Contents

Memberships – Recurring Billing Payment Gateway Setup

There are several admin pieces that need to be setup first and typically done by *ReCPro*™ support. From the main menu, go to **Setup > Payment Gateways > Payment Gateway Setup**.
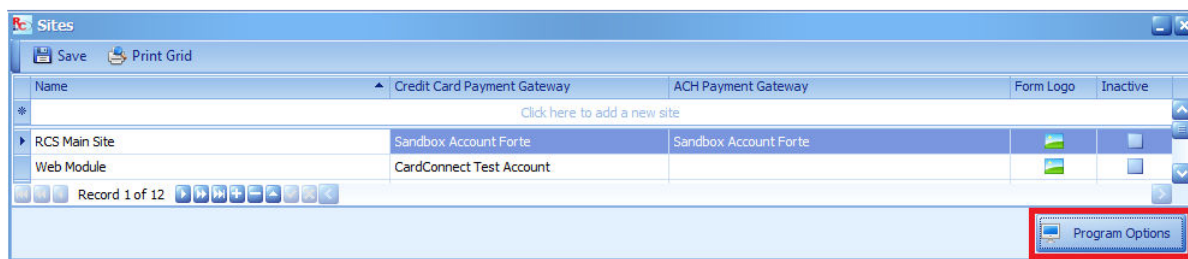

Convenience Fee and **Convenience Fee Minimum** <u>must</u> be setup in advance when setting up the merchant ID account for the payment gateway.

Check boxes on which **Cards Accepted**.

Sites

This table needs the payment gateway attached to the site name by either **Credit Card Payment Gateway** or **ACH Payment Gateway.**

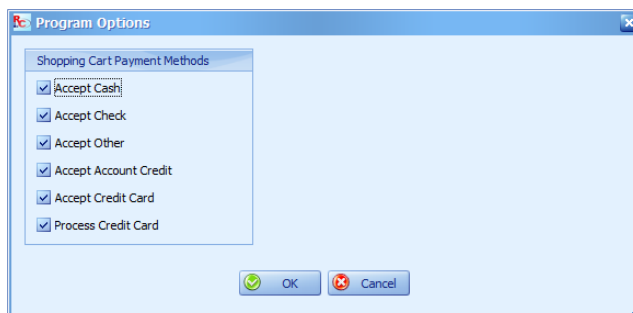From the main menu, go to **Setup > System Default > Sites**

Click **Program Options** button to review **Shopping Cart Payment Methods**.

Uncheck any payment methods that do not apply to your organization. Click **OK** to save and close.

Credit Card Reader

From the main menu, go to **Setup > Device Manager > Credit Card Reader**

Select applicable **Credit Card Reader** radio button.

Most selections will open up more fields that require technical information loaded. Please contact support@recprosoftware.com for assistance.
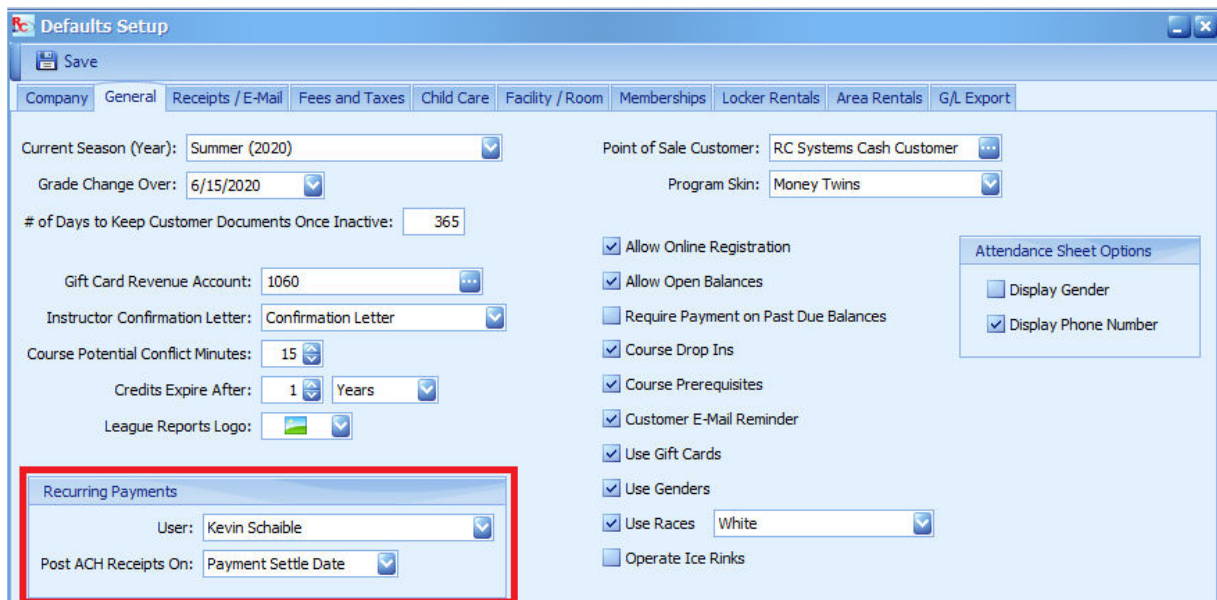
Note: This information is set to the computer (not the server or user ID).
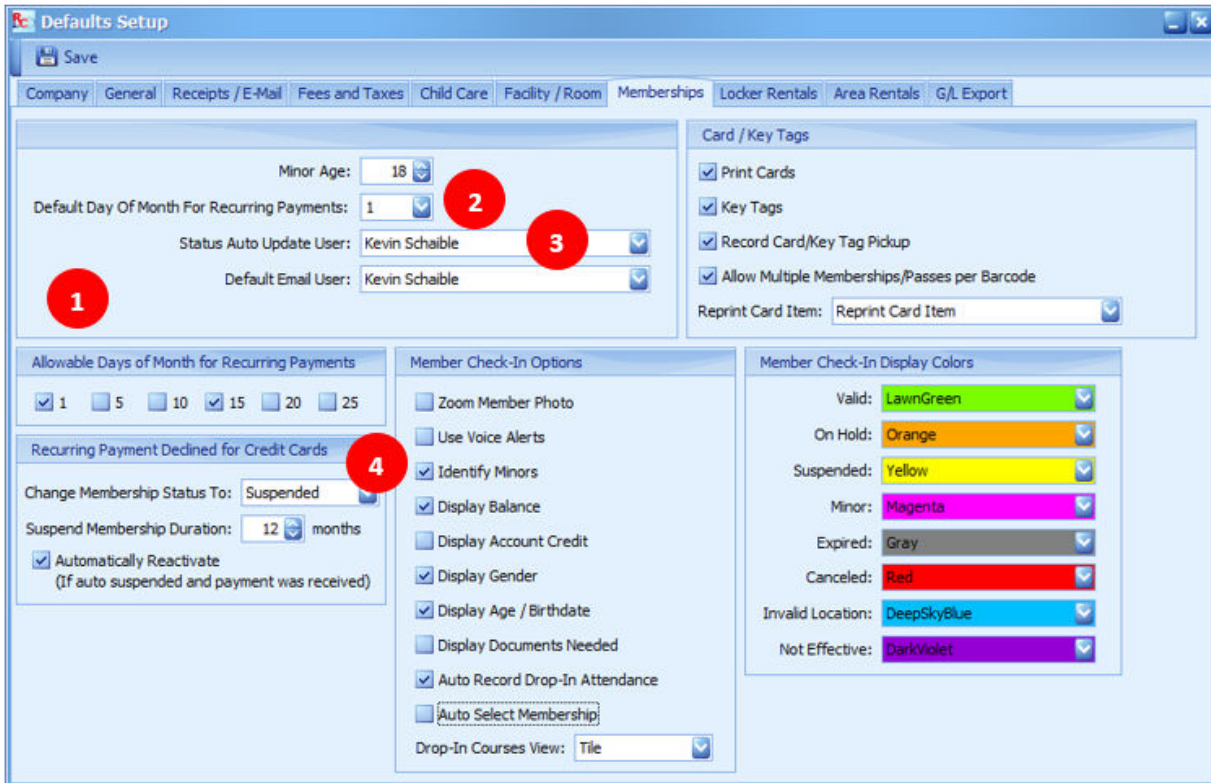
Click **Save and Close** button.

Default Setup

From the main menu, go to **Setup > System Default > Default Setup > General tab**

Select the default user for **Recurring Payments User** field and if applicable, chose the **Post ACH Receipts On** either **Payment Settle Date** or **Billing Day of the Month.**

Memberships tab

1. Select the '**Allowable Days of Month for Recurring Payments'**
2. Then select the '**Default Day of Month for Recurring Payments**' from the pick list
3. Select the **Status Auto Update User** which is a pick list from the user setup in **Admin Tools > User & Group**.
4. **Recurring Payment Declined for Credit Card – Change Membership Status to:**
   a. **Active** – continue to allow membership to be active
   b. **Suspend** – temporarily prevent membership activity, and easily reactivated without having to re-setup the customers recurring payment.
   c. **Canceled** – stop membership activity; you will have to re-setup their recurring payment again if customer would like to continue using their membership.
   d. **Automatically Reactive** – check this box if you want ReCPro to automatically reactive the membership if you are using auto suspend and payment was received.

ReCPro™ **User Manual**
Version 1.31

Memberships - Setup

The membership must be checked to '**Allow Recurring Billing'**. This will create a prompt when user is in shopping cart purchasing the membership. It will give the option to allow recurring billing or not.

From the main menu, go to **Memberships > Memberships**. Once the membership plans are setup, check the box '**Allow Recurring Billing'**.

Plans – enter membership terms, fees, discounts, and allow recurring billing.

Select **Plan** from the drop-down menu, enter the numeric term, days or months, resident and non-resident fees, as well as renewal fees. Check box if the membership **Qualifies for Member Discount** *(this feature works with registration and rental discounts)*. Check box to enable **Allow Recurring Billing** and click **Recurring Options** button.

Membership - Recurring Billing Setup   R.C. Systems, Inc. | 5

Initial Commitment:

- **Charge Setup Fee** – check box to enable **Setup Fee** field and select from the drop down menu that pulls in the rate *(this must be setup in the merchandise setup options first).*

- **Charge Daily Prorated Amount** – check box to enable prorate calculation.

- **Charge Full 1st Month** – check box to enable rate the customer will pay before recurring billing will start.

- **Fees** – enter **Monthly Resident** and **Non-Resident Fee**

- **Options** – check **Auto Renew Recurring** to continue charging monthly fees without expiration date. To enable **Number of FREE Initial Months**, uncheck **Charge Full 1st Month**, then enter numeric value.

Preview Recurring button allows you to review how the recurring setup will calculate fees.
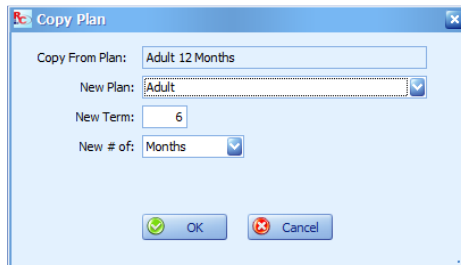
Copy Plan – highlight which plan you want to copy.
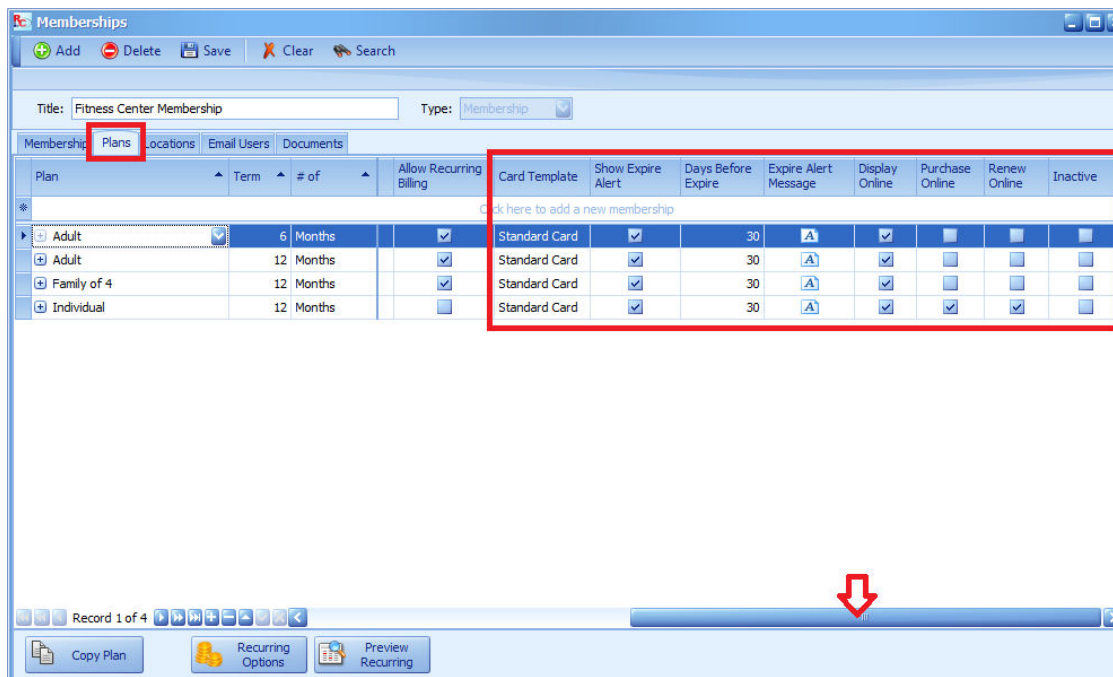
Click **Copy Plan** button, enter **New Plan, New Terms** and **New # of Months.**

Click **OK** button to save and close. The new **Plan** is copied with new terms.

Plan		Term	# of	Resident Fee	Non Resident Fee	Resident Renewal Fee	Non Resident Renewal Fee	Qualifies For Member Discount	Allow Recurring Billing	Card Template
				Click here to add a new membership						
⊞ Adult		6	Months	$300.00	$300.00	$300.00	$300.00	☑	☑	Standard Card
⊞ Adult		12	Months	$300.00	$300.00	$300.00	$300.00	☑	☑	Standard Card
⊞ Family of 4		12	Months	$900.00	$900.00	$900.00	$900.00	☑	☑	Standard Card
► ⊞ Individual		12	Months	$250.00	$250.00	$250.00	$250.00	☑	☐	Standard Card

Continuing Plans tab – use the scroll bar at the bottom of the screen, or tab to the next field past Allow Recurring Billing to Card Template. If you are using membership cards, select the template for each membership. Check box **Show Expire Alert** to enable the Member Check-in screen that will alert the customer during check-in that their membership is about to expire. Enter the numeric value in **Days Before Expire** to begin the alert. Enter a custom **Expire Alert Message** you want your customers to see.

Check box **Display Online** to provide information about the membership on the website. Check **Purchase Online** and **Renew Online** to enable customers to purchase and renew memberships online. **NOTE:** purchase and renewal memberships that are recurring billing cannot be done online. Customers must purchase and renew in-house.
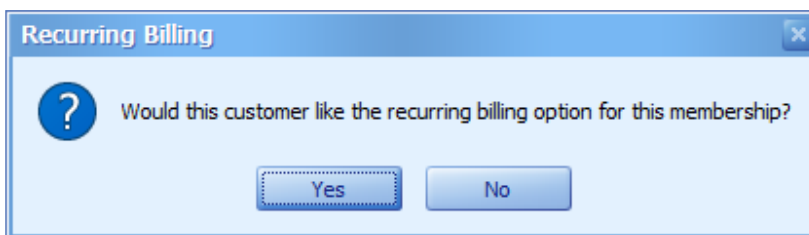
Selling New Memberships – Recurring Billing

Recurring billing is a way to setup automatic payments by credit card, or ACH Payments (electronic funds transfer from the customer's checking account). The payments gateway account must be setup prior to using recurring billing as well as the membership itself.

From **shopping cart**, click **memberships > memberships**, select membership for recurring billing.
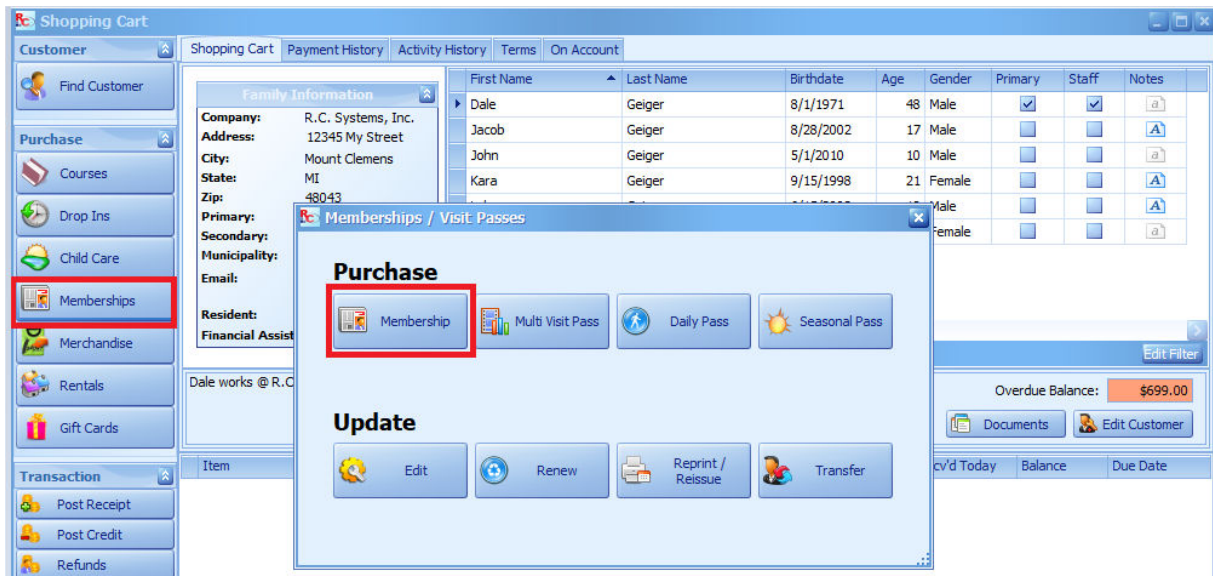
Recurring Billing screen will prompt you with the question, '*would this customer like the recurring billing option for this membership?*'

Select '**No'** allows user to sell as other memberships. Select '**Yes'** will begin the steps to activate recurring billing.

Step 1 – Select a Membership allows user to review the membership

Step 2 – Set Membership Characteristics allows user to change **Billing Day of Month** and **Effective Date**

Step 3 – Select Family Member(s) and Press Add to Membership same steps when NOT using recurring.

Step 4 – Confirm and Press Add to Cart shows family member and has a breakdown of how the membership will be charged.

Initial Commitment is a sum total of **Setup Fee** (not required), **Prorated Amount** and **Full 1st Month**. So in this example the customer will pay $9.16 today and **Recurring Monthly Fee** will not start until 8/1/2020 with a **Remaining Commitment** of 11 months. From here, click **Add to Cart** button.

Notice in this example the **Received Today** column only reflects the **Initial Commitment** and the **Balance** column is the remainder of what is owed for the membership.

Click **Checkout** button and apply payment. This portion will be for the Initial Commitment only.

Once the user has scanned key tags or printed membership cards, click **Done** button and there will be a popup to **Select Recurring Payment Option** screen.

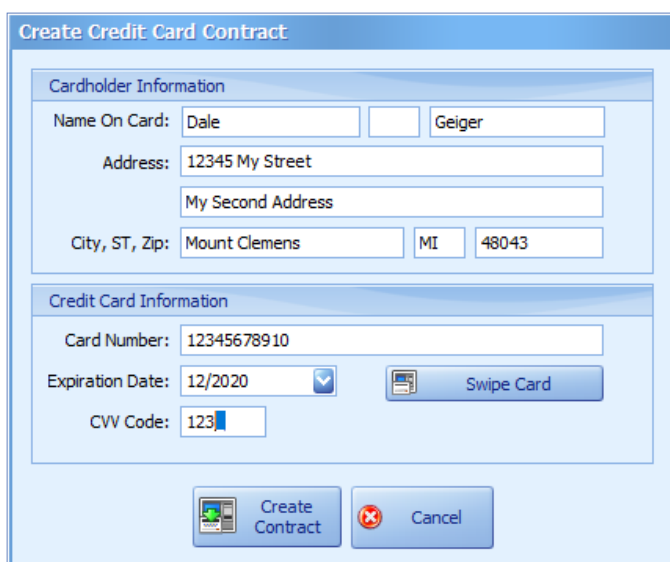# Select Recurring Payment Options – Credit Card
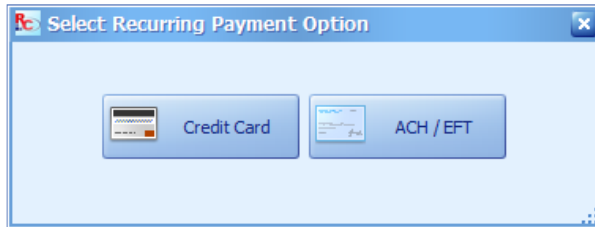
Important Reminder: using recurring payment option must be setup in advance with the payment gateway provider.

Select either **Credit Card** or **ACH / EFT** button.

Selecting Credit Card will prompt **Contracts** screen. Click **Create Contract** button to add a credit card for recurring billing for the remaining balance of the membership, or **Select Contract** for an existing credit card available for recurring billing.
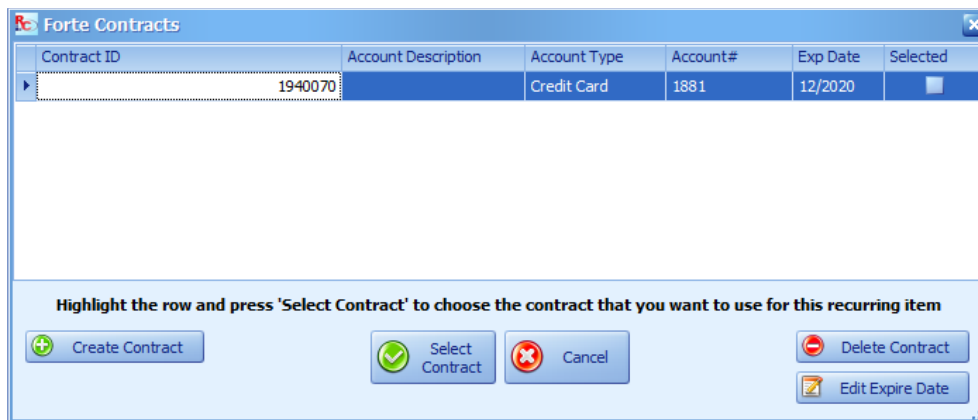
Cardholder Information will pull head of household from customer record in shopping cart. Enter **Card Number** (or you can swipe card), **Expiration Date** and **CVV code**. Press **Create** button, then **OK** button.
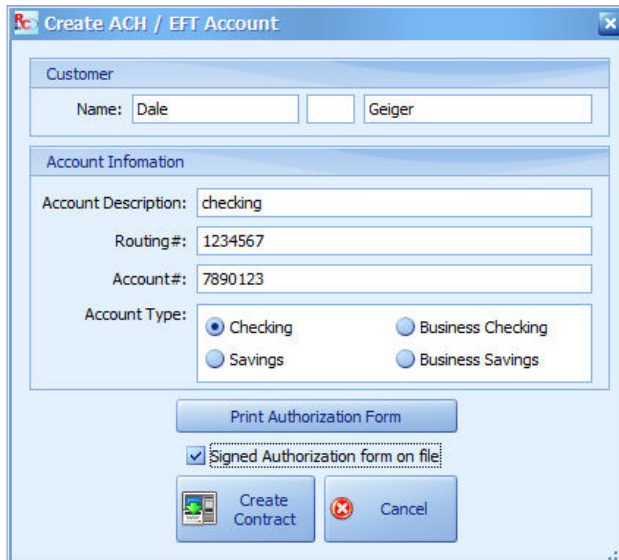
Important Note: You cannot **delete** a credit card or ACH account without setting up a new one first.

The information will be sent to the payments gateway provider to store the data and automatically charge the credit card the recurring fee as specified on the begin date for the remaining commitment.

Select Recurring Payment Options – ACH / EFT

Customer name will automatically pull from the customer record in shopping cart. User will enter the customer's Account Description, Routing number, Account number and Account Type. User must click Print Authorization Form in order to click the Create button, or user may check the box Signed Authorization form on file to bypass printing the authorization form.

The information will be sent to the payments gateway provider to store the data and automatically charge the credit card the recurring fee as specified on the begin date for the remaining commitment.

To Change Recurring Billing Information

From customers shopping cart screen, go to **OnAccount tab > Membership tab**

Select '**Change Recurring Payment Contract'** button. **Select Recurring Payment Option** screen displays, choose between **Credit Card** or **ACH/EFT** button.

Contracts screen displays; click **Create Contract** button to enter a new credit card contract or use existing contract by clicking **Select Contract**.

Swipe Card or enter **card number, expiration date** and **CVV code** (or swipe card).

Click '**Create Contract**' button.

Now there are multiple credit cards for recurring payments. Select the one to use and click '**Select Contract**' button.

 Important Note: The delete, sometimes is not that simple. If user wants to delete an old payment method, they have to go through all the memberships (closed) that have used that payment method and select a different payment method, so it is not assigned. Then they can press delete button.

Membership Recurring Billing – On Hold and Suspend

On Hold
- To put a membership on hold, they must be current on the payments.
- The on hold dates will force the day to match the billing day of the month. So, if you enter 07/23/2020, it will change it to 07/01/2020
- It will change the next billing date to what was entered for the hold END date.
- The recurring billing program will not charge the card until the END date.
- If you change it back to Active manually, then the next recurring billing date will not change. It will remain the end date from when it was put on hold.

Suspend
- If you suspend a membership, it does not change the next billing date, so it will continue to bill for the membership in the recurring billing program.

Recurring Payment Transaction Log

This is a grid that allows user to lookup **Date Processed, Transaction Type, Transaction Successful, Failure Reason** and details about the customers' record.

From the main menu, go to **Reports > Financial > Recurring Transaction Log**

Recurring Payment Upcoming Charges

This grid allows user to review upcoming charges prior to automatic deduction from account.

From the main menu, go to **Reports > Financial > Recurring Upcoming Charges**

Recurring ACH Payments Waiting to Settle

Retrieve Settled Transactions button – user adds date range and selects **Post Receipt On 'Billing day of the Month'** or **'Payment Settle Date'**. Click **Retrieve Settled Transaction** button. *ReCPro™* retrieves data from payments gateway and all transactions that process successfully will post and remove from grid. Return code would show why it failed.

If the transaction fails to process, user can now select item and either click '**Pay Now'** or **'Change the Contract Info'** (recurring billing contract) or **'Cancel Membership'.**