



FULL MEMBER MANAGEMENT – PART 3

AFTER THE RENEWALS HAVE BEEN SENT

Last updated: Julian Foster 03/03/2026

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Table of Contents

1. Overview	1
2. Making corrections after doing a bulk renewal	2
2.1. Changing Auto Pay or Lapse date	2
2.2. Exclude current periods – use in the FIRST year of use	2
3. Process payments	3
3.1. Member pays with bridge credits automatically	3
3.2. Member pays with bridge credits manually	4
3.3. Member pays another way	5
3.4. Club charges the member bridge credits directly	6
4. View membership payments	7
5. Manage outstanding payments	8
5.1. View outstanding payments	8
5.2. Email unpaid members	9
6. Reporting of auto payments	10

1. Overview

This document shows how to manage memberships after you have issued a bulk annual renewal to your members. That includes:

- Making corrections to the bulk renewal
- Processing incoming payments
- Chasing those who haven't paid
- Reviewing reports about auto payments

Note that you need to have membership access for your club. If your club is using simple role based access control that will be anyone with access to this menu. If your club is using advanced role based access control, you need to be part of the group "Edit Member Info". You can check this in the Access tab.

More information can be found in the Club User Guide for Full Member Management available here: <https://www.abf.com.au/member-services/my-abf-resources/clubs/>

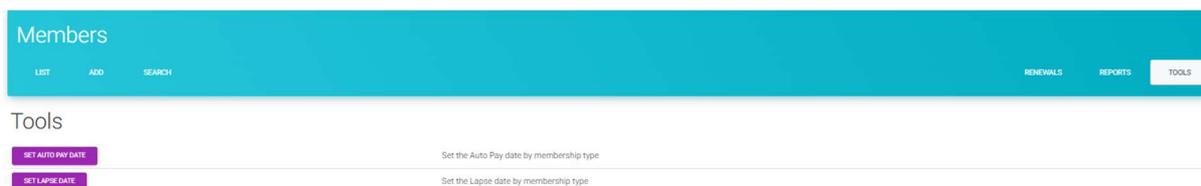
2. Making corrections after doing a bulk renewal

Once a bulk renewal has gone out, you cannot undo it.

What you can do, however, is correct some dates if you have got those wrong.

2.1. Changing Auto Pay or Lapse date

In the Members screen is a Tools option to the far right:



This gives you the ability to update the Auto Pay date or the Lapse date for all members that have a membership period unpaid. So if, for example, you accidentally sent out a bulk renewal with an incorrect date you can change it here (although that won't change the emails that will have already been sent to members of course).

Select the date you wish to change and then, on the following screen, you can select the new date you wish to apply – and for which Membership Types you want to apply it (since you may have only generated a particular renewal for specific member types).

Bulk Change Auto Pay Date

This will change the date that auto payment occurs for members who are set up to pay using Bridge Credits.

New Auto Pay Date

Apply to current periods

Membership Type	Include
NORMAL	<input checked="" type="checkbox"/>
PERPETUAL	<input checked="" type="checkbox"/>
SPECIAL	<input checked="" type="checkbox"/>
CONCESSION	<input checked="" type="checkbox"/>
COUNTRY	<input checked="" type="checkbox"/>

Note that this function will put that date into any member with an unpaid period – so that could include a prior period if that's not shown as paid. But there is an option to exclude that – see below.

2.2. Exclude current periods – use in the FIRST year of use

There is a checkbox to apply to current periods. By default this is switched on.

In the FIRST year that you use My ABF for membership you may not have included payment details for your members (since they had already paid another way outside My ABF).

Therefore, in this case you may want to UNTICK this box and NOT apply a change of Auto Pay date to those periods. The risk if you do is you will put an Auto Pay date into the existing period which the system thinks is unpaid (because no payment details have been included). Therefore, when Auto pay is processed it might take funds both for that period AND a future period. Clearly not what you want to happen!

3. Process payments

Once the renewal has gone out there are four primary ways that payments can occur.

3.1. Member pays with bridge credits automatically

This is by far the most convenient method because neither the member nor the club needs to do anything more.

Registered users that have allowed Auto pay for their membership fees will have the payment attempted automatically by the system on the specified day (and subsequent days should it fail). These payments start at 11pm Australian Eastern time.

If a member pays this way, the payment information for their membership record will be automatically updated (provided of course the payment succeeds). Whether the payment succeeds will depend on whether the player has sufficient credits in their account or has enabled automatic top-up.

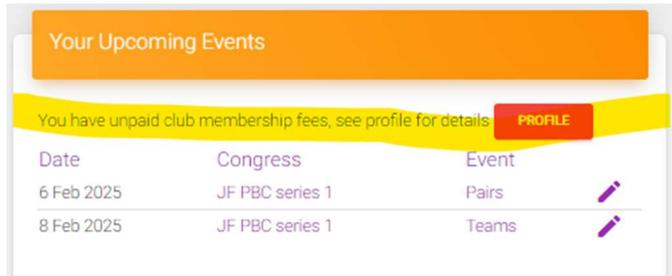
The club will receive an email summarising what happened overnight – see 6 below for the details.

The players also receive emails advising about their payments (or the failure of them).

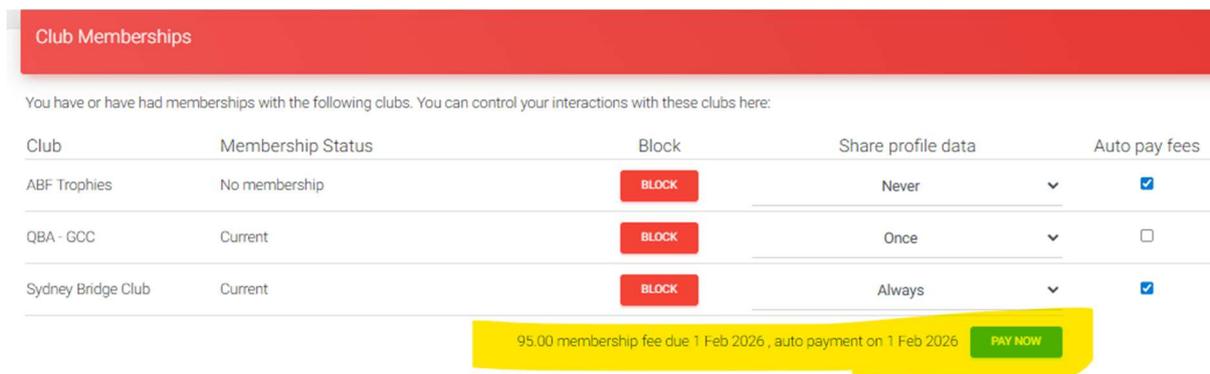
3.2. Member pays with bridge credits manually

Registered users do also have the option of paying with bridge credits at any time.

Once a membership renewal has been issued, a player will see a notification in their “Your Upcoming Events” box that they have an outstanding membership payment.



The red Profile button takes them to the Club Memberships area of their personal profile:



They can CHOOSE to pay immediately using the Pay Now button here.

But if they are allowing Auto pay (also selectable on this screen) they don't need to do this because payment will be collected automatically on the date specified anyway.

If a member pays this way, the payment information for their membership record will be automatically updated (provided of course the payment succeeds). Whether the payment succeeds will depend on whether the player has sufficient credits in their account or has enabled automatic top-up.

3.3. Member pays another way

This will be necessary for all unregistered users who don't have a My ABF account and hence cannot use bridge credits.

If a member pays the club another way (EFTPOS, bank transfer, cash, etc) then My ABF does not magically know this has happened. The club needs to update the membership record.

Julian Foster - ABF:518891 (Balance \$181.15)

Membership Details

Current membership: NORMAL, paid until 31-Dec-25, 95.00 membership fees to pay [SHOW DETAIL](#)

Type	Status	From	To	Fee	Paid by	Due
NORMAL	Future	01/01/2026	31/12/2026	95.00		01/02/2026
NORMAL	Current	01/01/2025	31/12/2025	95.00	Bridge Credits	

Actions: [CHANGE STATUS -](#) [MAKE PAYMENT](#) [REMOVE MEMBERSHIP](#)

To do this click "Make Payment". That brings up a screen where you can indicate the payment method.

Make a Membership Payment

Making a payment of 95.00 for membership type: NORMAL, for the period 1 Jan 2026 to 31 Dec 2026

Payment method:

[MARK AS PAID](#) [CANCEL](#)

Select the relevant payment method and click "Mark as Paid". This will update the record to show it's been paid:

Julian Foster - ABF:518891 (Balance \$181.15)

Current membership: NORMAL, paid until 31-Dec-26 [SHOW DETAIL](#)

Type	Status	From	To	Fee	Paid by	Due
NORMAL	Future	01/01/2026	31/12/2026	95.00	EFTPOS	
NORMAL	Current	01/01/2025	31/12/2025	95.00	Bridge Credits	

Actions: [CHANGE STATUS -](#) [REMOVE MEMBERSHIP](#)

Note the Fee no longer shows in red and the Paid by column is now completed for the Future membership.

If you make a mistake and need to edit something, click Show Detail. This expands the list of membership records for that player. It is then possible to directly edit them (via the orange pen icon) or delete any non-current one (using the red buttons).

Julian Foster - ABF:518891 (Balance \$181.15)

Current membership: NORMAL, paid until 31-Dec-26 HIDE DETAIL

Type	Status	From	To	Fee	Paid by	Due	Manual Override
NORMAL	Future	01/01/2026	31/12/2026	95.00	EFTPOS		 
NORMAL	Current	01/01/2025	31/12/2025	95.00	Bridge Credits		
NORMAL	Ended	01/01/2024	31/12/2024	95.00			 

Actions: CHANGE STATUS REMOVE MEMBERSHIP

Be careful when editing membership records directly – you shouldn't normally need to; the purple buttons are designed to handle the common changes that can occur with a membership.

3.4. Club charges the member bridge credits directly

It is possible for a club to directly charge a registered user bridge credits.

NOTE: This method should not normally be necessary because the member can pay themselves or auto pay can do all this automatically.

If you do this, click "Make Payment" and select Bridge Credits as the payment method:

Make a Membership Payment

Making a payment of 95.00 for membership type: NORMAL, for the period 1 Jan 2026 to 31 Dec 2026

Payment method: Bridge Credits 

PAY CANCEL

- Bridge Credits
- Cash
- EFTPOS
- Credit Card
- Bank Transfer

Note this time the green button says "Pay" rather than "Mark as Paid". That's because this action will actually attempt to charge the player's account. Whether the charge succeeds will depend on whether the player has sufficient credits in their account or has enabled automatic top-up.

Where it does succeed this will again automatically update the player's membership record.

4. View membership payments

Within the Finance area of Club Admin, it's possible to see all the incoming transactions. These can be filtered and can also be downloaded to csv or Excel.

The Combined view is one way of seeing total membership payments (in blue) for a period:

Filter Transactions

Date Range: Month to date | Start Date: 01/11/2025 | End Date: 19/11/2025 | View: Combined

SEARCH [button] CSV DOWNLOAD [button] EXCEL DOWNLOAD [button]

View settings do not apply to downloads

Balance as at 19-Nov-25: \$463.00

Start Date	Counterparty	Transaction Type	Description	Amount
1-Dec-25	Event Entries	Event Entry	JF new series - Pairs	\$10.50
19-Nov-25	Club Members	Club Membership	Total Club Membership Fees	\$95.00
10-Nov-25	Session Payments	Club Payment	City Test Demo Nov 2025	No Payments

There is also a Movement Report which includes Club Memberships as its own category and the View button shows the transactions making it up:

Filter Transactions

Date Range: Month to date | Start Date: 01/11/2025 | End Date: 19/11/2025 | View: Movement Summary

SEARCH [button] CSV DOWNLOAD [button] EXCEL DOWNLOAD [button]

View settings do not apply to downloads

Type	Date	Amount	Breakdown
Opening Balance	01/11/2025	\$357.50	
Settlements		-	VIEW [button]
Event Entries		\$10.50	VIEW [button]
Club Sessions		-	VIEW [button]
Club Memberships		\$95.00	VIEW [button]
Other		-	VIEW [button]
Closing Balance	19/11/2025	\$463.00	

Club Membership

Total: \$95.00

Date	Description	Who	Amount
19-Nov-25 9:17pm	Membership fee (NORMAL)	Wing Roberts (ABF: 939285)	\$95.00

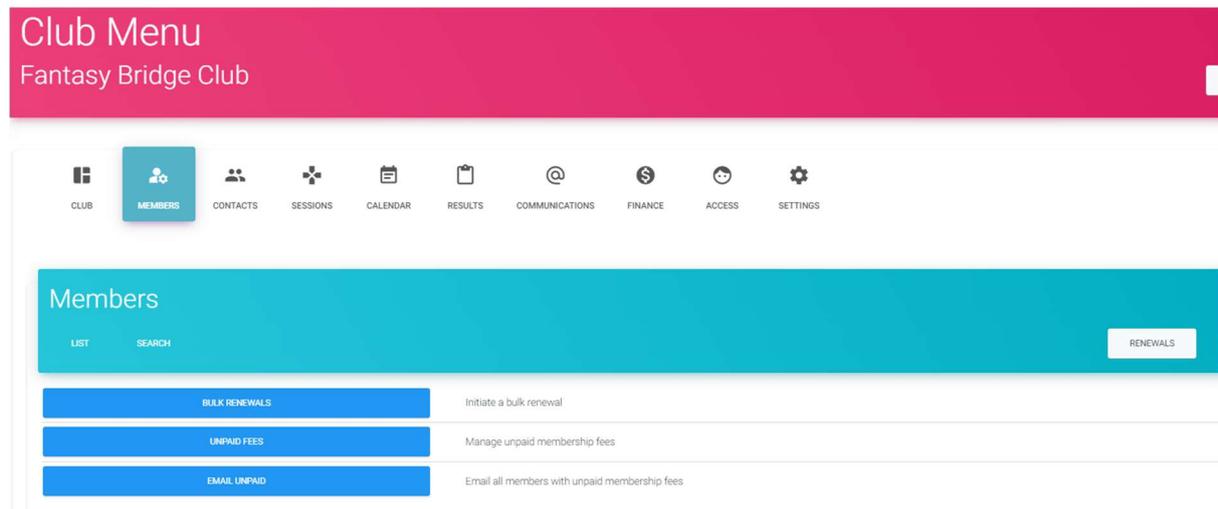
Some other reports about memberships are being developed.

5. Manage outstanding payments

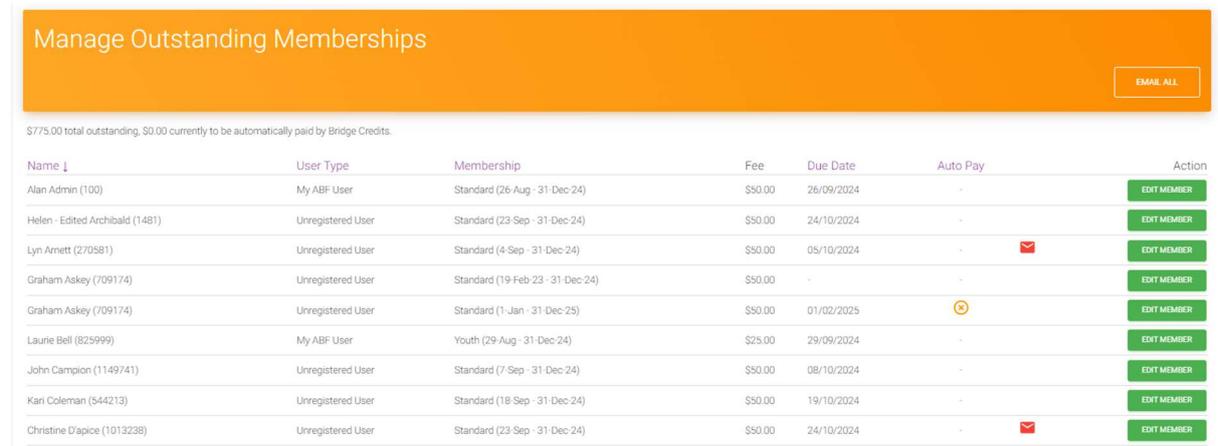
After the renewal has gone out you will be able to see reports about which members still have unpaid memberships.

5.1. View outstanding payments

Under Members – Renewals you can bring up a list of members with unpaid fees.



Click Unpaid Fees to see a list of all members marked with some outstanding fees:



Name ↓	User Type	Membership	Fee	Due Date	Auto Pay	Action
Alan Admin (100)	My ABF User	Standard (26-Aug - 31-Dec-24)	\$50.00	26/09/2024	-	EDIT MEMBER
Helen - Edited Archibald (1481)	Unregistered User	Standard (23-Sep - 31-Dec-24)	\$50.00	24/10/2024	-	EDIT MEMBER
Lyn Arnett (270581)	Unregistered User	Standard (4-Sep - 31-Dec-24)	\$50.00	05/10/2024	-	EDIT MEMBER
Graham Askey (709174)	Unregistered User	Standard (19-Feb-23 - 31-Dec-24)	\$50.00	-	-	EDIT MEMBER
Graham Askey (709174)	Unregistered User	Standard (1-Jan - 31-Dec-25)	\$50.00	01/02/2025	☹	EDIT MEMBER
Laune Bell (825999)	My ABF User	Youth (29-Aug - 31-Dec-24)	\$25.00	29/09/2024	-	EDIT MEMBER
John Campion (1149741)	Unregistered User	Standard (7-Sep - 31-Dec-24)	\$50.00	08/10/2024	-	EDIT MEMBER
Kari Coleman (544213)	Unregistered User	Standard (18-Sep - 31-Dec-24)	\$50.00	19/10/2024	-	EDIT MEMBER
Christine D'apice (1013238)	Unregistered User	Standard (23-Sep - 31-Dec-24)	\$50.00	24/10/2024	-	EDIT MEMBER

At the top the total outstanding is shown, along with how much is still due to be collected automatically.

The Auto Pay column contains a cross where the user is Unregistered. It is marked “Blocked” if a user is Registered but has chosen to block payment this way. It shows a date where a future auto-payment collection is scheduled.

From this screen you can edit individual members (perhaps to mark them as paid manually if you are aware they have paid). You can also email all members to send a chasing message. The red envelope indicates there is no email address stored for that member.

If you hover over the icons or dates on the screen a tool tip appears.

5.2. Email unpaid members

Email unpaid initiates a process to generate a club email to chase people up. This is exactly the same process used by clubs to generate emails for members or contacts. It just starts with all members not marked as paid as pre-selected (that list can subsequently be edited if required).

Compose Email

(Sydney Bridge Club)

Outstanding memberships

EMAILS

1. REVIEW RECIPIENTS 2. EMAIL OPTIONS 3. EMAIL CONTENT

Include	Name	ABF Number
<input checked="" type="checkbox"/>	Wing Roberts	939285

1 recipient

- ADD TAGGED
- ADD ALL MEMBERS
- ADD ALL CONTACTS
- SEARCH MEMBERS & CONTACTS
- ADD SELF
- SELECT ALL
- DESELECT ALL
- REMOVE UNSELECTED RECIPIENTS

DELETE NEXT STEP

6. Reporting of auto payments

Club administrators will receive an email generated overnight with a summary when auto payments are attempted which shows which succeeded, which failed, which have been blocked by users, and which members are not registered so cannot use Auto Pay.

Membership auto pay transactions for Lake Macquarie Bridge Club

Hi Fiona,

Auto payment of club membership fees for Lake Macquarie Bridge Club were processed for 26 Sep 2024.

2 membership fee auto payments were charged successfully, with total fees of 75.00.

Member	Membership	Fee
Alan Admin (ABF No 100)	Youth 1-Jan - 31-Dec-25	25.00
Jenna Gibbons (ABF No 636096)	Standard 1-Jan - 31-Dec-25	50.00

1 membership fee auto payment was unsuccessful. Auto payment of these fees will be attempted again tomorrow.

Member	Membership	Fee	Issue
Eric Eastwood (No 104)	Standard 1-Jan - 31-Dec-25	50.00	Bridge Credits payment UNSUCCESSFUL

The following members have disallowed auto payment of their fees. Auto payment will not be attempted again for these membership fees.

Member	Membership	Fee
Julian Foster (ABF No 518891)	Standard 1-Jan - 31-Dec-25	50.00

The following members are not registered with My ABF so are not eligible for auto pay at this time. Auto payment will not be attempted again for these membership fees.

Member	Membership	Fee
Trevor Brown (ABF No 1046241)	Standard 1-Jan - 31-Dec-25	50.00
Patricia Thomas (ABF No 957801)	Standard 1-Jan - 31-Dec-25	50.00
Barbara Lonie (ABF No 691054)	Standard 1-Jan - 31-Dec-25	50.00
John Lonie (ABF No 691062)	Standard 1-Jan - 31-Dec-25	50.00
Elaine Wragge (ABF No 762423)	Standard 1-Jan - 31-Dec-25	50.00
Jo-Anne Marzato (ABF No 767311)	Standard 1-Jan - 31-Dec-25	50.00
Margaret De Pear (ABF No 706574)	Standard 1-Jan - 31-Dec-25	50.00
Anne Corcoran (ABF No 965911)	Standard 1-Jan - 31-Dec-25	50.00
Judy Aubin (ABF No 719226)	Standard 1-Jan - 31-Dec-25	50.00
Dianne Noon (ABF No 725315)	Standard 1-Jan - 31-Dec-25	50.00
Ted Tait (ABF No 382450)	Standard 1-Jan - 31-Dec-25	50.00
Michael Nicholson (ABF No 951961)	Standard 1-Jan - 31-Dec-25	50.00
Kay Brewer (ABF No 952060)	Standard 1-Jan - 31-Dec-25	50.00