How To Check Outstanding 'Aged' Subs in Coacha

- Login to Coacha as Admin
- Click on **Statistics & reports > Custom Reports**

- Scroll down to the **Money Reports** section
- In the Outstanding Payments section, enter the date of the period to check
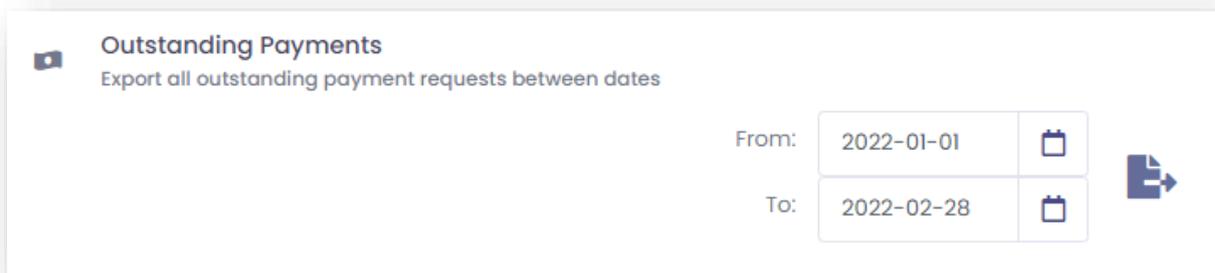
- Click the download icon on the right
- Select Open or Save as
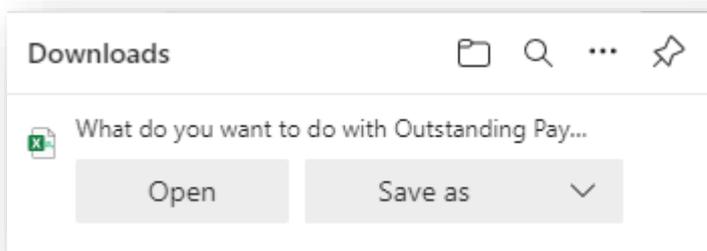
Note: This will produce an outstanding subs report for the months selected. Note that one quirk of this is that Coacha uses the 'payment date' so the next step is to strip out the payments that are for later sessions and of no interest at this point.

- Open the report in Excel
- Increase the width of the columns (they will be narrow as this is a .csv file)
- Select the lines that are outside the dates of the period required from the session date in the Description column (note that this uses YYYY-MM-DD format – US style)

In the example below (run in mid March) all dates from 1st March and later have been highlighted for removal. (names have been redacted)

- In Excel delete the rows where the data is irrelevant

This will leave the workbook with just the dates being queried.

- Sort the Excel workbook by Name if necessary

Payment Date	User Name	Currency	Amount	Description
02/02/2022 18:54		GBP	4	Session Elsea Park Thursday on 2022-02-03
06/02/2022 11:10		GBP	4	Session Borderville Tuesday on 2022-02-08
17/01/2022 21:34		GBP	4	Session Borderville Tuesday on 2022-02-01
17/01/2022 21:35		GBP	4	Session Borderville Tuesday on 2022-02-08
03/02/2022 10:44		GBP	4	Session Borderville Tuesday on 2022-02-22
12/01/2022 17:42		GBP	4	Session Elsea Park Saturday 6pm on 2022-02-19
17/01/2022 09:37		GBP	4	Session Borderville Saturday on 2022-02-12
15/02/2022 06:26		GBP	4	Session Elsea Park Tuesday on 2022-02-15
21/02/2022 21:10		GBP	4	Session Elsea Park Tuesday Early 5pm on 2022-02-22
15/01/2022 15:21		GBP	5	Session Sun 23/1 PDFL League 50+ MD3 (Competitive) on 2022-01-23

- Save the workbook in Excel remembering to change the format to an Excel file (.xlsx) from a .csv file

This produces a list of subs not paid during the period under review.

To send a reminder to the players listed through Coacha

- In Coacha open *People > Your Players*
- From the Excel overdue list
- Enter the player you want to chase up for payment
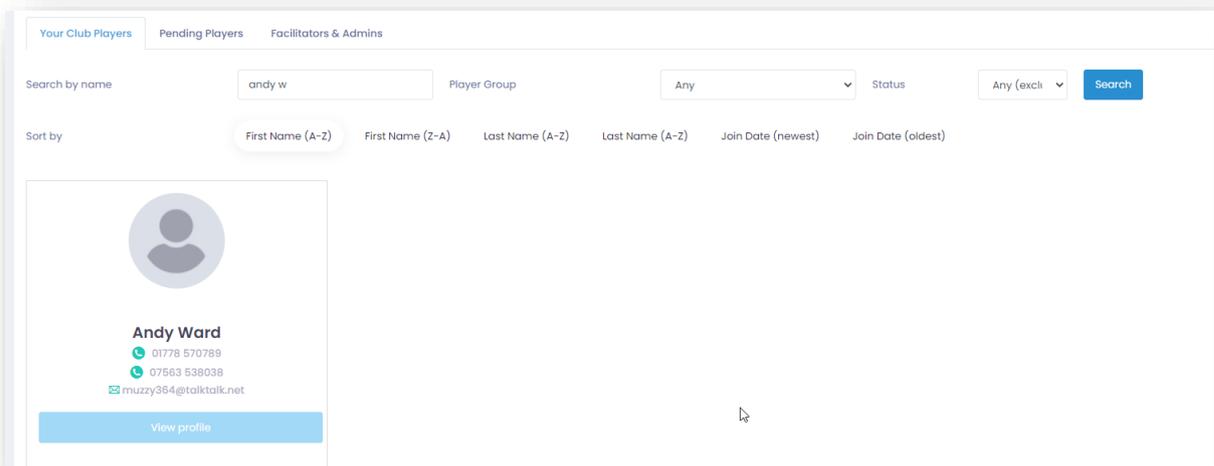
- Click View Profile
- Click View Payments
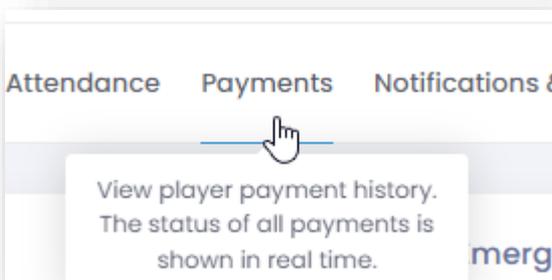
- Scroll down to the session that has the outstanding subs and click on Chase Payment
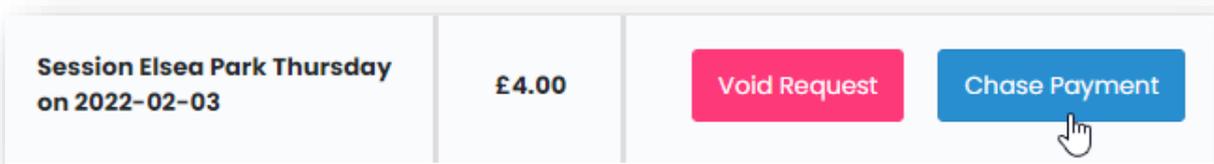
- Click on **Send 1 payment reminder**
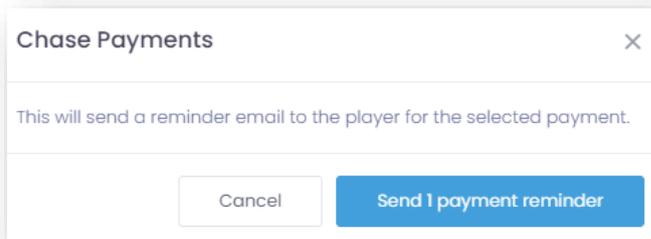
- Close the box that pops up confirming that the payment has been 'chased'

The player concerned will receive an email requesting payment.

Note: Before sending out the late payment request it is worth checking the player payment details to see if there is a duplicated payment request. This happens rarely but does happen.

The reminder is usually enough for the player to either pay the outstanding sub, or to get them to contact the Treasurer to request the fee be waived or cancelled if there was a valid reason to do so.

The responsibility for chasing individual players for outstanding subs falls with the Treasurer.