Social Planet

Financial Management Quick Guide

Love the Local Life

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Social Planet

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Version 2.00

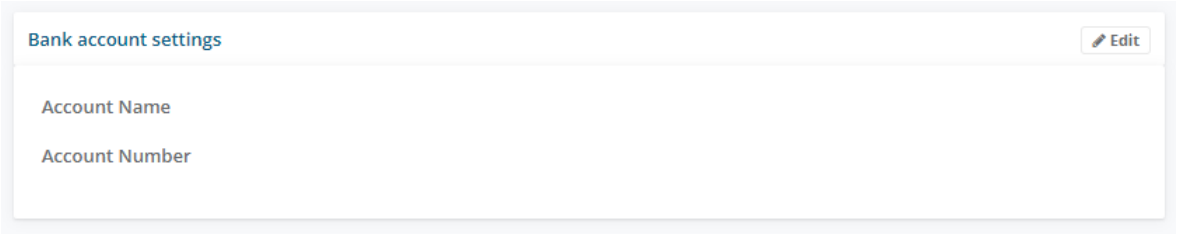
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Setting up House's financial processes in Social Planet

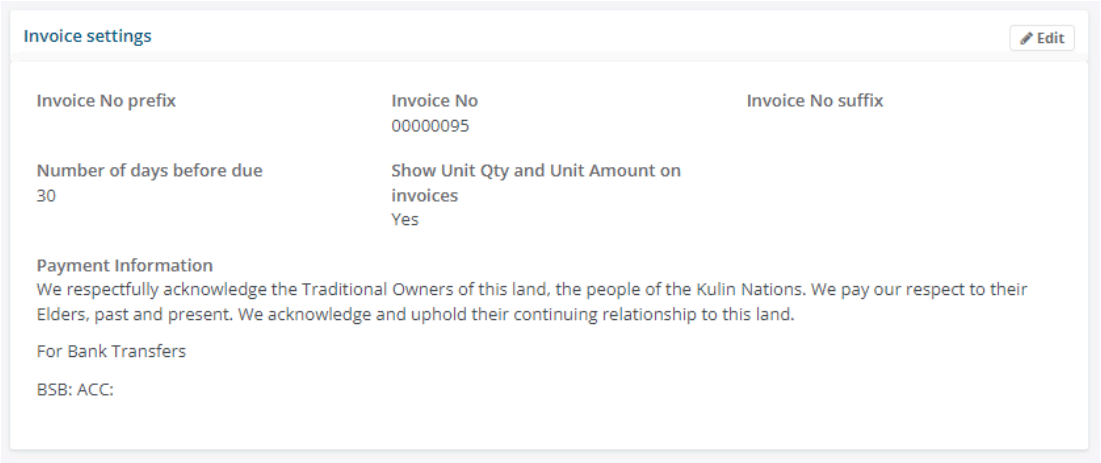
Bank Account
Social Planet uses Pin Payments as its financial gateway provider for online credit card bookings. Add your bank account details for credit card payment funds transfers. As a security feature only the Owner of the Account has permission to edit this section.

1. From the Account menu select **Settings**
2. Select the **Finance** tab
3. Press the **edit** button **Bank Account Settings**
4. Select the **General** tab
5. Add **bank account name**, **BSB** and **Account Number**



Invoicing
Social Planet enables you to use invoicing as a payment method for activity/class booking its essential to add an invoice number and your bank account details, if you are to use invoice.

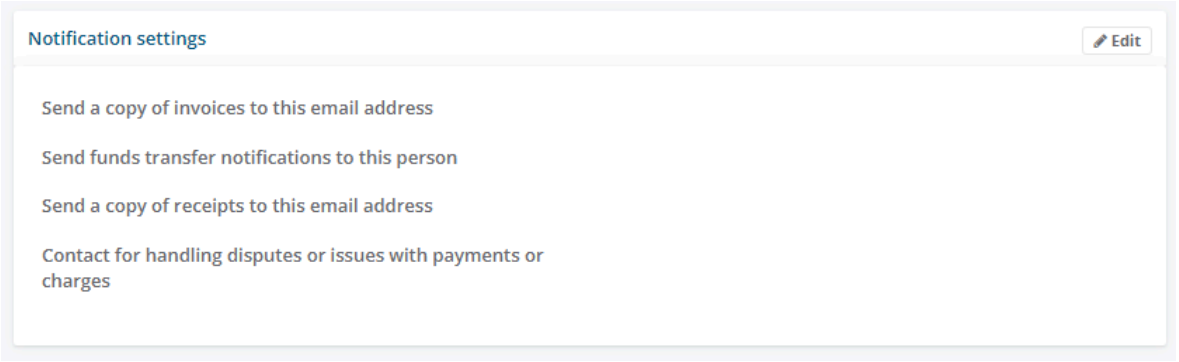
1. From the Account menu select **Settings**
2. Select the **Finance** tab
3. Press the **edit** button **Invoice Settings**
4. **Invoice Prefix**, add letters at the beginning of your invoice numbers
5. **Invoice No,** which is a unique number that is assigned to each invoice
6. **Invoice padding**, set the padding size of the invoice number
7. **Invoice suffix**, add letters at the end of your invoice numbers
8. **Payment information** on to the invoice include your bank account name, the BSB No and the Account No. along with conditions of the booking and a salutation



Notifications

Alert key staff when invoices and receipts have been issued, and when fund transfers are made from Social Planet's bank to your provider bank account.

1. From the Account menu select **Settings**, click on **Finance**
2. Select **edit** on **Notification Settings** pane
3. Receive **copies of invoices** issued add name and email of staff member
4. Receive **copies of receipts** issued add name and email of staff member
5. **Person to contact for receipt enquiries,** add staff name, phone number and email
6. Receive **copies of funds transfer notification** add name and email of staff member
7. Press **Save**



Accounting Codes

Social Planet enables you to add accounting codes that can be apply to income items in the General Ledger. Once added you can assign codes to activities and venue spaces.

1. From the Account menu select **Settings**
2. Select the **Finance** tab
3. Select the radio button **Enable accounting codes**
4. Select the **Add** button
5. The **Add Accounting Code** window is displayed
6. Add the **Code**
7. Enter the Code **Name**

8. Then Press **Add**

Add Tracking Codes will allow you to analyse income without the need to have lots of additional codes. Once added you can assign codes to activities and venue spaces.

1. In the Tracking Codes pane, select **Add**
2. Enter the Code and Name

Choosing to invoice from Social Planet or from your accounting software

Do you want to replicate Social Planet invoicing in your Accounting Software

What needs to be transferred over to your accounting system for audit purposes.

The benefits of using Social Planet's invoicing system

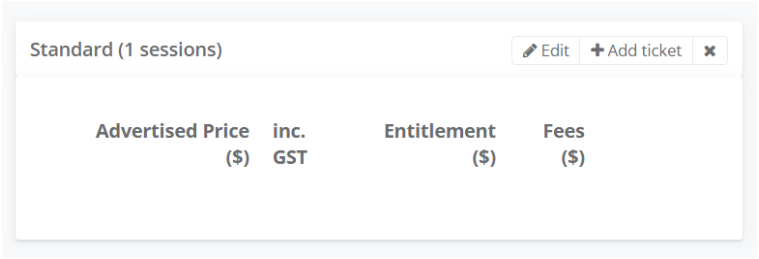
- Track the majority of your Centre's revenue
- Less reliance on your bookkeeper for invoicing
- Received detailed financial reports on your Centre's financial performance
- Offer a wide range of payment options for your participants
- Follow up aged debtors quickly through our debtors report

Creating ticket packages, prices and adding GST to activities and classes

Ticket packages
When Social Planet first creates an Activity, the system creates a 1 session package as a default. If your activity is for a one off event use this package type and assign tickets. For recurring activities ie. multiple sessions you will need to modify the default package.

1. Go to **Main Menu** then select **Activities** then select **Current** in the **Search** field enter the Activity Name.

2. When the Activity Tile is displayed select the **Edit button** from the **Details** tab go to the **Settings Tab**, which contains all your setting information, such as Booking Options, Polices, Tickets and Packages
3. Go to the Standard (1 sessions) pane (per below) then click on the **Edit** button the **Update Ticket Package** window will be displayed



4. Change the ticket package name to Term or Semester depending on your needs (eg. Term 1 – February to April 2020). and add the number of sessions in the package
5. Select **Is Enabled**, so the package is available for participant for both online and admin based bookings
6. Select **Package is visible to the public**, if you want this package to be used for participants booking through the Social Planet platform.
7. Select **Is Enabled**, so the package is available for participant for both online and admin based bookings
8. Select **Package is visible to the public**, if you want this package to be used for participants booking through the Social Planet platform.

Create Tickets

Please note a **processing fee is charged** for Credit Card Bookings (excludes bookings made by invoice or cash) the fee is 3% of the total activity costs. Remember to add multiple ticket types to accommodate different population groups, such as Concession and Early Bird

9. Once the Package is created then select the **Add Ticket button**
10. Select from the **Ticket** drop-down list **- Normal, Free, Concession, Senior** and **ACFE** (for ACFE funded courses)
11. Add a **Ticket Name** eg. Adult, Early Bird, then a short **Description**
12. Enter in the **Advertised Price $ amount,** which is the amount you want participants to pay
13. **Tick** if the Activity attracts **GST**
14. The **Entitlement after fees $** will display the amount of money you will receive once Social Planet's fees are deducted.
15. Select **Pricing includes cost of client transport** if your providing transport with this ticket type,
16. Select **Is Enabled** (set as default) allows for participants to select this ticket when booking
17. Select **Set this ticket as default** if this is your primary ticket
18. Then click on the **Add** button

Invoice Overview

Go to Payments

Invoice Log

Go to Payments

Refunds -

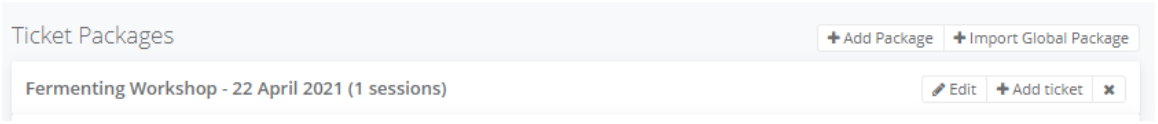
Funds available / payment is available

Adding GST to activity tickets

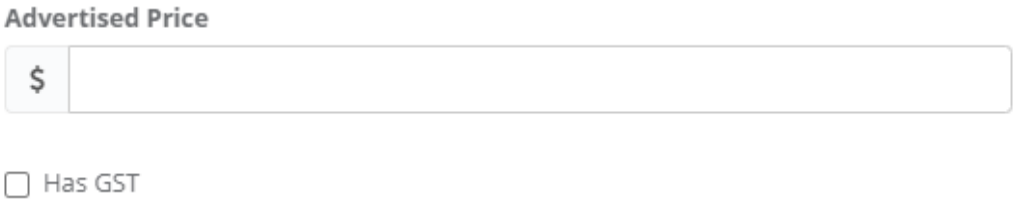
Social Planet acts as an agent for all your bookings. As the provider you will need to determine if GST should be charged on your activity tickets.

For each activity / class you will need to add GST to tickets.

1. Go to **Main Menu** then select **Activities** then select **Current** in the **Search** field enter the Activity Name.
2. When the Activity Tile is displayed select the **Edit button** from the **Details** tab go to the **Settings Tab**
3. Go to the **Ticket Packages** pane, select **+ Add Ticket**



4. After you've added the advertised price, tick **Add GST**



5. GST can be added into invoices. Go to **Payments** select **Invoices** then **Current** click on the **View** button to display a Client Invoice under the Invoice **Description** select **Edit**

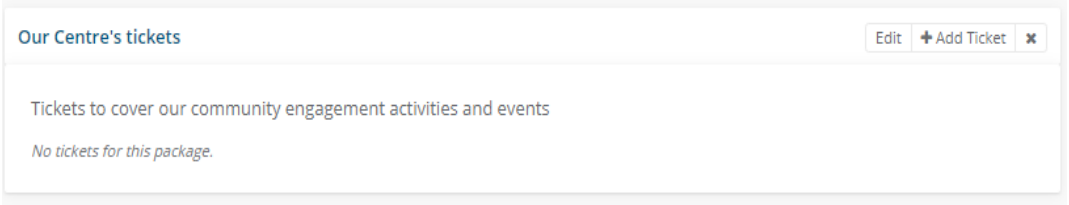


6. Select **Includes GST**

Setting up global tickets for uniform pricing

As a Community Centre you may find that your ticket prices are standardised. Tickets don't change from activity to activity. To accommodate this need, we've set up a global ticketing system.

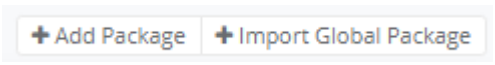
1. Go to **Main Menu** then select **Activities** then select **Ticketing** then click on **+ Add Package**
2. Enter in the **Add Global** Package, the **Name** of the package ie. General Tickets next enter a **Description** ie. Tickets to cover our community engagement activities and events then select **Add**



3. The Package has been created, now select the **+ Add Ticket** enter in the **Add Global Ticket,** the following
   select **Ticket Type** ie Normal, Concession, Free, ACFE / Learn Local
   enter **Name** (required) ie. Full Fee,
   enter a **Description**
   add a **Advertised Price** (the published amount),
   tick **Has GST** (if required),
   the system will display **Entitlement after fees** (amount you will receive after our processing fee is applied only for online credit card payments)
4. tick **Is Enabled, Only enabled tickets can be selected during the booking process.**
5. Add as many global tickets as you need.

Once you've set up your tickets you now need to add them to your activities

7. Go to **Main Menu** then select **Activities** then select **Current** in the **Search** field enter the Activity Name.
8. When the Activity Tile is displayed select the **Edit button** from the **Details** tab go to the **Settings Tab**
9. Select the **+ Import Global Package**, use the drop down list **Global Ticket Package** then select **Add**



10. In the **Ticket Packages** pane select **Edit** to enter the **Number of sessions in package** ensure to **tick Is Enabled,** Only enabled packages can be selected during the booking process ensure to **tick Package is visible to the public. Packages not visible can only be selected from the back-end system.**

11. Go to the **Details** tab and go to the **Publishing** pane select **Edit** and **Publish Status** to **Private** or **Published** to allow for client bookings.

Clients paying by credit card when booking online

When promoting your activity online, you need to determine how you want people to pay by credit card. With Social Planet you have two options:

1. Simple Booking
Simple Booking means that a person's credit card payment is automatically charged from the time of booking.

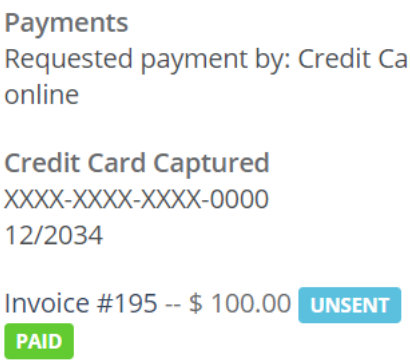
2. Booking with confirmation
Booking with Confirmation means that when the credit card is provided at the time of booking, its only charged once staff have approved the booking.

Email Notification
When a person has booked into an event or activity through our Online Promotion landing page an email notification will be sent to administration staff.

1. In the email message notification under the title **New booking request received.** The following text will appear 'You can review the request in Social Planet here'. Select the **here** link to go to the **Request** tab on the Activity Summary page.
2. The person's name will appear under Client tile under Payments Requested payment by: Credit Card – online, Credit Card Captured, XXXX-XXXX-XXXX-0000, 12/2034

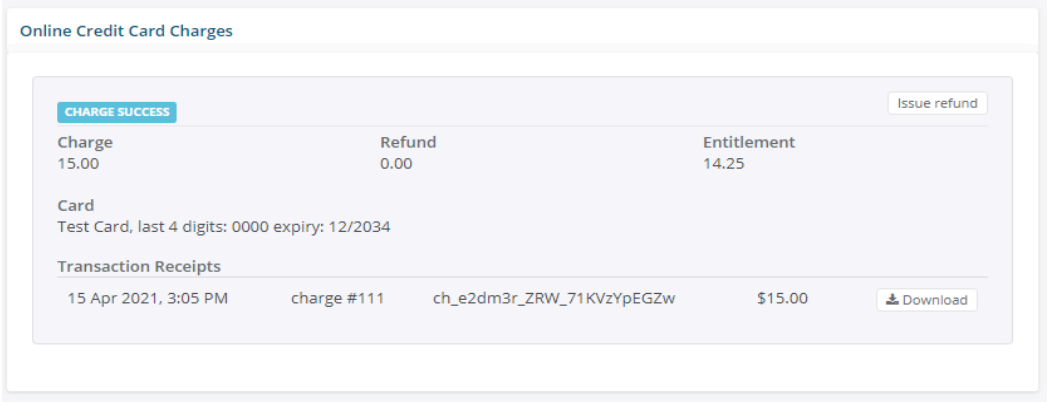
1. Simple Booking

3. Go to the Client Tile within the Request tab. Go to the **Not Linked** button, the **Link Client** window will be displayed.
4. If they are an existing client click on the **Select** button. If they are new, tick **Create a new client based on details from this request.** Select **Add**
5. On the Client Tile an invoice has been generated with the tags **Paid** and **Unsent**



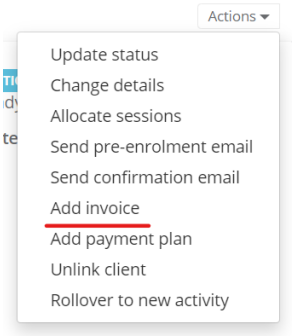
6. Click on the Invoice ie Invoice #195 -- $100 for the invoice to be viewed.
7. The invoice will have an **Invoice Reference** ie 1150, **Issue Date** ie 15 Apr 2021 and a **Total** $0.00.

8. **Online Credit Card Charges** Pane will display a **Charge Success** label (ie Pin Payments has successfully charged the client's credit card) It will display the **Charge** amount, **Refund** amount, and **Entitlement** (less the financial gateway's fee). The **Card Name**, the last 4 digits: 0000 of the card will be displayed and the **Expiry:** 12/2034. A **Transaction Receipt** is available , select the **Download button** to download a copy of the receipt.
9. If you need to issue a **Refund** select the **Issue Refund** button.

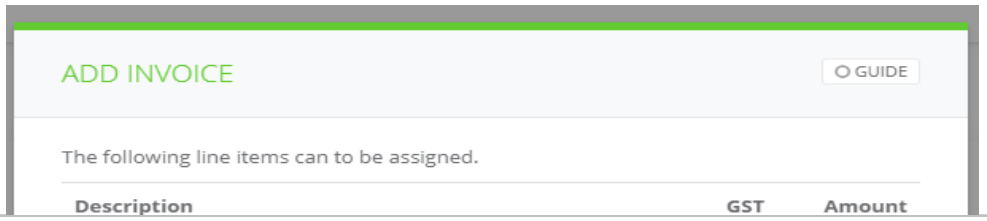


Booking with confirmation

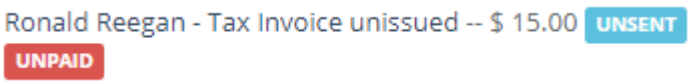
1. Go to the Client Tile within the Request tab. Go to the **Not Linked** button, the **Link Client** window will be displayed.
2. If they are an existing client click on the **Select** button. If they are new tick **Create a new client based on details from this request.** Select **Add**
3. In the **Session Allocation** select **View Sessions** then under **General** click on **Select All** then select **Save**
4. If the client is set up as Booking with Confirmation the Credit Card payment needs to be manually actioned by a staff member.
5. Go to the **Actions** button, select **Add invoice**



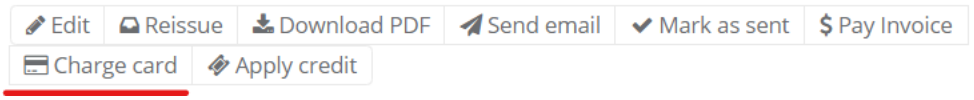
6. The **Add Invoice** window will be displayed, providing the Activity **Description, GST** and **Amount** select **A new invoice**
7. **Create and issue an invoice for this request** type over the **Issue Date (set to the booking date)** and leave **Payment Type: Credit Card – Online**.



8. Leave unticked **Include redemption from client funds** and **Also mark as payment received in full.** Select **Add** button
9. On the Client Tile, New Invoice – Amount will be displayed on the Client Tile with **Unpaid** and **Unsent** tags.



10. Click on the Invoice ie Ronald Reegan for the invoice to be viewed.
11. A Tax Invoice will be displayed Payment / Invoices / View, select the **Issue** button.
12. Select the **Charge Card** button.



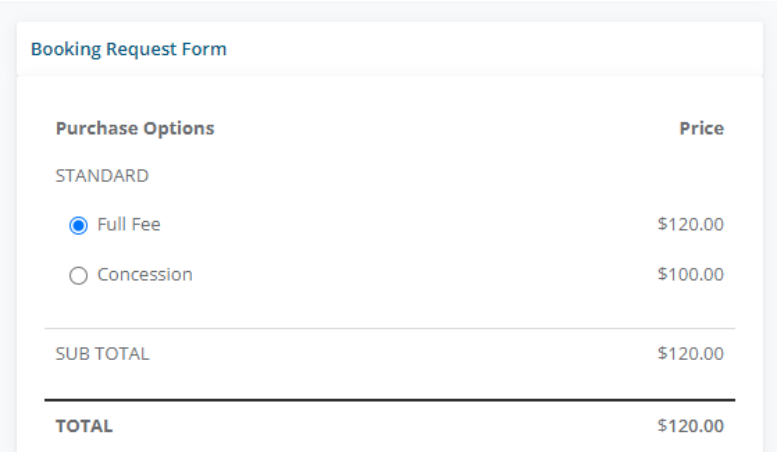
13. The **Charge Card** window displaying the **Amount** and **Credit Card No** select **Charge** button the client will automatically receive an emailed receipt.
14. An **Online Charges** pane will be displayed, label **Charge Success which displays the Card, Transaction Date, Charge** (activity amount), **Refund** and **Entitlement.**

Backend booking with a credit card payment

When a client contacts you over the phone or in person and wants to pay using a credit card. When the Activity Process Type - Simple Booking the card is charged automatically from when the booking is made. For Booking After Confirmation the card needs to be charged after the invoice has been raised. Please go to step 15.

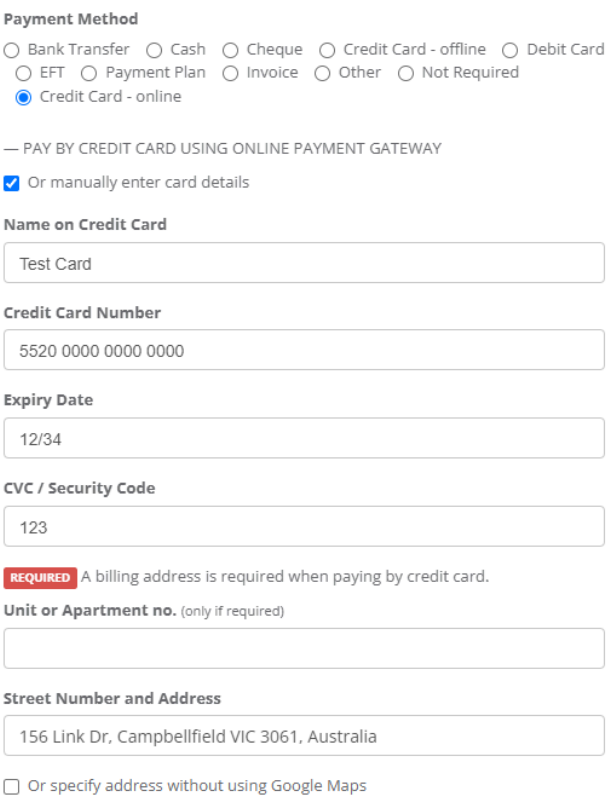
1. Go back to **Main Menu**, select **Clients** then **Client List** type in the Clients name in the **Search Bar**
2. Select the **Actions** button above Client Tile and **Create Activity Booking**

3. The **Create Booking Request** window will be displayed, enter the event name in the **Search** field, review the attendee capacity for the event, then select the **Continue Booking** button
4. Review the **Client** and **Activity Details** in the **Booking Request Form** pane choose the ticket from **Package Selection** ie Adult, Concession and the Ticket Price, the **Sub-Total**, **GST** and **Total** will be displayed

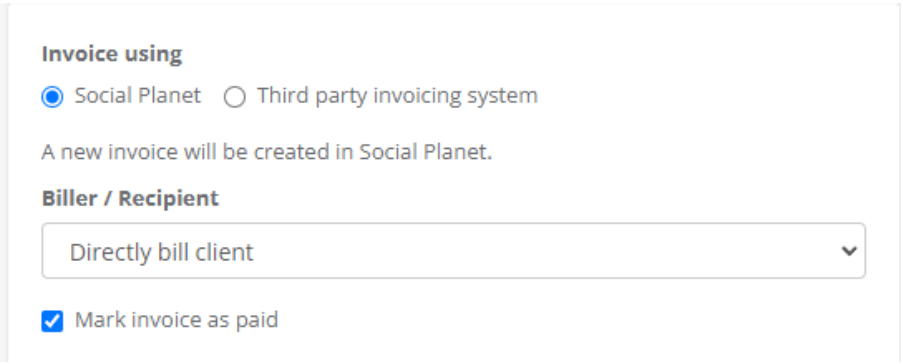


5. Select **Payment Method** choose
    a. **online Credit Card** option if you are using Social Planet's gateway
    b. **offline Credit Card** option if you are using your own payment system
6. If the credit card number hasn't been stored, select **Or manually enter card details**

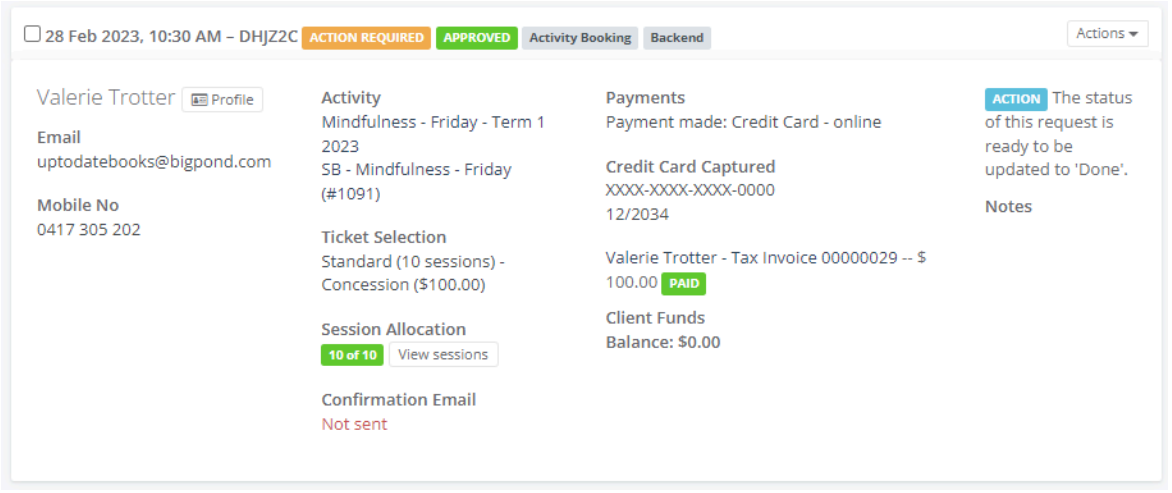
7. Enter the **Card Number,** enter the **Credit Card Type** – Master Card or Visa, enter the **Expiry Date**, enter the Security Code – three digits on the back of the card. Enter the **Name on the Credit Card**, Enter the **person's residential address** (will populate if its stored in their profile)



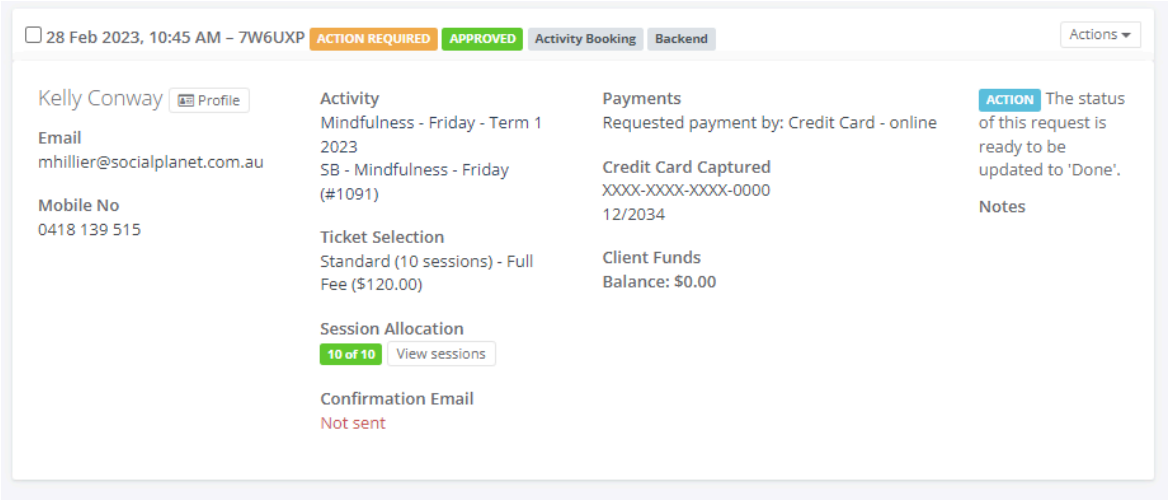
8. **Invoice using** select **Social Planet** or **Third party invoicing system**
9. Remember for offline Credit Card payments remember to **Tick -** Mark Invoice as paid



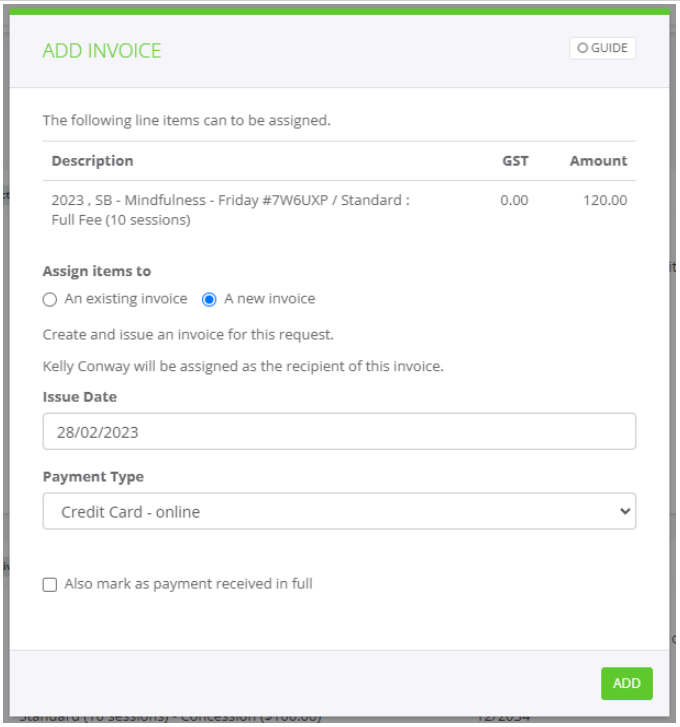
10. **In the Booking Status,** select from
    a. **In Progress**, further action required, activity session dates have not been assigned.
    b. **Place on Waitlist,** organise payment, assign to activity sessions
    c. **Approved,** payment has been accepted, then
        i. allocate client to all available sessions, use the drop-down list to select session dates.
11. Select **Complete Booking** button, the credit card will be charged for activities where the booking process type is Simple Booking, the client will receive an emailed receipt.
12. The **Booking Request Page** will appear, review the booking to ensure all sessions have been allocated
13. Select the **Manage Requests Button** to be taken to the **Requests** Page
14. Under Payments, a tax invoice will be displayed along with Paid label



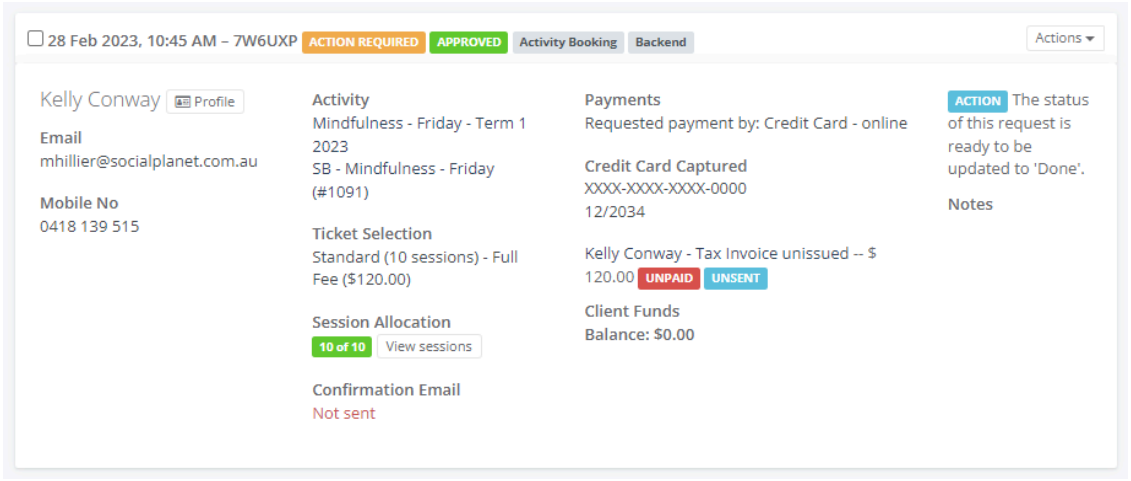
15. For credit card payments that are made for activities with the Process Type - Booking after Confirmation, select Actions to add an invoice.



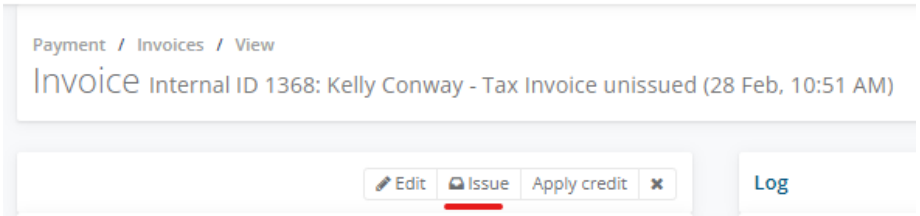
16. In Add Invoice, keep selected - A new invoice, issue date can be changed, select Add



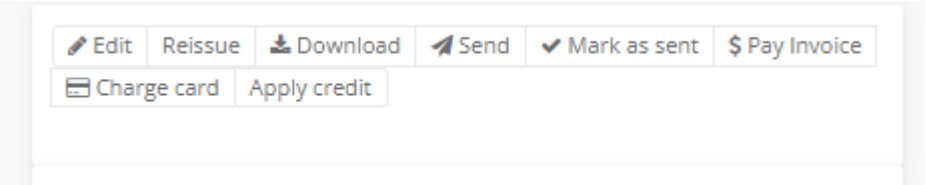
17. An unissued invoice will be displayed on the client tile, move cursor and select on the invoice ie Kelly Conway - Tax Invoice unissued.



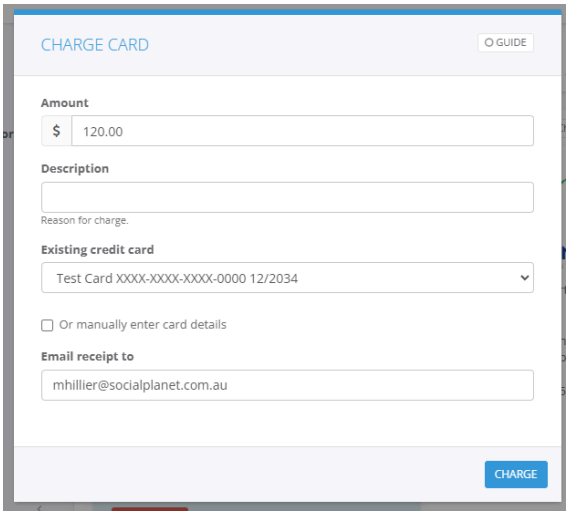
18. Select **Issue**, an Issue Date and Due Date window will display, change if necessary.



19. At the top of the invoice select **Charge Card**



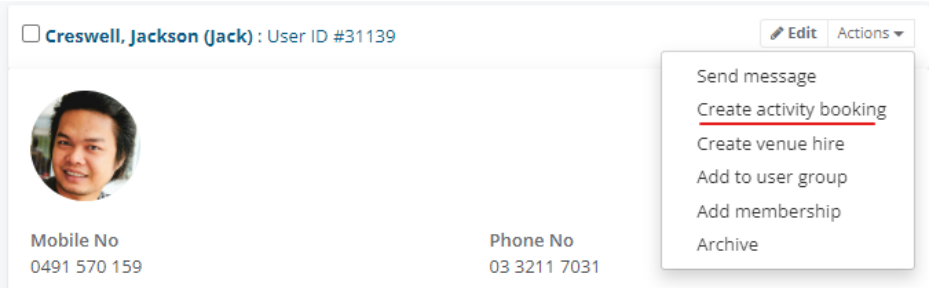
20. The Charge Card will appear displaying the amount, enter a description, the last four digits of their card number and expiry date will display. Select **Charge**.



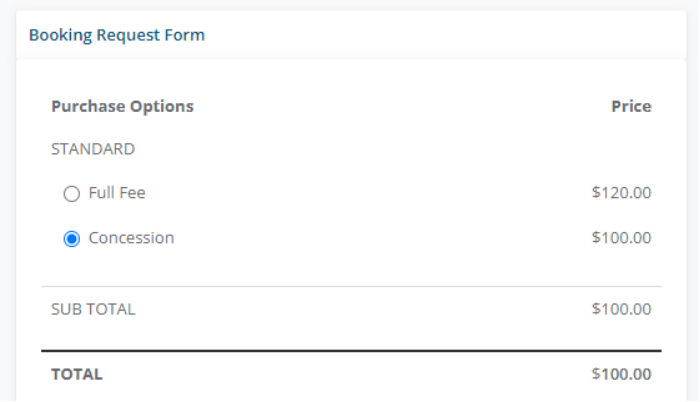
Paying for an activity with cash

When a client contacts you over the phone or in person and wants to pay using cash.

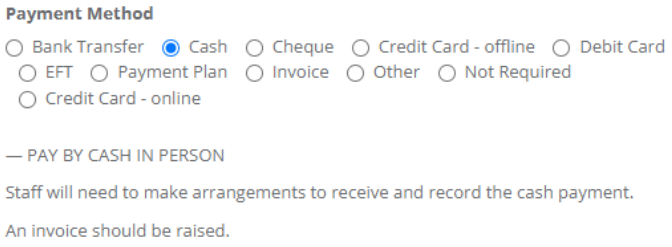
1. Go back to **Main Menu**, select **Clients** then **Client List** type in the Clients name in the **Search Bar**
2. Select the **Actions** button above Client Tile and **Create Activity Booking**



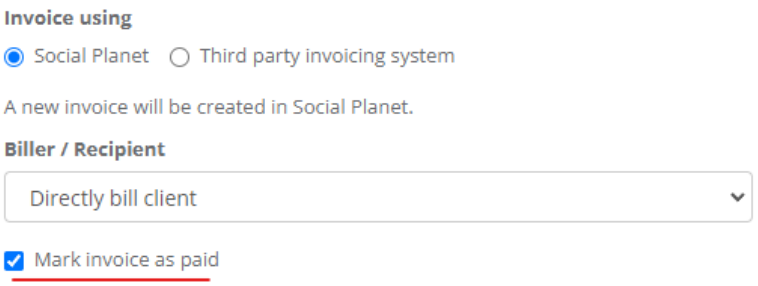
3. The **Create Booking Request** window will be displayed, enter the event name in the **Search** field, review the attendee capacity for the event, then select the **Continue Booking** button
4. Review the **Client** and **Activity Details** in the **Booking Request Form** pane choose the ticket from **Package Selection** ie Adult, Concession and the Ticket Price, the **Sub-Total**, **GST** and **Total** will be displayed



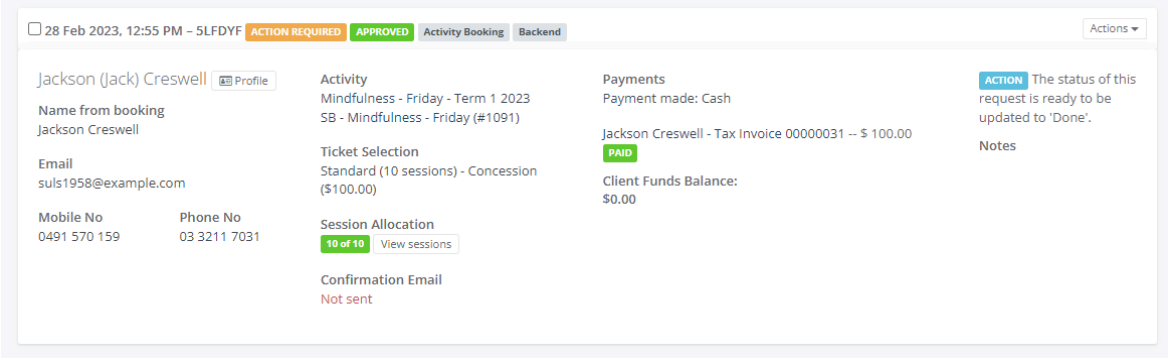
5. Select **Payment Method** choose **Cash**



6. **Invoice using** select **Social Planet** or **Third party invoicing system** ensure you **Tick** - Mark invoice as paid



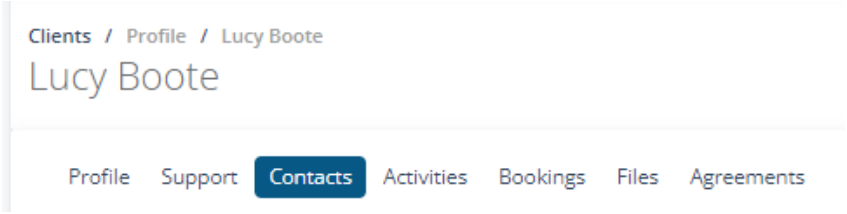
7. **In the Booking Status,** select from
    a. **In Progress**, further action required, activity session dates have not been assigned.
    b. **Place on Waitlist,** organise payment, assign to activity sessions
    c. **Approved,** payment has been accepted, then
        i. allocate client to all available sessions, use the drop-down list to select session dates.
8. Select **Complete Booking** button
9. The **Booking Request Page** will be appear, review the booking to ensure all sessions have been allocated
10. Select the **Manage Requests Button** to be taken to the **Requests** Page



11. If there is no invoice displayed in the client tile. The Booking Process type is **Booking After Confirmation**, go to the **Actions** then **Add Invoice** and **Mark Invoice as Paid**

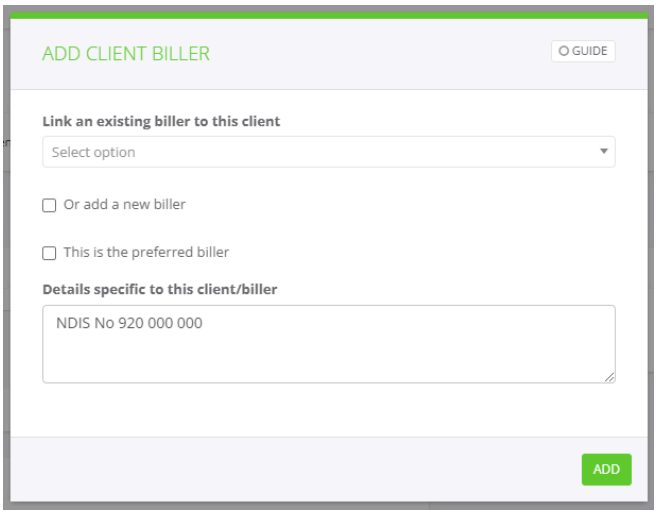
Setting up a biller

1. Go to **Main Menu**, select **Clients** then **Client List**
2. Enter Client Name in **Search** Bar
3. Select the **Edit** button on the Client Tile
4. Go to the **Contacts** tab



5. Go to the **Billers** pane select + **Add Biller**

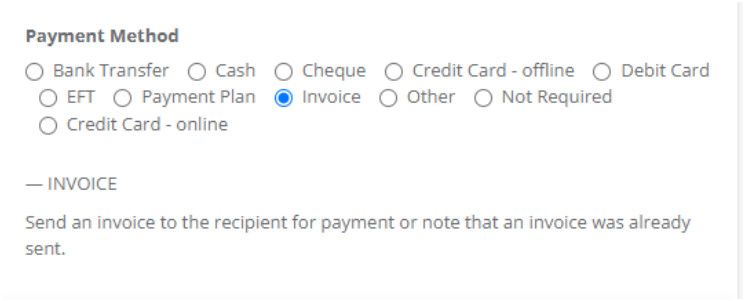
6. In the **Add Client Biller** window



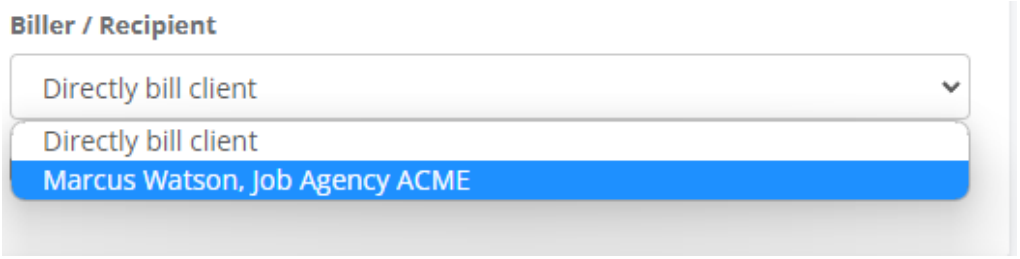
7. If the Biller already exists select the dropdown list **Link an existing biller to this client**
8. If new tick **Or add a new biller** enter the financial intermediaries details, if required Tick **This is the preferred biller**
9. If there are specific information needing to be displayed on the invoice such as their NDIS no enter this in **Details specific to this client/biller** then press **Add**

Client wants a third party intermediary to pay for their activity costs

1. Create a **Biller** for the client
2. Go to **Main Menu**, select **Clients** then **Client List** type in the Clients name in the **Search Bar**
3. Select the **Actions** button above Client Tile and **Create Activity Booking**
4. The **Create Booking Request** window will be displayed, enter the event name in the **Search** field, review the attendee capacity for the event, then select the **Continue Booking** button
5. Review the **Client** and **Activity Details** in the **Booking Request Form** pane choose the ticket from **Package Selection** ie Adult, Concession and the Ticket Price, the **Sub-Total**, **GST** and **Total** will be displayed
6. Select **Payment Method** choose **Invoice**, select either to **Invoice using Social Planet** or **Third Party Invoicing**

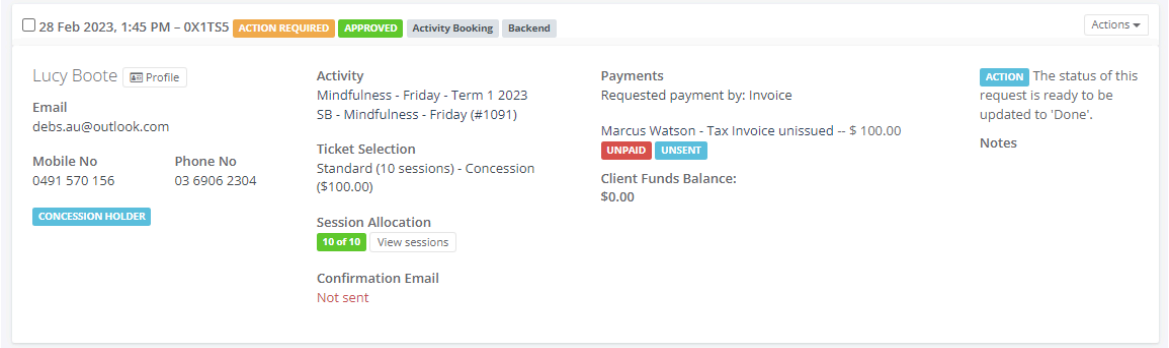


7. When you select **Invoice using Social Planet,** Assign the purchase items of this booking to a **New invoice** select the financial intermediary **Biller / Recipient**



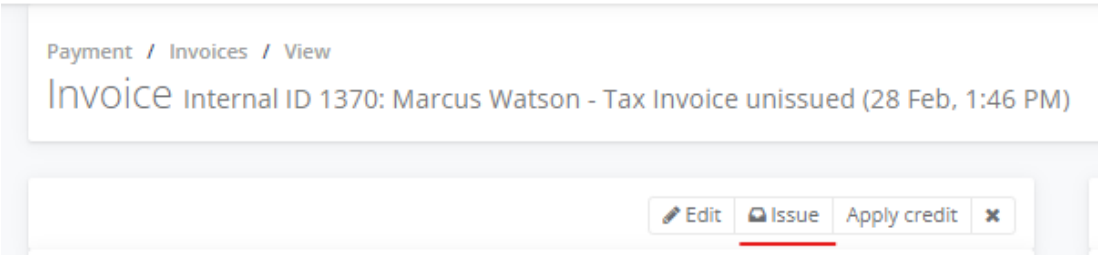
8. Under **Booking Status,** select
    a. **Approved,** payment has been accepted, then
        i. **Select** allocate client to all available sessions, use the drop-down list to select session dates.
9. Select the **Complete Booking** button
10. **Booking Request Complete Page** will appear, review the booking to ensure the client's **contact details**, **payment method**, and **session allocation** is correct.
11. Select the **Manage Requests Button** to be taken to the **Requests** Page where you can view the client you've booked into the activity.

12. Under **Payments** the invoice will be assigned to the intermediary, **click** on the invoice



13. Extra step - If the Activity Booking Process Type is Booking After Confirmation, select **Actions** > **Add Invoice** keep select **New Invoice**, select on the **Invoice** then select **Edit** and in **Biller Recipient** assign the Biller

14. Review the invoice, then select **Issue** adjust the **issued** and **due dates**



15. A tax invoice will be created with the **Invoice Reference, Issue Date, Due Date, Total, Account Number**.
16. Use the button dashboard to complete the next steps



17. To email the invoice to the financial intermediary select the **Send Email** button
18. If the invoice is being sent by post use the **Mark as Sent** button
19. When the Invoice has been paid select the **$ Pay Invoice** button
20. A new window will be displayed **Update Payment** the **Date** (defaults to today's date) type over if required, Client (Payer) defaults to client's name, select from the drop-down list the **Payment Method** used ie **Bank Transfer, Amount** and add a **Description** then click on the **Record Payment** button.

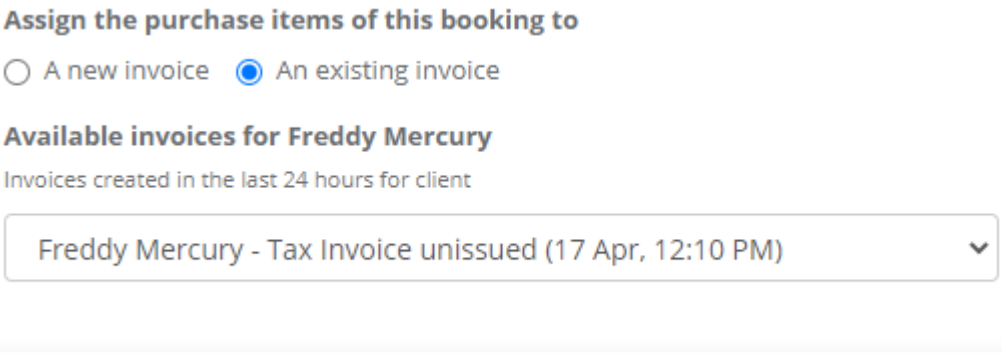
Adding multiple activity costs on to the one invoice

Complete the first invoice booking

1. Go to **Main Menu**, select **Clients** then **Client List** type in the Clients name in the **Search Bar**
2. Select the **Actions** button above Client Tile and **Create Activity Booking**
3. The **Create Booking Request** window will be displayed, enter the event name in the **Search** field, review the attendee capacity for the event, then select the **Continue Booking** button
4. Review the **Client** and **Activity Details** in the **Booking Request Form** pane choose the ticket from **Package Selection** ie Adult, Concession and the Ticket Price, the **Sub-Total**, **GST** and **Total** will be displayed
5. Select **Payment Method** choose **Invoice**, select **Invoice using Social Planet**
6. Under **Booking Status** select
    a. **Approved,** payment has been accepted, then
        i. **Select** allocate client to all available sessions, use the drop-down list to select session dates.
7. Select the **Complete Booking** button
8. **Booking Request Complete Page** will be appear, review the booking to ensure the client's booking details are correct.
9. Select the **Manage Requests Button** to be taken to the **Requests** Page

Complete the second invoice booking

10. For the same client repeat the steps 1 to 5
11. Select **An existing booking,** the invoice for the previous booking will appear under **Available invoices for Freddy Mercury**



12. Under **Booking Status** select
    a. **Approved,** payment has been accepted, then
        i. **Select** allocate client to all available sessions, use the drop-down list to select session dates.
13. Select the **Complete Booking** button
14. **Booking Request Complete Page** will be appear, review the booking to ensure the client's booking details are correct.
15. Select the **Manage Requests Button** to be taken to the **Requests** Page
16. The Tax Invoice unissued – will combine both activity fees

Issuing a single or bulk refund

To issue a refund to a client the funds must be available for you to issue. When this tag is displayed these funds are available and can be transferred



Please note if credit card funds have already been transferred from Social Planet to your Bank Account, a refund cannot be issued.

Use your cancellation and refund policy to guide your fund transfer and refund process.

1. Go to **Main Menu**, select **Payment**, then select **Charges**
2. Enter the Client Name in **Search** field the Client Tile will be displayed. Please review the client details by checking date/time of charge, invoice no, and activity amount to ensure you have the correct charge.
3. Check that the tag **Funds Available** appears against the client's name
4. Go to the **Actions** Button, select **Issue Refund.**
5. The client will receive an email notification of the **Refund Transfer** so they know the action has been taken.

   Alternatively

6. Go to **Main Menu**, select **Invoices** then select the **Paid** tab**,** enter the client's name in the **Search** bar
7. Once the client's record is displayed, click on the **View** button
8. The client invoice will be displayed on the right hand side there is a **Online Charges** pane, the clients card info will be displayed. Check that the tag **Funds Available** appears against the client's name. Select the **Issue Refund** button.
9. The **Issue Refund** window will be displayed, select **Issue** Button

Bulk Funds Transfer

1. Go to **Main Menu**, select **Payment**, then select **Charges**
2. Select one or more charges, in the selection box at the bottom of the list, **select Issue Refund**

View Refunds Issued to Clients

1. Go to **Main Menu**, select **Payment**, then select **Charges** then select **Refund** tab
2. Enter client name in the **Search** field.

Client will receive an emailed **refund notification**

Issuing a client with credit

Issue credit to reimburse a client if you have had to cancel an activity session. There are two options.

Option A

1. Go to **Main Menu**, select **Payments** then go to **Client Funds**
2. In the **Search** field enter the Client Name
3. On the Client Tile go to the **Actions** button select **Add Credit**
4. The **Add Credit** window will be displayed, enter the **Amount** and **Description** select **Add**

Option B

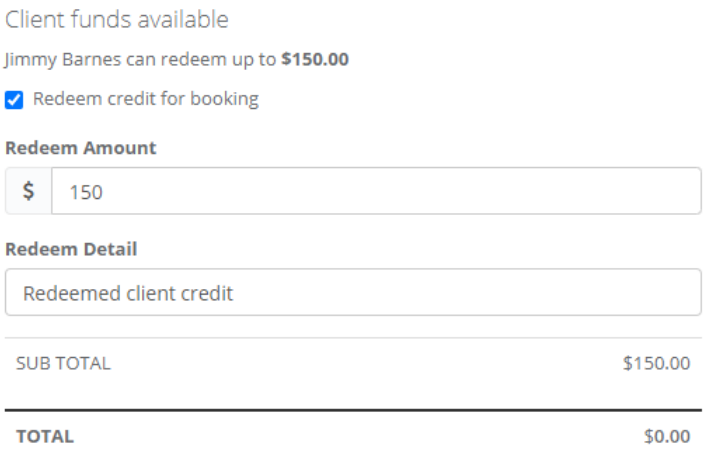
5. Go to **Main Menu,** select **Activities**, then select **Current**
6. Enter the Activity Name in **Search**
7. Select the **edit** button on the Activity Tile
8. Select the **Attendance Tab,** under the **Current Sessions** Pane, select the **session** date
9. Scroll down the Attendance List to find the Client
10. On the Client Tile, select the **Actions** button drop down list and select **Issue Credit**.
11. **Issue Credit** window will be displayed, change the **Credit Amount**.
12. It will be set as the total activity ticket price by default, change accordingly.
13. Enter in a **Description** of why the Credit was issued.
14. Select **Issue Credit**
15. An **x** will be displayed on the Attendance Circle, next to the person's name with an Orange Tag – **Credit Issued**
16. A Credit Issue label will be displayed on the Client Tile with the credit amount.
17. On the Client Tile, select the **Actions** button drop down list and select **Remove**
18. If you are issuing credit for all remaining sessions, you will need to select each **Session Date** on the Current Sessions Pane and remove the Client from each attendance list.
19. To view this Credit amount go to **Main Menu**, select **Payments** click on **Client Funds** enter the Client's Name in the **Search** field.
20. The **Client** ile will be displayed you can see the current total **Credit Amount**, the **date** when the credit was issued, a description and the individual credit amount.
21. For future activity bookings, use the credit amount to reduce the total amount payable or to pay for the activity outright.

Pay **fully** a participant's activity costs using credit

There are two options when using credit to pay for a client's activity depending on whether the activity is paid in full or as a part-payment using credit.

Book the client into the activity

1. Go to **Main Menu**, then **Clients**, select **Client List**
2. In the **Client List** enter the **Client's Name** in the **Search** Field
3. Select the **Actions Button** above the Client Tile and click on **Create Activity Booking**
4. Review the **Client** and **Activity Details** in the **Booking Request Form** pane choose the ticket from **Package Selection** ie Adult, Concession and the Ticket Price, the **Sub-Total**, **GST** and **Total** will be displayed
5. Under **Client Funds Available** the credit amount will be displayed
6. **Tick Redeem credit for booking** and in the **Redeem Detail** enter a description.



7. In the **Payment Method** the radio field **Not Required** will be displayed
8. Select **Invoice using Social Planet**
9. **In the Booking Status,** select from
    a. **Approved,** payment has been accepted, then
        i. **Select** allocate client to all available sessions, use the drop-down list to select session dates.
10. The **Booking Request Page** will be appear, review the booking to ensure the client's **contact details**, **payment method**, and **session allocation** is correct.
11. Select the **Manage Requests Button** to be taken to the **Requests** Page in the client tile under **Requested Payments by: Not Required**

Issue the invoice based on the redeemed credit

12. On the Client Tile select **Actions** click **Add Invoice**, **Payment Type – Not Required** select **A new invoice** select **Tick - Include redemption from client funds,** message will appear **Redeemed client credit $80.00** select **Add**
13. Click on the **Tax Invoice unissued** tags **Paid** and **Unsent** in the Client Tile under **Payments**
14. Select on the **Issue** button the invoice will be displayed with the redeemed credit

Pay **partially** a participant's activity costs using credit

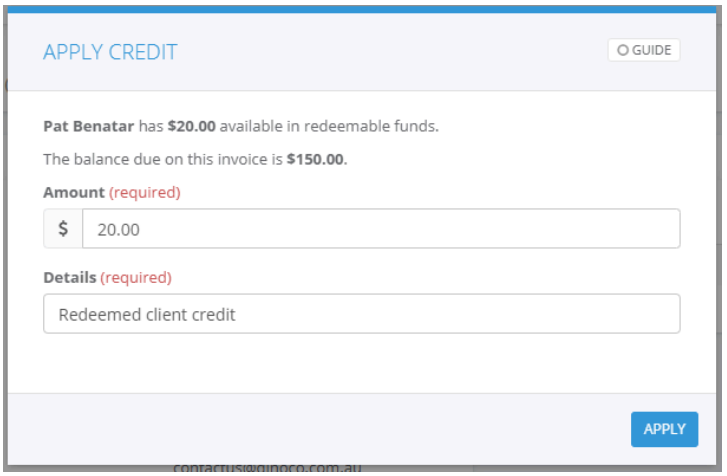
There are two options when using credit to pay for a client's activity depending on whether the activity is paid in full or as a part-payment using credit.

Book the client into the activity

1. Go to **Main Menu**, then **Clients**, select **Client List**
2. In the **Client List** enter the **Client's Name** in the **Search** Field
3. Select the **Actions Button** above the Client Tile and click on **Create Activity Booking**
4. Review the **Client** and **Activity Details** in the **Booking Request Form** pane choose the ticket from **Package Selection** ie Adult, Concession and the Ticket Price, the **Sub-Total**, **GST** and **Total** will be displayed
5. **DON'T SELECT REDEEM CREDIT IF IT'S A PART PAYMENT.**
6. Choose a **Payment Method** ie Bank Transfer Cash Cheque
7. Select **Invoice using Social Planet**
8. **In the Booking Status,** select from
    a. **Approved,** payment has been accepted, then
        i. **Select** allocate client to all available sessions, use the drop-down list to select session dates.
9. Select the **Manage Requests** Button

Redeem the credit when issuing the invoice

10. Under **Requests** the **Client Tile** will appear, go to the **Actions** Button and select **Add Invoice,** keep selected Assign items to **A new invoice**, select **Add**
11. Click on the **Tax Invoice unissued** tags **Unpaid** and **Unsent** in the Client Tile under **Payments**
12. Select on the **Apply Credit** button use the credit amount available select **Apply**



13. The credit amount will be applied to the invoice select **Issue** to display the invoice
14. The Invoice will include the **Redeemed client credit** amount reducing the balance owing.

Changing Expression of Interest to a Paid Activity

Turn a participant's Expression of Interest booking into a Paid ticket. This would occur if the person met your eligibility criteria or you now have enough participants to make the activity financially viable.

1. When an Expression of Interest booking has been made an email message notification under the title **New booking request received** will be sent to staff. The following text will appear 'You can review the request in Social Planet here'. Select the **here** link to go to the **Request** tab on the Activity Summary page.
2. Go to the Client Tile within the Request tab. Go to the **Not Linked** button to add them into the Client database, the **Link Client** window will be displayed. If they are already an existing client click on the **Select** button. If they are new tick **Create a new client based on details from this request.** Select **Add**
3. Go to the **Action** button on the Client Tile and select **Change Details,** the **Change Request Details** window will be displayed. Change from **Expression of Interest** to **Booking.** Then under **Selection** choose a **Ticket option** then select **Save.**
4. A new window will be displayed **Add Invoice,** enter an **Issue Date** (defaulted to today's date) type over to change**, Payment Type – EFT, Cash etc** select from the drop-down list to change **,** select the **Add** button.

Completing a funds transfer from Social Planet to your Bank Account

For financial security, the **owner of the account** must be the approver of the online payment fund transfers between our Pin Payments Account and your bank account as the Activity Provider.
For security purposes it requires two approvers –

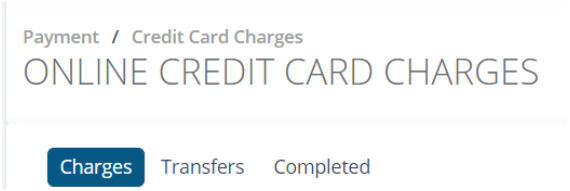
1. One admin staff member to **Request the transfer**
2. The Owner of the Account to **Approve the Transfer** for the funds then to be transferred into your bank account.

For fund transfers to occur you must enter your bank account details. Only the **Owner of the Account** has permission to enter your bank account details. Go to **Main Menu** then select **Account** click on **Settings** then select the **Finance** tab. Select the **Edit** button on the **Bank Account Settings** pane to enter the **Account Name**, **BSB** and **Account No**.

Note it takes 3 - 5 business days from when a client's credit card has been charged to when the funds are available for transfer.

When a credit card charge has been made a **Charge Success** label will appear on the client tile, when the money is ready to be transferred a **Funds Available** label will be displayed.

1. Go to **Main Menu**, select **Payment**, then select **Charges tab**



2. For Fund Transfers, only tick clients that display a **Funds Available** tag

3. Then scroll down to the **Current Selection** pane, the name, date/time of charge will appear as a grey label select the **Request Funds Transfer** button

4. A **Requests Transfer Funds** window will be displayed containing the **Course Name**, **Ticket Type**, **Course Dates** and the **Entitlement** amount (less our processing fee) , select **Confirm Request** button to complete the funds transfer request.

5. Now the **Owner of the Account** clicks on the **Transfers** tab to move the requested funds.

6. Select all clients by clicking on the radio box next to the date or only move funds by selecting individual clients

☐ Date

7. Scroll down to the **Current Selection** Pane to view clients then click on the **Approve Transfer** button

8. The **Approve for Transfer** window will be displayed showing you the **Course Name**, **Ticket Type**, **Course Dates** and the **Entitlement** amount. Select the **Approve** button.

9. These funds will then be transferred into your designated Bank Account

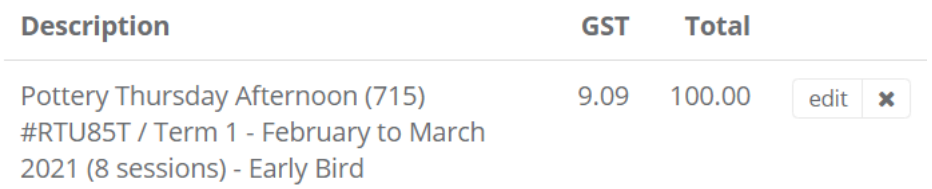
10. On the **Completed** tab you can see the date/time of the individual fund transfers that have been made with the label **Funds Paid**. It provides a detailed table containing the **date, client, invoice no, invoice detail, amount, GST, Entitlement and Fees.** Note you can also see the total amount that's been transferred for reconciliation purposes.

11. Social Planet will receive the request and will execute payment. We complete fund transfers every Thursday morning by 10.00 am, if you require the funds earlier please email enquiries@socialplanet.com.au We will send you a funds transfer statement for reconciliation purposes.

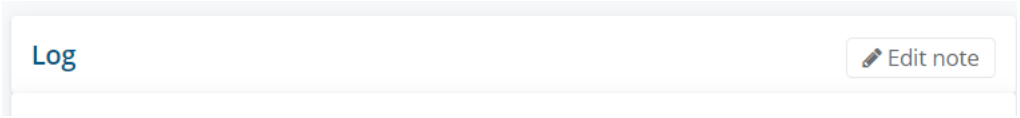
12. The transfer will arrive a day or so after its been processed. There is a possibility that the transfers narration or "Payer" could have the following - "Perpetual Corporate". Pin Payments use a platform called Perpetual to help facilitate the processing out of transfers. Please use Social Planet, Pin Payments or Perpetual to locate fund transfers when searching for payments.

Amending and reissuing Invoices

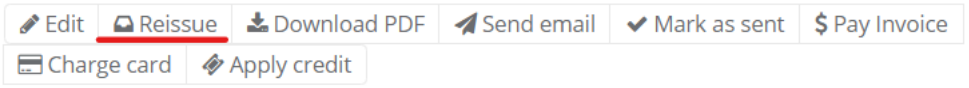
1. Go to **Main Menu** then select **Payments** and click on **Invoicing** stay on the **Current** tab
2. In the **Search** bar enter the Client's Name
3. Click on the **View** button on the Client Tile.
4. The invoice will be displayed, scroll down to the **Description** (activity name, the ticket package and ticket price) and select the **Edit** button
5. The **Edit Invoice Item** window will be displayed, change the **Amount** and select the **Save** button



6. Enter a note to document the adjustment, go to **Log** pane, select the **Edit Note** button, Edit Note Invoice window pane will be displayed. Add Note then select the **Save** button. This description will appear in the **Aged** Invoices table.



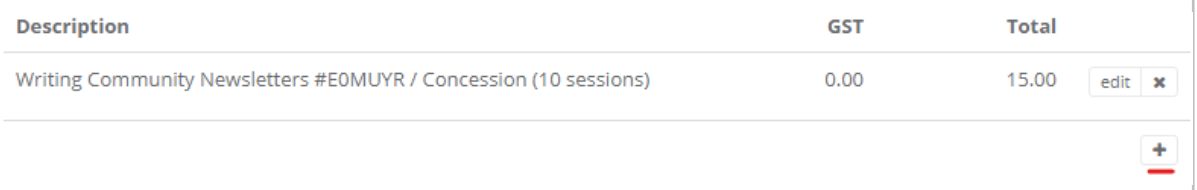
7. * **Important -** Re-issue the Invoice so the changes can be updated on the PDF for emailing and downloading. Select the **Reissue** button



8. To send the amended invoice to the client select **Send Email** or **Download PDF** button.

Reissuing a client invoice to reflect a refunded amount

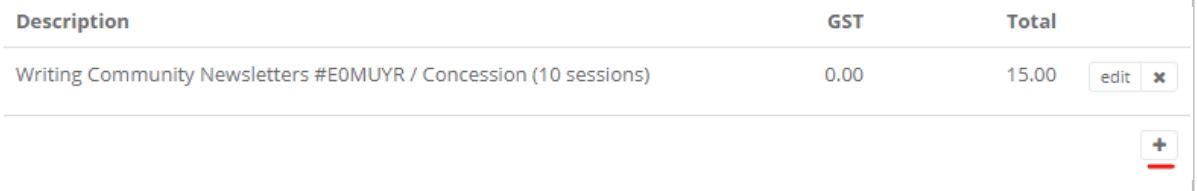
1. Go to **Main Menu** then select **Payments** then **Invoicing** click on the **Paid** tab
2. In the **Search** field enter the client's name, when the invoice item is displayed select the **View** button
3. Under the Invoice description select the **+ button**



4. Add a new line item, enter in the Description Refund and set the amount equivalent to the paid amount ie -15.00.
5. To record that the refund has been processed click on **Pay Invoice** button, set the payment type to **Refund**, and the amount to -15.00.
6. The result is the total is zeroed, the balance is zeroed, and the invoice is considered **Paid**.

Adding expense items to an Existing Invoice

1. Go to **Main Menu** then select **Payments** then **Invoice** select **Current** tab
2. In the **Search** field enter the client's name, when the invoice item is displayed select the **View** button
3. Under the Invoice description select the **+ button**



4. Add a new line item, enter in the Description and set the amount

Create a billable item for venue hire invoices or non-activity expenses

1. Go to **Main Menu** then select **Payments** then **Billable Items**
2. Select **+ Add Item** under **Client** type in the client name
3. Item Date (set to today's date)
4. Enter an **Item Description** ie. Venue Hire for the Hall
5. Enter an **Amount ($)**
6. Tick - **Includes GST**
7. The Billable Item will be entered, select the **Add to New Invoice** or **Add to Existing Invoice**
8. If you select **Add to New Invoice** create a **Description** to make the invoice easier to recognise when browsing or searching, the New Invoice will be displayed select **Issue**
7. Once the **Billable Item** has been assigned and issued it will no longer be displayed in the Billable Items pane.
8. Adding to Existing Invoice you will need to select from Available Invoices, type in the Client Name and the Tax Invoice.

Keeping track of invoices and late payments

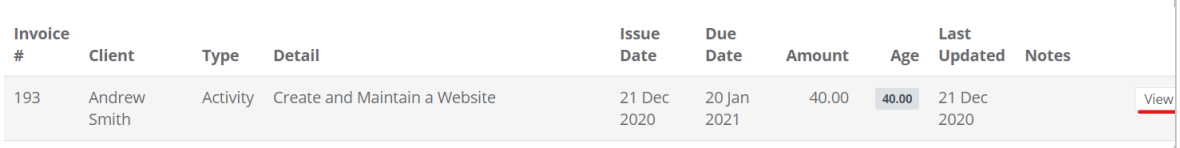
1. Go to **Main Menu** then select **Payments** and click on **Invoicing** then select the **Aged** tab. This is Aged Debtors report

2. The table displays the **client name**, **activity type** (ie class or activity), **detail** ie event name, **issue date**, **due date**, **amount**, **age** ie length of time the payment has been outstanding, **last updated**, and **notes**.

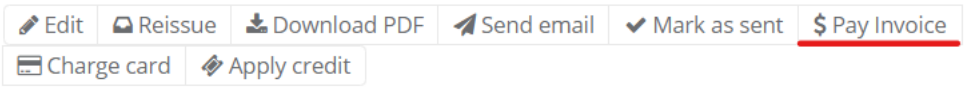
3. Use the **Age Key** to quickly identify past due invoices so you can follow up with a reminder email or phone call. Before contacting the client, check that you haven't already received payment. Download the CSV file for account reconciliation purposes select the **CSV Download** button.



4. To mark an invoice as paid, enter the client's name in the **Search** field , then select the **View** button.



5. The Invoice will be displayed, select the **$ Pay Invoice** button then select the **Payment Method** they've used, click on the **Record Payment** button.

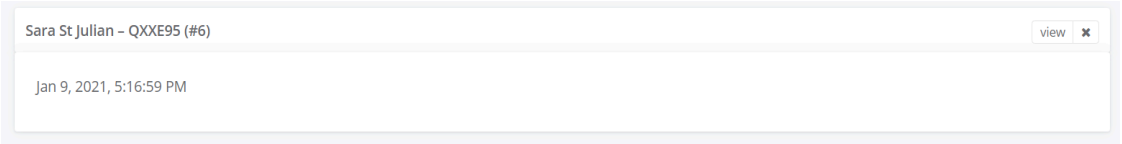


6. If the client hasn't paid, select the **Send email** button so they receive another copy of the invoice as a reminder. Or call them directly.

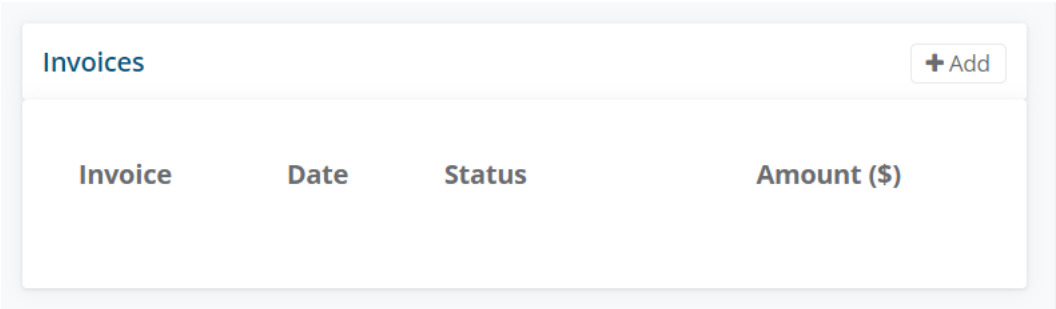
Payment plans for helping financially disadvantaged clients

As an activity provider you may want to offer payment plans to clients. This allows them to pay in series of invoiced instalments. For example, a payment plan for $100 would allow a client to attend a set number of activities for a term period. They would be required to pay in four $25 instalments. Payment plans are designed to assist people who are financially disadvantaged.

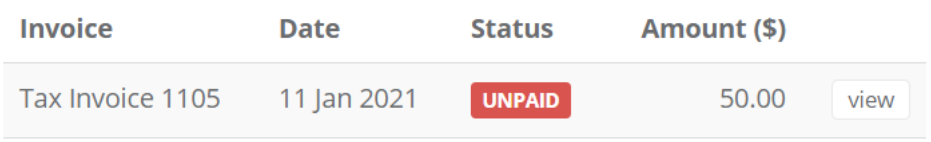
1. Go to the **Main Menu** select **Payments** then click on **Payment Plans**
2. Select the **+ Add Plan**
3. The **Add Payment Plan** window will appear, under **Clients** enter a person's name, in **Status** select **New or Approved,** enter information about the plan in **Description,** enter in the **Amount**, select the **Payment Period** ie Weekly, Monthly, Term, Ad Hoc, the **Due Date, tick** Approved for Concession, and Fee Exemption**.** Then select the **Add** button
6. A Payment Plan tile will be developed under the client's name with a unique code select the **View** button



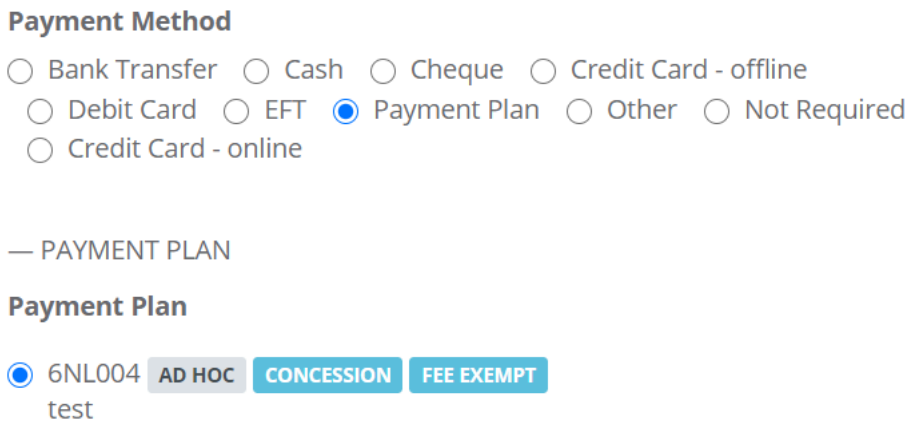
7. The Payment Plan will be displayed with the Plan Details, select **edit** button to update
8. Go to the **Invoices** pane select **Add** button



9. The **Add Invoices** window will be displayed; it will show you the **Total Amount** for the Payment Plan. Set the Calculation Method either **By Instalments** or **By Amount.** Then enter the amount in money or by instalments. The system will determine the required number of invoices needed for the payment plan. Then select the **Add** button.
10. The **Invoices** pane will display the invoices required to be paid. The status will be set to **Unpaid** select the **View** button.
11. The **Issue invoice** will be displayed showing you the **Issue Date** and the **Due Date** (type over the date if you wish to change) click the **Issue** button. On the **Invoices** pane on the Payment Plan under Date, the Issue Date will be displayed.

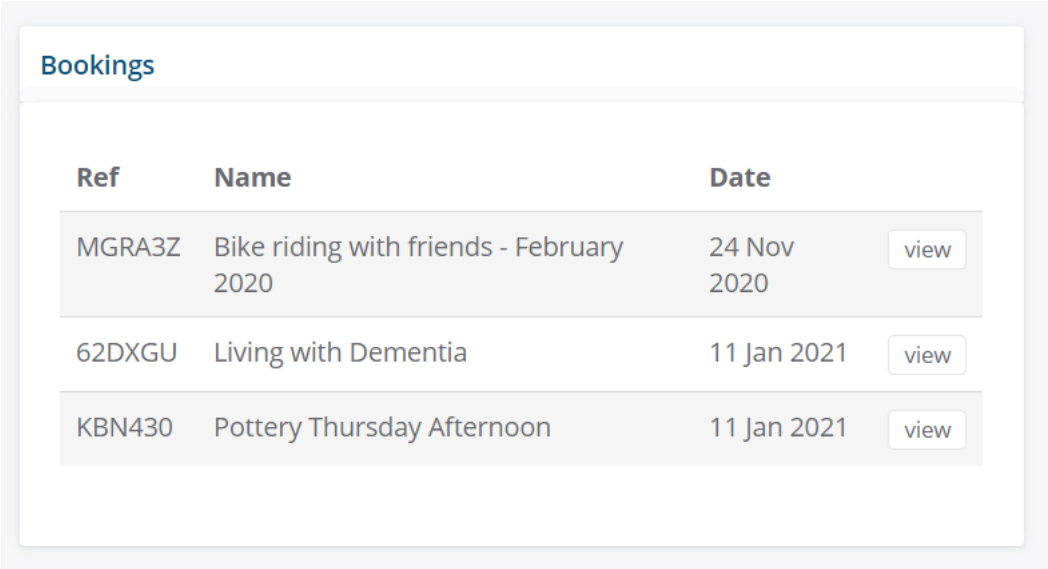


13. The Payment Plan is now in place.
14. Now start booking the client into your activities and at the **Payment Method** stage select **Payment Plan.** (For instructions go to the Client Management Quick Guide page 9) A unique ID will be assigned to the plan, including any Concession or Fee Exemptions.



15. On the Activity **Request** tab the client tile will display under **Requested payment by: Payment Plan** including any Concession or Fee Exemptions.

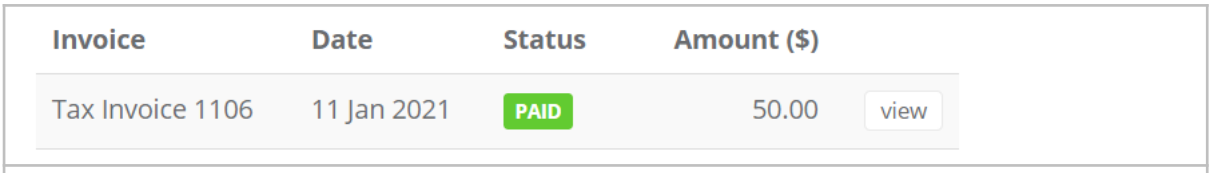
16. Activities that have been paid for under a Payment Plan will appear in the Client's Payment Plan **Bookings** Pane



17. When a client is ready to pay a Payment Plan invoice, go to their Payment Plan in the **Invoices** pane select the **View** button of the Invoice they're paying for.

18. Select **Pay Invoice** or **Charge Card** to pay the Invoice amount.

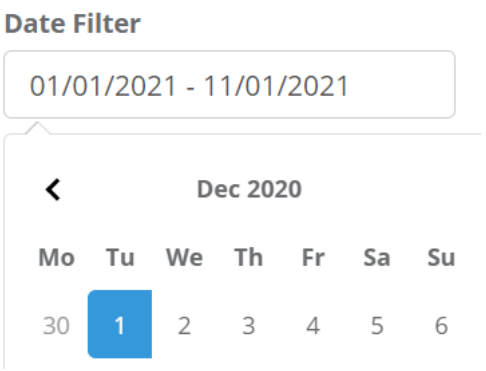
19. The Invoices pane in the Payment Plan will be updated showing you that the client has paid.

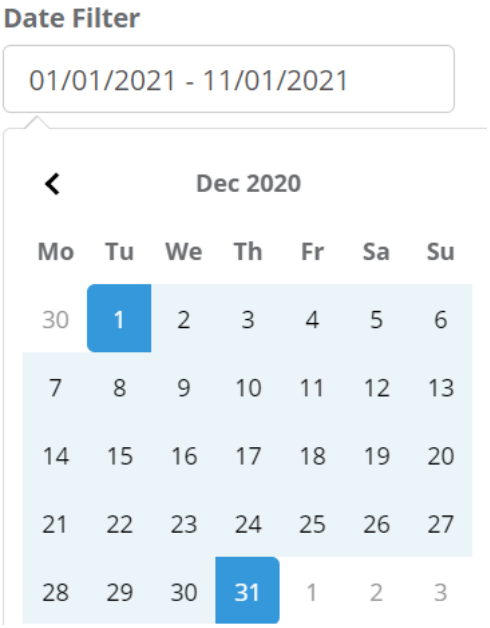


Payments / Credit Ledger

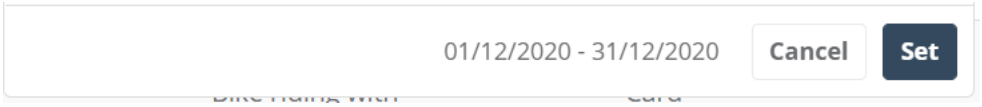
For reconciliation purposes we've created a ledger system so you easily track all the invoices, payments, and credits assigned to clients.

1. Go to the **Main Menu** select **Payments** then click on **Ledger**
2. Click on the **Date Filter** when wanting to view transactions over a set time. A calendar window will be displayed. Use the arrow to select the correct month and use your cursor to select the start date. Then use your cursor to select the end date.

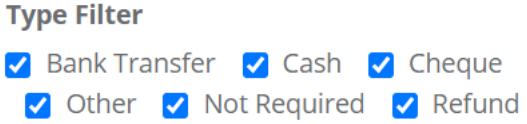




3. The Date Range will be displayed, select the **Set** button



4. If you want to filter by payment type manually select each option. Then select the **Update** button



5. Each transaction shows the client name, activity name, the ticket package, and ticket type. It shows you the debit, credit, fees, GST, Invoice No and Receipt No

6. If you require further client information select the **Edit** button against the client's name, if you want to delete the record select the x button.

7. To download select the **CSV download** button

PROBLEM - Customer advised their credit card hasn't been charged after their booking

This problem occurs with booking for classes / events where the booking process type is Booking After Confirmation. Where a staff member must manually charge the person's credit card.

How the problem occurs where

1. A client makes a booking on the frontend providing their credit card details.
2. The credit card details are captured but not charged.
3. A staff member has gone to the booking request and;
    - approved the booking
    - clicked on Actions > Add invoice, ticked the "marked as paid in full", and saved.

4. This resulted in an invoice that is to be paid by credit card being marked as paid before the card was charge

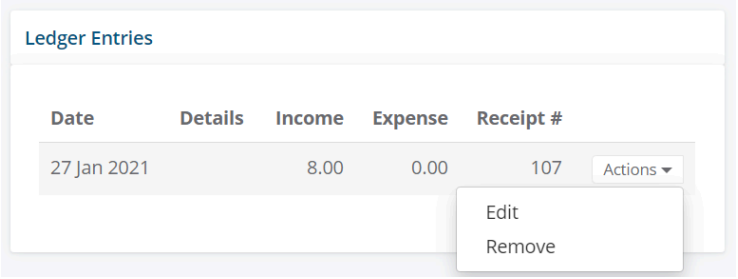
The Impact on Invoices

The issue will occur for invoices with the following characteristics:

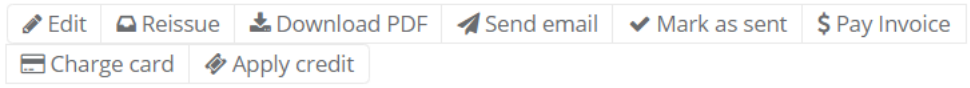
- The booking request has a payment type of: 'Credit Card - online'
- Invoice is for an activity that is setup as 'Booking after confirmation'
- Invoice marked as PAID
- No Online charge displayed to the right side of the invoice view
- Ledger entry has empty details but correct amount
- No log entry "<user> charged credit card <card details> for $<amount>"

To resolve this problem

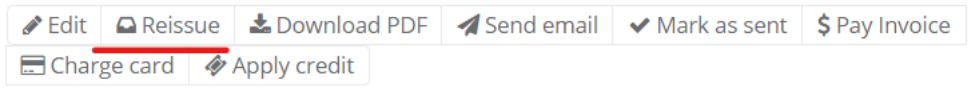
1. Go to **Payment** then select **Invoices** and click on **Paid** tab
2. In the **Search** field enter the client name and select the **View** button
3. On the **Ledger Entry** for that Invoice click on **Actions > Remove and confirm.**



4. Reload the page to ensure all details have been updated. The invoice should show a balance is now due.
5. At the top of the invoice click **Charge Card** to execute the credit card charge.



6. Reissue the invoice and send if necessary.



System generated - Refund Receipt Notifications

Refund Receipt

Hi Ronald Reegan,

A refund for an online charge has been approved for the amount of $15.00 by Dinoco.

Social Planet has processed this transaction on behalf of Dinoco.

The refund will be applied to the credit that was used to make the original online charge. It may take a few days for the refund amount to appear and be available on your credit card.

Below is a summary of the transaction.

Refund Transaction

Refund Date
16 Apr 2021, 10:40 AM

Refund Reference
rf_23IlnZ2davZe0Xv7fZk1Kg

Invoice No
1151

Refund No
1

Merchant
Dinoco
320 Main Street, Mornington VIC 3931
03 9484 5806
www.dinoco.org.au
ABN: 31 506 563 698

Approved by
TD#775

Purchase Details

Details of the original purchase this refund is related to.

Description
Writing Community Newsletters #E0MUYR / Concession (10 sessions)
Refunded the course fee
Refund to client on 16 Apr 2021 for $15.00

Refund Total	$15.00
Refund applied to	
Credit Card: master x-0000	$15.00

Issues with this transaction?
If you believe there is an issue with this transaction, or that it was made in error please contact the merchant as soon as possible. The merchant will assist in resolving the issue with you.

Who is Social Planet?
We are an online platform that Dinoco use to provide online booking and payment services.

System generated – Tax Receipts

TAX RECEIPT

Social Planet
Social Planet
support@socialplanet.com.au
www.socialplanet.com.au
ABN: 22 618 146 526

Social Planet has processed this transaction
on behalf of **Dinoco**.

Transaction

Transaction Date
15 Apr 2021, 4:31 PM
Transaction Reference
ch_rlMzdQ1u2JgLk_xsv4T6QQ
Invoice No
1152

Merchant
Dinoco
ABN: 31 506 563 698
03 9484 5806
contactus@dinoco.com.au
www.dinoco.org.au
320 Main Street
Mornington VIC 3931

Purchase Details

Description	GST	Total
Writing Community Newsletters #JPBJUR / Concession (10 sessions)	$0.00	$15.00
	Total	$15.00
	Payment	**$15.00**

This transaction will appear on your bill as "PIN * SOCIAL PLANET".

Payment Method
Credit Card: master x-0000 **$15.00**

Requesting a refund?
Please contact the merchant if you wish to request a refund. Refunds are subject to the terms and conditions of the merchant.

Issues with this transaction?
If you believe there is an issue with this transaction, or that it was made in error please do not dispute this charge before contacting the merchant. Most issues can be resolved simply and quickly by contacting the merchant and having them assist in resolving the issue with you.

Who is Social Planet?
We are an online platform that Dinoco use to provide online booking and payment services. As we handle the payments processing on the merchant's behalf, you will see our name 'SOCIAL PLANET' (instead of the merchant's name) in the description for the charge on your credit card statement.

Determining the amount of funds held in the Pin Payments account

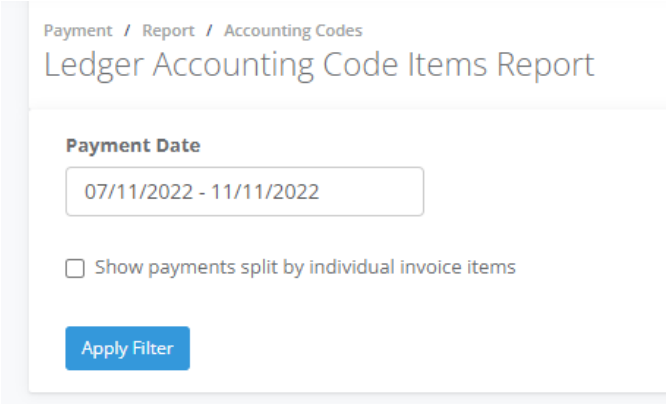
Wanting to know the balance of your Pin Payments account? The amount of funds you've generated from online credit card sales. This information is useful if you don't regularly complete fund transfers.

1. Go to **Main Menu** select **Payments** then **General Ledger**
2. Use the **Date Filter** to select the time period
3. In Payment Type select only **Credit Card - online**, **SP Refund**, **SP Transfer** then select **Update**
4. Then select **CSV Download**
5. Open the Excel file, sum the Held column which will give you the total amount of money that Pin Payments is holding. Subtract 3% for fees

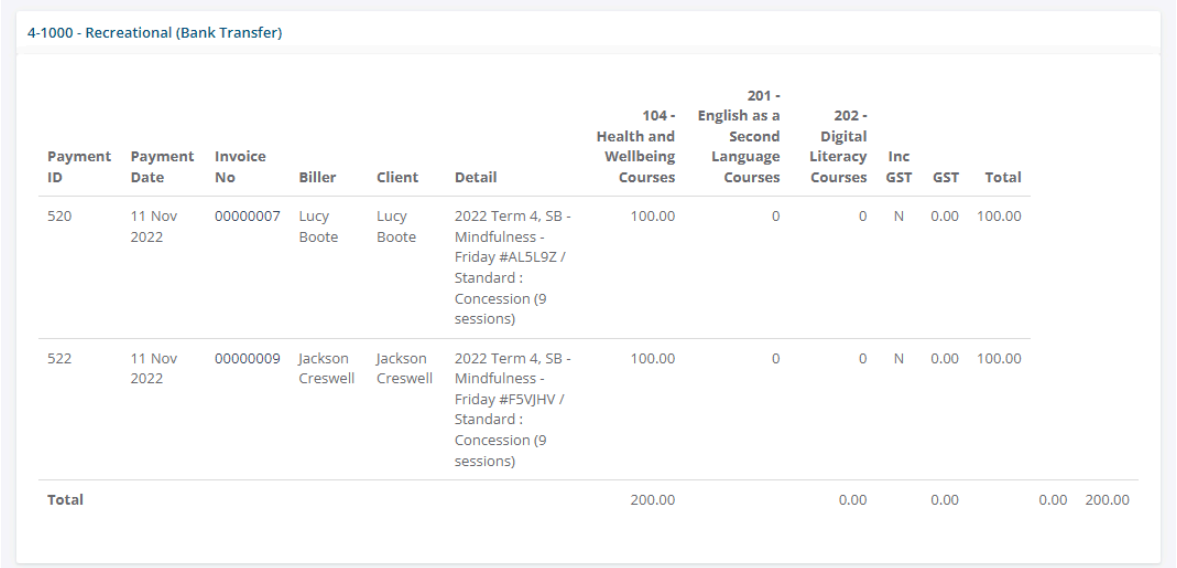
Ledger Code Items Accounting Report

Use this report for your Centre's reconciliation needs.

1. Filter by Payment Dates, **Apply Filter**



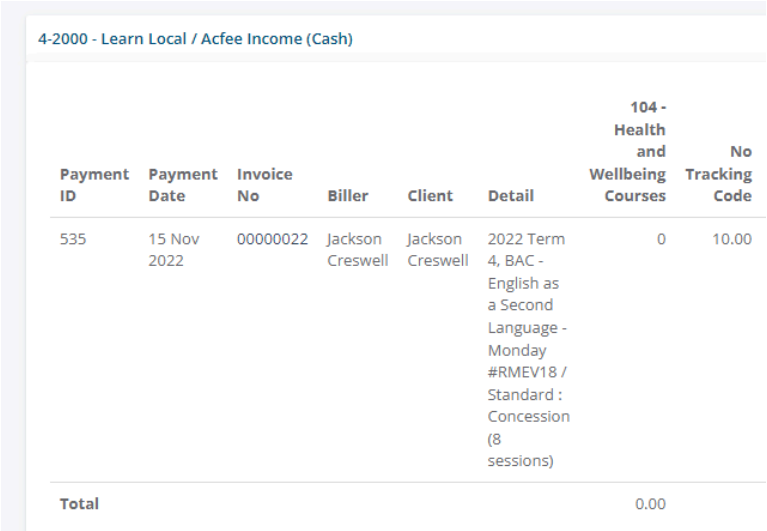
2. The report separates transactions based on their payment type the account and tracking code, providing a sub-total.



4-1000 - Recreational (Bank Transfer)

Payment ID	Payment Date	Invoice No	Biller	Client	Detail	104 - Health and Wellbeing Courses	201 - English as a Second Language Courses	202 - Digital Literacy Courses	Inc GST	GST	Total
520	11 Nov 2022	00000007	Lucy Boote	Lucy Boote	2022 Term 4, SB - Mindfulness - Friday #AL5L9Z / Standard : Concession (9 sessions)	100.00	0	0	N	0.00	100.00
522	11 Nov 2022	00000009	Jackson Creswell	Jackson Creswell	2022 Term 4, SB - Mindfulness - Friday #F5VJHV / Standard : Concession (9 sessions)	100.00	0	0	N	0.00	100.00
Total						200.00		0.00		0.00	200.00

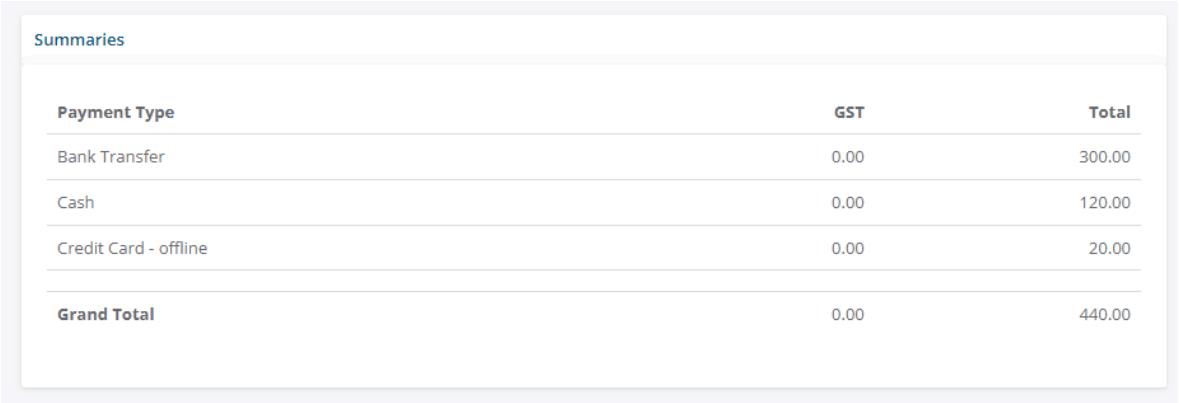
3. When a transaction hasn't been assigned a tracking code, it will be listed under No Tracking Code. To resolve this, go to the invoice and edit the invoice line item and apply the code.



4-2000 - Learn Local / Acfee Income (Cash)

Payment ID	Payment Date	Invoice No	Biller	Client	Detail	104 - Health and Wellbeing Courses	No Tracking Code
535	15 Nov 2022	00000022	Jackson Creswell	Jackson Creswell	2022 Term 4, BAC - English as a Second Language - Monday #RMEV18 / Standard : Concession (8 sessions)	0	10.00
Total						0.00	

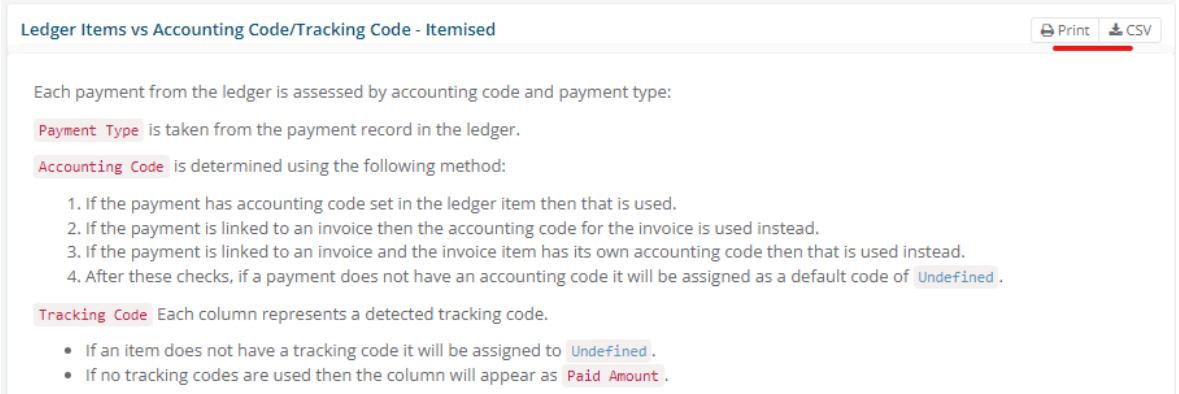
4. A payment summary at the end will show revenue received for the period based on the Payment Type



Summaries

Payment Type	GST	Total
Bank Transfer	0.00	300.00
Cash	0.00	120.00
Credit Card - offline	0.00	20.00
Grand Total	0.00	440.00

5. The report has been formatted for printing. select **Print** or **CSV** to download.



Ledger Items vs Accounting Code/Tracking Code - Itemised

Print CSV

Each payment from the ledger is assessed by accounting code and payment type:

`Payment Type` is taken from the payment record in the ledger.

`Accounting Code` is determined using the following method:

1. If the payment has accounting code set in the ledger item then that is used.
2. If the payment is linked to an invoice then the accounting code for the invoice is used instead.
3. If the payment is linked to an invoice and the invoice item has its own accounting code then that is used instead.
4. After these checks, if a payment does not have an accounting code it will be assigned as a default code of `Undefined`.

`Tracking Code` Each column represents a detected tracking code.

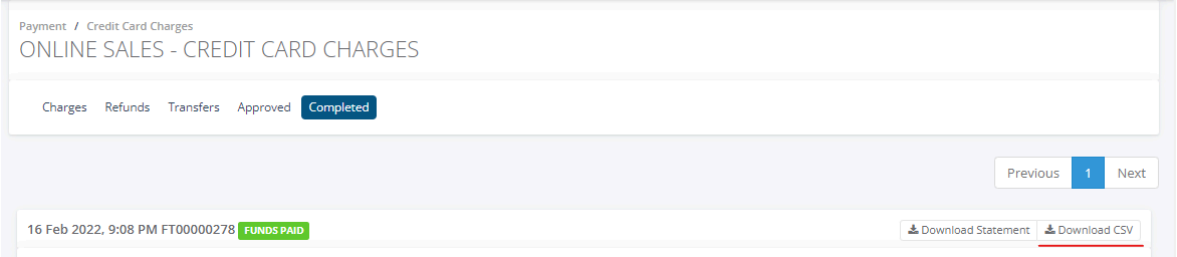
- If an item does not have a tracking code it will be assigned to `Undefined`.
- If no tracking codes are used then the column will appear as `Paid Amount`.

Import “Completed Credit Card Payment Income” CSV File into QuickBooks

Take the following steps to reconcile online credit card payments from Social Planet into QuickBooks

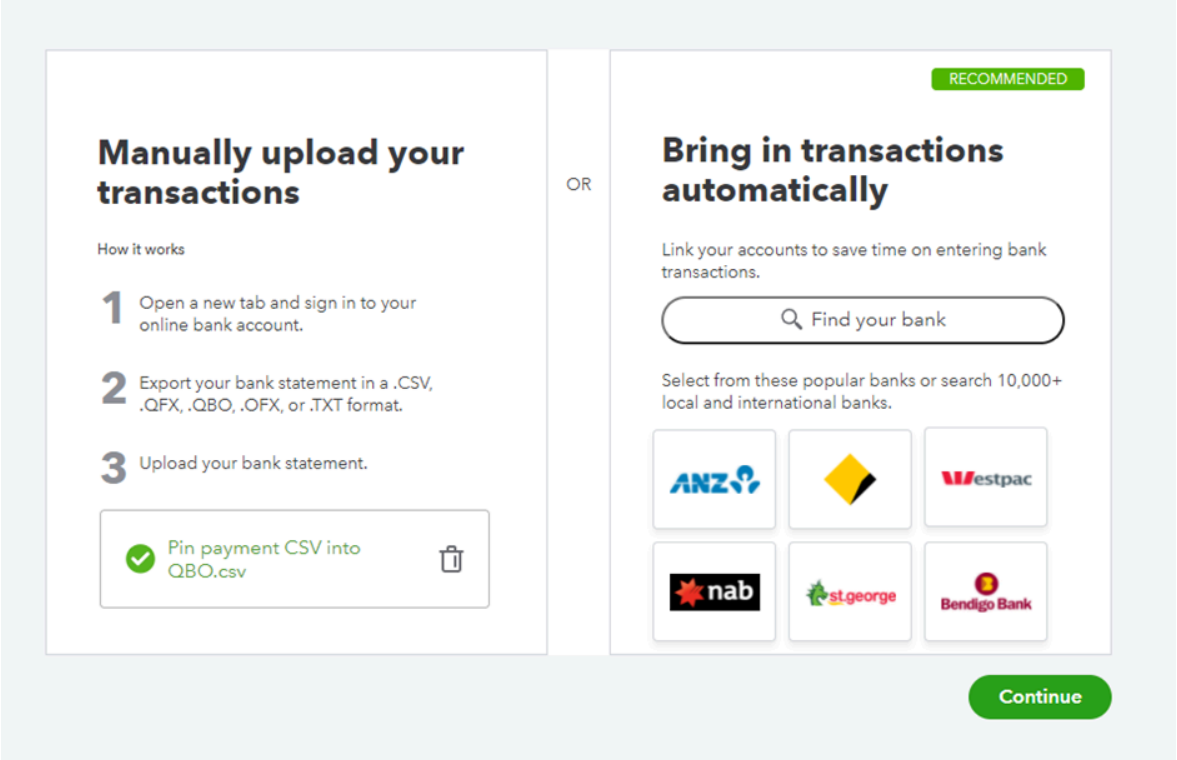
1. Go to **Main Menu** select **Payments** then click on **Charges**

2 Selected the **Completed** tab, all the funds that have been transferred from PinPayments into your bank account can be downloaded. Select **Download CSV**



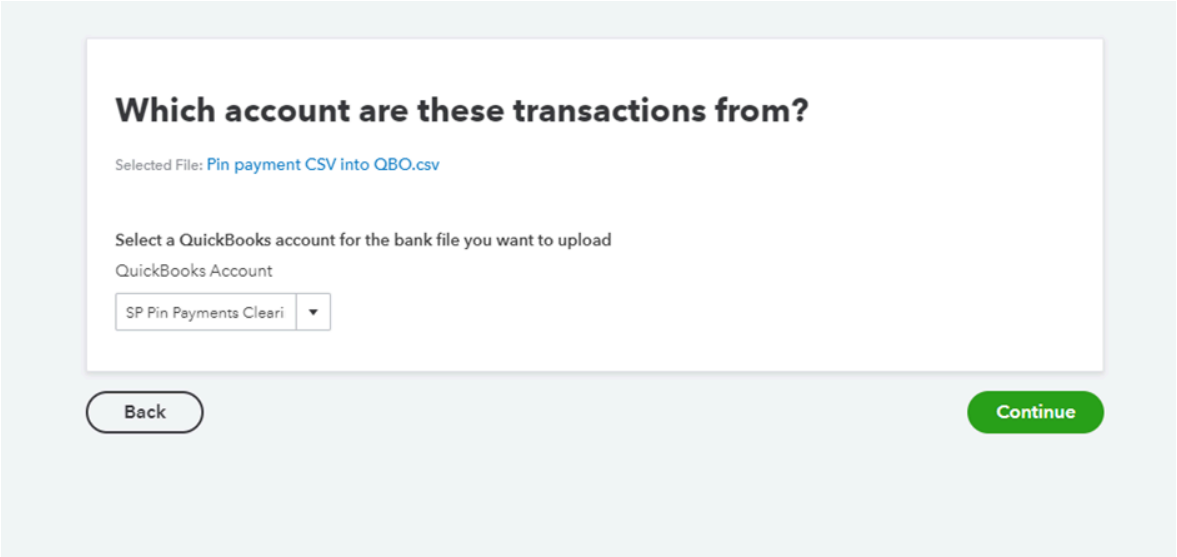
3. Open the CSV and **format the date column** to DD/MM/YYYY to **remove the HH:MM**

4. Open QuickBooks and select the file

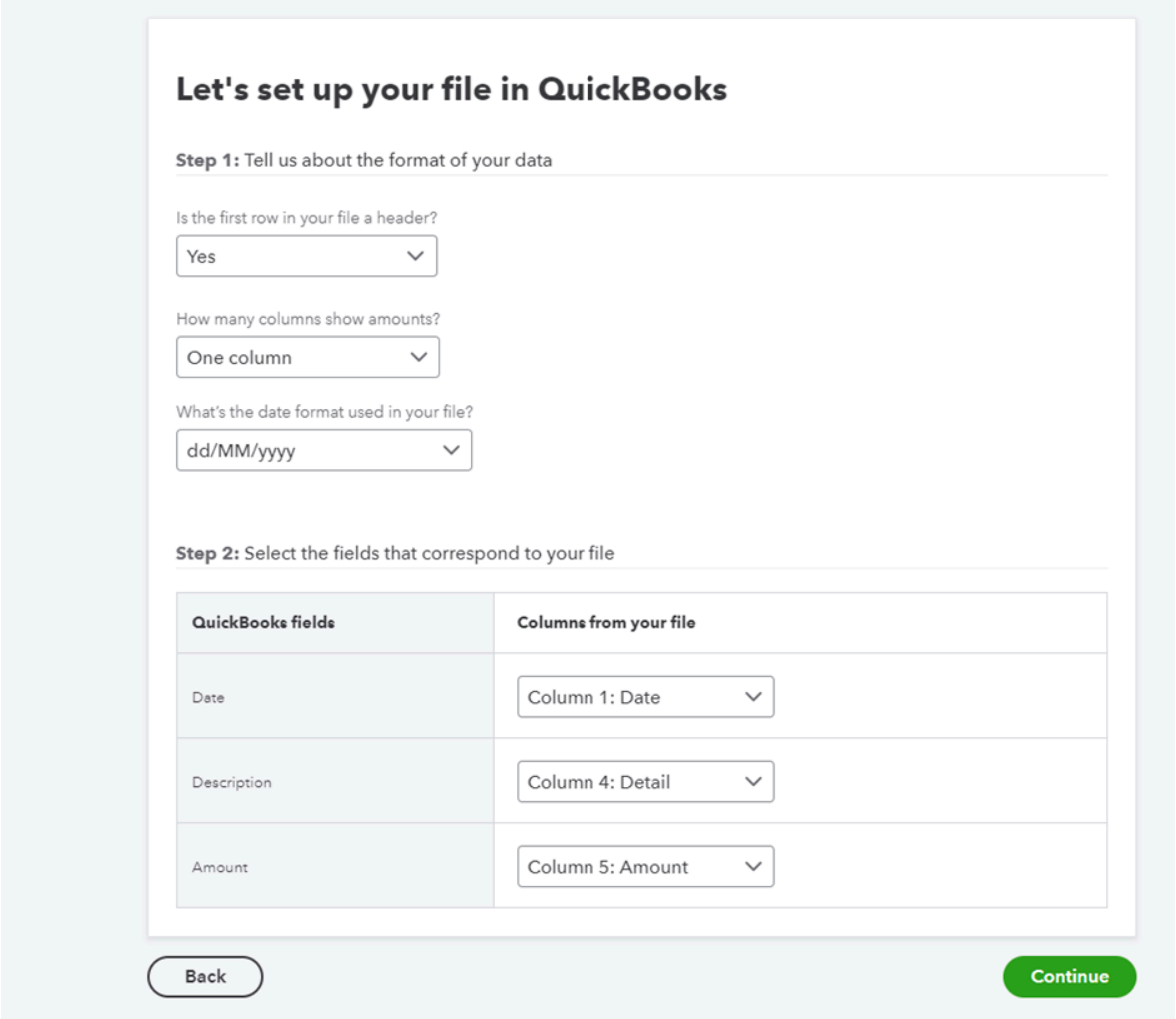


5. Choose which clearing account you want to import the file into. Suggest to all Houses / Centres to use **2 clearing accounts**

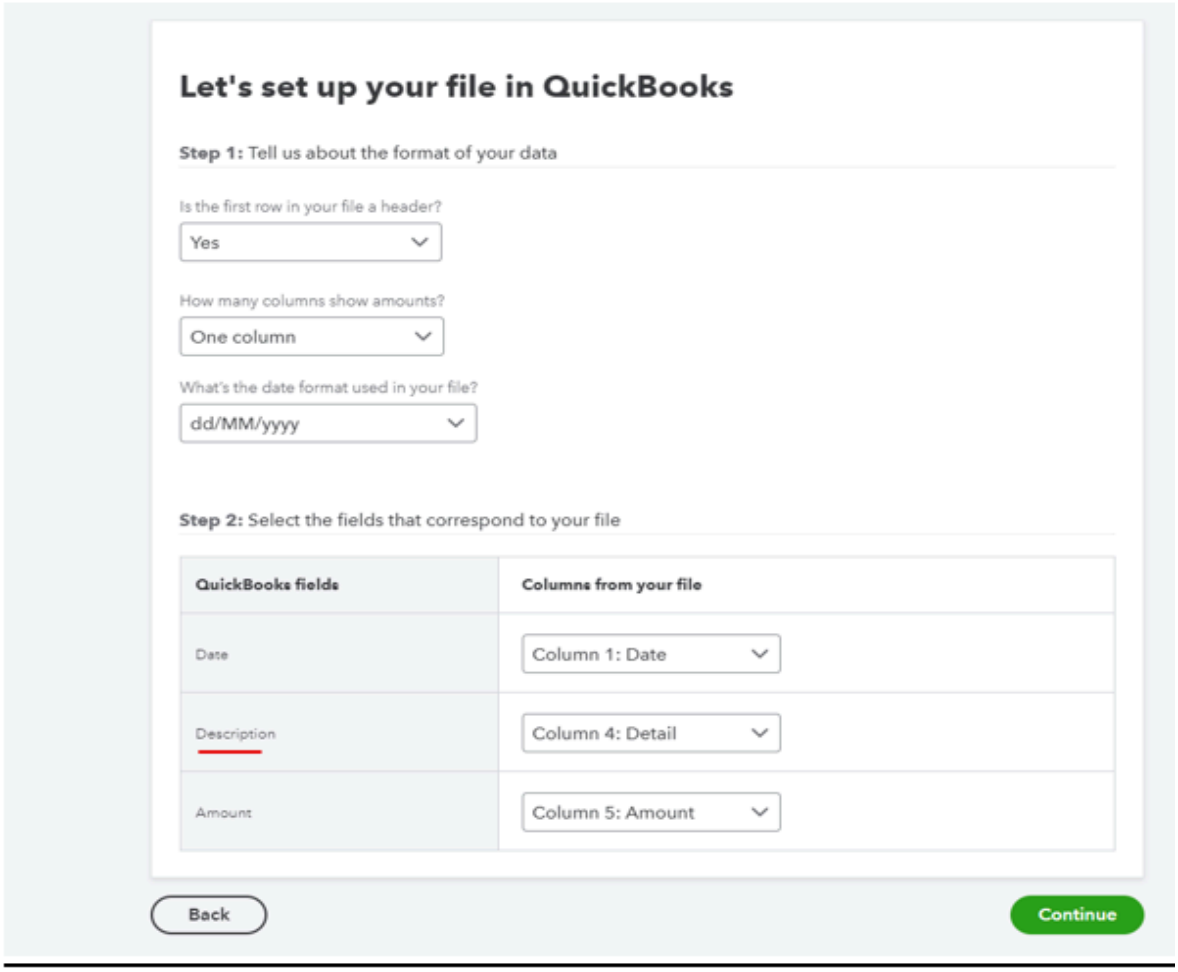
1. SP Pin Payments Clearing
2. SP Other Tenders Clearing



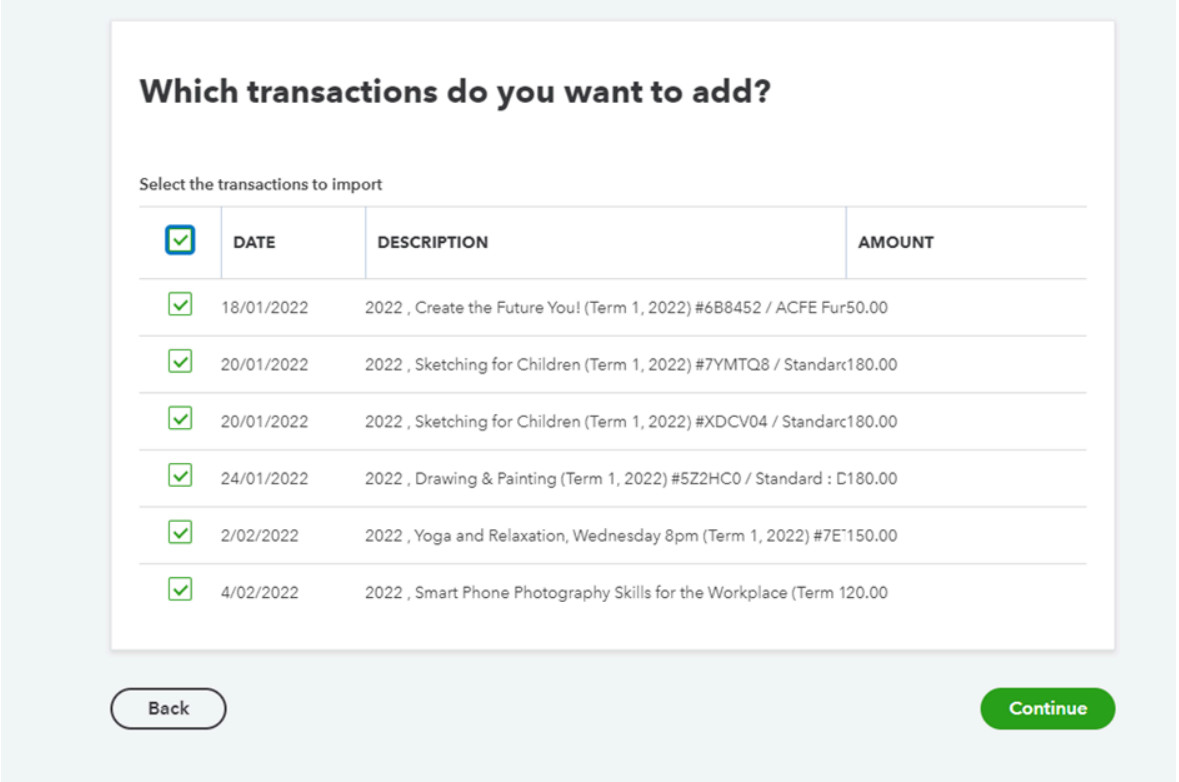
6. Choose format of data and map columns in spreadsheet to QBO fields



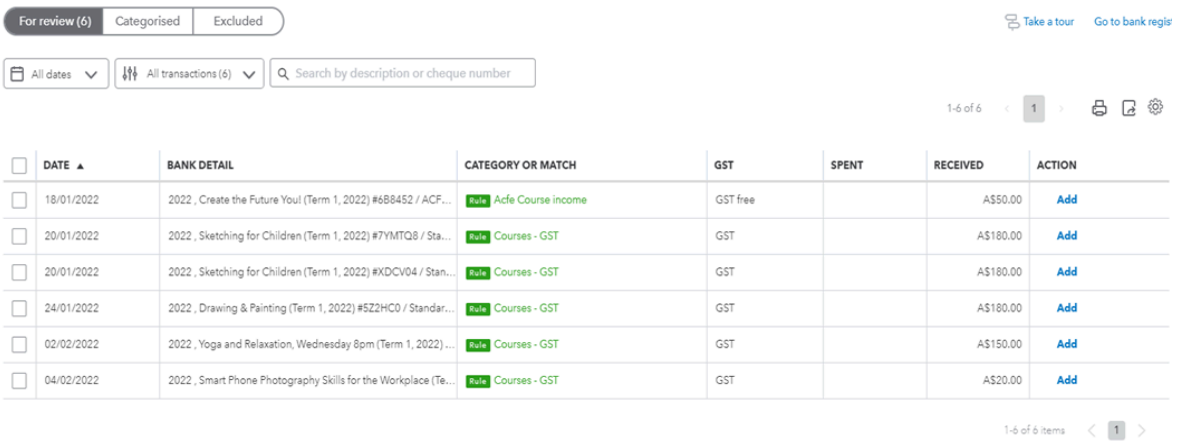
7. For **Description** – we can choose the column that best suits what the house want to do.
If there is no need for the client name (Column B) to be added to QBO then we can use another field as below – such as Detail (Column D)



8. The transactions available are listed, **tick the radio box** to select all or individual transactions

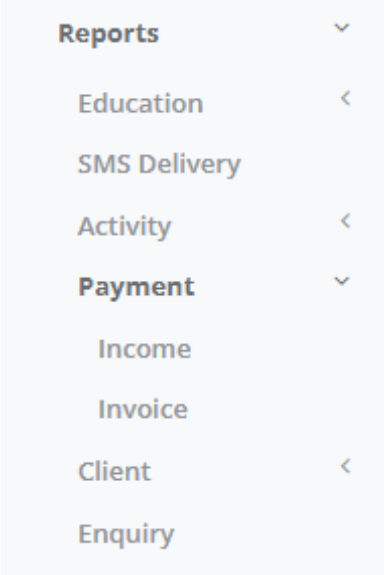


9. Import is completed, and transactions now listed in bank feed

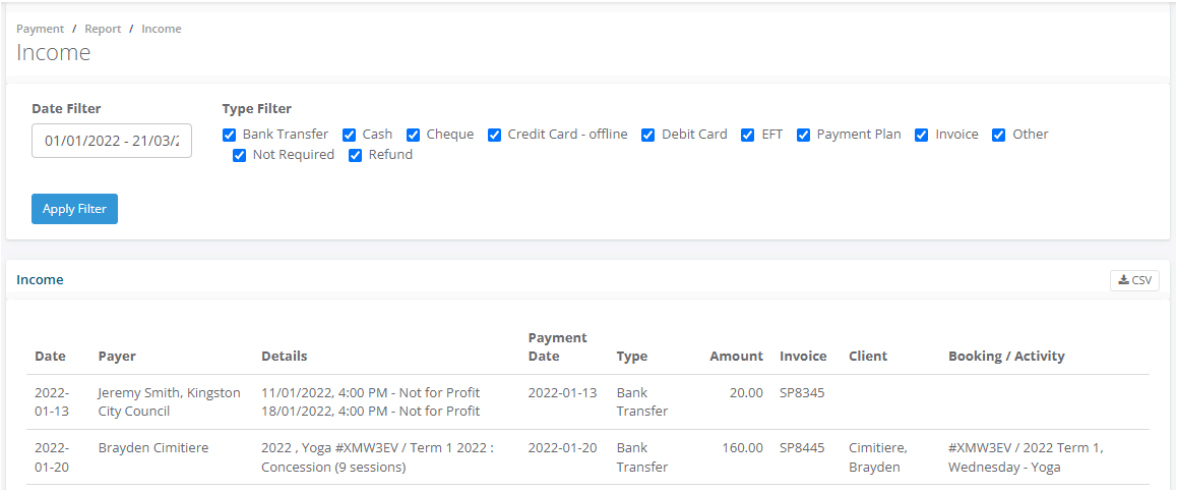


Import “Payment – Income” CSV File into QuickBooks

1. Go to **Main Menu** select **Reports** then click on **Income**



2 Then select from the **Type Filter** the payment types and choose a date range using the Date Filter

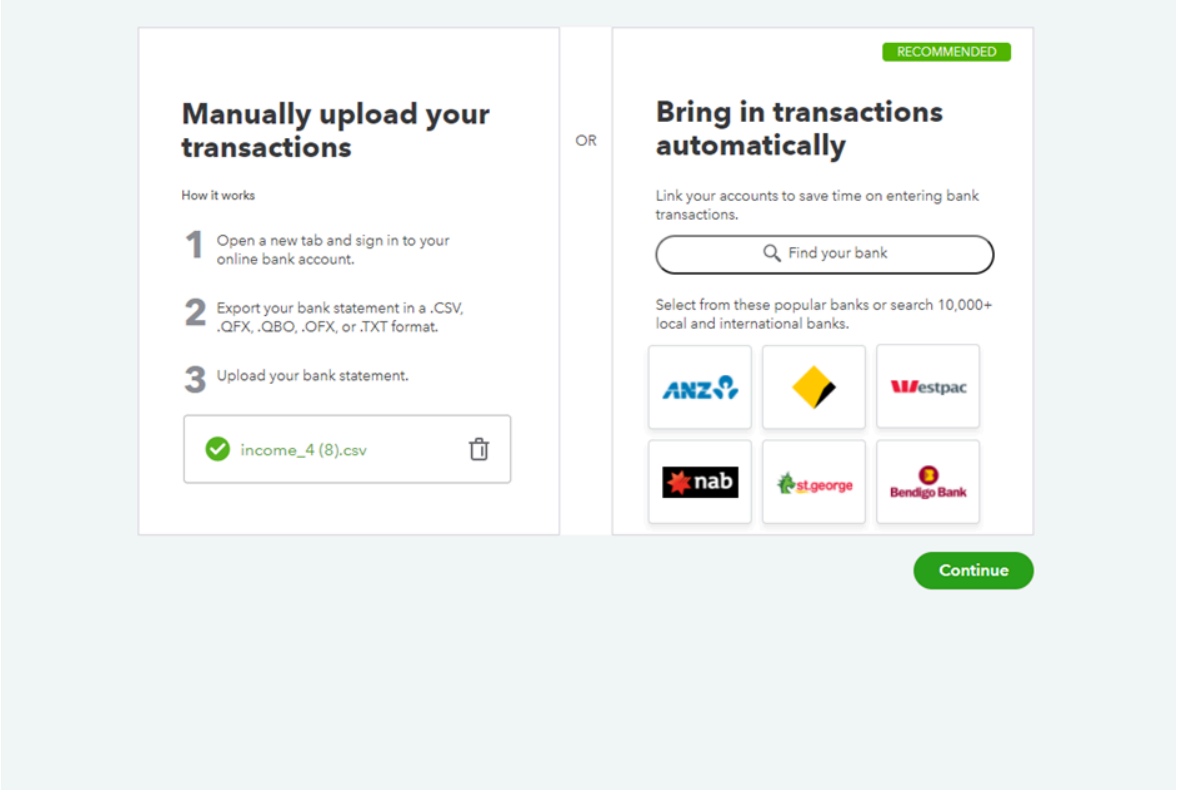


3. Select the CSV button and download the report
4. and format the date column to DD/MM/YYYY to remove the HH:MM

5. Print out your CSV in a readable format, so that you can refer to the entries if needed.

Open QuickBooks

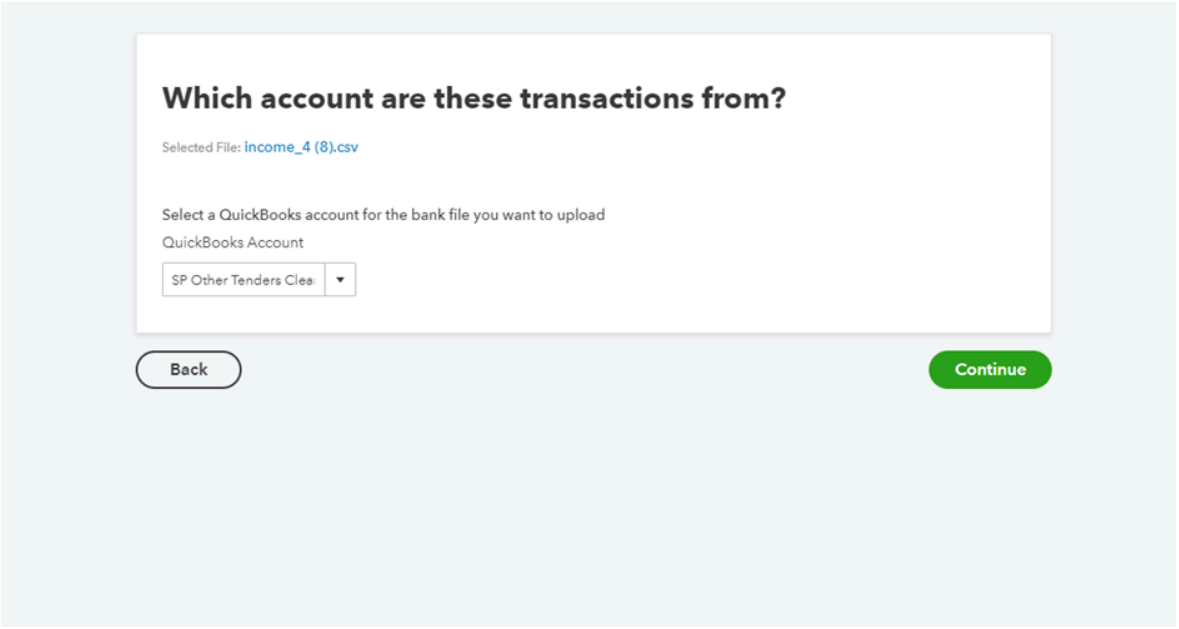
1. Import **“Payment – Income”** CSV File



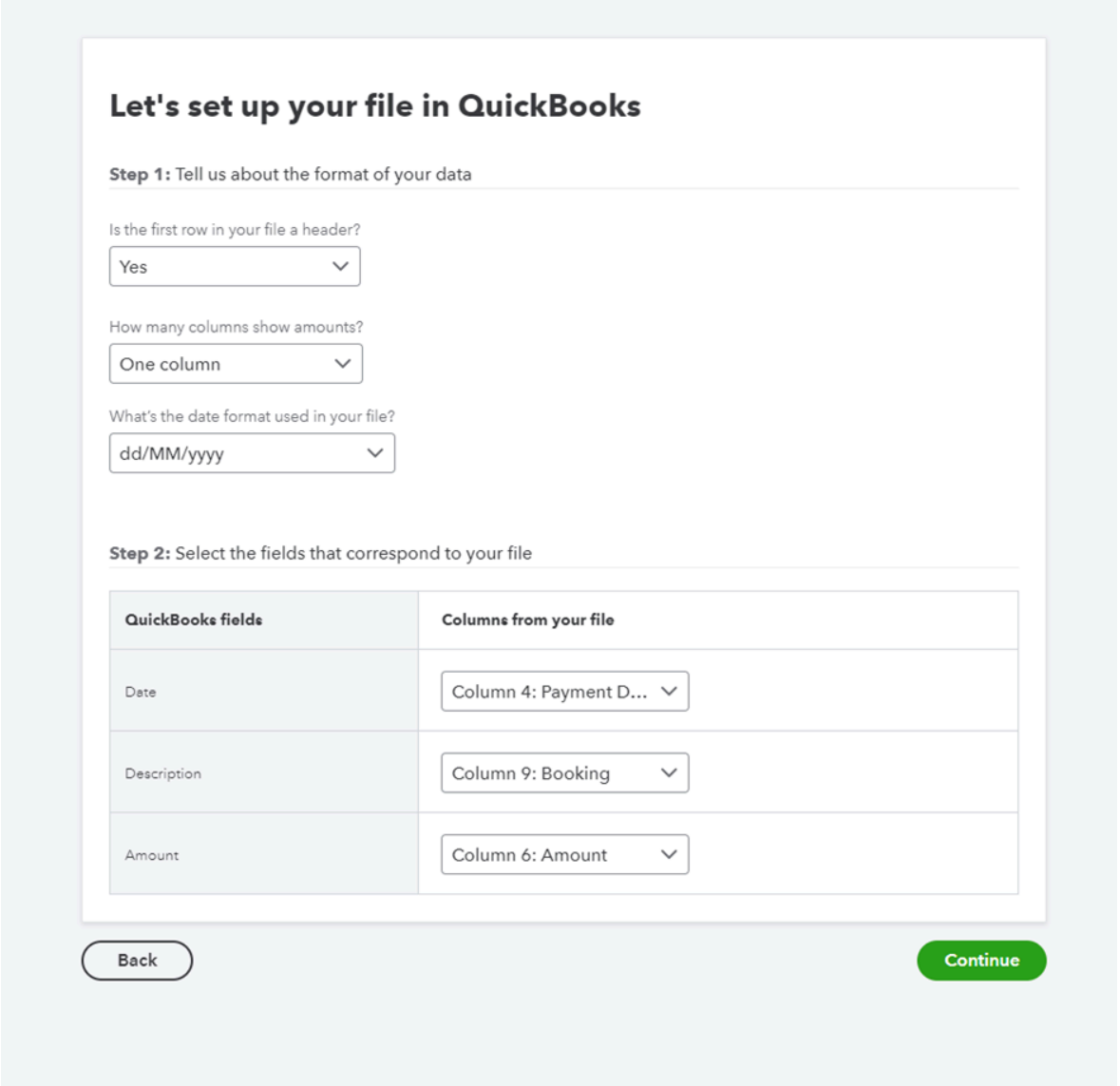
2. Choose which **clearing account** you want to import the file into:

Suggest to all Centres that you use 2 clearing accounts

- 1. SP Pin Payments Clearing
- 2. SP Other Tenders Clearing

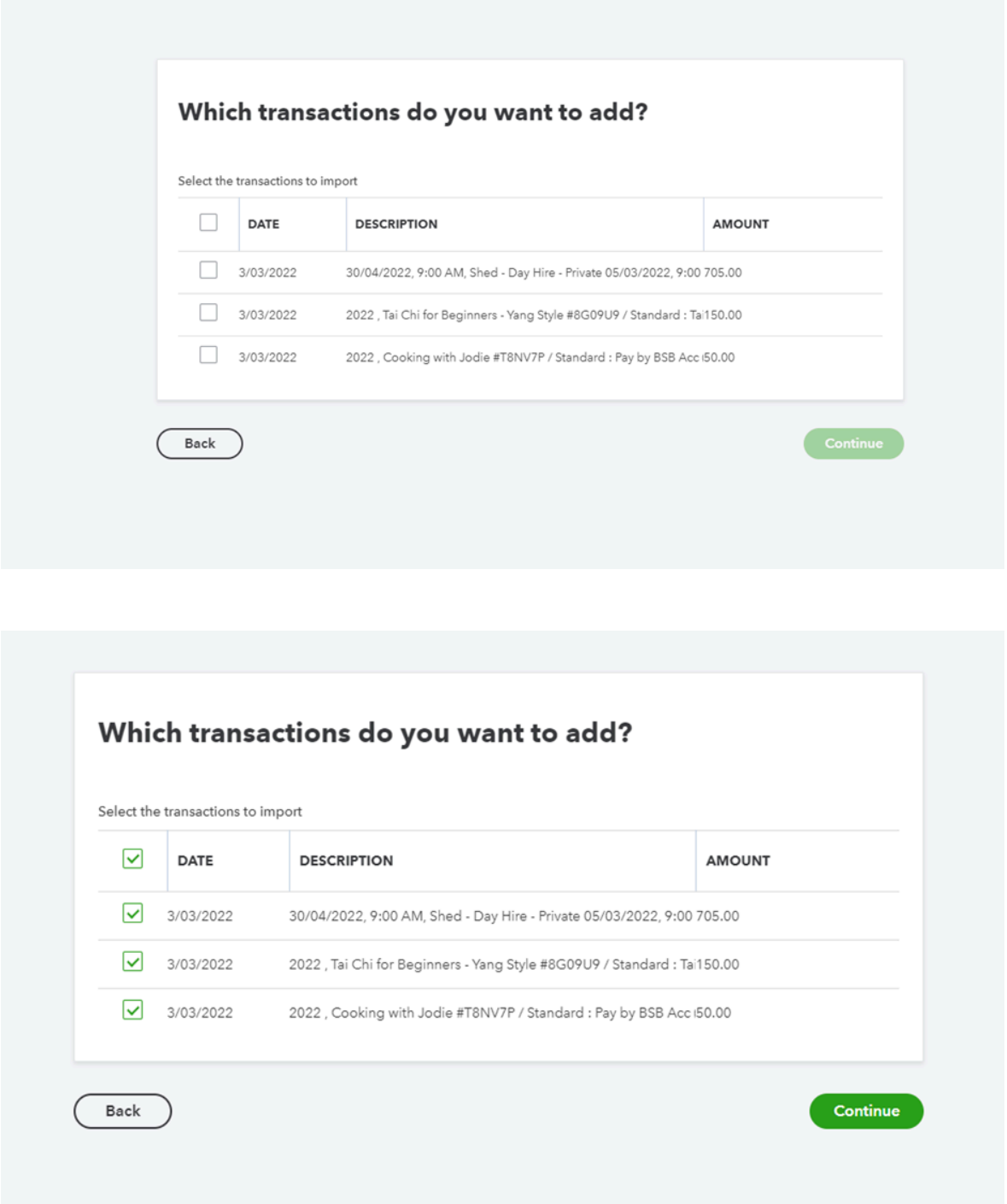


3. Choose format of data. **Map columns in spreadsheet to QBO fields**

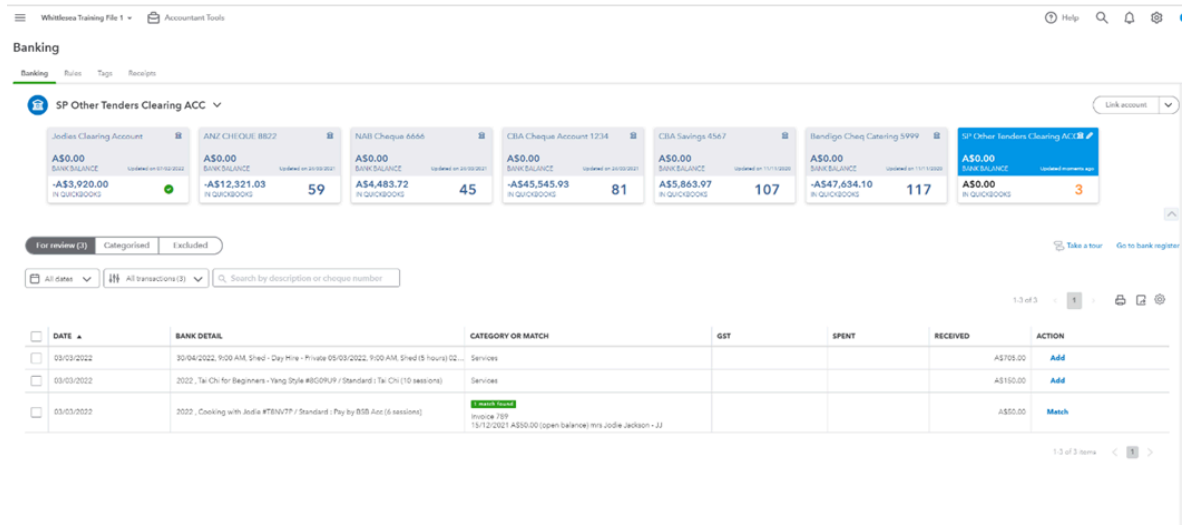


4. **For Description** – we can choose the column that best suits what the house / centre wants to do. If there is no need for the client or payer name (Column B or H) to be added to QBO then we can use another field as below – such as Details or Booking (Column C or I)

5. The transactions available are listed



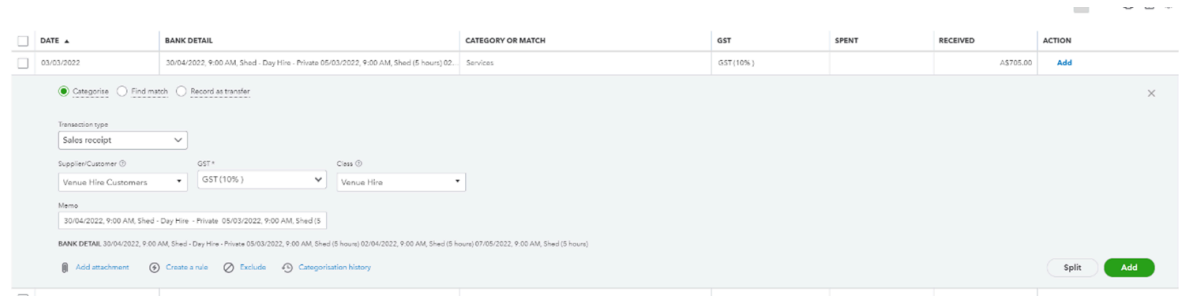
5. **Import is completed, and transactions now listed in bank feed**



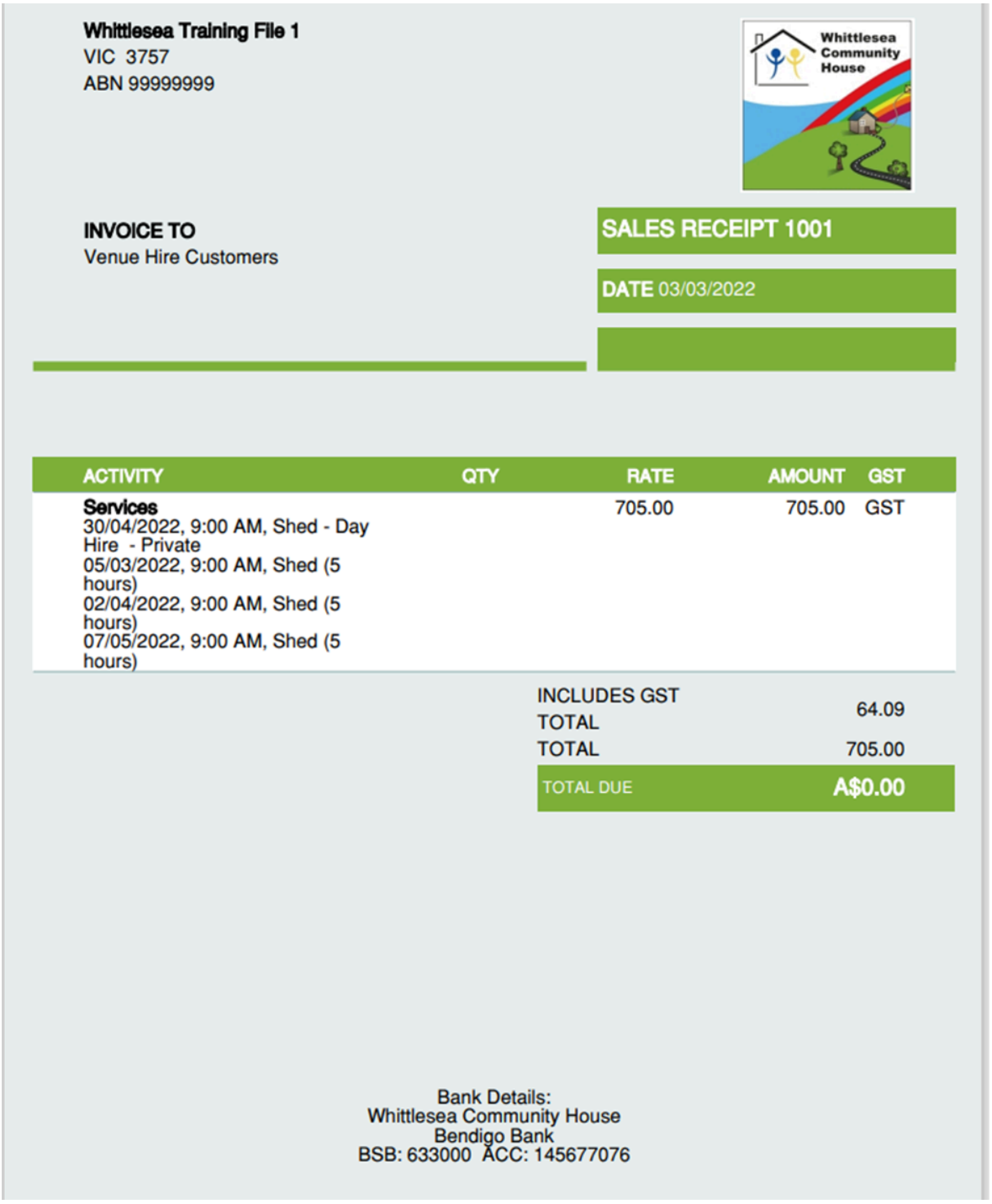
6. **Allocate transaction as a deposit or Sales Receipt**

- Choose a customer name or create a generic name for payments of this activity type
- Select income account (Accounting Code)
- Select GST code
- Select Class (Accounting Code) if using the class feature

Sales Receipt Example:



7. Finished Sales Receipt recorded in QBO



Whittlesea Training File 1
VIC 3757
ABN 99999999

Whittlesea Community House

INVOICE TO
Venue Hire Customers

SALES RECEIPT 1001

DATE 03/03/2022

ACTIVITY	QTY	RATE	AMOUNT	GST
Services 30/04/2022, 9:00 AM, Shed - Day Hire - Private 05/03/2022, 9:00 AM, Shed (5 hours) 02/04/2022, 9:00 AM, Shed (5 hours) 07/05/2022, 9:00 AM, Shed (5 hours)		705.00	705.00	GST

INCLUDES GST	
TOTAL	64.09
TOTAL	705.00
TOTAL DUE	**A$0.00**

Bank Details:
Whittlesea Community House
Bendigo Bank
BSB: 633000 ACC: 145677076

8. How the class (Accounting code in SP) is used in reporting to generate reports on that activity

Whittlesea Training File 1

Profit and Loss by Class

March 2022

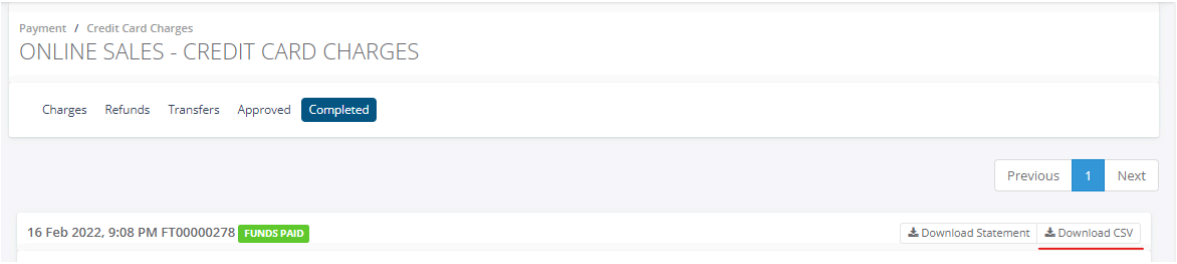
	VENUE HIRE	TOTAL
Income		
Services	640.91	A$640.91
Total Income	**A$640.91**	**A$640.91**
GROSS PROFIT	**A$640.91**	**A$640.91**
Expenses		
Total Expenses		**A$0.00**
NET EARNINGS	**A$640.91**	**A$640.91**

Import "Completed Credit Card Payment Income" CSV File into Xero

Take the following steps to reconcile online credit card payments from Social Planet into Xero

1. Go to **Main Menu** select **Payments** then click on **Charges**

2 Selected the **Completed** tab, all the funds that have been transferred from PinPayments into your bank account can be downloaded. Select **Download CSV**



3. Open the CSV and **format the date column** to DD/MM/YYYY to **remove the HH:MM**

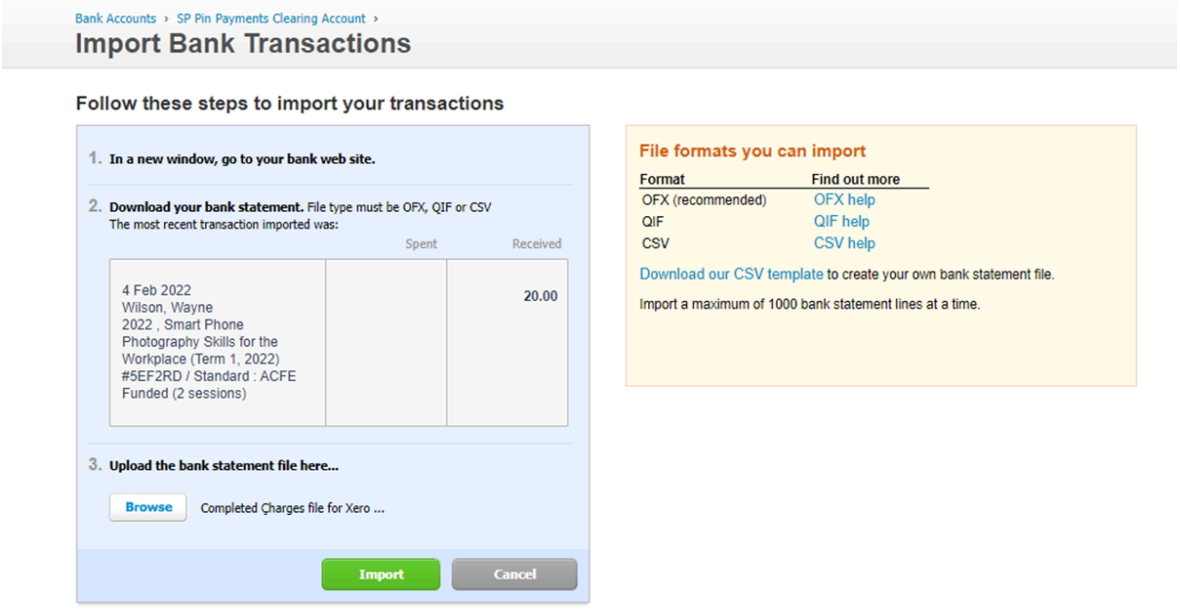
4. From the **Xero Dashboard**, then

5. Select the **3 dots** on the top right of your SP Pin Payments Clearing Account

6. Select **Import a Statement**

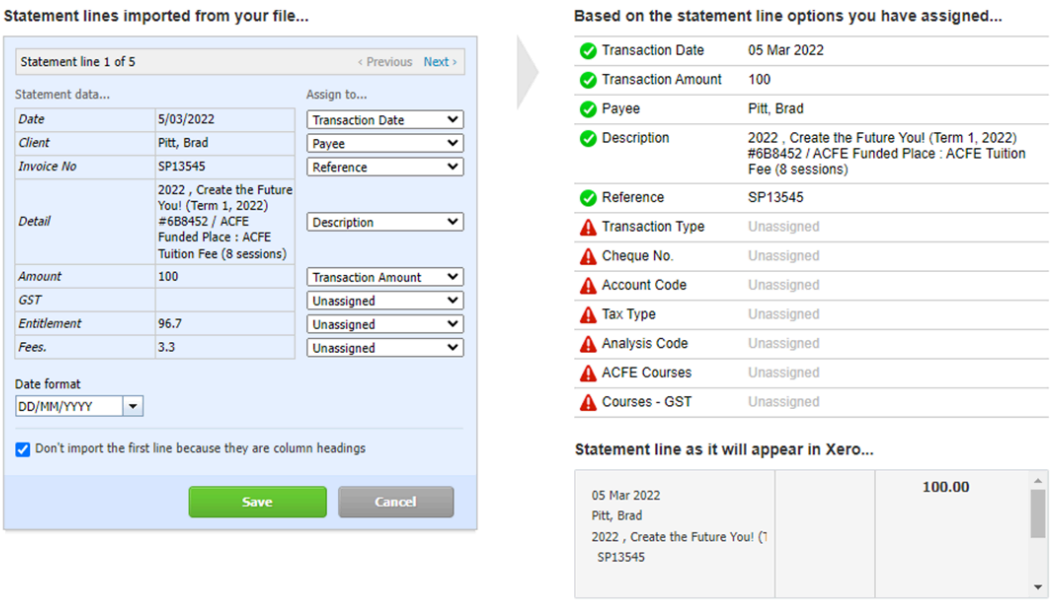
7. The **Import Bank Transactions** screen will be displayed

8. Select **Browse**, and locate your CSV file from the folder you have saved it in, **select the file** and click **Open**



9. Select **Import**

10. The **Statement Import Options Screen** is displayed the first time you import this file. The mapping selections will be saved. The next time you import the same CSV this step is skipped.



11. Make the required changes to map the columns in the CSV file to the Xero fields.

CSV	Xero
Date	*Transaction Date*
Client	*Payee*
Invoice	*Reference*
Detail	*Description*
Amount	*Transaction Amount*

12. Check your **Date format** is correct.

13. Select **Save** to start the import. The Import Results will be displayed: X statement lines were imported, 0 were duplicates

14. Select **OK**

15. Your Bank account on the dashboard will now display the number of items to be reconciled. Click on **Reconcile items box**

You are now ready to create the transactions from your bank feed.

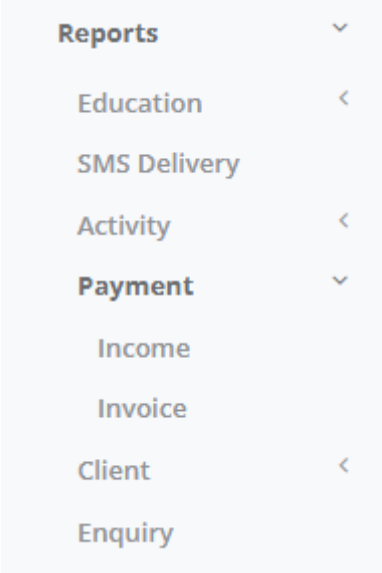
TIP - It is recommended to set up bank Rules for your course payments to speed up the process.

16. If you need to add the customer's name into the Description field then you will need to manually

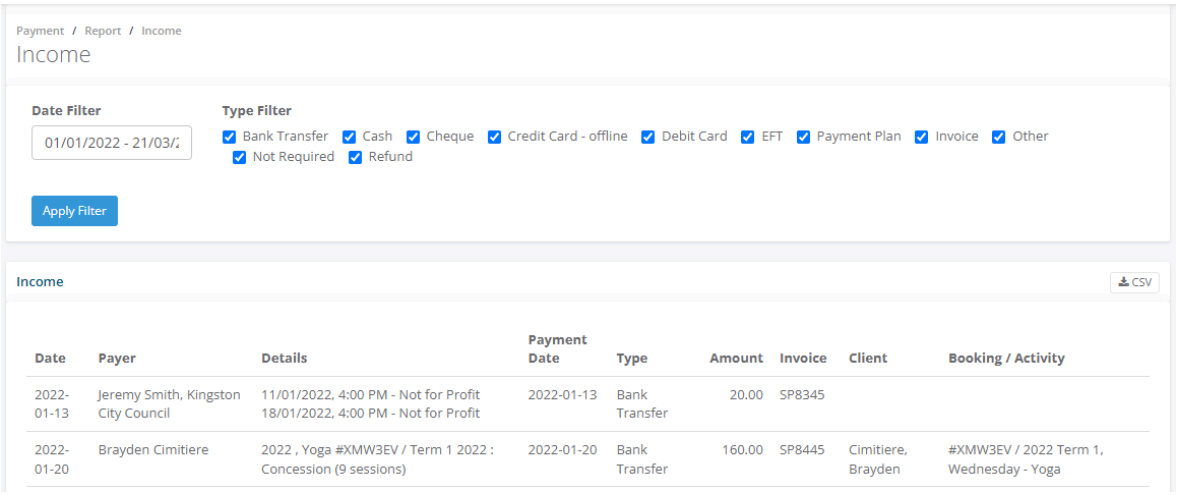
add this by selecting **Add Details**, click on the **'Description'** field and type in the name. **Save your transaction.**

Import "Payment – Income" CSV File into Xero

1. Go to **Main Menu** select **Reports** then click on **Income**



2 Then select from the **Type Filter** the payment types and choose a date range using the Date Filter



3. Select the CSV button and download the report
4. and format the date column to DD/MM/YYYY to remove the HH:MM

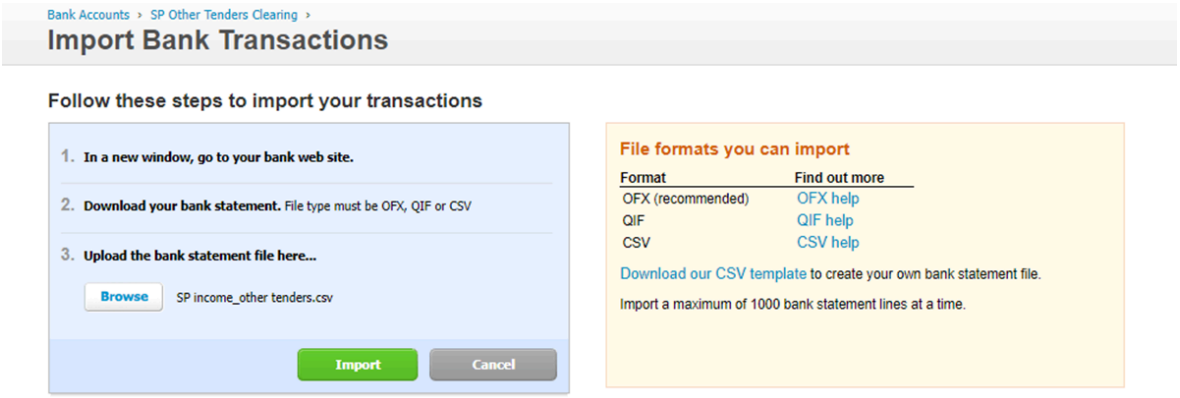
5. Print out your CSV in a readable format, so that you can refer to the entries if needed.

From the Xero Dashboard

1. Select the 3 dots on the top right of your SP Other Tenders Clearing Account

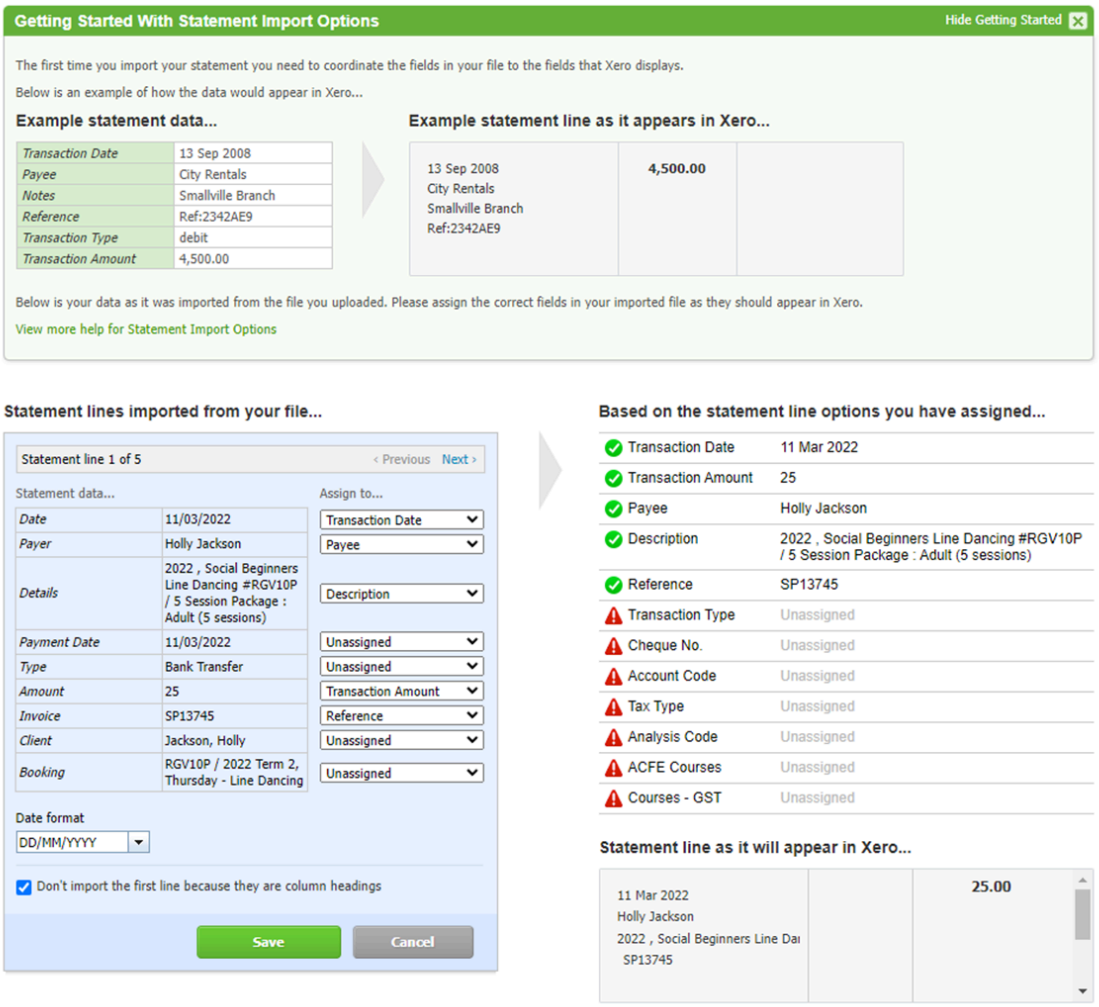
2. Select **Import a Statement,** the Import Bank Transactions screen will be displayed

3. Select **Browse,** and locate your CSV file from the folder you have saved it in, select the file and click **Open**



4. Select **Import**

5. The Statement Import Options Screen is displayed the first time you import this file. The mapping selections will be saved. The next time you import the same CSV this step is skipped.



6. Make the required changes to map the columns in the CSV file to the Xero fields.

CSV	Xero
Date	*Transaction Date*
Payer	*Payee*
Details	*Description*
Amount	*Transaction Amount*
Invoice	*Reference*

7. Check your Date format is correct. Select **Save** to start the import.
8. The Import Results will be displayed:
   X statement lines were imported, 0 were duplicates
9. Select **OK**
10. Your Bank account on the dashboard will now display the number of items to be reconciled. Click on **Reconcile items** box

You are now ready to create the transactions from your bank feed.

11. It is recommended to set up **Bank Rules** for your course and materials payments to speed up the process.

12. If you need to add the customer's name into the Description field then you will need to manually add this by selecting Add Details, click on the 'Description' field and type in the name.
13. Save your transaction.