

The Pulse – Issue 32

April '11

Hello CC'ers!!

We are all excited and looking forward to the Australian Fitness and Health Expo (FILEX). This Expo starts tomorrow and we hope to meet many of our existing and new studio and club operators. Please drop by Stand M36 to say hello.

During the Expo, we may not be able to respond as quickly as normal, but we will get back to you! We will be travelling to Sydney and setting up on Thursday 14th and manning the stand from Friday 15th through to Sunday 17th April.

Reminders

As usual, please send **ALL** correspondence to support@pulsetecsolutions.com NOT to our personal emails because if we are away, you may not be answered and we don't want that to happen. You can also phone us directly on +61 (0)3 9878 7813 or check out our support website <http://support.pulsetecsolutions.com> for handy hints, instruction sheets and archived newsletters.

Handy Hint Number 32

Membership Suspensions

If a client has an active membership, you can suspend this for a period of time. This could be really handy if the client is going on holidays, or has a medical condition that prevents them getting to the gym.

You can set up their Membership Type to allow them access to Suspension Days (if any). To do this, go to Control Panel > Manage Membership Type and allocate the relevant number of allowed days.

April fig 1.

Membership Type
Enter the Membership Type here, which will be entered into the Client File when sold.

Mem'ship Type: *

Membership Suspension
If clients on this membership can be suspended, enter the total maximum number of days they can suspend throughout the course of the membership.

Add: suspension days to membership

Selecting this option will reset a client's remaining suspension days back to zero when selling this membership. If not selected, then the new suspension days will be added to whatever the client may have remaining from their previous membership.

Reset Suspension Days

When a client is suspended, their expiry date is adjusted incrementally each time you execute Daily Processes.

For example, if you were to suspend a client for one week (seven days), the expiry date of that client is not simply adjusted by seven days. Instead, ClientConnect will adjust the expiry date by one day each time you execute Daily Processes. (The reason for this is that you may need to cancel the suspension if the client comes into the studio or club early. If you were to sign-in a suspended client, or mark a suspended client as Attended, ClientConnect will offer to cancel the suspension for you. At this point, the returning client has had their expiry date adjusted only for the days they were away, and not for the entire seven days up-front).

Suspension prerequisites

Before a client can be suspended, there are several prerequisites that must be met:

- The client must be Active, ie. not cancelled or inactive.
- The client must have a Current Membership.
- The client must have sufficient Suspension Days Remaining.

Suspending a Client

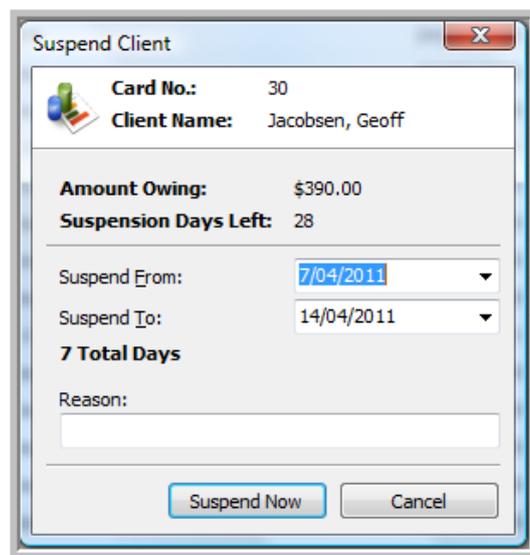
In the Client and Enquiries screen, select the client to be suspended then click **Other Actions->Suspend Client** on the ribbon toolbar, or simply right-click on the relevant client and select Suspend Client.

April fig 2.



This will invoke the **Suspend Client** screen, as shown below:

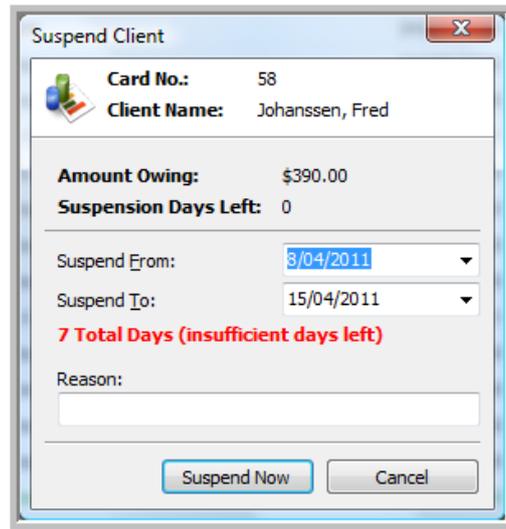
April fig 3.



Enter in the dates that the client will be suspended. You can also enter a reason for the suspension.

If you attempt to enter a date range that exceeds the client's balance, you will get a warning message. You can still choose to allow the Suspension if you wish.

April fig 4.

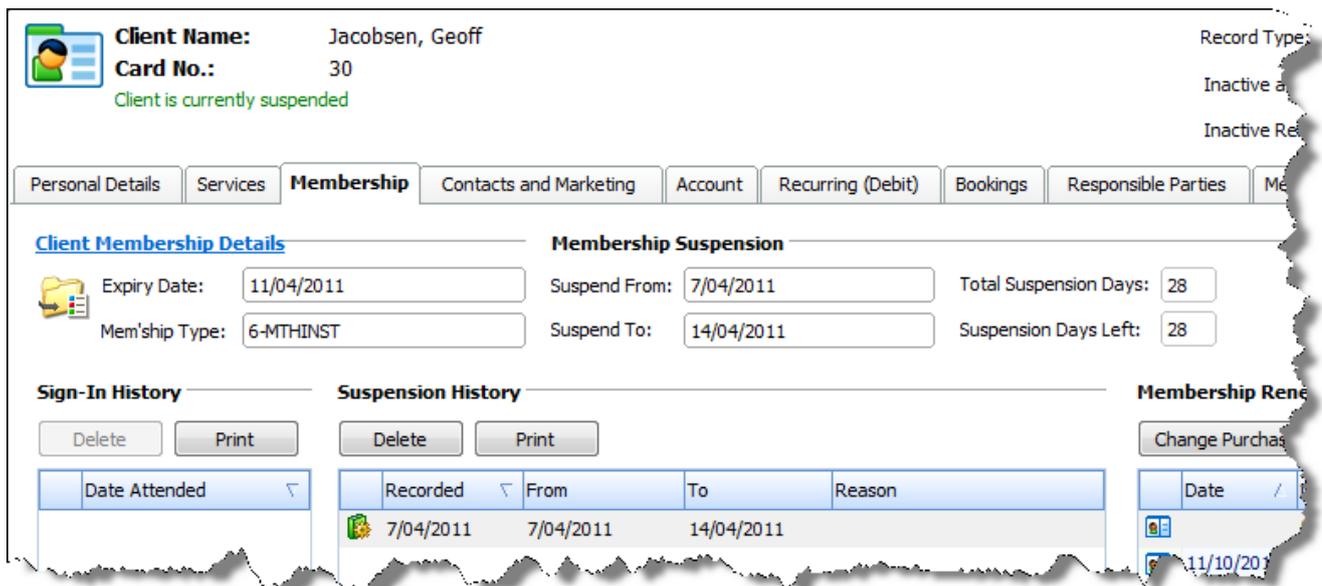


View Client Suspension Details

When a client is on Suspension, their details will appear in green in the Clients and Enquiries screen.

You can *view* the details and history of suspensions for a client in the Edit Client screen, under the **Membership** tab.

April fig 5.



Client Name: Jacobsen, Geoff
Card No.: 30
 Client is currently suspended

Record Type: Inactive a
 Inactive Re

Personal Details Services **Membership** Contacts and Marketing Account Recurring (Debit) Bookings Responsible Parties Me

Client Membership Details **Membership Suspension**

Expiry Date: 11/04/2011 Suspend From: 7/04/2011 Total Suspension Days: 28
 Mem'ship Type: 6-MTHINST Suspend To: 14/04/2011 Suspension Days Left: 28

Sign-In History **Suspension History** **Membership Rene**

Delete Print Delete Print Change Purchas

Date Attended	Recorded	From	To	Reason
	7/04/2011	7/04/2011	14/04/2011	

Date / 11/10/20

The fields relating to Suspensions are all calculated automatically by ClientConnect.

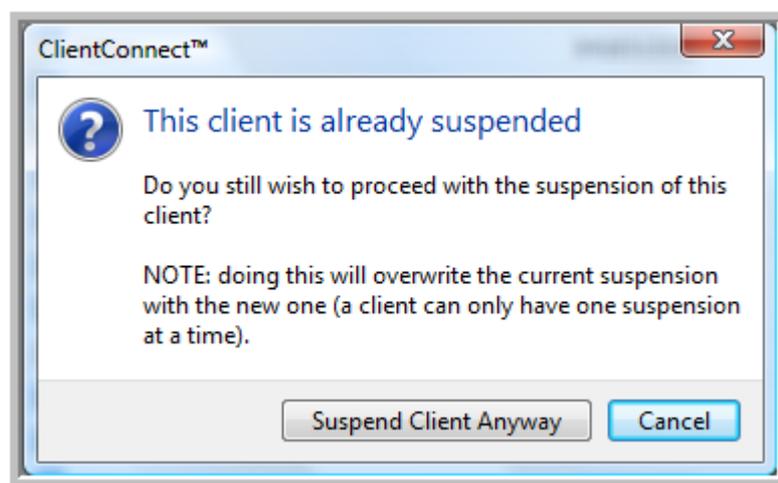
The history of suspensions for each client is recorded in the Suspension History section, and this shows the date the suspension was recorded, as well and the date range.

Note: 'Suspension Days Left' and the 'Membership Expiry Date' will be updated each time you execute your Daily Processes.

Edit a Suspension

If you wish to change a client's Suspension details, go to the Client and Enquiries screen and select 'Suspend Client' as before. The following screen will appear, warning you that the client is already Suspended.

April fig 6.



Select 'Suspend Client Anyway' and you will then see the Client Suspension screen again.

Make any adjustments to the dates that you require. When you run Daily Processes, the new information will update the previous Suspension information.

If there is a particular subject that you would like us to cover, please contact us, and we'll help you find a solution.

RELEASE NEWS

Version 3 Users

Please contact us ASAP. We are no longer doing any enhancements to V3.5. There are some processes that will need to be completed in order for you to upgrade to Version 4.

Version 4 users

Our latest release - V4.2.10.5 is now available. Please contact us for information regarding the download.