

# SwimSoft Online

## Direct Debit fit for purpose Fact Sheet

---

### Facts & Useful tools

#### Fact - Pro-Rata billing

If a client joins mid-way through the course, our billing system makes it easy to collect the initial fees even if it's been reduced pro-rata. Once you have booked the client in, SwimSoft Online will calculate fee, create their order and an email to be sent to them. There's no schedule to create or initial payment to take - you make your first collection fuss-free and easily!

#### Fact - Every Collection is Reconciled

A simple list of students and payments make it easy to identify late or failed collections. The end to end link between SwimSoft Online and the GoCardless Direct Debit collection system, means it is not possible to forget to bill a client or to continue billing them if they leave!

#### Tool - Plus one Billing

Plus one billing is where you start to collect fees for next month on the first day of the current month. This way you can have all of your client fees paid well before lessons start! And if a student drops out (having not paid) you have lots of time to fill their place. Initially all you will need to do is a simple calculation to work out how many lessons a client needs to be billed for (an example; a person swimming on Monday will receive four lessons and a person swimming on a Friday will receive five. SwimSoft Online gives you the facility to create an invoice for all the clients who need to pay for four lessons in one process, and five in a second, making it easy to charge clients for exactly what they will be receiving. This billing process takes into account any credits that may have been issued for lessons that could not be delivered.

#### Tool - Binding

Most Direct Debit systems will charge a fee for each collection made and therefore the fewer collections you can make the fewer fees you'll pay. The process of binding is when you create one invoice to cover multiple students lessons. If you are using GoCardless to collect fees you'll save at least twenty pence each time student fees are bound together. This may not sound much, but with multiple collections over the year and families with multiple children, it can mount up.

#### Tool - Micro Schedules

As the name implies, a micro schedule is simply a small schedule. Instead of setting a schedule up to run indefinitely, you can calculate the amounts you want to collect for next term's lessons and then collect them using a schedule comprising of 2 or 3 monthly collections. Micro schedules are typically used by swim schools who run termly or half-termly but want to give parents the ability to spread payments. The parents are advised that they are booked in for the whole term and will be liable for all the fees (once again, if lessons have to be cancelled, fees can be adjusted easily). Micro schedules can be set up using our Group Action tool, which means you only need to run one process to create all of the required schedules, making it quick and simple task.

#### Tool - Pay in Full

Pay in full collections are generally used by swim schools who run half termly (or termly). SwimSoft Online will calculate what a client needs to pay, and create the necessary order and the full amount is then collected by Direct Debit.

#### Fact - Problems Addressed

By not using traditional Direct Debit schedules, SwimSoft Online does not require you to manage each client schedule separately:

- You can manage initial payments easily.
- Collect what you want
- Collect when you want
- Delay collections
- Add items to collection (badges etc)
- Add credits to reduce fees
- Stop collections
- Increase price easily
- Bind collections