

Finance



ClubNet (hosted by Sports Technology Group – SportsTG) is designed to automatically distribute levies to club, centre and Athletics NZ’s bank accounts when an online membership is processed. Once set up, online registrations reduce club administration workload, the risk of human error associated with a manual system and ensures the club receives regular club fee payments without the hassle of having to chase members. As such we strongly encourage clubs to take up the online membership option, please read the [Online Registrations](#) document for further information.

Alternatively if a club chooses to add members manually, the club administrator will have to process levy payments manually to Athletics NZ and their centre by the **20th of the following month**.

Duplicate Transactions

Before the end of each month, check and cancel any duplicate subscriptions in your console. This ensures your club records are accurate and also helps to safeguard against being invoiced incorrectly by Athletics NZ and your centre at the end of the month.

Manual Transactions:

Click **Actions > Cancel** next to the duplication if it occurred within the same month.

If the transaction occurred in a previous month, then please let Athletics NZ and your Centre know as we will need to issue a credit note or refund for this (in accordance with the Athletics NZ [refund policy](#)).

Online Transactions:

Always notify Athletics NZ and your Centre if there are any duplicate online transactions. Hitting the cancel and refund button will refund the full amount from the clubs settlement account. See the refunds section below for further support.

Please note, for any Athletics NZ refunds that get approved, our [refund policy](#) will be taken into account.

Online Payments

Each week SportsTG will pay the settlement amount into your clubs nominated bank account. The payment is normally processed on a Friday and takes 3-5 business days to clear.

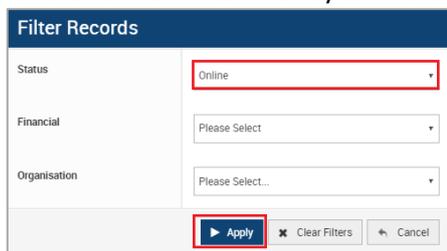
To ensure this payment is made to your club, submit [your club bank account details](#) by following the link on the ClubNet section of the Athletics NZ website.

A club can choose to absorb the SportsTG administration fee or pass it onto the member by setting the absorption rate of each subscription type. To do this, go to **Membership > Subscription types** and find the subscription type, select **Actions > Edit > Financial** tab. If a club creates their own subscription type and opts to pass on the fee, the system will automatically also pass on the Regional Centre and Athletics NZ fee. Therefore, most clubs opt to absorb the 4% and raise their subscription fees to cover it.

Please note changing the absorption fee affects both manual and online payments.

1. Check settlement reports

- a. Ensure your club is receiving subscription fee payments from STG.
 - i. Membership > Financial > Settlements
 - ii. Click 'Actions' to view or export the settlement or refund reports for the corresponding date
- b. Check for members with 'Online' status- this indicates a new member has registered online.
 - i. Membership > Members
 - ii. Click the funnel  to filter by Online status



- iii. Click the 'Online' status next to the member to activate their record accordingly.

2. SportsTG settle the National and Regional levy amounts to each organisation.

You do not need to pay Athletics NZ or your centre for any credit card transactions. If a member submits their details and pays manually, you will need to follow the manual payments section below.

Manual Payments

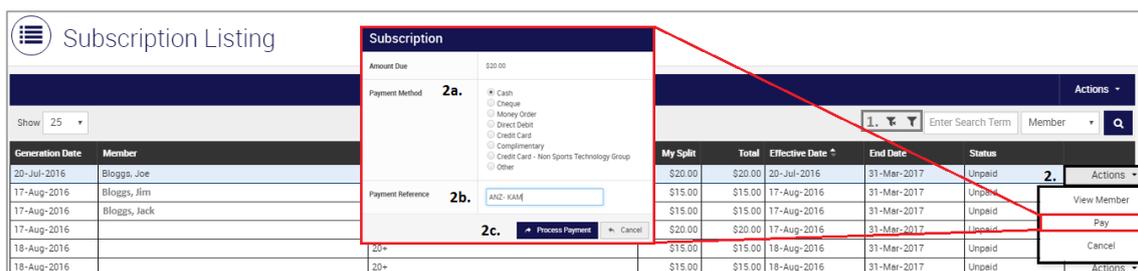
At the start of each month our Accounts Manager will send your Treasurer a report stating membership fees owing to Athletics NZ for the previous month. This is done using the method outlined below.

If you have opted for mandatory online registrations and no manual payments have been made for the month you will not need to complete the steps below.

1. Check Subscription list before end of month

Check for any unpaid transactions to see members who are not yet financial or those who have chosen to 'submit only' online. Once the club has received fees from the member they need to be made financial in ClubNet to confirm their membership. To process an unpaid transaction, go to:

- a. Membership > Financial > subscriptions
 - i. Filter  records by status unpaid.
- b. Click actions > pay next to the corresponding member
 - i. Select payment method (Cash, Cheque etc)
 - ii. Add a reference, such as your initials
 - iii. Click Process Payment, the payment confirmation will now appear on screen.

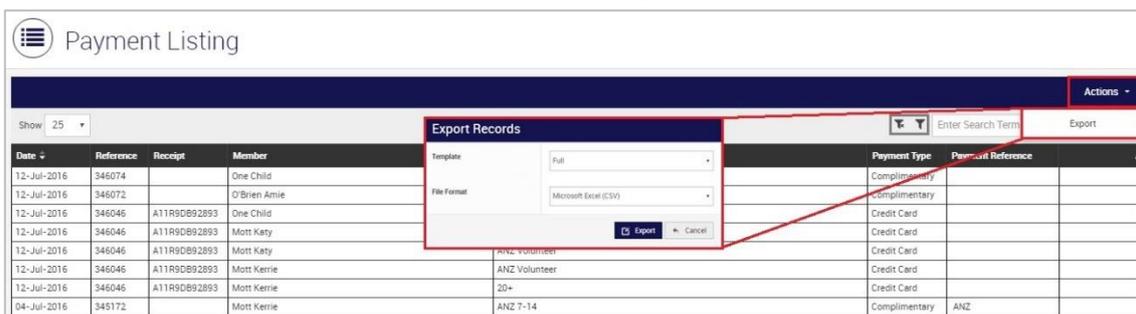


My Split	Total	Effective Date	End Date	Status	Actions
\$20.00	\$20.00	20-Jul-2016	31-Mar-2017	Unpaid	View Member
\$15.00	\$15.00	17-Aug-2016	31-Mar-2017	Unpaid	Pay
\$15.00	\$15.00	17-Aug-2016	31-Mar-2017	Unpaid	Cancel
\$20.00	\$20.00	17-Aug-2016	31-Mar-2017	Unpaid	Actions
\$15.00	\$15.00	18-Aug-2016	31-Mar-2017	Unpaid	
\$15.00	\$15.00	18-Aug-2016	31-Mar-2017	Unpaid	

2. Export Payments report- before 20th of month

At the start of each month you will receive a levy notification from Athletics NZ and your centre stating the total fees amount from the previous calendar month. This needs to be paid by the 20th of the month.

- a. Go to Membership > Financial > Payments. This shows the payments processed, the amount and the payment type (Credit Card or cash etc).
 - i. Click on the funnel , enter payment date range of previous month (1st- 30/31st) and click Apply Filter
 - ii. Click Actions > Export, then select a full template to export.

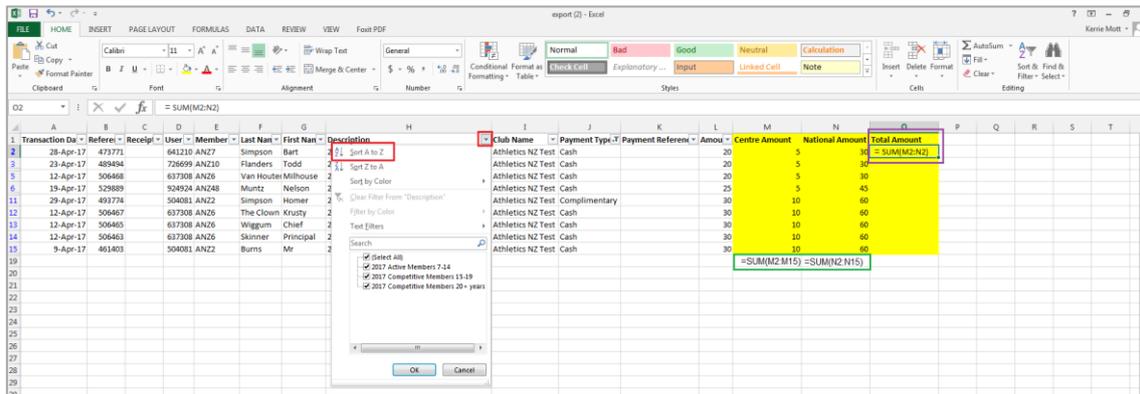


- b. Open download in Excel.
 - i. It will contain both manual transactions (Cash, cheque etc) and credit card transactions (highlighted green in image below).
 - ii. The “Amount” column highlighted yellow, is the amount owing to the club.

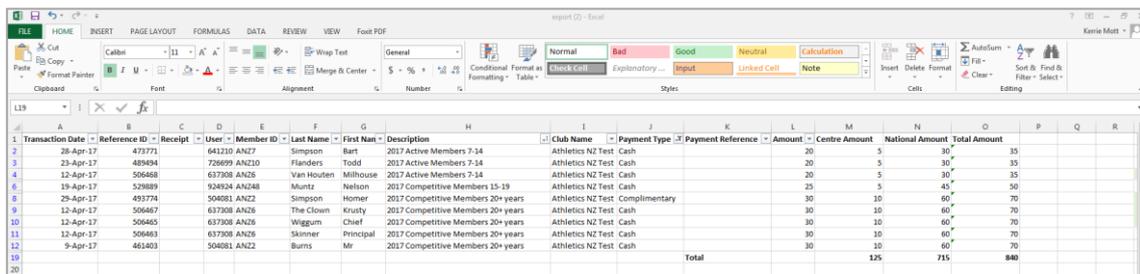
#	Transaction Date	Reference Receipt	User ID	Member ID	Last Name	First Name	Description	Club Name	Payment Type	Payment Reference	Amount
1	29-Apr-17	493774	504081	ANZ2	Simpson	Homer	2017 Competitive Members 20+ years	Athletics NZ Test	Complimentary		30
2	28-Apr-17	473771	641210	ANZ7	Simpson	Bart	2017 Active Members 7-14	Athletics NZ Test	Cash		20
4	23-Apr-17	489523 9f5bwpj	504081	ANZ2	Simpson	Marge	2017 Competitive Members 20+ years	Athletics NZ Test	Credit Card		30
5	23-Apr-17	489494	726699	ANZ10	Flanders	Todd	2017 Active Members 7-14	Athletics NZ Test	Cash		20
6	19-Apr-17	529889	924924	ANZ48	Muntz	Nelson	2017 Competitive Members 15-19	Athletics NZ Test	Cash		25
7	17-Apr-17	465508 schz2mz	799513	ANZ25	Simpson	Lisa	2017 Active Members 7-14	Athletics NZ Test	Credit Card		0
8	17-Apr-17	465508 schz2mz	799529	ANZ24	Lovely	Reverend	2017 Volunteer	Athletics NZ Test	Credit Card		0
9	15-Apr-17	484038 a7nqmev	504081	ANZ2	Quimby	Mayor	2017 Volunteer	Athletics NZ Test	Credit Card		0
10	15-Apr-17	484038 a7nqmev	637280	ANZ5	Simpson	Maggie	2017-18 Active Members 6 years and under	Athletics NZ Test	Credit Card		0
11	12-Apr-17	506468	637308	ANZ6	Van Houster	Millhouse	2017 Active Members 7-14	Athletics NZ Test	Cash		30
12	12-Apr-17	506467	637308	ANZ6	The Clown	Kratty	2017 Competitive Members 20+ years	Athletics NZ Test	Cash		30
13	12-Apr-17	506465	637308	ANZ6	Wiggum	Chief	2017 Competitive Members 20+ years	Athletics NZ Test	Cash		30
14	12-Apr-17	506463	637308	ANZ6	Skinner	Principal	2017 Competitive Members 20+ years	Athletics NZ Test	Cash		30
15	9-Apr-17	461463	504081	ANZ2	Burns	Mr	2017 Competitive Members 20+ years	Athletics NZ Test	Cash		30
16	1-Apr-17	474233 bhyls787	850979	ANZ30	Little Help	Santa's	2017-18 Active Members 6 years and under	Athletics NZ Test	Credit Card		30
17	1-Apr-17	474232 flvehcor	850976	ANZ29	Flanders	Ned	2017 Competitive Members 20+ years	Athletics NZ Test	Credit Card		30
18	1-Apr-17	474232 flvehcor	850975	ANZ28	Gumble	Barney	2017 Competitive Members 20+ years	Athletics NZ Test	Credit Card		30

- c. Filter out the Credit Card payments- these are automatically paid to your regional centre and Athletics NZ in weekly settlements (See the online payment section above).
 - i. Highlight row 1
 - ii. Click the Sort and filter button  > Filter on the “Home tab” highlighted in red above
 - iii. You should now see dropdown arrow options in each cell of row 1, select the arrow in the Payment Type cell
 - iv. Uncheck credit card from the list and click ok.
- d. Delete any duplicate transactions and check for any that have been cancelled. You may need to cross reference this with the settlements report in ClubNet.

- e. Sort the spreadsheet by the description column as highlighted in the image red below.
 - i. Click the drop down arrow in the “description” column
 - ii. Click Sort A to Z.



- f. Add in a Centre, National and Total Amount owing columns (highlighted yellow above).
 - i. Enter the corresponding centre and national subscription amounts in each row.
 - ii. Enter the total amount paid into the total column (you can use a SUM formula as shown in the purple box above).
 - iii. Total each column using the SUM calculation shown in the green box above
- g. The total of each column should now match the amount invoiced for by the relevant organisation.



3. Paying national and regional levies- before 20th of month

Payments to Athletics NZ and your centre need to be made before the 20th of each month for the previous month e.g. payments for April 1st – April 30th need to be made by May 20th.

The **National** levies are payable by direct banking into the following account:

Name: **Athletics New Zealand**

Account Number: **12-3192-0002433-03**

Reference: **CLUB NAME (or 4 letter code) MONTH PAYING FOR**

The **Regional** levies are payable into your centre’s bank account, *please contact your centre for their account details and payment methods.*

Refunds

Subscriptions are occasionally refunded for significant injury, illness or other circumstances so long as they align with the clubs constitution and the [Athletics NZ refund policy](#). A refund will not be granted for a change of mind, it is therefore recommended that clubs offer a week's free trial, or a 'have a go' day where children can trial athletics and decide to join or not afterwards.

If a member has paid online, the refund (including the Centre and Athletics NZ amount) will be processed from the Clubs account. It is therefore important that the club communicates with Athletics NZ **prior** to a full refund being processed.

Please note, this process only relates to the refund of the Athletics New Zealand portion of a members fee. Club and Regional refunds are processed at the discretion of the relevant organisation.

All refund requests must be in writing and follow the below process.

1. Request a refund

The club must contact the Athletics NZ Membership and Club Coordinator by email requesting a refund, it includes the following details:

- a. Member name
- b. Contact email and phone number
- c. Explanation of why the refund is being requested

2. Request considered by Athletics NZ

A decision with regards to the refund (based on the Athletics NZ refund policy) will be communicated to the Club and Member within 10 days.

3. Process the Refund

If the refund is approved, the Club can then process the cancellation and refund.

- a. Go to the members record, click [Actions > View](#)
- b. Click [Actions > Cancel](#) next to the corresponding paid subscription
- c. Fill out the cancellation form.
 - i. Enter the Amount to be refunded, this will be the total subscription minus any administration fees as outlined by Athletics NZ refund policy
 - ii. Add any commentary
 - iii. Cancel with refund or without refund accordingly.

4. Athletics NZ reimburses the club

Refunds will be made within 30 days of approval by Athletics NZ.

Please note, this process only relates to the refund of the Athletics New Zealand portion of a members fee. Club and Regional refunds are processed at the discretion of the relevant organisation.

Support and Further Information

A variety of support is available to help club administrators manage your members so please make sure to use it if you are having trouble or if you have any questions.

- 1. Best Practice Guides:** There are best practice guides available on the ClubNet noticeboard on our website- go to <http://www.athletics.org.nz/Clubs/ClubNet>
- 2. SportsTG Help Button:** Use the help button at the bottom of the page to access a list of resources or frequently asked question. When doing this ensure you are looking at documents relating to the OneSport version of ClubNet.
General Help: <http://help.sportstg.com/help>
- 3. Centre Super Users:** A list of centre Super Users is available on the ClubNet homepage noticeboard or by following the link below:
<http://www.athletics.org.nz/Portals/24/Files/ClubNet/SUG%20list.pdf>
- 4. Athletics New Zealand:** Contact the Membership and Club Coordinator. Follow the link to the Athletics NZ contact us page: <http://www.athletics.org.nz/About-Us/Contact-Us>
- 5. Workshops and Webinars:** The Athletics NZ Membership and Club Coordinator will run a series of workshops and webinars (interactive online workshops) throughout the season to support both winter and summer clubs. Look out for these advertised on the ClubNet noticeboard on our website, in ClubChat and other email notices during the year.