

Office - PayCloud - Gofer Administration

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Overview

Clubs using 3rd party accounting systems (Jonas, Northstar, IBS, Clubtech and others) can use this guide to help manage exceptions identified through Gofer (Clubessential's proprietary data translation toolset), and ensure statement and payment information translates properly to the Paycloud system, and any exceptions are handled appropriately.

Use Case(s):

- A Club is using a 3rd party accounting system and:
 - A Member's statement does not appear proper in Paycloud.
 - A Member's statement is missing from Paycloud.

Content

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Accessing the Tool

Once in the Paycloud Admin site, click on **Gofer** to access the Gofer toolset.

Note: Paycloud Admin URL will appear as follows: <https://CLUBNAMEadmin.clubepay.com/>. If you do not have your username and password, please contact support for assistance (support@clubessential.com).



Review Statement Processing Errors

When changes occur to the source data files, processing errors may occur during the time of data translation, and will need reviewed and corrected to ensure statements and ticket details display appropriately.

To review the Processing errors, click the arrow next to Gofer to expand the menu. Then, click on the Gofer Statement Files option.



A list of statement files that have processed through the Gofer tool will appear. These statements will be filtered by the Statement Date, and will contain useful information to indicate when there may be an issue or exception. The three columns highlighted below contain:

1. **Statement Count:** the number of statements processed
2. **Success Count:** the number of statements processed successfully, and
3. **Failure Count:** the number of statements that failed to process, and need further review/action.

Gofer Statement Files										
Processing Status	Created On	Statement Date	Has Been Notified	Statement Count	Success Count	Failure Count	Processing Complete	Statement		
✔	08/19/2018 4:00:12 PM	08/31/2018		735	735	0	08/19/2018 5:01:59 PM	08/19/2011		
✔	08/19/2018 4:00:11 PM	07/31/2018		735	735	0	08/19/2018 5:01:24 PM	08/19/2011		
✔	08/15/2018 12:34:58 PM	06/30/2018		735	735	0	08/15/2018 1:10:00 PM	08/15/2011		
✔	08/15/2018 12:34:57 PM	05/31/2018		725	725	0	08/15/2018 1:08:54 PM	08/15/2011		
✔	08/15/2018 12:34:56 PM	04/30/2018		718	718	0	08/15/2018 1:07:57 PM	08/15/2011		
✔	08/15/2018 12:34:55 PM	03/31/2018		716	716	0	08/15/2018 1:07:02 PM	08/15/2011		
✔	08/15/2018 12:34:54 PM	02/28/2018		714	699	15	08/15/2018 1:06:09 PM	08/15/2011		
✔	08/15/2018 12:34:53 PM	01/31/2018		704	704	0	08/15/2018 1:05:19 PM	08/15/2011		
✔	08/15/2018 12:34:52 PM	12/31/2017		701	701	0	08/15/2018 1:04:28 PM	08/15/2011		
✔	08/15/2018 12:34:51 PM	11/30/2017		698	698	0	08/15/2018 1:03:31 PM	08/15/2011		
✔	08/15/2018 12:34:50 PM	10/31/2017		695	695	0	08/15/2018 1:02:41 PM	08/15/2011		
✔	08/15/2018 12:34:49 PM	09/30/2017		691	691	0	08/15/2018 1:01:52 PM	08/15/2011		
✔	08/15/2018 12:34:48 PM	08/31/2017		683	683	0	08/15/2018 1:01:02 PM	08/15/2011		

For any statement processed that has a Failure count, click the edit box highlighted below in red, and choose **Edit** to review details of the file.

Gofer Statement Files										
Processing Status	Created On	Statement Date	Has Been Notified	Statement Count	Success Count	Failure Count	Pro			
✔	08/19/2018 4:00:12 PM	08/31/2018		735	735	0	08/			
✔	08/19/2018 4:00:11 PM	07/31/2018		735	735	0	08/			
✔	08/15/2018 12:34:58 PM	06/30/2018		735	735	0	08/			
✔	08/15/2018 12:34:57 PM	05/31/2018		725	725	0	08/			
✔	08/15/2018 12:34:56 PM	04/30/2018		718	718	0	08/			
✔	08/15/2018 12:34:55 PM	03/31/2018		716	716	0	08/			
✔	08/15/2018 12:34:54 PM	02/28/2018		714	699	15	08/			
✔	08/15/2018 12:34:53 PM	01/31/2018		704	704	0	08/			
✔	08/15/2018 12:34:52 PM	12/31/2017		701	701	0	08/			

10/11/2018

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Edit

Download Statement XML File

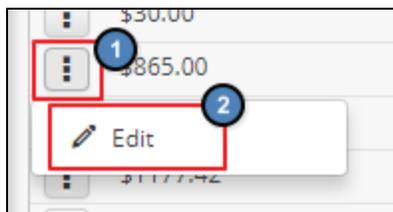
A list of all individual members whose statements were included included in the statement push from the 3rd party accounting system will appear. They are sorted based on **Success** field, success indicated by a green check mark; meaning the statement successfully processed. Click **Success** label to bring all failed statements to the top for quick review. Note that for any failure, a red X displays in the **S** **uccess** column, and a **Processing Message** is shown to help indicate what type of problem was encountered.

Review all members with a red x.

Gofer Statements						
Balance Due	Member Number	Name	Success	Processing Message		
\$606.96	888	Thomas Shepard	✘	Billing minimum information not provided.		
\$2366.89	889	Thomas Shepard	✘	Billing minimum information not provided.		
\$758.29	890	Tom Shep	✘	Billing minimum information not provided.		
\$5500.83	891	Robert Rogers	✘	Billing minimum information not provided.		
\$787.45	892	Robert Rogers	✘	Billing minimum information not provided.		
\$355.22	893	Charles Egan	✘	Billing minimum information not provided.		
\$1054.01	894	Walter Egan	✘	Billing minimum information not provided.		
\$95.13	895	Tom Rogers	✘	Billing minimum information not provided.		
\$117.07	896	Robert Rogers	✘	Billing minimum information not provided.		
\$730.65	897	Robert Rogers	✘	Billing minimum information not provided.		
\$1519.46	898	Thomas Shepard	✘	Billing minimum information not provided.		
\$1456.68	899	James McBrat	✘	Billing minimum information not provided.		
\$322.17	900	Walter Egan	✘	Billing minimum information not provided.		
\$138.65	901	Walter Egan	✘	Billing minimum information not provided.		
\$1142.63	902	Michael Miller	✘	Billing minimum information not provided.		
\$1226.00	903	Robert Rogers	✔	Billing minimum information not provided.		
\$783.52	904	Robert Rogers	✔	Billing minimum information not provided.		
\$619.36	905	Walter Egan	✔	Billing minimum information not provided.		

Quick Tip: To display failures first, click on the **Success** column heading.

To display the specific details of a payment, click the **Edit** box next to the payment needing examination, and then choose **Edit**.



As shown below, the bottom half of the screen indicates what is causing the error. For this member, the balance due on the statement does not equal what the items on the ticket add up to. The club will need to check their accounting software to find out why the numbers don't match and can reject the statement if it is found to be incorrect.

Edit Statement	
Statement Date	2/28/2018
Balance Due	\$606.96
Member Number	5888
Member Name	Thomas Wright
Successfully Processed	<input type="checkbox"/>
Processing Message	Billing minimum information not provided.
Statement Error	
Error Type	Total Amounts Plus Balance Forward Does Not Match Balance Due
Processing Message	Balance Forward and Detail Item sum: 582.98, Balance Due: 606.96
Fixed By Name	
Action Date	
Fix Action	
<input type="button" value="Reject Statement"/>	

Note: Additional options for handling other error types will be made available in the future. For additional errors or questions, contact support@clubessential.com for further assistance.

Best Practices

- Review all statement failures, determine root cause, and adjust source data so that re-processing of the data will result in proper statement display.
- Proactively alert Clubessential when making changes to Member numbers, account numbers, or other statement related items that may impact the success of statement display.

Downloadable Guide