# Pay-As-You-Go services

A **Pay-As-You-Go** service is one whereby the client accumulates charges based on how many sessions they attend in the period.  The client is only invoiced once the session has been marked as **'Attended', 'Late Cancel'** or **'No Show'**.

For example, if I sell a **Pay-As-You-Go** service to a client and use this to add them to a booking, at this point, there is an invoice generated for the session with $0 on it as the session is still **'Active'**.

Once I **attend (Late Cancel or No Show)** that person, the invoice has the session value added to it.

I can then use that **same** service in their next booking without having to sell another one.  Once they are marked as **'Attended'** in that next booking, the cost of that service is added to their initial invoice.  For each attendance, the invoice accumulates the amount of that service as instalments under the invoice.

This is really handy for people who bill their clients at the end of a particular period for however many sessions they have done because you don't have to sell a session each time – simply booking the client in and **marking them as attended** generates the initial invoice.  Subsequent attendances add the cost of the booking to the same invoice (it creates instalments under the invoice).  If the booking is not marked as attended, then the cost of that booking is not added to the invoice.

### PAYG and Direct Debits

The other benefit of PAYG sessions is for direct debits.  For those people who never quite know how many sessions they will do each week, they are currently locked in to 1 per week or 2 per week etc. and the instalments are all pre-created.  This means crediting invoices or adding invoices if the client changes the number of sessions they do that week….manual intervention.

By using **PAYG** sessions, you can set them up to be **flagged for billing** automatically as soon as they are generated.  If you run billing every fortnight, then every session they did in those two weeks will have been added to their invoice (as an instalment) and that amount then gets sent to the billing company.  If they did 6 sessions this fortnight, they will be billed for 6 sessions.  If they do only 3 sessions the following fortnight, then they will only billed for those 3 sessions.

## Setting up PAYG services

Go to File > Location Setup > Manage Services & Packages.

Create the New package as a **'Multiple Sessions package'** and give it a name.

On the Instalments screen, select the **PAYG** option, **'Service is charged for at time of attendance'**.  You can then also elect to have that invoice automatically flagged for billing (i.e. it will be included in your Process Billing list of invoices).

Price the item (the per session price) and continue the rest of the setup as normal. Be sure to link this new service to the appropriate Booking Type.

Note that the default expiry for these PAYG packages is 52 weeks.

**Sell the PAYG Package to Client**

On the Bookings Explorer screen, create a new booking for your client and add participant.

Sell the client the **PAYG** service from within the booking (you can also sell it from the Clients & Enquiries screen).
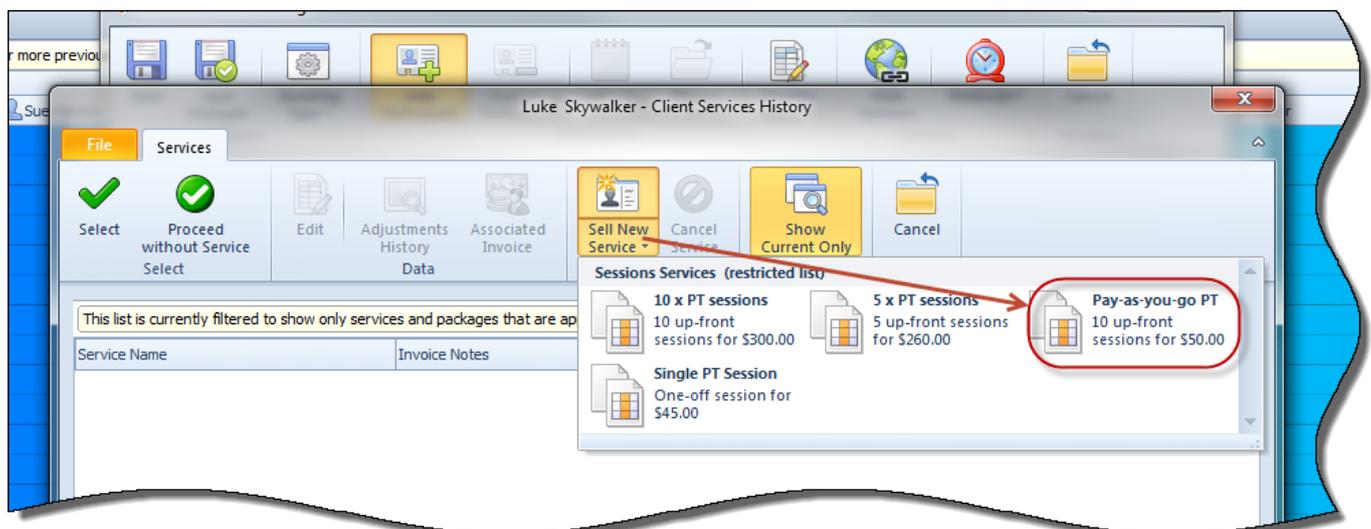
The client is now in the booking with his new service and is still **'Active'**. Save the booking.



At this point, you can see in his **'Services'**, he has his 1 session to use…



… but there is **NO $ value on the invoice** yet in his account.



Once I mark the booking as **'Attended'**, the invoice has the $ value for the session added to it, not before.



This **PAYG** service can be re-used. It is only when the booking is marked as **'Attended' (Late Cancel** or **No Show)** that the cost of the service is added to the invoice (via an instalment) and the service is automatically given another session for the next booking.

So, if I do a **Save Multiple**, all I have to do when the booking time arrives, is mark the client as **'Attended'**. The invoice accumulates the amounts and another session is added to be used in the next booking….all automatically.

If you need to change the status *back to 'Active'*, the charge will automatically be deducted from the client account.

In the screen shot below, you can see that Luke has attended 2 PAYG sessions. The rest are his future bookings…



His account reflects the cost of those 2 attended bookings….all on the one invoice….



If you then double click on the invoice, you will see separate instalment invoices for each of the attendances.

The 'Services' information shows the number of sessions already used, and one ready for the next booking.



Once the invoice/instalments are paid, the package can continue to be used to accrue the next lot of instalments. Only when the package is **cancelled** do the invoices stop accruing session amounts.

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