

## How the Fleet, Eventcube and Rebate process works

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This document is intended to help Local Parties, County Coordinating Committees, Regional Parties and AOs understand how Fleet donations and Eventcube ticket income are sent to them via the monthly rebate process.

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### How to view your Fleet donations on Lighthouse

Organisations can set up Fleet donation pages by going to the "Trackers" page of Lighthouse and creating a new record. This generates a donation page for use on Fleet using the values entered on Lighthouse.

When donations are made on one of these pages, they appear on the "Donations" page of Lighthouse the same as for all other donations. The donations coming from Fleet can be distinguished by the "Tracker" column, which will show the name of the page the donation was made on (if applicable).

These donations can then be added to PPERA returns or exported in the same way as the other donations your organisation has received.

It's important to note that there is no import of donations from Fleet to Lighthouse. The donation pages are hosted by Lighthouse and linked to on Fleet, so any payments made there will appear on Lighthouse within 15 minutes.

## How to view your Eventcube ticket income

If your organisation is set up as a promoter on Eventcube, you can use this to hold events with paid tickets and receive income from them via LDHQ.

Organisations are currently unable to view a full breakdown of Eventcube income on Lighthouse, although this feature is on Prater Raines' roadmap. In the meantime, Eventcube users with admin permissions can export a list of sales data for each event by following the instructions in [this guide](#).

The total amount of Eventcube ticket income can be seen on the Rebates page of Lighthouse, as explained in more detail [here](#).

## How Fleet donation and Eventcube income is sent to organisations

- Each month, membership income is calculated in the same way as usual and a portion of this is allocated to each Local and Regional Party for the membership rebate. The only change here is that this process has been running monthly, instead of quarterly, since October 2022. The totals for this can be seen in the "Rebate" section of the Lighthouse Rebates page.
- At the end of each month, the total amount of income from Fleet donation pages is tallied up by LDHQ for each organisation. We then apply a deduction per transaction of 2% - 25p. The total income and the amount after deductions can be seen in the "Donations" section of the Lighthouse Rebates page.
- At the end of each month, the total amount of income from ticket sales on Eventcube (including the ticket price and any booking fees) is also tallied up by LDHQ for each promoter. We then apply a deduction per transaction of 5% - 25p. These figures can be seen in the "Events" section of the Lighthouse Rebates page.

After those figures are tallied, they are submitted to the LDHQ Finance team for approval at the beginning of the following month. The exact date that they get paid depends on when the records are approved, but it is always four working days after the approval date.

Organisations then receive the membership, donation and event income in one payment. As the income calculation period for rebate income runs from the first to the last of each month, organisations will receive their payment in the following month. So for example, the December rebate - for income received in December - was paid to organisations in early January.

## What do the columns on the Rebates page of Lighthouse mean?

The Rebates page on Lighthouse is broken down into eight main sections that show how the total payment you receive each month is calculated. A summary of the columns in each section is below.

<b>Section 1: Status</b>	
<b>Field</b>	<b>Description</b>
Month	Which month's income the rebate applies to - please note that for records predating October 2022, this column shows the starting month of the applicable quarter (e.g. April 2021 applies to Q2 2021)
Status	<p>The status of the rebate record. This can be any of the following values:</p> <ul style="list-style-type: none"> <li>• Created</li> <li>• Pending - shown before the income totals are tallied</li> <li>• Held - if it cannot be approved for payment as set out <a href="#">here</a></li> <li>• Held twice - if it has been <a href="#">90 days</a> since the rebate was held</li> <li>• Awaiting approval - income calculated but not yet approved</li> <li>• Approved - payment approved but not yet paid</li> <li>• Ready for payment - payment approved and payment date set</li> <li>• Paid - payment made to the organisation</li> <li>• Payment failed - this is usually due to invalid bank details</li> <li>• Ineligible for payment - for non-participating regions and counties</li> <li>• Forfeit - if it has been <a href="#">180 days</a> since the rebate was held</li> </ul>
Compliant	Whether the organisation is compliant
<b>Section 2: Members</b>	
Prev month	The number of members at the end of the previous month
This month	The number of members at the end of the calculated month
Change	The difference between the previous and current month's total
<b>Section 3: Income</b>	
Card	The value of membership payments received by the Federal Party, paid by card, that are not eligible for one of the bonuses set out below
Cheque	As above, but for cheque payments
DD	As above, but for Direct Debit payments
Total	The total of the Card, Cheque, and DD columns
<b>Section 4: Donations</b>	
Gross	The total value of donations received from Fleet pages
Net	The value of those donations once the 2% - 25p calculation has been applied.

<b>Section 5: Events</b>	
Gross	The total value of ticket income received from Eventcube events
Net	The value of this income once the 5% - 25p calculation has been applied.
<b>Section 6: Rebate</b>	
Rebate	6% of the Total value from the Income section (7% for non-UK local parties) plus the value of Net Donations and Net Event income
<b>Section 7: Bonus</b>	
Y1: Card	50% of the value of membership income received by card from members locally recruited up to one year ago
Y1: Cheque	50% of the value of membership income received by cash or cheque from members locally recruited up to one year ago
Y1: DD	100% of the value of membership income received by Direct Debit from members locally recruited up to one year ago
Y2-3: Card	25% of the value of membership income received by card from members locally recruited two to three years ago
Y2-3: Cheque	25% of the value of membership income received by cash or cheque from members locally recruited two to three years ago
Y2-3: DD	50% of the value of membership income received by Direct Debit from members locally recruited two to three years ago
Renewal: Card	50% of the value of membership income received by card from members who have been renewed locally for the first time
Renewal: Cheque	50% of the value of membership income received by cash or cheque from members who have been renewed locally for the first time
Renwal: DD	100% of the value of membership income received by Direct Debit from members who have been renewed locally for the first time
Bonus	The total value of the other fields in this section summed together
<b>Section 8: Calculations and payment details</b>	
Digital	4% of the value of the Total field from the Income section for UK Local Parties, to cover Connect, or 0% of the Total for non-UK Local Parties
Subtotal	6% of the value of the Total field from the income section for UK Local Parties (7% for non-UK Local Parties), plus the value of the Bonus field

	from the Bonus section, plus the values of the Net Donation and Event income, minus the value of Digital
Debts	Any debts the organisation owes (usually for missed payments to the Federal Party for services we pay for for them) - this will never be more than the subtotal
Deductions	The total amount deducted due to debts
Total	The total to be paid to the organisation
Due	The date the payment of the Total value will be sent to the organisation
Paid	The date the payment was completed

### **Why haven't we received our rebate payment?**

In the event that an organisation is non-compliant or missing bank details at the end of the month, the Status of their rebate record will update to "Held". Your organisation will receive an Action on Lighthouse instructing you on how to resolve the issue - either by fixing any compliance issues, or by adding new bank details on the "Organisation" page.

After 90 days, it will be updated to "Held Twice", and after a further 90 days to "Forfeit" - at which stage the rebate will not be paid.

If during the 180 day period your organisation becomes compliant, or adds valid bank details, any rebates with a status of "Held" or "Held Twice" will be updated to "Ready for Payment" and paid five working days in the future.

### **Why was our rebate payment missing donation or event income?**

LDHQ is aware of an issue affecting some organisations in which money received from Fleet donations or Eventcube tickets did not appear on the Rebates page of Lighthouse and was not included in the final payment. In December 2022, we reconciled the amount owed to each organisation up to the end of November, and included this in the December rebate payment (which was sent to organisations in mid- January 2023).

Since then, we've identified and resolved the problem causing this, and will pay the full amount we still owe to each organisation for donation and event income up to 31 January 2023 in the January rebate payment. This will be paid to organisations in early February.

### **Why can't we see some rebate records on the Rebates page?**

Prater Raines is aware of an issue affecting some organisations in which rebate records that exist in the back end of the database are not showing on the Lighthouse page. We are looking into this and will provide an update once the issue is resolved.

In the meantime, you will still receive your income as usual - the problem is with the Lighthouse user interface, not with the rebates themselves. If you would like details of any payments you can't see on Lighthouse, please contact [support@libdems.org.uk](mailto:support@libdems.org.uk).

### **Why is our gross Fleet donation / Eventcube income slightly incorrect?**

From December 2022 to May 2023, the database was applying the 2% / 5% - 25p deduction on Fleet donations and Eventcube ticket income on the grand total for each type of income, not per transaction. To ensure that local parties were charged the correct amounts, we manually calculated the correct net amount and reversed the deduction formula to come to an approximate gross amount.

This means that the gross amounts for Fleet donations and Eventcube tickets shown on the rebate pages may be incorrect due to rounding errors. The correct gross amounts can be seen on the Donations page of Lighthouse and on Eventcube.

Please note that this issue has been resolved from June 2023's rebate payment onwards.

### **What if we need to cancel an event or issue refunds?**

If you need to cancel an event, please contact [support@libdems.org.uk](mailto:support@libdems.org.uk). The team will either hide the event from your store if any tickets have already been sold, or delete it from the system if not.

If any tickets have been sold and you need to issue refunds, **please do not do this directly from your local party bank account**. Refunding tickets requires access to HQ's payment processing system (Stripe), so we cannot extend this permission to local parties for security reasons.

As the ticket income you receive via the rebate process depends on us having accurate data, we need to ensure that our systems are up to date to avoid transferring money that has since been refunded. It is therefore crucial that you let HQ know as soon as possible if you need to issue refunds.