Member System EFT User Guide

Introduction

Maestro EFT facilities are used in the production of an appropriately formatted CSV file, that is suitable for the property to transmit to its payment collection agent.

The Maestro facilities are currently defined for the payment of the Member balance as defined on the Member Statement.

Currently the system does not transit the CSV automatically. The only CSV format available at the time of writing is the format used for the Crystal Springs client.

Successful use of the Member System EFT facilities depends on the property having the relevant personnel with the following Authorized functions:

GBEFT – User is allowed to Access EFT functionality
GBMCC – User is allowed to Maintain Credit Card Details

System Options

System configuration for EFT is available within the CM System Options menu: cm2700mn. It requires the GBEFT authorized function.

Two new fields are available both of which are required:

EFT Folder – the folder where EFT CSV files are created. This folder must exist on the system at the time the field value is entered.

EFT Posting Code – the settlement posting code used during folio recording of an EFT payment.

Credit Card Maintenance

Member Profile

EFT payments are dependent on the relevant participating members having a valid credit card on file. Credit card details are maintained from the Member Profile screen, cm7000. Credit Card maintenance requires the GBMCC authorized function.

When a valid member's details have been displayed on the Member Profile screen, then the user can make use of the Credit Cards sub menu option available from the Window menu option.

Credit Card Maintenance

This will display the Credit Card maintenance screen, gbcltccmn. This screen allows the entry of details that are familiar to other credit card capture screens in Maestro.

Worthy of particular note are the following screen fields:

Use Addr: This is a yes/no flag. Setting it to yes, indicates that the address held on the client profile will be used as the credit card billing address. Setting it to no, causes the Maintain Credit Card Address screen to be displayed. This provides the ability to record the credit card billing address, which is used in the EFT payment, in the event that the address differs from that held on the Client Profile.

Dflt: This field indicates the default card used for EFT payments. This field displays an asterisk for the credit card that is set to be used for the EFT payments. Only one card per Member can be set as the default. If no card is set as the default, then the member does not qualify as eligible for EFT payments. The chosen card is set as the default by using the Set as Default sub menu option available from the Window menu option.

The Credit Card Maintenance screen has a report option that is available using the Print All sub menu option of the File menu option.
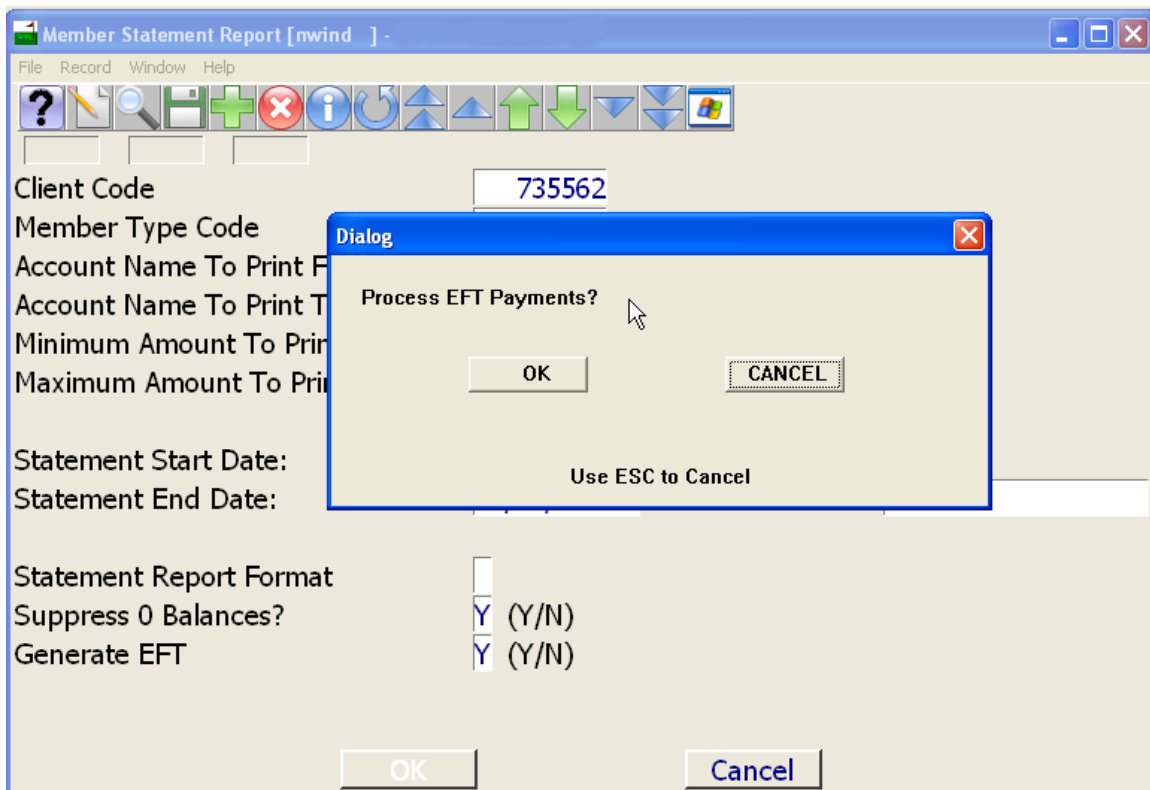
EFT Payment Processing

Member Statement

Member EFT payments are driven by the production of the Member Statement, cm7200.
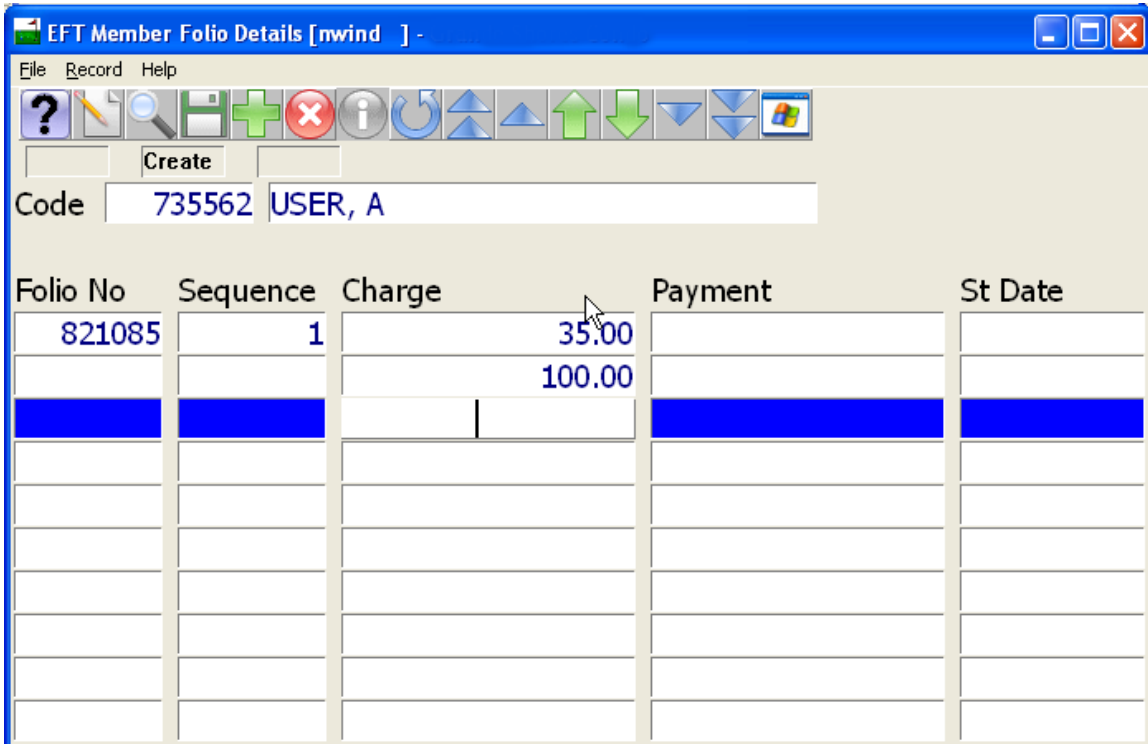EFT generation requires the GBEFT authorized function.

The statement selection screen has a new field: Generate EFT. This is a yes/no flag. If set to no, then Member Statement generation works as it did previously. If the flag is set to yes, then EFT generation is included as part of the Member Statement production.

If the Generate EFT flag is set to yes, then when the Member Statement s processing begins, the user is prompted to confirm whether EFT payments are to be processed. If the user cancels EFT payment processing, then the Member Statement generation works as it did previously.
If the user confirms EFT payment processing, then the system will generate the relevant Member Statements, however, prior to displaying the Print Sub menu, the EFT Member Selection screen, cm7250, is displayed.

EFT Member Selection

The EFT Member Selection screen displays the Members and the payment amounts that are to be requested by the EFT payment. These members and amounts will be included in the EFT CSV file that gets generated. This screen cannot be used to add new entries to the list, however, it can be used to delete member entries.

The screen has two button at the bottom of the screen, OK and Cancel. If the user selects cancel, then no EFT processing is completed and the user is presented with the Print Options screen for printing the Member Statements.
If the user selects ok, then the EFT processing continues, with the creation of the EFT CSV file in the EFT folder specified during setup. The EFT CSV file is identified from the statement date used to produce the Member Statements and a sequence number, which increments each time a member statement is produced for a given date.

EFT Member Folio Details

The EFT Member Selection screen has a drilldown facility that lets the user examine the folio components that contribute to the EFT payment amount displayed. The drilldown screen is called the EFT Member Folio Details screen, cm7260. This screen is essentially displayonly, although the user can delete detail rows from the screen. It is possible to create a single additional row that can be used to make an additional charge against the user. The additional charge created has no folio detail information, however, it is included when determining the payment amount to be requested via EFT from the Member.

EFT Folio Processing

As part of the EFT processing, a CSV file containing details of the funds to be received via EFT is produced. The processing also includes the creation for each included member of a EFT payment folio. This payment folio includes the incoming payment detail and further details that are distributed to the payment's contributing folios. The net effect of this processing is to ensure that where possible the contributing folios are balanced and closed and that also the payment folio is balanced and closed.

There are circumstances when neither of the contributing folios or the payment folio will be closed. Contributing folios may not be balanced if:

1. The date range of the Member Statement did not capture all details in the contributing folio.
2. The EFT Member Folio Details screen was used to remove folio detail entries.

The payment folio may not be balanced if the EFT Member Folio Details screen was used to add an additional cost to the Member Payment.

Once EFT Folio Processing has completed, the Member Statement Print Options window is presented.

EFT File Regeneration

The process described to produce an EFT CSV for a particular statement date can be repeated. The effect will be the regeneration of the EFT file. It should be noted that any contributing folio details that were processed previously will already have been taken into account in the folio processing, with the result that whilst these folios may contribute to the amount written to the EFT CSV file, they will not be included again in the folio processing.

Folio details that have been previously included in EFT processing are indicated on the EFT Member Folio Details screen, with the statement date on the row for the folio detail.
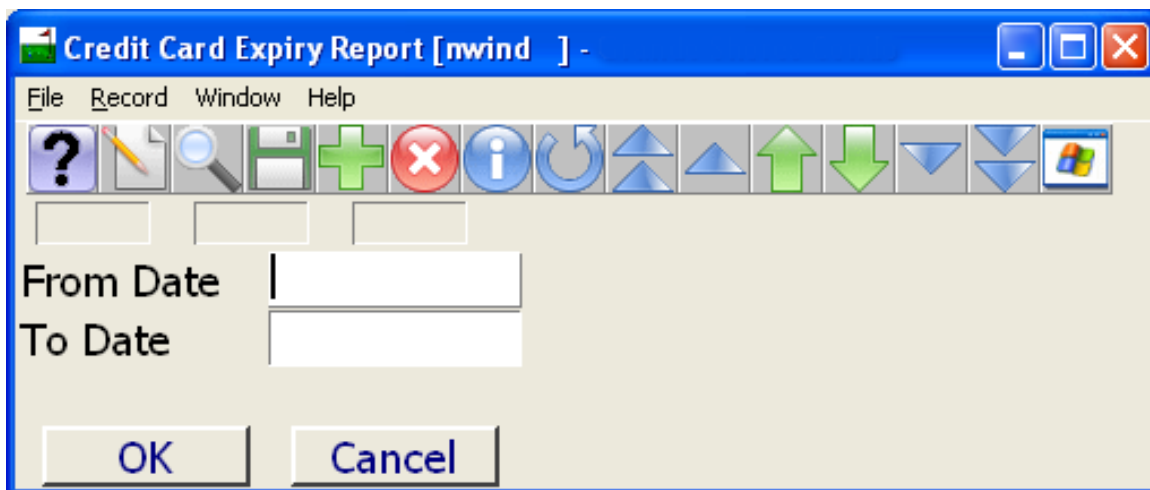
Credit Card Expiry

Credit Card Expiry Report

Details of expiring Credit Cards can be determined using the Expiring Credit Card Report sub menu option of the Member menu option available from the Club Member module, gbcltccr.

Access to this report requires the GBMCC authorized function.

This report has the following selection criteria:

From & To Dates – restricts the report to include credit cards expiring within the specified date range.

Member EFT Inquiry

Member EFT Inquiry Screen

This inquiry screen displays a history of EFT payment requests that have previously been made. Access to the screen is made using the Member EFT Inquiry sub menu option of the Member menu option available from the Club Member module, cm7650.

This screen has the following selection criteria:

Member Client Code – restricts the selection to a named member
From & To Dates – restricts the selection to payment requests made fro Statement Dates within the specified date range.

The screen is display only, though there is an option to drill down on a displayed entry to display the folio details that contributed to the payment request.

EFT Member Folio Details

This screen is display only. It is the same screen described earlier.