source.

Member Wizard will allow you to set up as many bank accounts as you require.

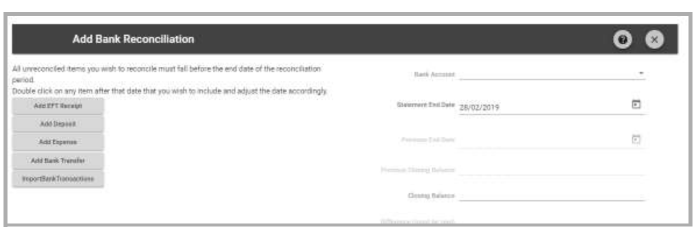
Creating a Bank Transfer

If you wish to transfer money between your various bank accounts you need to create a **Bank Transfer**. Click on **Money** in the left navigation panel then select **Bank Transfer.**

Click **Add** in the Bank Transfer menu and enter the relevant details then click **Save**. When you come to reconcile your bank accounts the transfers will show up ready to be included in the reconciliation.



Alternatively, if you are importing your bank transactions from a file from your bank account then you can click the **Add Bank Transfer** button on the **Add Bank Reconciliation** page when you are carrying out your bank reconciliation process.



If your Organisation uses Stripe (for Credit / Debit Card payments)

For automated transfers between Stripe (the Credit / Debit Card processing facility) and your bank account (money paid by members who pay by Stripe with their Credit / Debit Card) the money paid is automatically transferred after about 2 days into your Bank Account and you do not need to create a **Bank Transfer** as Member Wizard does this automatically.

Managing Petty Cash

If you run a petty cash system then you need to treat it just as you would any bank. To add money to Petty Cash you do not create an expense on your transaction bank account you simply do a **Bank Transfer** from your transaction account to your petty cash account. This will be balanced against the withdrawal from your transaction account when you do your **Bank Reconciliation.**

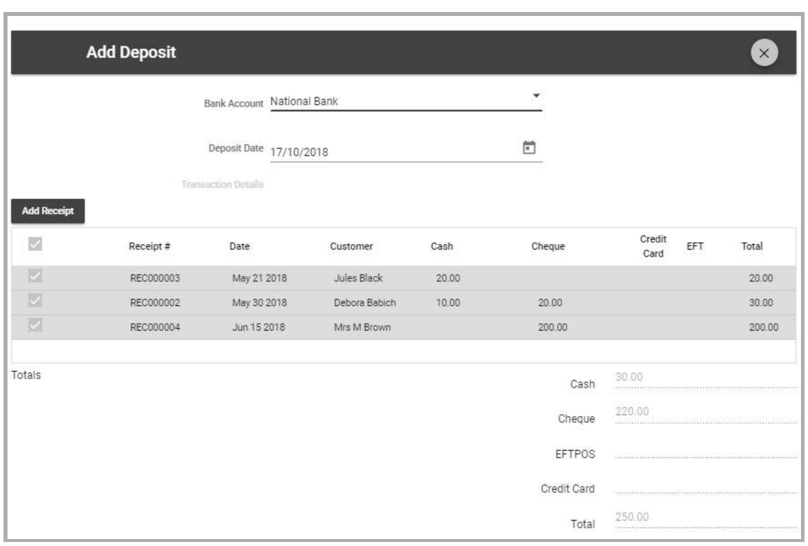
Cash/Cheque Deposits and Receipts for multiple invoices/members

There are a couple of scenarios when you will need to complete a **Deposit.** The first is in cases where money coming into your bank account is not via **Direct Deposit** or by **Stripe**. If you create an EFT receipt the **Deposit** is automatically created when you create the **Receipt.** Similarly **Stripe** creates its own receipt and **deposit/bank transfer** when the money moves to your account.

Deposits also allow you to combine a number of inward money flows into one amount. For instance. You may have received a cheque and also have several amounts of cash. You go to the bank and deposit them and they show up on your bank statement as one total amount. However, you will have issued individual receipts for each of these payments and unless you tell Member Wizard what these individual amounts are and who they are from then they will not appear on your system as a combined amount when you come to do your **Bank Reconciliation**. A **Deposit** in Member Wizard will allow you to combine the amounts into one which will then match your Bank Statement while still allowing you to record what each of them was individually for.

Similarly when a member pays for one or more invoices or on behalf of both themselves and another person, even if they pay by **Direct Deposit** you should receipt each individual payment as **Cash** and then create a **Deposit** combining the amounts into the single payment received.

To create a **Deposit** access them through **Money, Deposit** in the left navigation. then click the **Add** button.



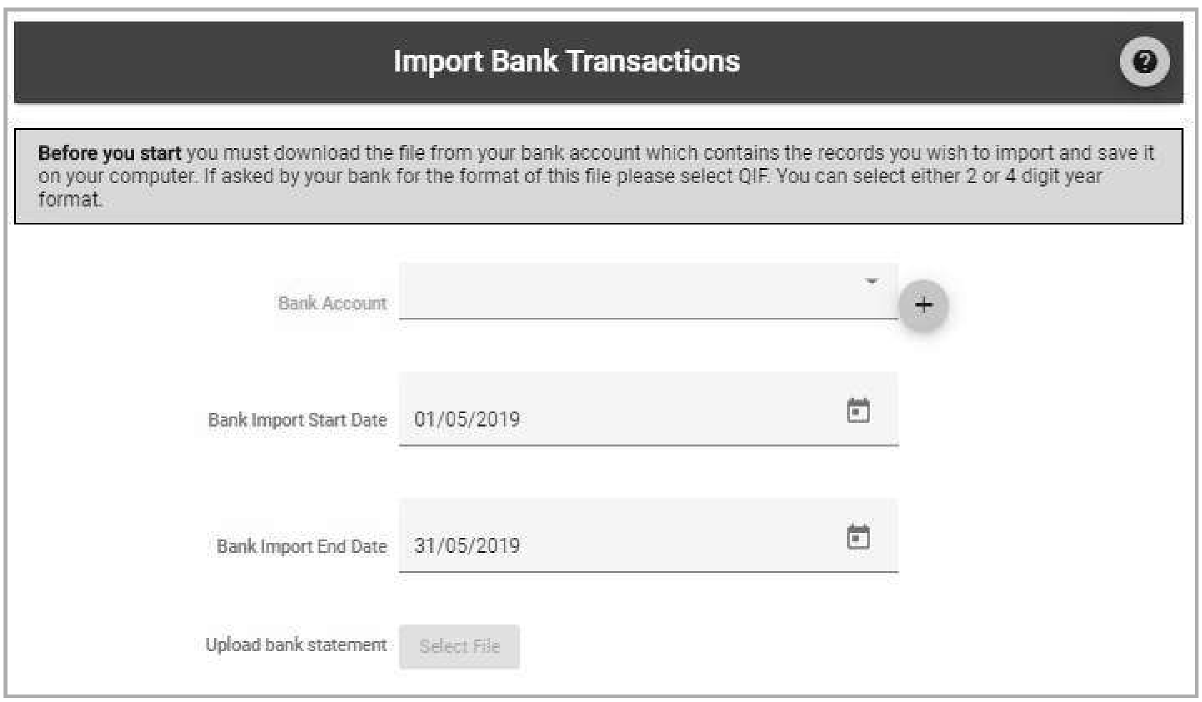
You will see a list of all the outstanding receipts you have issued which were not EFT. Select which ones you wish to include on the **Deposit** to match the ones you actually take to the bank then click **Save.** The total amount will then appear on your **Bank Reconciliation** to match the amount on your Bank Statement.

If you wish to include any other amounts which have not yet been receipted you can click the **Add Receipt** button.

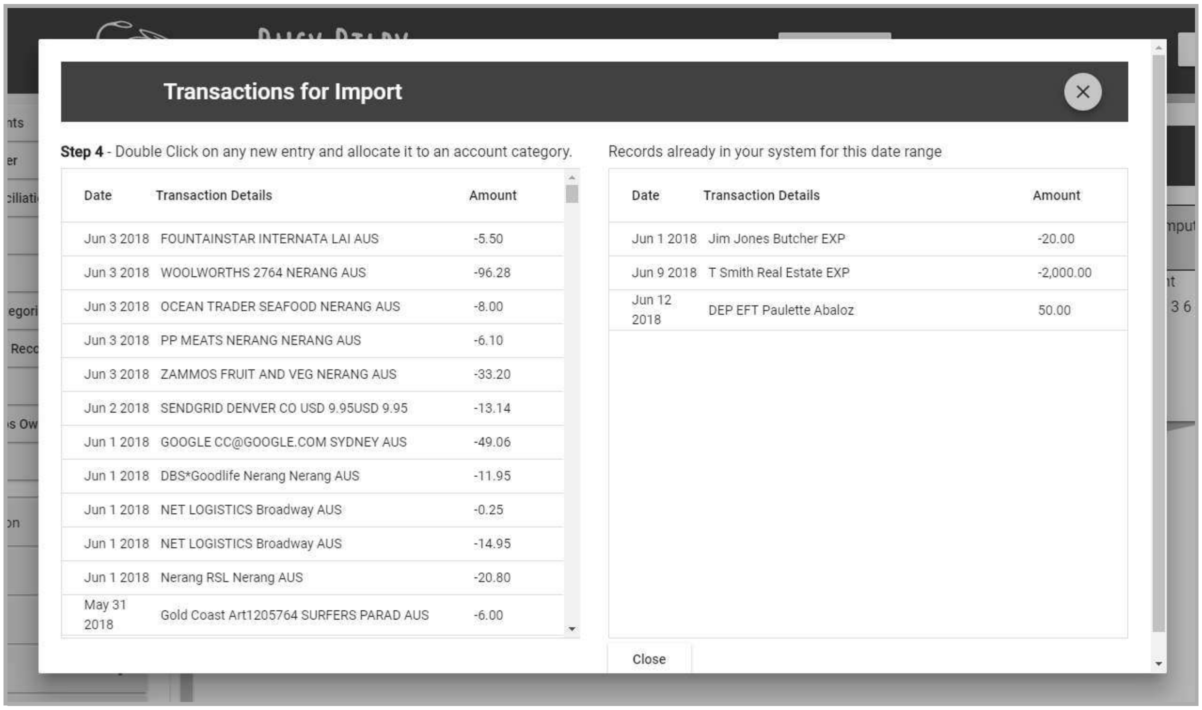
Import Bank Transactions

To manage your financials through Member Wizard you can use either a manual or import data option. With the manual option you basically just enter deposits and expenses in the system and when you come to reconcile your bank statement you can add any you miss. The other - sometime faster - method is to download a transaction file from your bank and import it directly into the system going through each item on the import and allocating it to a particular financial category. It is this latter method that we will discuss here.

Firstly download your bank's transaction file for your organisation to your computer. By transaction file we don't mean statement, most banks have an option for you to download the actual transaction records in a form which can be directly imported into your financial software. The format that Member Wizard uses is QIF. You can choose either 2 or 4 digit date format. Download and save the file to somewhere you can access on your computer. To import the downloaded file go to **Money, Import Bank Records** in the left hand main navigation.

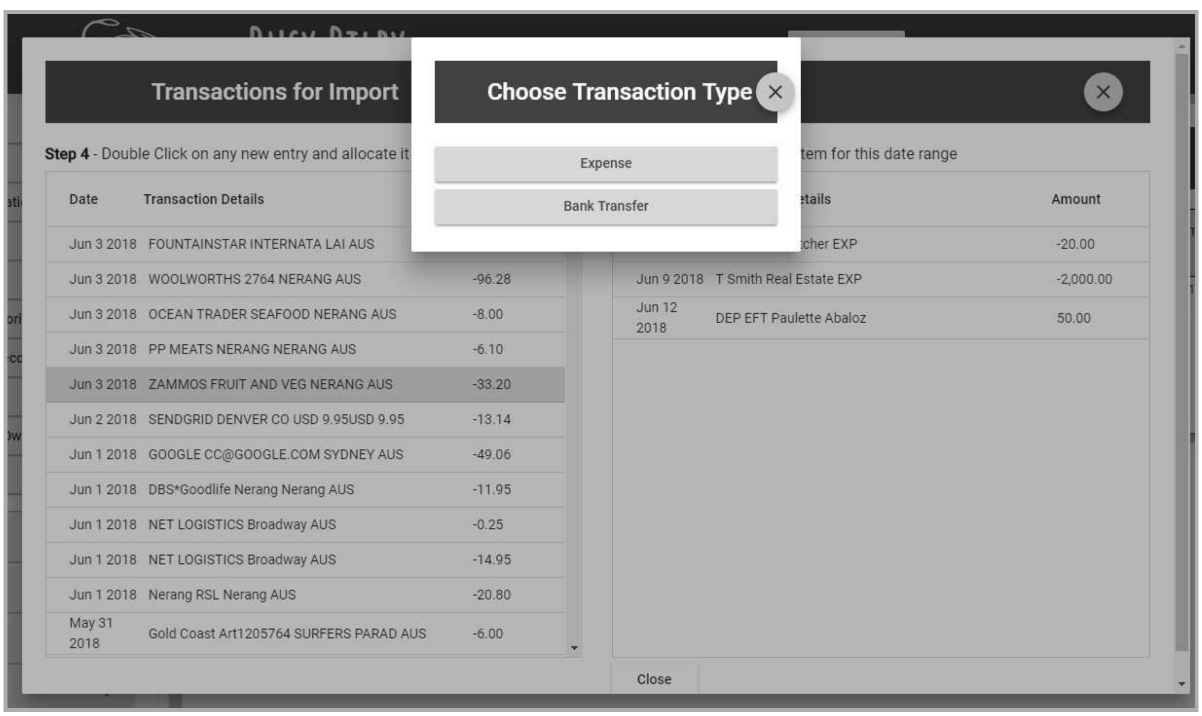


Step 1 Select the relevant bank account **Step 2** Enter the start and end date for the transactions you wish to import **Step 3** Click the **Choose File** button and find the downloaded QIF file from your bank **Step 4** Click the **Upload File** button.



In the left column you will see all the bank transactions which have been downloaded while in the right you will see all those transactions which are already in your system for the designated period (you do not need to import these transactions as they are already in your system).

Double click on the first transaction in the left column which does not match any entry in your right column.



Select whether the transaction is an **Expense** or a **Bank Transfer**(for amounts debited to your account) or a **Receipt** or a **Deposit** (for amounts credited to your account).

column on your screen.

Repeat this for all the items in the left hand list then click **Save** to complete.

Bank Reconciliation

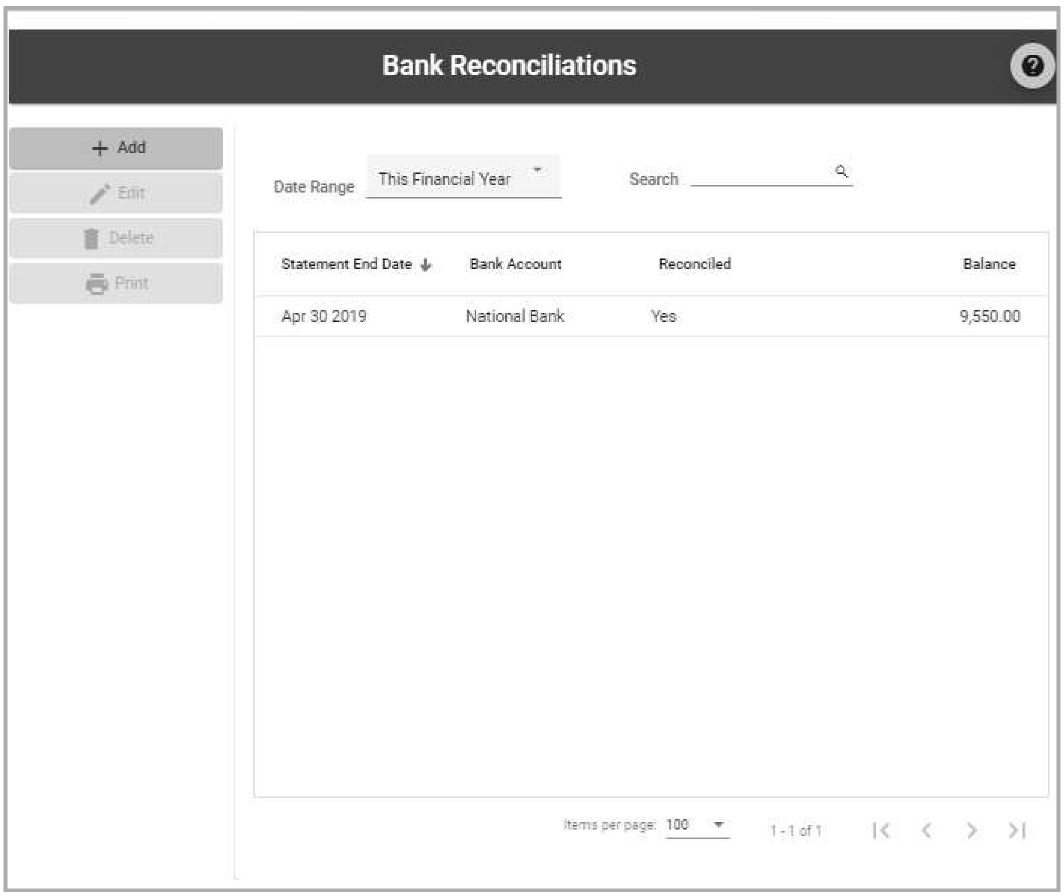
Member Wizard can provide full banking reconciliation of your bank accounts.

To reconcile a bank account:

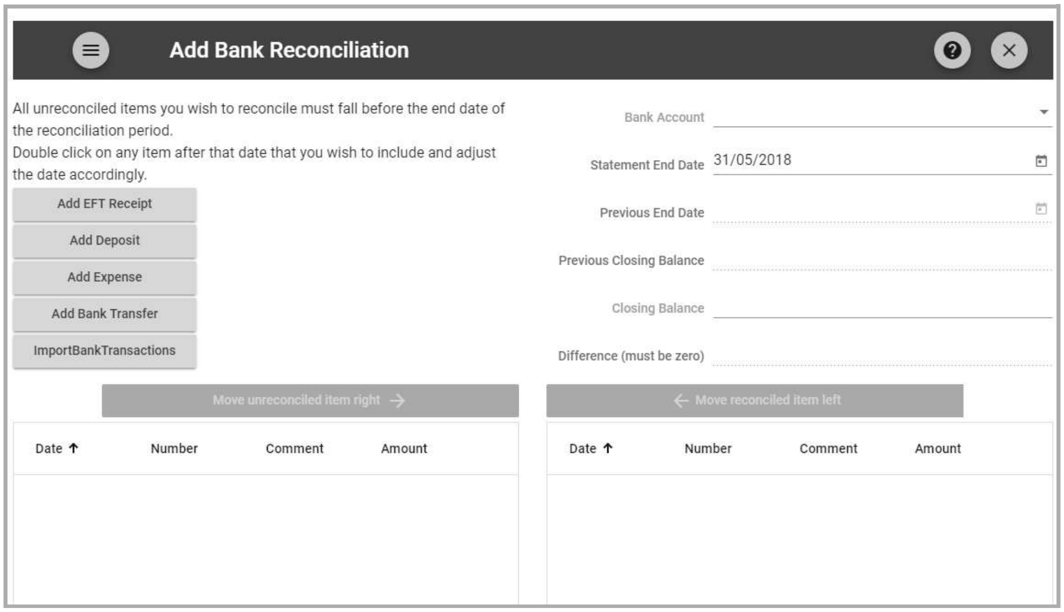
1. You will need your printed or online Bank Statement showing all transactions and the closing balance for the period.

2. Click on **Money, Bank Reconciliation.**

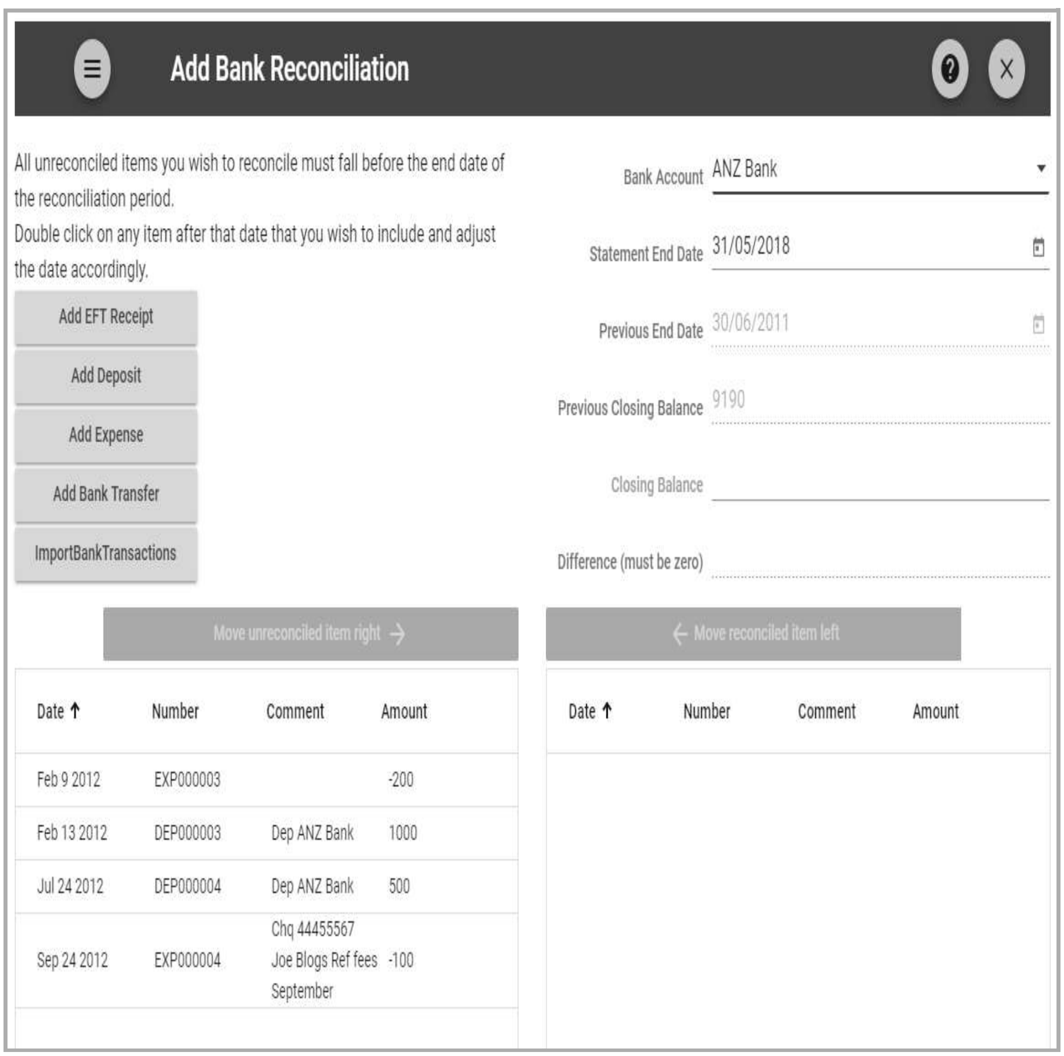
3. A list of all previous bank reconciliations will appear. Click on **Add Reconciliation** in the menu.



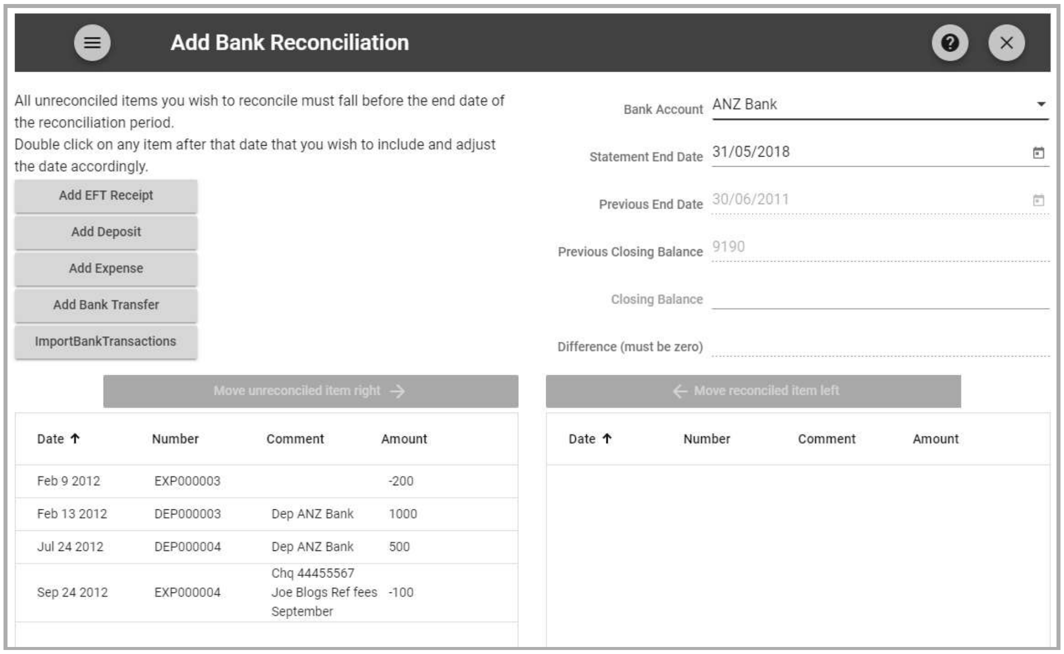
4. Enter the **Bank Account** you are reconciling, **Statement End Date** and the **Statement Closing Balance** (from your bank statement) in the relevant fields. **Note** if you wish to include any items in this reconciliation which are dated outside the transaction period then you can double click on the transaction in Member Wizard and alter the date to the date shown on the bank statement.



5. Member Wizard will show you the **End Date** and **Closing balance** from the previous reconciliation unless this is your first reconciliation period in which case it will show the starting date and balance from your **Money/Bank Accounts/Starting date and Opening balance**.



outstanding from either before or after the statement end date. In this way if you have post-dated expenses which have been presented within the statement period then you can double click on them and adjust their dates to match your Bank Statement. Similarly if you have expenses which were not presented from the previous statement you can double click on them and adjust their date to fit within the statement period.



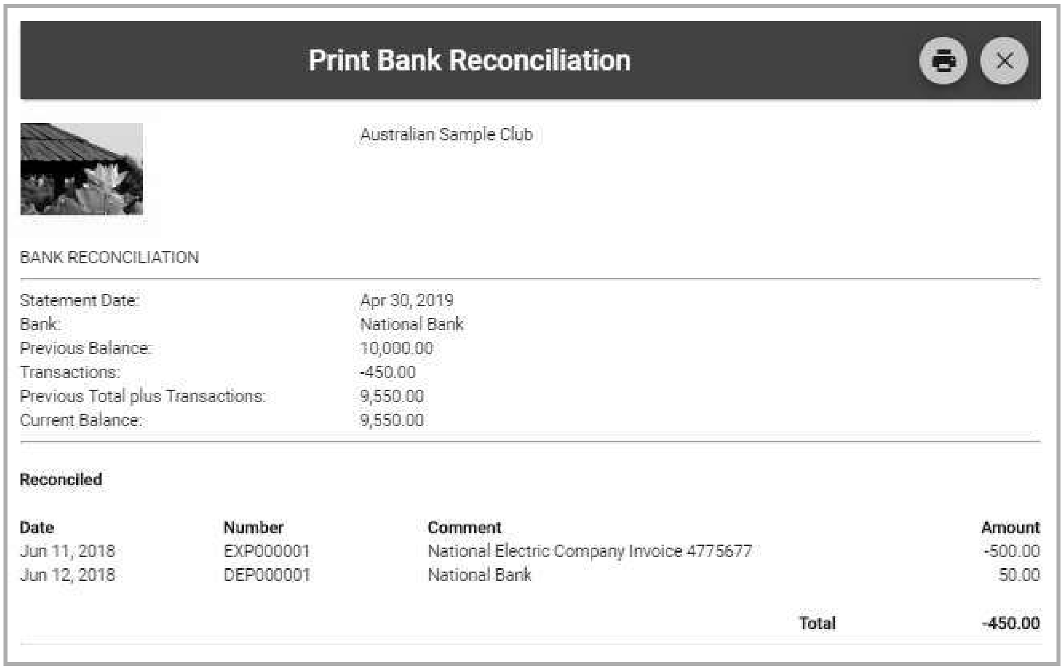
7. Click on each of the transactions in the left hand **Unreconciled Transactions** column which matches a presented deposit or expense on your bank's statement and then click the button **Move unreconciled item right** to move it to the right hand reconciled column until the amount shown in the **Difference** field is zero.
8. Highlight any item in the right hand column and click the left pointing arrow to remove it from the list to be reconciled should you move an item in error.

9. If there are amounts on your bank statement which have not yet been entered into your Member Wizard accounts you can use the **Add Receipt, Add Deposit Add Bank Transfer, Add Expense** or **Import Bank Transactions** buttons in the green section to enter them.

10. Be aware that if you leave the **Bank Reconciliation** page without clicking either **Reconcile** or **Save** you will have to start the reconciliation again. Once the **Difference** is shown as zero you can click the **Reconcile** button at the bottom of the form. If you have not yet got to a stage where you can reconcile, use the **Save** button to ensure you do not need to start over if you wish to leave the page.

11. You can print out a **Reconciliation Report** from the **Bank Reconciliation List** screen by selecting the period and bank account reconciliation you want and

clicking **Print** in the menu.



Print Bank Reconciliation

Australian Sample Club

BANK RECONCILIATION

Statement Date:	Apr 30, 2019
Bank:	National Bank
Previous Balance:	10,000.00
Transactions:	-450.00
Previous Total plus Transactions:	9,550.00
Current Balance:	9,550.00

Reconciled

Date	Number	Comment	Amount
Jun 11, 2018	EXP000001	National Electric Company Invoice 4775677	-500.00
Jun 12, 2018	DEP000001	National Bank	50.00
		Total	**-450.00**

Reconciling Stripe Transactions

To reconcile Stripe select **Stripe** as the bank account.

The system will automatically connect to the back end of your Stripe account provided you have kept yourself logged into Stripe. It will then download and try to match all the transactions stored in Stripe with those recorded in Member Wizard.

Simply click the Reconcile button when this process is complete and provided the difference is 0 it will reconcile.

If the balance is different you can not **Save** your progress. Please contact support@memberwizard.com.au if your balance is unable to be reconciled.

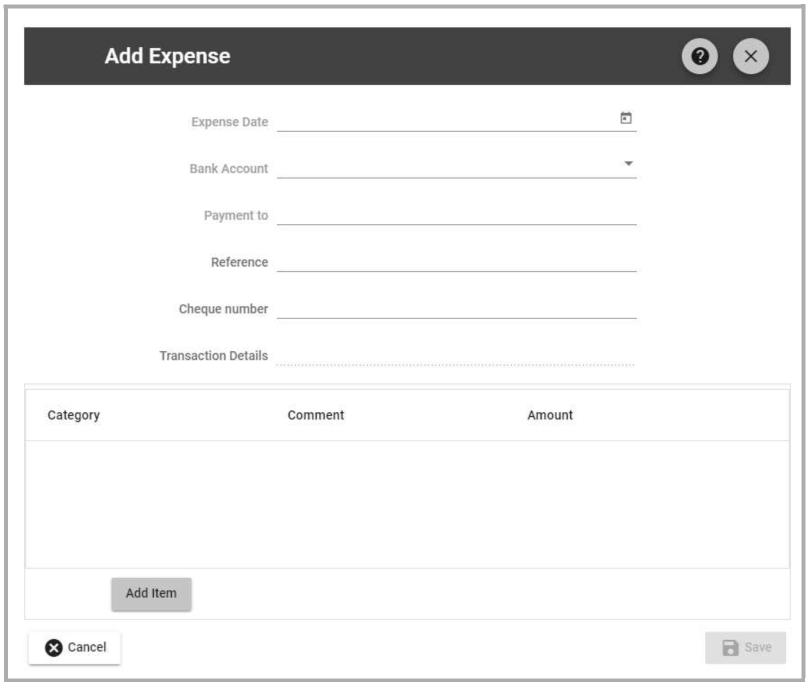
You can not edit a Stripe bank reconciliation or open it after it is **Reconciled** but you can **Print** it or **Delete** it. If you need to edit it you need to first delete it then recreate it by selecting the period and **Stripe** as the bank and the system will then automatically create it for you.

You can not edit or delete Stripe transactions - neither invoices nor receipts, with the exception of the items for which the payment was made provided they add up to the same total amount as that recorded in Stripe.

Adding an Expense

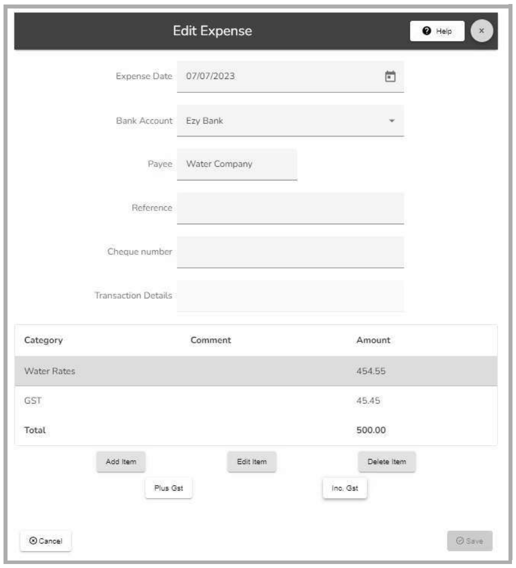
To record an expense click **Add** in the **Money, Expense** menu and complete the relevant details in the top section of the form.

Once you have recorded the **Date, Bank Account** and payment details, click the green **Add Item** button



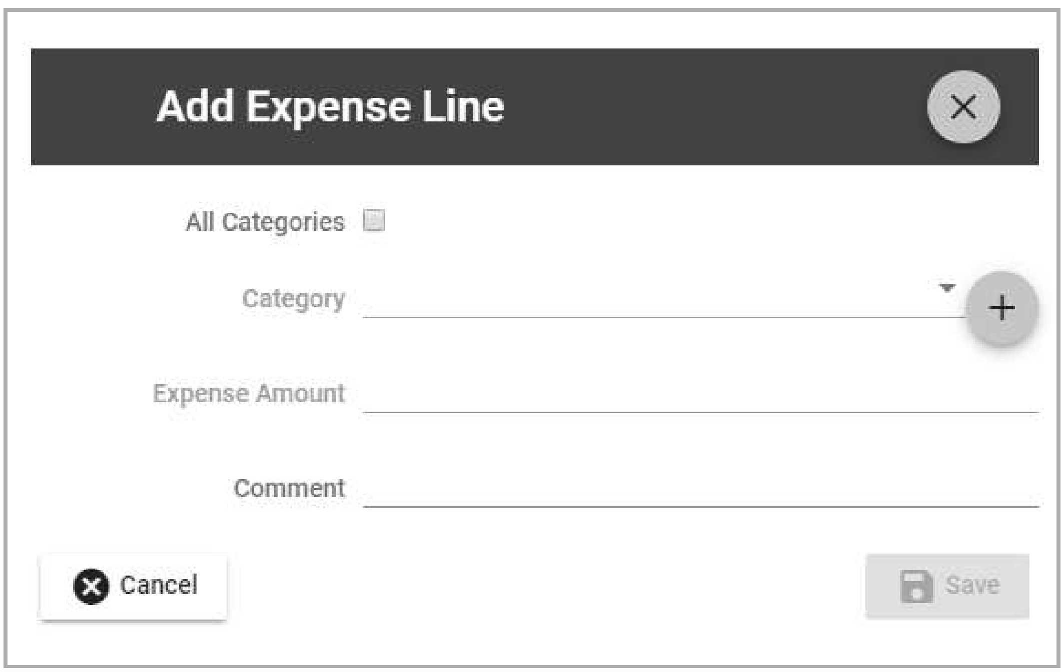
You can add multiple expense item lines to the same expense record to allocate each of them to different **Account Categories** for your **Profit and Loss Report**

If your organisation is registered for GST and you wish to track your GST payments you can highlight any item in the Expense Item box and click the **Inc GST** button below the Expense Item box. This will subtract the GST percentage from the item and show it as a separate line item on the expense.



Should you wish to create a new **Category** of expense click the green + sign next to the **Category** line.

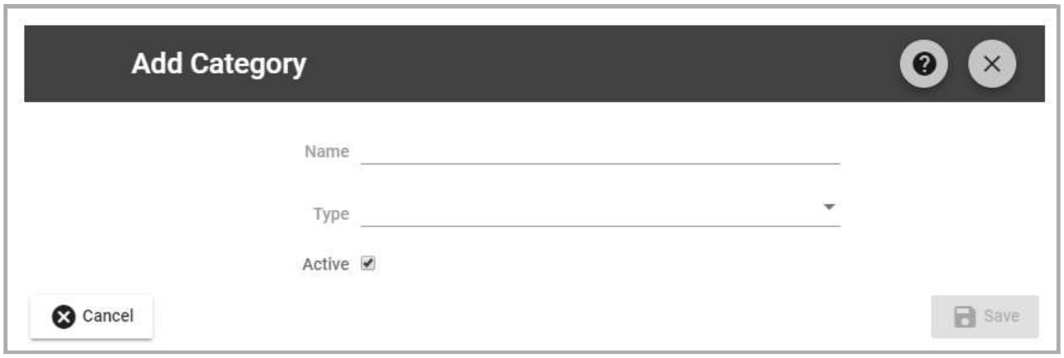
The new **Category** will appear in your **Profit and Loss Report** unless the **Active** box is unchecked.



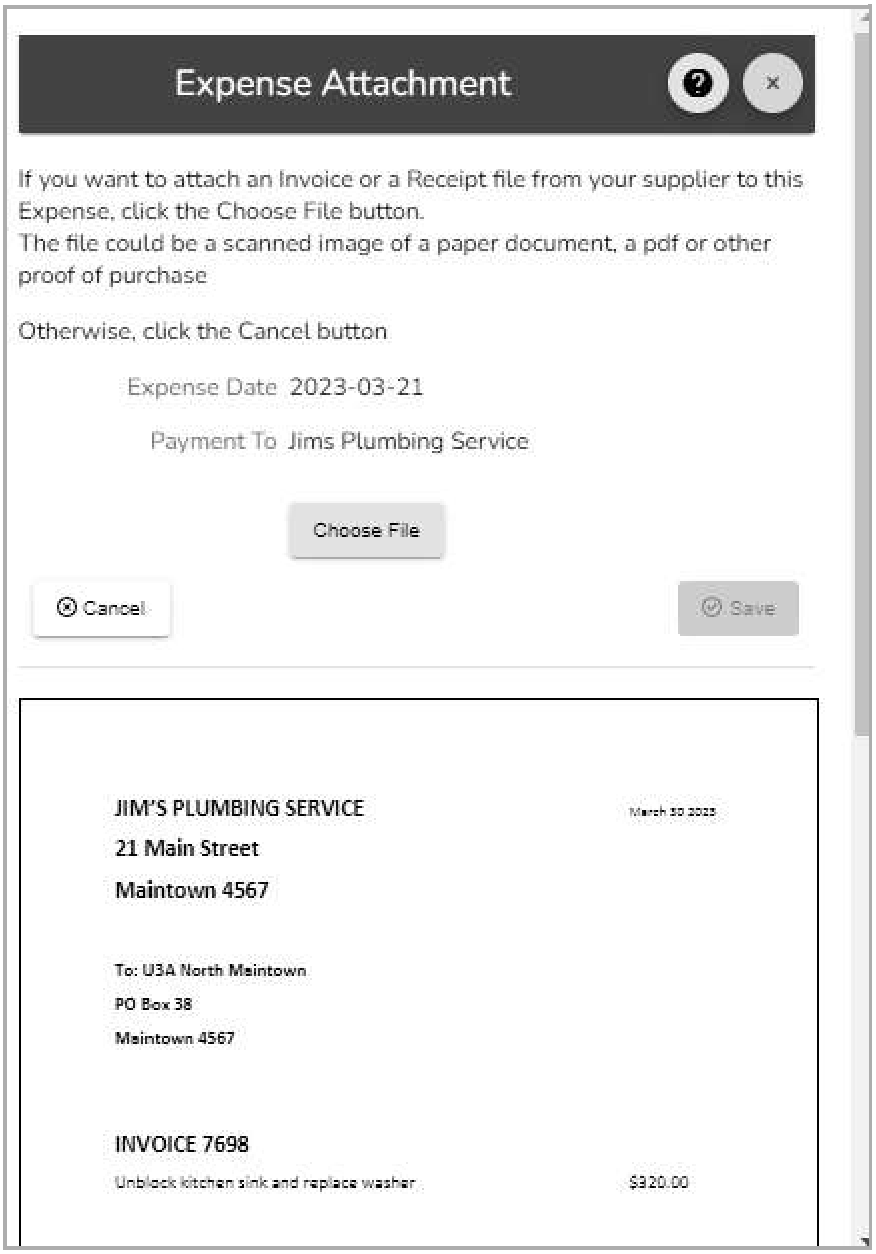
Be aware that if you do add multiple lines, it is only the total of the expense which will show up on your **Bank Reconciliation** not the individual expenses contained within the same record.

If you have paid separately for each item this may cause confusion when trying to reconcile your Bank Statement so if this is the case you should create separate **Expenses** for each item rather than including them all as separate lines on the same **Expense** record.

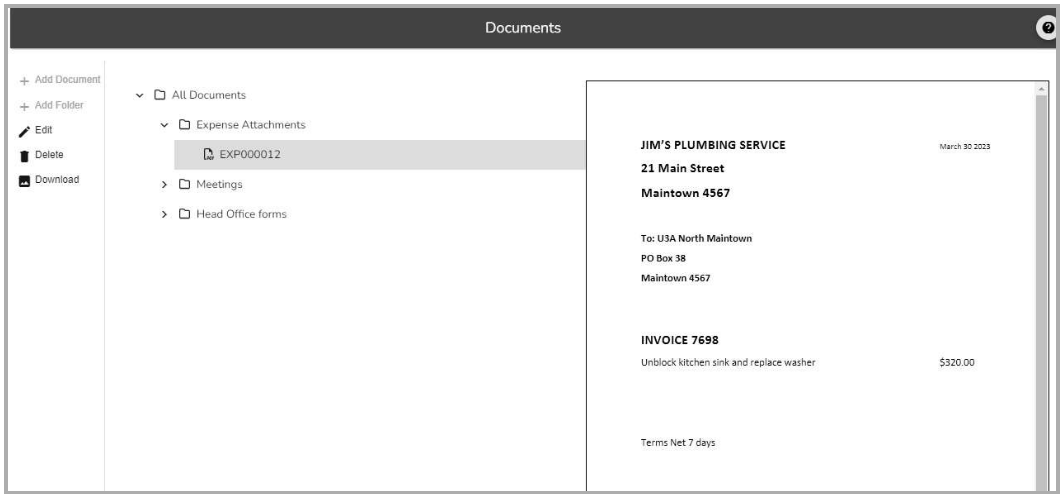
If you have recorded an ABN for your organisation, the system will allow you to show that a particular line item includes a component of GST. Simply highlight the line item and click either **Plus GST** or **Inc. GST**. A separate line item of **GST** will then be included on the invoice and will be tracked in the GST **Account Category** (or whichever alternative category you nominate in **Settings/ Organisation Setup/Money**



When you save your Expense you will be asked if you wish to upload an image or other record of the invoice relating to the expense.
If your invoice has an extension of .jpg, .png, .pdf, .doc, or .xls you will be able to view it when highlighting the expense in the expenses list.

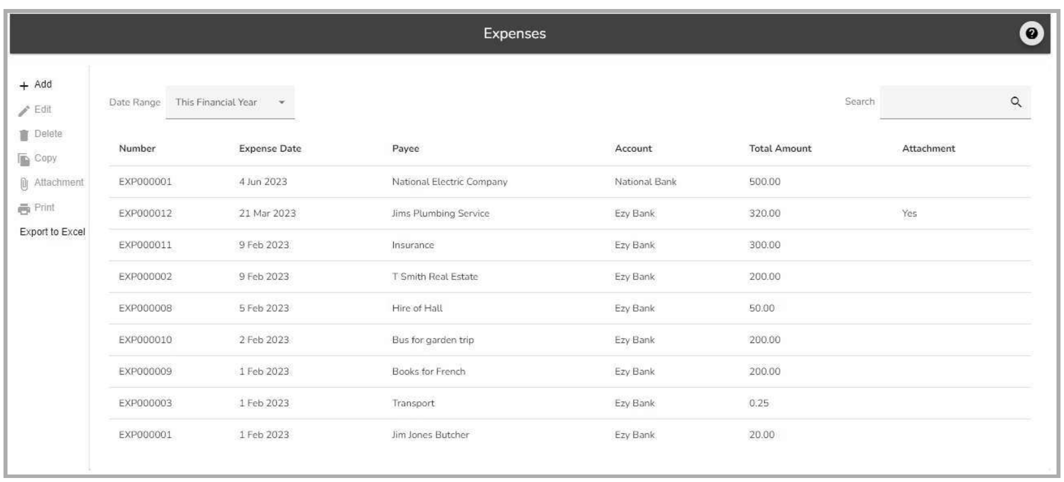


Expense invoice records are stored in a special folder **Expense Attachments** in your **Documents/All Documents** folder. From here you can view or download them once uploaded. The record of your upload will be attached to the Expense record in the Expense list.



You can view a list of all your expense items when you first click on **Money/ Expense**. Should you wish to view previous financial years expenses simply click on the **Date Range** drop down and select the relevent financial year.

If there is a "Yes" in the Attachments column then it means the Expense has an invoice attached to it. You can click **Attachment** in the left page menu and view the attachment or replace it with another should you require.



Managing an Invoice

Invoices in Member Wizard can be created either by Member Wizard itself to balance a member's receipt or or they can be created manually to reflect a debtor transaction such as hiring out facilities, selling advertising in newsletters etc .

Automatic system created invoices

Member Wizard automatically creates an invoice in your system whenever a receipt is created or when sending out **Membership Invoices.** This invoice amount will show as outstanding against the member record until a matching receipt is created to zero it out.

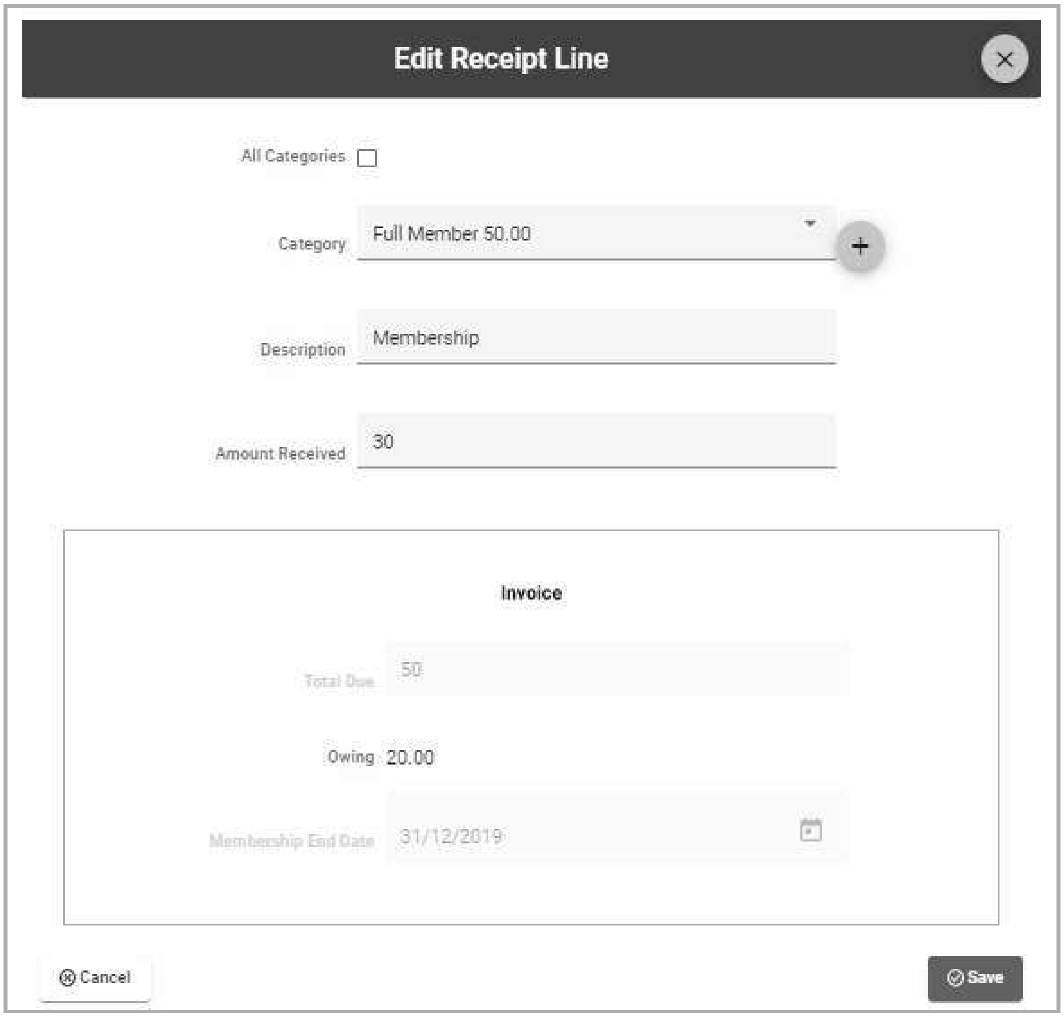
If the member only part-pays the **Invoice** the outstanding remainder will show against the member record until the balance is receipted. This means that if the organisation decides to reduce the amount owning by a member or accept a lesser payment for an invoice then not only the receipt needs to show this new amount but the invoice must be edited to reflect the changed amount also.

Full or part-payment of membership fees

When you receipt a membership payment, Member Wizard automatically creates an invoice for the amount of their membership payment. You can also create an invoice for membership by clicking **Email Membership Invoices.**

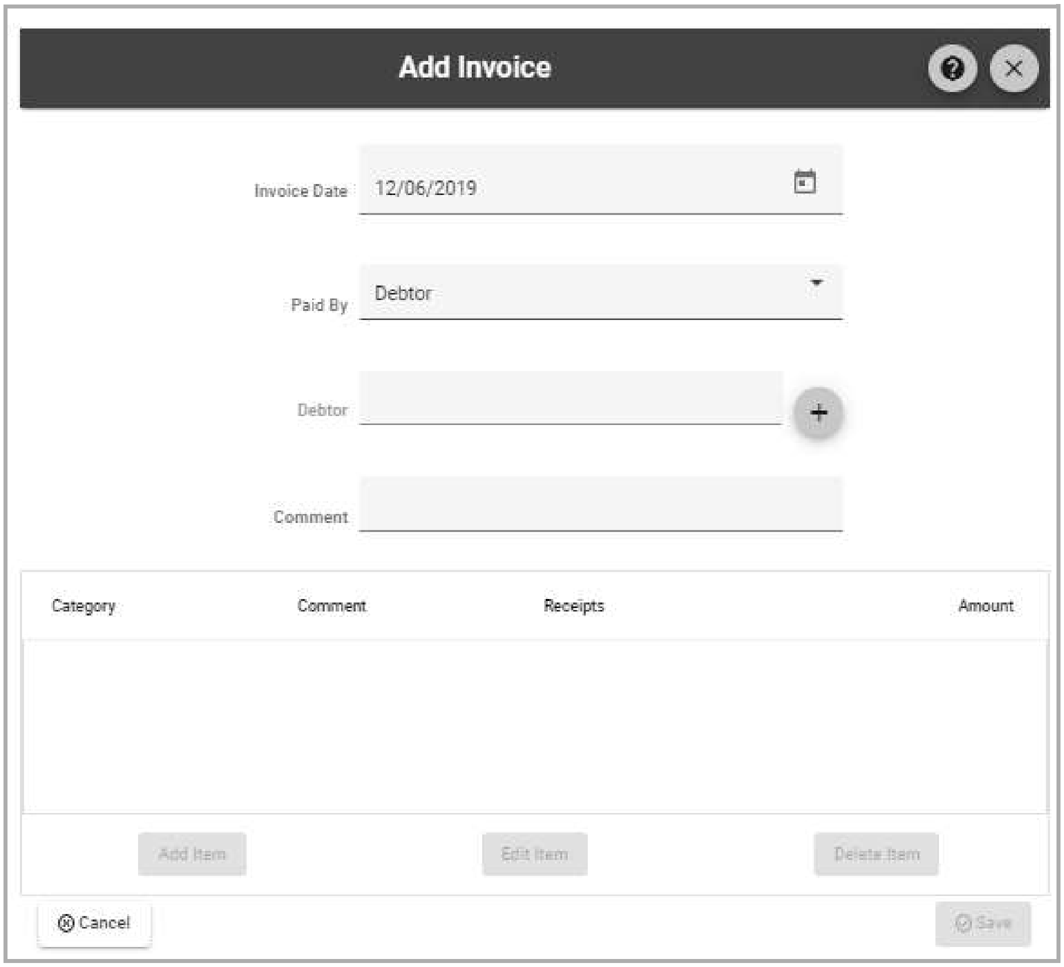
If the member only part-pays their membership then the invoice will reflect the outstanding amount and When you issue a receipt for a member with an outstanding invoice the system will ask you if you wish to use the money being paid be deducted from the invoice.

If you do not then simply dismiss the message and delete the line on the invoice which refers to membership payment and add whatever detail you wish to the receipt. The outstanding amount will still appear next time you issue a receipt for this member and it will show show up adjacent to the member record in the **Member List**.

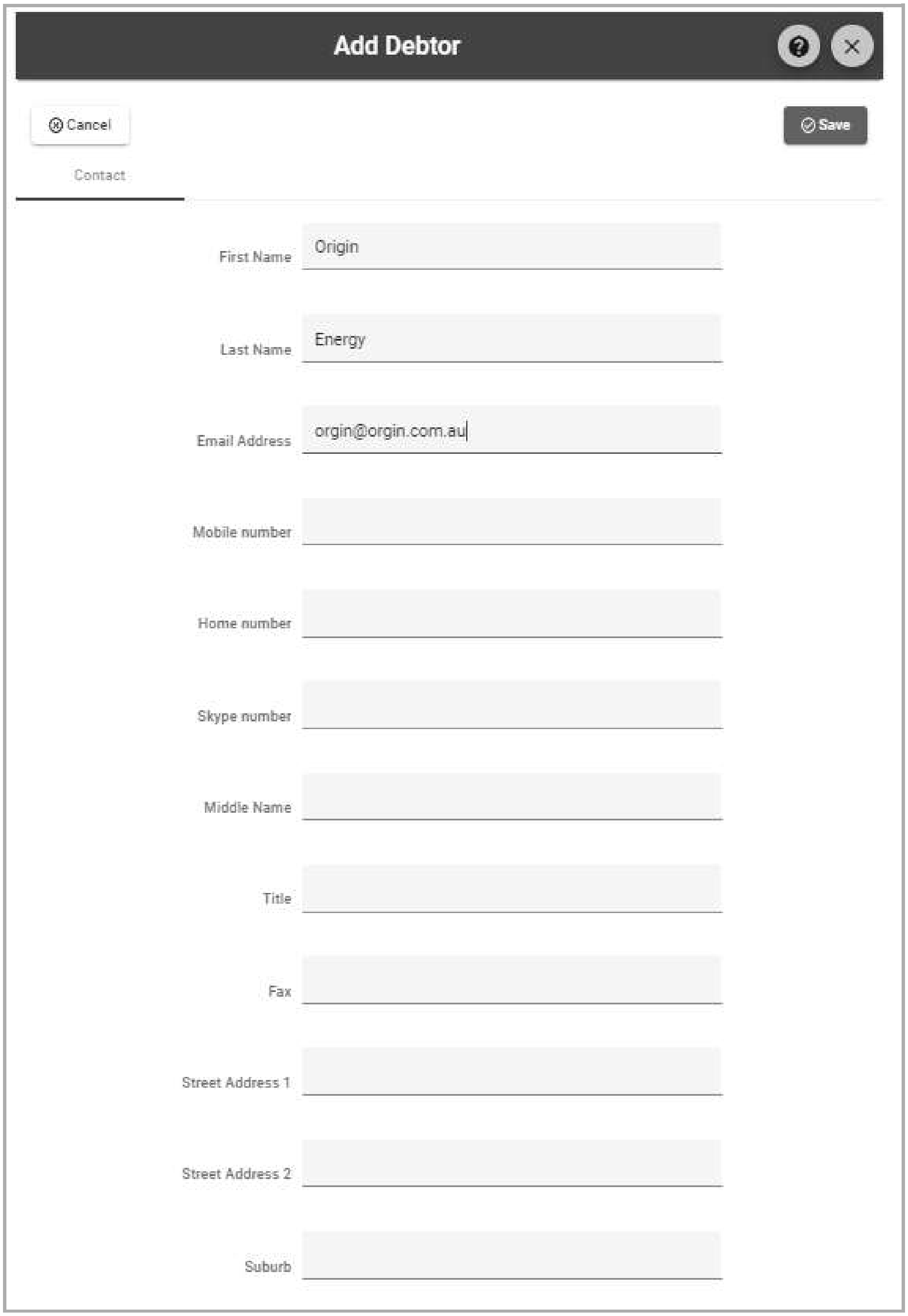


Manually Creating an Invoice for a Debtor

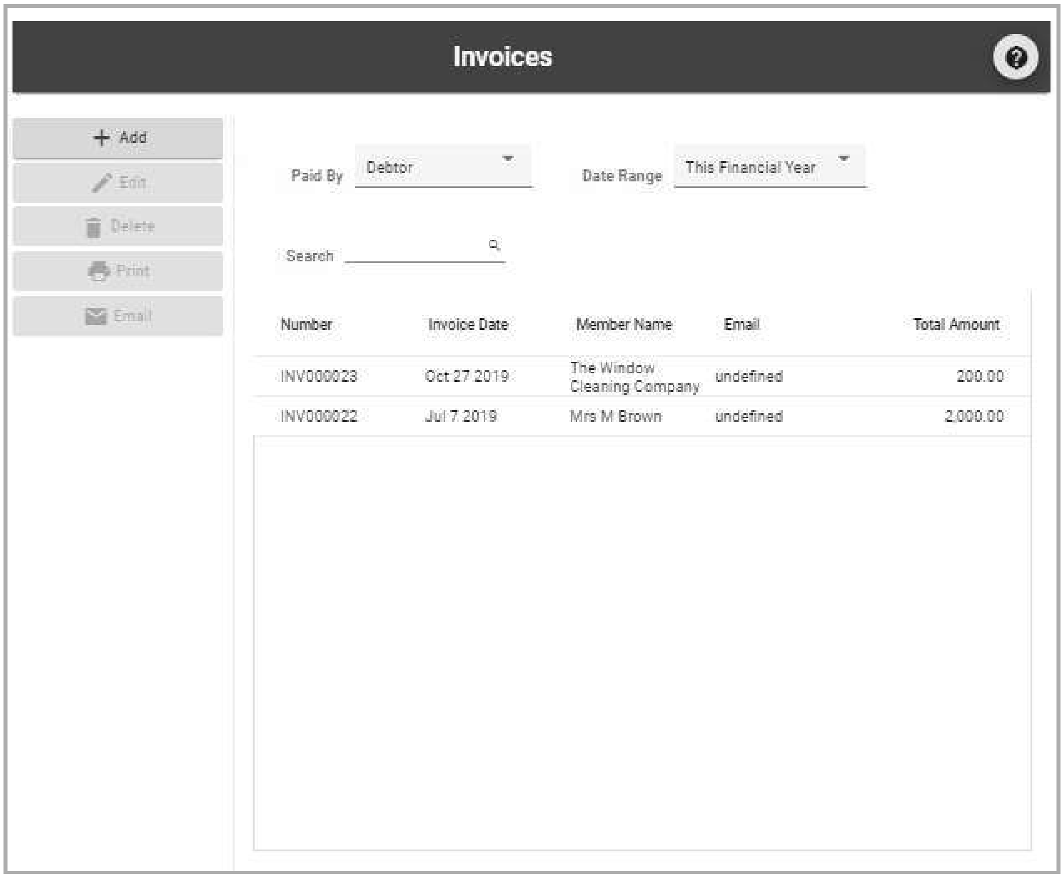
If you wish to create an invoice for a debtor payment select **Money, Invoice, Add Invoice** then click the field showing the invoice is for a **Member** and change this to **Debtor**



If your **Debtor** does not appear as a drop down in the **Debtor** field click the green **+** button and enter the details in the **Add Debtor** form. The only mandatory detail is the **Surname** field into which, if your debtor is a Company, you can enter the Company name.

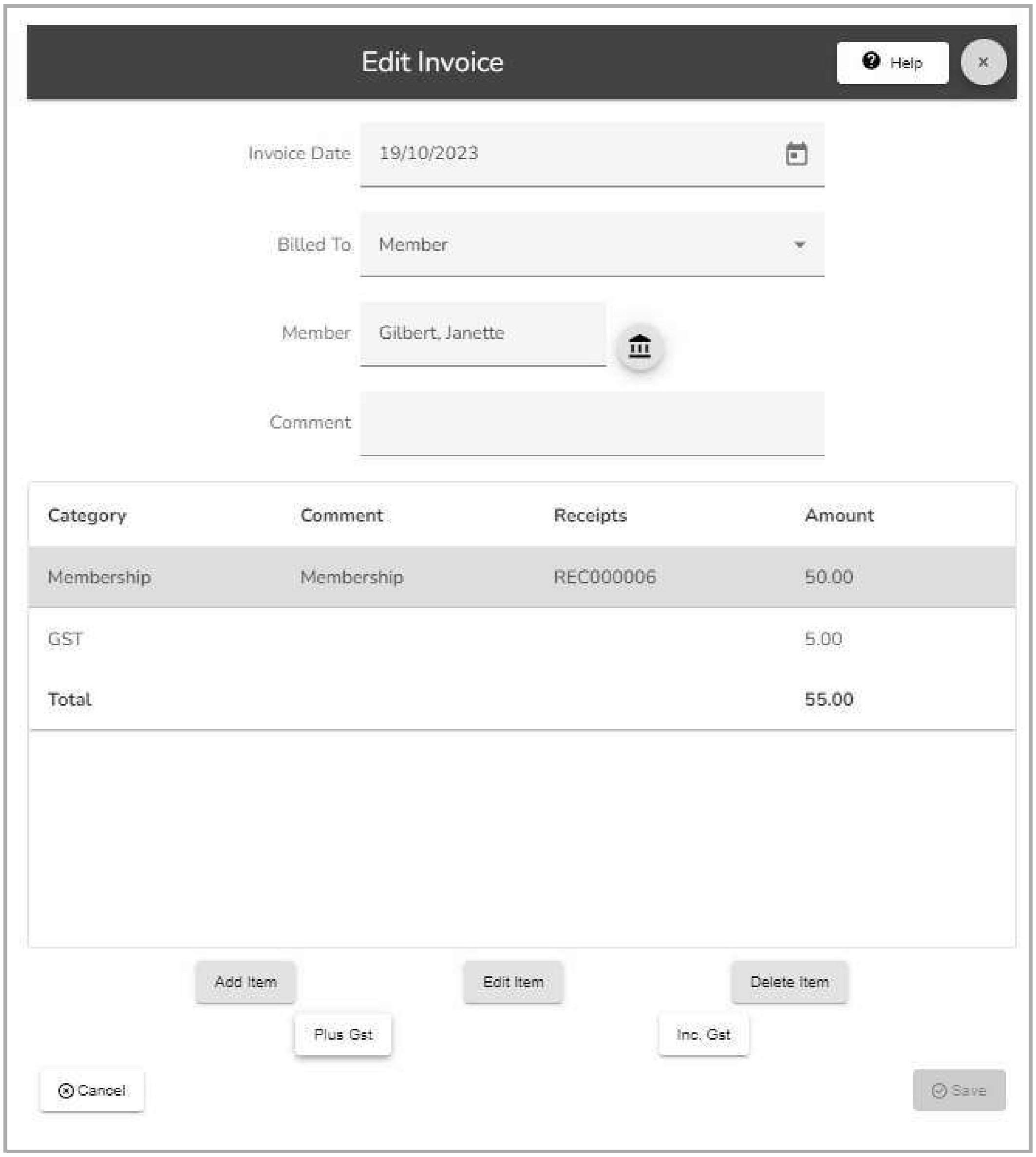


You can see a list of your debtors by selecting **Money/Debtors** from the left hand navigation.



Adding or Including GST onto an Invoice

If your organisation is registered for GST and wishes to either add or include GST within an invoiced item you can do this by entering the item and saving the item then highlighting it in the **Item List** and either clicking the **Add GST** or **Inc GST** button below the **Item List** on the **Invoice**



Deleting or Editing Invoices

To delete an invoice go to **Money/Invoice** and use the search function to search for the member name. For Debtor invoices change the filter at the top of the page from Member to Debtor. If the invoice is from a different financial period change the filter at the top of the page. To delete a line item on an invoice highlight the line and press the **Delete** button below the **Item List** box.
When you locate the relevant invoice highlight and click **Delete** in the page menu. You can not delete an invoice with a matching receipt. You need to delete the receipt first. A record of this deletion will be maintained in the **Transaction Log.**

To edit the invoice open it and double click on whichever item you wish to edit then click **Save** on the Item page and **Save** again on the Invoice page.

Viewing and Printing a Member Statement

You can view or print a **Member Statement** which will show all membership payments made by an individual member by selecting the member from the **Member List** then clicking the **Statement** button in the member list navigation.

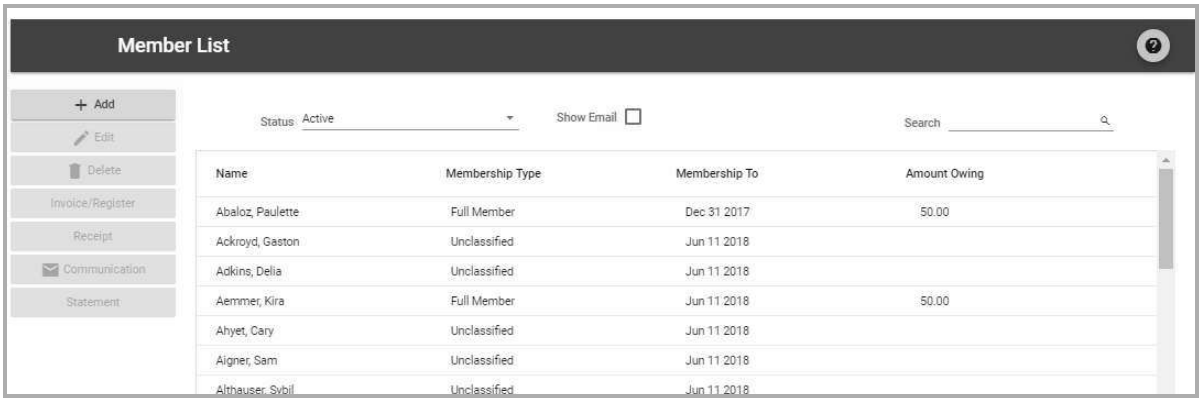
To print click the **Print** icon in the header bar.

The **Member Statement** lists all financial transactions between the member and the organisation. When a member is **Invoiced** the amount owing shows beside the members record in the **Member List.** This appears on the **Member Statement.** When the member pays the invoice the **Receipt** appears as a negative amount and if the invoice is paid in full then the two amounts equal out and the **Member Statement** shows no money outstanding. If the receipt is less than the invoice then remaining amount remains showing on the member statement and the member list. If they amount paid is greater than the invoice then a credit appears against the member record in the **Member List** and on the **Member List.**

Managing Part Payments

If a member part pays their membership then when you enter the amount they are paying, if that amount is less than the allocated amount for that level of membership, the system will automatically create an invoice for the remaining amount.

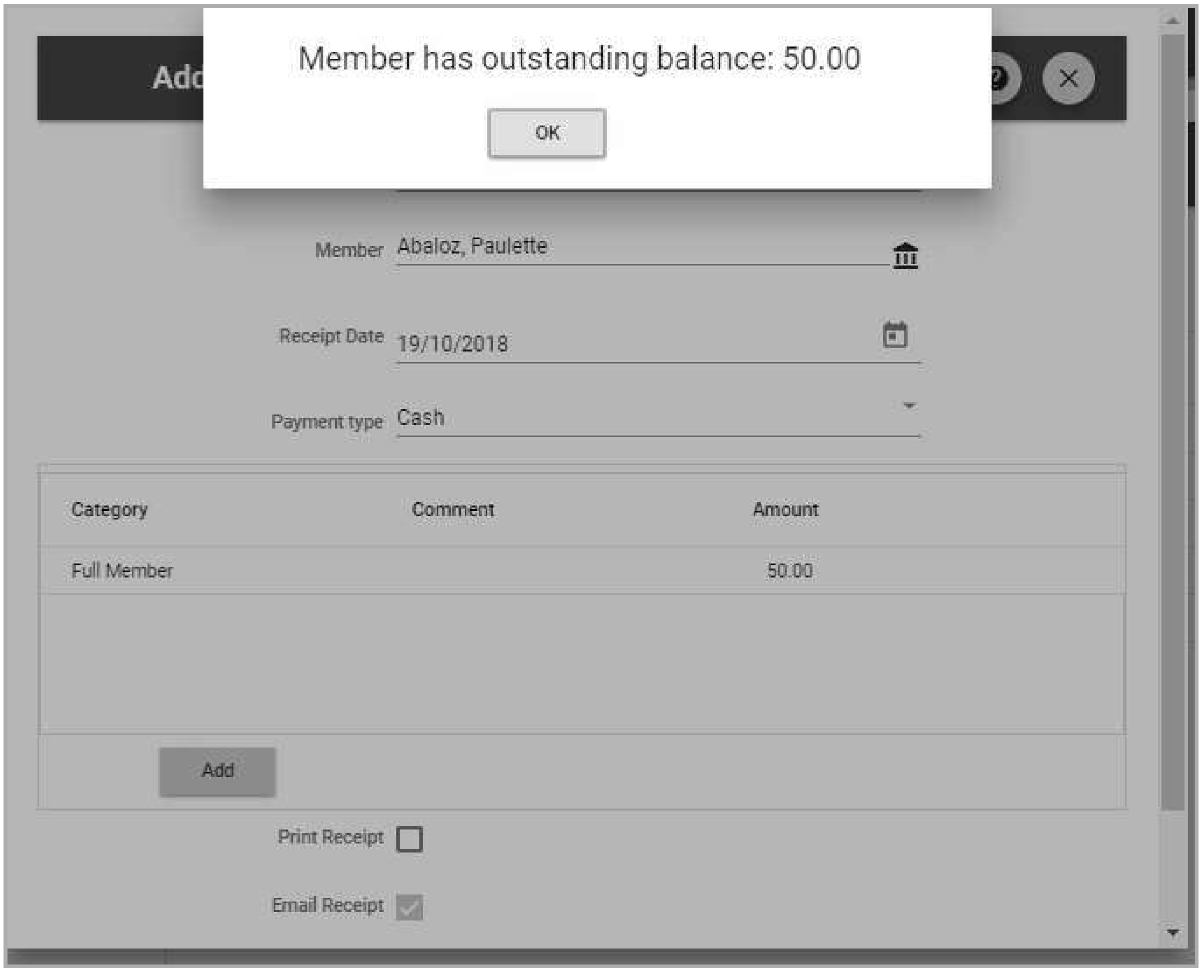
When you view the Membership List screen you will see the **Amount Owing**.



After this time, until the amount is fully paid, each time you create a receipt for this member you will be reminded that the member has an outstanding membership payment, you will be shown the amount and a line will automatically be entered onto the receipt which represents the outstanding balance.

If the member is paying off their outstanding membership you can edit the amount to reflect what is being paid and the balance will remain as **Amount Owing**.

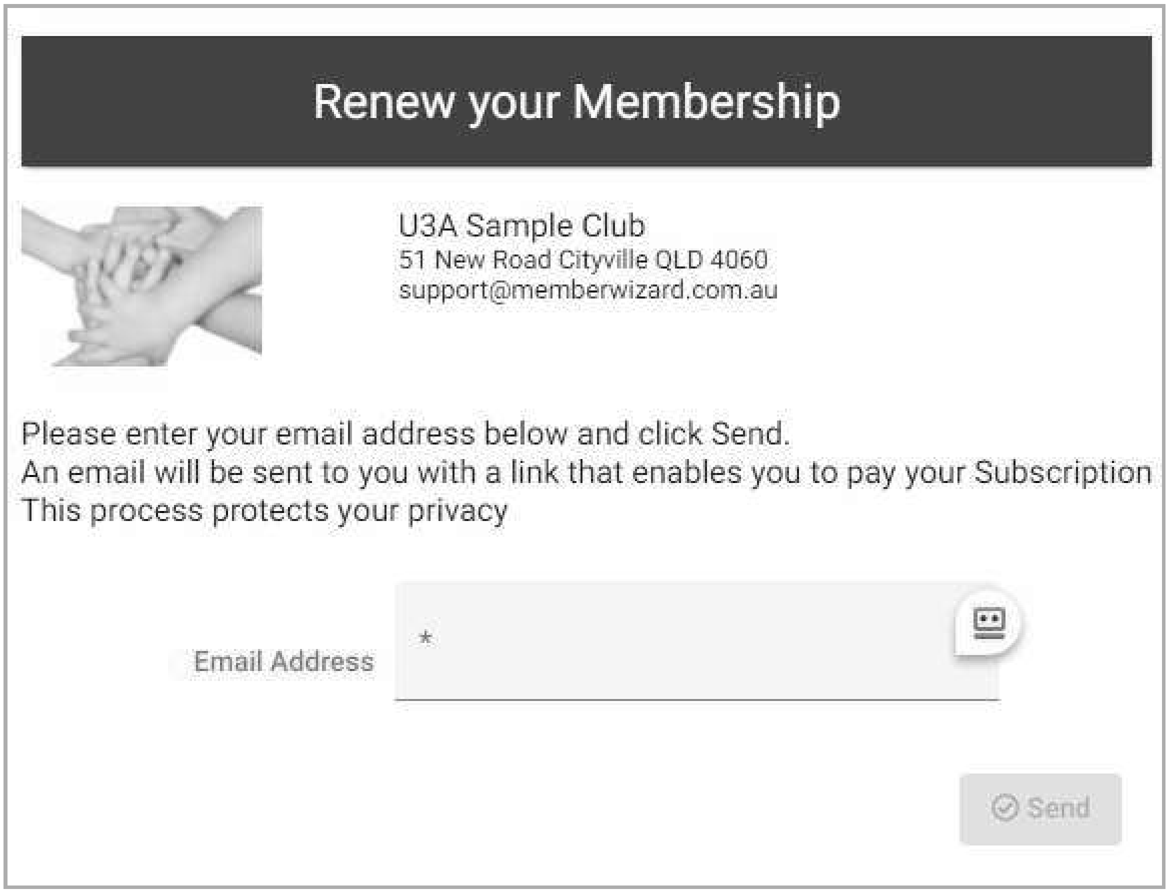
If the member is not paying an amount off their outstanding membership at this time then you can delete the line and add a line to represent the nature of the receipt. In this case the **Amount Owing** will remain the same.

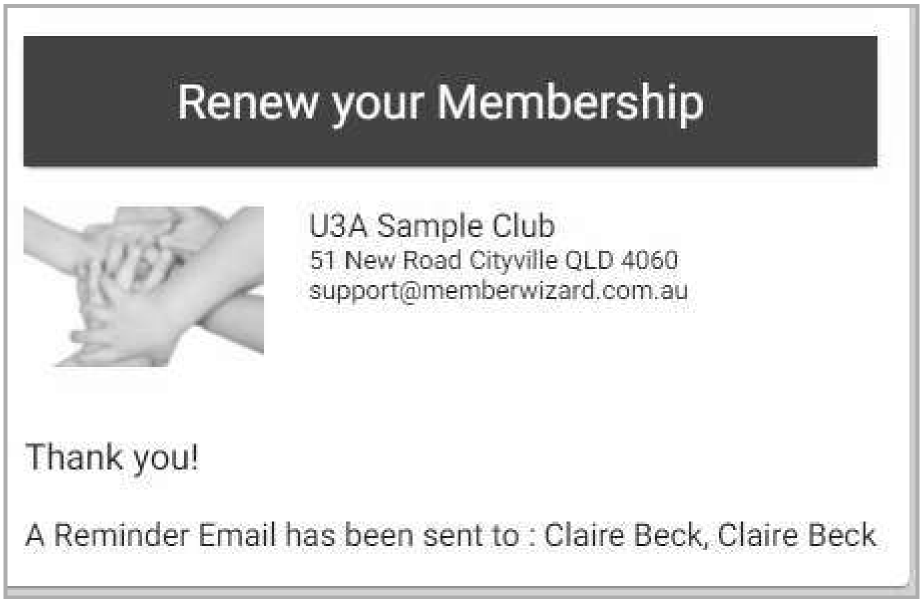

Member has outstanding balance: 50.00
OK
Member
Abaloz, Paulette
Receipt Date
19/10/2018
Payment type
Cash
Category
Comment
Amount
Full Member
50.00
Add
Print Receipt
Email Receipt

Renewing Member Details Online

Just as members can join your organisation online, so can they renew their existing membership and, if you have Stripe set up, pay online. Just as when you email your members a reminder they can update their personal details in your system, so too when renewing

Member Wizard maintains member privacy by asking renewing members to enter the email address linked to their account in your organisation's system. The email address is then matched with the member's details and a reminder notice is then sent to the member at the registered email address.





Should the email address not be found in your system the member will be advised of this and the email postal addresses of your organisation will be provided using the details found in your **Organisation Setup**.

Renewing Member Application

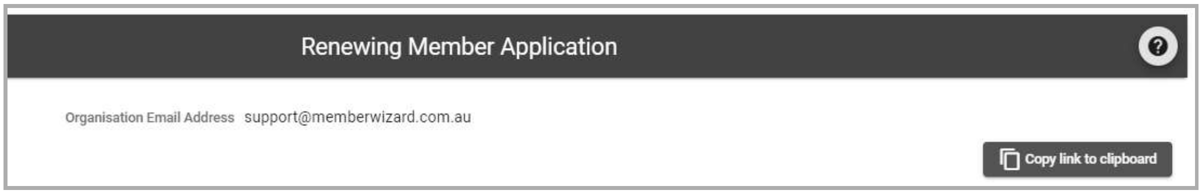
Both Active and Inactive members can renew their membership online if your organisation has placed the link on your web site. If a member is **Inactive** the renewal period will only be for the current membership year, not from back when they were previously active members.

PLEASE NOTE: The system has been set up so that members are not able to renew their membership until 60 days prior to it becoming due. This has been put in place from numerous incidents when member's forget that they have renewed and do so again and have to be refunded. The button to **Renew Membership** will not become active in the **Member Portal** until 60 days prior to the current membership period expiring.

To deactivate unpaid Members see the **Members/Deactivate Members** menu option. This permits a bulk change to be made for all members who's member subscription remains unpaid as at the current date. Alternatively you can go through one at a time and change the **Active/Inactive** status on each unpaid member.

Before an organisation can put the online member renewal form online there has to be an email address in the **Organisation Setup**. Once you have ensured that this is the case select **Settings/Renewing Member Application**

When you click the Renewing member Application menu option you will be provided with a link which you should copy to Clipboard. You can test this link if you wish by pasting it into your URL banner at the top of your browser. The link is simply a URL.



You now need to simply send that Clipboard link to your web site manager and ask them to place it in your page with a suitable title such as **Online Member Renewal**

Setting Up Member Payment Details

You can configure your organisation's set up in Member Wizard to reflect the means of payment for membership fees. These details are used both when sending out **Membership Reminders** by means of including a link in the accompanying email to pay by **Direct Deposit or Credit / Debit Card** and also when a new member joins from the link on your website **-** see **Settings, Member Online Applications**.

In order to provide your members with the details on how to access these payment methods you need to firstly include them in **Settings, Member Payment Details**.

Member Payment Options

There are two ways to accept payment through emailed **Reminders** and **Member Online Applications**: Credit Card or Direct Deposit

The process to register for a **Stripe Account** to accept payment by Credit / Debit Card is part of the Member Wizard setup process outlined below.

Accepting Donations

You can also check the **Enable Donations** box on any of the 3 payment options if you wish there to be an option for members to include a donation with their membership payment. This will then appear on the **Membership Reminder** sent out to them.

You can select which **Account Category** your **Donations** will be credited to or use the default existing **Donations** account category automatically selected by **Member Wizard**.

Setting up Member Payment Options

1. Credit / Debit Card.

Configuring this option will permit members to pay **Reminders** and also **Member Online Applications** using their Credit / Debit Card. Member Wizard uses independent banking system **Stripe** to provide this facility. Member Wizard **does not** store or even collect Credit / Debit Card details.

To setup your organisation to use **Stripe** check the box marked **Allow Credit / Debit Card** on the **Credit / Debit Card** screen. By default the option for your members to pay the **Stripe** costs for this is checked but if you wish your organisation to bear the charge then uncheck this box. Currently the fees for using **Stripe** is 1.70% plus 30 cents per transaction for domestic Credit / Debit Cards and 3.5% plus 30 cents per transaction for international cards. Member Wizard may also charge a small transaction fee depending on your service agreement with us.

When ready click the **Connect with Stripe** button and fill out the information required on the following screen. Once accepted and confirmed by **Stripe** you will be able to accept online Credit / Debit Card payments. These payments will be automatically credited by **Stripe** into the bank account you nominate during the set up process.

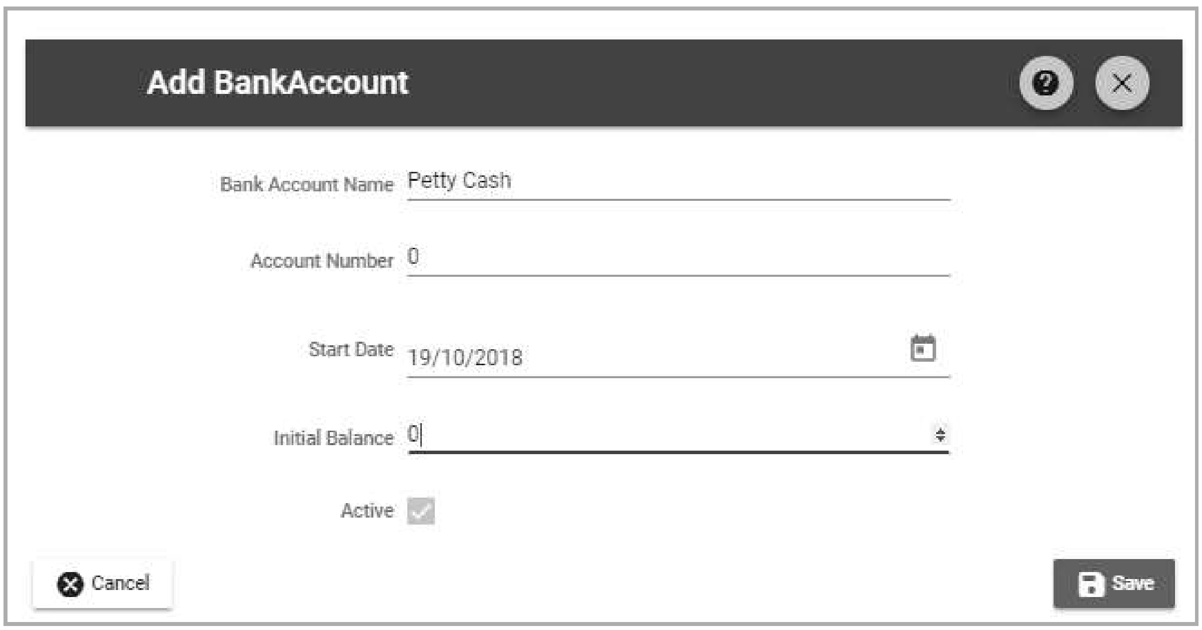
2. Direct Deposit

Click the **Allow Direct Deposit** box then provide your **BSB, Account number and Account Name** for your organisation's bank account. Once again, you can check the **Enable Donations** box if you wish an option to donate to your organisation appears on your emailed **Reminders**

Petty Cash

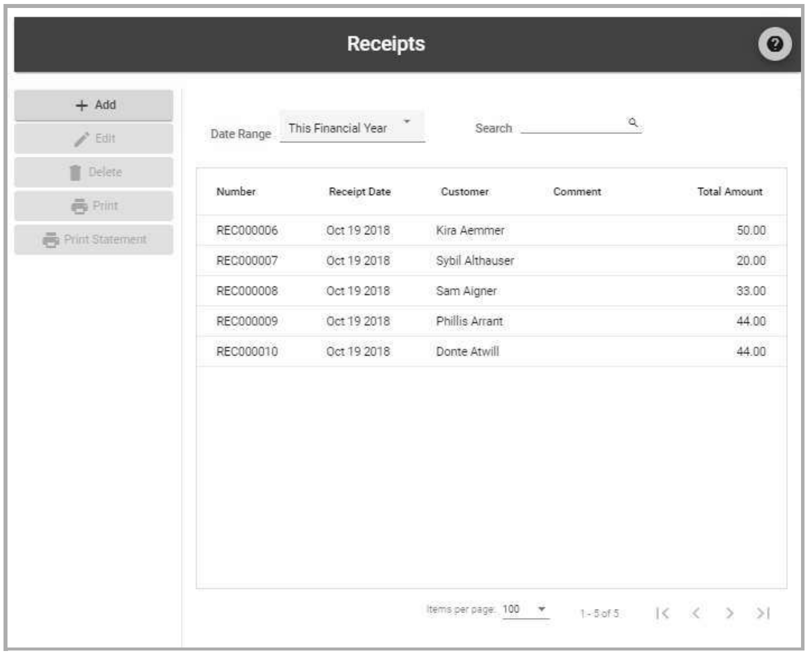
The best way to manage **Petty Cash** is to treat it like another bank account. In that way when you draw money from your bank account to fund petty cash you can perform a **Bank Transfer** and when you spend money from Petty Cash you can simply select it from the **Bank Account** drop down list. To do this you simply create a **Bank Account** and call it **Petty Cash** by accessing **Settings (or Money), Bank Accounts, Add Account** from the main navigation menu. Simply give it a 0 account number and whatever initial balance is currently contained within it, then perform a **Bank Transfer** for any money transferred into it to

Handled in this manner it will appear on your **Balance Sheet** and you can easily keep track on incoming and outgoing amounts and can even carry out a **Bank Reconciliation** on it if required.



Create a Receipt

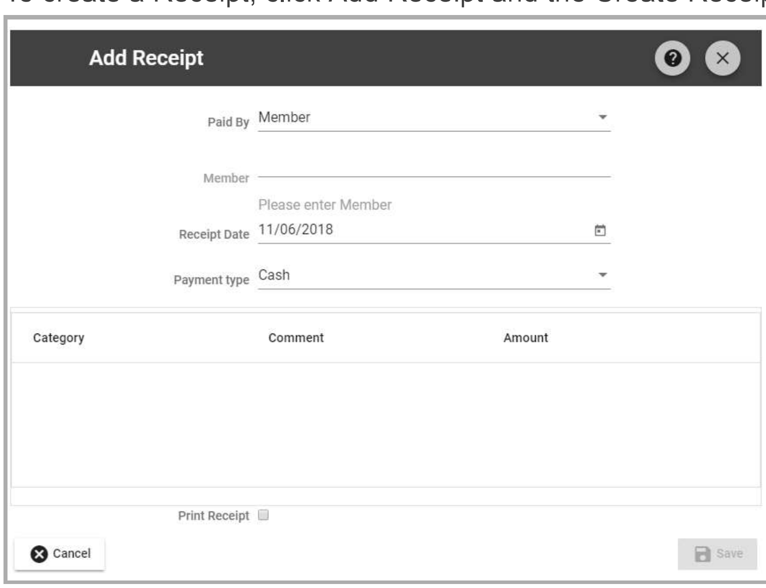
Click on **Money** and select **Receipt**. In the Receipt List screen you will see all receipts you have issued for the current financial year. If you wish to see previous financial years click the drop down box next to the **Date Range** heading at the top of the form.



Using the **Search** function at the top of the page, you can specify a date, the name of the person to whom the receipt was sent or a receipt number.

Creating a Receipt

To create a Receipt, click Add Receipt and the Create Receipt screen will appear.



If the receipt is for a member you can start typing the first 2 or 3 characters of the members surname in the Select Member Name box and then select them from the drop down list which will appear.

If the receipt is not for a member click in the **Paid By** section and select **Debtor** and select or enter the name of the person or company you wish to receipt. This name will then be stored in your **Debtors List** for future use.

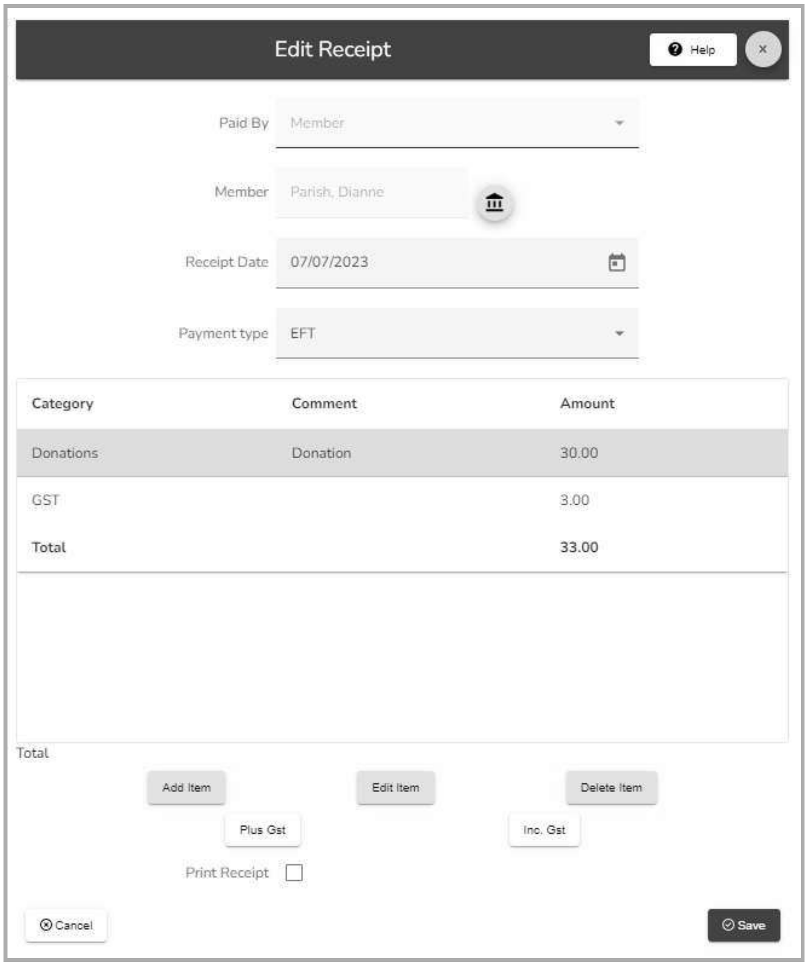
Click on the “Receipt Date” box and select the date from the calendar.

Click on the receipt type – Cash, Cheque, EFT or Credit / Debit Card. If the person is paying partly in say Cash and partly by Cheque select Split and then enter the two or more amounts and types.

Click the “Add” button in the “Items” box and either select a previous item category or enter a new item category. You can add as many items as you choose to the receipt however you can only add one membership fee payment to a receipt.

Including or Adding GST to a Receipt

If your organisation is registered for GST and the item you are entering is to have GST added, hightlight the item in the receipt Item box and click the **Add GST** button below the **Item** box. You will need to do this for any of the items you wish to include on your receipt which are to have GST added. Alternatively if the amount includes GST select **Inc GST** and the amount will be adjusted to include 10% GST.



Sending or Printing Receipts

When all items are entered select either the Email Receipt or the Print Receipt box. If you do not see an Email Receipt box then the person to whom the receipt is issued does not have an email address stored in the system.

In cases where there is no email address the Email Receipt box will not appear, you can however print the receipt.

Membership Receipts

If you select a Membership Type payment then the membership “Paid to Date” will be automatically incremented for the period for that membership type – depending on your subscription model (all members fall due on the same date or members fall due in line with when they joined). You can only add one membership fee payment to each receipt.

If a membership is only part paid, a member statement will be automatically created showing both the full amount due, the amount paid on this receipt and the amount outstanding. These membership statements can be printed or emailed at any time.

Handling Refunds

If you need to refund a Stripe payment simply highlight the receipt in the **Receipt List** and refund fees so if the member has paid these fees they will not be refunded for this component.

The system will automatically create a refund receipt which will appear in the **Receipt List** a couple of minutes later after you refresh the list.

If you need to refund any other type of refund (cash, EFT or Credit / Debit Card) then simply obtain the members bank account and BSB details and transfer the refund then create a **negative receipt** (ie a receipt with a negative amount shown) using the same account into which the money was originally recorded or you can create a specific **Account Category** for refunds and record it there.

If you do not wish to refund the money but instead leave the member in credit then create a negative **Invoice** again for the same category the funds originally were credited. This will sit against the member's payment record until they owe money for something else at which time it will be deducted.

Adding a Debtor

Why Debtors?

When you receive and receipt money from an individual or a business which is not a member of your organisation then you probably do not want them in your Member List. Instead you can add the individual or business into your database as a **Debtor**.

The only mandatory fields you are required to provide to create a **Debtor** is the **Last or Surname** field. You do not need to store any other details however if you wish to email a receipt to the debtor then you will need to enter an email address.

An example of a Debtor is your financial institution so that you can receipt Interest received. Another use is if you are receipting deposits of say Class money and you do not wish to record those payments against the individual Tutor who deposits the money as it is not really related to tutor's personal membership you can then create a debtor called for example Class Fees. Using this method all Class Fees can be receipted as a bulk amount but still be individually accounted for as **Line Items** on the same receipt.

Accepting Credit / Debit Card Payments

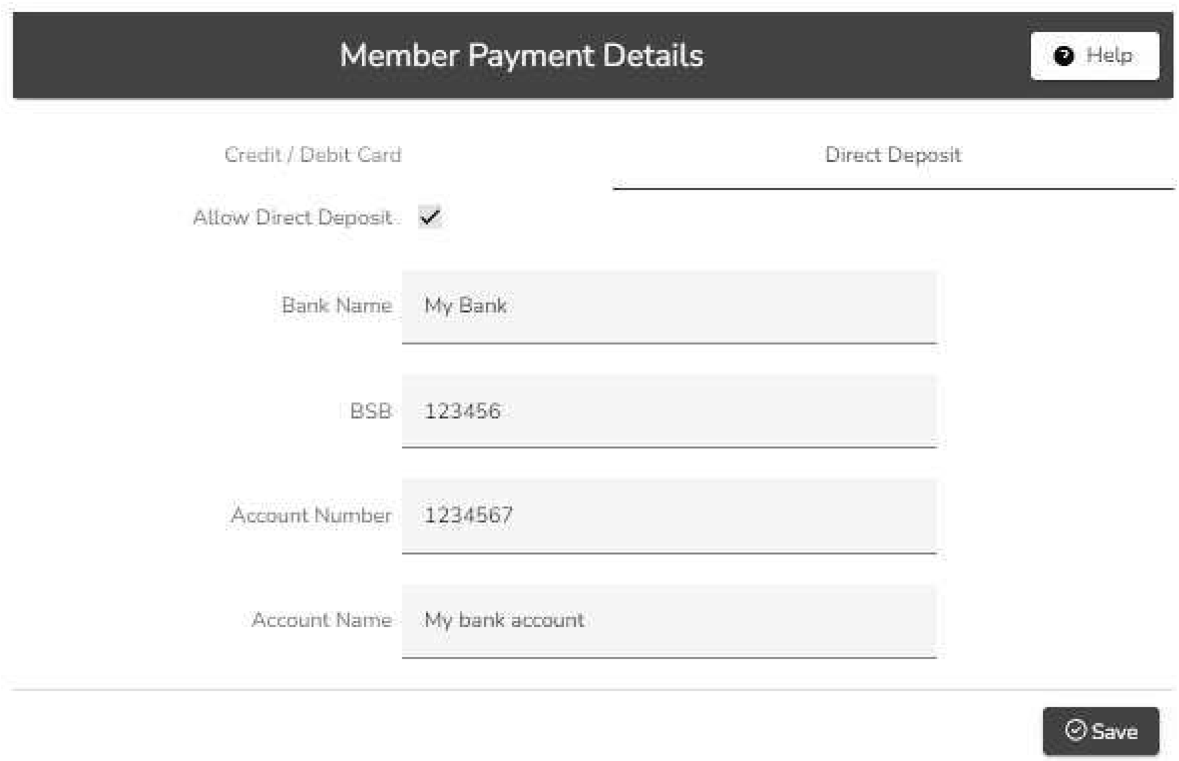
Configuring this option will permit members to pay **Reminders** and also **Member Online Applications** using their Credit / Debit Card. Member Wizard uses independent banking system **Stripe** to provide this facility. Member Wizard **does not** store or even collect Credit / Debit Card details.

To setup your organisation to use **Stripe** check the box marked **Allow Credit / Debit Card** on the **Credit / Debit Card** screen. By default the option for your members to pay the **Stripe** costs for this is checked but if you wish your organisation to bear the charge then uncheck this box. Currently the fees for using **Stripe** is 1.70% plus 30 cents per transaction for domestic Credit / Debit Cards and 3.5% plus 30 cents per transaction for international cards. Member Wizard may also charge a small transaction fee depending on your service agreement with us.

When ready click the **Connect with Stripe** button and fill out the information required on the following screen. Once accepted and confirmed by **Stripe** you will be able to accept online Credit / Debit Card payments. These payments will be automatically credited by **Stripe** into the bank account you nominate during the set up process.

Accepting Direct Deposit Payments

Click the **Allow Direct Deposit** box then provide your **BSB, Account number and Account Name** for your organisation's bank account. Once again, you can check the **Enable Donations** box if you wish an option to donate to your organisation appears on your emailed **Membership Invoices.**



Sending Pay Owing invoice

Sending a Pay Owing

If a member owes money for a number of items and you wish to send an invoice for all items which can then be paid by one transaction then this function will facilitate this.

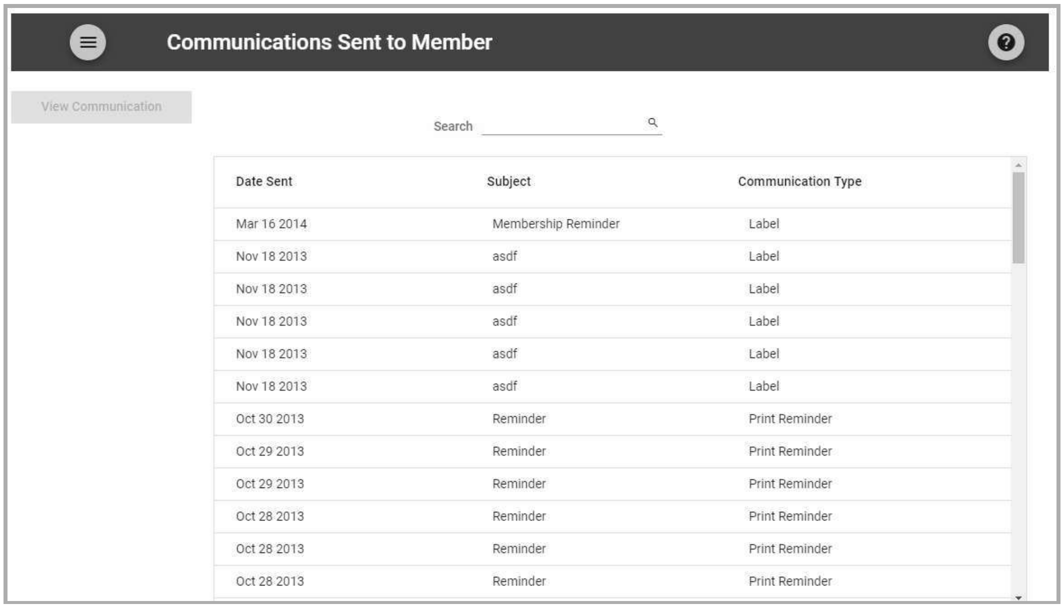
This is useful when using Stripe so that the member only pays one transaction fee.

Select the member from the **Member List,** highlight their record (do not double click) and click **Email Pay Owing** in the page menu. Note. This option will only be activated if the member has outstanding invoice/s.

Communications Sent

Member Wizard will keep track of what communications you have sent (emails, reminders, invoices, receipts, event invitations, SMS messages) and to whom they have been sent. It will also show whether or not they have been opened if the member's email service allows this function.

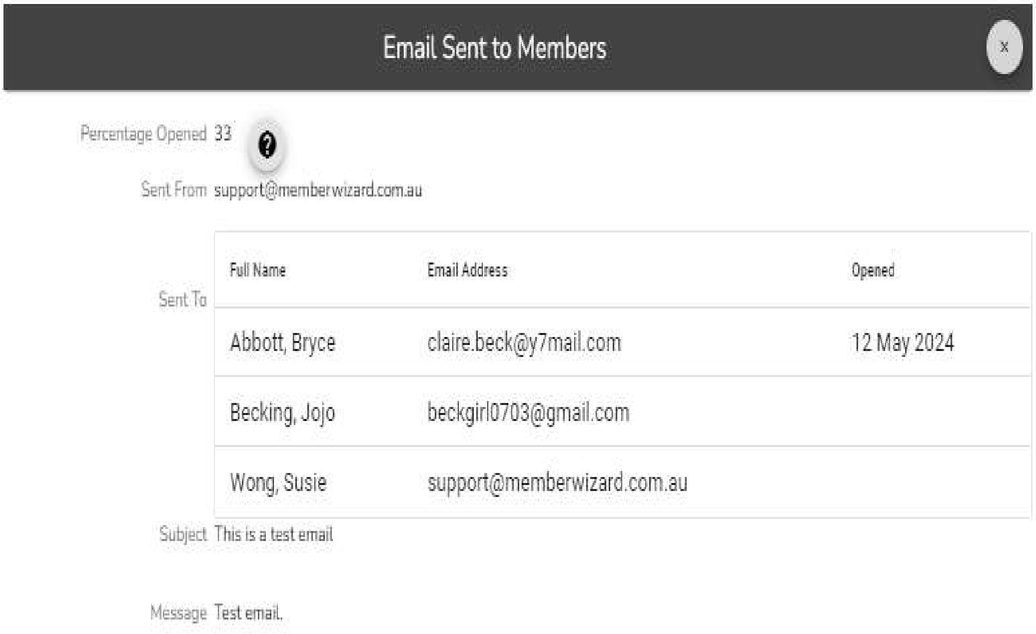
To view **Communications Sent** select **Communication**, **Communications Sent** from the main left hand navigation.



Viewing Sent Communication Details

To view details of the communication highlight it in the list and click **View Communication** or simply double click.

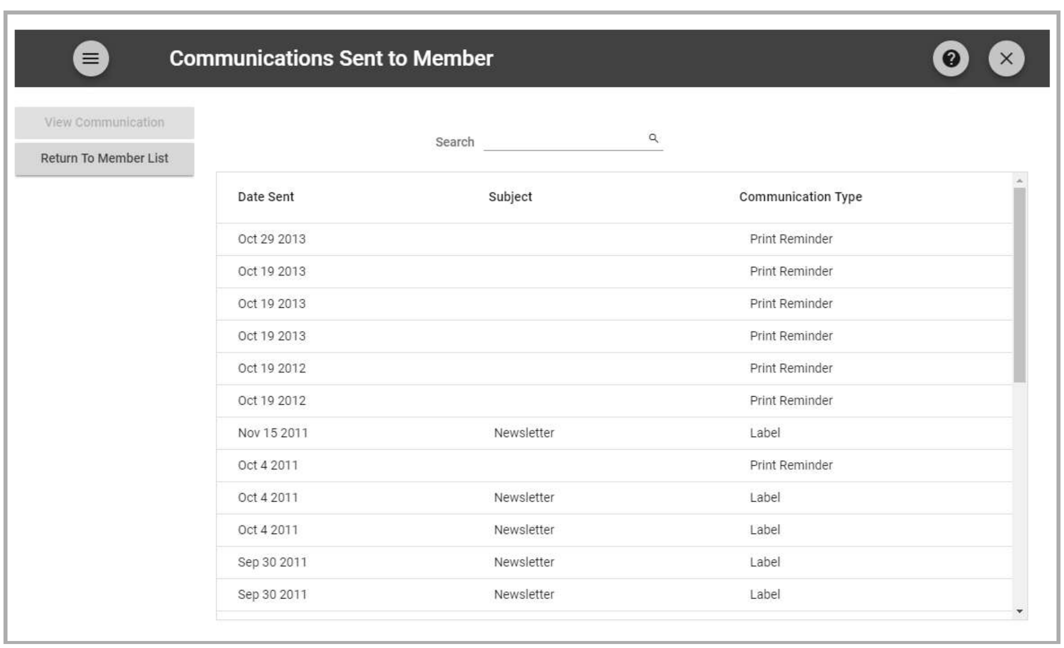
A panel will open which will show you the full details of that communication including who sent it, who received it what the subject and message contained and what attachments were sent and, if the email provider facilitates it, it will show the date that the email was opened.



Viewing a Specific Member's Communication History

To view communications sent to a particular member select **Members, Manage Members** from the main left hand navigation. Highlight the member you are interested in and click Communication.

To view a particular communication, highlight it and click **View Communication** or simply double click and full details will appear. The details will also include all other members who received the same communication at the same time.



Sending Emails

Member Wizard allows you to email your membership as a whole, individually, by membership type or in whatever groups you wish to create.

Emailing an Individual Member

To email an individual member, open the member record from **Members List**, select the member and click the **Email Member** button in the left **Action menu**

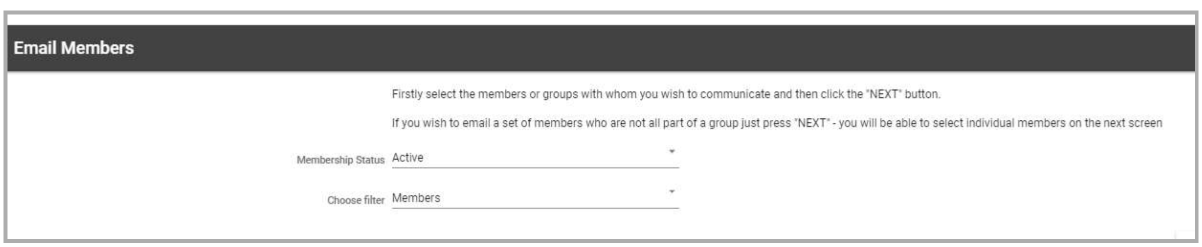
Emailing a number of members

To email more than one member, access the **Email Members** function under **Communication** in the main navigation.

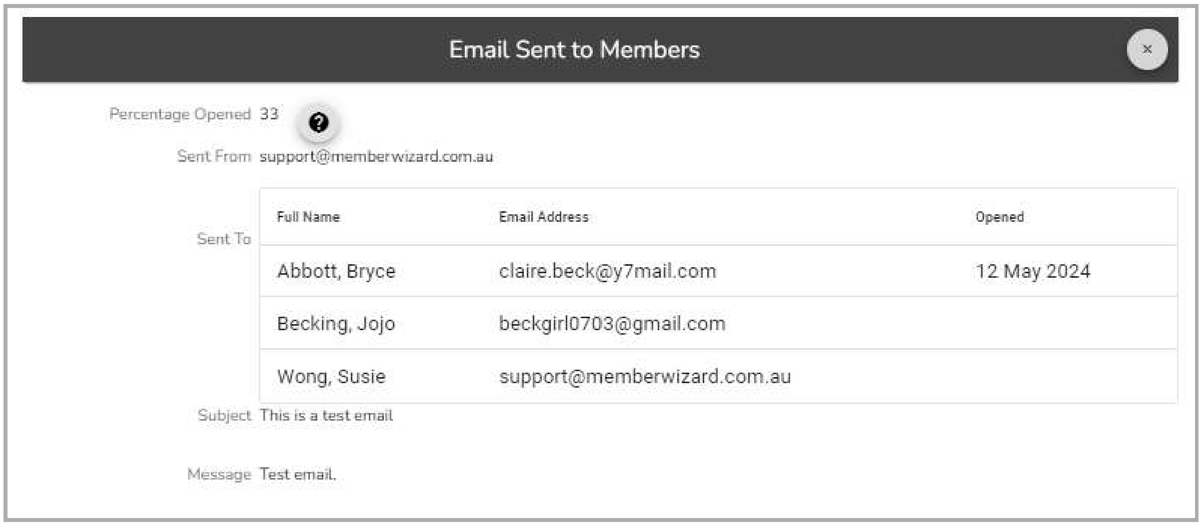
If you wish to email **All members** click **NEXT -** you will be able to select individual members on the following screen.

To email a Membership Type or Group of members

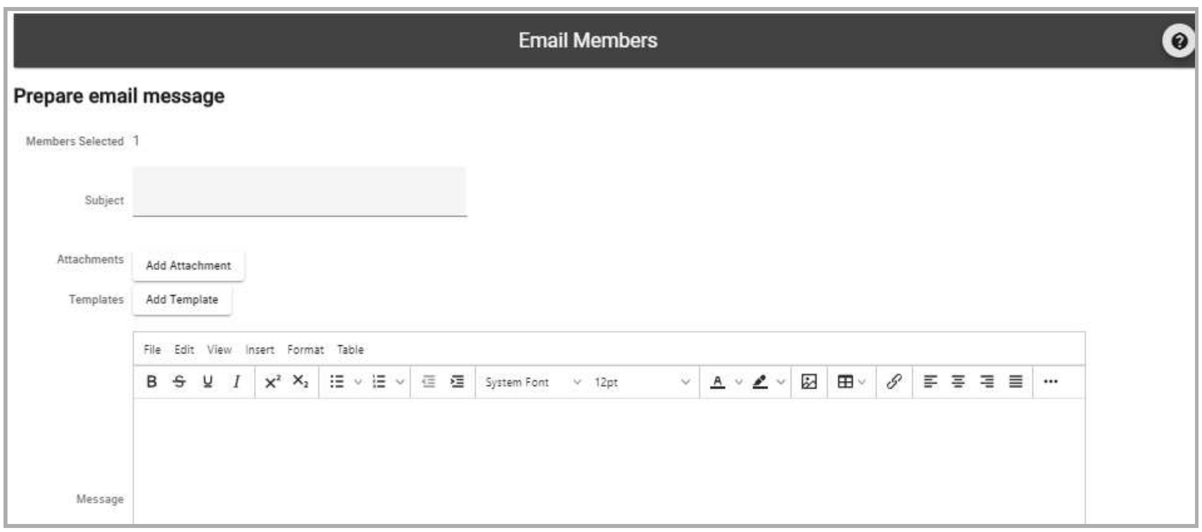
If you wish to select a **Membership Type/s** or **Group** click the **Filter** field and you can multi-select which ever groups, membership types, classes or tutors you choose. The system automatically defaults to only **Active** members however you can change this by selecting either **Inactive** or **Both** from the **Membership Status** drop down.



On the following screen you can deselect any members from your list that you do not want included in receiving the email. To remove all members from the send list, click the green **Select Recipients** box. When you are ready click **Next** to enter the email body.



On this screen you can enter your email **Subject** and write your actual email. Note that you will not be able to **Send** the email unless you have entered a **Subject** in the relevant field. The email entry screen has a number of editing and formatting tools including inserting an image or linking to external web sites etc. The icons used to represent these features are standard across most software applications so will not be described here in any detail.



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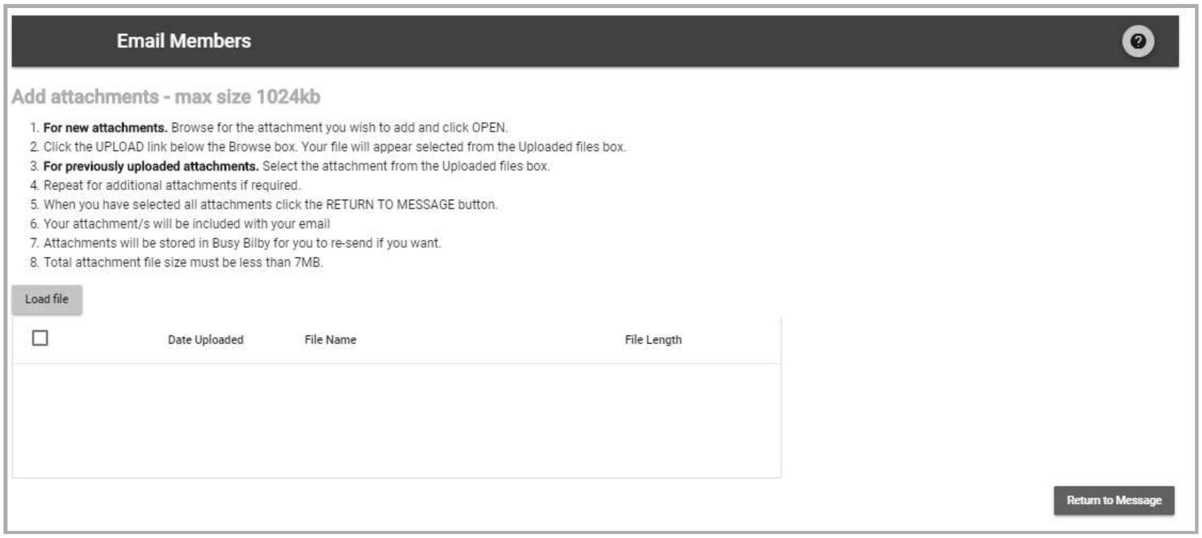
Adding Attachments

Your email can include attachments which you must first upload to the system. Once uploaded you can reattach them to future emails without re-uploading them each time. .

To add an attachment click the **Add Attachment** button to the bottom left of the email body screen



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1. Click the **Load File** green button and find the attachment you wish to send on your computer. Select the file and click the **Open** button at the bottom of the file window.

2. The file will load into the system and will already be selected ready to attach. You can add further attachments as required however each file must be no larger than 1mb and the total of all attachments must be no greater than 7mb.

3. When you have uploaded all files, click the **Return to Message** button to the bottom right of the screen.

4. You will be returned to your email message and the name/s of your attachment/s will appear above your message.

The final step occurs once you click **Send** at the bottom right of the screen. After all emails have been sent the system will return a message to you advising you of the total number of emails sent.

You can view all emails sent by accessing the **Communications Sent** function under **Communication** in the main navigation.

Adding a Template to an Email

You can add a previously created **Email Template** to an email by clicking the **Add Template** button and selecting the template you wish to insert.

The process to create and add Templates to an email is covered in detail in the Help File associated with **Templates** under **Communications/Templates.**

Printing Membership Invoices

This menu item is only for members without an email address recorded against their record. It will only show those members in the list to print.

To edit the information appearing on the invoice do so in **Settings/Organisation Details** on the **Members** tab in the **Print Renewal Instructions** box.

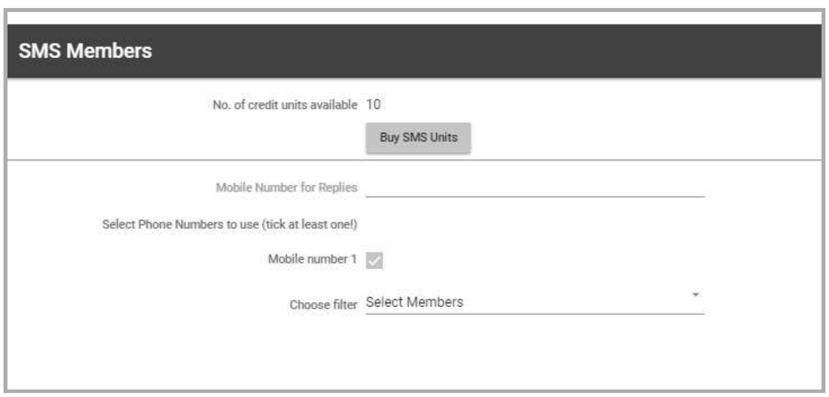
Send SMS Messages

Sometimes you need to get a message to your members or a member quickly and Member Wizard can help with this by allowing you to SMS a message to your members' mobile phones.

You can send to a single member, group of members, all members or if you are using **Classes**, a Class. All organisations are given 10 free SMS "units" when they sign up to Member Wizard but you can purchase more by selecting **SMS - buy units** from the **Communications** menu option. SMS units are costed at 9 cents each for 100 units. 1 unit = 1 SMS and 8c each for 1000 SMS units.

To send an SMS select **SMS Members** from the left navigation **Communication** menu.

Member Wizard will display options to send to any field which has the word **Mobile** in it. See **Help File** called **Phone Number Fields** under **Setting up and Managing your Organisation** in the **Help Contents**.



You will see how may SMS units you have in your SMS Account and by clicking the button **Buy SMS units** you can purchase more using a Credit / Debit Card. Your SMS units will be immediately available.

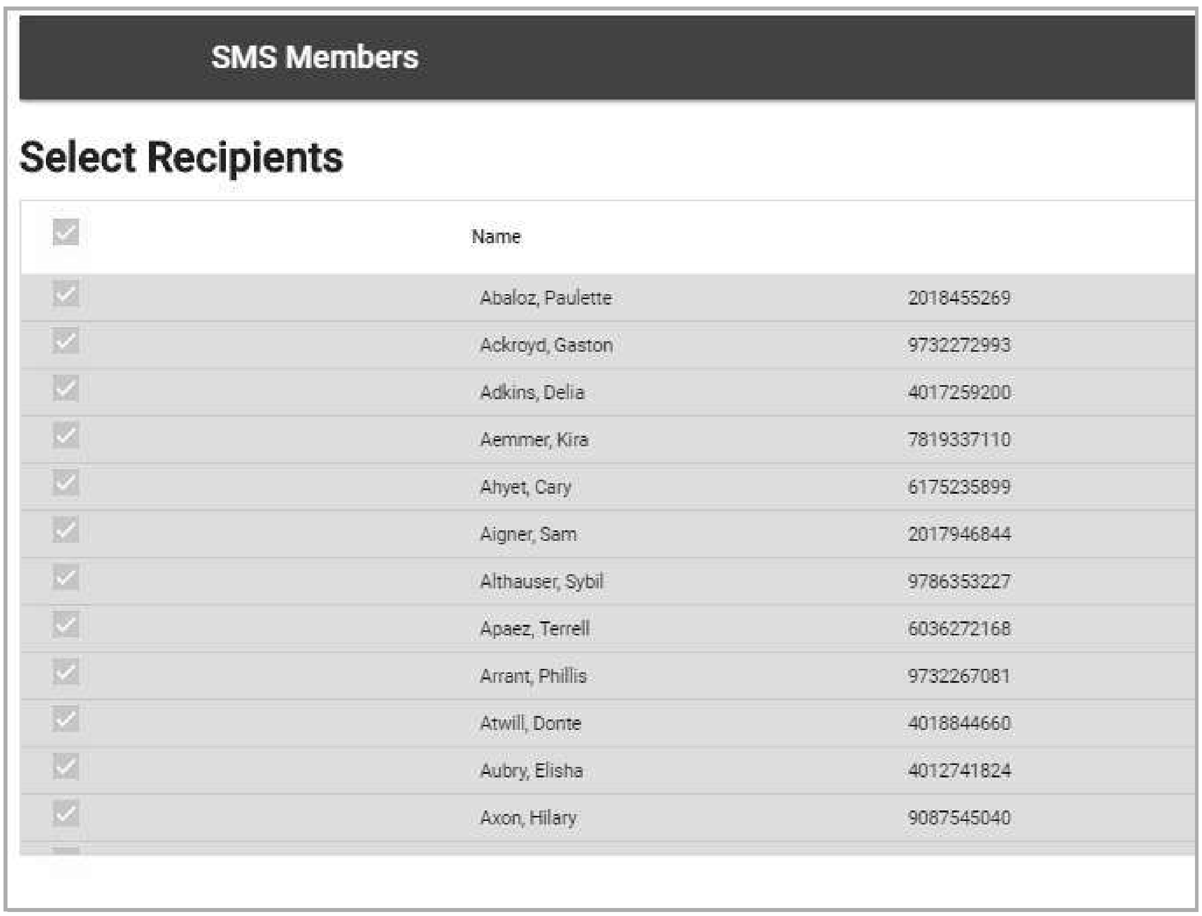
Under the field **Mobile Number for Replies** you must enter the mobile number of a phone to which members can respond. You can not send messages without providing this information which must be a mobile number.

Check the box which represents the number in your member database that you wish to send the message to. If you have a couple of mobile number fields you can choose either or both (See **Phone number fields** above.

You can then select whether you want to send either to **Members** as a whole (or individually) or to a **Group** or to students of a **Class**. You will be able to select particular members (or exclude them) in the following screen. Click the **Next** button when ready.

Click the **Next** button when you have the members you wish to send to.

The next screen allows you to type your message. It will let you know how many mobile numbers you are going to be sending to and the equivalent number of SMS units required to send your message. When you have typed your message click **SEND**.



If you wish to review how many messages were sent, to whom they were sent and the content of the message you can find them in **Communications Sent** under **Communication** in the left hand navigation.

IMPORTANT

You can NOT include web addresses or other URL's in text messages. SMS providers will not send the message if it includes a URL link as it is frequently associated with scamming.

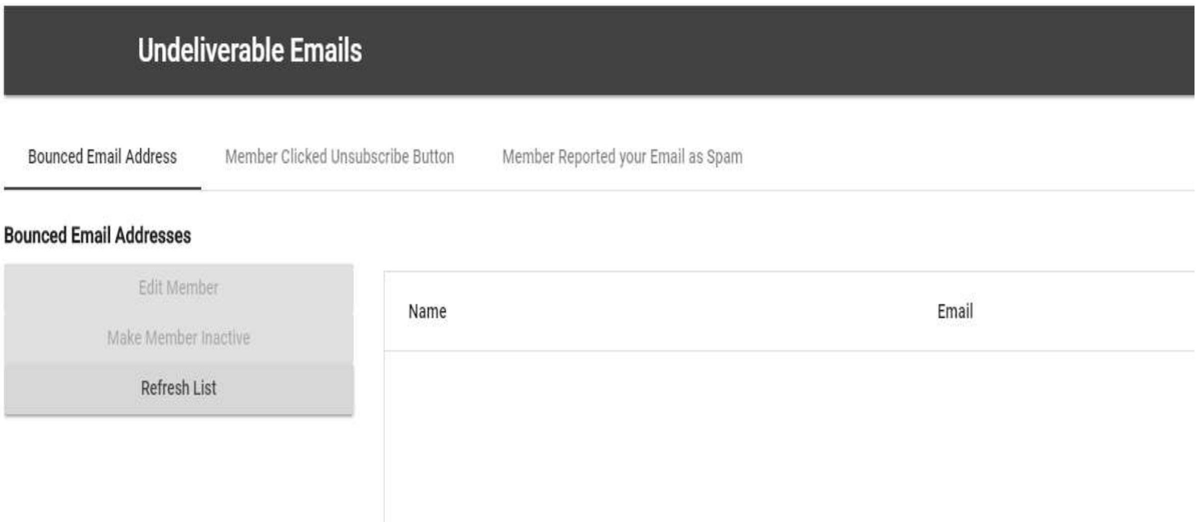
Purchase SMS Units

You can use Member Wizard to send SMS messages to your members, either individually, in Groups or to the entire membership as a whole.

1. Select Communication/SMS-Buy Units from the main left hand navigation
2. Click the arrow beside the Select Number of Units and select the number you require.
3. You must use a Credit / Debit Card to purchase SMS units which will be immediately available.
4. Select the number of units you wish to purchase and click **Pay**
5. A box to enter a credit or debit card will appear.
6. If you wish your tutors to be able to contact students by SMS you have to set up an **Automatic top up** from a registered card. Firstly go to **Settings/SMS Credit top up** and enter your card details. You will then be able to select this card for payment for automatic top up.

Handling Undeliverable Emails

There are three reasons why emails sent through Member Wizard are undelivered to their recipient. Each of these is tracked in the application and can be viewed at **Members, Undeliverable Emails** or **Communications, Undeliverable Emails.**



<u>Across the top of the form are 3 tabs.</u>

1. Bounced Email Addresses: This screen contains a list (if any) of email addresses in your system which are invalid, usually because they have been recorded incorrectly. To correct the email address simply highlight it select **Edit Member** and correct the email address. The invalid address will eventually disappear from the queue. Alternatively if you don't know the correct email address you can select the member and click **Make Member Inactive** to remove them from your **Active** database. Later when you have the correct details you can reactivate them again from the **Member List** on the main page by changing the **Status - Active** at the top of the list to **Status - Inactive**, locating the member's name and checking the **Active** box at the bottom of the **Organisation** tab page.

2. Member clicked Unsubscribe Button: Sometimes a member will click the link at the bottom of an email they have received through Member Wizard which says **Unsubscribe**. If they have done this in error and contact you asking to be **Resubscribed** you can highlight them in this list then click the **Resubscribe** option in the form navigation. The member will then once again receive your emails however you will have to resend any which they missed.

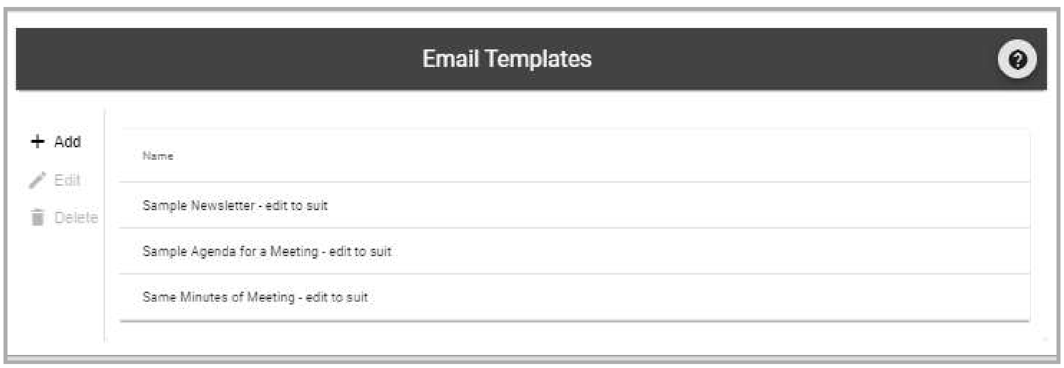
3. Member reported your Email as Spam This option is more critical because if you have too many members who report your emails as spam (this can be as easy as them dragging your email into their Spam folder), then your email dispatch will be blocked by our email service supplier. For this reason please do not re-subscribe any members who have submitted an **Unsubscribe** request unless you have direct instructions from them to do so. If you believe you may have been blocked please contact us immediately through the **Support** button at the

Amazon blocks emails if more then a certain percentage are reported as Spam by members who receive a particular email. You can not unblock Spam blocked members yourself. You must advise us of their names and we will remove them from the spam list on our end. It may take a few further days for the member's email provider to remove Member Wizard from their block list.

Creating an Email Template

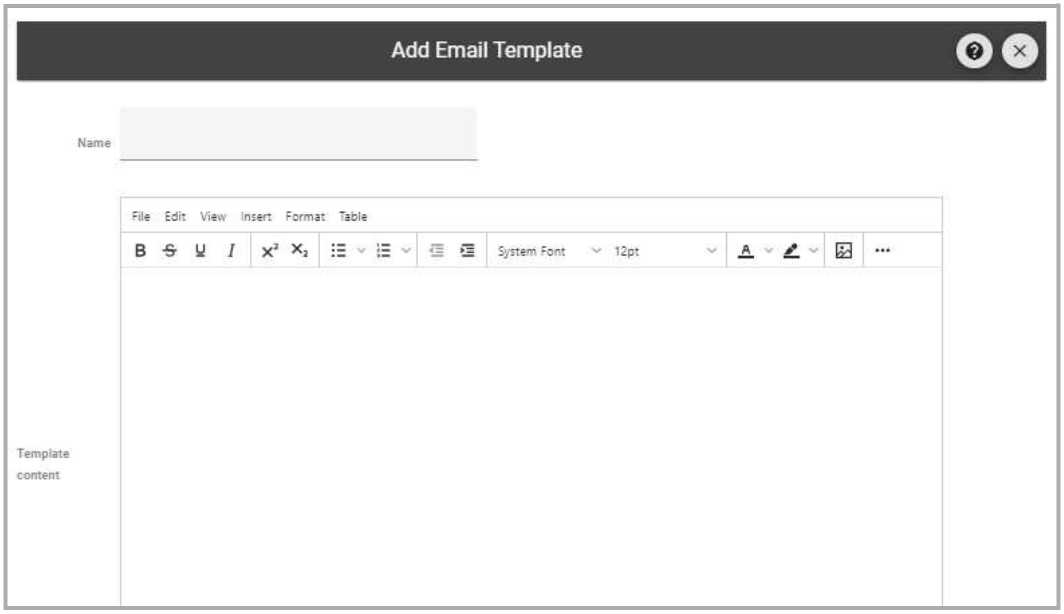
Email templates are useful for adding regularly used items to an email body rather than sending as an attachment. They are very useful for instance in providing a templated layout for a newsletter, or a signature at the bottom of an email. You may wish to create an Meeting Agenda template for sending out standardised Agendas.There are many uses. Samples for these are provided in your list of existing templates which you can either edit to suit your requirements or create from scratch yourself.

The template you create can then be added to the body of any email you send where it will appear below your cursor on the Edit Email form. So for instance to insert your signature into any email you would firstly create it, then when preparing an email to send you would type your email out then select **Add Template** by clicking the button above the email body copy and selecting it from the list of created Templates.



How to Create an Email Template

Click **Add +** in the **Communication/Templates/Email Templates** form.



Adding Images to a Template

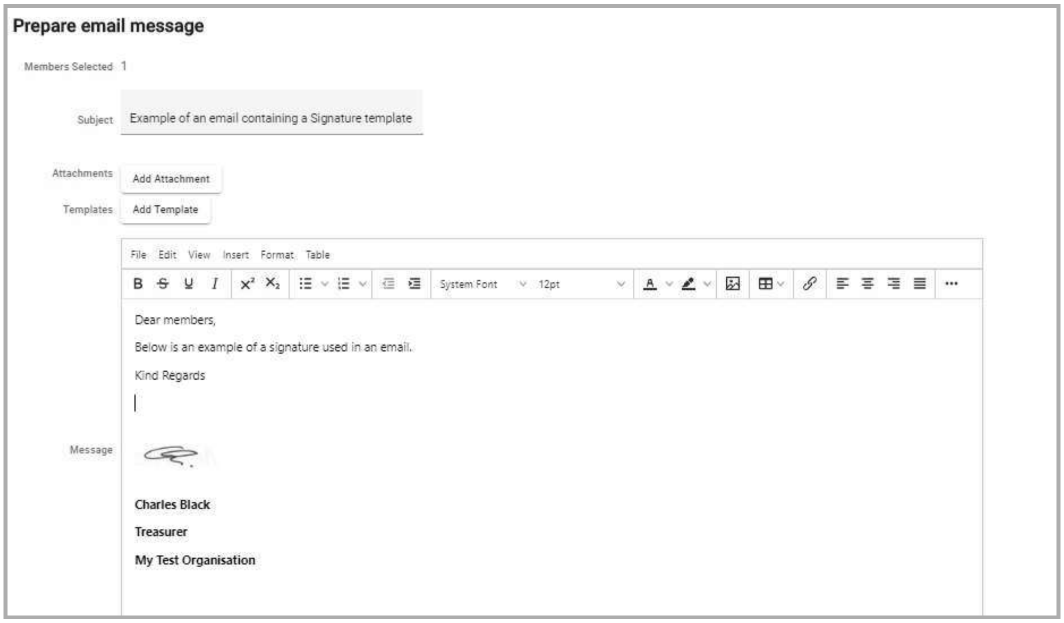
You can add images to your template by firstly placing your cursor where you wish the image to be inserted then selecting **Insert/Image** from the toolbar.

To use an image in your newsletter or other template you firstly need to upload or save it on your computer at a location where you can find it.

Select **Upload image** from the **Insert/edit image** dialogue box and browse for the location of your saved image and select it. Click **Save**.

Creating and saving an email signature

You can create a saved email signature simply by creating a 1 row x 1 column table template and typing the text into it that you wish to include in your signature with appropriate line breaks and styling as required. Just remember not to call it Signature when you save the template as all templates are available to all users of your system so include your role as well eg TreasurerSignature in the template name to avoid confusion.



Adding a Table to a Template

Tables are used where you want to align text eg a Newsletter story item with an image which relates to that story

Tables have rows (horizontal aligned) and columns (vertically aligned). A table with one row and one column is still a table.

Typically you would type your newsletter story in the first column in a row and insert an image in the second column of the row. Alternatively if you wish to run your story in two blocks you could type the first block of text in the first column of a row and the second block in the second column.

To set up the header row with the name of your organisation and the date of the newsletter you firstly set up a 2 row x 1 column table. Then to create the actual newsletter you can either continue like this with the news story appearing in the first row and any pictures in the second row or you can insert a 1 row x 2 column table and have the story on the left and the image on the right. The first can be better for mobile phone viewing.

You find the tool to insert a table in the **Insert/table** tool bar item. Simply highlight the number of columns and rows you wish to include in your table.

You can have as many rows and columns as you require. You can also have a number of tables running one after the other down the screen. In this way you can change the alignment of text and images.

Remember when you are creating the Email Template you do not enter the story/ images you only make the containers in which to place them (rows and columns). In the example given I have simply added text and pictures to illustrate how these will appear when you insert them into your email. When you actually prepare the email and use the template you would replace these with the stories and pictures relevent to the particular newsletter.

The Sample Newsletter Template
In the example below, there is a newsletter with 3 tables on it.

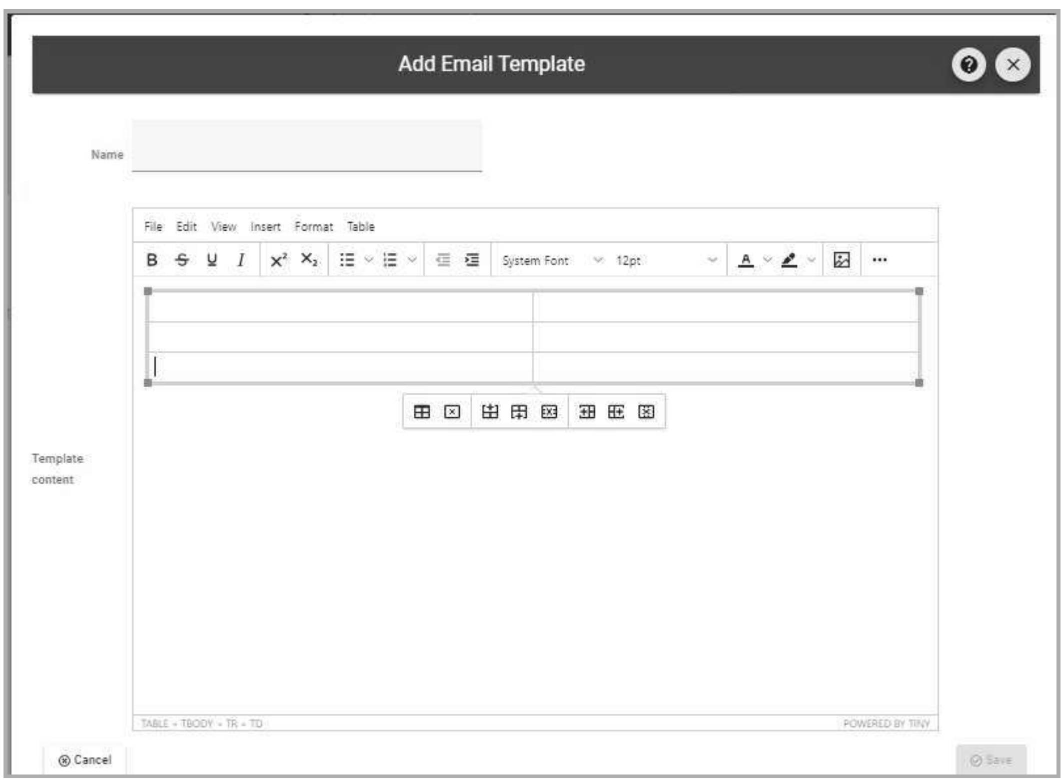
The first table has 1 column and 1 rows and the example shown contains an image for the logo of the organisation and the organisation name and identifies it as a Newsletter. It has had a black border and a Light Gray background applied to it.

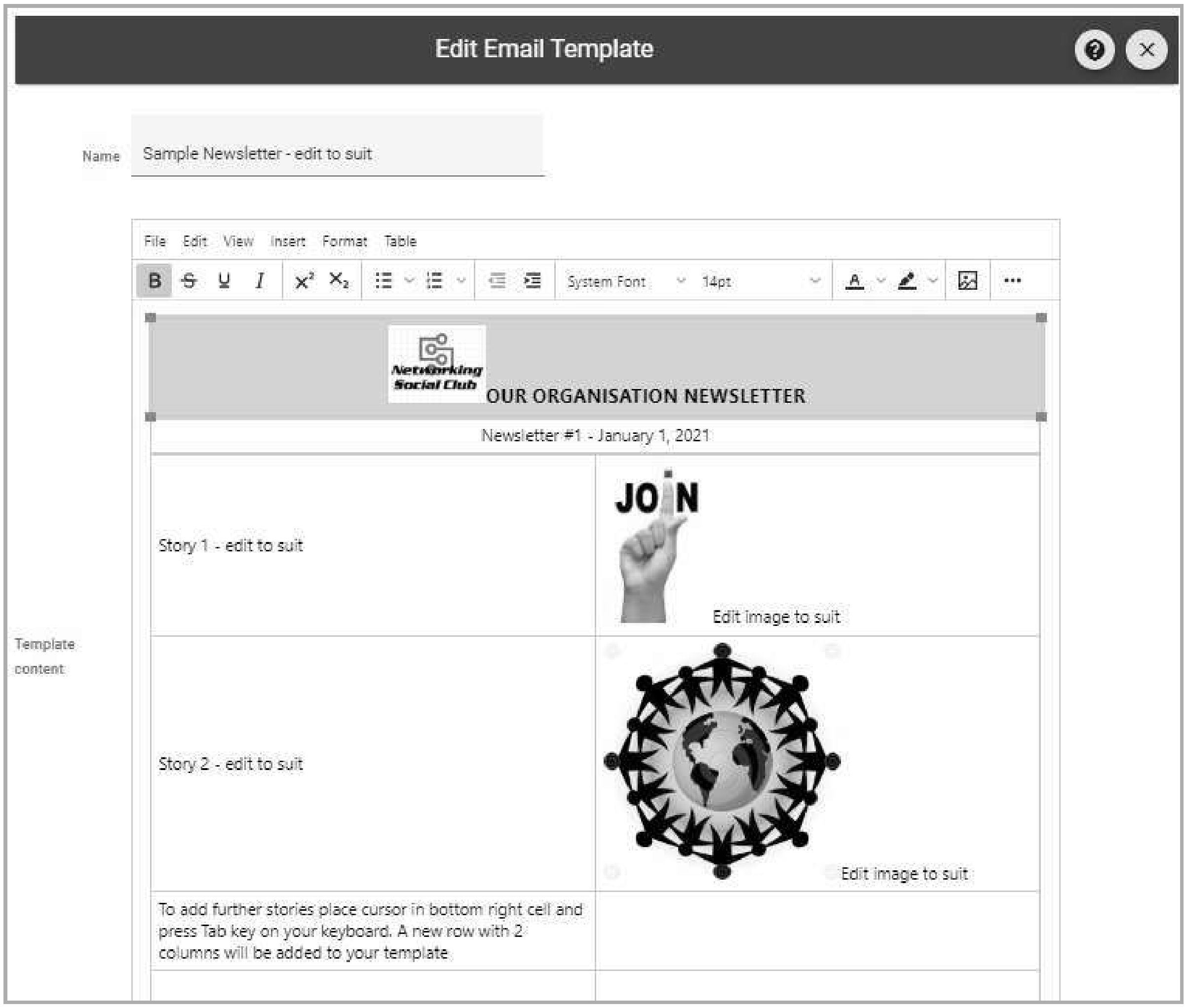
The second table immediately below it has 1 row and 1 column and contains the Date and the number of the Newsletter.

Both these tables have had the text set as **Centered**.

The third table immediately below the above two contains 2 rows and 2 columns with the left hand column of each row containing the text of a story and the right hand column containing an image.

Once you have your Email Template for a Newsletter you can insert it into any email you wish. Then add the text and images that you wish to include. To find the tools to configure your table select the first icon in the row which appears below your table when you click within it then select **Advanced** called **Table Properties**.



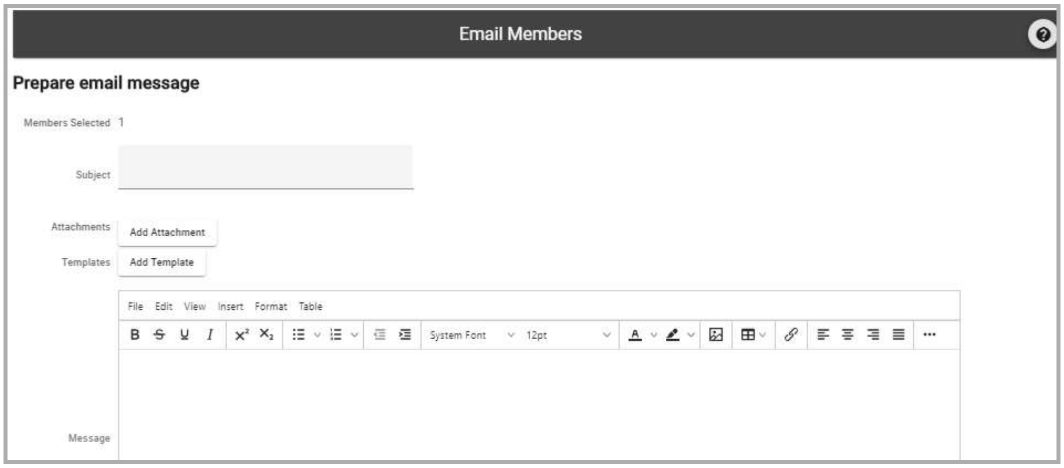


Using your Email Template

In order to use a template start the process of sending out an email to whoever you wish to receive it by selecting the recipients in the usual manner under **Communications/Email members**.

You will notice there is a button called **Add Template**. Click this and select the template you wish to use from the list of Templates you have previously created.

The template will be inserted below your cursor in the **Message** section of the email. You can then edit this as appropriate for your requirements and then **Send** as usual.


Email Members
Prepare email message
Members Selected 1
Subject
Attachments
Add Attachment
Templates
Add Template
File Edit View Insert Format Table
System Font
12pt
Message

Creating and Viewing Events

About Events

Member Wizard can help you let members and others know when your organisation is having an event to which you'd like to invite them. Members can be sent an email advising them of the event which will permit them to register themselves and others for the event and if a cost is involved then after they have registered they will receive by email an invoice which will permit them to pay using whatever method the organisation has setup - at the least this will be by direct deposit but Credit / Debit Card payment is also available if Stripe has been installed. Non members and members can register for the event through the **Link for Website** which can be placed on your webpage. Members can also be emailed the event registration or they can access it through their **Member Portal**

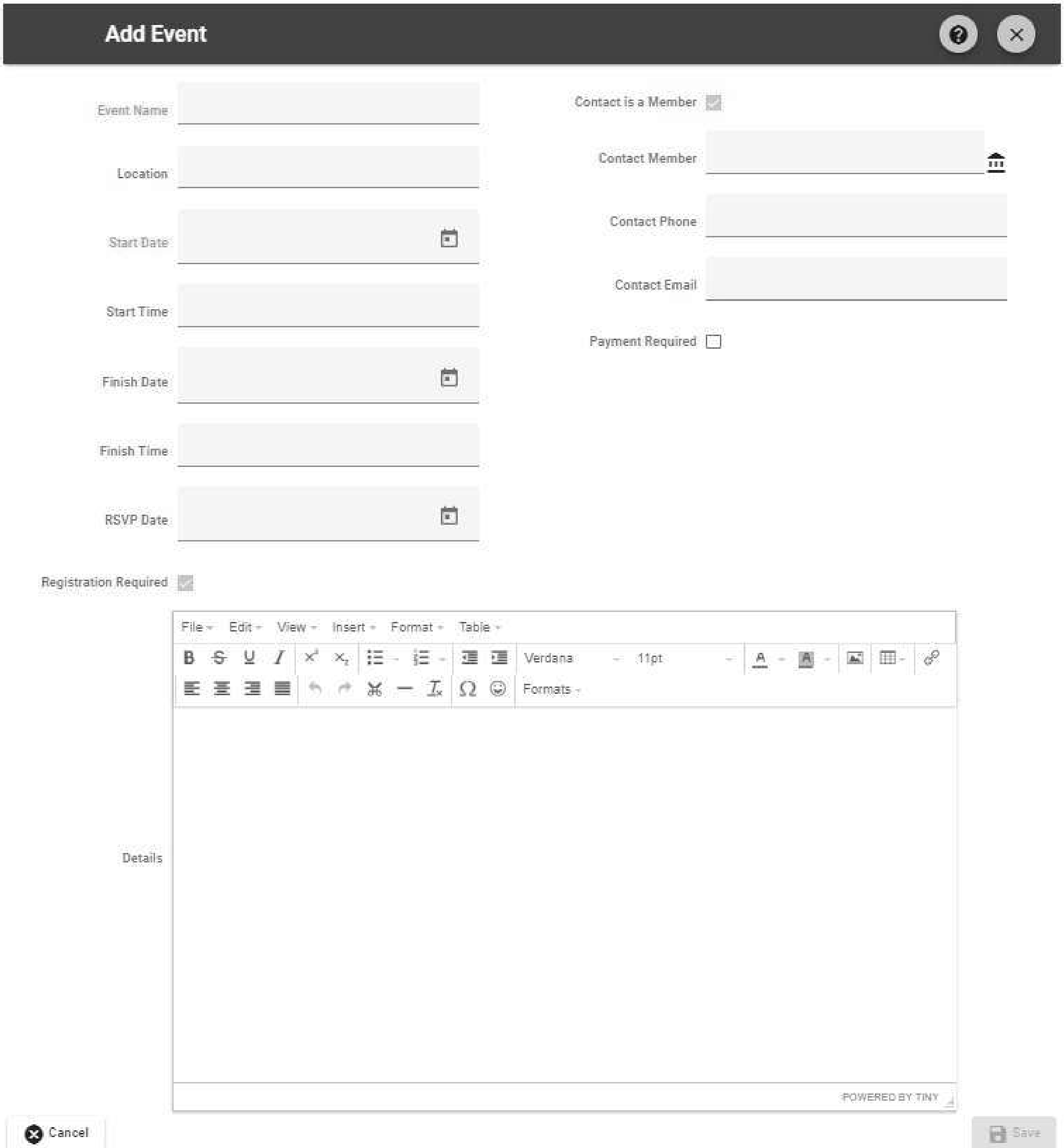
Should someone who has already registered wish to add additional tickets to their registration they can do so from the same email they were originally sent however it is important to note that if the Event involves payment then each time a new registration is completed, a new invoice will be created which will ONLY include the additional tickets. It will not include the previous tickets if these too have not yet been paid for. Your registrant if paying by Credit / Debit Card is available, needs to pay for all the invoices individually or alternatively contact the organising contact person to make payment collectively by Credit / Debit Card. If however they wish to pay by direct deposit then the total of all outstanding tickets can be obtained by clicking the **Statement** link on the registration page or the member can pay the full amount by clicking **Pay Owing** in their Member Portal.

Should someone register for an Event which has exceeded the capacity set on it, or if their booking is such that the total number of registrants on it would exceed the total capacity set then the complete registration will be placed on the **Event Waiting List** and the member will not be invoiced. If you due to cancellations or because you have increased the event capacity the booking can be accommodated, then you can move the registration from the Waiting List to the Registered List.

If you move an event registration from the **Waiting List** to the **Registered List** at the back end then while the person will be registered and their invoice created, it will not have been emailed so should you wish the person to receive an invoice you should go to the **Invoice List** in **Money**, locate the invoice and click the **Email Invoice** button in the page menu. If however the person registering does so from the online website link or from the emailed event, their invoice will be automatically emailed to them.

Creating an Event

To create a new Event, click on **Events, Manage Events**. Complete the details of the event.

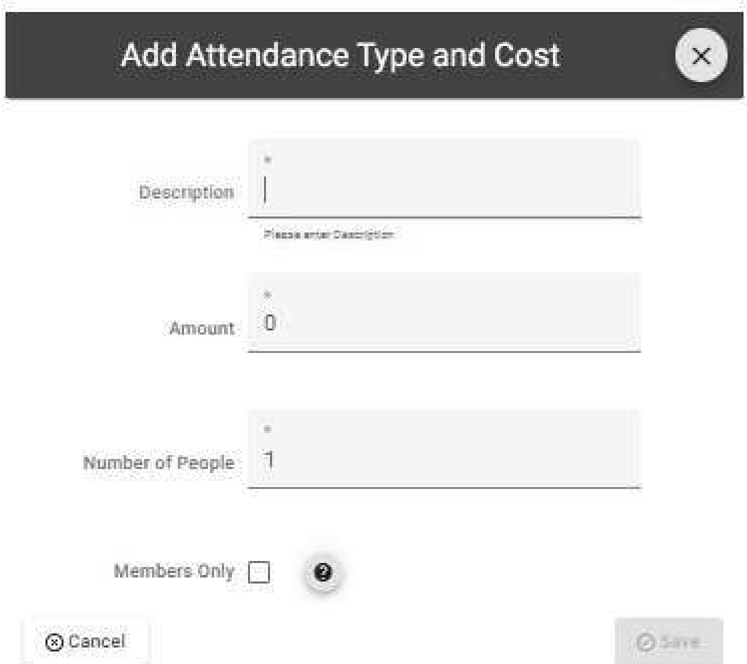


If you leave checked the box marked **Contact is a Member** then you will be able to search and select the member who is the main contact for the event and all their contact details will be automatically added to the event invitation. If you leave this box unchecked then you can enter any name and contact details.

Collecting Event Payments Online

If you wish your members to be able to pay for the event from their emailed invite or from an online link or the Portal then check the box **Payment Required**.

Click the button **Add Attendance Price** and enter the types of "ticket" prices and their costs. For instance you may be running an event where members pay one price and non-members another. In this case you would create the two different "ticket" prices.



In the **Description** field give a name to your ticket which will enable your participants to decide if it applies to them eg Member plus Partner ticket.

In the **Amount** field enter the cost of that ticket and in the **Number of People** field indicate how many people does the ticket admit. For example for the Member plus Partner ticket it would be 2.

If that ticket type is only available to your members then check the box marked **Members Only**. If you do this then this particular ticket type will only be available for members to select so if you wish to place the event on your organisations website and have non members register then you need to add another ticket type for non-members without that box checked.

If a member registers through the website they will be asked to enter their registered email address. If this address appears in your organisation's database they will be emailed a registration form for them to complete. In this way the system will link the registration with a registered member.

As you create each Ticket Type **Save** until all ticket types have been created.

Back on the main form, in the field **Payment Category** you can select which of your **Financial Categories** you wish the payments to be credited to. The default is **Events** but you may wish to separate your events in which case you need to create an **Income** category and name it for your event. At the same time you may wish to create a **Parent Category** for the event and an **Expense** category account also. In that way you can record all income and expenses and have the summary and total appear as separate line items on your **Profit and Loss Report**.

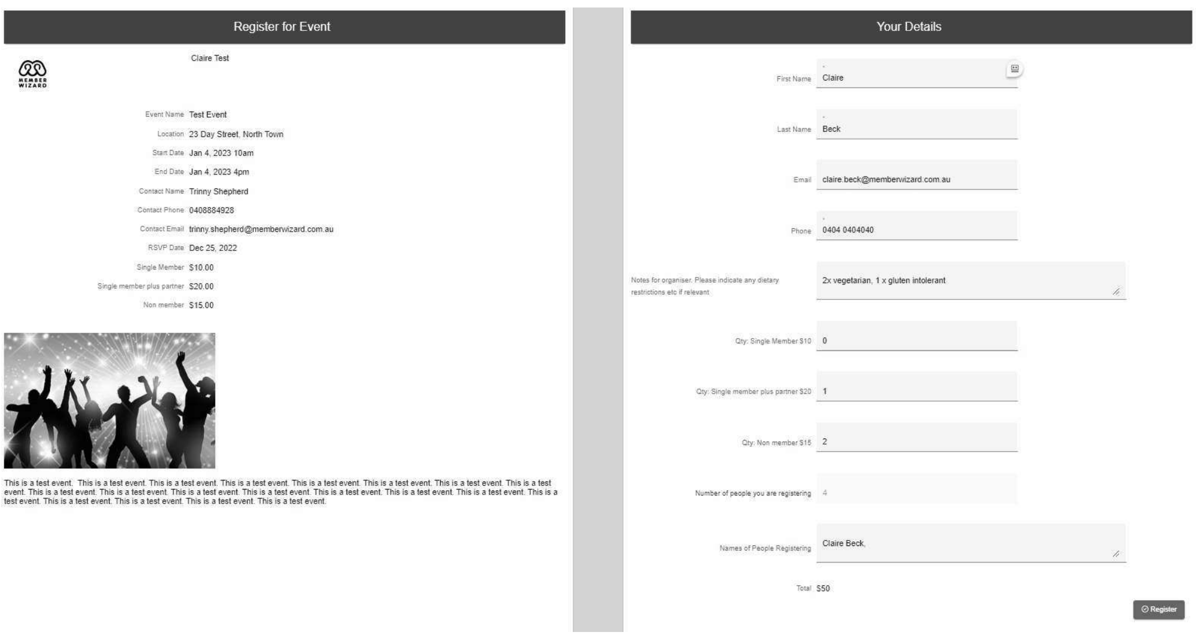
Lastly you need to say something about your event. This is the information your members will see when they receive their invitation. You can add images to this section if you wish. Click **Save** when you have completed creating the event.

After **Creating an Event** we strongly suggest you email the event invitation firstly to yourself to view how it looks and to test that it works as you wish it to. Once satisfied you can email it out to your members by selecting it in the **Events List** then clicking the **Email** button in the left **Action Menu** and selecting or deselecting the members you wish it to go out to.

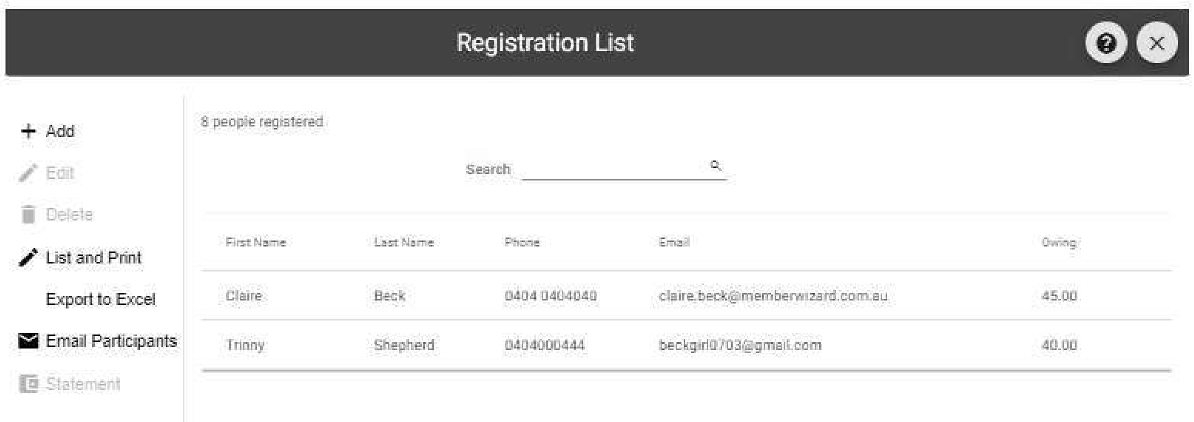
Registering for an Event

If the event invitation is emailed to a member and the member registers through that email address then their details will already be inserted in the participant details section. Similarly if a member registers through the website or through the Member Portal they will be asked to enter their registered email address and if this matches the details in your database then they will be emailed a registration form which will already include their contact details.

If however the registrant is not a member and access the event via the website then they will be asked to submit their name, email address and phone number and they will be added into your **Member List** with a **Membership Type** of **Event Attendee**. After your participant clicks the **Register button** they will then be offered the payment page and shown the various payment methods your organisation has in place that are available to non-members only.



>To view who has registered for your Event select the Event in the **Event List** and click the **Registration List** button in the left **Action Menu**.

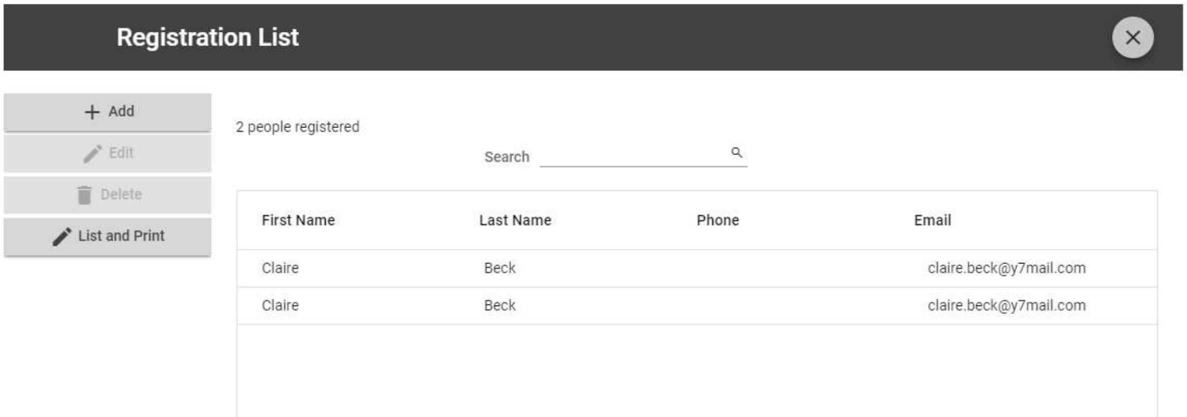


Viewing the Event Registration List

Once the member has registered their interest in attending and provided details of number of guests etc, the event organiser can see a list of attendees by highlighting the event on the **Events, Manage Events** page and clicking **Registration List.**

You can select any Registered person and select the **Statement** link to view the payment status for that registration. You will also see beside each registrant the amount outstanding to that registrant however be aware that amount will also include any current debits or credits that member already has against their name, not just the ones for this event.

Should you wish to add anyone to the **Registration List** then you can open the Registration List. Click the **Add** button and if the person is a member select them from the **Members** button. If they are a non member complete their details and they will be saved in your database as **Event Attendee**. An invoice for the amount of the tickets they wish to obtain will be created if your event has the **Payment Required** box checked and this invoice can be emailed to them to be paid. You will find the invoice in the **Money/Invoices** list but it will not be emailed automatically as there are occasions where it is not appropriate for an invitee to be charged eg in cases where they are guest of honor.

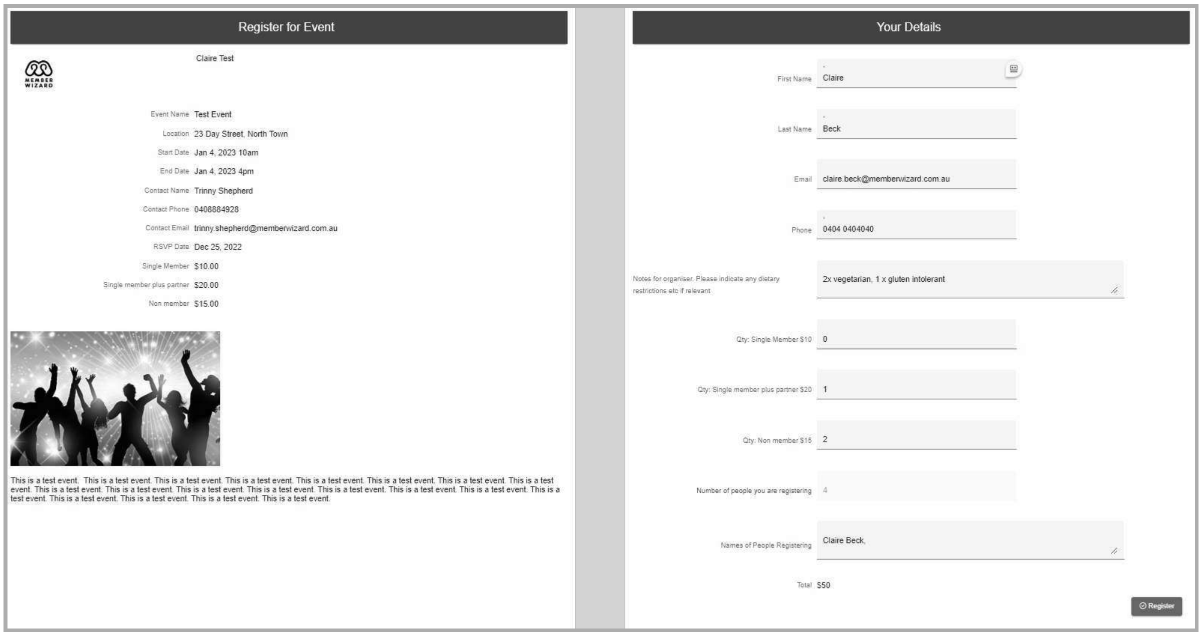


Viewing Past Events

Back on the **Events List** page, if you wish to see Events which have already occurred, click the box **Include Past Events** at the top of the **Events List** page. If you wish to **Edit** an event either click on it in the **Events List** or select it and then click **Edit** in the Events List menu.

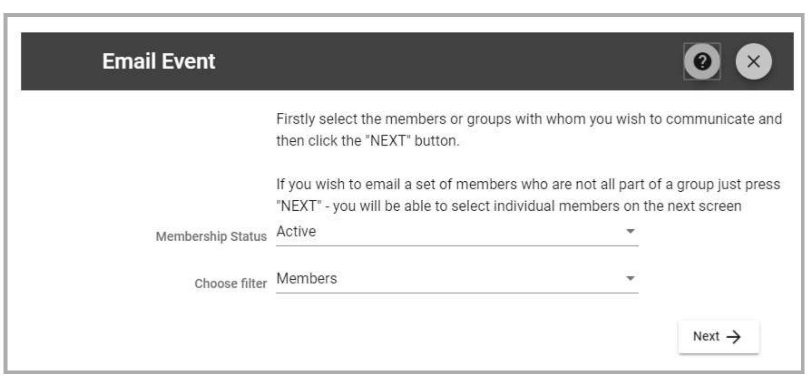
Emailing Events

Member Wizard can help you let members know when your organisation is having an event to which you'd like to invite them. Members will receive an email advising them of the event. The email contains a link within it asking them to **Register** their attendance. It will also permit them to add additional people to the invite who may not be members of the organisation.



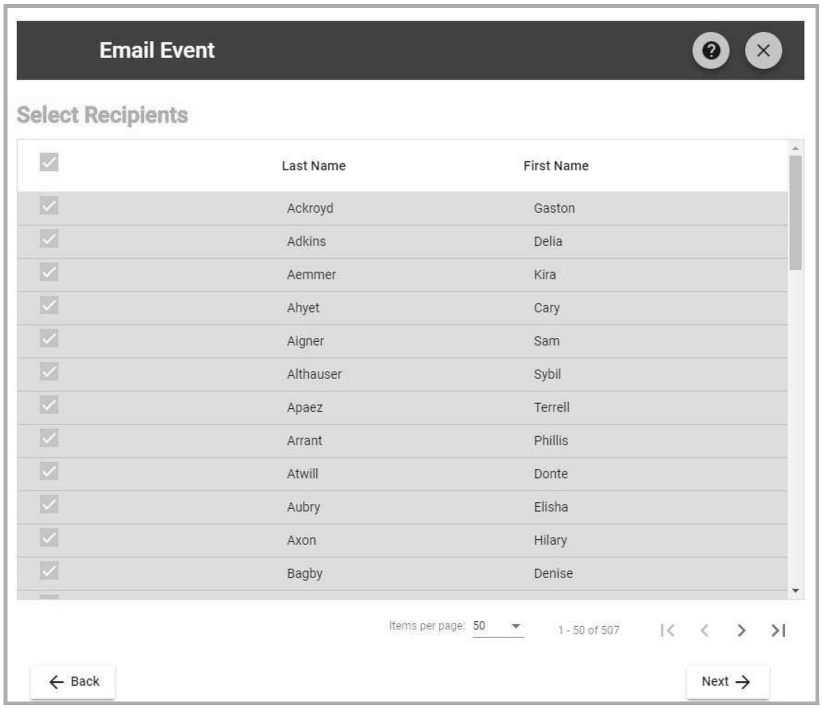
Once the member has registered their interest in attending and provided details of number of guests etc, the event organiser can see a list of attendees by highlighting the event on the **Events, Manage Events** page and clicking **Registration List.**

Once you have **Created an Event** highlight the **Event** in the **Events** list and click the **Email** link in the Events navigation panel.

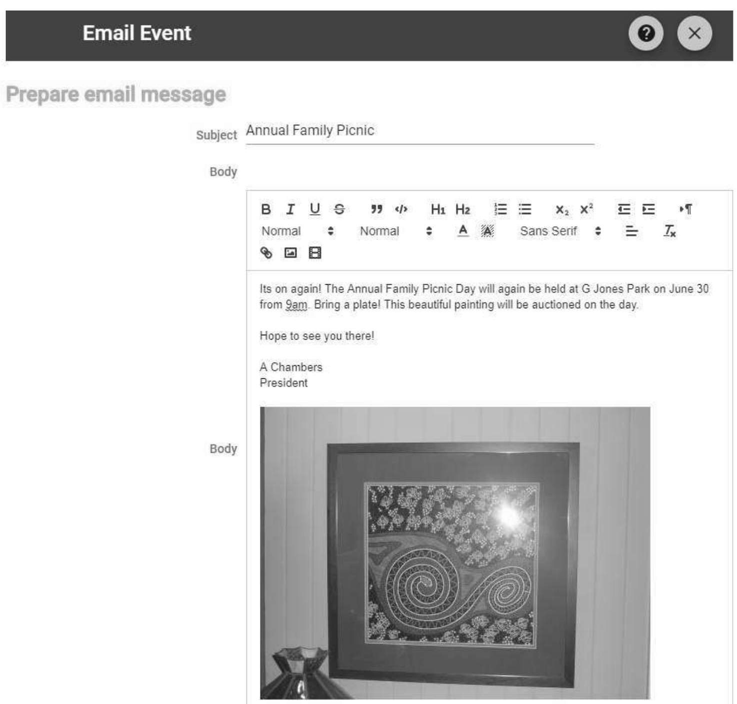


Select the **Status** (options are **Active, Inactive or Both** and then whether you wish to select **Members, Groups, Classes, Tutors or Membership Types** to send your

event invitation to.



The next screen will have all the members in the categories you have chosen highlighted as selected, you can de-select them all and choose individual members if you wish or simply proceed with all selected. Click the **Next** button You can then type the message which will accompany the invitation. Click the **Send** button when you've composed your message. Once sent, Member Wizard will advise you of the number of invitations dispatched.



Viewing and Managing Registrations

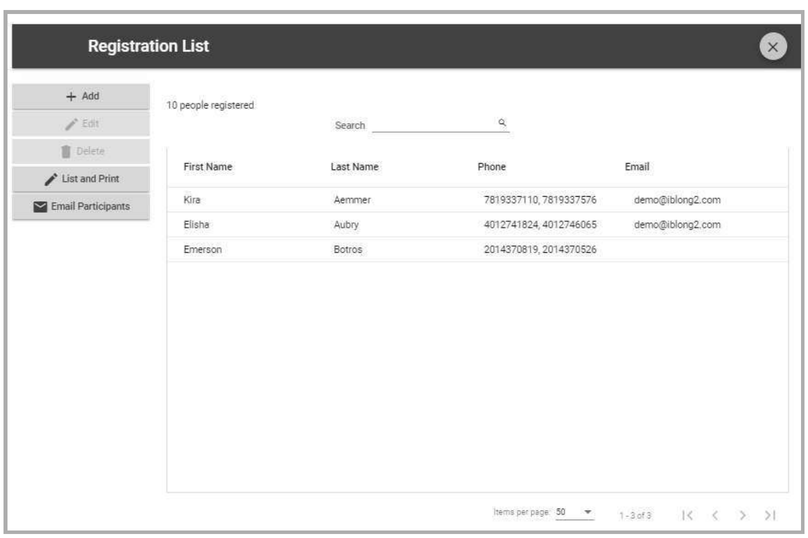
Member Wizard can manage any events your organisation arranges. (See **Creating and Managing Events**).

Once you have created your event and emailed it out to your members, your members can register both by clicking the link in the email and entering their details or by contacting you and asking you to **Add** them to the **Event Registration** or by registering via the **Member Portal** or via a link from your website.. You can then at any time view who has registered and if necessary send emails, add other registrations or print your registration list. The registration list will also show which registrants have paid and which still have their registration invoice outstanding.

Should the Event fill up, registrants will be added to the Waitlist in the order which they registered. The first on the list will be at the top. If someone cancels or the capacity is increased registrants can be moved from the Wait List to the Registration List.

If you should need to delete a person registered for an event, simply highlight their name on the **Registration List** and click **Delete** in the left hand page menu. If the Event is one which requires payment, the system will have already created an invoice for the member's participation which you will need to also delete. You can do this through **Money/Invoice** then search for the member's name and identify the invoice, highlight it and click **Delete in the left hand menu**.

To view Registrations, click on **Events, Manage Events** then highlight the Event you wish to view and click **Registration List**



In order to view registrations for past events check the box entitled **Include Past Events** box on the main **Events** page.

Email Event Participants

Once people have responded to your **Event** invitation you can email them as a group through the **Events** module.

Click on **Events, Manage Events** then select the event you wish to work with.

Click on **Email Participants** then if necessary de-select participants you do not wish to email. Click **Next** and construct your email. Click **Send** to finish.

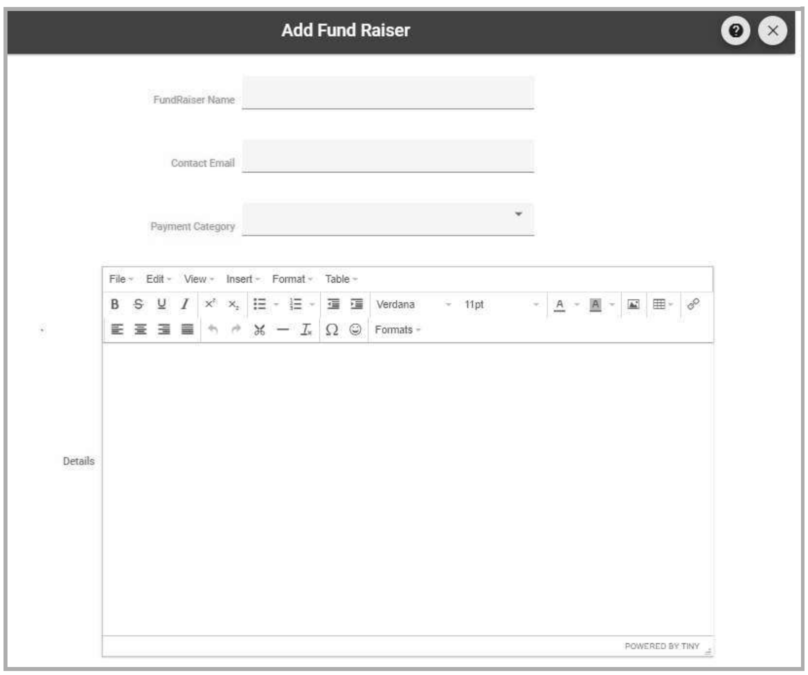
Launch a Fund Raiser

Member Wizard can help you organise a fund raiser for your organisation. You can generate a link which can be emailed or hosted on your organisation's website to allow people to donate money using whatever methods your organisation has set up eg Stripe (Credit / Debit Card) or Direct Deposit.

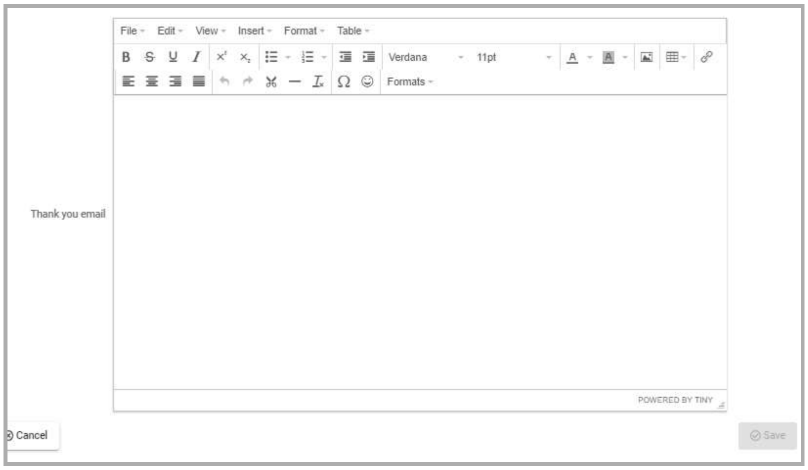
Donations Credit / Debit Card are automatically receipted and added into your Member Wizard database. Donations by Direct Deposit are assisted by donors being given a reference ID to include with their donation to assist you to recognise that the donation came through your Member Wizard link.

Donors if they provide an email address can be sent a Thank You message and can also request to be added to your mail out list. This will happen automatically and they will be listed with a membership type of **"Donor"**

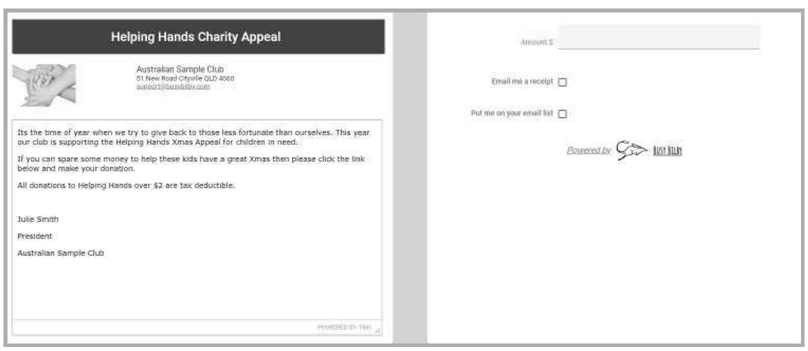
To launch a **Fundraiser** click on **Events/Fundraiser** then select **Add Fundraiser**



Below the above screen you will see another data entry screen for you to compose your "Thank You" message. When completed click **Save.**



You are now ready to **Test** your Fundraiser so you can see what your donors will see after they click the donation link. On the **Action Menu** on the Fundraiser page, click the **Test** button and you will see the donation message screen and the screen where the donors can actually donate. Once an amount is entered in the **Amount** field the lower part of the screen will display whatever payment services your organisation has subscribed to Stripe (Credit / Debit Card) payments or your Bank details for direct deposit). If the donor selects to use Direct Deposit they will be given a **Reference** to put on their transfer.



How to obtain your link to include in emails or on your website to collect donations.

After you have clicked the **Test** button copy the **URL** of that page in your browser by highlighting it and either using the **Ctrl+C** method on your keyboard or **Right clicking your mouse button** and selecting **Copy**. This copies the URL into your computer's memory. You can then go to your email or to your web site program and paste it into the relevant position using **Ctrl+V** on your keyboard or **Right clicking your mouse button** and selecting **Paste**.

Overview of Classes

Working with Classes - an Overview

Classes have four components which need to be created in order to use them to construct your Class.

Before you set up a Class you need to configure your **Subject** areas, **Terms, Payment Blocks, Venues** and **Tutors/Convenors.**

If you have a **Class Coordinator** (this is defined as a person who has overall responsibility for all Classes for your organisation) then this can be configured in **Settings/Organisation Details** on the **Classes** tab. If you check the box next to their email address they will get advised of every enrollment and removal from a class.

1. Courses, Lessons, Terms and Payment Blocks

You should create your teaching periods before you start entering your **Classes.**

Definition of periods in the Class module

Course: Designed for both a time period and for invoicing. Has a start and end date that does not map to a particular Term. Can be for instance a year, a month, seven months etc. Courses can sometimes require students to join at the beginning and then move through the course progressively together. This means that a **Course** may not be suitable for members to join after it has started - language classes particularly follow this pattern. Others which do not are discussion groups. You can manage this by unchecking the **Allow Online Enrollment** box in the Class setup. Doing this will prevent students from enrolling after the start of the course.

The **Start Date** must be provided for **Courses** but the **End Date** can be left blank if the course is ongoing. There are three main reasons for entering dates here. If the Class is ongoing but hasn't started yet you need to insert a Start Date and lastly if they class has been ongoing but will finish then insert an End Date. If the class is ongoing or you are advertising just for a term, simply leave them blank.

Lesson: Designed for charging purposes only. It is typically used when a member likes to pay by the week to the Tutor on the day. No invoice is created. Unless a receipt is produced for each individual paying by the **Lesson** then there is no record on the **Member's Statement** that they attended. They do appear on the **Attendance Sheet** but there is a **C** in each week of the sheet to remind the Tutor that money needs to be collected from this student.

Terms: Designed for a period and for invoicing. **Terms** are generally activated one at a time and the period they cover appears on the **Web Class List.** They usually map to school terms. If you wish to combine the cost of Terms (eg Terms 1 and 2) and provide a discount you need to create a **Payment Block** which you can call **Term 1 and 2 combined.**

Payment Block: Designed for charging only. These are designed to allow for periods outside of any of the other alternatives. They can cover months of the year, 4 or 6 week blocks within a course etc. They are typically used within **Courses** where the cost of paying up front for say a full year may prove prohibitive for some. By using **Payment Blocks** you can allow them to pay progressively throughout the year rather than in one lump sum up front. Useful when the organisation does not permit payment on the day.

Single day: Designed for a period and charging. As the name indicates its a single day which could be a lunchtime talk. Similar to an **Event** but will appear directly within the **Class Calendar** on the **Web Class List.**

If you have created **Terms** or **Payment Blocks** you can use the **Date Picker** to select the period of those in the start and end date fields.

If you have a situation where you want to enter a member into a class without an invoice being generated then you need to make an entry for the student, the class and the period in the **Pre-paid Enrolments** function.

2. Tutors/Convenors

Your **Tutor/Convenor** must already be a member within your database. If your they do not pay membership fees to your organisation then you should create a **Membership Type** called **Tutor** (or Convenor) with a $0 cost membership fee which means they will not receive **Membership Invoices.** Go to **Classes/Tutors-Convenors** in the main menu and select **Add**. Click in the **Member** field and select your Tutor or Convenor. You can enter details of their availability and what their area of expertise is in the **Notes** area below.

To deactivate a Tutor/Convenor who is no longer available simply uncheck the **Active** box. If you wish to reactivate a Tutor/Convenor simply uncheck the **Active Only** box on the top of the **Tutor List** page and recheck their **Active** box.

You can add as many **Tutors** to a class as you require. You can also add a **Class Convenor** who will be copied on all emails relating to the class.

If you have a member who is designated an overarching responsibility for **all** courses/classes (we have called these **Class Coordinators)** then you can designate them in **Settings/ Organisation Details** on the **Classes** tab. All other roles are designated at the individual Class level.

3. Venues

A **Venue** must have a Name, an Address and a Capacity. These fields must be completed before you can **Save**. If a venue does not have a capacity you should enter any large number such as 1000. The **Capacity** field is used to calculate when a class is to large to be accommodated in a venue and does not appear on the **Web Class List**.

To create a **Venue** go to **Classes/Venues** in the main menu and select **Add**. You can enter any comments in the **Notes** field such as parking, accessibility, vaccination requirements etc. These will appear on the **Web Class List.**

The **Office Notes** field is to hold appropriate information about the venue which you do not wish to display on the **Web Class List.**

To deactivate a no longer used Venue uncheck the **Active** box. You can reactivate a deactivated venue by unchecking the **Active Venues Only** box on the **Venues List** page and rechecking the **Active box.**

The system will alert you if you schedule a class in a **Venue** which is already scheduled at the same time for another class but this can be overridden.

4. Subject

The **Subject** field is used to categorise and display the list of **Classes** offered on your web page. Students will be able to sort your list of classes based on **Subject** as well as alphabetically and by the day on which they occur.

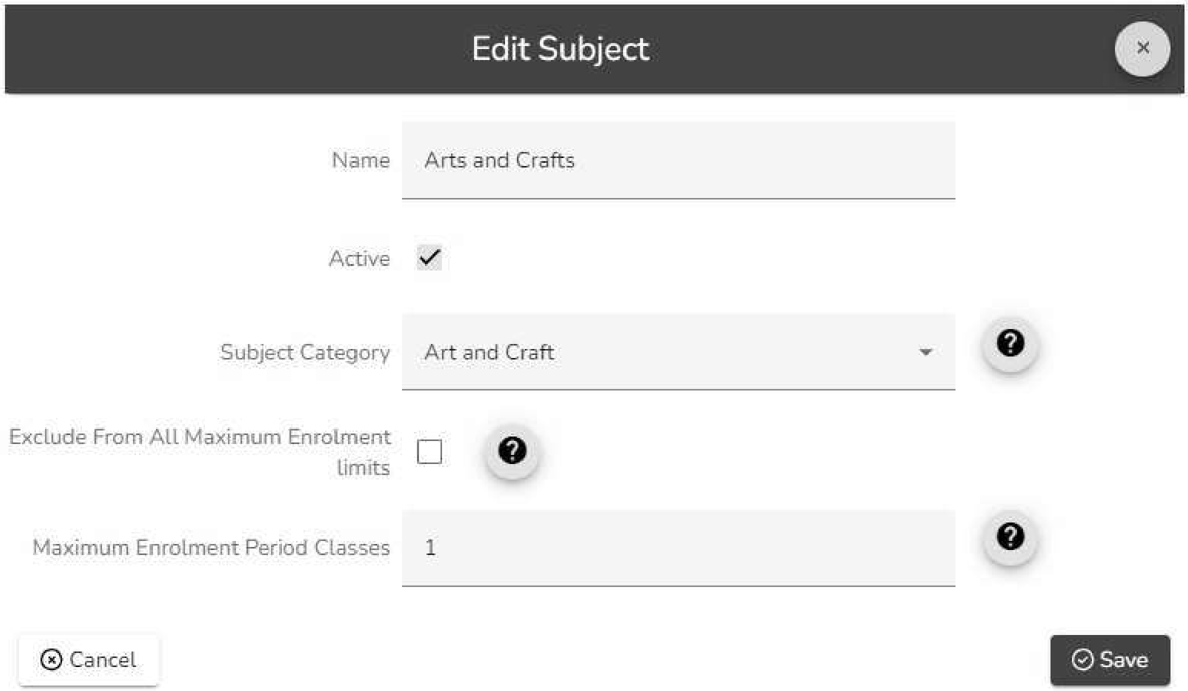
To create a **Subject** go to **Classes/Subjects** in the main menu and click **Add**. A **Subject** must only have a name in order to **Save**.

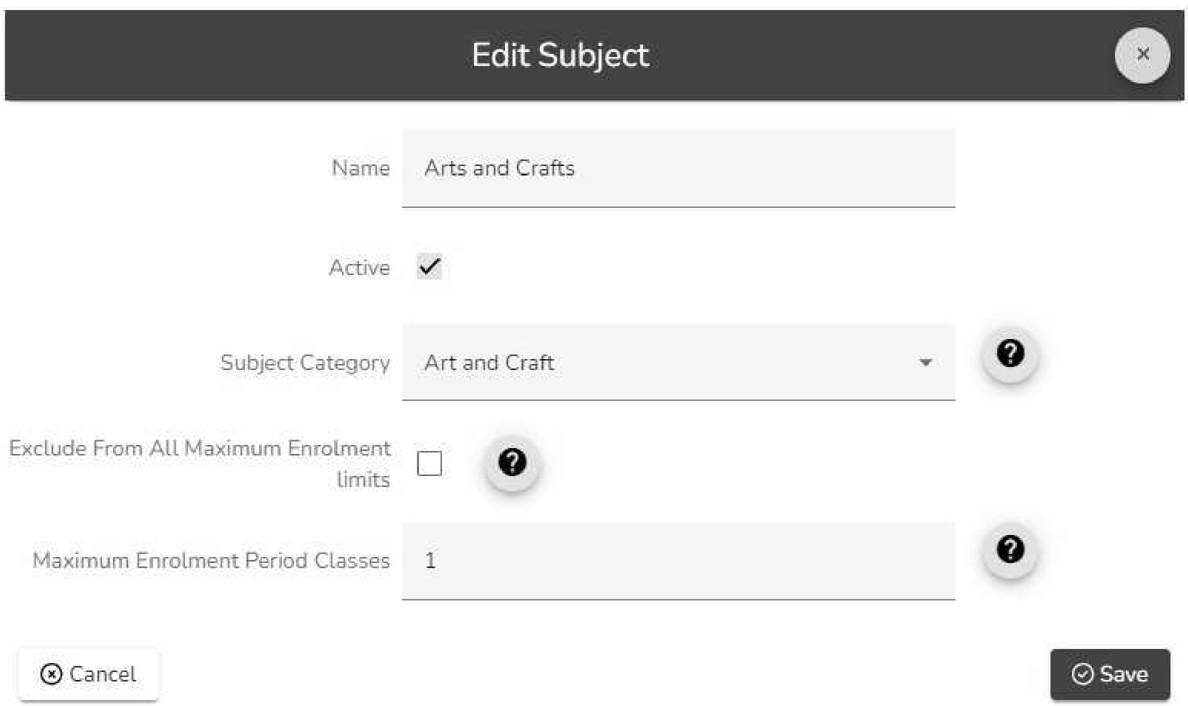
To deactivate a no longer offered **Subject** uncheck the **Active** box. You can reactivate a deactivated venue by unchecking the **Active Venues Only** box on the **Subject List** page and rechecking the **Active box.**

Limiting Enrolment to number of Classes per subject

If you have set up **Implement Enrolment Period** in **Settings/Organisation Details** on the **Classes** tab you can also limit the number of classes in a particular **Subject** area that a member may enroll in during the nominated **Enrolment Period.**

This will prevent members from enrolling in say 5 exercise classes in the same period which makes it difficult and unfair to others. If you wish to implement this type of limitation then complete the details on the **Subject** form below. If you check the box **Exclude from all Maximum Enrolment Limits** no limits, including the **Total Classes**





Creating a Class

Once you have entered all your **Tutors, Venues and Subjects** you can proceed to create a **Class**.

Go to **Classes/Classes** in the main menu and click the **Add** button. The mandatory fields for a **Class** are all those marked in orange.

Enter the **Name** of the Class. You can then enter details about what topics etc. will be covered in the **Description** box. You can also upload pictures. These classes will be displayed on your website. If you check the box at the bottom of the page your students will be able to enroll

Select the **Subject**, **Tutor or Tutors** (you can have multiple) then select the **Frequency** of the class.

If you have created **Terms** or **Payment Blocks** you can use the **Date Picker** to select the period of those in the start and end date fields.

Students will be able to enrol in whatever **Terms** you have set up (provided they are marked as **Active)** but if they enroll in a term or for a payment block of a number of weeks, they will be required to pay in advance and in both cases an invoice against that member is created and will show them as owing money until a receipt is applied to that invoice. If you enter a cost per **Lesson** and the student selects this when enrolling they will not be able to pay online so only use this option if you intend your Tutor to collect payments on the day. In the case of this payment, no invoice is created.

If your student wishes to pay off a term of classes they can do so by depositing whatever amount they are able to pay via Direct Deposit. You will then need to receipt this payment against their outstanding **Invoice** (an Invoice is automatically created when they enroll online) and similarly apply all other receipted payments until the invoice is fully paid off. If they pay by **Stripe** they can only pay the full amount owing.

Enrolling a Student in a Class through Member Wizard

This can be done in one of four ways.

Firstly you can roll over the students from a previous period into the new period through the **Copy or Archive Class** page. See that page for details on how to do this.

Secondly in **Classes/Class** highlight the class then select **Enrolled Students**. Provided the number of students enrolled in the class has not reached the maximum number allowable in that Class you can click the **+Add** option in the left hand menu and click in the Student field. A drop box of all members will be displayed and you can scroll down and select the student you wish to add. If the class has a fee attached to it you will need to indicate which payment method (either per class or per term) that is required. If the pay by week option is available and chosen no invoice is created however if the pay by term option is available and a term is selected then an invoice is created but not automatically emailed. This is not the case when the member themselves enrolls via the **Web Class List** option. In that case the member will be automatically emailed an invoice with all classes itemised and membership cost also if appropriate.

If you wish to email the invoice you need to locate it in the **Invoice List** and click **Email** in order to send it. This has been done so that if the student wishes to enrol in more than one class, all classes can be selected then you can go to the student's member record in the **Member List** and click **Pay Owing** and an itemised invoice containing all outstanding amounts will be sent. Be sure to check the **Member Statement** first to see that no unexpected charges will appear on this as it will go right back through all transactions to identify missing

The third method to enroll a student in a class is through their member contact record in the **Member List** screen. Open the member's record and click on the tab at the top of the record which reads **Classes**. Locate the class into which they wish to enroll and check the box beside it. Once again if the pay by week is available and chosen no invoice is created however if the pay by term option is available and a term is selected then an invoice is created but not automatically emailed. See paragraph above for instructions on how to proceed to send an invoice.

Lastly the member can enroll via their Member Portal.

Venue and a **Maximum student** number for the class which may be less than that of the **Venue**. Once the class is full, the **Enroll** button will be removed from the online enrolment web page and in its place a **Join Waiting List** button will appear. Students will however still be able to register for the class and will go onto the **Waitlist** with a record kept of the date and time they joined it.

The **Payment Category** is where you wish to see all the income from student enrolments for that class. You can have a different **Payment Category** for each class if you wish to track the economy of each class. Class income and expenses appear as items on your **Profit and Loss Statement**

Publishing and Enrolling in Classes Online

Once you have created all your classes you can check how it is going to appear online by clicking the button **Your Web Class List** . If this is approved you can obtain a link which can be placed on your website at an appropriate location which will allow people to see your course details as you have constructed them and also to enroll in them. To obtain your link please email support@memberwizard.com.au and request your class link. Instructions will also be provide for your webmaster on the insertion of the link into your website.

Once your classes are online you need only update, change, add or delete them in your Member Wizard to have the changes instantly reflected on your website.

How can a member enroll in a Class?

There are a couple of ways a member can enroll depending on the policy of the organisation. Members can enroll online via the **Member Portal**. They can also view the classes in which they have enrolled and submit an **Absence** from class for a week/s if required.

The other method is via face to face or by paper form (if provided) by a registered user with a Member Wizard login. Members can be added to a class either by checking the box on the **Classes** tab of their membership record or by being added to the **Enrolled Students** list for that class. Both methods will provide the operator with payment options for the member.

Enabling Online Class Enrolment

At the bottom of the **Edit Class** form there is a check box **Allow Online Enrolment**. If you check this box an Enroll link will appear adjacent to the class on your online Class listing.

Once someone clicks the **Enroll** link they will be asked if they wish to enroll in any other classes.

If they say **Yes** then the Classes list will again appear with their selected class shown in a list at the top of the page and they will be able to continue to enroll in other classes which will then be added to this list.

Once they have chosen all classes and select **No** to the **Add another class?** query they will be asked if they are a member of your U3A. If the student is not yet a member they will be sent to a New Member contact form to complete it and then allowed to enroll and an invoice to both join the organisation and pay for the class will be emailed to them.

Enrolling Non-Members in a Class

If the prospective student is not a current Active Member they will be presented with an **Online Membership Form**, their details will be collected and they will be added into your Member Wizard **Member list**. If you do not currently have **Online Membership** enabled for your organisation this will still occur so if you do not wish to have members join online then you can not enable class online enrolment.

If students must be financial members then once they have entered their details an invoice will appear on screen and the person will be able to pay for their membership using whatever payment methods you have set up for your organisation. If you wish members to be **Pending** until approved then you can configure this in the **Settings/New Member Application** and checking the box marked **New Members Require Approval**.

If you do not require your students to be a financial member of your organisation, you can create a membership category called (say) Student with a zero cost associated with it and check the box which allows those selecting this membership type online to select it. You should then instruct potential students within the description section of the class for them to select this membership type when enrolling online. They will still be required to provide all contact details etc. but will not be presented with a payment screen or sent an invoice for payment. They will then appear in your membership list with membership type of **Student**.

If the member pays by direct deposit or in person at the office then until a receipt is recorded their membership record will show they owe the cost of membership as enrolment automatically creates an **Invoice** against that students record.

Once they have completed the membership form and clicked **Save** they will be taken to a **Invoice payment** screen which will offer the payment options your organisation has enabled and their name will be added to the **Enrolled Students** list for that class.

For any enrolment in a class, the tutor is sent an email advising that they have a new student.

This can be disabled if required.

Enrolling Existing Members in a Class

If the prospective student indicates that they are a current **Active Member** then they will be asked to provide the email address registered against their membership. Having done this they will be asked to check their email and a confirmation is sent to them asking them to confirm their enrolment. Once they confirm their enrolment their name is added to the **Students Enrolled** list for that Class and if they have selected paying by term they will be emailed an invoice for payment.

If their email address is not found in your organisations **Member List** they will be informed on the screen that their email address **Was not Found.**

If the Class is full (ie the number of students enrolled exceeds the number of students permitted in the class) then the enrol button will not be visible however members can still enroll and will be placed on a **Wait List**. They will not be required to pay until the Class Coordinator moves them from the Wait List to the Enrolled List.

You can prevent students enrolling at any time by simply unchecking the **Allow Online Enrolment** check box.

Managing the Waiting vs Enrolled Class List

You can move anyone from the **Waiting List** for a Class to the **Enrolled List** or visa versa simply by clicking **Students Enrolled** from the menu for that particular Class, highlighting the students name and clicking either **Move to Waiting List** or **Move to Enrolled List**. You can only do this if there is room in the class.

When you move a student from the **Wait List** to the **Enrolled list** you will need to indicate the method of payment only if more than one payment period has been set up. If only one payment method is available then the system will automatically assume to use this payment period and if it is a term or block then an invoice will be emailed to the student. The student will get an email to advise them that they are now enrolled.

Tutors can manage their own classes, including moving students from the waiting to the enrolled list (and visa versa), contacting their students, viewing student emergency contact details and printing Class and Attendance sheets via their Member Portal provided the organisation has approved such access.

Advising of a Class Absence

If for some reason a member can not attend the class, they can submit advice of this through the **Member Portal** by selecting the class and clicking the **Absence** button in the **My Classes** page, and selecting the date they will be absent. This will send an email advice to the Tutor, the Conveynor and the Class Coordinator (if nominated).

Printing an Attendance Sheet

You can print an **Attendance Sheet** for your **Tutor** which will show the payment status of each student. If they student has elected to pay for the entire term then the letter **P** will show against their name for each of the lessons they have been invoiced for. Please note, this does not necessarily mean they have paid. It is up to the the organisation to manage payment of invoices. The amount owed will show beside a students name in the Member List until the invoice is paid. If there is no **P** then it is assumed the student is paying the Tutor for each lesson.

If the student has elected to pay by the **Lesson** then a **C** will appear in each week of the class on the **Attendance Sheet** to alert the Tutor that they need to collect a payment from the student.

If the student has submitted an **Absence** for that week the **Attendance Sheet** will show an **A** in that week for the student.

Emailing Tutor/s the Enrolled List for a Class

You can email a list of enrolled students and their contact details to the Tutor by highlighting the Class in the Class List and clicking the **Email Student List to Tutors** link in the left menu.

Viewing your Classes online

You can test how your classes will appear online by clicking the main menu button **Your web Class List**. If you are satisfied that this is how you wish your classes to appear and it is the first time your classes are going to appear online then go to **Settings/Organisation Details** and click on the **Classes** tab at the top of the page. Click and copy the button marked **Web Class List Widget**. Paste this code into the HTML section of your relevant classes page on your website.

If you are using the Member Wizard web site module add on to Member Wizard then your classes will already be displayed on your website.

After you have your classes online with the Member Wizard class display you can edit, change, delete or add any class without requiring further involvement from your web management person via your Member Wizard login.

Copy or Archive Classes

Copy/Archiving Classes vs Making Classes Inactive

The difference between **Archiving** a class and making a class **Inactive** is that making it **Inactive** merely moves the class and all its students into an inactive state where it will not appear on your class list and will cease to appear on your web site class list. To reactivate the class you simply change its status from **Inactive** to **Active** and all functionality is restored and the class is visible on the web.

How to work with end of period Class Archiving or Copying

When you are ready to prepare the next period of Classes, Member Wizard can perform one of three functions:

1. **Copy the class and archive the original class -** either with or without existing students being copied into the new class.
2. **Copy the class and leave the original class intact and operational**- either with or without existing students being copied into the new class.
3. **Archive the original class (no copy)**

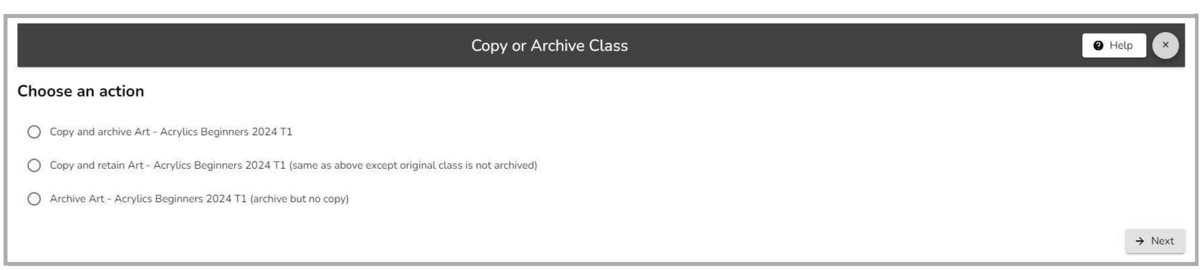
This help file will step you through the process to **Copy and Archive a Class** only. The options to simply **Copy** a class differ only in that the original class is copied but remains active.

The option to **Archive** only a class creates a "frozen" record of the class which will be kept and can be viewed on completion by changing the **Status** at the top of the **Classes** list from **Active** to **Archived**. Once a class is **Archived** it can not be made **Active** again. A list of the **Enrolled Students** at that time will be stored with the archived class.

Copy the class and Archive the Original Class

Before commencing the Copy/Archive process you should ensure that the new class payment periods are **Active**. If you do not do this then the new class payment period will not appear when you are sending invoices or payments types.

Step 1: Highlight the class in the **Class List** and select **Copy or Archive** in the page menu. Then select the first item on the list.



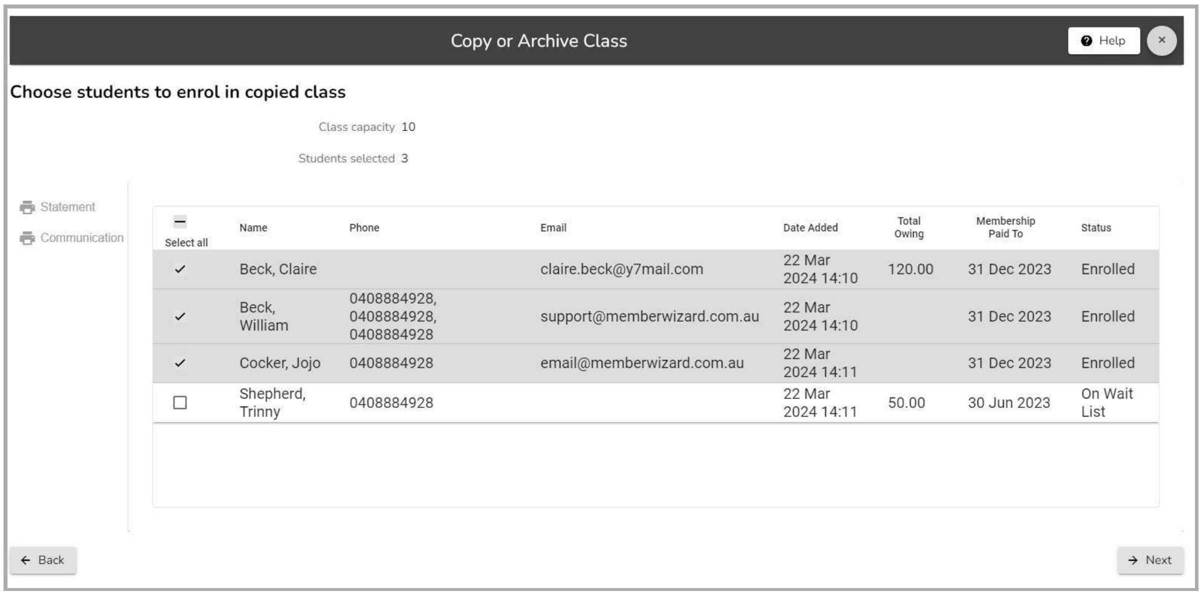
Step 2: The following screen will show a copy of the original Class with the word "Copy"

class eg by appending Term 2 after the name (if the class is for Term 2).

You should also insert the start date of the new class and enter a cost into the new payment period.

On completion click the **Next** button.

Step 3: The next screen will display a list of the students both on the enrolled and the waiting list for the original class. Ensure that all those continuing (or in the case of the Waiting List students, joining) the class for the new period. Their enrolment/waiting list will be shown against their name as well as details of their current payment and membership status.



Select all those you wish to enroll in the new class and click **Next**

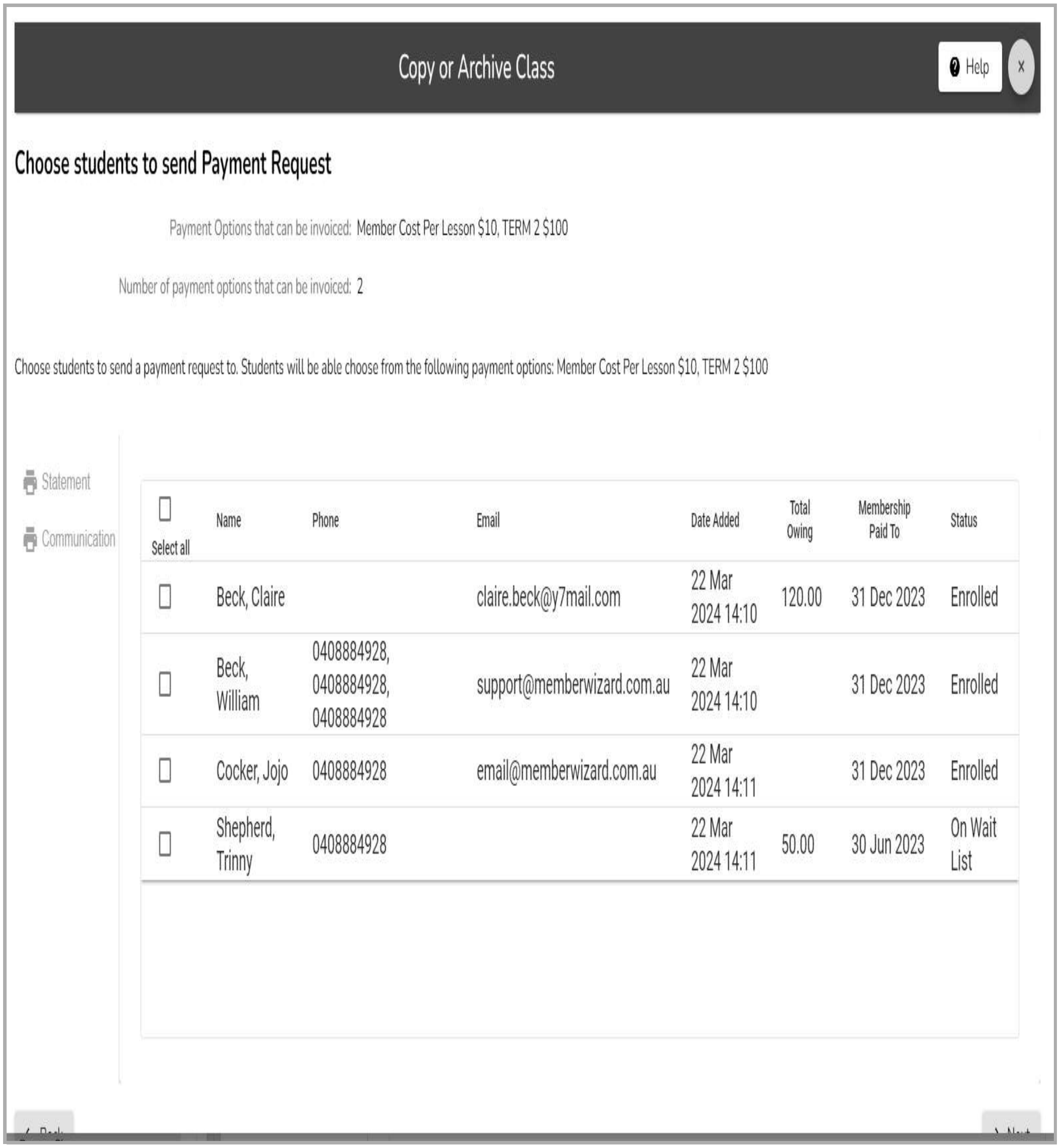
Only One Payment Option

In the screen image below you will note there is only one payment type, in cases where there is only one payment option, selected students will simply receive an **Invoice** reflecting that payment type and this will be reflected on the Enrolled students list. If you wish to email the invoice leave the tick box checked. If instead you wish to copy/archive other classes and possibly enroll the student/s in further classes you may wish to uncheck the box (the invoice will still be created) and wait till all classes are complete then send a **Payment Request** which will amalgamate all classes onto one invoice for payment.

Click **Next** when you have selected all students you wish to invoice.

Multiple Payment Options

In the screen image below you will note is more than one payment option available. In cases where there is more than one payment option, the selected students will receive a **Payment Request** which will ask them to select their preferred payment period. No invoice will be created until they have selected their preferred payment period.

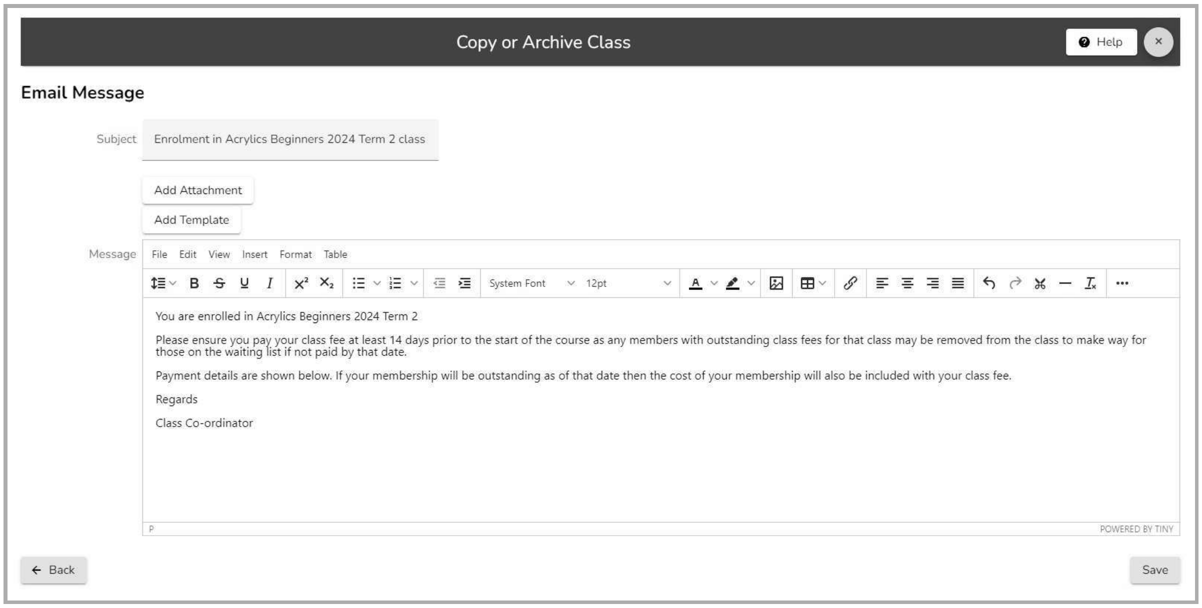


Click **Next** when you have selected all students you wish to send a payment request to.

No Charge Classes

In cases where there is no charge for the class, students will simply be sent an email advising they are now enrolled in the class which you will compile on the following screen. Click **Next**.

Step 4: The final screen will allow you to type a message to the student. This will give you the opportunity to advise the student of any cut off date for payment to avoid being removed from the class if you wish.



Students without email addresses

This process is only designed for students with an email address. For students without an email address if there is only one payment type then an invoice for that payment type will be created and can be found in Money/Invoices. This invoice can then be printed out and posted to the member if you require. Please note if the member will also BE outside their current membership period at the commencement of the class then an invoice line for membership will also be created.

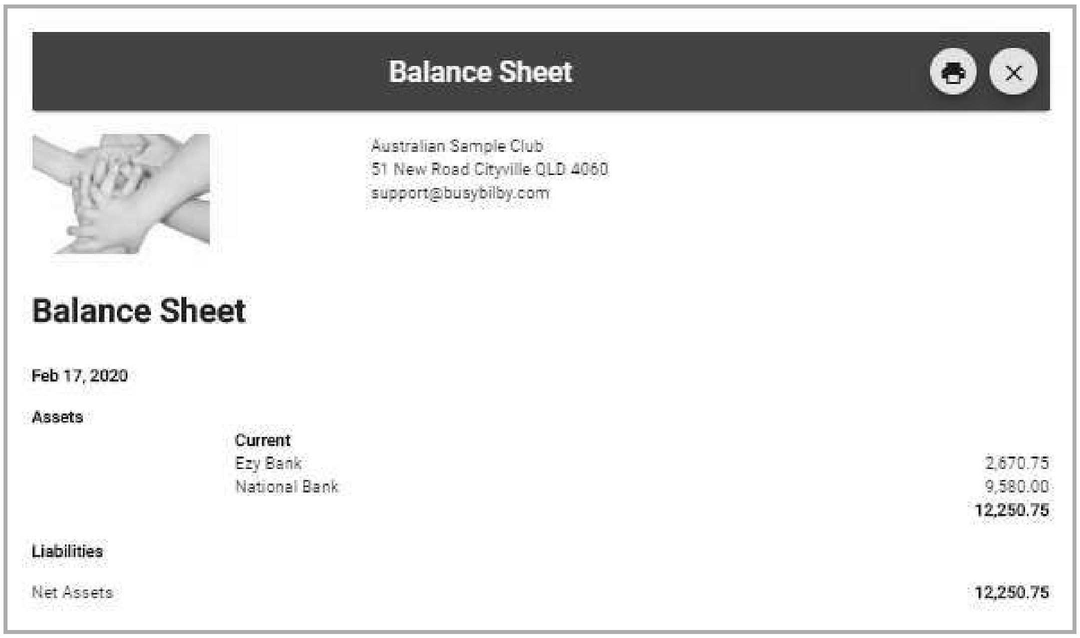
If there is more than one payment type then you will need to contact the student and ascertain the period that they wish to pay for.

If the class is no charge then you will need to advise the student by phone or by post that they have been enrolled.

Balance Sheet Reporting

Member Wizard can provide you with a current **Balance Sheet** up till whichever period you nominate. It can also display the previous years equivalent period data. Click **Reports, Balance Sheet** in the main navigation. The current date is the default end date for the **Balance Sheet Report** but you can alter this to suit. You can also export the Balance Sheet data into Excel to allow for formatting manipulation if required by clicking the icon in the top header.

If you wish to show the equivalent balances for the previous year simply click the **Show Previous Financial Year** check box.



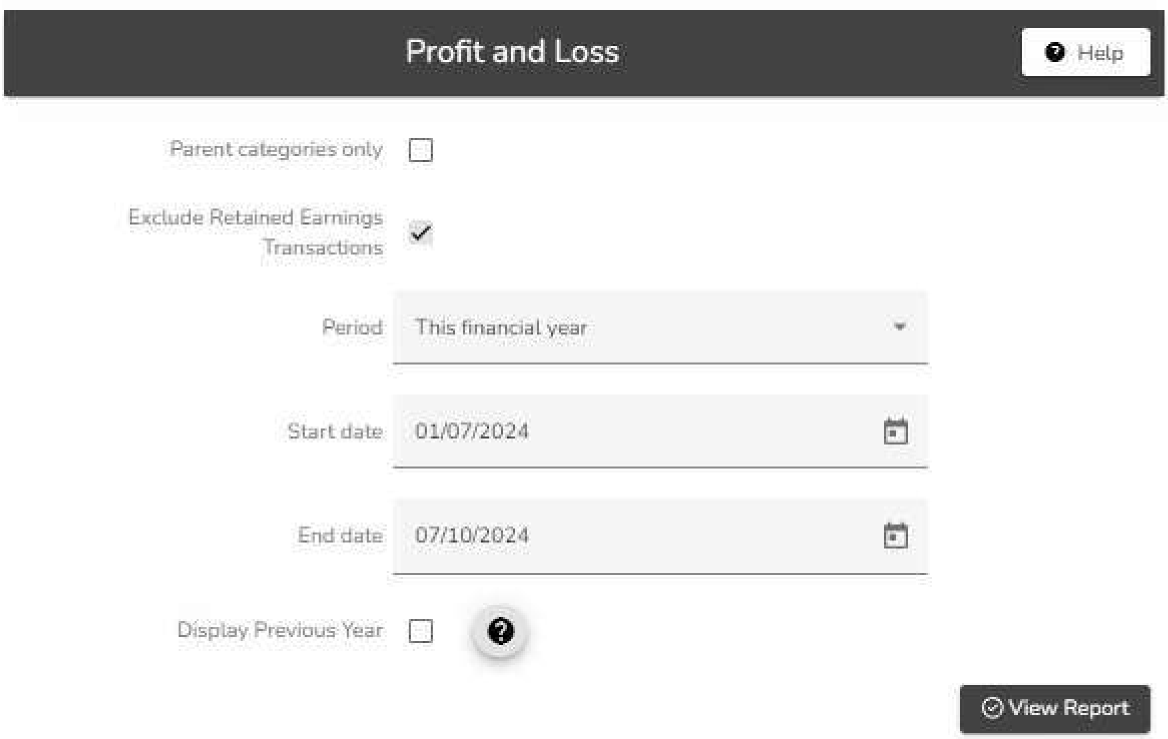
Profit and Loss Report

Member Wizard can easily provide you with a **Profit and Loss Report** for any period of your Organisation's financial records.

Bear in mind that Member Wizard works on a Cash Accounting basis so outstanding invoices do not factor in either the P&L or the Balance Sheet.

To obtain a P&L Statement go to **Reports** and select **Profit and Loss** then select the period you wish the P&L to reflect. If you wish to see the previous financial period also displayed, check the box marked **Display Previous Year.**

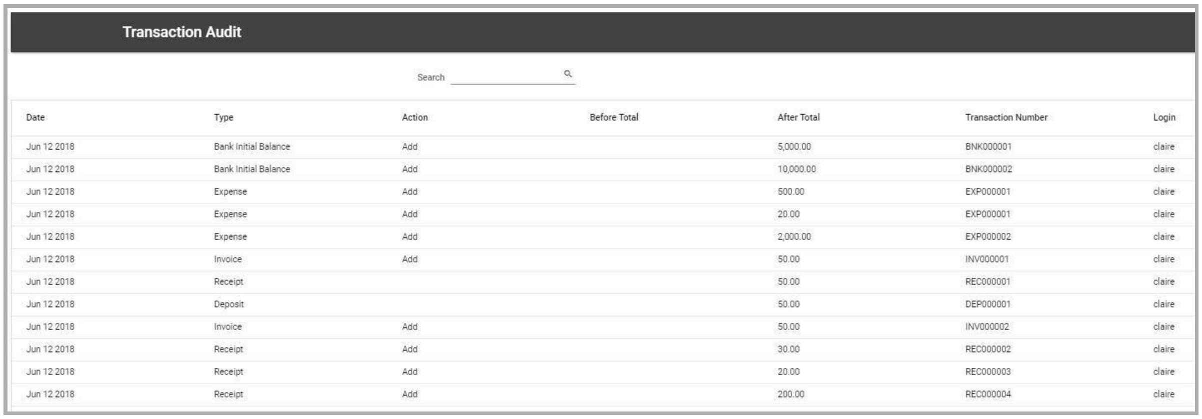
If you wish to see a consolidated report which includes only parent categories check the box on the P&L filter page marked **Parent Categories Only.** If you wish to exclude **Retained Earnings** from the report check the box **Exclude Retained Earnings.**



The report can be printed if required. The data in your Profit and Loss can also be exported to Excel by clicking the icon in the top header for further layout manipulation if required.

Transaction Audit Report

This report shows who has been logged in to your Member Wizard account and made changes to any financial aspect of your database. It is for this reason that it is vital that you have individual login names for each user of your system. Your auditor may use this report to check any financial recording activity which has taken place on your database.


Transaction Audit

Search

Date	Type	Action	Before Total	After Total	Transaction Number	Login
Jun 12 2018	Bank Initial Balance	Add		5,000.00	BNK000001	claire
Jun 12 2018	Bank Initial Balance	Add		10,000.00	BNK000002	claire
Jun 12 2018	Expense	Add		500.00	EXP000001	claire
Jun 12 2018	Expense	Add		20.00	EXP000001	claire
Jun 12 2018	Expense	Add		2,000.00	EXP000002	claire
Jun 12 2018	Invoice	Add		50.00	INV000001	claire
Jun 12 2018	Receipt			50.00	REC000001	claire
Jun 12 2018	Deposit			50.00	DEP000001	claire
Jun 12 2018	Invoice	Add		50.00	INV000002	claire
Jun 12 2018	Receipt	Add		30.00	REC000002	claire
Jun 12 2018	Receipt	Add		20.00	REC000003	claire
Jun 12 2018	Receipt	Add		200.00	REC000004	claire

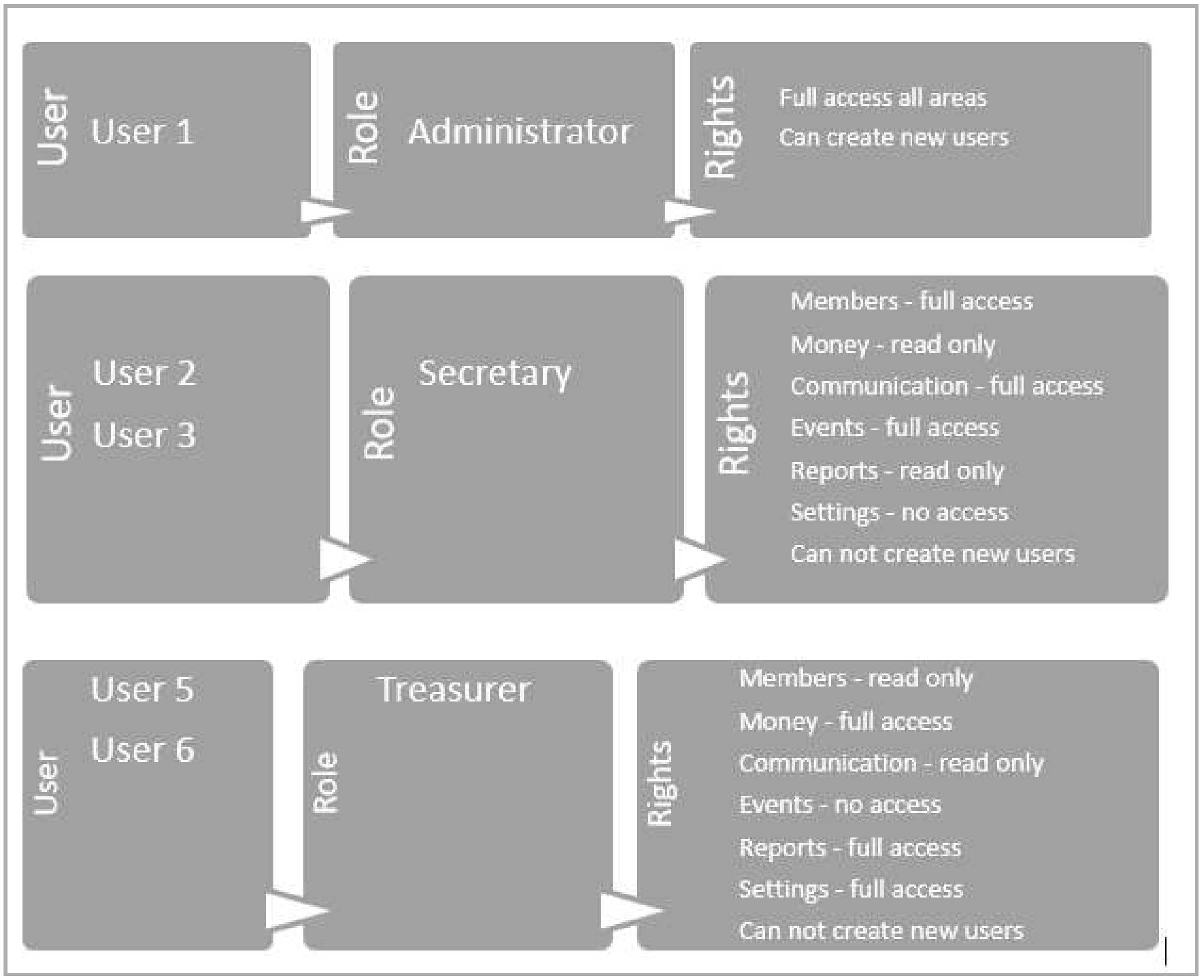
The audit will show the date, the type of record which was changed, the type of action which was taken, transaction total before and after the action, the relevant transaction number and who was logged in making the change.

Roles, Users and Handovers

People who have access to your system are called **Users** for the purposes of this discussion. Remember to differentiate in your mind between “users” and “members”. A **Member** is someone who is registered in Member Wizard as belonging to your organisation. A **User** is someone who can actually access the system.

Member Wizard manages access to your system through the concept of **Roles**. Roles define the rights and access that a person who’s user name has that role can have to your system.

In the diagram below you can see 5 different **Users** and 3 different **Roles**. Each different **User** is allocated a different **Role** and that **Role** can provide them with varying degrees of **Access** to your data.



When your organisation has a change within the committee the Member Wizard **Administrator** will have to firstly remove the old committee member from the **User** list and add the new committee member by following the **Create New User** process outlined in the **Help Resources** file. It is unadvisable to simply allow the new committee member to continue to use the same **User account** as their predecessor as this negates the Member Wizard **Transaction Audit** (see **Reports, Transaction Audit** in the main navigation.

You can't delete a User but you can simply uncheck the box marked **Active**. In this way the user will no longer have access to your database.

About Roles

Member Wizard provides a means for you to be able to limit the data that various users in your Organisation see when logged in.

In addition, you can limit the access given under a particular menu category. This is useful from a privacy and security perspective.

The way this is managed is by associating a particular **User** with a **Role** and to have that Role limited to a subset of your data.

> For instance, the Treasurer Role may have permission to see and edit everything under the menu category of **Money**, see but not edit anything under the menu item of **Members** but not to be able to edit or see anything under the menu category of **Communications**. Alternatively your Membership Secretary may be able to see everything under the menu category of Members and Communication but not to edit anything under the menu item of **Money** even though they can see the data entered there.

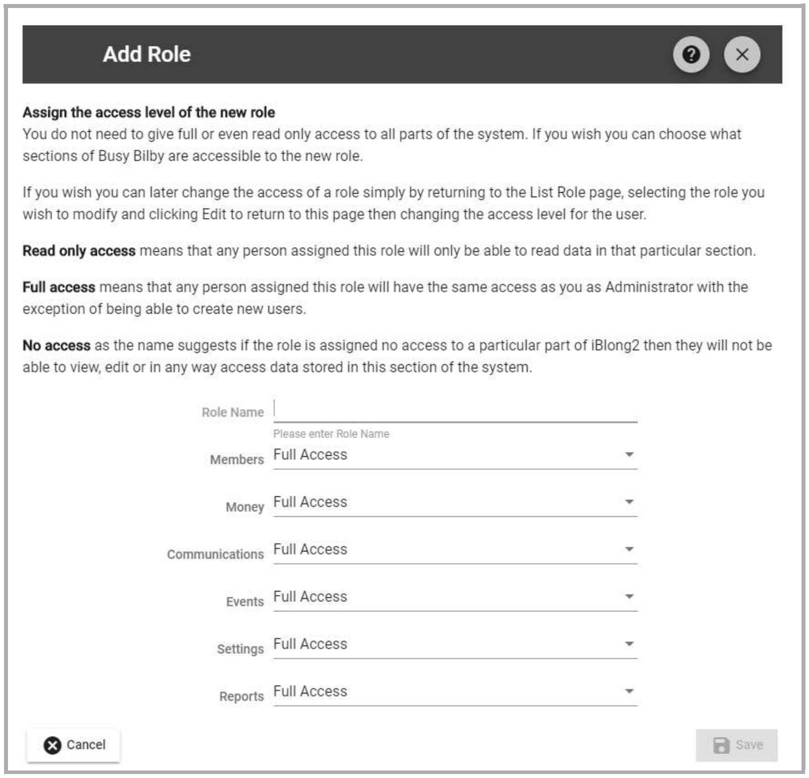
> So before **Adding a New User** to your organisation's system you firstly need to ensure that you have considered the level of access to data that you want the new user to have and ensure that you have a Role already created for them to have allocated to them.

Creating a new Role

To create a new **Role** click the **Add** button on the **User Management, Roles** page.

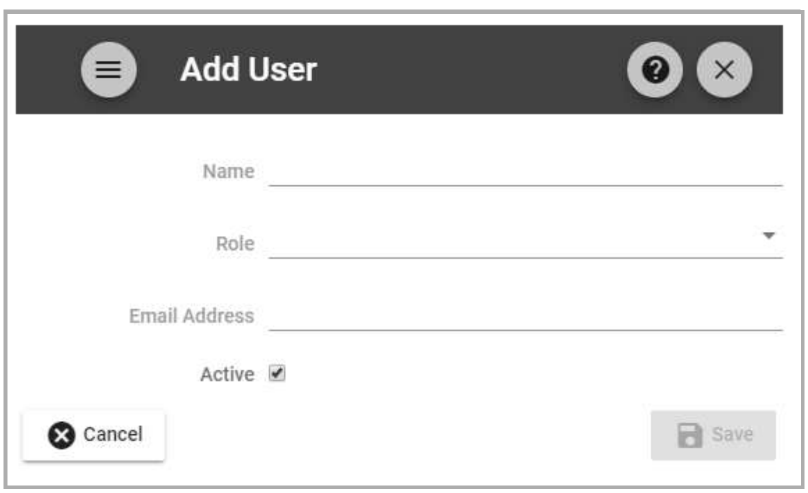
Firstly give your Role a name then select each of the areas listed and nominate a level of access to each. The options are **No Access -** new Role will not see anything in this area, **Full Access -** new Role will be able to see, create and edit anything in this area, or, **Read Only -** the new Role will be able to see but not edit or create anything in this area.

When you have finished each category, click the **Save** button.



Creating a New User

When you have created your new **Role** you can then create a new **User** and assign this **Role** to them. See the Help File under **Users** to view more on this.



Creating a New User

For the purposes of the Member Wizard system, people who can log in to your data are referred to as **Users**. Do not confuse **Users** with **Members**.
Users have access to your system, Members only appear within the system. Member's access to your organisation's system is via the Member Portal.

Everyone who has access to your organisation's details in Member Wizard - ie every **User -** should have their own login and password.

The audit system built into Member Wizard tracks any financial changes made to your organisation's data by the person who was logged in at the time so it is important that each person has their own user login name.
A particular user login has two properties – a user name/password and a level of access they have to your data.

In addition to financial changes, if you wish to know who was logged in at a praticular time/date then we can provide this information on request but it is only useful if each person is identifiable by a unique login.

See the **How to: Roles** Help File for detailed information about User Access.

Controlling Levels of Access

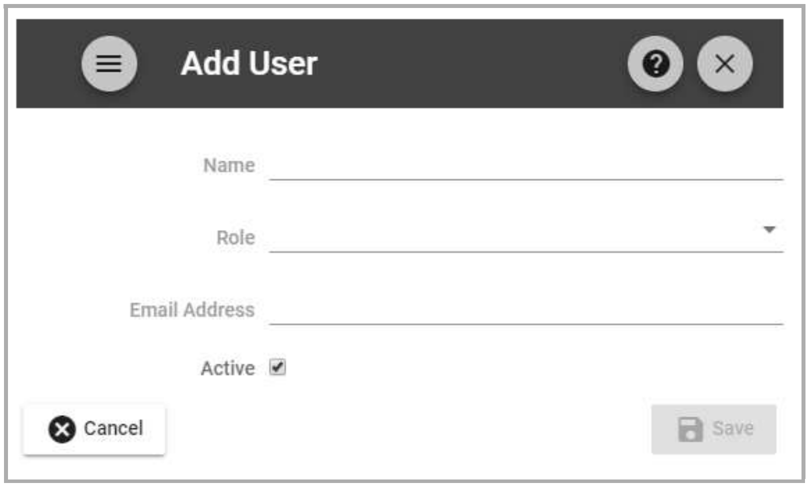
The level of access is controlled by the **Roles** function. Each user of your system in Member Wizard has a unique user name and is allocated a role (which need not be unique) which gives them access to the data you have decided is appropriate for that user.

More information about levels of access can be found in the **How to: Roles** Help File.

Several users can have the same role (and level of access). The only role in Member Wizard that create new users or roles is that of **Administrator**. There can however be multiple users with a role of **Administrator**.

Creating a User Account

To set up a new user select **User Management**, **Users** and then **Add User.**



Type in a **login name** for your new user – we suggest **first name.last name** is easy for most people to remember however if this name has already been selected by another user in another Organisation you will have to choose an alternative.
Using the drop arrow to the right of the **Role** field, select the **Role access** for your new user (See **How to - Roles**)

You then need to advise Member Wizard of the email address of your new user as they will be sent an email containing their login name and a temporary password.

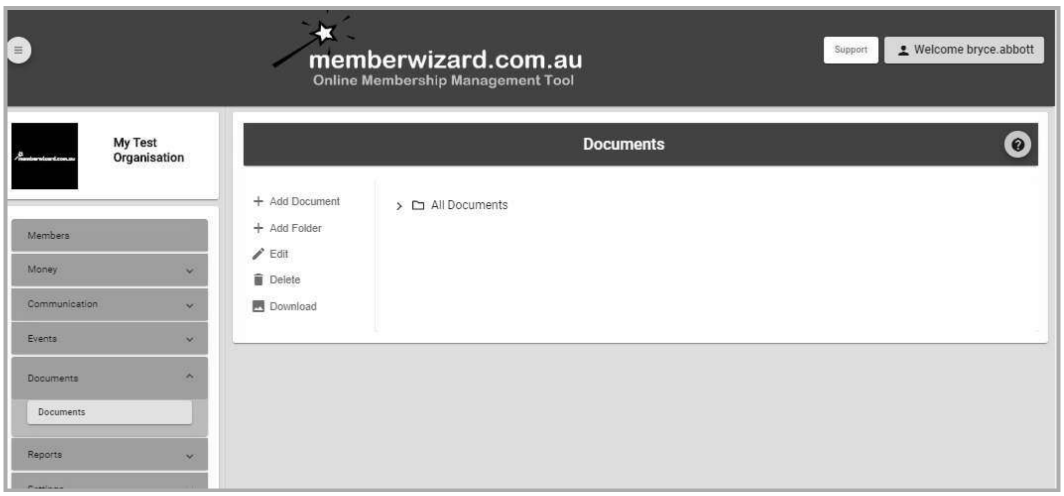
Once your new user receives this email they should login and change their password. If they do not receive the email within a few minutes ask them to check the spam or junk filter on their email.

If your new user does not receive an email try resending it from the **List of Users** screen by highlighting the user name and clicking **Resend Email**. Check first that the email address you have for them is correct and that they have carried out the spam check exercise in the above paragraph.

Manage Documents

Member Wizard can provide a storage facility for all the important documents your organisation wants to keep track of. Rather than having to search through dusty boxes or files looking for what you need you can search on key words to locate what you need.

Member Wizard Documents is also where you store documents you wish to make publicly available either through your Member Portal or through your Member Wizard integrated Website as a **Download**. In order for a document to be viewed in these areas you must check the box marked **Public** in the **Edit Document** form.



Creating a Folder

Before you can add a **Document** to your Member Wizard you must create or select a folder into which to add it. You can not add a document into the **All Documents** root directory. You can however **+Add Folder** to this location.

Simply click the **+Add Folder** link then give your folder a name.

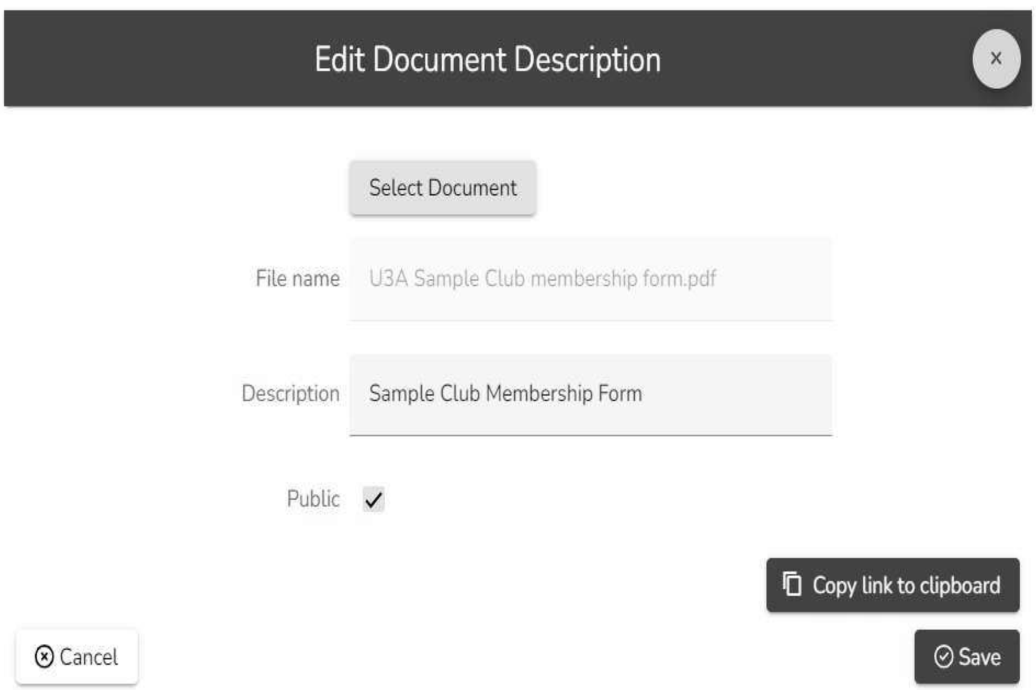
Uploading a Document

To upload a document click on **Documents** in the main navigation panel. The Documents form will open with the **All Documents** folder selected. Click on the folder into which you want to add your documentthen click **+Add Document**. **Important** you can not add a document to the root directory of the file structure (ie with **All Documents** selected. You must have chosen a folder to which to add it first. You can however **+Add Folder** to the **All Documents** root directory (see above)

Other Document Actions

Making a document visible to Members via the Member Portal

You can **share** documents with members if you check the box on the **Edit Document** screen marked **Public.** This can be useful for making files such as Newsletters visible to members through their **Member Portal.**

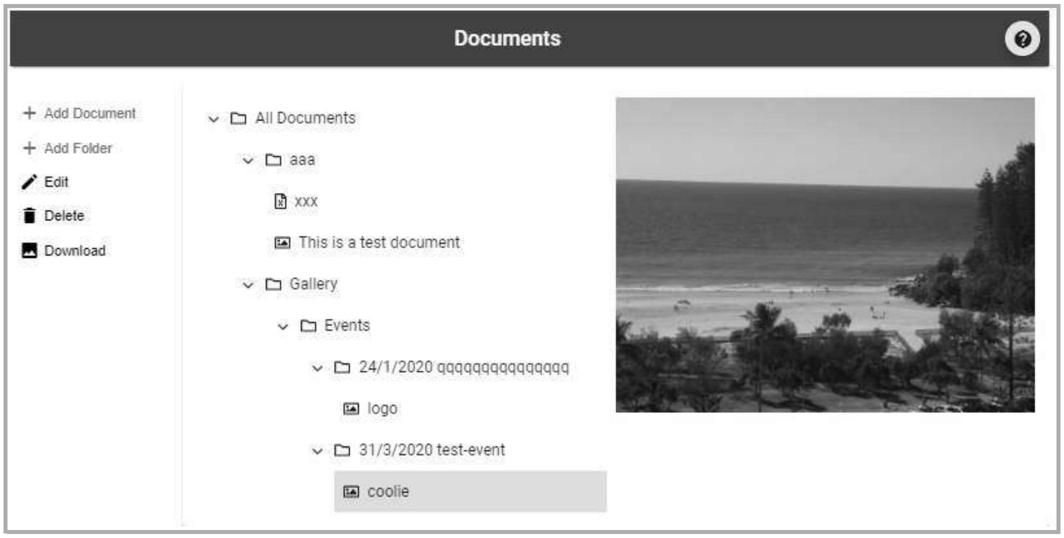


Copy Link to Clipboard if you wish to email a link to the document you can copy the link and insert it in your email. If the Document is marked Public you can put the link on a website.

Delete You can delete a single document or a folder with all the documents it contains but be aware this action is not reversible. Simply highlight the document or folder and select **Delete** from the side navigation and say **Yes** when prompted.

Download You can download a document by simply selecting it then clicking **Download** in the side navigation. The document will be downloaded to your Downloads folder on your device.

Viewing a document/image You can view any type common type of document by highlighting the document name. An image of the document or image will appear in the right hand form panel. Document types such as .pdf, image files, Excel spreadsheets and Word documents can all be viewed.



Accepting face to face payment of an outstanding invoice by credit/debit card

If your organisation has connected Stripe then you can accept face to face payments at the counter for outstanding invoices.

Note. This option will only appear available if the member has an outstanding invoice and if your organisation is connected to **Stripe**. If you wish to receipt a member and accept a face to face credit/debit card payment you must therefore firstly create an invoice for the payment. Once is is done, highlight the member in the Member List and click **Card Payment**. Enter the member's card details and the payment will be processed and a receipt generated.

Class Status Changes

To facilitate the bulk changing of various class status states use the **Classes Status Change** menu option.

Select the classes to be affected by the change.

You can **Make Classes Inactive, Make Classes Active, Allow or Disallow Online Enrolment.**

This is useful if you wish to prepare your classes before the teaching period begins, have your members able to view class information but not be able to enroll in it until the class enrollment period commences.

Emailing Students, and Tutors/Convenors

You can email all or just a selection of students in each class or in all classes.

Simply select the class/es from the list, prepare your message and click **Send**

Prepaid Enrollments

The use of this screen is in the following kinds of situations when adding a student to a class:

1. The student has enrolled and paid but for some reason needs to change the dates for which they have paid for a class because they may be unable to attend or for some other agreed reason.

2. The class administrator wants to show a student as having paid for a period of classes without sending them an invoice or recording a receipt. Typically this happens when a student has already paid but wants to change classes or the administrator is loading students into a class already up and running and paid for but not in Member Wizard.

3. The student has paid for another class but wants to move into a new class. This will add the invoiced to information into the new class.

NOTE: This will **NOT** add the student into the Enrolled Students list for this class and it will **NOT** put them on the Attendance Sheet. See instructions below on how to add them to these two reports.

INSTRUCTIONS ON HOW TO ADD A STUDENT TO A CLASS LIST AND AN ATTENDANCE SHEET USING THIS PAGE

1. On the **Pre-Paid Enrolment** screen click **+Add** in the left page menu.

2. Select the Class and then the Member

3. Enter the date range for which you want to show the student member as having paid, then **Save** and exit this screen.

4. Go to Classes in the main menu and select the Class you want the student added to.

5. Select **Enrolled Students** then select **+Add to Enrolled List** from the page menu.

6. Select the name of the student you wish to add and when prompted select **No Invoice.**

7. **Save**.

8. Check both the **Enrolled Students** list and the **Attendance Sheet** to confirm the student is present.

Exporting Classes to Excel

You can export all or a selection of classes to Excel. This may be useful in preparing printed Class catalogues. Simply select the classes you wish to export and click the **Export** button at the bottom of the page.

Generating and Emailing Membership Invoices

When its time to send out renewal invoices to your members, Member Wizard will identify those members who's membership has or is due to expire and send them an invoice for them to renew for the upcoming new membership period.

When you send out these reminders, an invoice will be automatically generated and will show against the member's record in the **Amount Owing** column. Note that invoices will not be created for members with a membership type that has a zero cost.

If they pay this invoice through direct deposit into your organisation's bank account or face to face in the office, when you receipt the payment Member Wizard will automatically update their membership paid to date in their member record.

If you have Stripe connected and they pay using their credit or debit card either online or face to face using Stripe then Member Wizard will automatically create and send them a receipt and update their membership paid to date in their member record.

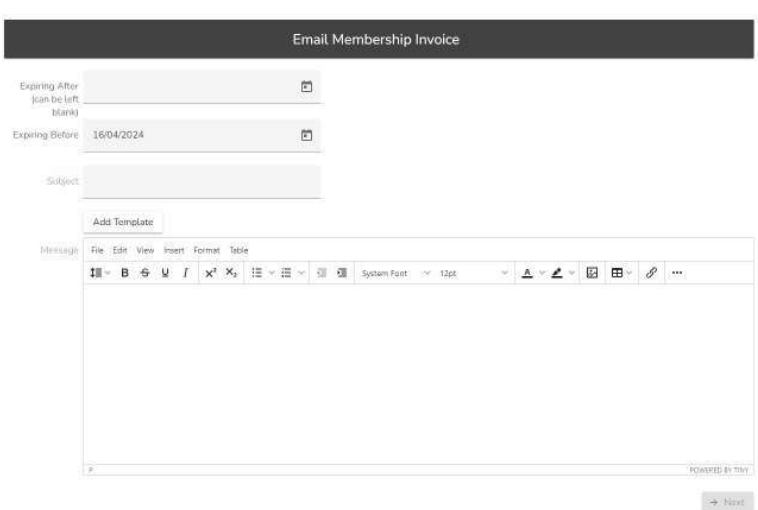
Membership invoices and their matching receipts can be viewed by right clicking on the member's record in the **Member List** and selecting **Statement.**

Step 1: Click on Members/Email Membership Invoices

The system will default in the one month ahead of the current date in the **Expiring Before** field. This can be edited if you require.

The **Subject** and **Message** fields are mandatory. Enter something appropriate in each area.

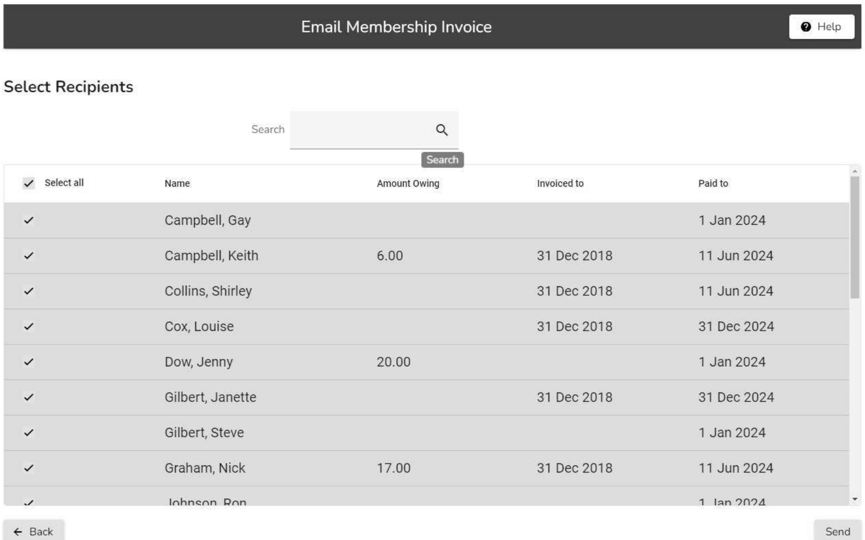
Click **Next**



Step 2: Select the members you wish to send Reminders to.

Click **Select All** to select/deselect all the members listed. Note that if the member owes any money as shown in the **Amount Owing** column this this amount will also appear on the emailed membership reminder.

Click **Send**



Changing Membership Types (Bulk members)

While you can easily change an individual member's **Membership Type** simply by going to the member's record on the Organisation tab and changing the type in the **Membership Type** field then saving the record, you may sometimes need to do this for a group of members.

Member Wizard can change one membership type to another simply and easily for a bulk group of members. Simply select the **Membership Type** you wish to change and then select the **Membership Type** you wish them to be and click **Next.** A list of the members who will be included in this change is then displayed and you can either select them all or a selection of them and click **Change Selected Members.**

Typically this can be used for organisations who charge members a different membership fee when they first join an organisation than they do when they subsequently renew their membership.

Importing Members into your database

Preparation of your spreadsheet

Many organisations use Excel spreadsheets to record and keep track of their membership details.

If this sounds like you then you can upload this spreadsheet directly into Member Wizard and avoid having to enter each member manually.

The process involves a number of steps which we have outlined below but never fear! If you find it difficult or you don't feel confident preparing your spreadsheet simply email it to support@memberwizard.com.au provide your contact details and we will be in touch with you to assist.

Preparing your Spreadsheet for Importing:

1. Firstly you need to make a copy of your membership file. This means your original file will remain unchanged and you will be working from the copy leaving the original intact.
2. To make a copy open your spreadsheet membership file and then select **SAVE AS** from **FILE** in the Excel menu bar. Name your copy something easy to find and store it somewhere easy to find such as your Desktop. You can delete it after your members have been imported.
3. Remove all rows from the copy of your spreadsheet which do not contain an actual member record. This means you should not have any blank rows. You must however leave the heading row for us so you can identify what each column contains. It does not matter what order your members are sorted. An easy way to remove blank rows in your spreadsheet is to sort the data

in the first column, it doesn't matter if you sort it higher to lower or visa versa. Expand the selection when prompted. This will effectively remove all blank rows in your spreadsheet.

4. Next look at the data in your columns. If you have a column for a member's email address then make sure that it ONLY has the email address in it and not any comments which may be there. If there are any columns which contain important comments, add a column to the end end of the row and call it Comments and put the comment in there. They will be imported into the Comments field for that member.
5. Look at your phone number columns. Member Wizard provides for up to three **Phone number** fields which you can name as you like - for instance, Home, Work, Mobile - but the columns need to contain consistent data. In other words if the mobile number is in Column G in your spreadsheet then each member's mobile number needs to appear in Column G. If the member does not have a Home/Work/Mobile number then just leave it blank. Any Column can be blank except for the **Last Name** column.
6. Make sure all phone numbers are comprised of digits. Some people do still use a capital letter O for zero. Change this. Numbers starting with a zero are difficult for spreadsheets as they typically remove the 0 which of course you don't want for telephone numbers. To stop this from happening you need to put a **'** in front of the leading 0 for all telephone numbers. Excel will not display the ' but it will change the column so that you can display the leading 0 in front of the phone number.
7. Regarding dates, make sure your spreadsheet has the date format set at DD-MM-YYYY. Start Date refers to the date the member first joined your organisation. Paid to date is as the name suggests when their membership is paid up till.

8. These next couple are a bit of a pain. The first and last names have to be in separate columns. If you have hundreds of members, you don't know how to use Excel to do this and this is too big a job then send it to us using the email address above and we will handle it.
9. The street name/number and the suburb, postcode etc all need to be in separate columns. Again if you have hundreds of members and don't know how to use Excel to do this then leave it to us.
10. If your member is in any groups eg committee you can also import that information as well. Member Wizard offers 4 options for each column imported - **Standard** (these are columns which map directly to existing Member Wizard fields such as Surname), **Custom** (these are columns which contain information which Member Wizard does not map to a standard field but the system will create a field for you and you can name it whatever you wish), **Do not Import** (for information you do not wish to import) and **Groups** (the system will create a group called the same as your column heading so you need a column for each group). If your member is in a group make sure there is a **True** in the relevant Group column, else there should be **False**.
11. Once these tasks are complete, click the **Select Your Spreadsheet** button at the bottom of the import members page.
12. The system will show you on the next screen a layout of the columns in your spreadsheet and the names in the headers of your columns. There are 3 field types you can import - **Standard fields, Custom fields, Groups.** There is also an option to **NOT** import a field.
13. **Standard fields** are those that are common to all organisations. Click the orange field and select which **Standard Field** in

Member Wizard matches the data in your column.

14. **Custom fields** will be created by the system. You can rename them later in **Settings/Custom Fields** if you wish.
15. **Groups** can be used to enter members into any group they may already be in. If you wish to use this then the name of the group must appear in a column in the member's record row in your spreadsheet. You will need a column for each group. If the member is part of the group then the group name should appear in the relevant column on their member record row in the spreadsheet. You can rename groups later if you wish in **Members/Manage Groups.** You can also add members to groups later once they are imported if you do not wish to do so in during the import process.
16. Once you have selected a match for each column in your spreadsheet click the **Next** button. The data will be displayed on the screen and you should check it carefully to make sure it is how you wish it to be. On clicking **Import** the system will first run a scan over your data and any problems will appear in a list in a pop up. Be aware that since you have a Header line in your spreadsheet with the column names in it that the line number where error's occur will be one more than it should be in your actual spreadsheet.
17. If the system did detect any errors you must go back to your spreadsheet, correct the issue and then start over selecting your spreadsheet to load the revised member list.
18. **IMPORTANT: You can not import data twice without duplicating it all. Member Wizard does not use member name as a unique field so if you try to fix a bad import by importing again you will end up with the data being imported twice and there will be a duplicate entry for each member in the database.** If you need your data deleted then

email support@memberwizard.com.au and we will be able to do it in the back end in a few seconds.

19. When all the data is correct and it imports you will be advised it has successfully imported.

Member Payments: Setting up Stripe

WHAT IS STRIPE?

Stripe is a company that allows businesses of any size to accept payments and manage their business online.

It is used by companies such as:

Airtasker

Uber

Booking.com

Shopify

Google

Amazon

Zoom

They have two head offices – one in San Francisco and one in Dublin but they also have offices in London, Paris, Singapore, Tokyo and a dozen others.

They were launched in 2011, have 4000 plus employees and millions of users all over the world.

WHAT DO THEY DO?

At the most basic level, they allow any business with a bank account to be able to accept online credit or debit card payments over the internet.

For Member Wizard this means members with a credit or debit card can pay safely and securely for their membership, classes or for ticketed events online and for the money to be transferred usually within 24 hours into the organisation's bank account.

HOW MUCH DOES STRIPE COST?

Stripe charge a credit card fee as do most online retailers these days. There is also a small Member Wizard admin fee. On a $35 membership the fee would be:

$35 membership renewal fee

Stripe fee 90c (1.70% + .30c)

Member Wizard fee 17.5c

Total fee (to member) $36.08

It can be configured for either the member or the organisation to pay the Stripe fee and the additional cost to the member is $1.08 for the convenience of using their credit or debit card and paying immediately online. Using Stripe will of course be optional for any member if you still permit direct deposit.

HOW DOES STRIPE WORK?

1. You can connect Stripe to your Member Wizard database. This takes about 30 mins. The information required is contained in the Stripe Activation Checklist (See list below).

2. Once you have connected Stripe to your account all Membership Renewals. Class payments and Invitations to Events will contain a link in them that members simply click on then provide their payment details. Member Wizard will automatically generate a receipt for the member and if it is a membership invoice, the member's **Paid to date** will be automatically incremented.

3. About 24 hours later Stripe will automatically transfer the money, less their fees, down into your organisations nominated bank account. There is a small delay before the first payment is transferred which is part of Stripe's money laundering check process which they need to complete first.

BENEFITS OF USING STRIPE

We have found that Member Wizard organisations who use Stripe (Council for the Aging in Northern Territory and Tenants Union Queensland and a large proportion of U3A clients for example) report better member retention as it makes it much easier for people to pay their membership as and when they receive their renewal notice. We have had absolutely no reports of any problems or issues with clients using it. Many organisations report that up to 70% of their members will use this method if you make it available and it cuts down considerably on the work of the Treasurer as all reporting and bank reconciliation is automatic.

Further information

For more details on Stripe their website is stripe.com

The following page details what information you will need to connect your organisation to Stripe in Member Wizard.

STRIPE ACTIVATION CHECKLIST

You will require the following:

1. Your business ABN

2. Your registered Business Address and phone number

3. The bank account number and BSB into which to receive Stripe payments

4. Your Website address

5. The names, home addresses, phone numbers/mobiles and date of birth for critical committee members – eg Treasurer, Secretary and President.

6. Scanned front and back images of identifying documents such as a drivers license for the above people (because you are effectively opening a new bank account and this is a banking requirement).

7. The registered name of your business

8. Your Incorporation or Association number if you have one

HOW TO CONNECT YOUR MEMBER WIZARD DATABASE TO STRIPE

When you have this information go to **Settings/Member Payment Details** and click the tab which says **Credit/Debit Card** and check the box. You will need to select the bank account into which Stripe will deposit funds and if you wish to the organisation to pay the Stripe fees you should uncheck the **Member pays Credit Card fees** box. If you wish members to be able to send donations you should check the **Allow Donations** box.

Then click the blue button and follow the instructions. Once this is done and you are returned to this page, all your invoices will offer Stripe as a payment method. Your first payout will take around 3 to 4 days due to international banking regulations.

WE ALREADY HAVE A STRIPE ACCOUNT – HOW DO WE CONNECT THAT TO MEMBER WIZARD?

If you already have a Stripe account you have been using then the task of connecting it to Member Wizard is simple.

Just log into your Stripe account, then log into your Member Wizard account and click the Connect Stripe blue button on the Member Payment Details menu in Settings which will appear when you check the box which says Use Credit/Debit card. The system will automatically detect and link your connection.

Generating and Printing Membership Invoices

This menu item is only for members without an email address recorded against their record. It will only show those members in the list to print.

To edit the information appearing on the invoice do so in **Settings/Organisation Details** on the **Members** tab in the **Print Renewal Instructions** box.

Member Wizard for New Treasurers

A Quick Guide to Member Wizard for Treasurers

If you are using Member Wizard for the first time or if you are a first time Treasurer then you may find this information useful.

PART 1 – FOR FIRST TIME TREASURERS

There are two types of book keeping methodologies. The first is a simple single entry system called Cash Book and the second is the more popular and useful Double Entry system. This section provides information on both these systems

CASH BOOK (SINGLE ENTRY) ACCOUNTING

Many non-accounting background Treasurers either use or inherit a system where a Cash Book has been used mainly because it's simple and easy to set up and run. It is however limited when it comes to providing the committee with the actual financial position of the organisation. It does not account for outstanding amounts of money which have been invoiced but not yet paid or the other assets and liabilities of your business. It is rarely used by any other than small organisations which do not require auditing or much in the way of management committee reporting.

Organisations using a simple cash book system generally have a hard copy ledger or maybe a spreadsheet into which amounts are entered as purchases and receipts are recorded under various account categories.

Member Wizard does not use single entry accounting as most committees require financial information which is more accessible and reflects a more accurate financial position of the organisation.

Below would be an example of the purchase of a printer for the office for $1000 under a cash book system.

Date/Description	**Office Equipment**	**Postage**	**Rent etc etc…**
14/12/21 – Printer for office	$1000		

DOUBLE ENTRY ACCOUNTING

Double-entry accounting is a method of bookkeeping that tracks where your money comes from and where it's going to. Every financial transaction gets two entries, a "debit" and a "credit" to describe whether money is being transferred to or from an account respectively.

Below is a simple example:

Using the same purchase of a printer example as above, your double entry system would show this as

Date	Account	Debit	Credit
14/12/21	Cash (or Bank)		$1000 (-)
14/12/21	Office Equipment (Printer)	$1000 (+)	

The debit and credit (+ and --) signs are just to illustrate that your cash has been reduced by $1000 while your Office Equipment account has increased by $1000. At first the fact that the purchase is represented by a Credit to the bank is somewhat counterintuitive. Easiest way to think about it is to imagine that the goal was to get to 0 in an account. In this case would this transaction reduce or increase the distance to your objective? If it reduces it then it's a credit – represented as a (-), as you are closer to your end goal, if it increases it then it's a debit (represented as a (+).

REMEMBER: You can obtain assistance at any time on any Member Wizard function by clicking the **Help button** in the top right hand side of the header for each page. The Help button will give you context sensitive help on actions you can do on that page.

PART 2 – SETTING UP AND USING MEMBER WIZARD FOR TREASURERS

Step 1 The first step is to set up your Bank Accounts so purchases and receipts can be recorded against each of your various bank accounts (you can set up as many bank accounts as you require). You do this in **Settings/Bank Accounts.**

Step 2 Next you need to set up your **Chart of Accounts**. These are all the categories that you want to record income and expenditure or assets and liabilities against. You can find and set up your Chart of Accounts in **Settings/Account Categories**.

Member Wizard already has a number of Account Categories set up which it needs in order to operate. You cannot delete these however you can hide any you do not need or use by either selecting it in the Account Category list then either clicking **Edit** from the menu or right clicking your mouse and selecting **Edit** then unchecking the **Active** box. You can always reactivate them again by checking the box marked **Include Inactive** at the top of the **Account Categories list.** CAUTION: If you make an account category which is used by Member Wizard inactive you may find you will have problems performing some transactions so be judicious with how you adjust these settings.

You will note that Asset and Liability category types have a box marked **Current** which is checked by default. This simply refers to where the account will appear on your Balance Sheet – as a Current or Non-Current asset or liability.

You will also note that Member Wizard includes your membership types in your Account Categories list which is done for simple convenience.

You can view the transactions recorded against each Account Category by clicking on it and selecting **Show Transactions.** Transactions can be displayed for a number of periods by changing the **Date Range** at the top of the list. You can print this list also or export it to Excel.

Parent and Child Categories

Quite often you want to group together and total several account categories on both your Profit and Loss and your Balance Sheet reports. You do this by firstly creating an Account Category which you name appropriately to be the Parent. For instance you may wish to combine all your Membership Types together and total them under a Parent Category called **Memberships**.

To do this you need to decide where it is you want the total category to appear on your reports. For instance for Memberships you would want to see them in the **Income** section of your Profit and Loss so you would create the category from the Account Categories list by clicking **+Financial Category** calling it **Memberships** and making it of an **Income** type. Alternatively if you paid rent on a number of premises you would want it to appear in the **Expense** section of your Profit and Loss so you would create it as an **Expense** type.

You then would create your membership types and check the box marked **Has Parent** then select the newly created **Membership** account. In this way all accounts with that parent type will be itemised and totaled in your reports. You can next Parent/child categories within each account down to 2 levels.

See the following example extract from a Profit and Loss Report for a parent/child Membership category totaled to 2 levels.

Memberships

Annual memberships

Annual Full members	$2000		
Annual Associate members	$ 500		
	Total	**$2500**	

6 month memberships

6 month Full members	$500		
6 month Associate members	$100		
	Total	**$600**	
			TOTAL $3100

NOTE: Parent categories cannot contain any transactions. Transactions can only be recorded in CHILDREN of that Parent category. In the above example ”Memberships”, “Annual Memberships” and “6 month memberships” are all Parent categories. These are **not** used as the categories on receipts. “Annual Full Members”, “Annual Associate members”, “6 month Full members” and “6 month Associate members” are the Child categories. These **are** the categories against which you enter your receipts.

Member Wizard Reports

The two main reports usually required by management committees from their Treasurer are

1. Profit and Loss (shows income and expenditure by category). This is the report that shows the committee how much has been either earned or spent against each category for that financial year up to the date you have entered.

2. Balance Sheet (shows assets – usually bank account balances, and liabilities eg un-acquitted grants. This shows the committee how much money is available left in bank accounts and if there are any liabilities outstanding which need to be allowed for.

If you record all your transactions in Member Wizard then each of these reports are available by the simple click of a button. You can also compare the current against the past year’s figures.

RECEIPTING CASH AND (IN PERSON) CARD PAYMENTS (NOT STRIPE)

When you receive cash or a credit card transaction in person from someone you don’t generally rush straight down to the bank and deposit it. Usually you wait till you have a number of cash transactions to bank and you do them in a single deposit. Similarly if you are using a card reader such as Square you generally close the balance out at the end of the day and it may include several such transactions.

The bank when it produces its bank statement or transaction record will show only the totals of these deposits – it does not know what the individual transactions were which made up that total deposit. For this reason you need to create a deposit in Member Wizard which will reflect what the bank is going to show on its bank statement or transaction record.

To create a Deposit click on **Money/Deposit** then +**Add** a deposit. Select the bank account and the date you made the deposit or closed off the Square balance. If you are using Square and your organisation is covering the Square fees you will need to add a **negative amount** which represents the card fees so that it is deducted from the balance to match the bank's payout figure.

To create this deduction you need firstly to have an **Account Category** in which to accumulate the fee costs. This would normally be an **Expense** account category. Receipts only show **Income** categories when listing available account categories so you need to check the box on the **Add Item** box which says **Show All Categories.** You have to enter the amount as a

Fill out the date and the bank and put in a reference which explains that it is the sum total of the days Square fees. Make sure you have selected Credit Card as the **Payment type**.

Click **Add Item** and click the box which shows **Show all Categories** at the top of the receipt. You need to do this because Square fees are an expense items and this is a receipt you are creating so the system will usually only show income type categories rather than expense categories. Select the **Account Category** which you use to handle your Square expenses and make the amount a "negative" by using a "**–**" in front of it. Click **Save**

You can now return to your Deposit screen and include this new receipt in your Square deposit. It will reduce the amount you are banking to represent the Square fee and the total will now be the same as that appearing on your Bank statement from your Bank.

RECEIPTING EFT (DIRECT DEPOSIT) RECEIPTS

When you select EFT as the Payment type the system automatically does a deposit for you so you do not need to manually create one as per above. When you come to do your bank reconciliation the amount of the receipt and who it was to will show already on the list waiting to be reconciled.

RECEIPTING STRIPE

If the member pays through Stripe online via an invoice you have sent out through Member Wizard, the receipt and the transfer from Stripe down to your bank account are done automatically. The member is automatically emailed a receipt directly from Stripe.

If however you wish to accept a Stripe payment face to face then simply create the invoice in Member Wizard, this will then show an amount against the member's record in the Member List. Highlight the member and click the **Pay by Stripe** option in the page menu. Type in the card details and click **SAVE.**

RECONCILING YOUR BANK ACCOUNT WITH YOUR BANK STATEMENT

This is usually carried out at the end of each month or immediately before you are required to present updated figures to your committee. A bank reconciliation is an accounting requirement to show that you have correctly accounted for every expense and income item and that your tally corresponds with that of your banks.

To create a **Bank Reconciliation** click **Money/Bank reconciliation** in the main menu. Click **+Add** at the top then select the Bank Account you wish to reconcile. You should reconcile every bank account and Petty Cash fund on a regular basis as it become difficult if you try to do several months at a time. If you select to reconcile Stripe the system will connect to Stripe, match the receipts against the Stripe payouts and will either allow you to simply click **Reconcile** if all receipts and transfers are present or give you a list of missing transactions in Member Wizard. If you click on one of these missing transactions you will be able to add it and it will disappear from that list and appear in the Reconciled column of the Bank Reconciliation.

After you have selected the Bank Account, you will see all the transactions – receipts, expenses and bank transfers – you have created in the system appearing in the left hand column. The right column will usually be empty.

Enter from your bank statement the closing bank balance at the top of the form under **Closing Balance**. Then using your bank statement one by one go through and tick off every item on the statement that appears on your screen and click on the item on your screen and drag it across to the right hand column.

As you do this you will notice the greyed out field called **Difference** change either up or down depending on if it's a receipt or an expense. If you find a transaction on your bank statement that is **NOT** in your system you can use the buttons marked **Add Receipt, Add Deposit or Add Expense** at the top of the form.

When you have accounted for all the items on your bank statement the **Difference** should show 0 and the button at the bottom right of the screen will change from **SAVE** to **RECONCILE**. Click this and you have reconciled your statement for the month.

HANDY HINT:

You can have two Member Wizard screens running at the same time. Just open another browser and log in as well to Member Wizard on that tab. In that way you can jump back and forth without having to leave your Reconciliation Screen on the first instance of Member Wizard.

If you make a change on one screen and it is not reflected on the other screen then you may need to refresh the 2nd screen by holding down the Ctrl key and tapping in the F5 key. This is for Windows PC's only.

If you find you can not complete your reconciliation because you need to go check something in your system or you run out of time etc remember to click the **SAVE** button or you will have to start all over again when you return.

ACCOUNTING FOR GST

If you pay/collect GST you can add or include GST on any receipt or expense item by highlighting each line of the receipt or expense and clicking either the **+Add GST** or **-GST**

MEMBER WIZARD FINANCIAL REPORTS

The reports you will generally take to your committee meeting as Treasurer are the Profit and Loss and the Balance Sheet. These are automatically generated by clicking **Reports/Profit and Loss** or **Reports/Balance Sheet** from the main menu. It is wise to check that the balance on your Balance sheet actually does match your current bank balance.

You can also prepare a GST report if you are registered and recording GST on your receipts and expenses.

LIST OF TRANSACTIONS ENTERED AGAINST AN ACCOUNT CATEGORY

To obtain details in a list of transactions which have been entered against a particular account category go to **Money/Account Categories**. Select the account of interest and right click on it and select **Show Transactions** or select **Show Transactions** from the left hand menu. You can print this list if required by selecting **Print Account List**. If you double click on any of the entries it will open to show you the receipt or expense which relates to the entry. You can also export all transactions to Excel.

ACCEPTING PAYMENTS ONLINE

Member Wizard offers two online payment transactions systems.

Stripe: will allow your members to pay their membership dues or for classes or events online through either email or on your organisation’s website.

Stripe requires setup and integration into your system before being able to use it. Details on how to do so are given in the Help File accessible by clicking the **HELP** button in the top right of the **Settings/Member Payment Details** page.

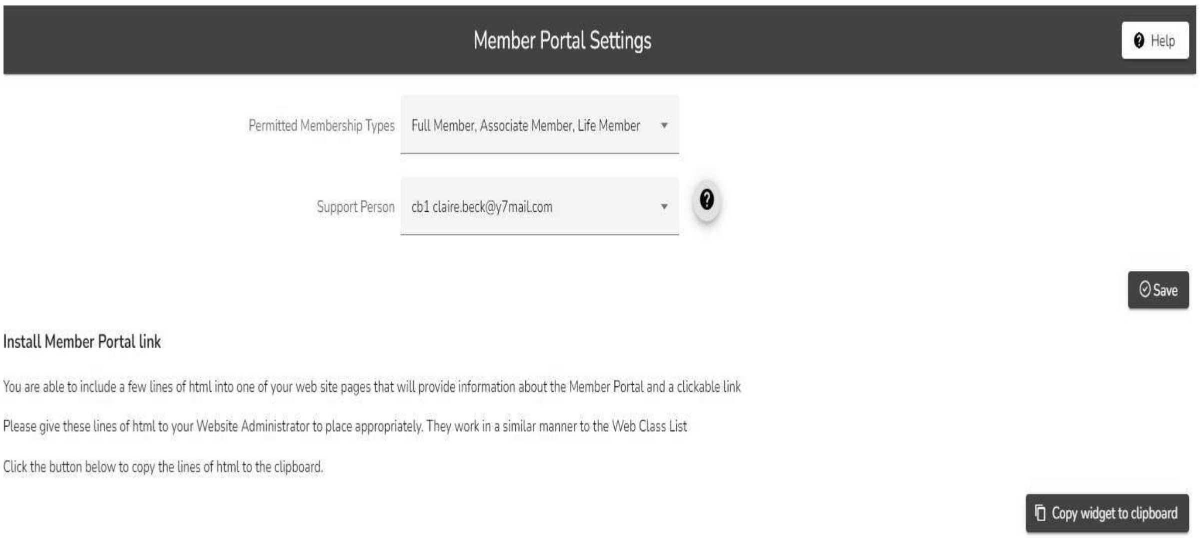
Direct Debit: Members can pay by transferring funds directly into your bank account provided you have set up your bank account details in **Settings/Bank Accounts.** They will be given a reference number to accompany their payment to make it easier for you to identify payments on your bank statement.

NOTE: Members who pay using Stripe for membership will automatically receive a receipt for their payment and their new membership **Paid to Date** will be automatically incremented.

Members who use Direct Deposit to pay their membership will require you to issue a receipt when you have identified the payment on your bank statement. The issuing of the receipt for membership will then automatically increment their **Paid to Date.**

Member Portal Settings

Before you can use the Member Portal you need to configure the **Membership Types** who will be able to access it. You also need to select a person amongst your **Users** list who will be the first point of contact for your members should they require assistance. This contact will be via their registered User Email address and will appear when a member clicks the **Help** link on the Member Portal page.



Once you have configured these two areas you will be able to click on the **Copy widget to clipboard** button which will give you the link you can send to your members or place on your website for members to install the Member Portal on their own device.

Please note if you do not have a **Payment Card** registered in **Settings** your members will not be able to obtain the security code via their mobile, it will be sent to their email address.

Emailing out the Portal Link

Once you have configured your **Member Portal Settings** by adding a contact person and selecting membership types, you can email it out to members. If you want to test that all is working correctly **DO NOT** try to copy and paste the link - it is very easy to miss identifying characters off the copy link. Instead click the **Open Member Portal in New Tab** link in the **Member Portal** main menu.

Configuring the Member Portal for Members

INSTALLING AND ACCESSING THE MEMBER PORTAL FOR MEMBERS

The Member Portal can be accessed on any internet connected device but is especially useful for mobile phones or tablets as it allows a member to access their member record and if necessary prove their membership.

INSTRUCTIONS TO INSTALL

1. Click on the Member Portal app either on your organisations web site or in the email link sent to you.
2. If you are the only member using the email address registered with your organisation you can register with your email address. If you share your email address with another member you will need to use your Member Number to register.
3. Whether you have entered your email address OR your member number, a security code will be sent to your registered email address.
4. The security code is valid for 24 hours so if you need to return to the site you can simply enter your email address or member number then enter the code you received earlier.
5. If your organisation has SMS top up enabled in their database then you will be able to obtain your security code via SMS.
6. If you do not have an email address and your organisation does not allow SMS messages then you will need to contact the email address listed for the support of the Portal for your organisation. They will be able to enter a temporary email address into your record so you can obtain the security code. Once you've registered and set a password or PIN the email address can be removed from your record.
7. On registration you will be asked to enter a password or a PIN. In future when you return to this page you will be able to login with just your email address (or member number) and your password. Registration needs only be carried out once unless you forget your password or PIN in which case you will need to re-register.

TROUBLESHOOTING INSTALL

If the system is unable to verify your email address please check:

1. That the email address you are entering is the one registered at your organisation.
2. If you have attempted to register using your email address and you share this address with another member then you need to use your member number.

3. If you do not have an email address and your organisation does not allow SMS messages then you will need to contact the email address listed for the support of the Portal for your organisation. They will be able to enter a temporary email address into your record so you can obtain the security code.
4. That your membership type is one which is permitted access to the Member Portal by your Organisation
5. If you still can't register, please contact your organisation.

USING THE MEMBER PORTAL

1. The Home screen will show you your Membership status including any outstanding amounts.
2. You can pay any outstanding amounts by clicking the Pay Owing button.
3. You can view your member statement by clicking the Statement button.
4. You can pay your Membership Renewal by clicking the Pay Subscription button.
5. You can view your enrolled Classes by clicking My Classes button. You can enroll in more classes by clicking the Classes button.
6. You can update your personal details by clicking Change my Contact Details.
7. You can access any documents your organisation has made publicly available.
8. You can obtain Help by clicking the Help button in the top right corner. This will give you the email address of the person at your organisation who is the nominated Portal Assistance member.
9. You can return to the main Portal screen at any time by clicking the Home button in the top right of the screen.
10. If you are a Tutor and your organisation has enabled this functionality, you will be able to manage your Classes through the Portal.
11. You can add any other organisations to which you belong or another member using the same computer can add their organisations to the Portal by clicking the Add another Organisation or Member button.
12. Each member can have their own PIN and will see their own organisation.
13. Members cannot however share the same email address within the same organisation.
14. You will need to Log out by clicking the Log Out button before swapping members or organisations.

The Member Wizard Website template

What is the Member Wizard website template?

Member Wizard can provide your organisation with a fully configurable website which already incorporates all the links for classes and membership buttons integrating to your Member Wizard database.

The website comes as a standard template which can be altered to suit your requirements and which can be configured to be unique to your organisation.

The sample template is shown at the bottom of this article.

Note: Member Wizard's web template is not Word Press or based on any existing system. It is designed specifically to be simple and easy to learn and use by members not necessarily familiar with HTML or CSS. As such it does not have elements that are by their nature complex such as picture carousels. We believe however that your creativity can more than compensate for that and you can quickly and easily develop a good looking and functional website none the less.

What if we want to use our own website design template?

That's fine. You can add, delete or move pages, areas on pages, images, downloads and text to make the template look exactly the way your organisation prefers.

The best thing is that anyone with knowledge of Word can do it. You no longer have to find someone prepared to volunteer web programming skills in order to have an easily managed, flexible and good looking website.

The Website Demo button on the Member Wizard home page explains how to work with the three main elements - pages, sections and panels.

What do we need to do to get our website up and running?

Simply click on the button in Member Wizard in the Website menu. We will then send you a temporary URL which will contain your template. You then need to make sure that the Role attached to your User name (Settings/User Management) has had the Web Site access set to Full Access. You can then go to your template and click on the Settings menu item and login using your Member Wizard user name and password.

When you have the page looking the way you wish you should contact us and we will commence making the website visible under your organisations preferred URL. There are a few ways to achieve this depending on your current domain name situation:

1. If you do not use your domain name for emails (eg you use gmail or some other mail

service) and you do not have a .org.au web domain then we can simply transfer the entire domain to our domain manager Amazon. This is the easiest solution.

2. If you use your domain to also send emails eg you have an email address of say presidentU3Ax@u3ax.org.au then we can not move the domain as our service does not include email. In this case we will need to talk to your current website manager and we will arrange for them to make some A Record entries in the DNS. If they are not able to do this we will require the login to your domain provider. Alternatively we can get your website manager to forward the domain you use for emails to a new domain we obtain for you such as U3ASample.au. You can then continue to use your previous domain for emails and your members browser bookmarks will simply redirect automatically to the new domain.

3. If you have a .org.au domain eg U3ASample.org.au then we can no transfer the domain as our provider does not handle .org.au domains your situation is as per 2 above. We can redirect your current domain to a new URL such as U3ASample.au so your member's bookmarks still continue to operate as usual.

How much does the Member Wizard website cost?

There is a one off setup cost of $450 plus GST which includes your first year hosting and domain name registration (if required). Thereafter the cost is only $150 pa plus GST.

The Member Wizard standard web template

U3A Sample Club Inc. HOME MEMBERSHIP CLASSES CONTACT US NEWS GALLERY FAQS LOGIN

Gold Coast Waterway

U3A Sample Club Inc

U3A Sample Inc.

Enjoy and enrich your active retirement!

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

The U3A's Origins

The University of the Third Age (U3A) is an international movement whose aims are the education and stimulation of mainly retired members of the community - those in their third 'age' of life. The 'third age' is defined by a time in your life (not necessarily chronological) where you have the opportunity to undertake learning for its own sake.

University of the 3rd Age (U3A) started in France at the Faculty of Social Sciences in Toulouse in 1973. It was started by Prof. Pierre Vellas. In France the Third Age University is mostly associated with a local university.

By the early 1980s, the scheme reached the United Kingdom where its nature was radically changed to be more a self-help organisation. This model is also used in Australia, Cyprus, Dominica, New Zealand and South Africa where it was recognised that most people of retirement age have something to contribute and the emphasis has been on sharing, without formal educational links.

Many English-speaking countries have followed this model, whereas continental European countries have mostly followed the French model. For historical reasons, lifelong learning institute is the term used in the United States for organisations and similar groups. There is no universally accepted model for the U3A.

The first Australian U3A opened in Melbourne in 1984 with many other U3As rapidly opening across the country. There are now about 300 U3As in Australia, with about 100,000 members. The Australian model has U3As established as autonomous groups, with their own administration and curriculum according to the needs and interests of each group.

In Queensland, U3A is the largest provider of adult education programs for retirees. All programs are provided by volunteers. There are now 35 U3A groups in Queensland.

Rules & By-Laws

Click Download button below to view the current rules and by-laws:

Download Rules and By-Laws

PRIVACY ACT 1988:

Amendments to the above Act in December 2001 do not allow U3A Gold Coast Inc. to publish an address or phone number if a member notifies us to the contrary. If you do not want your street address published on our membership list, please provide a Post Office Box number as an alternative. STREET ADDRESS IS COMPULSORY BY LAW FOR ADMINISTRATION FILES. The information provided is for Registration records, which we are obliged to keep as a nonprofit organisation.

For more information view the Demo Website link on the Member Wizard Home page.

Automatic top ups for SMS's

If you have this enabled and have checked the box **Allow Members to use SMS's for Portal Registration** you members will be able to obtain the security code to register to access the Member Portal on your device/s.

The only Payment Method acceptable is to have registered a credit or debit card with the system. To do this please first provide card details in the **Settings/Payment Cards** menu button.

Please note that SMS credits do not expire.

Emailing a Payment Request

There are two main purposes for you to use this function.

1. You have archived an old class, some or all of the students have indicated they will be continuing and wish to be enrolled. You have selected them from the list of existing students as part of the archive process and now you wish to invoice them for the new series of classes.

2. You have had a class running all term and it is now time to start the new term. The students from the 1st term will still be in there for the next term but you need to now invoice them for that. You will need to go and remove the students who are not continuing for the following term.

To send a **Payment Request** simply highlight the class and click **Email Payment Request** in the page menu.

A list of all the students enrolled in the previous term will appear, select those who are continuing and click **Send Emails**

The Member will receive an email which advises them they are enrolled in the class and asks them to click a link to pay. If they click this link the various payment options and periods will appear depending what you have set up in the class (eg Term, Block or Cash at Class).

MEMBER WIZARD

Claire Test

INVOICE	19 Jun 2023			
To:	Becky Beckworth			
		Invoiced	**Paid**	**Owing**
Test Class $50 Complete Course (30 Jan 2023 - 27 Mar 2023)		50.00		50.00
			Total	**50.00**

View Statement

Total $50.00

Please pay by Direct Deposit using these details:

BSB	123456
Account Number	1234567
Account Name	C. Beck
Reference	CL Beckworth Becky
Amount	50.00

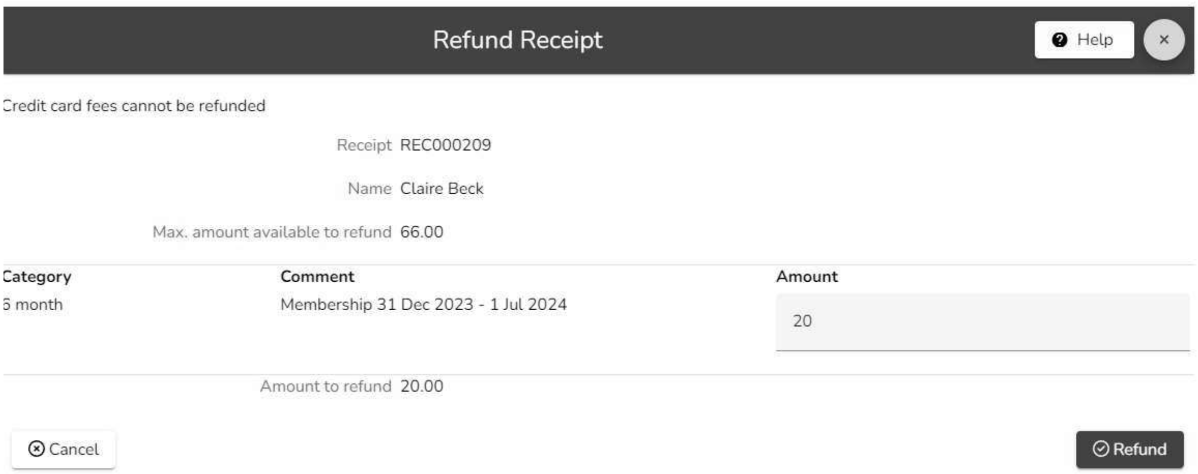
Upon payment the attendance sheet will note they have paid or intend to pay in the case of Direct Deposit otherwise it will show C in the date columns.

Processing Refunds

Processing a Full Stripe Refund

To refund the full amount of a Stripe Receipt, locate and hightlight the Receipt (you can obtain the Receipt number from the **Member Statement**) and click the **Refund** menu item. Enter the full amount of the receipt and click **Refund**. The system will then connect to Stripe and the amount will be refunded directly onto the members credit or debit card. Please note that admin and Stripe card fees are not refunded.

The system will then create a negative invoice and receipt for the amount which can be viewed from the **Member Statement** and will also appear in the **Receipt List** and **Invoice List**.



Processing a Partial Stripe Refund

If you only wish to refund part of a Stripe payment follow the instructions above but only enter the amount you wish to refund where shown.

If there are multiple line **Items** on the receipt select the line you wish to refund and either enter the full or a partial amount against that line. The remainder of the amount will not be refunded nor will any of the other items on the receipt

Print Receipt

My Test Organisation
PO BOX 1120 Broadville QLD 4xxx
support@memberwizard.com.au
12 083 123 000

RECEIPT #	REC210	Tax Invoice
Receipt Date:	26 Feb 2024	
Paid by:	Claire Beck	
Membership Paid till:	1 Jul 2024	
Membership No.:	29	

Payment Category		**Amount**
5 month Refund		-20.00
Received with thanks	**Total**	**-20.00**
	EFT	-20.00

Creating a General Journal Entry

The General Journal is designed to facilitate the movement of money from one account category to the other without impacting on the bank reconciliation process.

Typically this is used when populating account categories in the initial stages of financial records setting up but it can also be used to reduce a liability by the transferring of assets or expenses such as takes place in the grant acquittal process.

To create a **General Journal** entry click **Add+** in the page menu, enter the date you wish to entry to take place and a comment (optional) to describe the purpose or reason for the general journal entry.

Click the **Add** button on the form and select the category of where the asset or expense item is moving from then choose whether that account is to be **Debited** or **Credited** and the amount involved. The **Comment** is optional.

Click **Save**. You have now completed the first half of the process. You now need to add the balancing transaction.

Click the **Add** button once again and this time enter the **Account Category** which relates to where the money is either being moved to or from (depending on the first entry). The **Debit/ Credit** selection will be the mirror of the previous entry. The amount appearing must either be equal to that previously recorded or you will need to enter multiple entries until the Credit entries balance with the Debit entries. At this point you can **Save** the **General Journal** entry.

Back on the main form, click **Save**.

Entries made in the General Journal do not impact on the **Bank Reconciliation** process but are reflected in the **Profit and Loss** and **Balance Sheet** reports

Edit General Journal

Help

Date 26/09/2023

Comment Acquittal of Grant for Grounds Maintenance

Category	Comment	Amount
Expenditure from Grant for Garden Maintenance		1,000.00
2023 Council Grant for Grounds Maintenance		-1,000.00
Total		

Registering a Credit/Debit card for SMS purchases

In order to activate Automatic Top-Up for SMS credits you must provide a credit or debit card which will be charged for these.

You can enter more than one card but the first card in the list will be the default card used. If you wish to select another card as the default card, highlight it in the list and click the **Make Default** menu item.

Please note, you will not be able to permit your members to access the obtaining of the Portal security code by SMS nor will you be able to permit Tutors to SMS their students from the Portal unless you have registered a credit or debit card in the system.

Member Wizard does not store card details. These are stored and maintained by Stripe.

How to move a student to another class

NOTES:

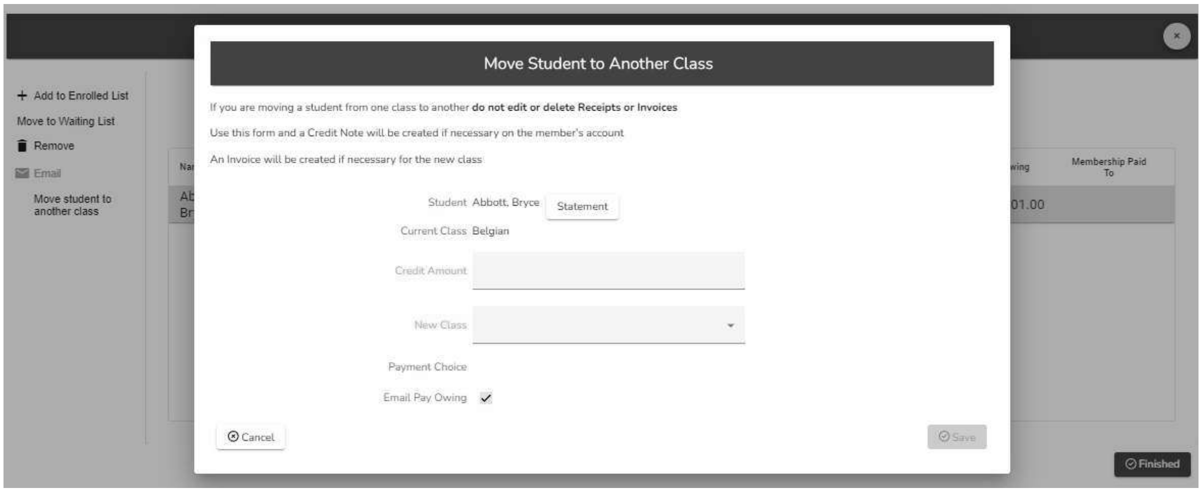
If you wish to move a student from one class to another do NOT adjust their existing invoices or receipts

This process will manage it for you. It will:

1. Move the student from the old class
2. Place them in the new class over riding any space restrictions
3. Allow you to apply a credit adjustment to the student's old class fee
4. Create an invoice for the new class if necessary
5. Allow you to email the student a request for payment if required

HOW TO:

1. Open the Classes List and highlight the class the student wishes to move from.
2. Select Enrolled Students
3. Select the student's name in the list and click the **Move student to another class** item in the action menu
4. Click the Statement button to view the student's statement. This will help you decide how much Credit to give the student for the old class
5. Enter the amount you wish to credit from the old class to the new class. Enter 0 if you do not with to transfer any credit
6. Select the student's **New Class.** You may be asked to choose how the student will pay for the new class.
7. If this process results in the student owing money to you, a checkbox will be available to **Email Invoice**
8. Click the Save button
9. Then go to Classes/Prepaid enrolments and add an entry for the student, class and the period that the student has now paid for. This will add the Invoiced to information into the new class.
10. Click Save.



Move Student to Another Class
If you are moving a student from one class to another do not edit or delete Receipts or Invoices
Use this form and a Credit Note will be created if necessary on the member's account
An Invoice will be created if necessary for the new class
Student Abbott, Bryce
Statement
Current Class Belgian
Credit Amount
New Class
Payment Choice
Email Pay Owing
Cancel
Save
Add to Enrolled List
Move to Waiting List
Remove
Email
Move student to another class
Membership Paid To
Finished

New Member Online Form Layout

You can change the layout of the **New Member Form Layout.** The fields you do not wish members to fill out online can be clicked and dragged into the **Unused** column If you do not track the data of a particular field.

Simply click and drag the field name from one tab to the other or into the **Unused** column then REMEMBER TO CLICK **SAVE.** Those fields will no longer appear in the **New Member Application** form nor will they appear in the **Update Contact Details** when the member renews online.

Should you experience any problems simply click the **Reset** button in the top left corner to return all fields to their default locations and then click **Save** in the bottom right corner.

Payment Blocks

Payment Blocks are to create class payment periods which do not align with either the **Terms, Course dates** or other optional class periods. They can be of any duration and any will mark the student as paid on the attendance sheet for the period they represent provided you also enter a **Prepaid Enrolment** for the period for which the member has paid. Examples of their use are a 4 week block or combining Terms so members can pay for one term or two or three consecutive terms.

Creating a Venue

A venue definition provides information which includes the maximum capacity of the space, the address and the location of accessible parking. This information will appear on the **Web Class List.**

The **Web Class List** also has a filter to show classes by Venue or selection of Venues.

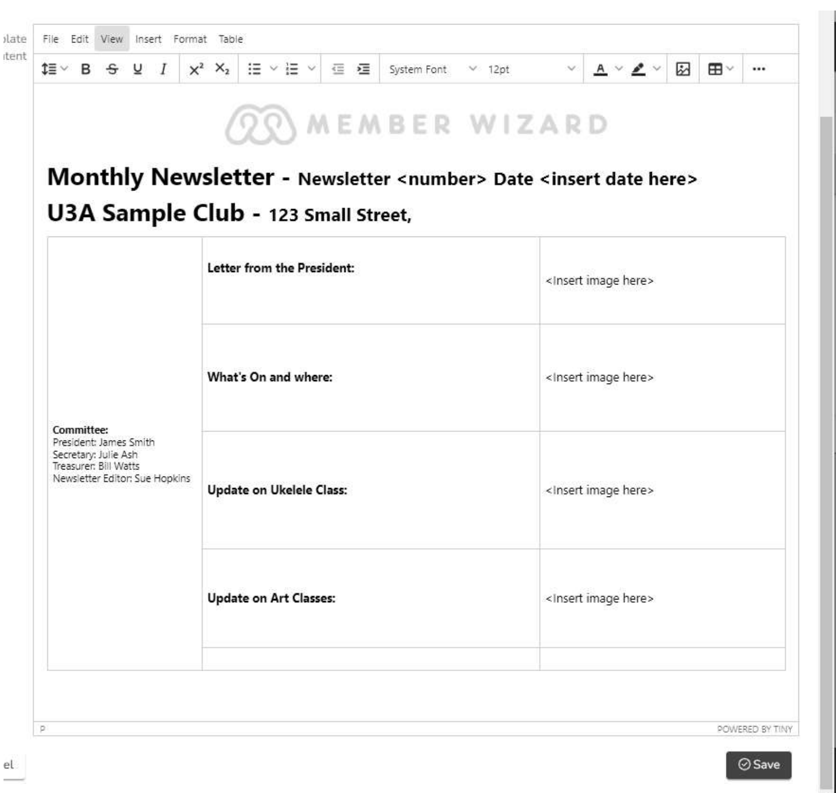
Creating a Newsletter Template

To create a **Newsletter** firstly create a template containing the standard elements that appear on all your newsletters such as the banner, details about location and committee etc. Use a table and create cells for each of the usual articles your newsletter normally contains

You can create a template for your newsletters which can be easily inserted into the body of an email or printed to PDF and saved into the Documents folder for access through the Member Portal or the Member Wizard website template. Should you wish the Newsletters to be visible to members via the Portal or the web template remember to mark them as **Public** when you import them to **Documents.**

We suggest you place your banner, dates, sections etc into a table layout in **Templates** and then simply select your newsletter template and fill in details for each newsletter - a simple sample appears below. Once you have created and saved your newsletter template you can insert this template in the **Newsletter** content, fill out the details and save it using the date so it is easy to find afterwards.

Newsletters can be copied in PDF format to a folder **Documents** for marking as **Public** for use in **Member Portal** and **Website.**



Member Form Layout

You can change how the **Member Record Form** for a member appears. If there are some fields you do not use or for accessibility reasons you wish to move from one tab to another you can simply click, drag and drop them into the position on another tab or you can place them in **Unused** if you do not wish to collect data on them.

When you have completed the layout how you wish don't forget to click **SAVE.**

Should you experience any problems with the layout simply click **Reset** and the form layout will revert to the default.

Member Wizard Change Log

Date	Version No.	Changes
15/10/2024	1123	All classes student list can now show inactive and archived classes Files and documents can now be dragged and dropped in the document list Member Portal now asks member to confirm that they want to pay subscription if they are already invoiced to more than 2 months ahead
14/10/2024	1122	New checkbox in Organisation Settings / Member: Allow Portal Membership Renewal
10/10/2024	1121	Name tags: make organisation name optional
9/10/2024	11120	Tutor portal class list has an option to show inactive classes
6/10/2024	1119	Allow Cost Per Lesson for single day course
4/10/2024	1117,1118	Bug fixes
29/9/2024	1116	Email Pay Owing: dis[lay email address and filter to display Bigpond members
28/9/2024	1115	Bug fixes
25/9/2024	1114	Add Gender and Country to fields that can be imported from a spreadsheet of members Enable importing a spreadsheet of Account Categories
19/9/2024	1113	The following Website Template panels can now will now adjust for height depending on the text in them, and can justified left, centre and right on the page: Download, Link, Member Portal, New Member and Renewing Member Events are now displayed showing text style eg colour, font-weight Web Class List can be filtered by venue
17/9/2024	1112	Most Recent Portal Action is now available as a field in Member Form Layout and inPrint Member List. Actions displayed are: Saved password, Successful login and Failed login
16/9/2024	1109 - 1111	Bug fixes

15/9/2024	1108	Event registration list and waiting list is now in date order
13/9/2024	1108	Print multiple name tags available in Print Member List and Tutor Portal Upload logo: show error message if file chosen is not an image
11/9/2024	1107	Fix invoicing membership when a member has a paid to date and no Invoiced to date
11/9/2024	1106	Enable defining an Enrolment Period during which numbers of enrolments per person is limited
5/9/2024	1104	Fixed bug in Documents module
4/9/2024	1103	New checkbox for tutors: Allow Student Portal Contact. If checked, students are allowed to contact their tutor using Member Portal My Casses page
3/9/2024	1102	Enable email to tutor, convenor and class coordinator from My Classes in Member Portal
2/9/2024	1101	Enable select a Subject Category when adding / editing a Class Subject
2/9/2024	1100	Fix bug in add / edit category
2/9/2024	1098	Enable find Invoices using a Category
30/8/2024	1097	Owing by Category report
30/8/2024	1095,1096	Bug fixes
30/8/2024	1094	Enable Register for GST in settings. If registered, all automatic invoices have a GST line applied
29/8/2024	1093	Print Newsletter from Newsletter List
29/8/2024	1092	Class status change page: fix button caption "Select all" on filtered list only selects visible rows New checkbox on Email Members: Exclude Event Attendees
29/8/2024	1091	Fix Invoiced period display for single day class
20/8/2024	1090	Display Attendance enhancements and bug fix. Now displays members who are removed from the class if they have attended or advised absence
16/08/2024	1089	Enable invoice single day class Website template now allows for adjustment of margins outside panels by adjusting the distance down to 0 in the

		correctly.
15/8/2024	1088	Create a Retained Earnings journal entry based on profit and Loss Fix error in Trial Balance report
13/8/2024	1087	Allow right click Add Category in Category List Allow drag dialogs for non-touchscreen devices
13/8/2024	1086	Display Attendance page added to class menu. Edit Receipt form now displays the Deposit Number
9/8/2024	1085	Member record is locked while the member data is being edited
7/8/2024	1083	Website images are compressed to a max size 200KB PNGID certificate signature for facilitator Email is sent to event participant confirming their registration Payment Income Category in Add Event now only shows Income categories
6/8/2024	1082	Enable register for event from class list
2/8/2024	1081	Re-arrange file structure to prevent Member Portal NG0203 errors
31/7/2024	1080	New checkbox in Edit Class: Suspend enrolment emails. It prevents all enrolment emails to tutor, vonvenor, and coordinator This can be changed on multiple classes in Classes Status Change
29/7/2024	1079	Make it possible to disable Name Tag printing in the Member Portal
27/7/2024	1078	Enable zoom presentaion booking Change build configuration to facilitate access to the portal using older iphones Fix bug in email members that caused an error when adding an extra member to the send list

25/7/2024	1076	Merge member: classes and groups are easier to read Member dropdown in Receipt, Add student to class now displays member number Able to configured unpaid invoices as Proforma, and add terms and conditions
24/7/2024	1074	Add Attendance Certificate for client Email to tutor when student is added makes clear if the student is enrolled or has joined the waiting list Reset Pin / Password added to Member Portal
21/7/2024	1073	New member Portal converted to PWA to minimise missing chunk errors
21/7/2024	1072	Use configured First Name and Last Name labels in Event Registration
19/7/2024	1070	Enable name tag printing in the Member List and the Member Portal
18/7/2024	1068	Non-member attendees to be added to an event in Member Wizard. Minimise duplicate member creation in register for event from

		website link
17/7/2024	1067	Update API application dependencies
14/7/2024	1066	Allow change non-membership to membership line on a receipt
14/7/2024	1065	Websites can add background and text colour
13/7/2024	1064	Add times and venue to class list calendar
12/7/2024	1063	Enable Roll Marking in never-ending classes
12/7/2024	1062	Enable Roll Marking in tutor portal. Increase width of new member portal
11/7/2024	1061	Fix minor bugs in portal
10/7/2024	1060	New member portal. Allows member number for registration.
8/7/2024	1059	Remove selectAll in SMS members Correct reply to number in SMS members
7/7/2024	1057	Purchase SMS units emails invoice

2/7/2024	1057	Fix Print Bank Reconciliation bug: transactions not showing if their total is zero
1/7/2024	1056	Tutors given option to not display email address. Trial balance start date removed Fixed bug in New Member invoice for 6 month membership types
29/6/2024	1055	Fix bug in Email Class Payment Request
29/6/2024	1054	Angular version 18
28/6/2024	1053	Fixed bug preventing class enrol in website
27/6/2024	1052	Individual client requirements Class description in Web Class Lists displays styles Client membership certificate background
27/6/2024	1051	Fix bug in Advise Absences from Member List. Change labels 'Emergency Contact' to 'Emergency Contact / Relationship'
26/6/2024	1050	Enable Advise Absence in Member List. Fix bug in Pay Owing where admin fee was incorrectly added to the Direct Deposit total
20/6/2024	1048	Fix bug in class import. Owing for Class added to All Classes Student List
19/6/2024	1047	Fix import of class fields.

19/6/2024	1046	Member Portal: On narrow devices My Classes now has a hamburger button to open an action menu
18/6/2024	1045	Enable import of Class fields: Day of Week, Week of Month and Frequency
17/6/2024	1044	Fix bug preventing save term costs to Classes
17/6/2024	1043	Link to Change Log is available in Help Resources. Year of Birth can be included when importing members from a spreadsheet
16/6/2024	1042	Website Template. Fix bug in Google maps publish
15/6/2024	1041	Year of Birth added as a standard member field
14/6/2024	1040	Members can advise intended absence from class from My Classes list in the Member Portal. Emails are sent to Tutor, Class convenor, and Classes Coordinator. Printed and emailed attendance sheets are marked with an "A"
13/6/2024	1039	Start Date, Finish Date, Start Time, Finish Time added to Class Import
13/6/2024	1038	Message is now visible in Communications Sent
12/6/2024	1037	Changed Help files to link to Hesk

What is the Member Portal?

The Member Wizard Member Portal gives members access to be able to manage their membership with the organisation.

Members can update their contact details, pay any outstanding invoices, view their statement, pay their membership renewal and manage their enrollment in any classes or events.

If the organisation runs classes then the member can view and enroll in these, view their current enrolment status, and advise of any absence from a class.

In addition, if a member is a Tutor of a class then they can view their class list, move students from the Wait List to the Enrolled List (should there be a vacancy), view emergency contact details for a member student and email their students. If the organisation has set up a credit/ debit card and provided access they can also SMS students.

In order to use the member portal, a member has to have a membership type which has been given Portal Access and the organisation must have set up the Portal for members to access. Details on how to do this are contained in these Help files in the Member Portal section.

A record is displayed on the member's record screen of the last date the member accessed the Portal and what the result of that access was. If you do not see this field you need to add it to your **Member Form Layout** which can be found in **Settings.** Simply locate the field name in the **Unused** column, and drag and drop it wherever you wish to see it then **Save** the new layout. The status indications are:

Saved Password: This indicates the first time the member has accessed the Portal and has set their access password/PIN. They may have also carried out other activities in the Portal at this time.

Login Successful: This indicates the member has logged in Successfully and may or may not have carried out other activities.

Failed Login: This indicates the member tried and failed to login. Reason unknown, possibly incorrect password.

June 7 - 14, 2024 Member Wizard Update

MEMBER WIZARD

Update 1 - June 7 - 14, 2024

This is the first of what will be a weekly update on everything we are doing here at Member Wizard and the progress of various projects to date.

1. The Web Site project

The first of our U3A's launched their Member Wizard integrated website at the start of the week and by the end of the week another had joined them. The first has registered a new domain U3Anorthgoldcoast.au and the second has redirected their existing website to the new Member Wizard integrated site at u3apinerivers.org.au

In addition our first Victorian U3A is working on getting theirs online in the next few days. All in all the sites are all working well and doing what they are supposed to do so if you are thinking of changing over we are ready to help you.

2. The Date of Birth Issue

We have received advice from both the U3A Networks and from anti hacking government agencies that asking for and storing full Dates of Birth in conjunction with member contact details is a high risk strategy and U3A Australia advise that it is no longer required by U3A's insurers. Accordingly we contacted several U3A's who do this and offered to strip back and move their full year data into the new Standard Field we have created in Member Wizard - Year of Birth. We request that you do not store this data- Ticketek were recently hacked and the contact details and year of birth of thousands of ticket buyers has been stolen and presumably will be sold off. With this data hackers can steal identities and even access bank accounts in some cases. Member Wizard represents best practice in data protection but the possibility that a user with Admin access could have their login name and password hacked from their own computer and thereby compromise their entire organisation is a far more likely so we have made a decision not to permit full date of birth be saved unless the organisation acknowledges in writing that they are aware of the risks and have chosen to take them.

3. Absence Apology for a Class

This week we launched the ability for members via the Portal to advise that they will be absent from a Class to the Tutor, the Convenor and the Class Coordinator. We have still to make it possible for an office admin person to remove the absence if the member changes their mind but this will soon follow.

4. U3A Victoria Network Conference - October 2024

We have been invited to set up a stand and to present to Victorian U3A's in October. Jake and I will be travelling down there and we hope this will be the start of seeing us spread throughout that State as the membership system of choice. Very exciting for us.

5. The Knowledge Base, Change Log and Report a Request/Bug system

We have now fully moved our job tracking over to HESK (a highly regarded cloud based ticketing and knowledge based system). We have also moved all the Help Files over into the Knowledge base of HESK which means it is now fully searchable. This means that if you have a problem or request you can now log a ticket yourself from the Support Link on the Member Wizard Home page. You can also view and search the Help Files there and from the Help menu within Member Wizard.

We have also instituted a Change Log which is updated at least once a day which shows what tasks were completed on the day and were published and their version number. We will still keep the Announcement popups for urgent communications or incidents.

How to change a Member Number when the field is "greyed" out

Scenario 1

A member who was inactive at the time your organisation joined Member Wizard and was not imported into your database at the time comes back on board and you want them to have the same member number as last time but you have asked Member Wizard to maintain your member numbers and as a result the field containing the member number is greyed out so it can't be changed on the member record.

Scenario 2

You find that a member number is missing or duplicated because that is how it was first imported into the system but you have asked Member Wizard to maintain your member numbers and as a result the field containing the member number is greyed out so it can't be changed on the member record.

What do you do in these sorts of situations?

Step 1: (you need access to the **Settings** menu to do this). Go to **Settings/Organisation Details** and click on the **Members** tab and uncheck the box called **Increment Member Number.** Then click **SAVE** on the form.

Step 2: Go to the member's record and click on the **Organisation** tab (or wherever you store the member number). You will notice that you can now edit the number and replace it if necessary. Enter the number you wish them to have and click **SAVE** on the member's record.

Step 3: Return to **Step 1** and reverse your previous actions.

Your member will now have the number you wish them to have and member numbers will continue to increment from the highest stored number in the system.

June 16-23 2024 Member Wizard Update

Member Wizard Update

Below is a list of the tasks completed or underway this week

1. Added Class period invoiced to the All Classes student list

2. Removed Send Email text box from Copy Class when Send Invoice is unchecked

3. Added checkbox beside Class coordinator field in Settings/Classes which can be set for them to either receive or not receive enrollment emails.

4. Added hamburger to My Classes in Member Portal for smaller screens including iPhones to display Absence and Print my Classes (previously not showing)

5. Fixed bugs in class field importing and enabled importing of days of week, week of month and frequency

6. Fixed bug in preventing save term costs to Class

7. Added Year of Birth as a Standard Import field

8. Fixed bug in Website template for Google Maps

Continuing work

1. Online Attendance Marking is substantially complete. Now just waiting for further feedback on the sorts of reports required from it. Initial report will be a list by class and by student of number and names of classes attended, no of absences and number of apologies. Send request to google MW group asking for further suggestions.

2. Website development. Launched 2 new websites this week which now makes 3 we have live. These are North Gold Coast U3A (u3anorthgoldcoast.au), Pine Rivers U3a (u3apinerivers.org.au) and U3A Kyneton (u3akyneton.au). If you like the look of these and would like to discuss moving your website over contact support@memberwizard.com.au

June 26 to July 1, 2024 Member Wizard Update

Below is what was happened in Member Wizard during this week:

1. We enabled Advise Absence in the Member List as well as the Portal so admin staff can now process members who email or call in to advise they can't attend a class.

2. We fixed a bug where Pay Owing was showing an incorrect admin fee Direct Deposits

3. We fixed a bug in 1. above and changed the label Emergency Contact to Emergency Contact/ Relationship so we could remove the Relationship field.

4. Fixed web template so that styles such as colour and font display and carried out a number of individual client requests on a fee for service basis.

5. Fixed a bug preventing class enrolment from the website template class list.

6. Updated entire MW system to Angular 18. This job has been on the go for about 2 months....a lot of work.

7. Fixed a bug in Email Class Payment Request relating to one day courses with a fee.

8. Fixed a bug in 6 month new member invoices which was incorrectly showing the wrong period on the receipt.

9. Removed the start date from the Trial Balance report to bring it in to line with common accounting practice

10. Made it possible for Tutors to opt out of displaying their email addresses when referenced in classes.

Adding a Student/Member to a Class

There are two methods to add member/s to a Class. Which one you use depends on how many students you are adding although either method can be used in either situation its just that these are the ways that are easiest in that particular situation.

1. To add a single student to a class

Open the Member's record in the **Member List** and click on the **Classes** tab at the top of the form

Select the Class to which you want to add the member and check the box

If there is a charge for the class a pop up will come up giving you options to either select a payment choice, not create an invoice or to send a payment request.

If you click one of the payment amounts then it will create an invoice but will not email it (see note below). If you click the **send payment request** option it will create the invoice **and** email it. If you select **no invoice** then no invoice will be created. Click which option you require.

Note: If you choose one of the payment methods it will create an invoice **but it will not email the invoice out.** We do it this way because if you intend adding them to other classes the member usually prefers to get one single invoice with all class charges on it which they can pay in one transaction rather than having to do multiple transactions to pay for multiple classes.

2. To add multiple students to a class

If you have a number of students you can do each one as per 1. above but it may be quicker and easier to highlight the class in the class list and click the **Enrolled Students** button then click **Add** and select all the students you wish to add. Each time you click a student will see a pop up asking you which payment option you wish to select. If there is more than one payment option then the only option which will result in an invoice is the **Send Payment Request** option.

Accessing the Member Portal

How to Access your Organisations Member Portal

In order to use the Member Portal you must first register your identity and select a password or PIN.

In order to register your identity you need to have access to either an email address or a mobile phone however if you do not have an email address and wish to use your mobile phone to receive the registration security code then your organisation has to have been configured to allow SMS messages to be sent. The system will advise you if this is not the case so if this occurs during your registration please contact your organisation on how to proceed.

You can register with either your email address or your member number. You must use your member number if you share your email address with another member. If you do not know your member number please contact your organisation. The contact email address for the support person at your organisation is shown on the registration page.

If you attempt to register and receive a message advising that you can not access the Portal then please contact your organisation's Member Portal Support via the email address on the registration page. It is likely that your membership type has not been given Member Portal access or your membership may be tagged as Inactive.

What is the Member Portal

Your Member Portal will allow you to carry out the following:

1. Update your Personal Contact Details

2. View Classes or Events you are enrolled in or registered for

3. View a full list of your Organisations upcoming Events and Classes

4. Access a financial record of payments made and receipts received

5. Pay any outstanding invoices

6. If it is within 60 days of becoming due, you can renew your membership to your organisation (note if it is outside this period then that menu item will not be available).

7. View any Documents the Organisation wishes to share with members.

8. You can create a Portal registration for any other organisation you belong to which uses the Member Wizard system who has enabled the Member Portal.

Tutors and the Member Portal

If your organisation runs classes which have Tutors, they can access their Classes through their Member Portal provided the organisation has allowed their Tutors to manage their Classes through their Member Portal.

If you are a Tutor for such an organisation and can not see a menu item called **Tutor Portal** then please contact your class convenor or coordinator to allow this access.

If you are a Tutor and do have access to your classes through the Member Portal then you can do the following:

1. View Enrolled and Wait listed students for your class including their contact details and emergency details.

2. Move students from the Wait list to the Enrolled Students list provided there is sufficient space in the class. If you find you can not do this then contact your Class coordinator as the Class Capacity will need to be lifted.

3. Email your students or, if your organisation is set up to allow it, send emergency SMS messages.

4. View and print an Attendance Sheet

Working with the Member Wizard Web Template

Introduction to the Member Wizard Web Template

The Member Wizard Web template is designed to give organisations a clean, good looking website with all the functionality they need to manage their requirements while at the same time being simple enough so someone without web programming knowledge can easily design and maintain it.

In order to manage your website, your Member Wizard **User** name must have been given **Full Web Site access** for the **Role** attached to your **User** login. Having said that you do not need to have a Member Wizard subscription. Member Wizard provides free accounts if there are less than 30 members in your database so if you only want to use the website component of Member Wizard you can do so easily and inexpensively.

How to obtain a Member Wizard website template URL

If you would like to try designing your own site and do not have a current **Member Wizard** account with us click the **Free Trial** button on our website and provide your preferred login name and the name of your organisation. You will be sent a link with a temporary password. Once you have logged into Member Wizard and as the first login account you will have **Administrator** rights to your account which includes full web access rights.

Click on the **Website** menu item and check the box which says Yes I would like to transfer our website to the Member Wizard website. Don't worry this will not cause anything to change in your current web arrangements - it just allows you to send us a request. We will then forward you a temporary URL you can use to access your new website and design it to suit yourself.

When you are happy with the design you then need to contact us and we will start the process of making the website publicly available. This may entail either transferring your current web domain to the new site or inserting a redirection on your current web domain to send people to the new site.

How to get started designing your website

You log into the Website template using your Member Wizard login and password at the **Login** link in the top website menu. If you receive a message saying you are not authorised to edit the site it will be because your Member Wizard login has not been granted **Full Website Access** rights. In this case you need to contact your Member Wizard **Administrator** (the person who first created your Member Wizard account or whoever has **Administrator** access to your Member Wizard database).

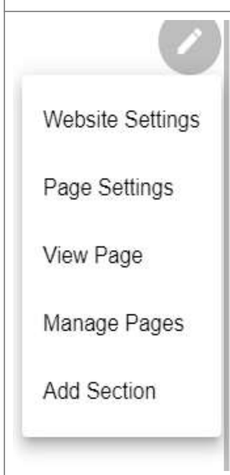
You will notice that once you are logged in the text on the button will change from **Login** to **Settings.**

Once logged in you will see that each area of the web page has a green line around it with an edit button in the top right corner. This border defines the element on the page which can be edited, and the borders appear from outside to towards the inside of the page in the following order: **Page; Section; Panel.**

The three elements are described in more detail below:

<table>
<tr><td colspan="2">The Page

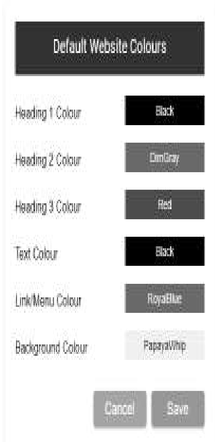
The page menu is accessed by clicking on the outside green line pen icon at the top right hand corner after you have logged in to the website template (Admin then enter your login details). Note that in order to login to your website template you must have a User login to your organisation's Member Wizard database and this login must have been given a Role with Full Access to Website. Alternatively you must have Administrator rights to your organisation's Member Wizard database.

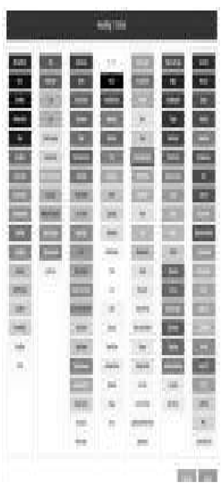
Once you have logged in successfully you will see a green line around the 3 elements of your website - Pages, Sections and Panels. You can edit each of these by clicking the pen icon in the top right corner of each.</td></tr>
<tr><td>
</td><td>The Page edit menu is shown to the left. Here you can edit:

Website Settings such as the background colour of the Page or of Text or of Headings and also the Header Colours - the header is the part of your page containing your logo and your menu bar.

There are a wide range of colours you can choose from but we suggest using a light pastel shade as the background for your page as it makes it far easier to read and aids accessibility for those with poor eyesight.

Your logo is taken from your Member Wizard database logo. If it is too large then you need to reduce the size of it and then reload it into your Member Wizard database (Settings/Upload Logo). You can not change it in the website although you can adjust width. There is a text panel next to the logo on your website with you edit to display the name of your organisation. We suggest you centre this text. The menu</td></tr>
</table>





section will wrap to another line if your logo and organisation panels are too large.

Page Settings - here you can change the name of the page, or designate a page as a **Hidden** page or a **Menu only** page.

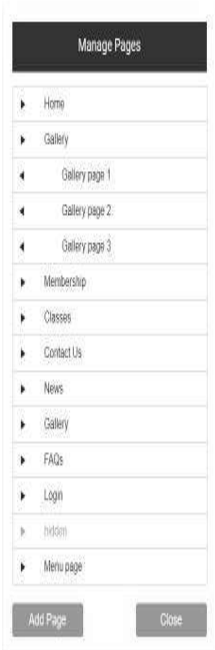
IMPORTANT:

The page settings form will allow you to adjust the space surrounding the elements on your page. You should use % measurements for horizontal padding as it will allow your page to adjust easily from large screen down to phone or tablet screens.

You can use px (pixels) as the distance top and bottom as this does not effect smaller screen sizes.

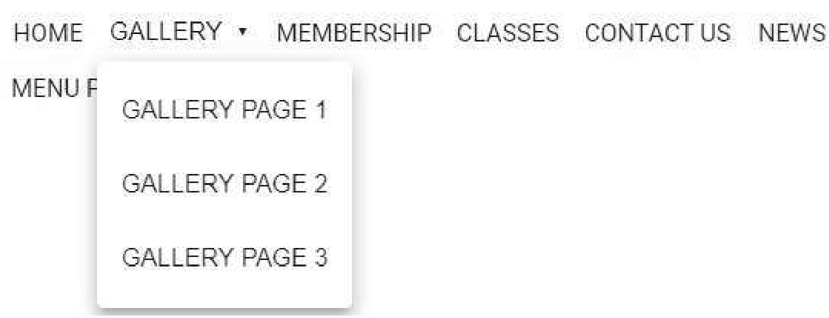
The **Gap** percentage will control the space (gap) between panels within a section.

Hidden pages are pages which do not appear in the top menu bar but are designed to be linked to from other pages within the website. Typically these would be in cases where there is a long text section which you want visitors to the site to be able to access if they wish to read more without the article taking up too much room on the page which contains its summary. With a **Hidden page** you need to define its



URL extension such as 'hidden'. You then use this URL extension when you create a **Link Panel.** You access a **Hidden page** via the **View page** in the **Page Menu.**

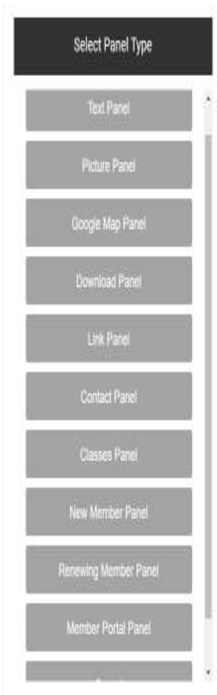
Menu only pages are not pages they are the parent level of a list of other pages such as Gallery in the example shown which results in the menu showing as the example shown in the **Manage Pages** image to the left. To create the child pages you add a page then move it up under the parent page and use the arrows to the left of it to move it into the child position. The menu then looks like this:



The **Manage Pages** menu allows you to organise the order in which pages appear in the menu. If you want to move the order just click on the page name and drag it up into the position you wish it to be. Use the arrows to make a page appear as a child page to the page under which it is indented (see above)

The **Add Section** item allows you to add **Sections** to your page. You must add a **Section** before you can add **Panels.** You can add background colour to a section and adjust the padding between **Panels**.

Sections can also run vertically or horizontally by adjusting the width of the section. For instance if you make two sections 48% wide then they will sit side by side on the screen. You can then put panels within each section and those panels will stay together even though the screen size reduces to phone or tablet size.



Panels

To add a Panel you select **Add Panel** from the **Section menu.** To the left you can see the types of panels you can add to your site. Remember, the Member Wizard website template is linked to a Member Wizard database. Much of the content is drawn from the linked database.

You can dictate the width of any of the panels by nominating a % width in the edit panel form. If you want to sit two panels beside each other such as a **Text Panel** and **Picture Panel** side by side you need to give each a % width less than 50% as there is automatic padding around each panel. Two panels each 45% in width will sit side by side. You can set the relative position of each panel by ensuring that you place the panel you wish to see to the right above the panel you wish to see to the left.

The Types of Panels

There are several different panel types you can work with. Most panels are width adjustable.

Text Panels

As the name suggests these are for text on your page. If you change the % width in the Text Edit field, you can have other panels next to your text panel but remember the system does require a gap between the panels so two panels each of 50% will not fit side by side. Try making one of them 45%.

You can sit multiple panels side by side across your page provided you remember this buffer around each of them.

You enter text into the panel simply by typing it in to the area provided.

Section settings will dictate whether or not your panels contain a background or text colour.

Picture Panels

Images can be uploaded from your device into picture panels.

You can also add a **Caption** which will appear along the bottom of the image.

If at first you don't see your image once you've clicked **Save** remember that it takes time to upload to the server...be patient.

Google Maps Panels

You can insert a Google map into your panel. Simply type in the address you wish the map to centre around.

You may need to be specific (street number, street, city). If you can’t get your address to show on the map go to Google maps in your browser and type in the address there.

You may find it is slightly different to what you are entering. Copy the address Google Maps uses and then paste that in your Google Maps panel.

Download Panels

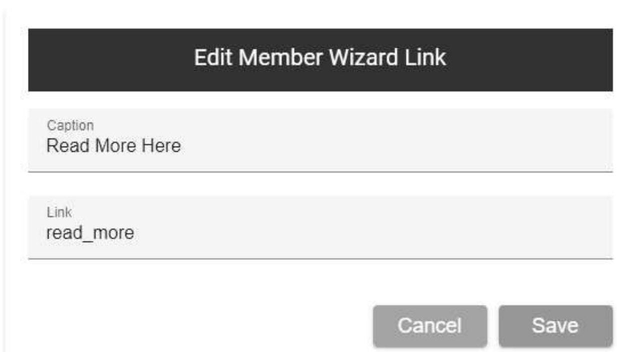
The system is designed so that any document downloads you wish to make available for download need to be stored in the **Documents** folder in your **Member Wizard** database.

When you upload the document to make it available you need to check the box marked **Public** in order to make it able to be selected for download.

Downloads will usually go into your Downloads folder on your device.

Link Panels

These are links which allow you to link one page to another. You firstly create a **Hidden Page** and then copy the **Route** of the **Hidden Page** and use this as the link for the **Link** button. You only should put the actual page name in the **Route** eg if you have created a **Hidden Page** called **Read More** then the **Route** is **read_more.** Similarly the link button link is simply **read_more**....not the full URL of the page.



Class Panels

These are only available to organisations who run classes and who have set up the classes in their Member Wizard database.

You do not need to select any file to display the **Classes** for your organisation, the system will automatically detect and load them from your database.

New Member and Renewing Member Panels

The **New Member** panel will display the **New Member Application Form** as set up in **Settings/New Member Application** in your **Member Wizard** database.

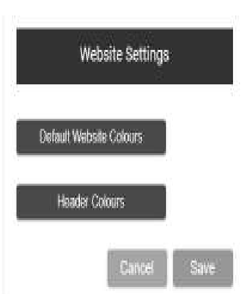
The **Renewing Member** panel will request the member's email address and if this is verified it will send the member a membership renewal invoice to their email address.

Member Portal Panel

In order to use the Member Portal, the organisation must have set up the portal in their Member Wizard Database and the member's membership type must have been included their membership type as one of those permitted access via the Portal.

The Member Portal Panel will allow members to login to their Member Portal with either an email address or member number and a password. They will need to have registered via the website by initially providing either their email address or a member number and selecting a password or PIN.

Using Colour



You can add colour to your website page background or to section backgrounds. At this stage colour to the background of **Panels** is not available however you can colour the text within the panel by using the Format/Text Colour in the text box tool menu.

The **Default Website colours** menu will let you set the colour for headings, text and background for you entire site.

The **Header Colours** menu will let you set a background colour and text colour for just the top header of each page (the part containing your logo and menu items).

How do I save my edited Website Template?

Once you have your site looking how you wish you should return to the **Settings** menu and click the **Copy Edit Version to Live** button. Should you decide you prefer to restart your website you can click the **Copy Live version to Edit** button.

If you wish to return to a previous version of your website, each change is archived and can be restored by clicking the **Copy Archived Version to Edit** button and selecting the date which represents the website you wish to restore.

Once you have finished click the **Log out to Live Version**.

July 2 to 13, 2024 Member Wizard Update

Member Wizard Updates

1. Changed default of Select All in SMS members list

2. Fixed reply to number for SMSing.

3. Completed and published the new revised Member Portal. Members can now register using member number if they share an email address. If the organisation has enabled a payment card for SMS top ups they will be able to get their security code via SMS.

4. Published updated website template with background and text colours in page and section areas.

5. Enabled Attendance Roll marking in the Tutor portal...no reporting yet available but export to Excel will shortly follow.

6. Added times and venues to the Calendar list view

7. Purchasing SMS units without a Stripe connection now automatically sends an invoice to the organisation.

Marking Class Attendance Online

How to mark Class Attendance

1. Highlight the Class in your list of Classes in the Tutor Portal

2. Select Mark Attendance

3. Select from the drop down field at the top of the list of students the week you wish to mark attendance

4. You do not need to Save once you've marked. If you incorrectly mark someone present simply click or if on a phone touch the check box again beside their name and they will be unmarked.

5. You can export the Attendance sheet to Excel for reporting purposes

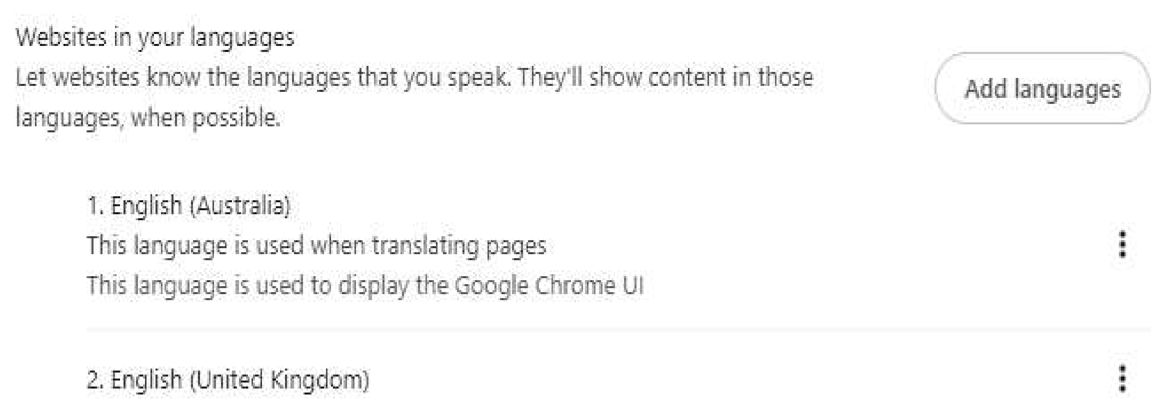
TROUBLESHOOTING DATE FORMAT ISSUES

If you find that the dates for marking **Class Attendance** are in US format and you are in Google Chrome you need to change your settings.

1. Click on the 3 little vertical dots in the very top right hand corner and select **Settings**

2. Select **Languages** and then click on **Preferred Languages**

3. Make sure you settings are as per below. If you have anything else set in there click on the 3 little dots beside the one which shows **"This language is used to display the Google Chrome UI"** (UI stands for User Interface). Once you change this to **English (Australia)** your dates will display correctly.



About the Tutor Portal

If you are a **Tutor or Conveynor** of a Class or classes you will see you have an additional button in the main menu of your **Member Portal.**

1. If you highlight a class and click **Students** you can view enrolled and wait listed students and their contact and emergency details.

2. You can remove students from the enrolled list and you can move waitlisted students to the enrolled list and you can move a student from one class to another although your Class Coordinator may prefer you refer such activities to them so invoicing can be also handled.

3. You can email students including those on the Wait List.

4. You can mark or print out a paper copy of the Attendance Sheet for the Class

5. You can print out class enrollments or a list of those on the waitlist.

If you do not see the Tutor Portal then contact your organisation and request they provide access to Portal Management on your Tutor record (check the **Allow Portal Management** box on your **Tutor** record in **Classes/Tutors-Convenors**).

Attached to this help file is a printable 2 page instruction sheet for Tutors wanting to manage their classes through the Portal.

July 15 to 21 2024 Member Wizard Update

1. Made it possible to print name tags to slide into plastic pouches. Below is pic of a sample. Version 1070. This can be done in the back end of Member Wizard by logged in Users or by the Member themselves in the Member Portal.

2. Redesigned Event module so that members are now linked to the Event even if they register via the web. They will also have access to Member Only tickets via the web once their status is confirmed via entering their email address. Non members can now be added in the back end to the event. Version 1068

3. Updated API application dependencies.

4. Parent/child pages and hidden pages now available on website template.

July 22 to 29 2024 Member Wizard Update

1. Added Attendance Certificate for client

2. Email to Tutor now makes clear whether student is enrolled or on wait list.

3. Added Reset Pin/Password label on Portal button.

4. When two members are merged the classes and groups are easier to read.

5. Member name drop down in Receipt and Add Student to Class now includes member number.

6. Invoices now able to be labelled as Proforma and to have narrative added to them.

7. Fixed bug in email members which caused an error when adding and extra member to the Send list.

8. Changed build configuration to facilitate access to the Portal using older iPhones.

9. Enabled Zoom presentation/support scheduling in the Knowledge Base.

10. Made it possible to disable printing of name tags in the Portal.

July 29 to August 3 2024 Member Wizard Update

Update log July 29 to August 3, 2024

1. Re arranged file structure to prevent Member Portal errors

2. Added new checkbox in Edit Class to suspend enrolment emails. This will prevent any new enrolment emails being sent to Tutors, convenors or co-ordinators. It can be enabled and disabled in the Class Status Change screen.

3. Ongoing work integrating Kina Bank PNG payment gateway into Member Wizard for PNG clients with no Stripe access.

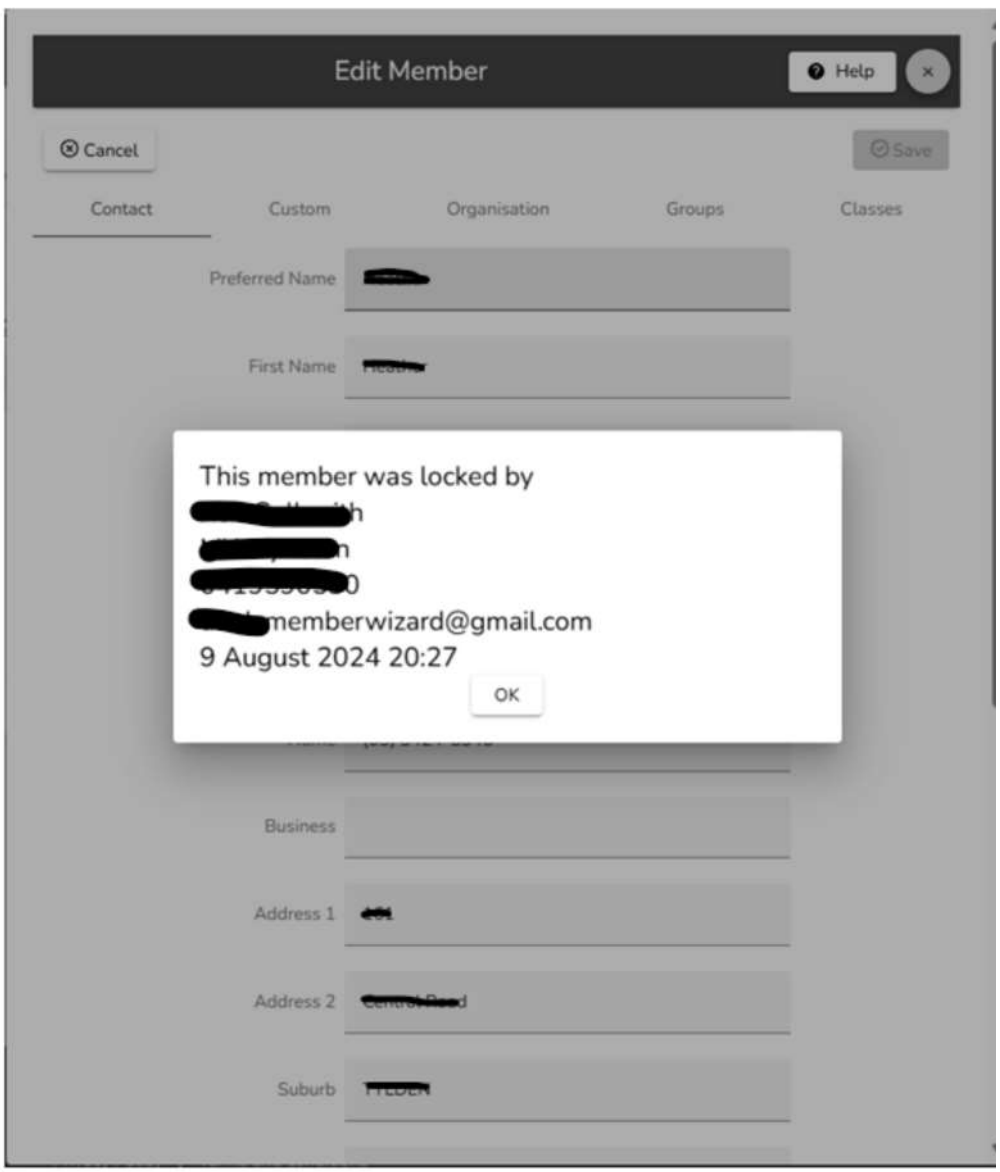
4. Ongoing work to add more pastel shades to website background colour picker

What does it mean when a member record is locked?

If you receive a message on the screen when you try to edit or add classes to a member record then it is because the person using the login name shown on the message on the date shown.

If two people try to edit a member record at the same time then the record saved by the second person will be the one which prevails. So if one person is editing members and the other is adding them to classes and the class editor saves their record after adding the person to the class and then the editing person saves the same record which would not have the classes marked on it as it was being edited when they were being added then the classes recorded for that member will be removed. For this reason if a member is being edited and the record is open then no other user can edit that record or add them to to any classes while the record is open.

Should the date and time show that it has been locked for some time then the record can be forcibly be unlocked in Settings/Locked Members. Your system Administrator or someone with access to Settings can do this for you if you do not see this option on your Member Wizard menu.

- 

August 4 to August 10, 2024 Member Wizard Update

1. Added more colours to colour picker for website template

2. Compressed website images to max size 200kb

3. Completed PNGID certificate for facilitator

4. Email now goes to event participants to confirm their registration

5. Payment Income categories in Add Event filtered to only show income categories

6. Enabled registration for event by members from Class list

7. Member record now locks if it is open by another user or on another device. This can be unlocked in Setttings/Unlock records. This will prevent two people working on the same record and only the one saved last being recorded. Lock message shows the login name and time/date the record was locked.

Currently underway

1. Ability for excluded dates to include a range of dates

2. Deposit numbers to be added to receipts and bank rec dates to deposits.

3. Export of Attendance sheet to Excel with online marking and advised absences shown

4. Reverse of printed name tags to show emergency contact details

August 11 to August 18, 2024 Weekly Update

1. Display Attendance page added to Class menu

2. Edit receipt form now displays Deposit number (Yay!)

3. Created Retained Earning s journal entry based on profit and loss and fixed error in Trial Balance report

4. Enabled invoicing for single day classes

5. Website template now allows for adjustment of margins around outside of panels by adjusting the distance down anywhere to 0 in the Section edit form.

6. Fixed menu links in template not displaying correct colour.

August 19-25, 2024 Member Wizard Update

1. Display Attendance enhancements and bug fix. Now displays members who are removed from the class if they have attended or advised absence.

2. Website template now allows sections to flow either vertically or horizontally which makes it much easier to keep pictures and text together on the page when changing from large screen to say phone or tablet. It is also now possible to adjust the spacing between panels and between panels and section margins. This is now live.

2. For the rest of the week we have been working on considerably enhancing GST recording and tracking. The changes will enable GST incoming and outgoings to be tracked separately and for automatically produced invoices to include GST if the Account Category is labelled as GST applicable or not. We are currently testing this and expect it to be released later this week.

Member Wizard Ambassador Zoom meeting recordings

August 29, 2024 recording

Retained Earnings

This function enables you to create a General Journal transaction that will transfer your Profit and Loss (Income and expense) balances to Retained Earnings.

To do this you must first create a Retained Earnings Account Category (if you have not done this already) and select that in the Retained Earnings Account field. You only need to do this once.

If you create a Retained Earnings transaction at the end of every previous financial year then Profit and Loss items in the Trial Balance report will only show totals for the current financial year. The actual Profit and Loss account itself will only ever show current year earnings or expenses so this function only effects the Trial Balance sheet.

August 26 to 31, 2024 Member Wizard Update

1. Fixed Invoiced period display for single classes

2. Fixed button caption on **Class Status Change** page

3. You can now print newsletters from the **Newsletter list**. Suggest if you wish to share printing to PDF and uploading to **Documents** folder and marking file as Public. It will then be visible via the Portal and the MW web site template.

4. Enabled Register for GST settings. If **Registered** all automatically produced invoices will have a GST line applied provided they are marked as **GST** applicable in the **Account Category List.**

5. You can now produce a report showing money owing by **Account Category**

September 1 to 7, 2024 Member Wizard Update

1. Published in Money an Owing by Category report which shows the total value of outstanding invoices for each Account Category.

2. Fixed a bug in edit category

3. Enabled email to tutor using Member Portal My Classes page and provided a checkbox for Tutors to opt out of this feature

4. Fixed a bug in the Documents module

5. Published U3A wide categories for subjects. These have been requested and advised by U3A Australia Limited and all the U3A State Networks and are hard coded. All subjects created must now be mapped to a U3A Australia Ltd category. This is required to provide data on total number of members across Australia who are engaged in courses of a particular category and to use this to obtain Government grants and outside funding. It only counts total numbers not member details.

Outstanding by Category

Outstanding by Category Report

This report simply shows the total value of outstanding invoices by Account Category.

Owing by Category

Invoices

Export

Name	Category Type	Owing
Unclassified	Membership Type	
Full Member	Membership Type	350.00
Associate Member	Membership Type	15.00
Events	Income	210.00
Class fees	Income	429.00
Arm Chair Expo (I)	Income	40.00

Highlighting a category and clicking **Invoices** will show the outstanding invoices which can be deleted, printed, exported or re-emailed to members.

Owing Invoices for Category: Full Member

Delete

Print

Email

Export to Excel

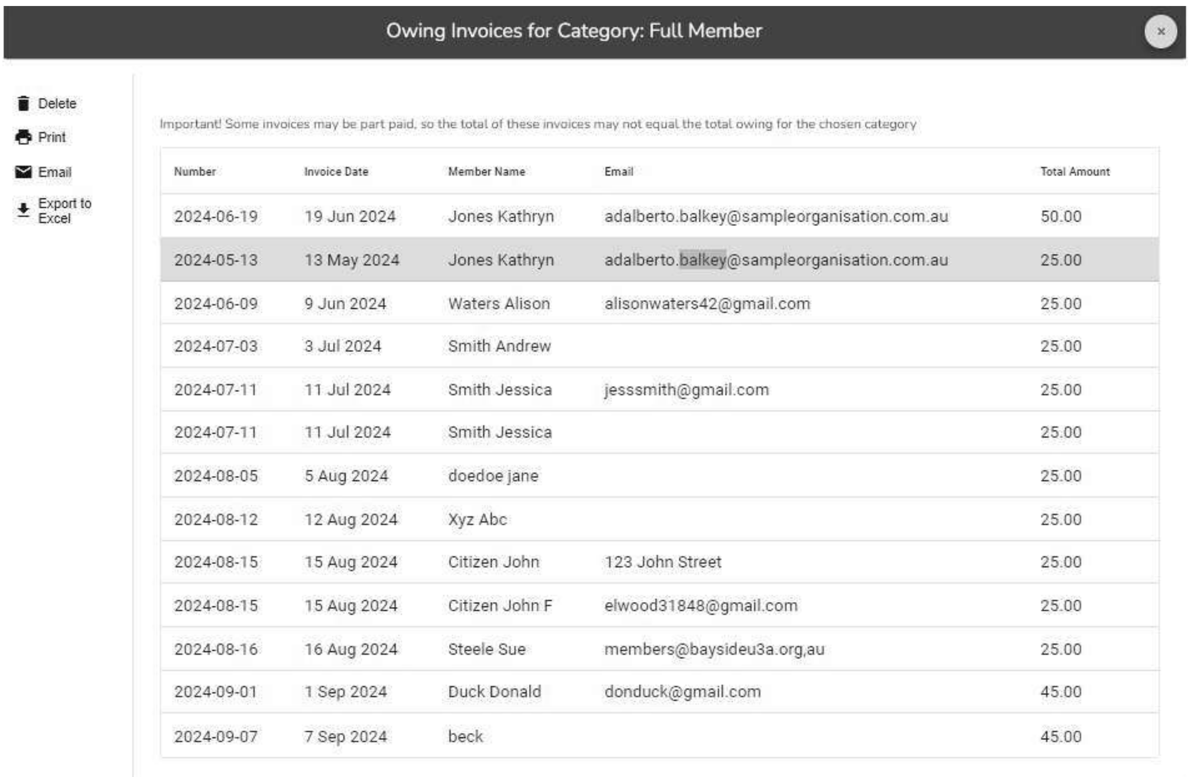
Important! Some invoices may be part paid, so the total of these invoices may not equal the total owing for the chosen category

Number	Invoice Date	Member Name	Email	Total Amount
2024-06-19	19 Jun 2024	Jones Kathryn	adalberto.balkey@sampleorganisation.com.au	50.00
2024-05-13	13 May 2024	Jones Kathryn	adalberto.balkey@sampleorganisation.com.au	25.00
2024-06-09	9 Jun 2024	Waters Alison	alisonwaters42@gmail.com	25.00
2024-07-03	3 Jul 2024	Smith Andrew		25.00
2024-07-11	11 Jul 2024	Smith Jessica	jesssmith@gmail.com	25.00
2024-07-11	11 Jul 2024	Smith Jessica		25.00
2024-08-05	5 Aug 2024	doedoe jane		25.00
2024-08-12	12 Aug 2024	Xyz Abc		25.00
2024-08-15	15 Aug 2024	Citizen John	123 John Street	25.00
2024-08-15	15 Aug 2024	Citizen John F	elwood31848@gmail.com	25.00
2024-08-16	16 Aug 2024	Steele Sue	members@baysideu3a.org,au	25.00
2024-09-01	1 Sep 2024	Duck Donald	donduck@gmail.com	45.00
2024-09-07	7 Sep 2024	beck		45.00

Outstanding by Category Report

Outstanding by Category

This report simply shows the total value of outstanding invoices by Account Category.


Owing Invoices for Category: Full Member

Delete
Print
Email
Export to Excel

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2024-07-03	3 Jul 2024	Smith Andrew		25.00
2024-07-11	11 Jul 2024	Smith Jessica	jesssmith@gmail.com	25.00
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Owing Invoices for Category: Full Member

×

- Delete
- Print
- Email
- Export to Excel

Important! Some invoices may be part paid, so the total of these invoices may not equal the total owing for the chosen category

Number	Invoice Date	Member Name	Email	Total Amount
2024-06-19	19 Jun 2024	Jones Kathryn	adalberto.balkey@sampleorganisation.com.au	50.00
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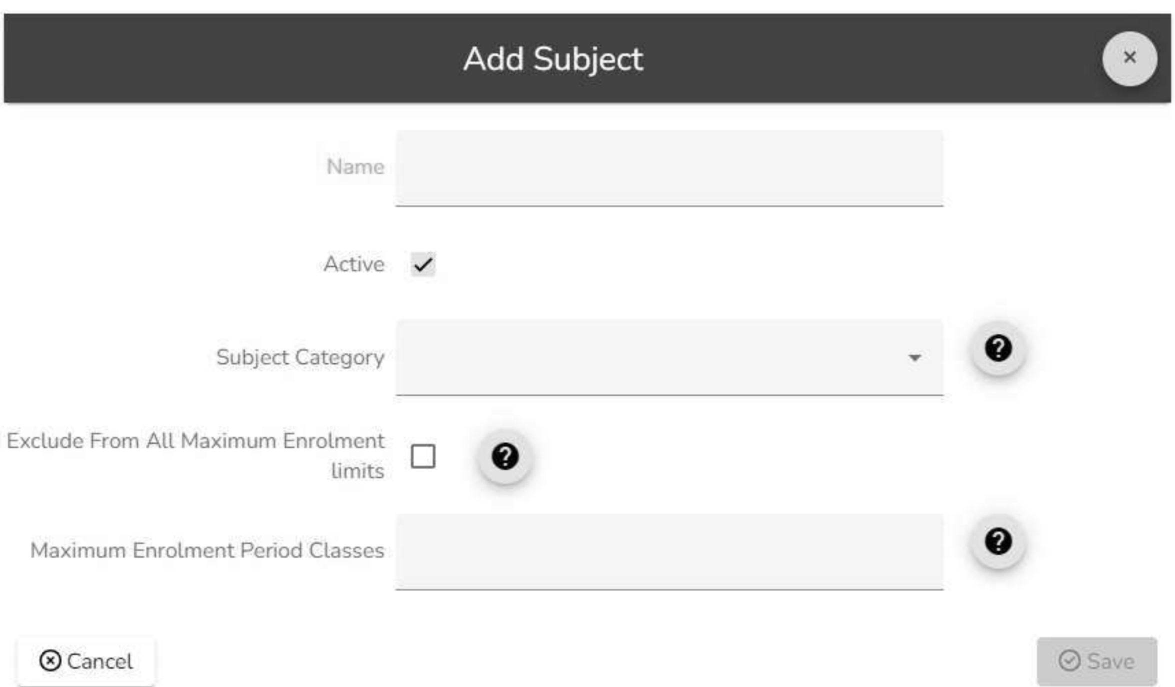
2024-09-07	7 Sep 2024	beck		45.00

Creating Subjects

The purpose of subjects is to group together classes into areas of study. These subject areas are displayed on the **Web Class List** and act as a filter for members to find a class in the subject area of their choice.

There is also a field called **Categories.** These categories are used by **U3A Australia Ltd** to group together **Subjects** into **Subject Categories** for the purpose of high level information gathering on the sorts of areas of study of most interest to U3A members across Australia. The data they obtain from this is not detailed - they can not for instance access member names - only total numbers are required. This information is also used by them to obtain and bid for grants and sponsorships of benefit to the whole organisation. These **Categories** can not be edited, added to or amended. When creating your subject area you are required to nominate the broad **Subject Category** into which their classes fall.

If you have checked the field **Implement Enrolment Period** and filled in the date range in **Settings/Organisation Details** on the **Classes** tab, there will also be provision on this screen to limit the number of classes a member can attend during the period nominated. In this way it offers all members a fairer opportunity to enroll in popular classes rather than a handful of members booking out every class in that subject category to the exclusion of others. The limitation only operates for the nominated **Enrolment Period.** This means that if after all have had an opportunity to enroll there are still places in the class then they can be opened up again and all limitations removed. Members are welcome to register to the wait list if they have exceeded their quota in that subject area during the **Enrolment Period.** A further limitation of total classes a member is permitted to enroll in can also be set in **Settings/Organisation Details** on the **Classes** tab.



September 9 to 14, 2024 Member Wizard Update

1. Enabled defining an Enrolment Period which limits both the number of classes in which a member can enroll in and the number of classes in a particular subject area they can choose. This function also activates the Enrolment button on a defined date without admin involvement.

2. Fixed membership period on membership invoice when member has a paid to date but no previous membership invoice.

3. Made it possible to print multiple name tags in both Print Member List and Tutor Portal.

4. Error message now shows up when a non-image file is uploaded in Upload Logo.

September 16 to 21, 2024 Member Wizard Update

1. Most Recent Portal Action is now available as a field in Settings/Member Form Layout but it needs to be dragged and placed on your Member Record on either the Contact or Organisation page for easy viewing. Remember to SAVE form after dragging and dropping.

This shows the following:

Saved Password: This just means it indicates that the member has signed on for the first time and created a password.

Successful Login: This means the Member accessed the Portal (not for the first time) successfully.

Failed Login: This means the Member attempted to access the portal but this failed for some reason...probably due to incorrect PIN/Password

2. Website Template panel buttons can now adjust for height depending on the amount of text entered into them. They can also be justified as Right, Centre and Left. This affects the Download, Link, Member Portal New Member and Renewing Member buttons.

3. Events are now displaying text style eg colour, font-weight.

4. Web Class List now has tick box to filter classes by Venue/s.

September 24 to October 5 2024 Member Wizard Update

Apologies for missing last week's update but we were in Melbourne at the Victoria U3A Network conference where we have just been appointed their official "preferred" new membership system. (Woo hoo!).

The last couple of weeks have been taken up mainly by the Bigpond and Ozemail debacle when for no reason we were tagged as spam and blocked for all mail delivery to those email addresses. Member Wizard sends out up to 7500 emails per week and Bigpond especially is a significant email provider. The problem was exacerbated because Bigpond is the in process of being "retired" and so it appears many staff have been "reallocated". In addition they now outsource their spam filtering to what appears to be an overseas company and they are not contactable by any means other than email. It took them a week to respond to our request for them to reexamine the situation and in that time we completely rebuilt the mail system with a new email Sent From address. We have now rolled it back as they have now removed us from the blocked list but during that time little else was able to be achieved.

This however is what was what we did manage to achieve:

1. We now allow a Cost per Lesson for single day courses. This is useful if you want members to pay at the class and not generate an invoice which the Cost per Course will do.

2. We added Gender and Country fields to those that can be imported from a spreadsheet of members.

3. We enabled the importing of a spreadsheet of Account Categories and their starting balances.

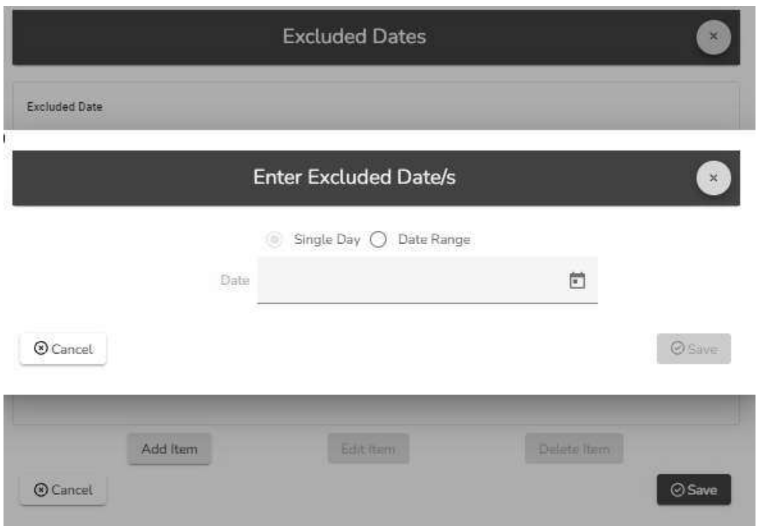
4. We are nearly finished creating a payment gateway for the Kina Bank in PNG where we have a significant number of clients. Stripe does not operated in PNG.

Excluding a date or range of dates when classes are sheduled.

There are two places this can occur depending on how universal the exclusion is:

1. If it is a Universal exclusion and no classes of any kind run during this period (eg Xmas, New Year etc) then this is done in the **Classes** tab in **Settings/Organisation Details**. This exclusion entry will show on the **Web Class List** at the top of the page. All **Attendance Sheets** will exclude these dates also.

2. If it is an exclusion for a particular **Class** only then it is set in the **Class Description** and will appear in the **Web Class List** for that class only and on that classes **Attendance Sheet** only.



You can enter a single date or a range of dates for either.