



PayCloud Member Guide

2019 - Winter Edition

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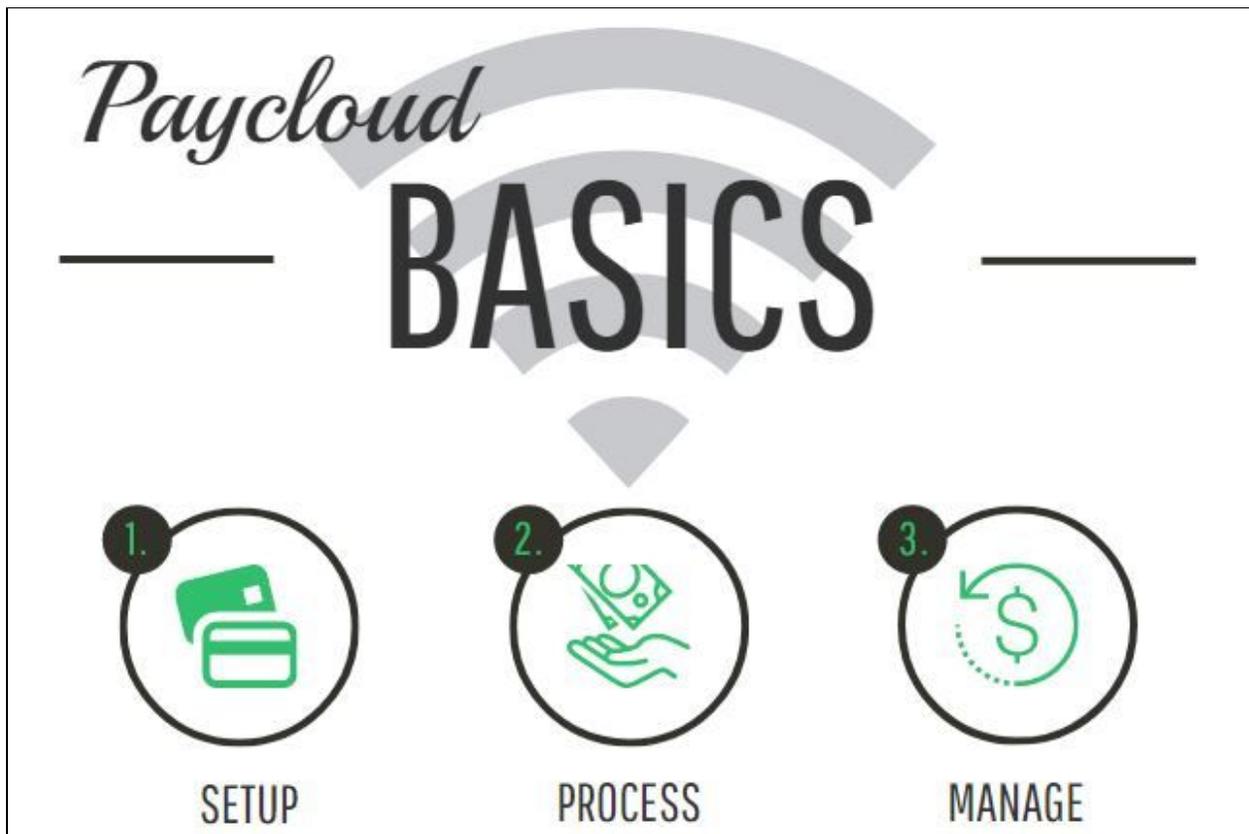
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Overview

Welcome to your Paycloud helper! We are all about making it easy for you to seamlessly enjoy time at the club. So, why not streamline the payment process too?

As with most bills, automatic payments make things so much easier. If automatic payments aren't ideal, that is okay too! You can still use this tool to enter your payment information and make a payment to the club when it works best for you. Please follow the steps below to set up **bank information**, and any **single, recurring, or scheduled payments**.



Use Case(s)

- **As a Club member I would like manage my payment methods, and be able to register my bank account(s), or my credit card(s) to be able to use it to make my payments.**

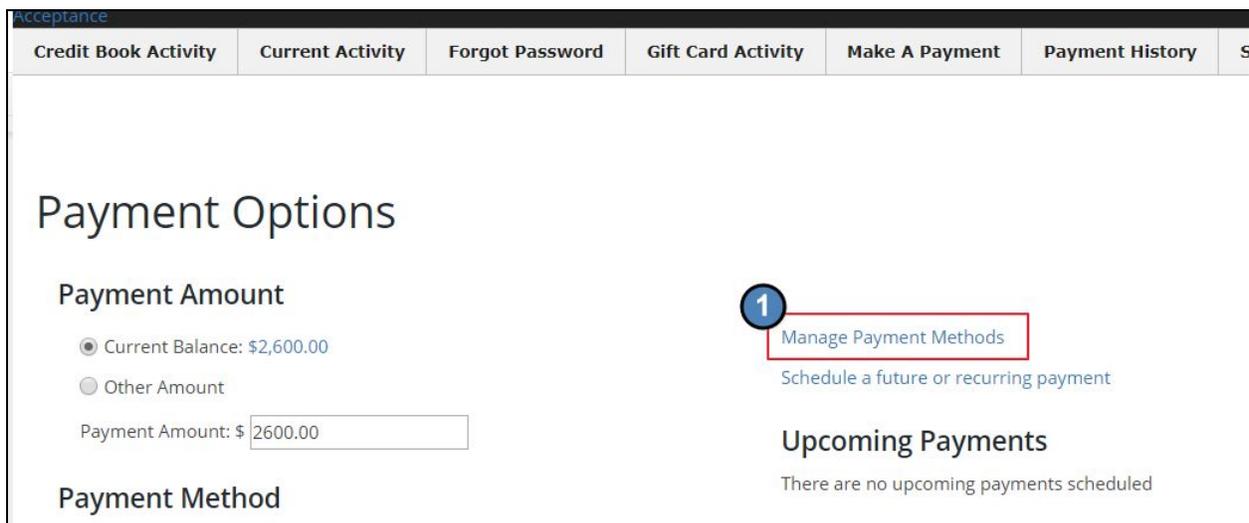
As a member you now have access to register multiple Credit Cards or Bank Accounts to pay with, whether it is an immediate **Single Payment** or in the future through a **Scheduled Payment**.

- **As a Club member I would like to schedule a Recurring Payment to be automatically charged at a set time each month from a Bank Account or Credit card of my choosing.**

As a member you have access to set up recurring payments to your specifications.

Setup

To begin setup, click **Manage Payment Methods** in your Paycloud screen. Then you can choose to add a **bank account** or **credit card**.



Bank Account Information

Each option highlighted above will allow you to add the payment method you prefer (ACH or Credit Card). For ACH or Bank Account information you will need to add your name, routing number and account number, and then click submit.

Enter your bank account information

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First Name	Middle Name	Last Name
<input type="text" value="Rusty"/>	<input type="text"/>	<input type="text" value="Abbott"/>
Routing Number	Account Number	
<input type="text"/>	<input type="text"/>	
Account Type		
<input type="text" value="Checking"/>		
<input type="button" value="Cancel"/>	<input type="button" value="Submit"/>	

Credit Card Information

Registering a **Credit Card** is a very similar process, you will need to enter the card number, name, expiration date and Credit Card Security Code number. Then you can enter your Billing Address and verify the card.

Add Credit Card

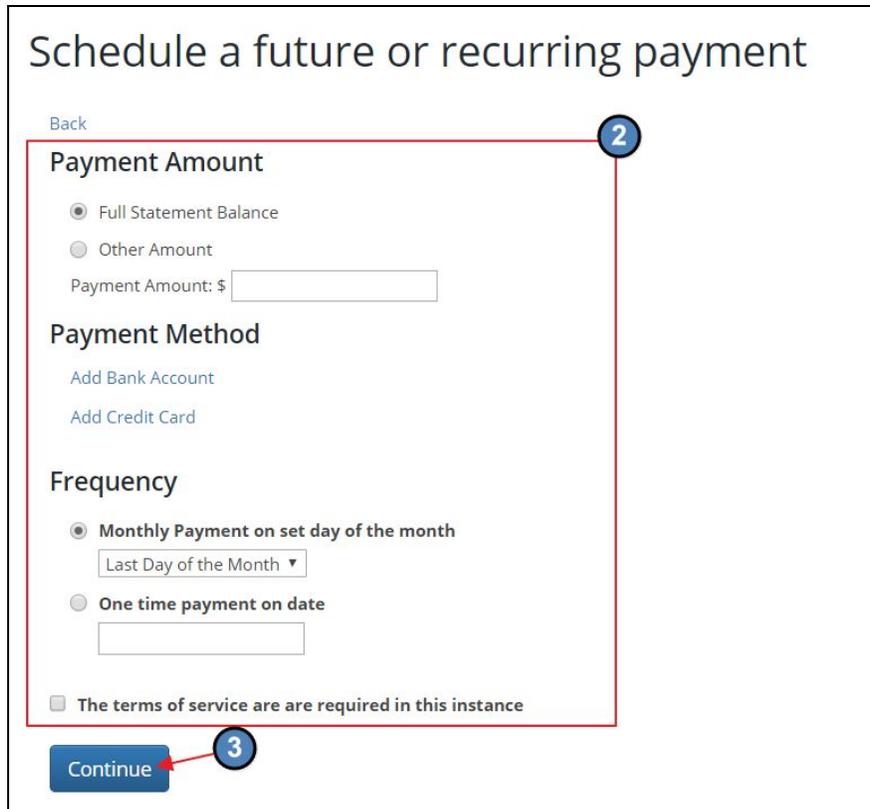
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Name on Card			
Address	City	State	Zip
 Card Number	Exp Date	CVV	
<input type="button" value="Cancel"/>	<input type="button" value="Submit"/>		

Process

Scheduling Payments

Payments can be scheduled for a single future date, or recurring set of payments from the **Payment Options** screen by following the link **Schedule a future or recurring payment**.



The screenshot shows a web form titled "Schedule a future or recurring payment". At the top left is a "Back" link. The form is divided into three main sections: "Payment Amount", "Payment Method", and "Frequency".

- Payment Amount:** Contains two radio buttons: "Full Statement Balance" (selected) and "Other Amount". Below is a text input field labeled "Payment Amount: \$".
- Payment Method:** Contains two links: "Add Bank Account" and "Add Credit Card".
- Frequency:** Contains two radio buttons: "Monthly Payment on set day of the month" (selected) and "One time payment on date". Under the first option is a dropdown menu showing "Last Day of the Month". Under the second option is a text input field.

At the bottom left is a blue "Continue" button. A red box highlights the "Payment Amount" and "Frequency" sections, with a blue circle containing the number "2" at the top right corner. Another blue circle containing the number "3" is positioned above the "Continue" button, with a red arrow pointing to it.

After a successful payment has been set up, the following message should appear confirming the scheduled date.

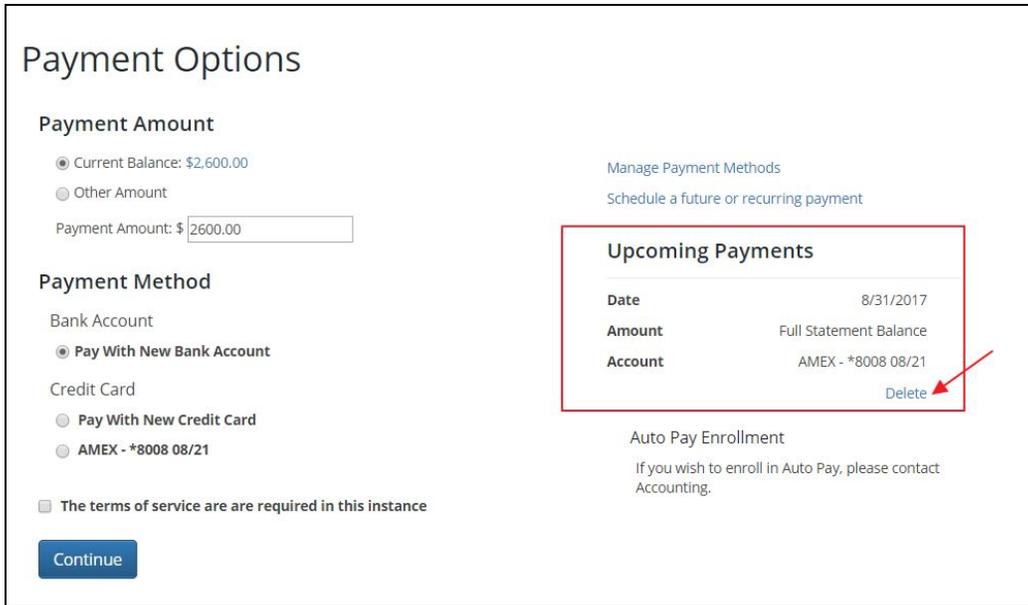


The screenshot shows a confirmation message in a light green box: "Your payment has been scheduled and will begin on 8/31/2017." Below the message is the title "Schedule a future or recurring payment" and a "Back" link. The "Payment Amount" section is visible at the bottom.

Manage

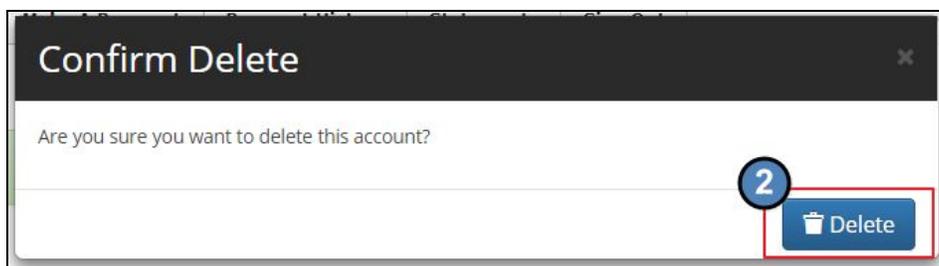
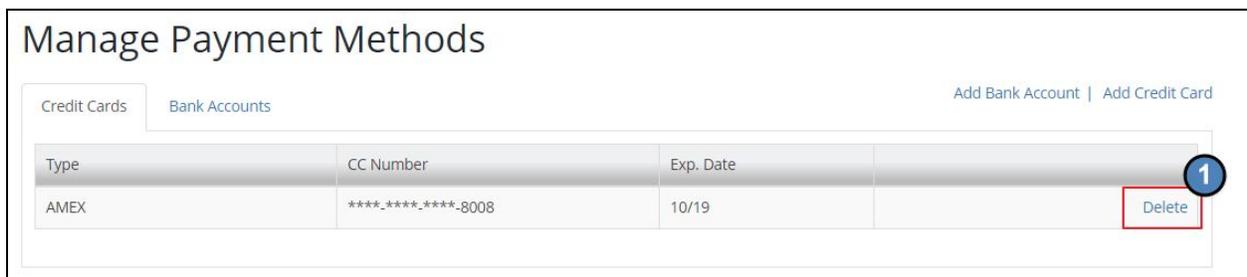
Managing Scheduled Payments

If a scheduled payment needs to be cancelled, they can be deleted from the Payment Options Screen, on the right hand side where Upcoming Payments are listed.



Deleting Payment Methods

Managing the payment methods that have been entered is as simple as clicking the Manage Payment Methods link from the home screen, then clicking delete next to any bank account or credit card that needs to be removed.



Best Practices

- Delete outdated credit cards or bank accounts from your profile.

FAQs

Q: What if I can't schedule a payment on a certain day?

A: If your Club has specified black-out days, the day will not be available for scheduled payments.

Q: Can I edit a Credit Card or bank account on file?

A: You must delete and re-enter a payment method to change anything about a credit card or bank account on file.