



ClubHub - What you need to know before you start

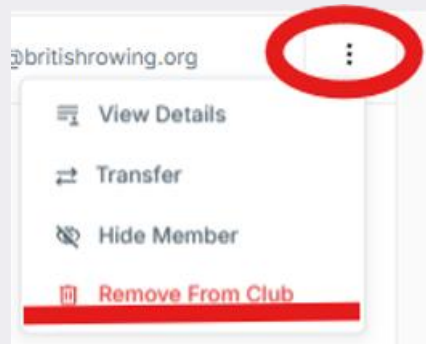
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ClubHub membership management

If you are looking to start managing your club memberships through ClubHub, you will first need to decide who is going to set it up and manage the finances. This is likely to be a combination of your membership secretary and treasurer. This document highlights some of the key information and responsibilities you need to consider before adopting membership management.

The first step towards membership management is to delete any past members from your club members list in ClubHub so that only your current membership is present.

Individuals can be removed on your Members tile by clicking the three-dot menu at the end of their details and selecting 'Remove from Club' from the drop down.



Membership setup

Clubs need to sign a User Agreement which sets out the club's relationship with the system. Contact clubs@britishrowing.org to get your agreement. We will also be able to support you through the setup.

To set up memberships, you first must complete the Payment Setup, this sets you up with a merchant account, which links your bank account to ClubHub and allows you to receive payments. You can do this under “My Club” in ClubHub.

Payment Setup = GoCardless

Payment Dashboard = Adyen

You will need to be a ClubHub Admin to be able to see and manage this part of the system.

You will need to look at the **Payment and Refund** document to ensure you choose the merchant account that is most appropriate for your club.

If you have an existing payment structure in GoCardless you then have the option to either cancel your payers and tell them to create new memberships in ClubHub, or you could move slowly over to ClubHub by getting any new members and anyone who needs to renew.

If your club already has an Adyen account, log in to link to it. If not, fill out the information in the data capture form and authorise if you choose this.

Membership setup

If you choose to take payments offline you can set your memberships up at zero value payment amounts. If you receive cash or cheques from individuals this can be accounted for within ClubHub. Refunds can also be issued.

To help manage payments, subscriptions and instalments throughout the year ClubHub simplifies this process and enables club administrators to view those payments online in a form similar to a bank statement under the **Club Finances** tile.

The next phase for a club would be to set up memberships in **Membership Setup**, which shouldn't take too long, unless a club has an excessive amount of membership types.

Moving membership management to ClubHub is a good time to review your membership offer, ensure it is relevant and consider streamlining or adding alternatives. Consider when you want to start (especially the key dates around your membership renewals). ClubHub allows you to create different club membership types and enables members to purchase these online. Club administrators can also assign and renew club memberships and then collect the payments separately directly from the members.

Notify your members

Once your memberships are set up, you can prompt your members to purchase them.

Those members with existing British Rowing accounts will just need to log in to their account and head to the membership page to purchase your club membership. For your club members who are already showing within the **Members tile**, club memberships can be added with start and end dates, and once everyone has been imported future club memberships can be updated using the bulk renew feature.

Members who don't have BR accounts can set them up on the sign-in page, but they will need to remember to add your club to their profile before they can purchase your membership. Alternatively, your ClubHub Admins can create an account for them using the 'Add New Member' tool on the Members page or using the Data Import tile [uploading an excel file into the system] if you have their permission to do so. Once this is completed, your members will be sent a confirmation email in order to set up their passwords. These users will now show up in your club members list, along with your existing club members.

The data import may be useful if you have a large number, equally if this is a relatively small number you may want to add new club members yourself or ask the individual to sign up and create their own account.

Monitor finances

Once the memberships have been purchased, the membership secretary or other ClubHub admins will need to monitor the finances and process any refunds. It will be necessary to check the **Club Finance** tile once a month (or more) to check for any failed payments. Failed instalments will need to be reconciled with that member (outside of ClubHub). Refunds must be made within ClubHub as any refunds made in the Adyen or GoCardless dashboards will not be recorded in ClubHub.

The system will probably take a few hours to set up properly, but once it is set up it should reduce the time the club needs to administer memberships and reconcile bank payments.