



Payments, Membership & Finance FAQs

Q1. What are the charges for using online payments?

A1. There is a flat rate for of 1.95% per transaction for both direct debit and card payments. With an additional fee of 10p for any card payment less than £10.00 in value.

Q2. How do you set up online payments?

A2. A level 5 will have access to Finance, where there will be the Bank Details option to the left hand side. Enter the bank details the club want to receive funds, making default and accepting the payment T&C's.

Q3. Can we have more than one bank account?

A3. Yes, the system will now allow you to have more than bank account type for different membership and products with the relevant budget code noted. But your club must note one default bank account that we settle funds if the budget code is not assigned for a bank account type. There is a settlement batch report that can be run in Finance that gives you a breakdown per product i.e. membership and amount in that settlement if you require to transfer funds to another account. See the other guides on Setting up Multiple Bank Accounts and Budget Codes for further information.

Q4. When are funds settled?

A4. We settle direct debit payments on the 1st of each month, or next working day. Card payments are settled on the 1st and 15th of each month, or next working day. There is a cut off point around 3 days in which payments will roll into the next settlement date e.g. card payment made on 29th may miss the 1st but roll into the 15th.

Q5. What is the settlement process?

A5. We process settlement on the 1st or 15th, unless they fall on a weekend and bank holiday so will be the next working day. It can then take around 3 days from that date to reach the clubs account.

Q6. Do we receive a report on the settlements?

A6. We do not provide a report or breakdown of the settlement that was made to the club. You can identify the settlement payments under Finance within the Home dashboard or Settlements on the left hand side. This will display the settlements with their batch number and reports can be run from there.

Q7. How do I create membership schemes?

A7. A level 2 and level 5 can create membership schemes under Finance > Membership Schemes, or Inventory Module > Membership Schemes. There is the option to create this as yearly anniversary or join date memberships, or the option to have these as ongoing monthly subscriptions. Please see the other guides for further information on creating Membership Schemes.

Q8. Can I create donations?

A8. Yes you can. Under Inventory Module there will be the option of Products. Similar to membership schemes creation, you can create these additional products such as donations to be brought alongside a memberships or by itself.

Q9. How do I buy a membership?

A9. When a member logs in to GMS they will be taken to the page of 'your account' which will display a list of organisations they are associated too, or they can add themselves to a club. From there, there is a Buy Membership option which once selected will list all available memberships. If you have an relationships linked to you, you can also purchase them a membership by selecting their record under Select Person and adding a membership to the basket. Checkout which will bring you to the order summary to pay. Your club should be able to provide further guidance on this.

Q10. As an admin can I create an order on behalf of a member?

A10. You can, if you go to People > Everyone and filter the search to find that person. Click their name to take you to their summary page there will be an option of Buy Membership. Selecting this will then bring up all available memberships for the person. Once you checkout you can pay online if the member is present, mark off as manual or if you select Pay Later you can send them a payment request email that provides them with a link for them to pay online.

Q11. Can I pay my membership by cash etc?

A11. You will need to contact your club to arrange this. Club admins have the ability to mark of an order by manual payment (cash, cheque and other).

Q12. Can we refund payments?

A12. Online payments can be refunded. Refund function is dependent on whether your club has funds to be settled that will cover the value of the refund amount. If your club has money due greater than the refund amount, then the refund button will be enabled to be processed. Go to Finance > Product Orders and select the individual to refund by clicking on Order reference (or use the search filters to locate individual). Under the Payment Information box check, or tick the relevant box for the correct transaction to refund, select Refund and enter a comment for reason for refund and click on Refund Payment.

Please contact clubpayments@first-sports.com if you do not have the money greater than the refund amount to be refunded.

Q13. Can direct debit payments be cancelled?

A13. They can, as long as they are in a scheduled status. If you go to Finance > Payments and filter the search, click the small circle to the left of the payment ref which will give you a cancel option. Enter reason for cancellation and then click 'cancel payment(s)'. Following the same process, there should be an option of do not collect, this means you will no longer take that payment and will mean they will not appear in collection failures in Finance.

Q14. What happens if a payment fails?

A14. When a payment fails or is declined you can find these under Collection Failures on the Finance Home dashboard. These amounts can be drilled into to find out further information. Cancelled or Failed DD payments can be rescheduled as long as they have an active DD mandate (note: if rescheduling more than one payment, do these individually as the next payment date will be the same). Alternatively, if you no longer to take these payments they can be marked as do not collect. If a DD payment has failed or cancelled the members order will go to pending and membership will be suspended until actioned.

Q15. What do the membership statuses mean?

A15. There are a number of membership statuses, these are what they mean:

Active - Member has paid for their membership and approved. The renewal date is in the future.

Archived - Manual update if membership is no longer valid.

Inactive/Lapsed - Membership has expired, renewal date is in the past.

Pending – This can either be a manual change, the member has not paid which will leave the order in pending and the membership, or the membership has been set to be pending on purchase awaiting approval.

Cancelled – Manual update by club if membership no longer valid.

Awaiting Approval – Membership set to Awaiting Approval on purchase to be manually updated.

Suspended – Manual update by club or if DD has failed or cancelled.

Scheduled – Membership has been purchased before it's start date. Will move to Active one start date commences.

Q16. What do the payment statuses mean?

A16. There are a number of payment statuses, these are what they mean:

Declined – Specific to card payments, if a card does not match the criteria to be approved then payment will be declined.

Settled – Once monthly settlements have been made to club, the payment status will update to settled.

Refunded – If a card, direct debit, or manual payment has been refunded back to the member.

Cancelled – Applies more to direct debit payments, payment may have been cancelled due to the mandate being cancelled at the bank.

Error – This occurs if there is an issue when setting up the payment e.g. no direct debit details on screen.

Pending – Payment will be pending as it is still yet to be paid and processed.

Scheduled – Applies to direct debit payments, future payment will be scheduled before they are processed as they can be cancelled within that period or push on to be paid.

Success – Applies to card payments, if they have been approved they will have a success status.

Confirmed – Direct debits have been confirmed before they get settled, or if a payment has been refunded they will have the status of confirmed before refunded.

Failed – For direct debits this may be due to insufficient funds, with cards details may be incorrect or did not match.

Resubmitted – Payments have been resubmitted to be taken again.

Submitted – This is the status between scheduled and confirmed for direct debits. The submitted status means it has been passed onto the bank to be confirmed.

ChargeBack – Chargebacks can occur for direct debits or card payments, this is updated when settlements are made. This is generally due to the member disputing the payment.

Deleted – Payment has been deleted due to order being deleted.

Not Collected - If a payment has failed or been cancelled they can be updated with a not collected status if the club are no longer taking the payment or they have paid by other method.

Q17. What do the order statuses mean?

A17. There are a number of order statuses, these are what they mean:

Pending – An order has been created but no payment details have been entered.

Paid – Order has been processed, entering payment details.

Deleted – When an order is pending it can be deleted.

In Progress – Like Pending, however details have been entered but the screen has either timed out or the user has closed the browser before continuing to pay.

Refunded – Order manually updated to refunded, cannot view order.

Cancelled – When an order has been pending and has not been paid the order status will move to cancelled. A service that runs will update orders to this status if they have not been paid depending on its product category e.g. membership, tickets, donations etc.

NotPaid - Order has been marked as not paid, payment has not been taken.

Q18. Can I update a membership status?

A18. You can, depending on their status and where they are displayed e.g. Membership List, Lapsed Members, Pending Members. You can filter the individual member out, tick the small circle to the left of the membership which will prompt a More button. Click and select Update Membership. Under the NEW STATUS field use the dropdown to select the status you want and Ok to save.

Q19. Can I move a membership from one member to another?

A19. Yes, as long as there is a relationship link between them you can. Please contact clubpayments@first-sports.com who can provide further guidance on how to do this.

Q20. Can I move a member to one membership scheme to another?

A20. Yes, depending on their status and where they are displayed e.g. Membership List, Lapsed Members, Pending Members. You can filter the individual member out, tick the small circle to the left of the membership which will prompt a More button. Click and select Update Membership. Under the NEW PRODUCT field find the membership they require.

If they do not need to pay any more then select the “Do Not Collect Any Outstanding Amount”.

However, if you do move them and there is an amount difference this will be actioned e.g. membership purchased £100.00, new membership £120.00 the original order will go to pending for them to pay the additional £20.00. Or, if membership purchased £100.00 and new membership £80.00 then they will be refunded the difference of £20.00 on original order.