

November Support Newsletter

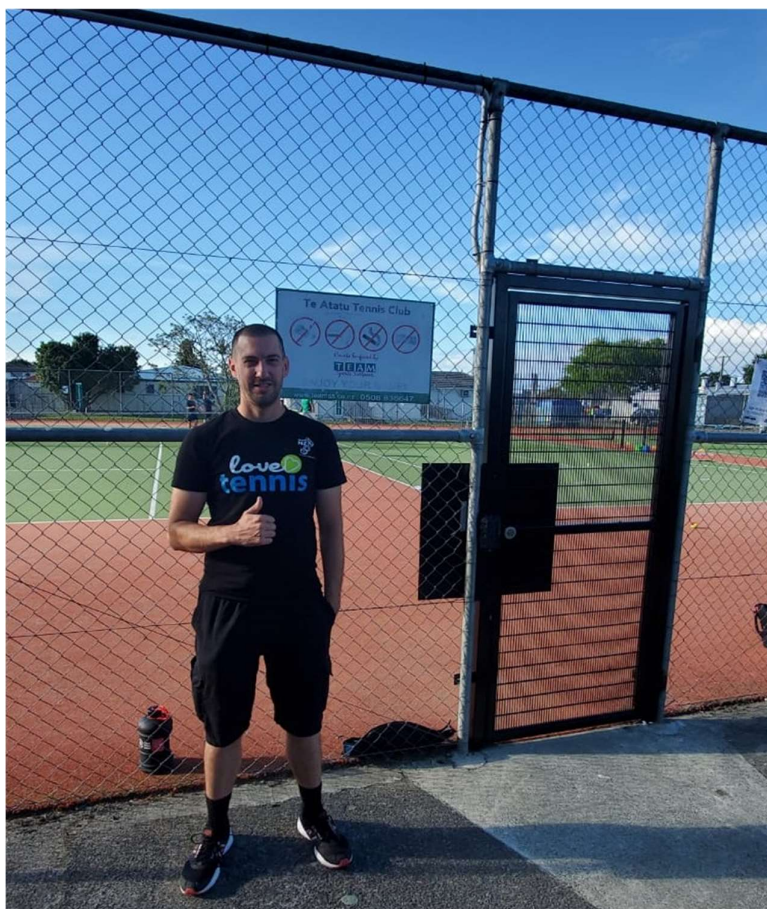
Book a Court LIVE at Te Atatu TC! | Managing New Members in ClubSpark

Book a Court Spotlight!

Congratulations to Te Atat Tennis Club, who are now up and running on Book a Court! Te Atatu TC has been established for over 100 years and has been a big part of the community in the Te Atatu Peninsula. Members range from as young as 5 years of age right through to those in their 90's.

Whether you are looking for a social get together for some exercise and fun, or you prefer a more competitive hit up, then this is the club for you with competition tennis and coaching available for all ages.

So, come and be a part of what is going to be a great year ahead for us and help continue our tradition for another 100 years and beyond. Visit <https://clubspark.kiwi/TeAtatuTennisClub/Booking> to book a time to play, and say "Hi" to Robert while you're there!



Managing New Members in ClubSpark

Clubs across the country are welcoming new members aboard as the weather turns from grey clouds and rain, to sunshine and warmth! One of the greatest benefits of the ClubSpark platform is the ability for prospective members to sign up and pay for their membership fees online, pay via credit card, and have their payment reflected automatically in ClubSpark.

Clubs can also allow members to sign up online and pay later via cash or internet banking, or even import lists of members and send out payment requests.

If your club has imported members, the following 'help' articles will guide you through the process of requesting payment electronically:

SENDING PAYMENT REQUESTS

- FULL ARTICLE – <https://tenniskiwi.zendesk.com/hc/en-us/articles/212279405-Sending-Payment-Requests>
- You can send out payment requests from within any of your membership packages.
- For junior and group packages, requests will be sent to the main contact. You can view all main contacts in a package by selecting main contacts from the menu above the last name column
- From the members listing page, select all members by clicking the check box next to the first name column or select individual members by selecting the check box next to each member. This will activate the payment option within the "..." dropdown menu
- Clicking 'Payment' will bring up the below overlay (image in FULL ARTICLE)
- The top part is editable and the email will include your club logo.
- The payment request will take your members through the registration process.
- As soon as a member makes a payment, you will receive an email to let you know. At the same time, their payment history will be updated and status set to "Active" in ClubSpark.

MANAGE MANUAL PAYMENTS

- FULL ARTICLE – <https://tenniskiwi.zendesk.com/hc/en-us/articles/360000381255-Manage-manual-payments>
- If a participant pays in cash, Internet Banking, or cheque, this can be captured and tracked against the contact record.
- Navigate to the members list of a membership package and select the relevant member.
- Click on the relevant members' name to see the below screen (image in FULL ARTICLE)
- In the 'Payments & refunds' section, click on the 'Edit' button to unlock the payment "Method" drop down box.
- Select the appropriate payment method ('Other' can be used for internet banking), add in the amount paid, change the 'Status' to 'Paid', and click 'Save'.
- The members' status will then update to 'Paid' at the top of the screen.

****Reminder* STRIPE Discount for Registered Charities!***

STRIPE is the payment processing service provider used by ClubSpark, allowing tennis players the ability to pay for membership packages, court bookings, coaching sessions, and more online. Did you know that registered charities are eligible for discounted payment processing fees? Contact us at clubspark@tennis.kiwi to learn more!