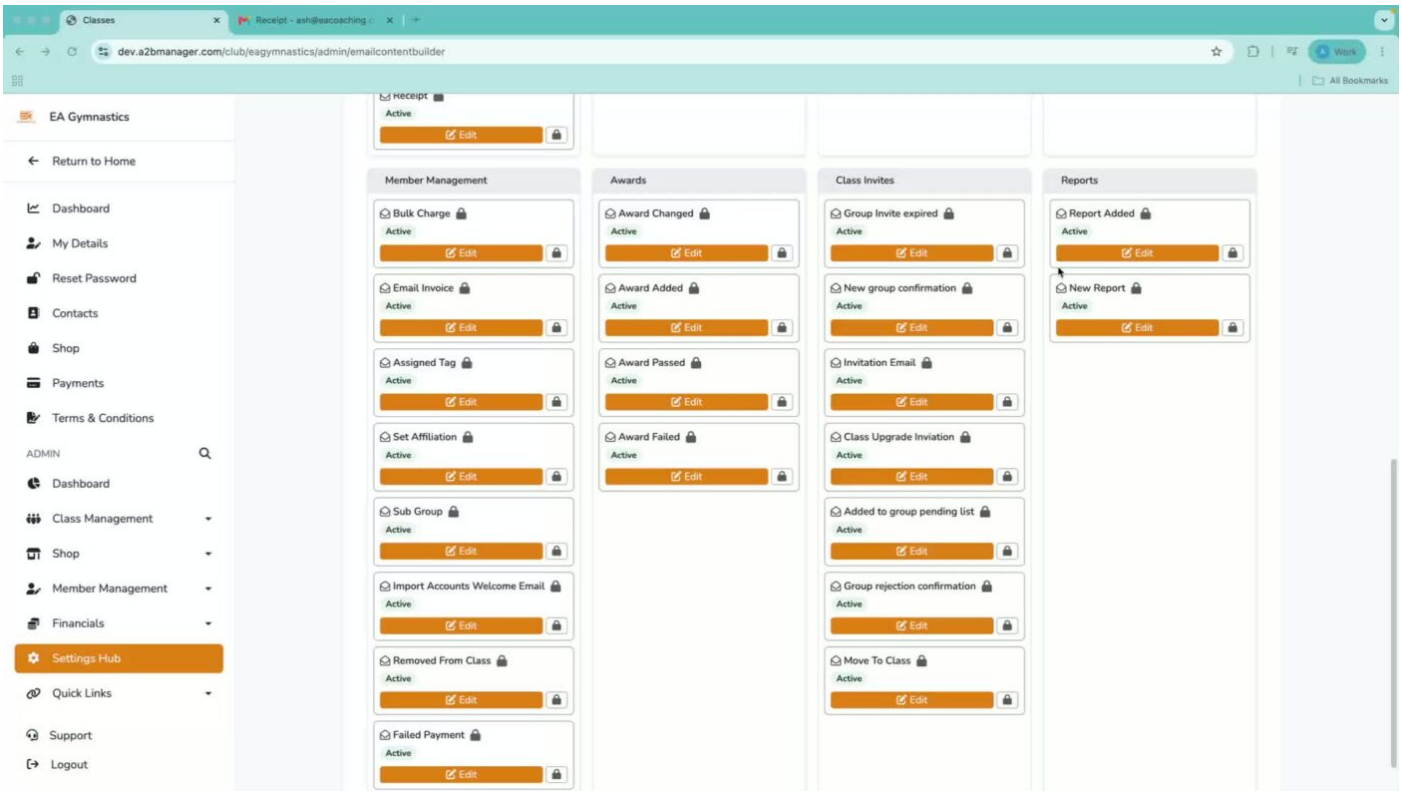
Bulk Charge

Emails · https://a2bmanager.com/docs/bulk-charge/

Embedded media: https://www.loom.com/embed/467a2c98e289409fb018df484d4a2375

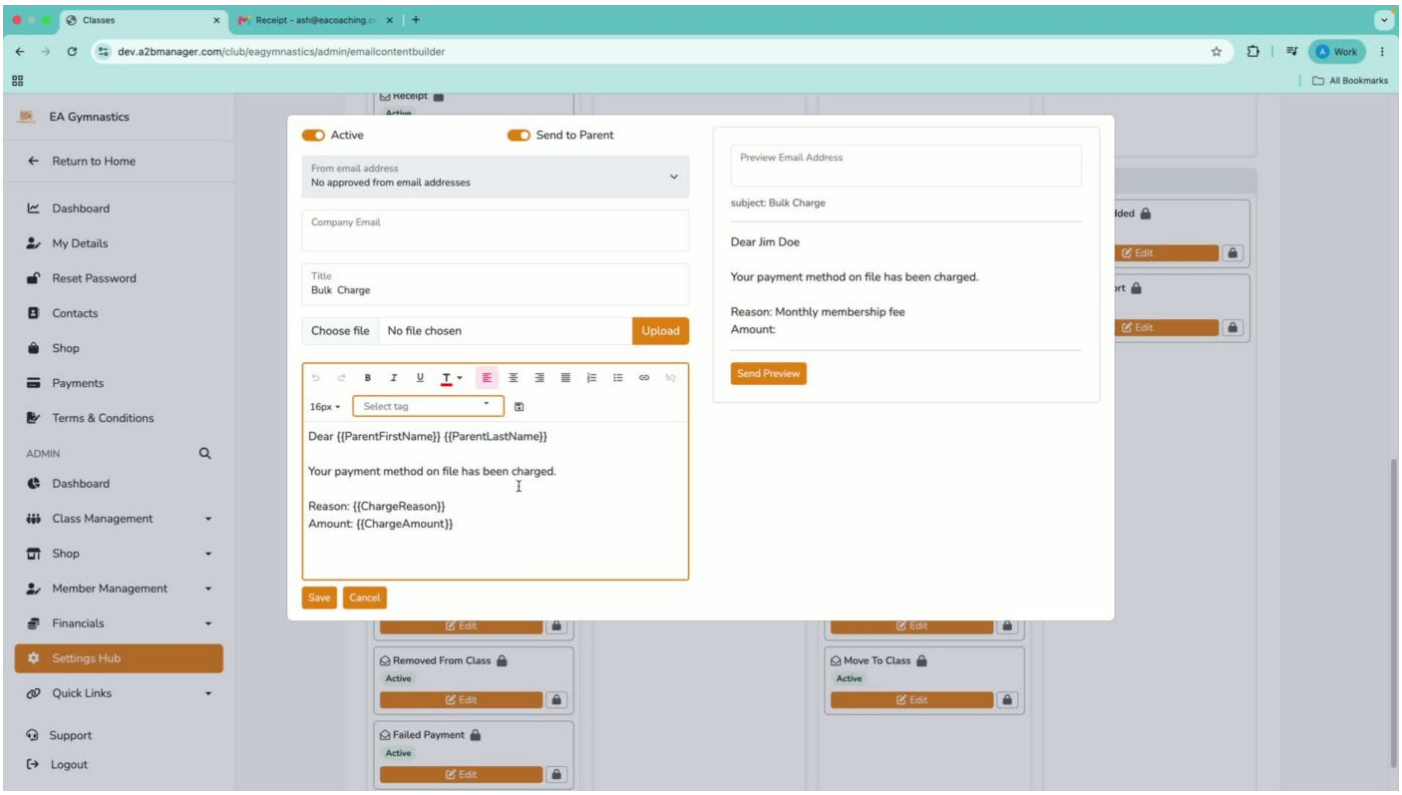
How Bulk Charge Triggers the Customer Email

1. Review the Bulk Charge email template 0:00



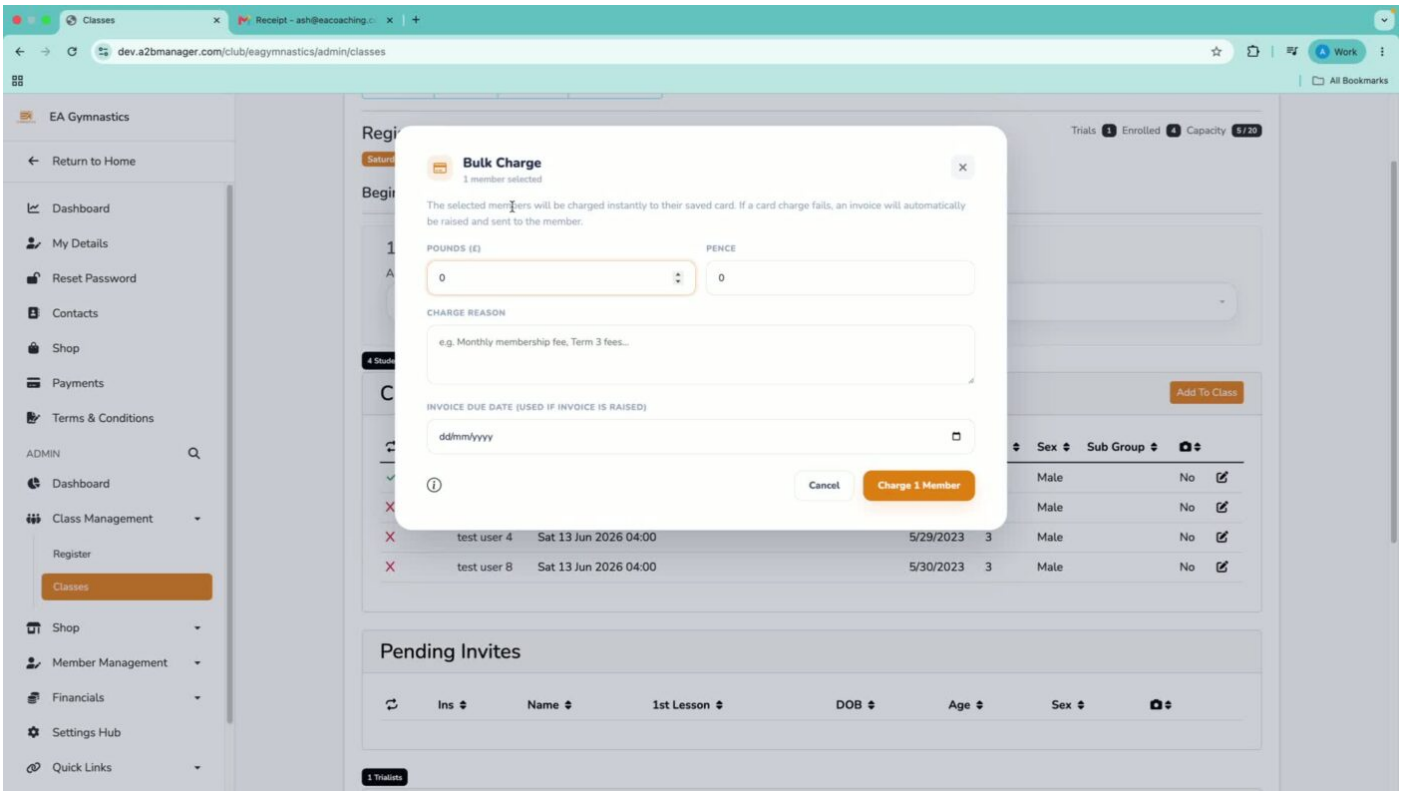
- Open the Bulk Charge email template.
- The default message includes:
  - Greeting with the parent's first and last name
  - A note that their payment method on file has been charged
  - The charge reason
  - The charge amount
- Use the preview area to see how the email will appear.
- Add or adjust tags as needed to personalize the message.

2. Start a Bulk Charge from a class or member list 0:24



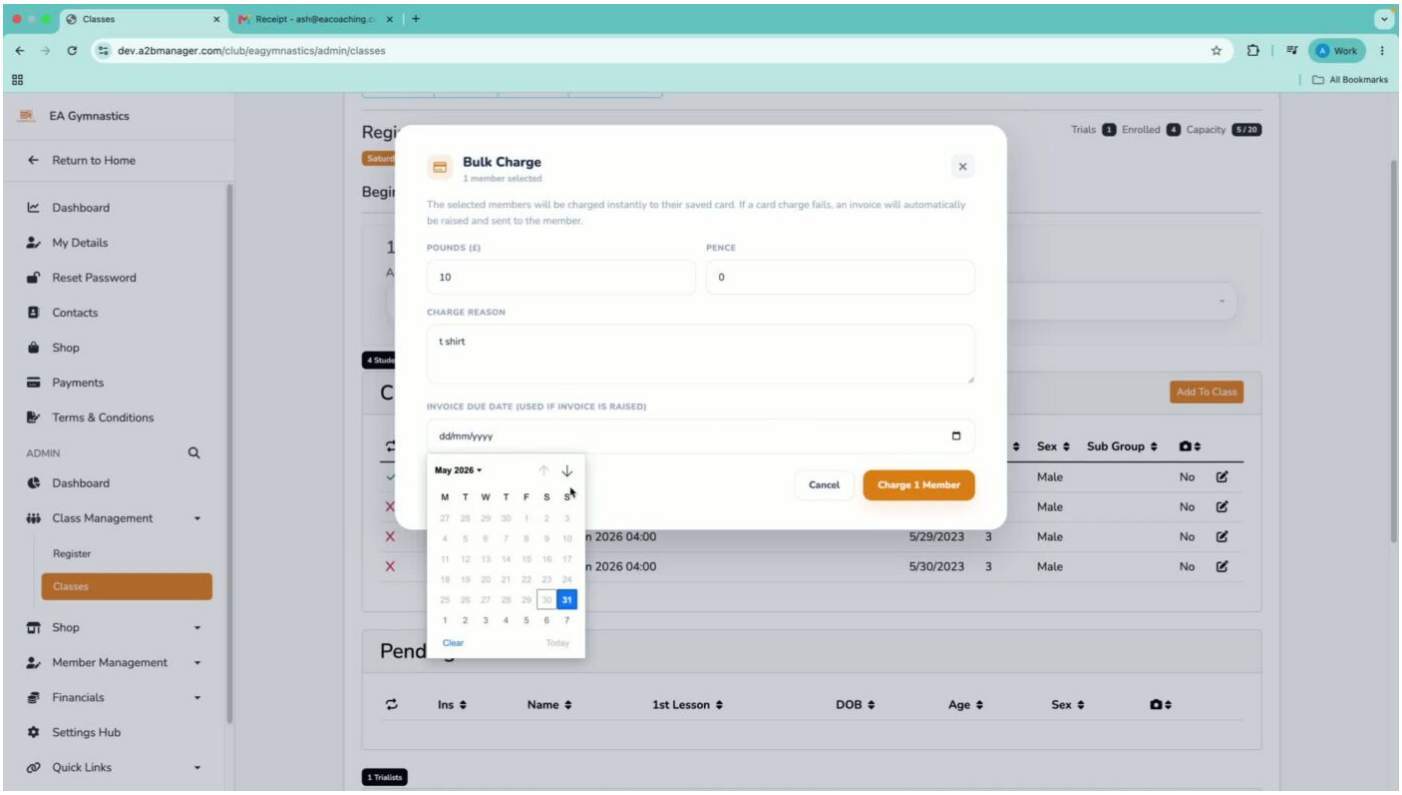
- Go to either:
  - A specific class, or
  - The members list
- Select the user you want to charge.
- Choose the **Bulk Charge** option to begin the charge process.

3. Enter the charge details 0:38



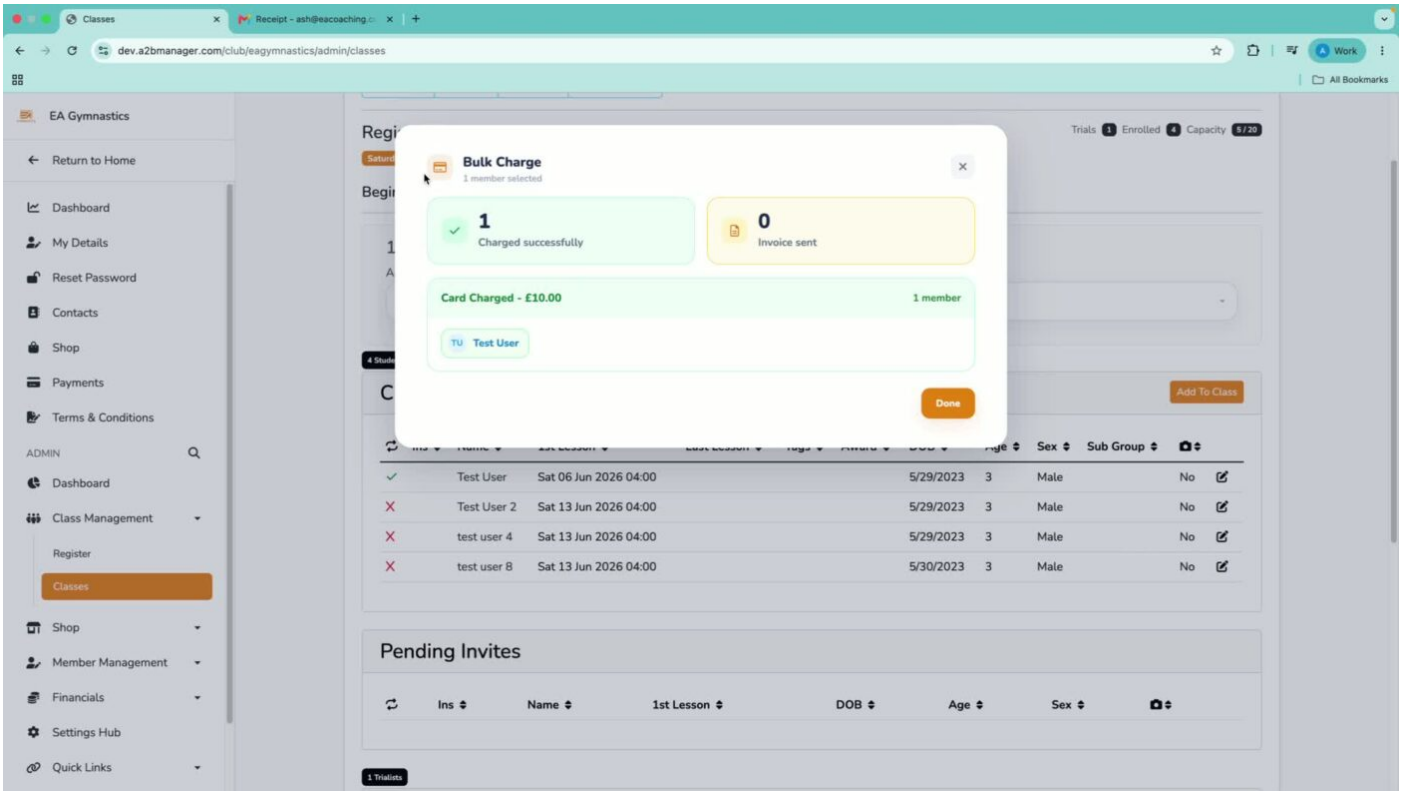
- Enter the amount to charge, such as **£10**.
- Add the reason for the charge, for example **t-shirt**.
- If the charge fails, you can set a due date for the follow-up invoice that will be sent afterward.

4. Handle failed charges with an invoice follow-up 0:55



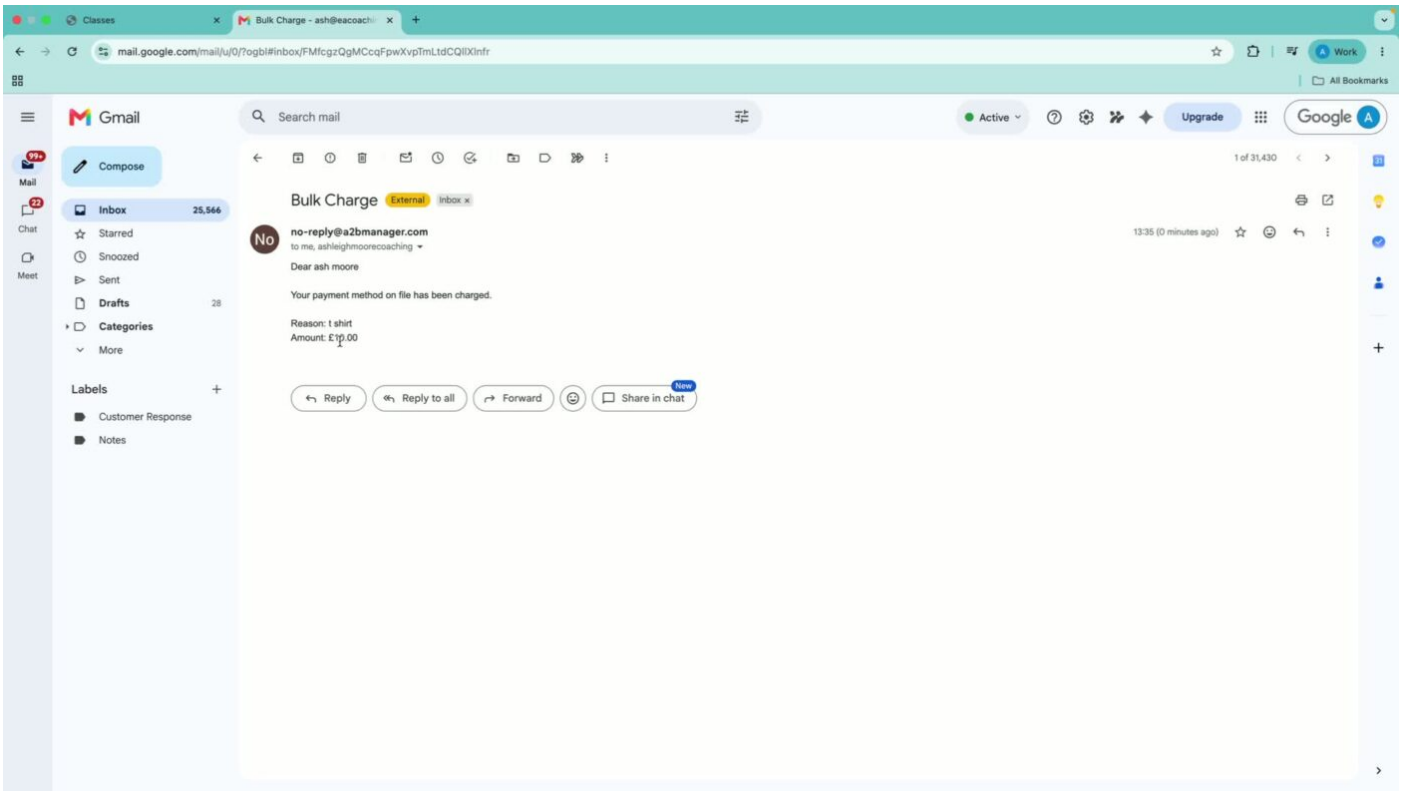
- If the payment cannot be collected successfully:
  - The system will treat it as a failed charge
  - An invoice will be sent to the customer afterward
- The customer can then pay the invoice manually.

5. Confirm the charge and send the email 1:11



- Complete the Bulk Charge for the selected member.
- If successful, the charge goes through immediately.
- The customer then receives the email notification that their card has been charged.
- The email uses the template you reviewed earlier.

6. Customize the email content if needed 1:24



- The default email is short and basic.
- You may want to edit it to include more useful details.
- Add any extra information you want the customer to see in the charge confirmation email.
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