



Club finances

TEAMWORK | OPEN TO ALL | COMMITMENT

Club finances

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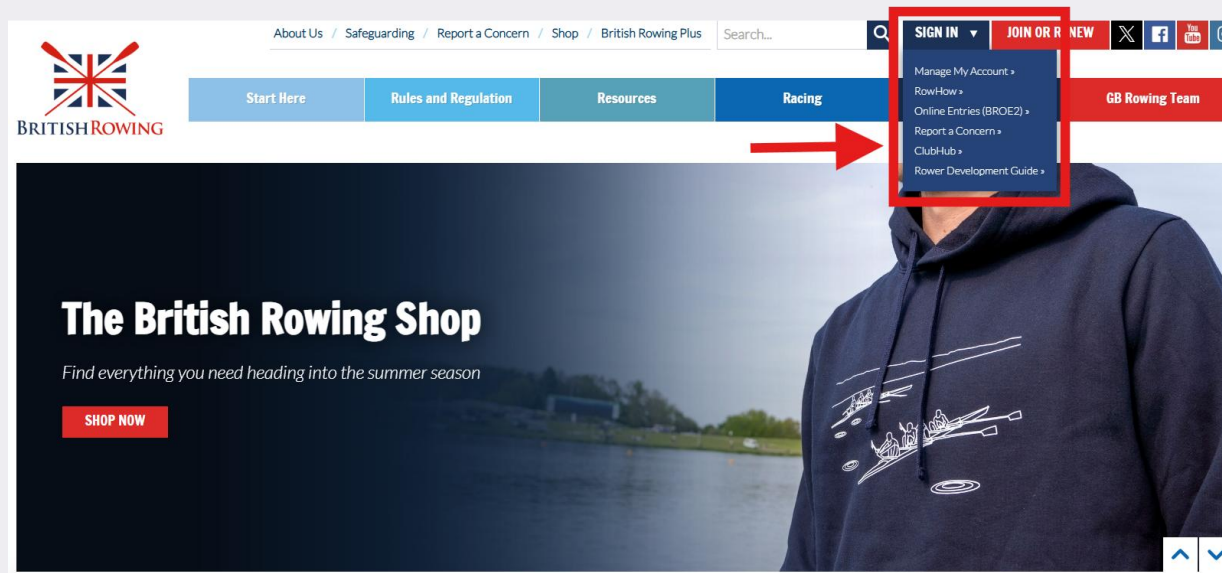
One of the key tasks for any Club Administrator is to create membership types and to manage payments throughout the year. ClubHub simplifies this process, enabling club members to purchase memberships online, and for club administrators to view those payments online in a form similar to that of a bank statement.

The following points give an overview of the main tasks involved in handling and viewing payments online via the ClubHub system.

Section 1: Creating a merchant account

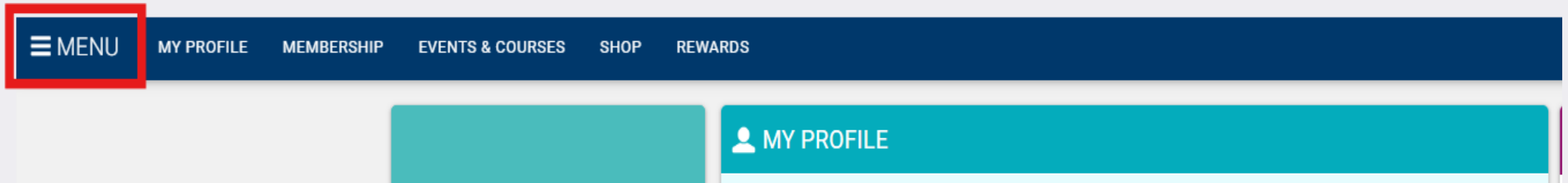
In order to make and receive online payments you will first need to set up a merchant account, in other words, registering your club bank account on the ClubHub system. This needs to be done before you set up your memberships and can be done by following these steps:

1. Sign into ClubHub via your British Rowing account. Note: There is no 'club login' for ClubHub. Login is by each individual username and password. This is the same username and password you use to manage your British Rowing membership online.



Section 1: Creating a merchant account

2. Select MENU



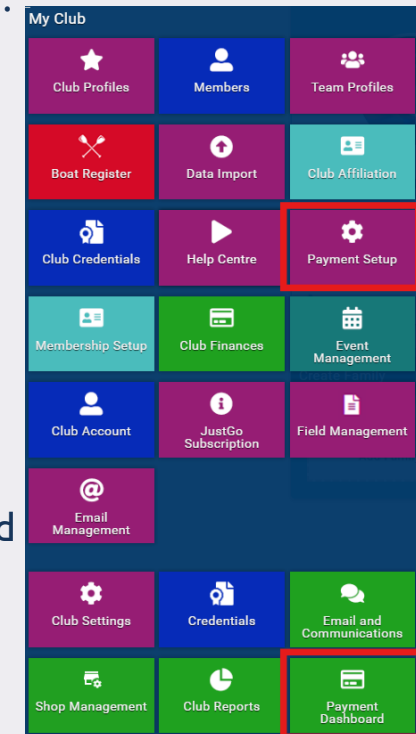
Section 1: Creating a merchant account

3. Select PAYMENT SETUP for GoCardless or PAYMENT DASHBOARD for Debit and Credit Card payments (Adyen)
4. To allow the processing of payments via credit/debit cards, ClubHub uses a platform called Adyen. If your club already has an Adyen account, log in to link it. If not, fill out all of the information in the data capture form.
5. Finally, select AUTHORISE ACCESS TO THIS ACCOUNT

Creating a merchant account is quite straightforward and you should be able to do it easily by following the on-screen guidance from the Payment Setup tile.

There is also some information on Adyen onboarding labelled 'Setting up your Adyen account in ClubHub JustGo' on the Learn to Row and ClubHub help and support page on the British Rowing website.

Tip: if you cannot see the "My Club" area you may not have the correct online permission assigned clubs@britishrowing.org



Section 2: Viewing payment overview, subscriptions and installments

6. Sign into your British Rowing account and select MENU as before

7. In the My Club area select CLUB FINANCES

8. Select the PAYMENT SUMMARY tab to see a summary of payments made and received, along with associated fees.

Below the PAYMENT SUMMARY tab you can filter payments under 'Breakdown of your club payments' by CURRENT MONTH, LAST MONTH, CURRENT YEAR, and LAST YEAR.

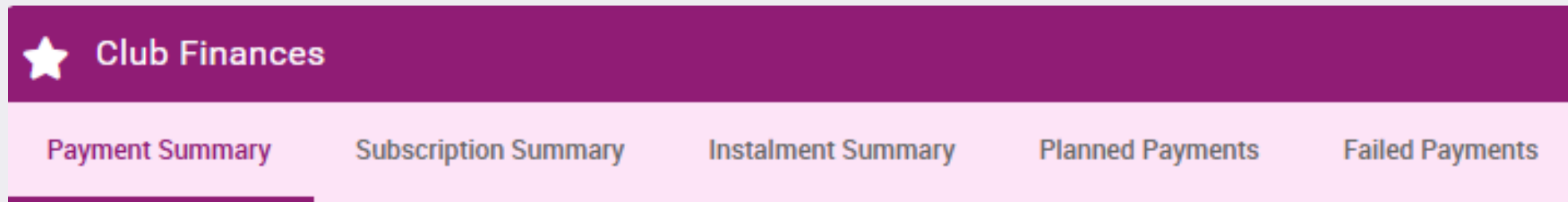
The screenshot displays the 'Club Finances' section of a web application. A red box highlights the 'Payment Summary' tab in the navigation bar. Below the tabs, there is a 'Breakdown of your club payments' section with a dropdown menu set to 'Current month'. This section contains two summary cards: 'Payment Summary' and 'Payment Breakdown'. The 'Payment Summary' card shows 'Payments' as £0.00, 'Received Income' as £0.00, and 'Fees' as £0.00. The 'Payment Breakdown' card shows 'Memberships' as £0.00, 'Events' as £0.00, and 'Other' as £0.00. Below these cards is a 'Payments' section with a search bar and a table of payment records.

Reference	Date	Payer Name	Type	Method	
PR362826	02/04/2026	Claire Marie Cann	Payment	SumUp (Admin Pay)	1

Section 2: Viewing payment overview, subscriptions and installments

9. Select the SUBSCRIPTION SUMMARY tab to view a breakdown of payments made by club members who hold membership subscriptions at your club.

10. Select INSTALMENT SUMMARY to view a breakdown of payments made by individuals at your club who have selected to pay their subscriptions in instalments.



Section 2: Viewing payment overview, subscriptions and installments

11. To cancel a payment plan, find it in the subscription or instalment summary, click 'view plans' and then click 'cancel plan'.

The image shows two screenshots of a web application interface for 'Club Finances'.

The top screenshot shows the 'Instalment Summary' tab. It features a search bar and a table with the following data:

Name	Email Address	
Ashley Wyatt-NOB(1191575)	ashley.wyatt@britishrowing.org	View Plans

The bottom screenshot shows the 'Schedule Plans' page. It displays details for an 'Instalment Plan - Monthly' with a status of 'Active'. The next payment date is 15/03/2020. The plan is for a 'Recreational membership' for Ashley Wyatt-NOB(1191575). At the bottom, there are two buttons: 'Cancel Plan' and 'Payment schedule'.

Section 3: Receiving off-line payments

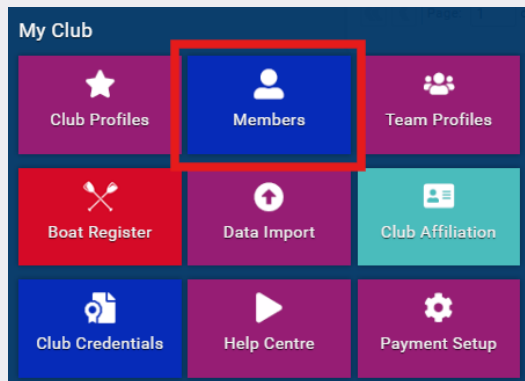
12. Despite the majority of people preferring to pay for things online, you may from time to time still receive cash or cheques from individuals. Here's how to ensure this is accounted for within ClubHub:

13. Pay the cash or cheque into your club bank account

14. Sign into ClubHub via your British Rowing account following the instructions on page 3.

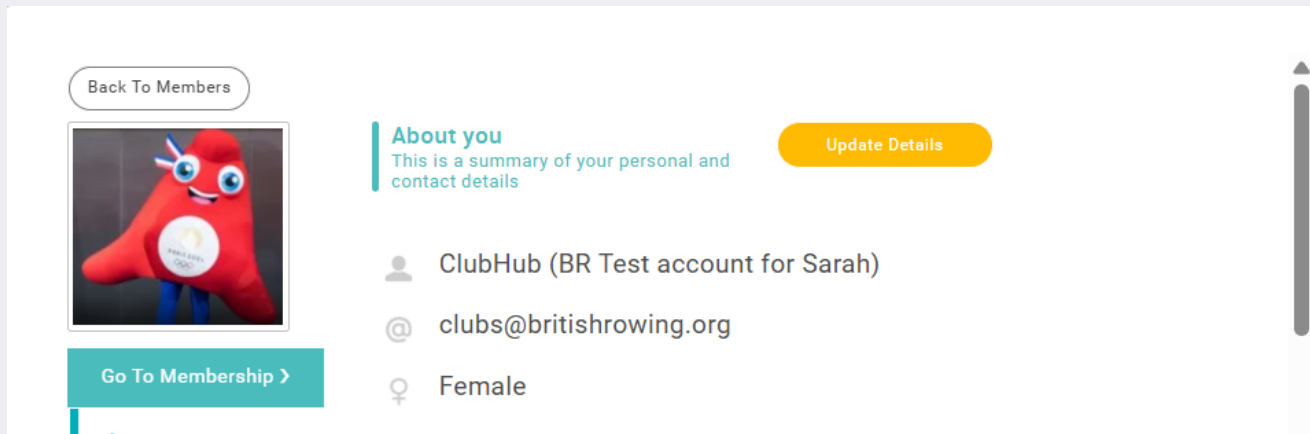
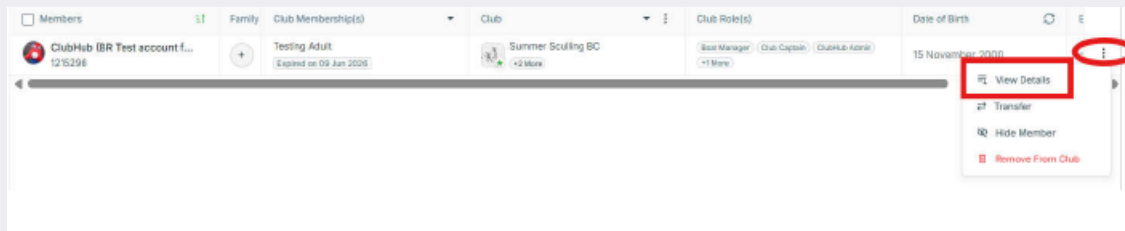
15. Select Menu (as shown on page 4).

16. Select the Members tile.



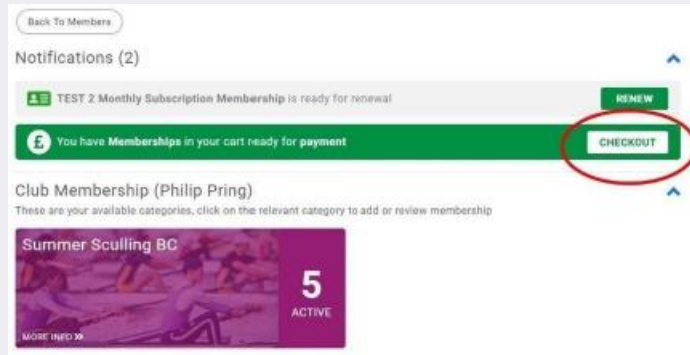
Section 3: Receiving off-line payments

17. Select the individual who has provided you with the physical payment. Clicking on a member's name or clicking the three-dot menu at the end of a member's details will open their profile, where club admins can view membership details and select 'Go to Membership'.

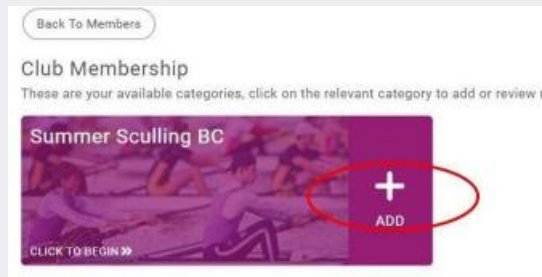


Section 3: Receiving off-line payments

18. If the member has already added a membership to their cart, select CHECKOUT

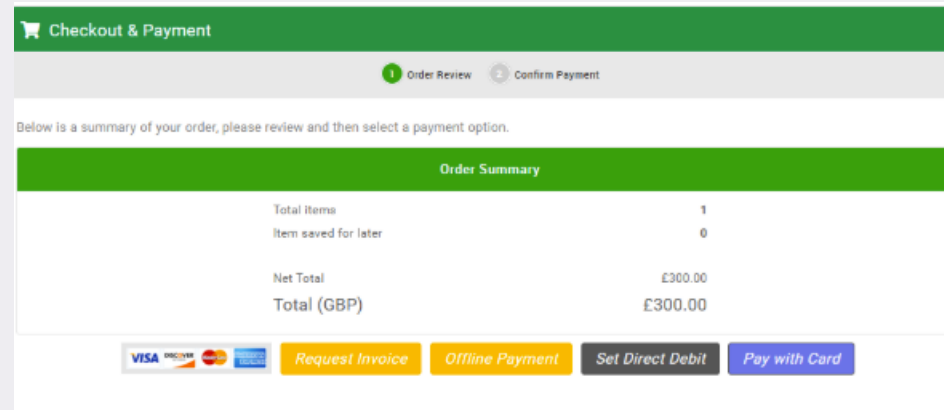


19. If they have yet to add the membership to their cart, select ADD, then select the desired membership from the list shown



Section 3: Receiving off-line payments

20. Once you have selected CHECKOUT, select OFFLINE PAYMENT. Offline payment allows you to pay for items for which you have already received cash or cheques.



The screenshot displays the 'Checkout & Payment' section of a website. At the top, there's a green header with a shopping cart icon and the text 'Checkout & Payment'. Below this, a progress bar shows two steps: '1 Order Review' (active) and '2 Confirm Payment'. A message states: 'Below is a summary of your order, please review and then select a payment option.' The 'Order Summary' table is as follows:

Order Summary	
Total Items	1
Item saved for later	0
Net Total	£300.00
Total (GBP)	£300.00

At the bottom, there are five buttons: 'Request Invoice' (yellow), 'Offline Payment' (yellow), 'Set Direct Debit' (grey), and 'Pay with Card' (blue). To the left of these buttons are logos for VISA, AMEX, and Mastercard.

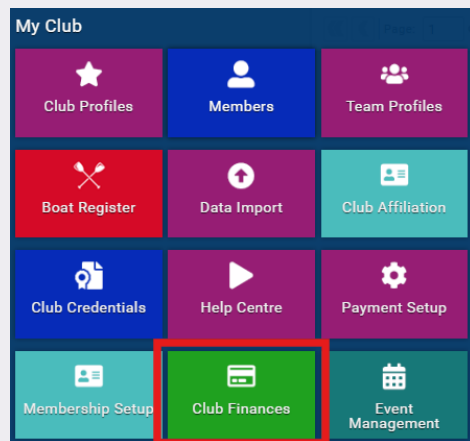
21. Add your details, the format in which the payment was received, a reference word/number, then select **CLICK TO PROCEED**

22. The payment will then show up in your list of payments received, in the CLUB FINANCES tile.

Worth noting the other payment options you'll be presented with at the checkout. **REQUEST INVOICE** allows you to choose who pays the fee. **SET DIRECT DEBIT** allows you pay regular ongoing payments and **PAY WITH CARD** allows you to pay using a specific bank account.

Section 4: Failed payments

23. Occasionally you may receive notification of a failed payment (a club member's card may have expired for example). To view your list of failed payments, along with the reasons why they have failed, simply follow these steps:
24. Sign into ClubHub via your British Rowing account following the instructions on page 3.
25. Select Menu (as shown on page 4).
26. In the My Club area select Club Finances and select **FAILED PAYMENTS**. From here you will be able to view a list of all failed payments including names, reference numbers, dates and reasons for failure.

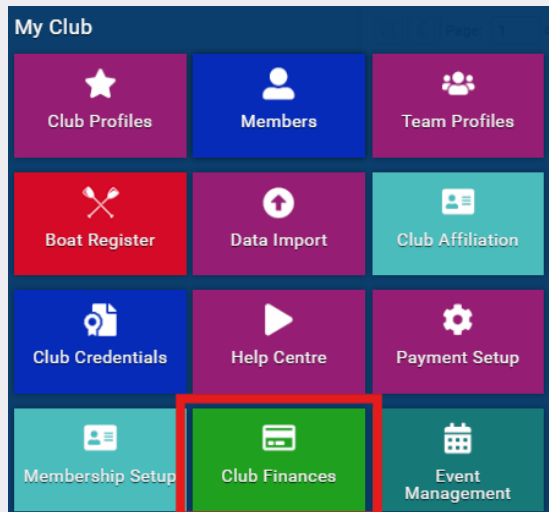


Section 4: Issuing refunds

Occasionally you may need to issue a refund for a payment received. It might be that a membership was bought in error for example, in which case the procedure for issuing that refund is very simple. Here's how:

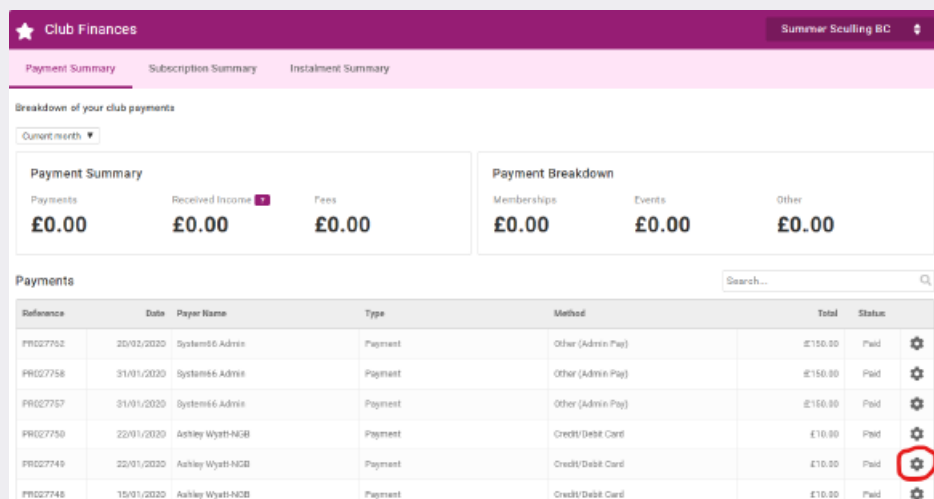
27. Sign into ClubHub via your British Rowing account and select MENU as before

28. Select the CLUB FINANCES tile



Section 4: Issuing refunds

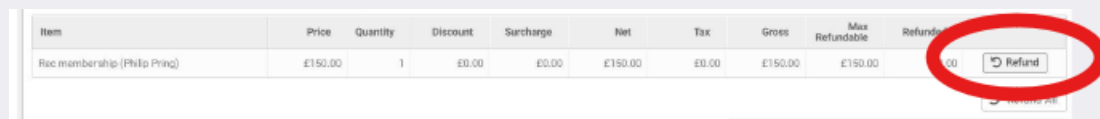
29. You will be presented with your finances dashboard, the first page of which comprises a list of payments received by date. This is also referred to as the PAYMENT SUMMARY. To initiate a refund, scroll down to the payment in question and select the cog icon to the right of that payment.



The screenshot shows the 'Club Finances' dashboard. At the top, there's a navigation bar with 'Payment Summary', 'Subscription Summary', and 'Instalment Summary'. Below this, a 'Breakdown of your club payments' section shows 'Current month' with a dropdown arrow. The 'Payment Summary' table has three columns: 'Payments' (£0.00), 'Received Income' (£0.00), and 'Fees' (£0.00). The 'Payment Breakdown' table has three columns: 'Memberships' (£0.00), 'Events' (£0.00), and 'Other' (£0.00). Below these is a 'Payments' table with a search bar. The table has columns: Reference, Date, Payer Name, Type, Method, Total, and Status. The data rows show several payments, with the last one (Reference #R027748) having a cog icon circled in red.

Reference	Date	Payer Name	Type	Method	Total	Status
#R027752	20/02/2020	System6 Admin	Payment	Other (Admin Pay)	£150.00	Paid
#R027758	31/01/2020	System6 Admin	Payment	Other (Admin Pay)	£150.00	Paid
#R027757	31/01/2020	System6 Admin	Payment	Other (Admin Pay)	£150.00	Paid
#R027750	22/01/2020	Ashley Wyatt-NGB	Payment	Credit/Debit Card	£10.00	Paid
#R027749	22/01/2020	Ashley Wyatt-NGB	Payment	Credit/Debit Card	£10.00	Paid
#R027748	15/01/2020	Ashley Wyatt-NGB	Payment	Credit/Debit Card	£10.00	Paid

30. Next, select the REFUND button in the bottom right-hand corner. This will refund the payment to the account from which it came, and will also create a record of the refund in your PAYMENT SUMMARY page



The screenshot shows a table with columns: Item, Price, Quantity, Discount, Surcharge, Net, Tax, Gross, Max Refundable, and Refund. The data row shows 'Rec membership (Philip Pring)' with a price of £150.00, quantity of 1, and a net of £150.00. The 'Refund' column has a value of 0.00 and a 'Refund' button circled in red.

Item	Price	Quantity	Discount	Surcharge	Net	Tax	Gross	Max Refundable	Refund
Rec membership (Philip Pring)	£150.00	1	£0.00	£0.00	£150.00	£0.00	£150.00	£150.00	0.00

It is worth noting on the GoCardless account, you need to manage any cancellations and refunds from within ClubHub. If you process them in GoCardless, it won't inform ClubHub and it will try to take the money out again.