

The Pulse – Issue 52

December '12

This month we give you some great housekeeping tips to help you with Cancellations and Suspensions of Memberships. Get the dates right so you don't mess up your billing entitlements! Check out the article and please let us know if you would like more information. And as always, send us your suggestions and improvements for ClientConnect. We value your feedback.

Please note that our office will be **closed** between Christmas Day and New Years Day. If you have any URGENT issues, please leave a message and we will get back to you as soon as we can. We will be back to full service from 2nd January.

If there is a topic that you would like us to cover, or you have a specific task that you need to perform, please contact support@pulsetecsolutions.com and we can help you find a solution.



Thankyou to our valued customers



The team at PulseTec Solutions would like to thank our long term customers for their continued support throughout 2012. We would also like to welcome our many new customers who have joined us this year.

We had a big year in 2012 with many major software updates and new features for ClientConnect and the launch of new products and relationships. We expect 2013 to be even bigger, stay tuned!

Wishing you a Merry Christmas and a prosperous New Year.....

Neil Earey, CEO

What's new in fitness?

While you have your feet up over the Christmas/New Year break, why not take the time to have a look at our latest web, Android, iPhone and iPad exercise programming tool, [WorkOutConnect](#).

Sign up for a free month to see how WorkOutConnect can provide professional workout programs and extend your reach as a trainer.

Dec fig1.

The image is a screenshot of the WorkOutConnect website. At the top, there's a navigation bar with 'FitnessBuilder' and 'FitnessClass' on the left, and 'Login' on the right. Below this is a dark header with the 'WorkOutConnect' logo and navigation buttons for 'PLUS', 'PRO Fitness Pro', and 'PT Therapist'. The main content area features a large red background with the headline 'Professionals... re-invented.' and a sub-headline 'Boost productivity and increase income: train and track all your clients with Pro access for Fitness Professionals'. To the left, there are images of a desktop monitor and a smartphone displaying the app's interface. Below the headline, there are three bullet points: '750+ workouts, 5,600+ images & videos', 'Build, manage, share, print, train & track clients', and 'Your brand on Web & Apps'. At the bottom of this section are icons for 'Web', 'iOS', and 'Android'. On the right side, there is a sign-up form with a 'Connect using Facebook' button, a 'CREATE A NEW ACCOUNT' section with 'Email', 'Password', and 'Confirm Passw...' fields, a 'First Month Free' offer with '29.99 Monthly' and '199.99 Yearly' options, a 'Card Number' field, and a 'GET ACCESS!' button. A small note at the bottom of the form states 'By creating an account, you agree to the Terms & Conditions'.

Handy Hint Number 52

Housekeeping Tips for Billing

To ensure accurate recording, maintenance and reporting of cancellations and suspensions it is important to get the dates right when entering these into your system.

Cancellations for Direct Debit (DD) clients should always be the day before a billing date (as should their expiry date if on a fixed term contract). If you require 30 days notice you will enter the cancellation date to be the day before the closest billing date in 30 days time.

For example: If you bill fortnightly on a Thursday and your next billing date is 20th Dec, the cancellation date for clients giving notice now would be 16th Jan 2013. This will prevent any unwanted invoices being generated on the 17th Jan for any members who are on ongoing memberships, yet still allow entry until that date.

Remember that cancelled members will still be billed for any outstanding balances on their account, so if you are writing off the balance of their membership you need to either credit those amounts or unflag those invoices from billing so that you can manage the debt manually.

Suspensions should be managed in the same manner. A suspension should always end the day before a billing date and not on it. If a client is on suspension on a billing day, the system will only charge the suspension rate and not the full rate, so if a client is returning on that day, you will only be getting paid for a suspension for the next billing cycle while they will have full access to your facility.....not good for business!

Always ensure that Cancellation, Inactive and Suspension Dates are a day before your billing dates and you won't have any trouble with overcharging or undercharging clients.

Read more about [Suspensions](#).

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.

RELEASE NEWS

Our latest release - Version 5.0.27.0 is now available to customers with current Support Agreements. Please let us know if you missed out and we can send you the relevant information!

Alternatively, you may wish to remain on Version 4 with the current look and feel. Should this be the case, please ensure that you install V4.3.18.0.