The Pulse – Issue 42   February '12

<u>**Reminders**</u>

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 42

Sessions with different time values

In ClientConnect, you have the ability to modify how many sessions are being deducted when a client attends a session.

This would allow you to sell a Package with ½ hour sessions. The client could then use this package to book in for sessions that were either ½ hour or 1 hour in duration.

To set this up, you need separate Booking Types to manage each of the durations that you require. It would be a good idea to name these Booking Types including their duration as well eg. 1 on 1 PT ½ hour, 1 on 1 PT 1 hour (deduct 2), etc.

Services and Packages

The Package that you sell to your client would be for half hour sessions, eg. 20 x 30 minute sessions. The client can then use these to attend at ½ hour or 1 hour bookings.

Booking Types

In Manage Booking Types, you will find the option which allows you to take off more than 1 session when you mark someone as attended.

Configure Booking Type - 1 on 1 PT session

Provide other details for this booking type

Booking Reminders

You can have new bookings of this type automatically have
a reminder set.

☑ Turn on reminder by default

Client Attendances

If you want to allow clients to attend bookings of this type without having
to consume a session from a package, tick this option.

☐ Allow clients to attend without a package

(Warning: checking this box overrides the settings in 'Client Sessions' (in the Options screen) for this Booking Type)

You can specify how many sessions to deduct from a client's service package each time they are attend a
booking. Normally, this is simply set to one (1), however you can set a different value here is required.

Deduct: 1 ▲▼ sessions from the client's package each attendance

So for the ½ hour Booking Type, you would deduct 1 x half hour session from the client's package. For the 1 hour Booking Type, you would deduct 2 x half hour sessions = 1 hour from the client's package.

You would then need to link the package to this Booking Type. (You probably wouldn't use this Booking Type for any other packages – as it deducts 2 sessions each attendance).

Adding Clients to Bookings

So then when you add the client to a normal 30min booking, 1 session will be deducted from the package. If you add them to a "60 min PT (deduct 2)" booking, it will take two sessions off that package. So the client can attend 30 minute or 60 minute bookings, using that one package.

RELEASE NEWS

Version 4 Users

Our latest release - V4.3.16.0 is now available to customers with current Support Agreements. Please contact us for information regarding the download.

If there is a topic that you would like us to cover, or you have a specific task that you need to perform, please give us a call and we can help you find a solution.