


User Guide for Event Organisers

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Event Page

The term '*Event Page*' used in this guide refers to the web page that a member first sees when they select an event in a list of events. For social events this is the list of upcoming events in the Social Event section of our website. For group events or field trips, the list for each group, when available, is shown on their group pages. When a logged-in event organiser visits one of their own '*event pages*' they also have access to other pages such as '*Manage Event Attendees*' and '*The Event Finance Screen*' by using the icon buttons at the top of each '*Event Page*'

Adding Event Attendees

Attendees who are Sandbach U3A members are added using the '*Manage Event Attendees*' facility which is accessed by clicking the  icon at the top of the '*Event Page*'. When guests are allowed, they can be added using '*Edit Event Attendees*' (See Page 8)

The Event Finance Screen

To access the Event Finance screen first logon, go to the '*Event Page*', then click the  icon at the top of the screen. The screen is divided into two sections:

- The '*Summary Table*' (See page 3 below & Appendix A - Summary Table - Glossary of Terms)
- The '*Event Attendees Payment Grid*' (see pages 3 to 9 below)

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Event Finance Screen – Screen Layout

Event Finance - Tatton Flower Show Visit

Tatton Flower Show Visit - Finance Summary

Normal Ticket Price		£65.00	Payment Details	
Maximum Number of Attendees	58	Total Payments Received	£0.00	
Total Attendees (So Far)	12	Total Refunds	£0.00	
Organisers Cash in Hand		Total Outstanding Payments	£780.00	
Cash/Cheques Received - Attendees	£0.00	From (Number Of Payees)	12	
Cash/Cheques Received - Other	£0.00	Total Income Expected	£780.00	
Cash Refunds Processed	£0.00	Budget	£0.00	
Cash Already Banked	£0.00			
Expenses Retained	£0.00			
Cash Held For Refunds	£0.00			
Cash Available To Be Banked	£0.00			

Event Attendees

Action Date: 17 Jun 2020

MEMBER (PAYING)	OTHER MEMBER	NUMBER OF NON-MEMBER GUESTS (IF ANY)	PAYMENT AMOUNT REQUIRED	DISCOUNT	PAYPAL RECEIPTS £(NET)	ORGANISER RECEIPTS £(NET)	BANK RECEIPTS £(NET)	COMMENTS	PAYMENT REQUEST DATE	PAYMENT REQUEST COUNT	OUTSTANDING ACTIONS REFUNDABLE
155 - Ade Addison			£65.00								£65.00
3097 - Shirley Aitken			£65.00								£65.00
3371 - Elsy Akerman			£65.00								£65.00
3192 - Richard Casidy			£65.00								£65.00
1699 - Roy Clark			£65.00								£65.00
79 - Kevin Chaswell			£65.00								£65.00

Icons to Access the Additional Screens:

- View Event Transactions
 - Edit Event Finance Details
 - Add Bank Payment
- (See page 10)

Summary Table (See Appendix A)

Event Attendees Payments Grid (See pages 4 to 9)





Orange marker indicates 'Await Payment'

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Payments Grid Part 1 - Receiving Payments

A: Cash & Cheques (Received by the Event Organiser)

When the event finance screen is opened, members who have been added are listed with their fees due shown in the 'Payment Amount Required' column. The payment amount outstanding is shown in the 'Outstanding/Refundable' column:

Event Attendees													Action Date: 18 Jun 2020
	MEMBER (PAYING)	OTHER MEMBER	NUMBER OF NON-MEMBER GUESTS (IF ANY)	PAYMENT AMOUNT REQUIRED	DISCOUNT	PAYPAL RECEIPTS £(NET)	ORGANISER RECEIPTS £(NET)	BANK RECEIPTS £(NET)	COMMENTS	PAYMENT REQUEST DATE	PAYMENT REQUEST COUNT	OUTSTANDING REFUNDABLE	ACTIONS
	155 - Ade Addison			£65.00								£65.00	
	3097 - Shirley Aitken			£65.00								£65.00	
	3371 - Elsy Akerman			£65.00								£65.00	
	3192 - Richard Casidy			£65.00								£65.00	

Send Payment Request Email
(Hidden If they do not have an email address)





Mark as Paid



Payment Request Email - Clicking the icon sends an email to the member explaining the various payment methods. This includes a link so they can pay by PayPal if they wish. Repeated clicks will send further emails. The 'Payment Request Count' column shows how many emails have been sent and the 'Payment Request Date' column shows the date the last was sent. The PayPal link is set to collect the amount due when the email is sent, so if the amount due changes a new email can be issued.



Mark as Paid - Cash or cheque receipts are recorded by clicking the 'Mark as Paid' icon in the action column. A confirmation pop-up asks for verification. (The confirmation pop-up can be switched on or off in 'Edit Event Finance Details' - See Page 10). The payment amount is then recorded in the 'Organiser Receipts £(Net)' column and the associated icons disappear from the actions column. This process also creates a financial transaction recording the date the payment was received. It applies the date shown in the 'Action Date' box which can be pre-set as appropriate.

Event Attendees													Action Date: 18 Jun 2020
	MEMBER (PAYING)	OTHER MEMBER	NUMBER OF NON-MEMBER GUESTS (IF ANY)	PAYMENT AMOUNT REQUIRED	DISCOUNT	PAYPAL RECEIPTS £(NET)	ORGANISER RECEIPTS £(NET)	BANK RECEIPTS £(NET)	COMMENTS	PAYMENT REQUEST DATE	PAYMENT REQUEST COUNT	OUTSTANDING REFUNDABLE	ACTIONS
	155 - Ade Addison			£65.00						18-Jun 13:49	1	£65.00	
	3097 - Shirley Aitken			£65.00								£65.00	
	3371 - Elsy Akerman			£65.00			£65.00						
	3192 - Richard Casidy			£65.00								£65.00	

Green indicates 'Marked as Paid'

Entry in this column confirms they have paid by cash or cheque to the organiser

Action date. Use this to record when payments were actually received. (Otherwise it defaults to the current date)

Email records - Last date and the number sent

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B: PayPal Payments

Members can pay by PayPal either by clicking the link in the Payment Request Email (see above), or alternatively if they login, a link is available on the relevant group page. When a member pays by PayPal the amount they pay is automatically entered in the 'PayPal Receipts £(Net)' column and the payment icons are removed from the actions column. The organiser can see that the payment has been received. No further payment actions are required.

Examples:

Event Attendees Action Date: 18 Jun 2020

	MEMBER (PAYING)	OTHER MEMBER	NUMBER OF NON-MEMBER GUESTS (IF ANY)	PAYMENT AMOUNT REQUIRED	DISCOUNT	PAYPAL RECEIPTS £(NET)	ORGANISER RECEIPTS £(NET)	BANK RECEIPTS £(NET)	COMMENTS	PAYMENT REQUEST DATE	PAYMENT REQUEST COUNT	OUTSTANDING ACTIONS REFUNDABLE	
	792 - Charlie Emmett			£65.00								£65.00	
	1164 - Deborah Evanson			£65.00								£65.00	
	145 - Charles Finch			£65.00		£65.00				18-Jun 15:13	1		
	3008 - Jackie Fortuna			£65.00								£65.00	

Green indicates 'Marked as Paid'




Entry in this column confirms they have paid by PayPal

No action icons and no outstanding payments or refunds due

Payments Grid Part 2 - Removing & Refunding Attendees

If a refund is due to a member who is unable to attend an event, first remove them from the attendee list by using 'Manage Event Attendees' which is accessed from the 'Event Page'. On return to the Event Finance Screen, the refundable amount will be shown as a negative payment in red text in the 'Outstanding/Refundable' column. Also, either two or three icons will have appeared in the 'Actions' column. These provide the following refunding options.
















Refunding Options

Action Icon	Refunding Method	Application	Authorised to Use
	Refund Cash Cash refund from the organiser's cash in hand or the return of the payer's own cheque.	This is the normal refunding method when the member has paid by cash or a cheque. It can also be used when someone has paid by PayPal, subject to approval by the treasurer.	Event Organiser
	Refund Bank Refund from our bank account either by cheque or online banking	This method is for use when the organiser has insufficient cash available for a cash refund.	Event Organiser
	Refund PayPal Refund by PayPal	This method can only be used to refund payments received via PayPal.	Treasurer only

Examples:

Event Attendees

Action Date: 18 Jun 2020

	MEMBER (PAYING)	OTHER MEMBER	NUMBER OF NON-MEMBER GUESTS (IF ANY)	PAYMENT AMOUNT REQUIRED	DISCOUNT	PAYPAL RECEIPTS £(NET)	ORGANISER RECEIPTS £(NET)	BANK RECEIPTS £(NET)	COMMENTS	PAYMENT REQUEST DATE	PAYMENT REQUEST COUNT	OUTSTANDING REFUNDABLE	ACTIONS
	 792 - Charlie Emmett						£65.00					-£65.00	 
	 1164 - Deborah Evanson			£65.00								£65.00	
	 145 - Charles Finch					£65.00				18-Jun 15:13	1	-£65.00	  
	 2028 - Jackie Fortuna			£65.00								£65.00	

Click to confirm: Refund Cash. (Refund Bank is also available in this example)

Click to confirm: Refund PayPal. (Refund Cash and Refund Bank are also available in this example)

Red indicates: 'Marked for Removal'

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After Confirming the Refund:

	MEMBER (PAYING)	OTHER MEMBER	NUMBER OF NON-MEMBER GUESTS (IF ANY)	PAYMENT AMOUNT REQUIRED	DISCOUNT	PAYPAL RECEIPTS £(NET)	ORGANISER RECEIPTS £(NET)	BANK RECEIPTS £(NET)	COMMENTS	PAYMENT REQUEST DATE	PAYMENT REQUEST COUNT	OUTSTANDING REFUNDABLE	ACTIONS
	127 - Jean Doughty			£65.00								£65.00	
	792 - Charlie Emmett						£65.00	-£65.00					
	1164 - Deborah Evanson			£65.00								£65.00	
	145 - Charles Finch									18-Jun 15:13	1		

Net Receipts = Zero, as this was refunded by original payment method

Paid by cash (or cheque), refunded from U3A bank account.

Remove Member

When the organiser is satisfied that all actions relating to this member are complete, clicking the 'Remove Member' icon removes them from the payments grid.

Attendees Ceasing to be Sandbach U3A Members

a) Upcoming Events

If a member's status is changed to 'lapsed' or 'left' and the member is booked on an upcoming event, they will automatically be removed from the event and the organiser advised by email. If the member had paid and a refund is due, they remain in the payments grid displaying the refund that is due until the refund payment has been confirmed and they have been removed by the organiser. See page 6 above.

b) Past Events

Members who leave or are lapsed after the event are assumed to have attended so are not automatically removed from the payment grid. If it is decided to refund a member who paid the attendance fee but did not attend the event, and they leave or are lapsed after the event, they must be removed from the event before their status is changed to left or lapsed, in order to generate the required refund transaction. In all other respects the payments grid remains editable to allow for belated entries or any adjustments necessary.




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Payments Grid Part 3 - Edit Attendees

The Edit Attendee facility enables the following to be applied separately for each attendee:

- The addition of a short administration-note or comment. This will also be reproduced in the attendance/payment register (see below)
- A discount on or reduction in the ticket price.
- The addition of one or more non-member guests. (The member concerned will be responsible for payment)
- One member to pay for themselves plus one additional member. This enables a member to make one online payment to cover themselves plus their partner or a friend.

A – To Add Guests, Apply Discount, and/or Add a Comment




	MEMBER (PAYING)	OTHER MEMBER	NUMBER OF NON-MEMBER GUESTS (IF ANY)	PAYMENT AMOUNT REQUIRED	DISCOUNT	PAYPAL RECEIPTS £(NET)	ORGANISER RECEIPTS £(NET)	BANK RECEIPTS £(NET)	COMMENTS	PAYMENT REQUEST DATE	PAYMENT REQUEST COUNT	OUTSTANDING REFUNDABLE	ACTIONS
	141 - Philip Potter			£65.00								£65.00	 
	3108 - John Robertshaw			£65.00								£65.00	

1 – Click the 'edit pencil' icon

2 – Enter number of guests, discount and/or a comment in the appropriate boxes.

<input checked="" type="checkbox"/>	141 - Philip Potter	(No Other Member)	2	£65.00	£10				Own transport			£65.00	
<input type="checkbox"/>	3108 - John Robertshaw			£65.00								£65.00	

3 – Click the tick to apply and close the editor, or 'X' to cancel and close

<input checked="" type="checkbox"/>	141 - Philip Potter		2	£185.00	£10.00				Own transport			£185.00	 
<input type="checkbox"/>	3108 - John Robertshaw			£65.00								£65.00	

4 – Changes Applied

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B – To Enable a Member to Pay for One Other Member (e.g. Their Partner)

	MEMBER (PAYING)	OTHER MEMBER	NUMBER OF NON-MEMBER GUESTS (IF ANY)	PAYMENT AMOUNT REQUIRED	DISCOUNT	PAYPAL RECEIPTS £(NET)	ORGANISER RECEIPTS £(NET)	BANK RECEIPTS £(NET)	COMMENTS	PAYMENT REQUEST DATE	PAYMENT REQUEST COUNT	OUTSTANDING REFUNDABLE	ACTIONS
	1951 - Christine Potter			£65.00								£65.00	
	141 - Philip Potter			£65.00								£65.00	
	3108 - John Robertshaw			£65.00								£65.00	

1 – Click the 'edit pencil' icon

	MEMBER (PAYING)	OTHER MEMBER	NUMBER OF NON-MEMBER GUESTS (IF ANY)	PAYMENT AMOUNT REQUIRED	DISCOUNT	PAYPAL RECEIPTS £(NET)	ORGANISER RECEIPTS £(NET)	BANK RECEIPTS £(NET)	COMMENTS	PAYMENT REQUEST DATE	PAYMENT REQUEST COUNT	OUTSTANDING REFUNDABLE	ACTIONS
	201 - Lewis North			£65.00								£65.00	
	1951 - Christine Potter			£65.00								£65.00	
	141 - Philip Potter	1951 - Christine Potter		£65.00								£65.00	
	3108 - John Robertshaw			£65.00								£65.00	

2 – Select the Paid-For member from the drop-down list in the 'Other Member' column

3 – Click the tick to apply and close the editor, or 'X' to cancel and close

	MEMBER (PAYING)	OTHER MEMBER	NUMBER OF NON-MEMBER GUESTS (IF ANY)	PAYMENT AMOUNT REQUIRED	DISCOUNT	PAYPAL RECEIPTS £(NET)	ORGANISER RECEIPTS £(NET)	BANK RECEIPTS £(NET)	COMMENTS	PAYMENT REQUEST DATE	PAYMENT REQUEST COUNT	OUTSTANDING REFUNDABLE	ACTIONS
	201 - Lewis North			£65.00								£65.00	
	1951 - Christine Potter	(Paid by: 141 - Philip Potter)											
	141 - Philip Potter	1951 - Christine Potter		£130.00								£130.00	
	3108 - John Robertshaw			£65.00								£65.00	

4 – Changes Applied

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Additional Screens

Event Finance - Tatton Flower Show Visit

Tatton Flower Show Visit - Finance Summary

Normal Ticket Price	£65.00		
Maximum Number of Attendees	58	Total Payments Received	£0.00
Total Attendees (So Far)	12	Total Refunds	£0.00

Payment Details



Icons to Access the Following:

- View Event Transactions
- Edit Event Finance Details
- Add Bank Payment



View Event Transactions

This provides the full history of financial transactions relating to the event which were created using the event finance system.



Edit Event Finance Details

Here the following can be input or edited:

Attendance Fee - (The attendance fee can also be input on the Edit Event screen). The attendance fee can be changed if necessary and the payments grid will recalculate any refunds or additional payments required.

Event Budget – The estimated overall cost of the event can be recorded here if required. It is optional and only for the event organisers own use.

Account Category for Event Return Transactions – This is used for accounting purposes and must be set to “Social Fund” for all social events. For group field trips etc., this will normally be set to “General Fund” but please check with the treasurer for confirmation.

Show Confirmation on Paid in Full – This switches the “Paid in Full” confirmation pop-up on or off for this event. It defaults to ‘on’.

Expenses Retained – Here you set the cash expenses required to be available during the event to cover (e.g.) a tip for the driver etc.



Add Bank Payment

This provides access to the bank remittance form for the organiser to record bank payments relating to the event.

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Appendix A - Summary Table - Glossary of Terms

Item	Description
Normal Ticket Price	The normal attendance fee per individual. This can be entered or edited in the 'Edit Event' screen or the 'Edit Event Finance Details' screen. The price can be changed even after attendees have already been marked as paid, in which case the system will display the refunds or additional charges owed accordingly.
Maximum Number of Attendees	This is entered and edited in the 'Edit Event' screen.
Total Attendees (So Far)	The total number of members plus guests who have been added as attendees. Members are added using 'Manage Event Attendees'. Guests can only be added in the Event Finances screen against the member who is liable for their fee.
Organisers Cash in Hand	
Cash/Cheques Received - Attendees	The total of all attendance fees paid directly to the event organiser (i.e. this excludes PayPal payments)
Cash/Cheques Received - Other	Any income other than attendance fees received by the event organiser which can be allocated to the event, for example a cost reduction agreed with a provider during the event. This is entered by the Treasurer using the Add Transaction facility and accounting code: R802 Event Receipts Other (Local)
Cash Refunds Processed	The total refunds, either cash or returned cheques, paid from the organiser's cash in hand (i.e. Excluding PayPal and Bank cheque or online refunds)
Cash Already Banked	Cash or cheques already paid into the bank from the organisers cash in hand.
Expenses Retained	Cash held by the organiser to cover anticipated tips or other expenses during the trip.
Cash Held for Refunds	This informs the organiser how much cash is required to cover any refunds that are due. The figure reduces by the corresponding amount as the refunds are made, regardless of whether the refund was eventually paid by cash, cheque or PayPal.
Cash Available to be Banked	The cash (or cheques) held by the organiser which, after allowing for outstanding refunds and local expenses, is available to be banked.

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Appendix A – Cont.

Payment Details	
Total Payments Received	The total of all attendance fees, by all payment methods, or any other income received for this event.
Total Refunds	The total of all refunds given so far (by all methods).
Total Outstanding Payments	The total amount owed by attendees who have not yet paid in full.
From (Number of Payees)	The number of payees that owe all or part of their attendance fees.
Total Income Expected	The total income that will have been received when all listed attendees have paid whatever they are due to pay.
Budget	Estimated overall cost of the event (Optional – just a guide for the organiser if they wish to use it)

Appendix B – When Things Go Wrong (Correcting Errors)

Care has been taken in the design of the system to help reduce the risk of users making mistakes, but inevitably errors will occur and it may not always be apparent how to rectify the situation, so below are some of the things that can go wrong and advice on the best way to rectify them.

B1 – The Wrong Member is Marked as Paid

This can only occur with cash payments as the only facility for marking a member as having paid is the 'Mark as Paid' icon (see page 4 above). A wrong member being marked as paid can be corrected as follows:

- Check the folio number for the cash payment transaction that was created when they were marked as paid. This can be found in 'View Event Transactions' (see page 10 above)
- Ask the treasurer to delete this transaction (the folio number will help them correctly identify the transaction)
- When the transaction has been deleted, the member will reappear in the payment grid with the payment removed and their status back to 'await payment'.

B2 – The Wrong Member is Removed from the Event

- (a) – If they were not shown as having paid, either by cash or by PayPal, simply re-add them to the event.
- (b) – If the wrongly removed member had paid by either cash or PayPal:
 - Register the wrongly removed member as having been refunded by cash. (see page 6 above) **Note:** Do not register a PayPal refund in this instance, even if they paid by PayPal.
 - Click the 'Remove Member' icon for the wrongly removed member. (See page 7)
 - Check the folio number for the cash refund that was created. This can be found in 'View Event Transactions' (see page 10 above)
 - Ask the treasurer to delete this refund transaction (the folio number will help them correctly identify the transaction)
 - Add the wrongly removed member back to the event using the 'Manage Event Attendees'.
 - The wrongly removed member will now reappear in the payment grid, along with their original payment, paid by their original payment method.

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B3 – The Wrong Refund Icon was Used to Record a Refund

- Check the folio number for the incorrect refund that was created. This can be found in ‘*View Event Transactions*’ (see page 10 above)
- Ask the treasurer to amend this refund transaction (the folio number will help them correctly identify the transaction)
- The treasurer needs to change the Accounting Code and the bank account entries. Afterwards the payments grid will show the correction applied.