ClubReady

ClubReady Foundations

User Guide

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ClubReady

CLICK HERE TO GET STARTED

ClubReady

Key Setup Checklist

Review this list to confirm key settings in your site are setup and correct

Follow these steps!

1

- **Lead Assignment**
- Setup > Automation > Lead Assignment
- This allows to automatically assign leads to staff for follow ups.
- https://clubready.zendesk.com/hc/en-us/articles/360042416011-Setup-Lead-Assignment-

2

- **Internal Reports**
- Setup > Communication > Internal Reports
- Set your email to receive emailed reports from ClubReady.
- https://clubready.zendesk.com/hc/en-us/articles/360041410172-Internal-Reports

3

- **Basic Email Settings**
- Setup > Communication > Communications Settings
- Set your Email Signature as well as Email Tags for email templates.
- https://clubready.zendesk.com/hc/en-us/articles/360042226071-General-Communication-Settings

4

- **POS Terminal Assignment**
- Setup > Sales > POS Terminals
- Choose which staff are allowed to manage cash drawer.
- https://clubready.zendesk.com/hc/en-us/articles/360041262671-Assign-Staff-To-The-Full-POS

Follow these steps!

5

- **Staff Scheduled**
- Setup > Scheduling > Staff Scheduled
- Select which staff are to be enabled for scheduling.
- https://clubready.zendesk.com/hc/en-us/articles/360042527711-Assign-Staff-To-Scheduling

6

- **Online Sales Package**
- Setup > Sales > Sales Packages
- Enable a URL to be available for users to purchase an agreement online.
- https://clubready.zendesk.com/hc/en-us/articles/360041817892-How-To-Enable-A-Sales-Package-For-Online-Sales

7

- **Staff Hourly Pay Rate**
- Staff > Search for Staff > Go To Options > Time Clock Pay Rate
- Define the pay rate amount for your hourly employees.
- https://clubready.zendesk.com/hc/en-us/articles/360042188092-Set-Hourly-Pay-Rates

8

- **Staff Session Pay Rate**
- Setup > Scheduling > Services and/or Classes/Group
- Define the pay rate per session for your trainers and instructors.
- https://clubready.zendesk.com/hc/en-us/articles/360042615531-Set-Staff-Pay-Rates-For-Services-And-Classes

Follow these steps!

9

- **Sales Tax Settings**
- Setup > Sales > Sales Settings > General
- Confirm your products, memberships, etc. are setup with the proper tax (if applicable)
- https://clubready.zendesk.com/hc/en-us/articles/4406465269389-Create-A-Sales-Tax-Schedule

10

- **ClubReady Invoices**
- Setup > ClubReady Invoices > Payment Preferences
- Add your email to keep up to date on all ClubReady billing (software fees, transaction fees, etc.)
- https://clubready.zendesk.com/hc/en-us/articles/360042419451-ClubReady-Invoices

11

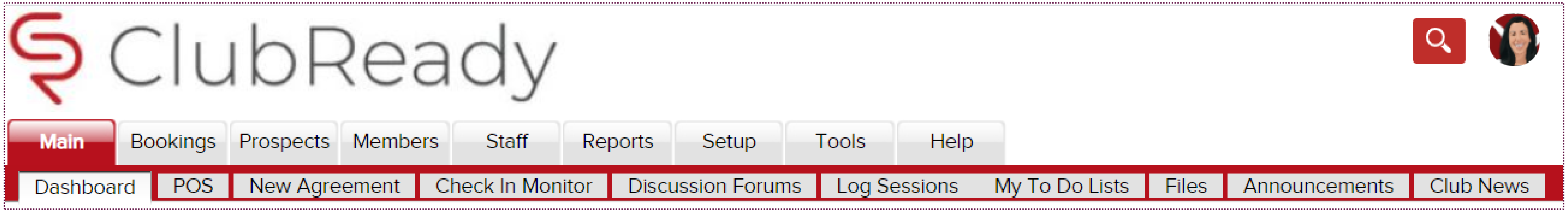
- **Staff Permissions**
- Setup > Staff > Staff & Permissions
- Confirm your employees have the appropriate access assigned to them.
- https://clubready.zendesk.com/hc/en-us/articles/360041847371-Add-A-New-Staff-Type-And-Set-Permissions

12

- **Booking Reminders**
- Setup > Scheduling > Booking Reminders
- Enable if you wish to automatically send reminders to your clients.
- https://clubready.zendesk.com/hc/en-us/articles/4405010625293-Setup-Booking-Reminders

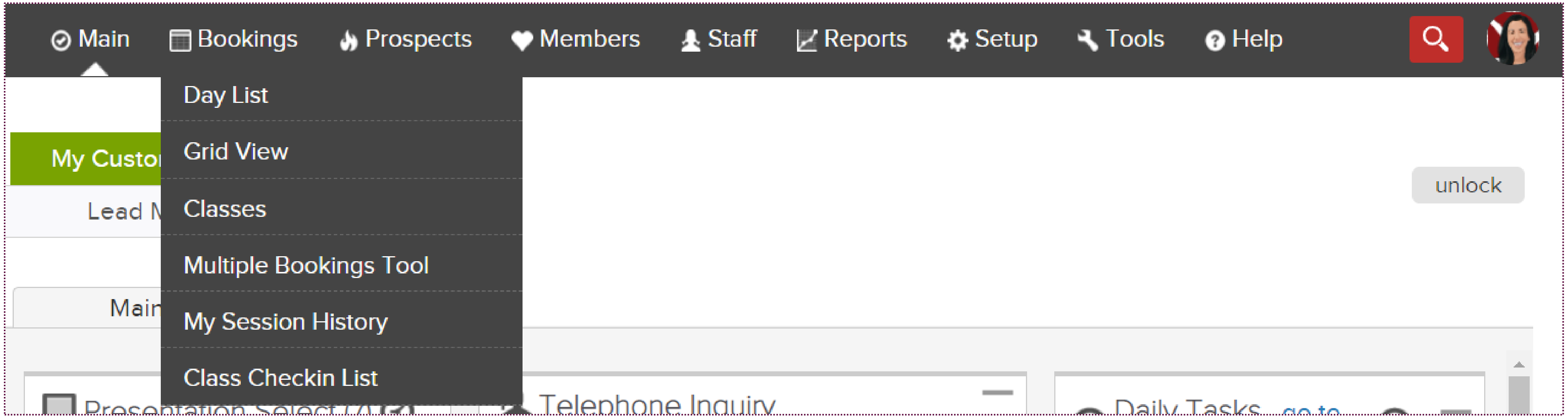
Menu & Navigation

ClubReady Menu Style: Large View



This menu style shows as tabs across the top of the page with the club logo in the corner.

ClubReady Menu Style: Small View

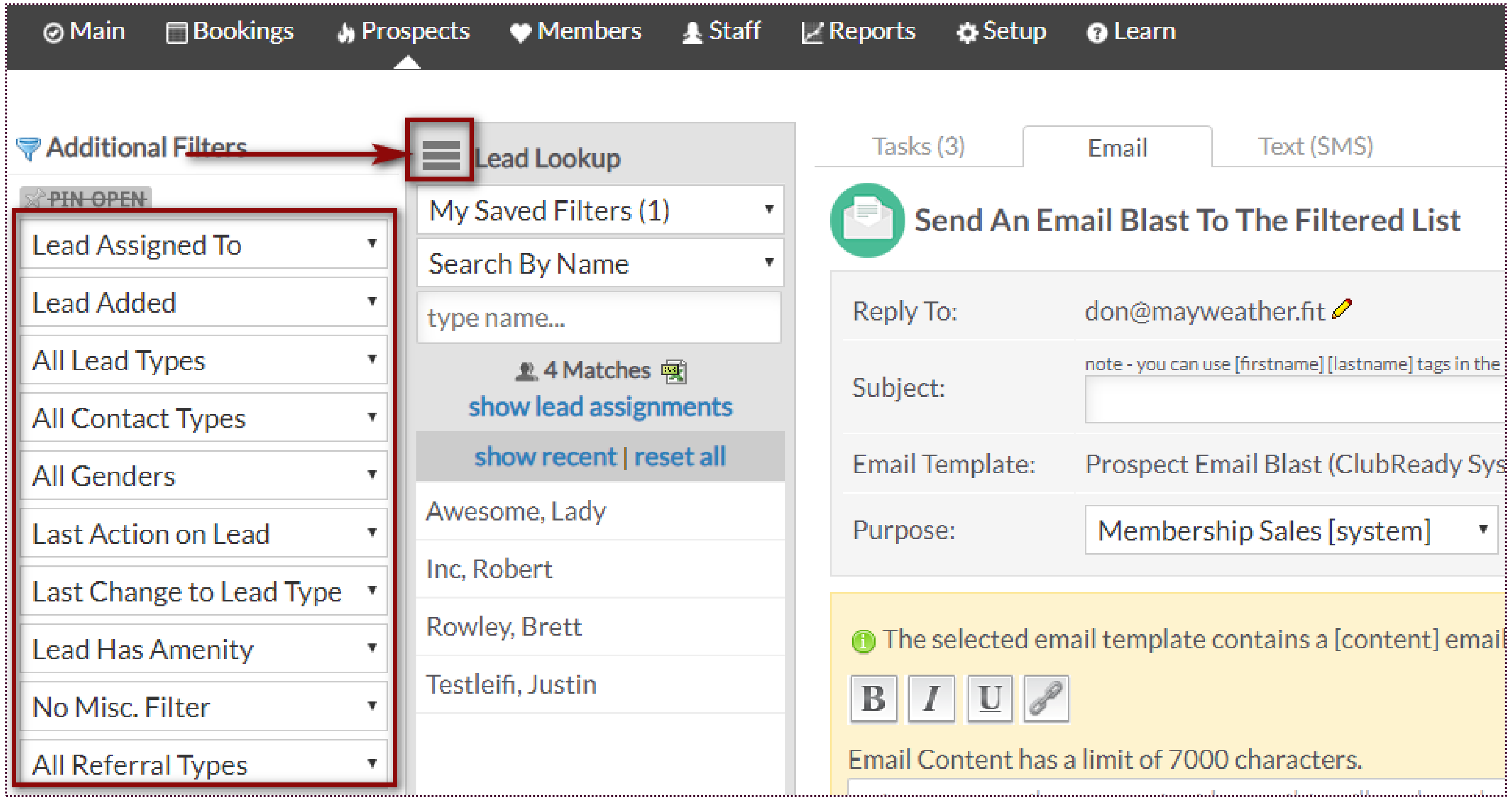


This menu style takes up less space but has no club logo. This menu style offers the same menu options, with a drop down menu's as a single menu strip along the top of the page.

Change The Menu Style - https://clubready.zendesk.com/hc/en-us/articles/4402698469389-Changing-The-Menu-Style

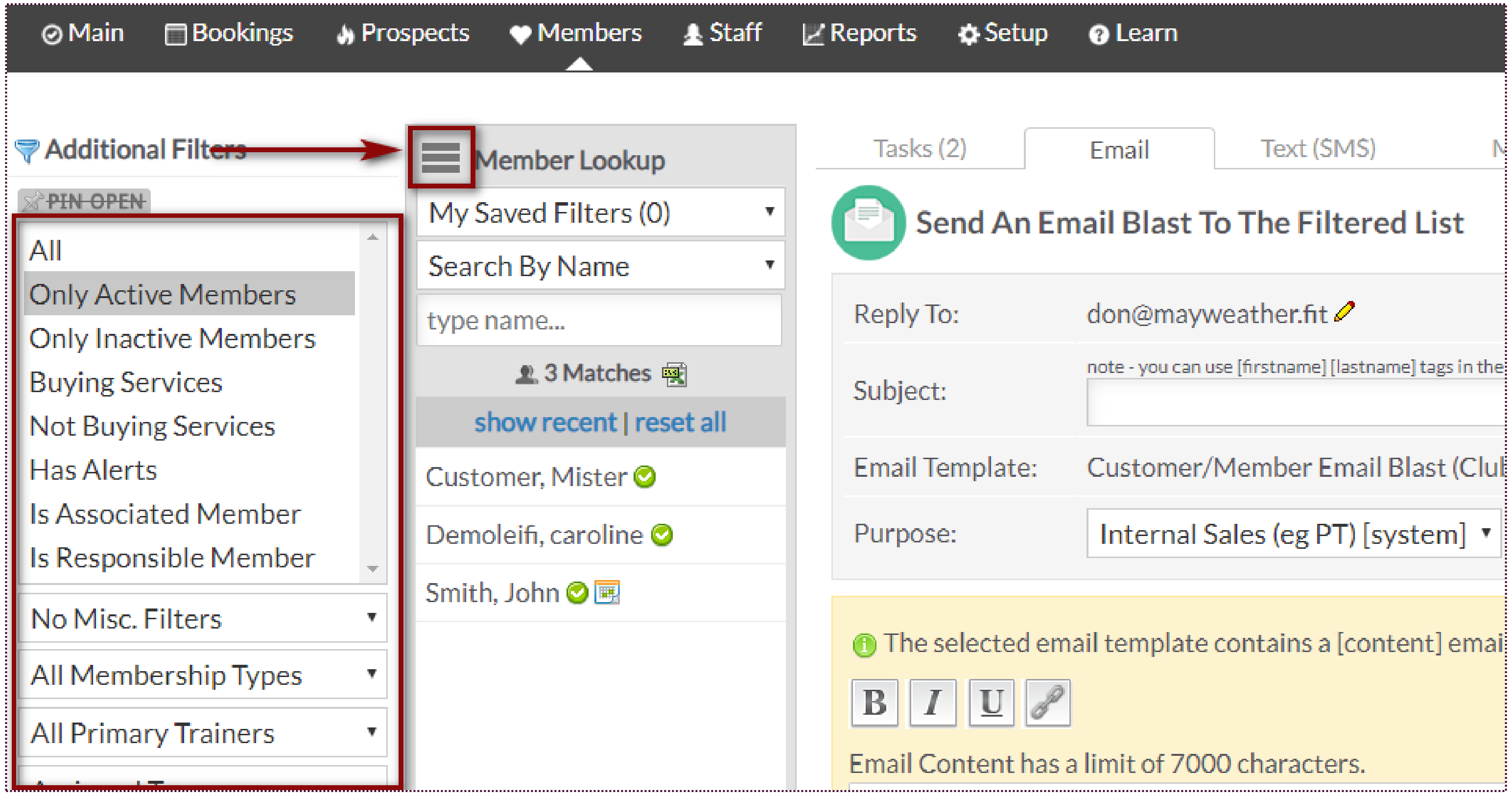
Lookup Prospect

Prospects > Membership Prospects



Lookup Members

Members > Lookup

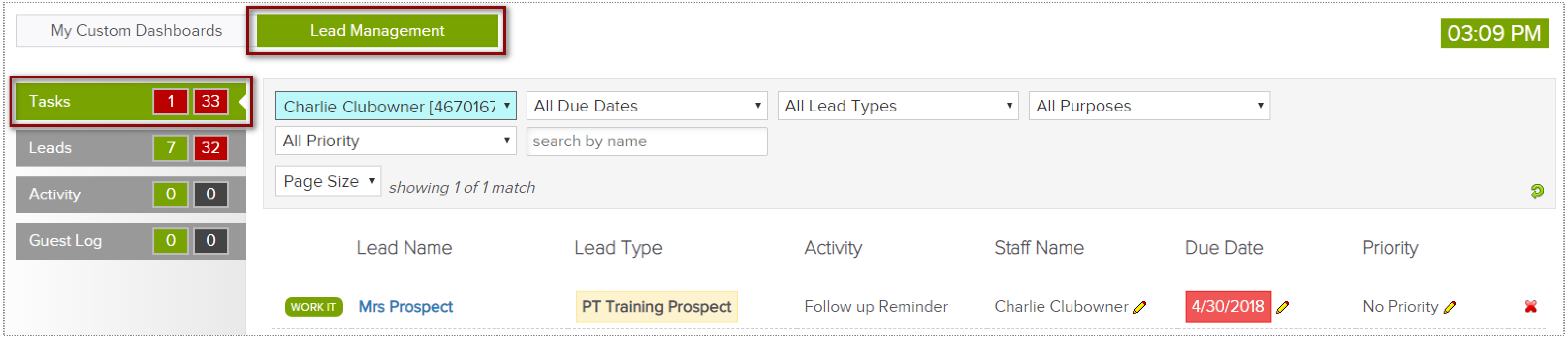


ClubReady

Lead Management Dashboard

Lead Management Dashboard - Tasks

Main > Dashboard

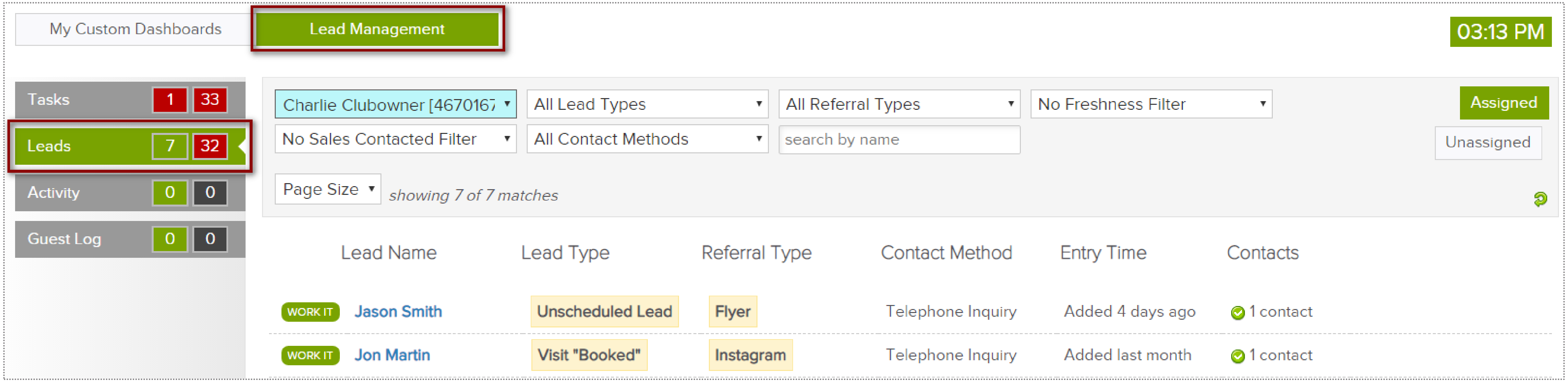


The **Tasks** tab will display all of the tasks created for membership prospects only. The number displayed to the left show tasks assigned to the staff member currently logged in. The number displayed to the right show tasks for all the club.

The screen will display a list of tasks with the **Lead Name**, **Lead Type**, **Activity** that needs to be completed, **Staff Name** assigned to the task, **Due Date** and **Priority**. Select the **WORK IT** button to add details and log the task as completed.

Lead Management Dashboard - Leads

Main > Dashboard



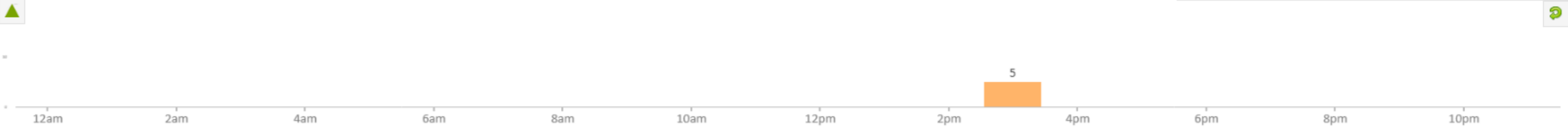
The **Leads** tab will display all of the leads added. The number displayed to the left show leads assigned to the staff member currently logged in. The number displayed to the right show all of the club's leads.

The screen will display a list with the **Lead Name**, **Lead Type**, **Referral Type**, **Contact Method**, **Entry Time** and **Contacts**. Click on **WORK IT** if you need to follow up with the lead and log the contact details.

Lead Management Dashboard – Activity

Main > Dashboard

Tasks Done		Bookings		New Leads		New Deals	
4		0		1		0	
Calls Made	1	Today	0	Referrals	1	Members Created	0
Emails Sent	1	Tomorrow	0	Walk In	0	POS Referrals	0
SMS Sent	1	Future	0	Phone	0		
Person to Person	1			Email / Web	0		
				Guerilla Marketing	0		

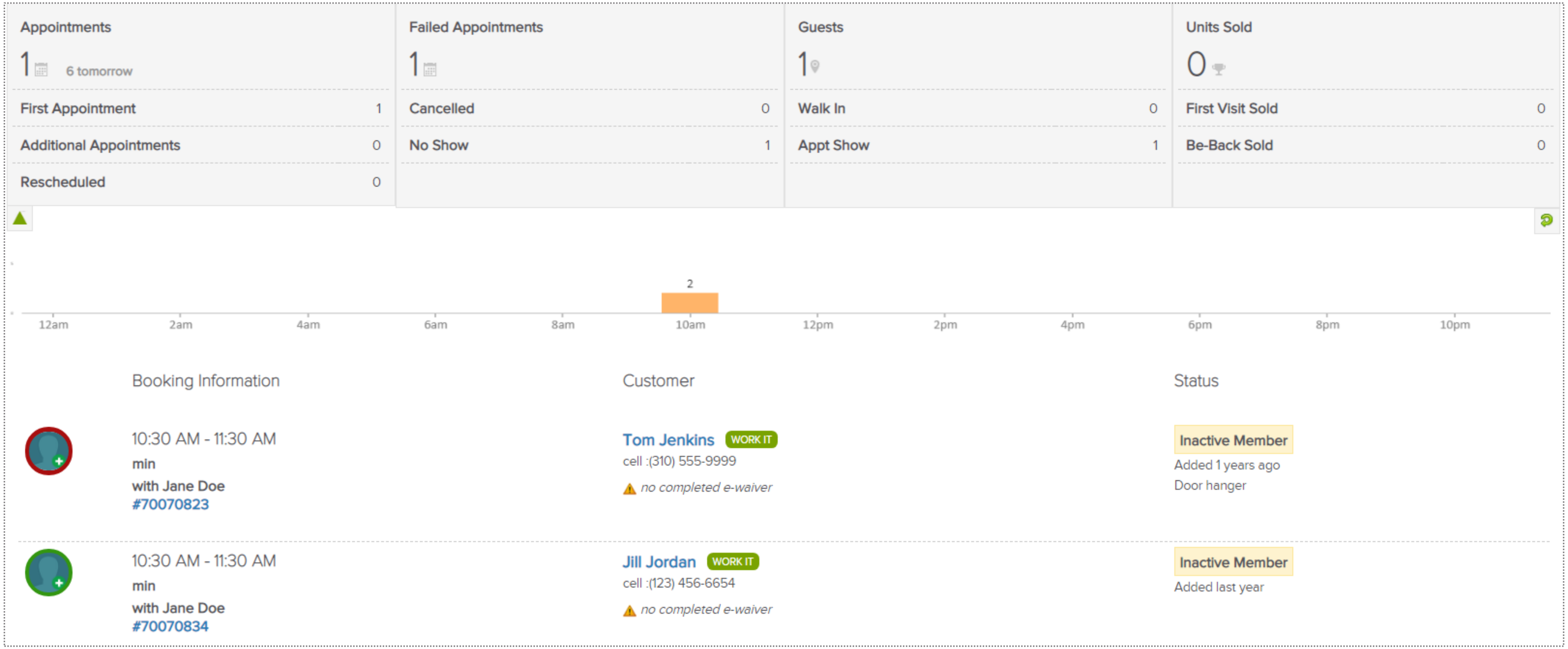


	Time	Lead Name	Activity	Staff Name	Status
WORK IT	3:19 PM	Sarah Lee	No contact type	Charlie Clubowner	Unscheduled Lead
WORK IT	3:18 PM	Tim Lee	Called - Left VM	Charlie Clubowner	Unscheduled Lead
WORK IT	3:17 PM	Meredith Todd	Sent Text	Charlie Clubowner	Visit "Booked"
WORK IT	3:16 PM	Jim Smith	Emailed	Charlie Clubowner	Visit "Booked"
WORK IT	3:15 PM	Mister Customer	face to face	Charlie Clubowner	PT Training Prospect

The **Activity** tab reflects current data or activity for a specific day. The report will display **Tasks Done**, **Bookings**, **New Leads** and **New Deals**. A time bar lets you know when are these activities happening throughout your club.

Lead Management Dashboard – Guest Log

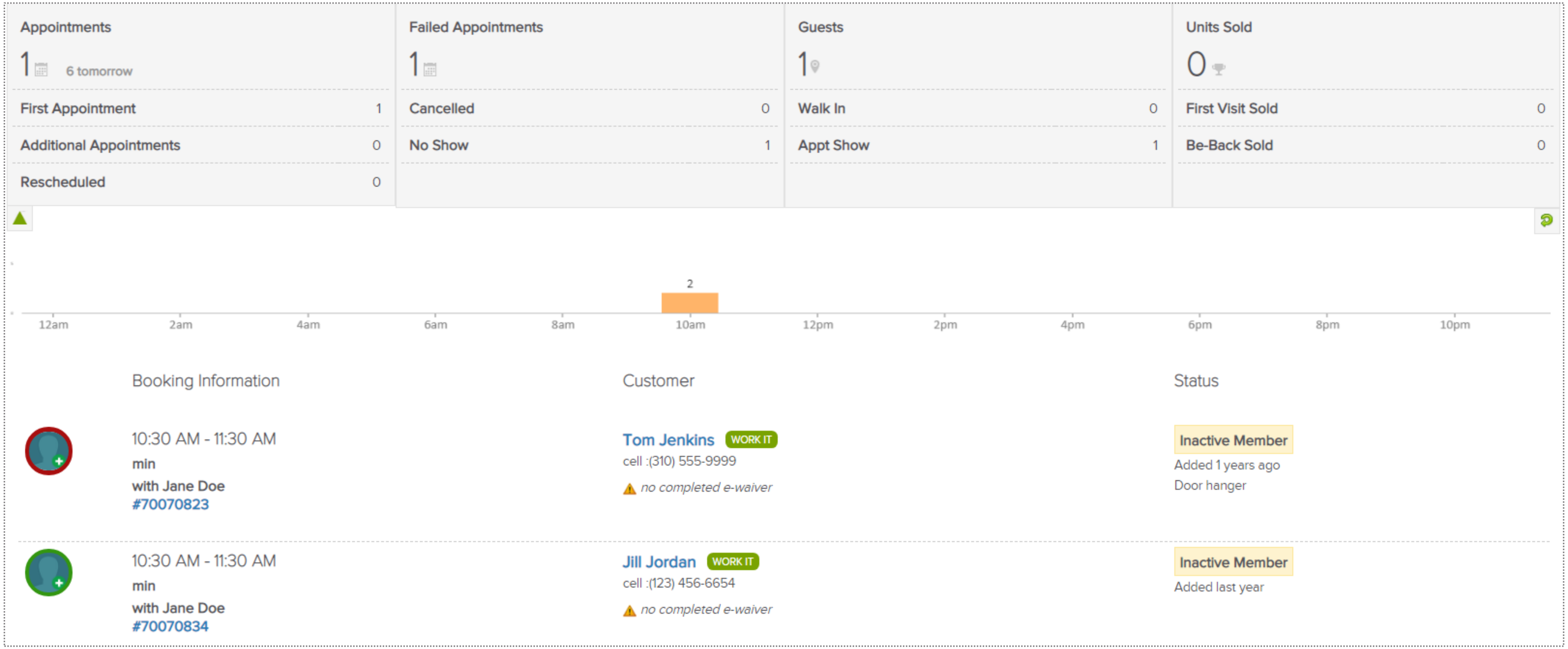
Main > Dashboard



The **Guest Log** tab reflects guest information for a specific day. The report will display **Appointments, Failed Appointments, Guests** and **Units Sold**. A time bar lets you know when are these bookings happening throughout your club.

Lead Management Dashboard – Guest Log

Main > Dashboard



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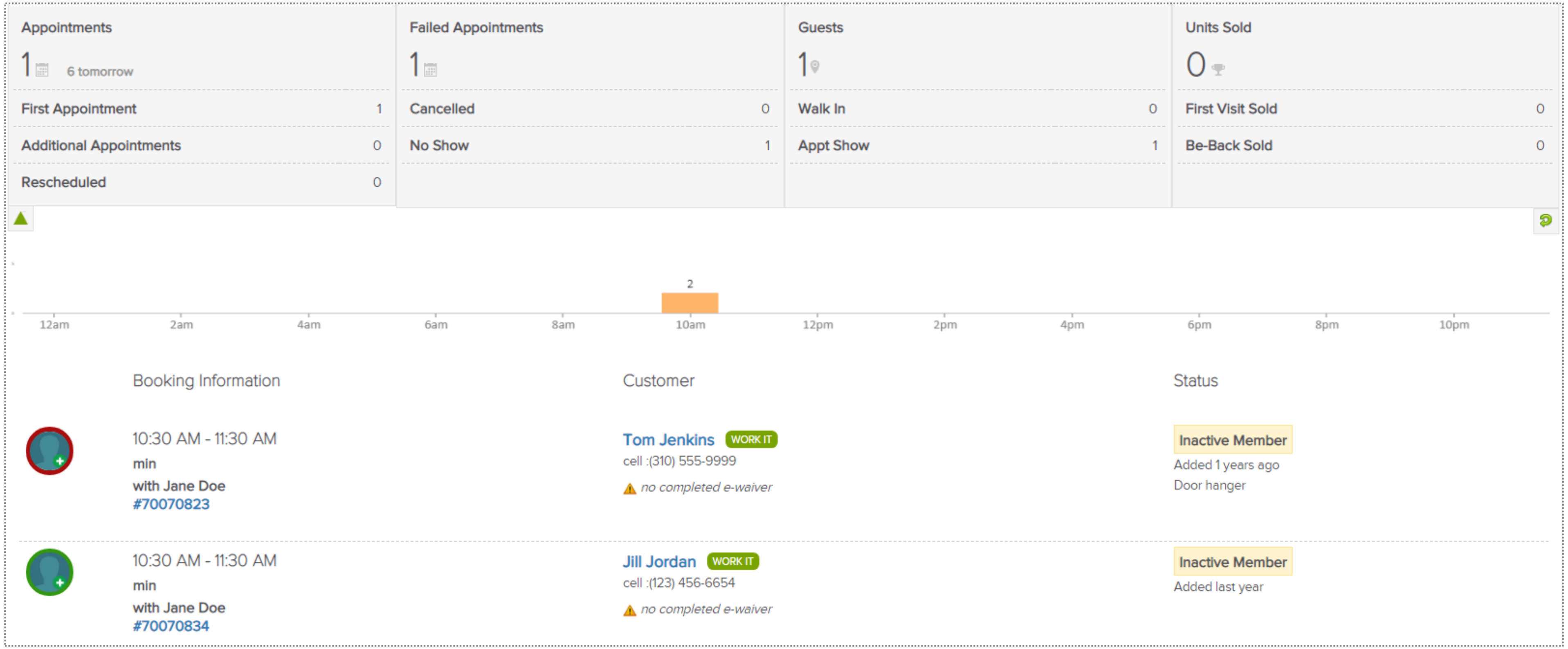
Lead Management Dashboard – Guest Log

Main > Dashboard



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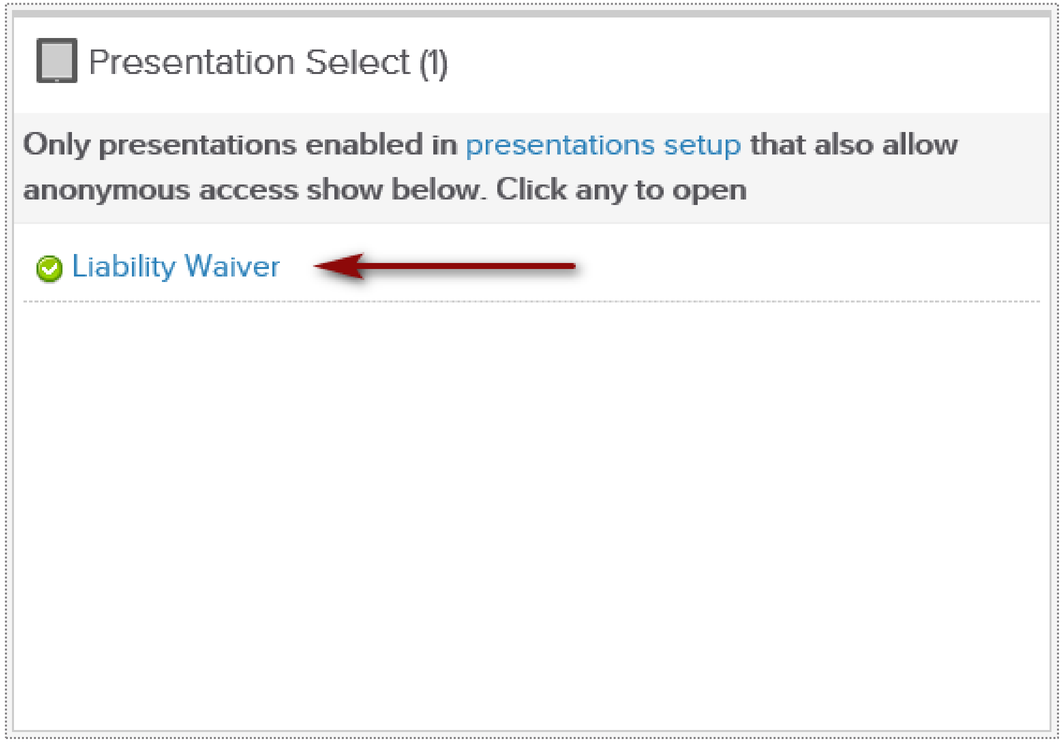
Waivers

Entering a Prospect – Sign a Waiver

Adding in a Prospect who will be taking a Class



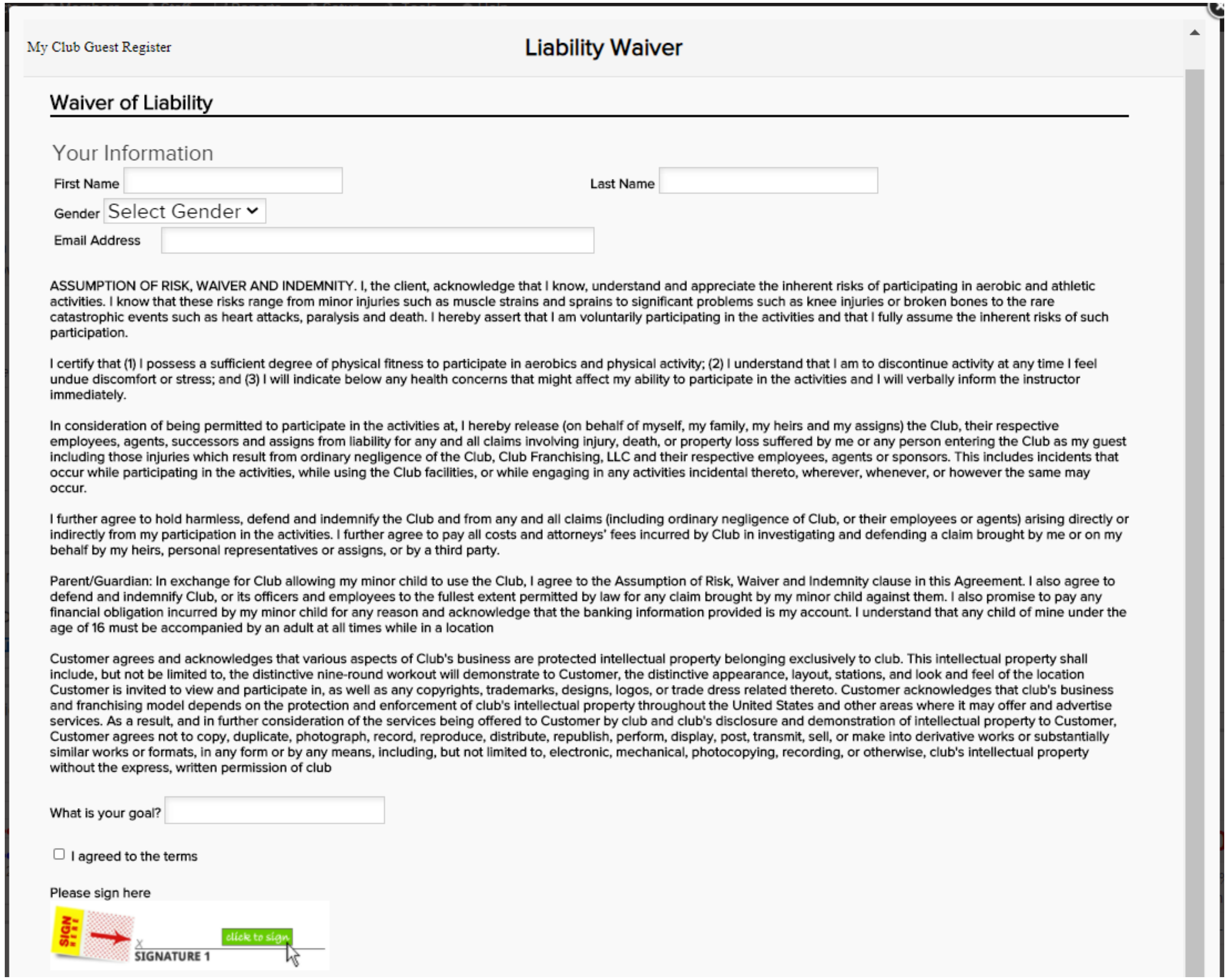
Click on **Main > Dashboard.** To begin a presentation (Liability Waiver) from the Presentations widget, select the blue presentation title.

You can choose to begin a presentation from a tablet by downloading the following app:

ClubReady Presentation Viewer App - https://clubready.zendesk.com/hc/en-us/articles/360041756152-ClubReady-Presentation-Viewer-App

Entering a Prospect – Sign a Waiver

Adding in a Prospect who will be taking a Class



My Club Guest Register

Liability Waiver

Waiver of Liability

Your Information

First Name

Last Name

Gender Select Gender

Email Address

ASSUMPTION OF RISK, WAIVER AND INDEMNITY. I, the client, acknowledge that I know, understand and appreciate the inherent risks of participating in aerobic and athletic activities. I know that these risks range from minor injuries such as muscle strains and sprains to significant problems such as knee injuries or broken bones to the rare catastrophic events such as heart attacks, paralysis and death. I hereby assert that I am voluntarily participating in the activities and that I fully assume the inherent risks of such participation.

I certify that (1) I possess a sufficient degree of physical fitness to participate in aerobics and physical activity; (2) I understand that I am to discontinue activity at any time I feel undue discomfort or stress; and (3) I will indicate below any health concerns that might affect my ability to participate in the activities and I will verbally inform the instructor immediately.

In consideration of being permitted to participate in the activities at, I hereby release (on behalf of myself, my family, my heirs and my assigns) the Club, their respective employees, agents, successors and assigns from liability for any and all claims involving injury, death, or property loss suffered by me or any person entering the Club as my guest including those injuries which result from ordinary negligence of the Club, Club Franchising, LLC and their respective employees, agents or sponsors. This includes incidents that occur while participating in the activities, while using the Club facilities, or while engaging in any activities incidental thereto, wherever, whenever, or however the same may occur.

I further agree to hold harmless, defend and indemnify the Club and from any and all claims (including ordinary negligence of Club, or their employees or agents) arising directly or indirectly from my participation in the activities. I further agree to pay all costs and attorneys' fees incurred by Club in investigating and defending a claim brought by me or on my behalf by my heirs, personal representatives or assigns, or by a third party.

Parent/Guardian: In exchange for Club allowing my minor child to use the Club, I agree to the Assumption of Risk, Waiver and Indemnity clause in this Agreement. I also agree to defend and indemnify Club, or its officers and employees to the fullest extent permitted by law for any claim brought by my minor child against them. I also promise to pay any financial obligation incurred by my minor child for any reason and acknowledge that the banking information provided is my account. I understand that any child of mine under the age of 16 must be accompanied by an adult at all times while in a location

Customer agrees and acknowledges that various aspects of Club's business are protected intellectual property belonging exclusively to club. This intellectual property shall include, but not be limited to, the distinctive nine-round workout will demonstrate to Customer, the distinctive appearance, layout, stations, and look and feel of the location Customer is invited to view and participate in, as well as any copyrights, trademarks, designs, logos, or trade dress related thereto. Customer acknowledges that club's business and franchising model depends on the protection and enforcement of club's intellectual property throughout the United States and other areas where it may offer and advertise services. As a result, and in further consideration of the services being offered to Customer by club and club's disclosure and demonstration of intellectual property to Customer, Customer agrees not to copy, duplicate, photograph, record, reproduce, distribute, republish, perform, display, post, transmit, sell, or make into derivative works or substantially similar works or formats, in any form or by any means, including, but not limited to, electronic, mechanical, photocopying, recording, or otherwise, club's intellectual property without the express, written permission of club

What is your goal?

I agreed to the terms

Please sign here

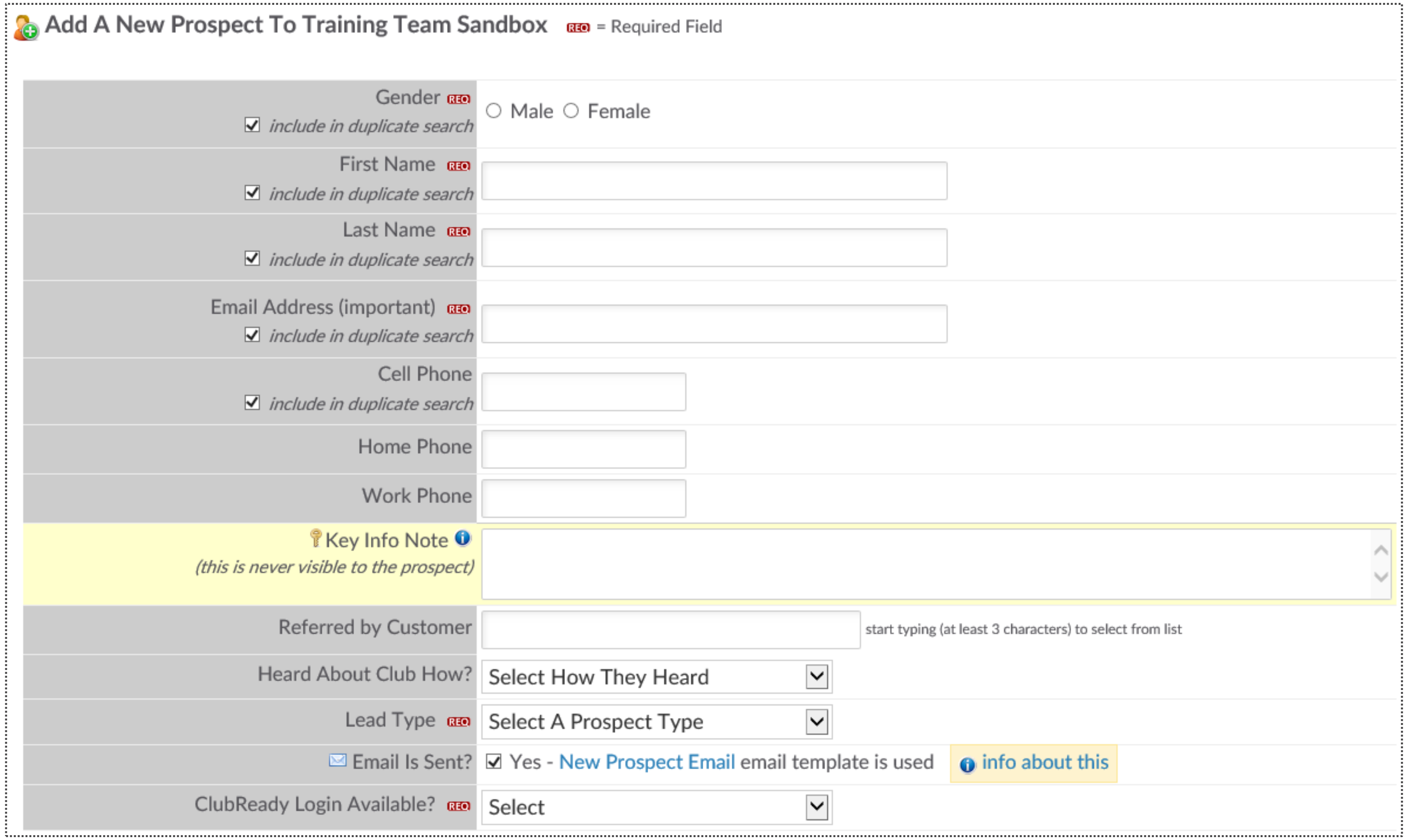
SIGN click to sign SIGNATURE 1

A pop-up window will automatically display with the waiver for the prospect to sign. Once all fields have been entered and signatures taking, select **Submit**. The prospect will now be listed in ClubReady under the **Prospects** tab.

Prospect Management / Tasks

Entering a Prospect

Adding in a Prospect Who Calls the Club or Has Not Scheduled A Booking Yet



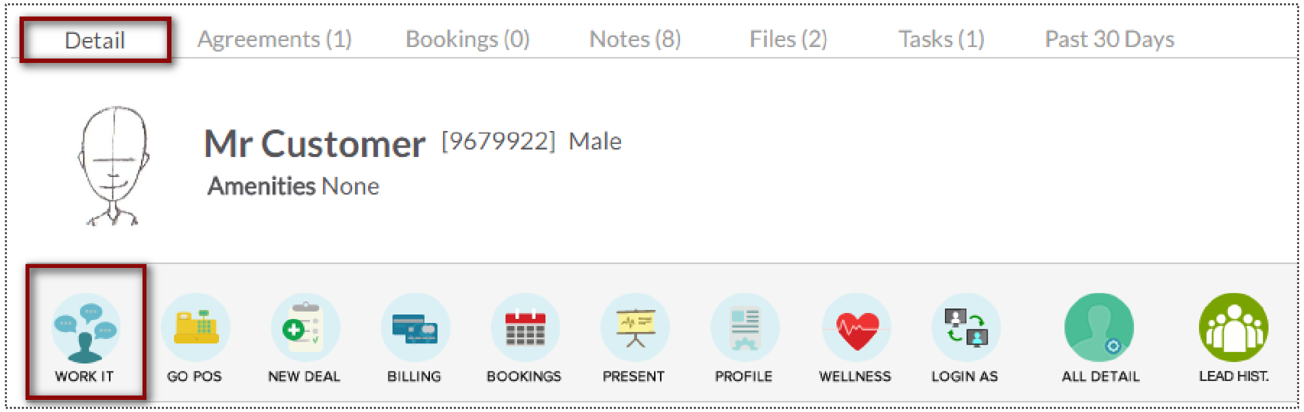
Add A New Prospect To Training Team Sandbox REQ = Required Field

Gender REQ ☑ *include in duplicate search*	○ Male ○ Female
First Name REQ ☑ *include in duplicate search*	
Last Name REQ ☑ *include in duplicate search*	
Email Address (important) REQ ☑ *include in duplicate search*	
Cell Phone ☑ *include in duplicate search*	
Home Phone	
Work Phone	
Key Info Note *(this is never visible to the prospect)*	
Referred by Customer	start typing (at least 3 characters) to select from list
Heard About Club How?	Select How They Heard
Lead Type REQ	Select A Prospect Type
Email Is Sent?	☑ Yes - New Prospect Email email template is used · info about this
ClubReady Login Available? REQ	Select

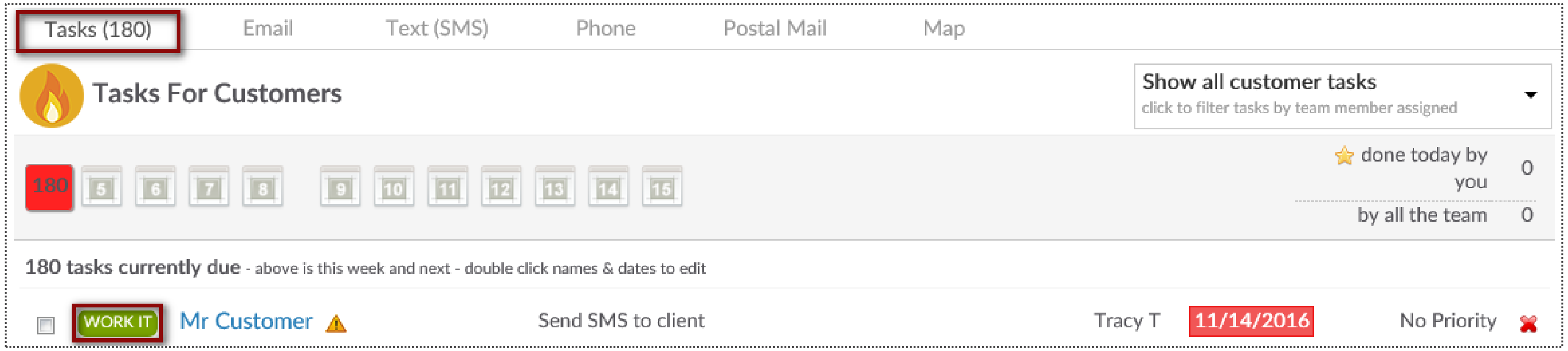
Click on **Prospect > Add New Prospect.** Any fields with the REQ icon will have to be completed to save your prospect.

Access the Work It

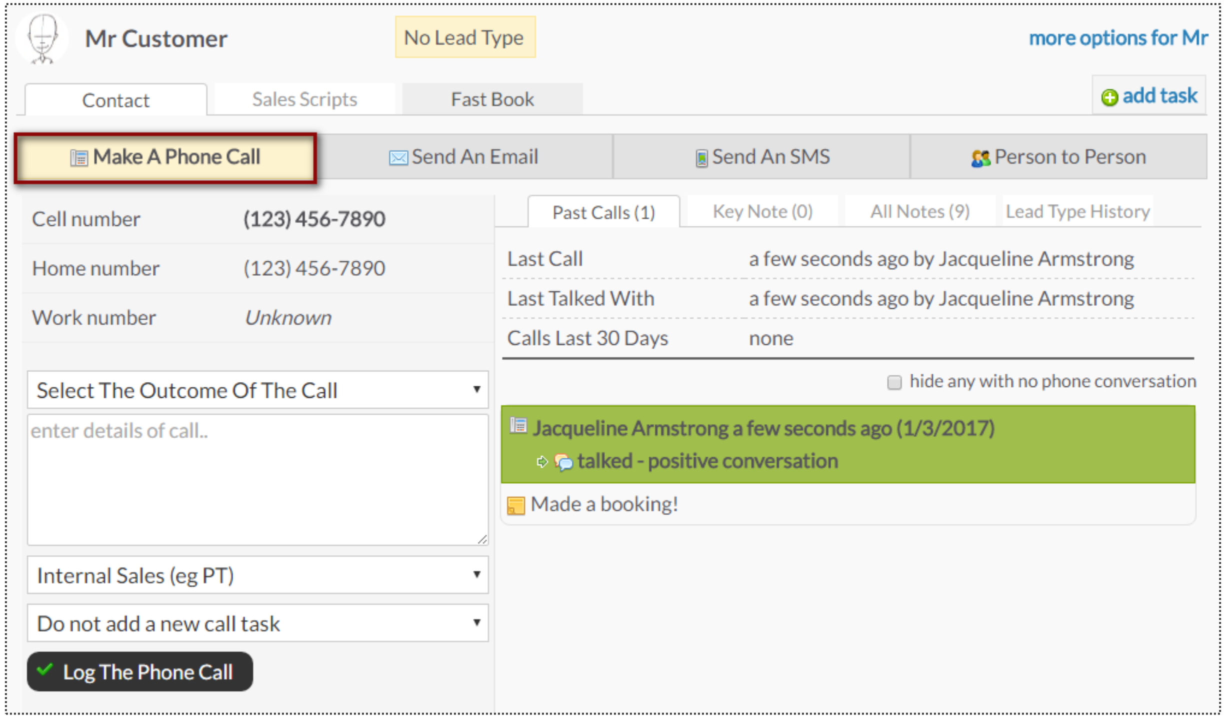
Prospects/Members tab > Tasks



OR

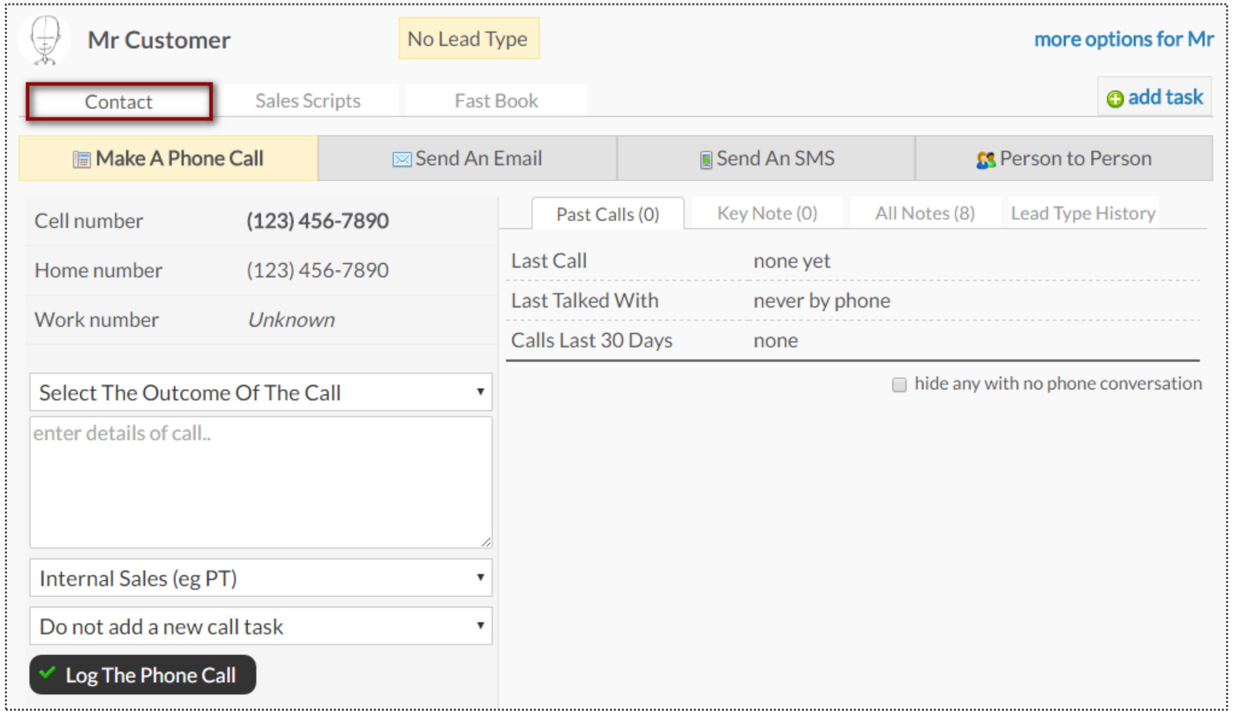


Work It – Phone Calls



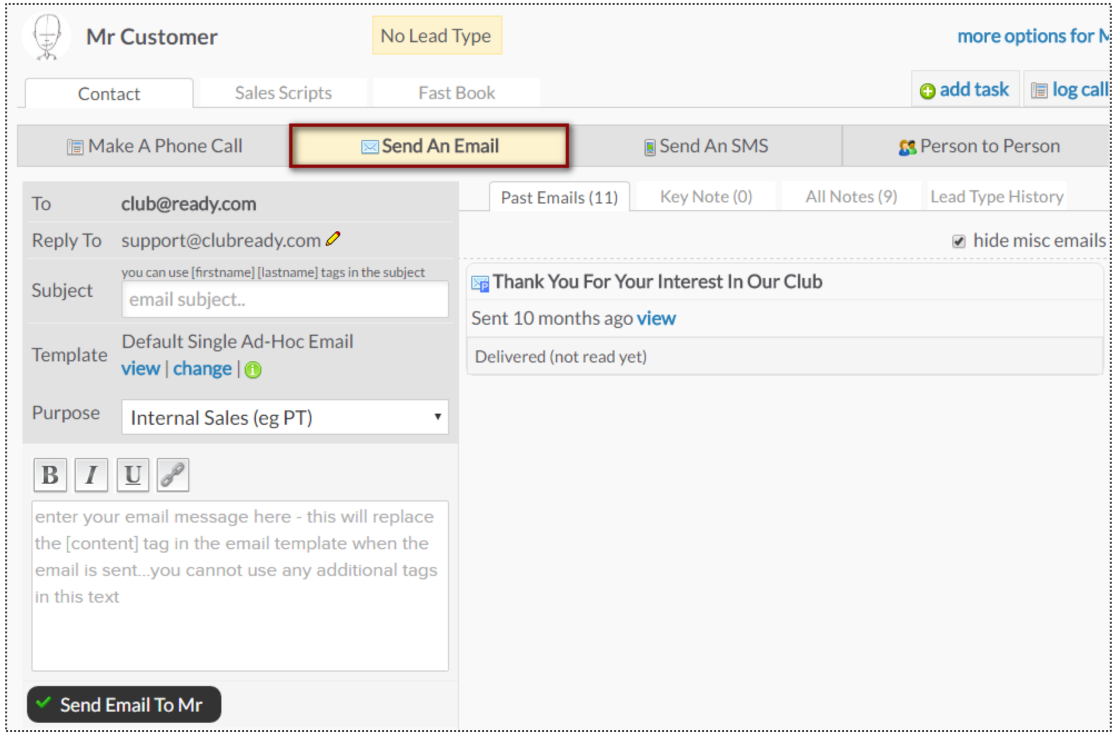
The **Make A Phone Call** tab will show the client's contact numbers, last call information, and a chronological history of the calls.

Work It - Contact



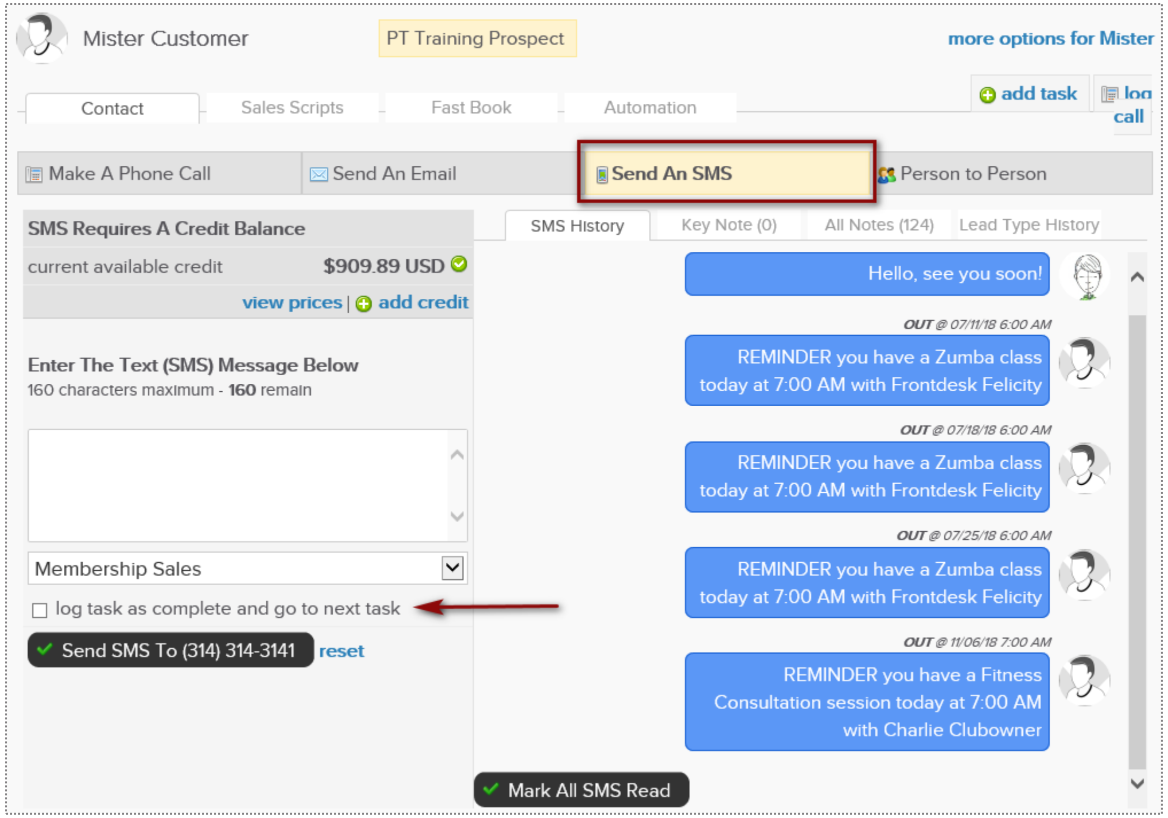
The **Contact** tab provides different contact methods that can be taken for your Prospects and Members. The options include logging phone calls, sending an email, sending an SMS (text) message, and logging person to person contact.

Work It – Emails



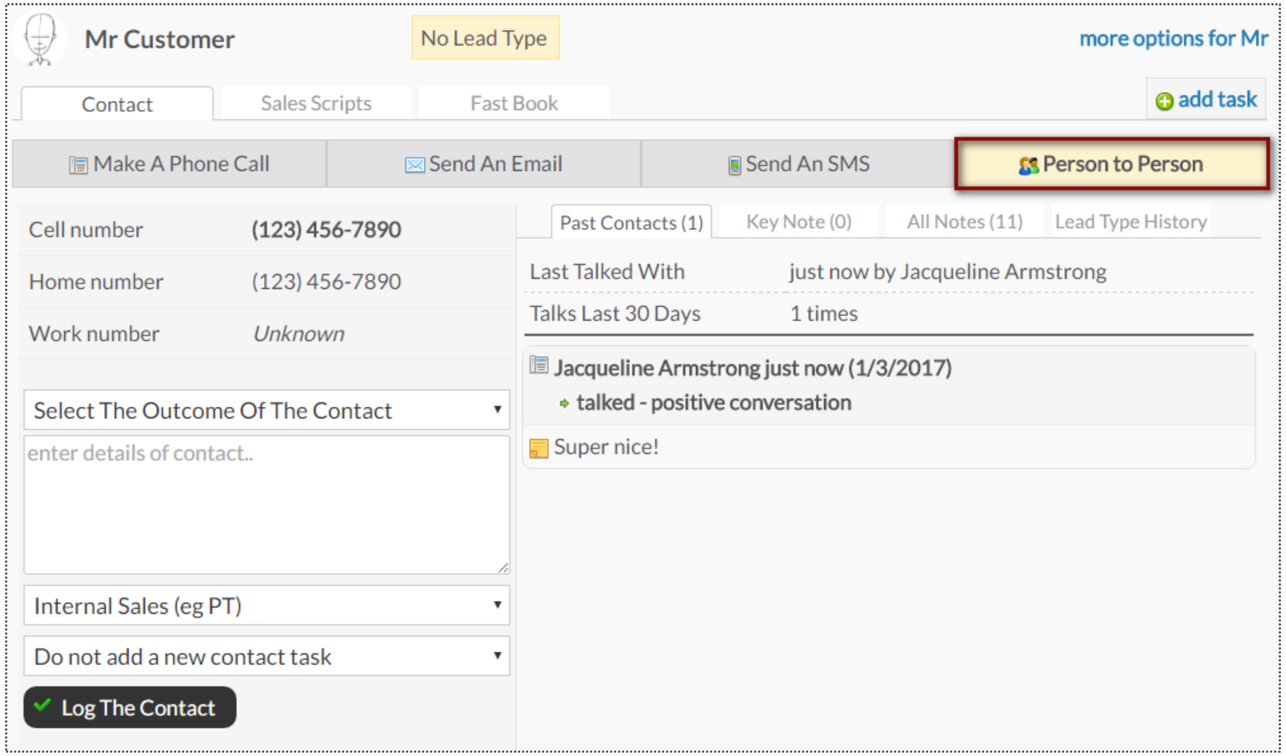
The **Send An Email** tab allows you to make contact with the client through email. The right side of the screen will show a history of email correspondence between the client and staff member.

Work It – SMS (Text Messages)



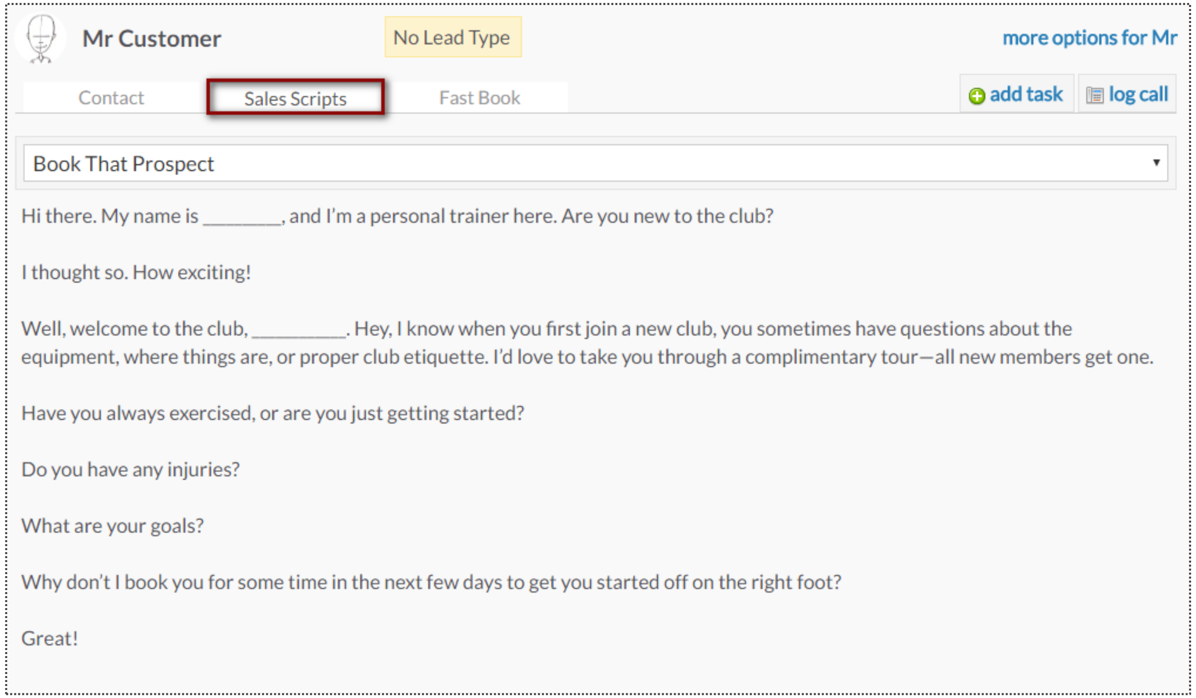
The **Send An SMS** tab allows you to send a text message to your client as well as view any past texts.

Work It – Person to Person



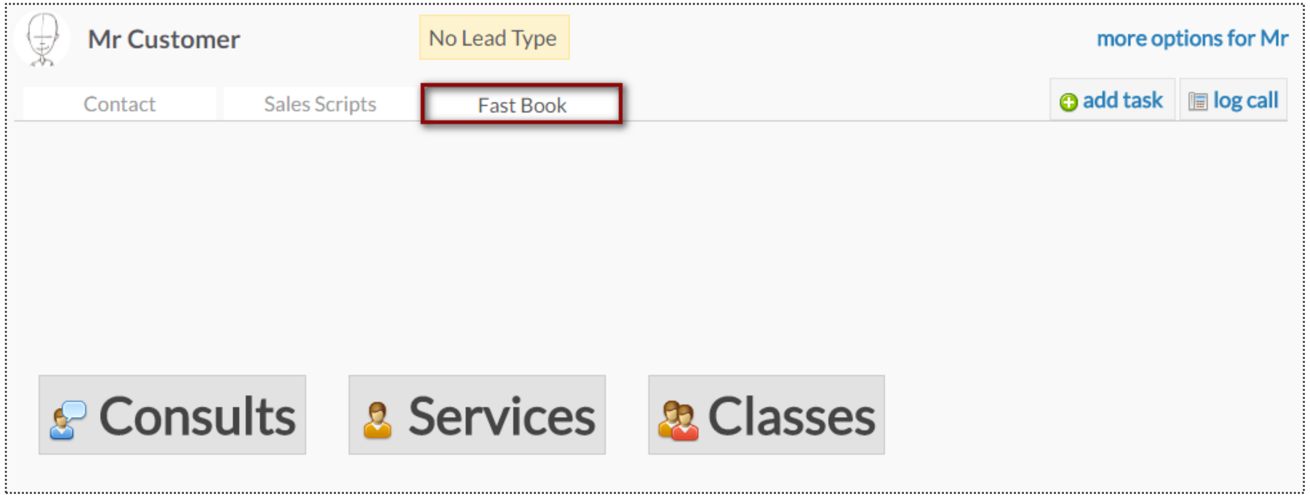
The **Person to Person** tab will show the clients contact numbers, last face to face contact and a chronological list of interactions on the right side of the screen.

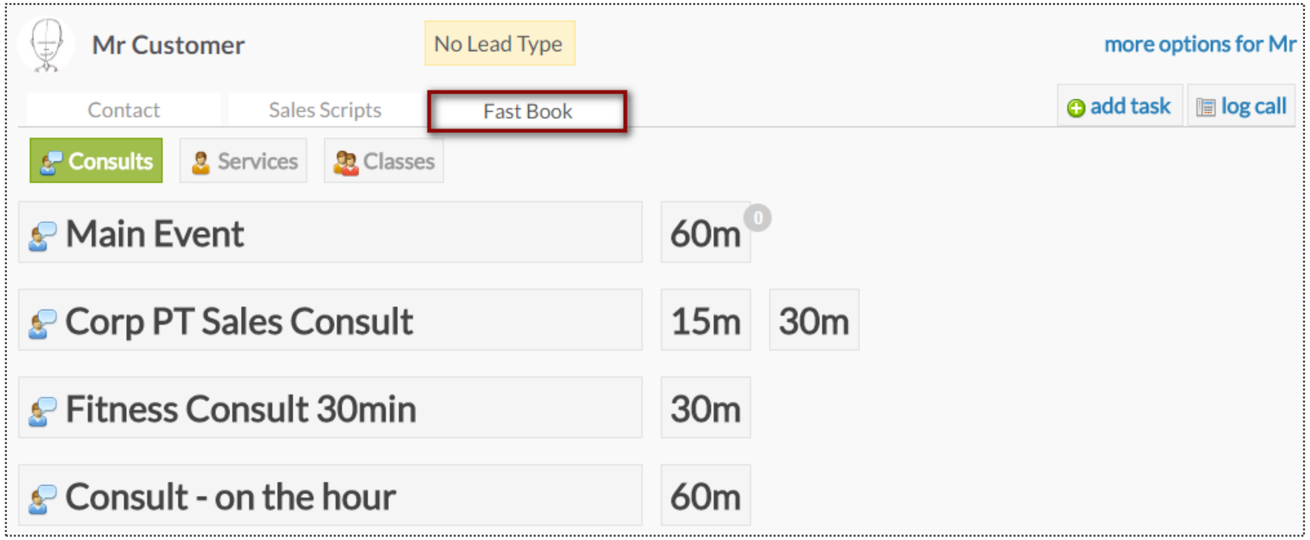
Work It – Sales Scripts



Scripts can help narrate a call between a client and staff member. Select the desired script from the drop-down in the top left corner and the content will appear below for the employee to follow.

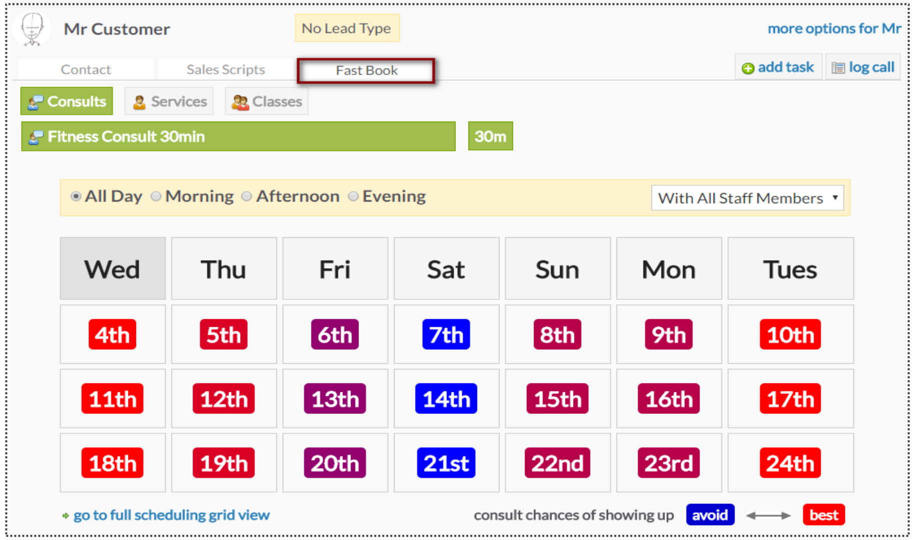
Work It – Fast Book

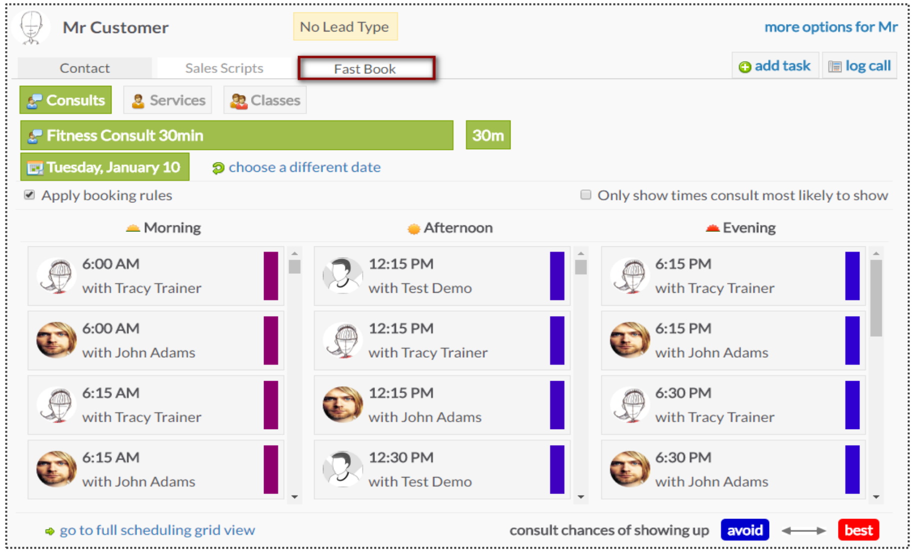




The **Fast Book** tab allows you a fast and easy way to book your client into **Consults**, **Services** or **Classes.** Simply select the type of service you wish to book as well as the duration.

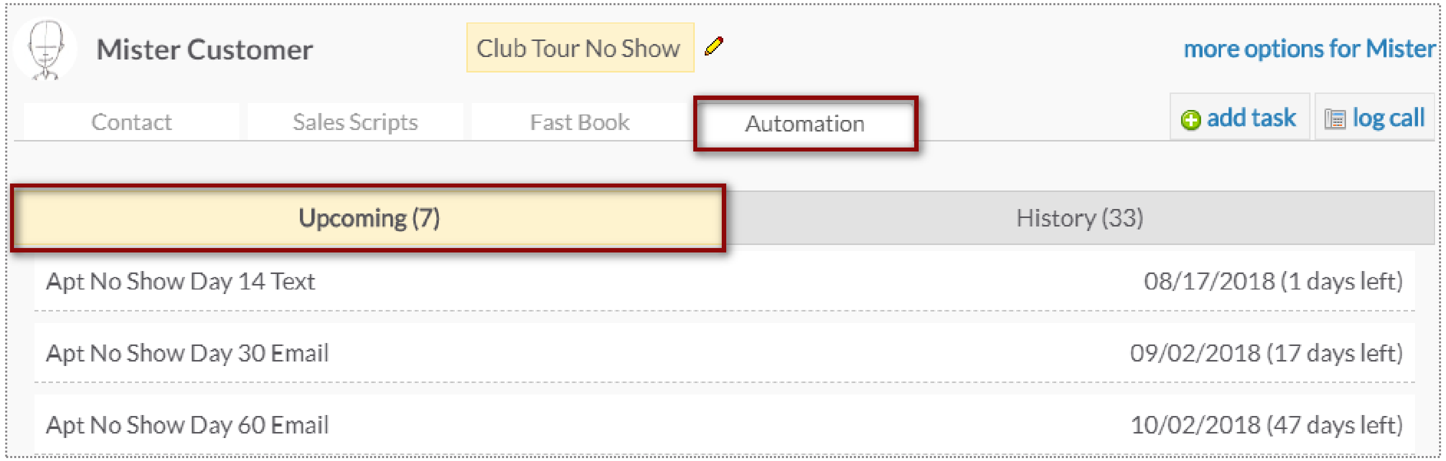
Work It – Fast Book





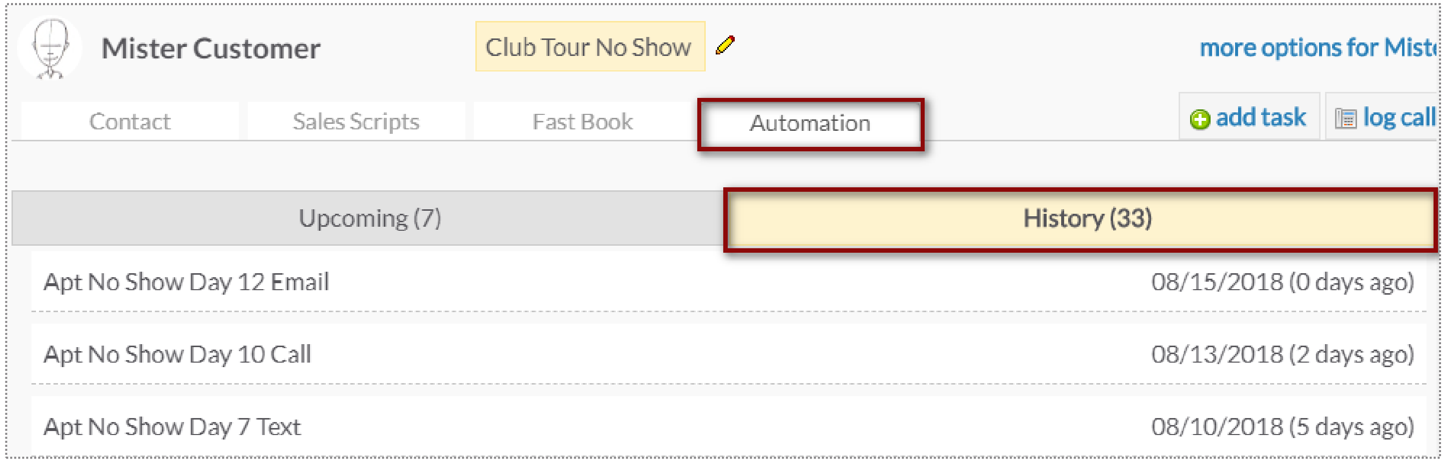
Once you've selected the type of service, you can then select the client's preference for a morning, afternoon or evening appointment, as well as the trainer.

Work It – Automation



The **Automation** tab allows you to keep track of the Automation Rules that are associated with the prospect/member you are working with. You can view **Upcoming** and **History** of rules.

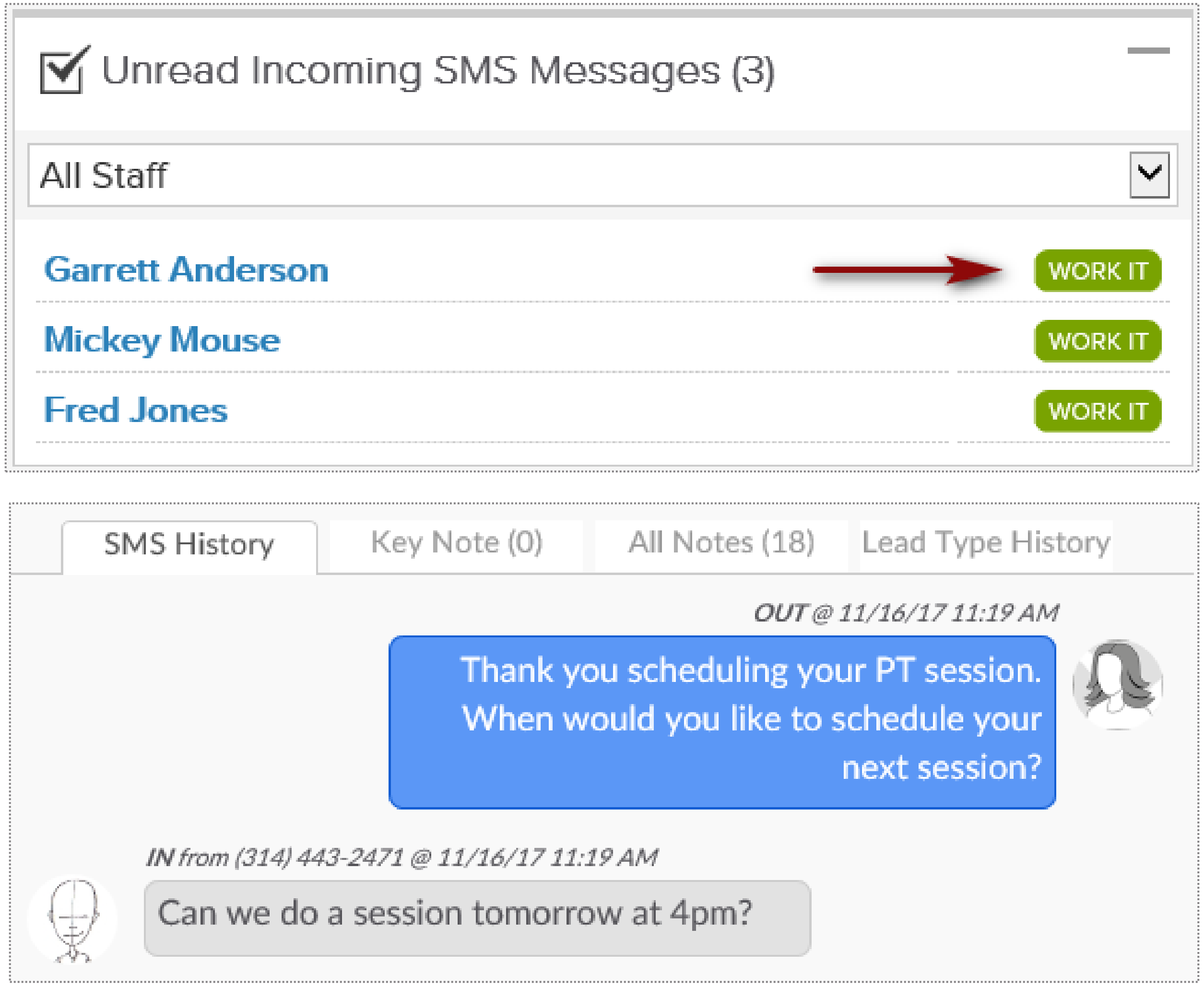
Upcoming tab will display Automation Rules that will be completed for the client in the future and when.



History tab will show a list of all Automation Rules that have been completed for this client. The list will include the date it was triggered and how many days ago it was.

Widget – Unread Incoming SMS

Main > Dashboard

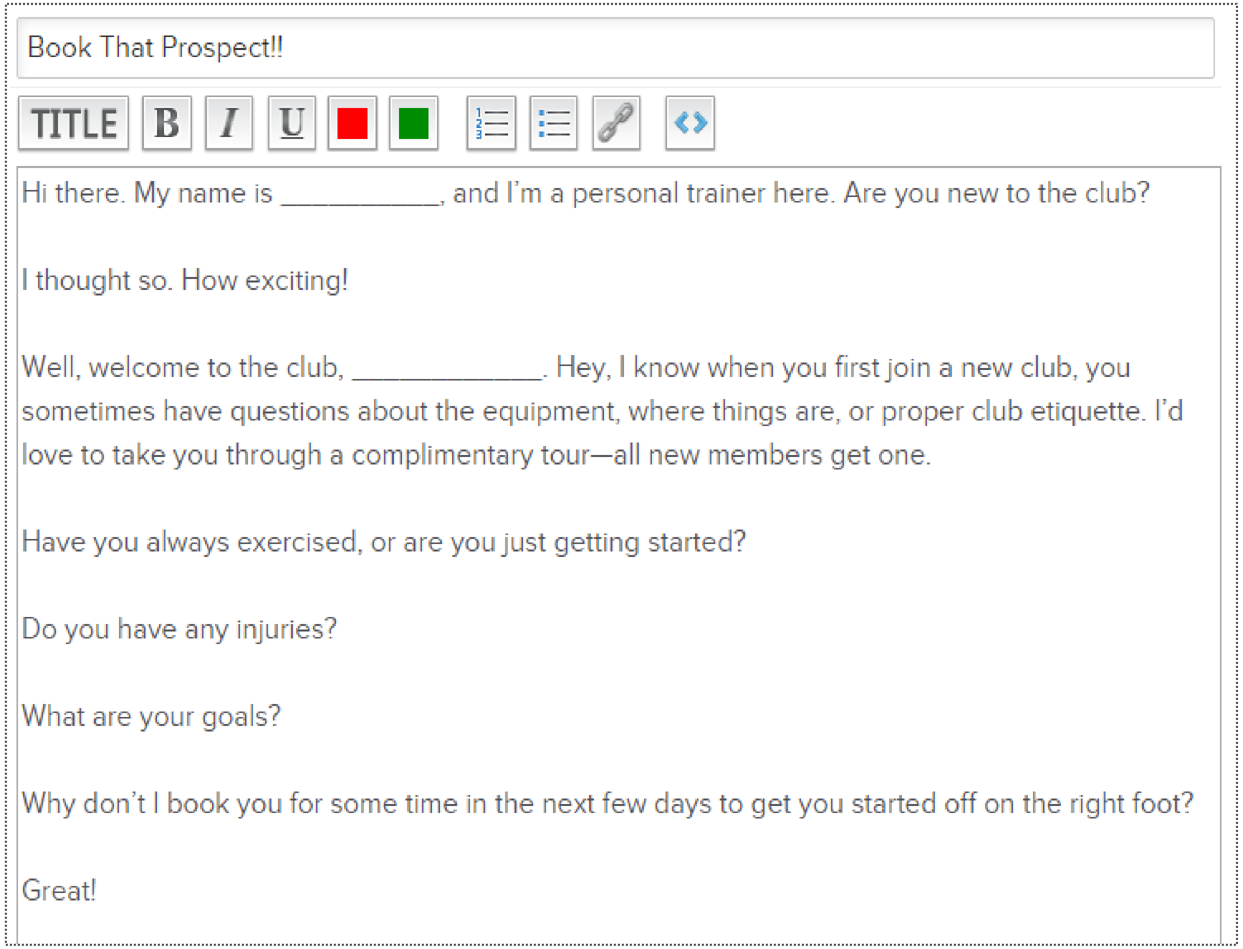


All Staff Dropdown Menu - This will show you all of your staff members. You will be able to view the texts that are replies to a specific staff member or across all staff.
Select Customer - if you click the customer's name in blue from your list, you will be taken to the customer's profile all detail view.
Work It - By clicking on the **Work It** button, you will be able to access the work it tool. This will take you directly the **Send SMS (Text Message)** option, where you will see the history of texts.

To confirm that you have read the new message and remove this customer from your Unread SMS widget list, click **Mark All SMS Read.**

Creating & Editing Sales Scripts

Setup > Leads > Sales Scripts



Enter the name of the new Sales Script and click **Create A New Sales Script**.

This page will appear after a new Sales Script has been created or by clicking the edit pencil next to an existing Sales Script.

Using the options that are very similar to Word you may create or edit your Sales Script.

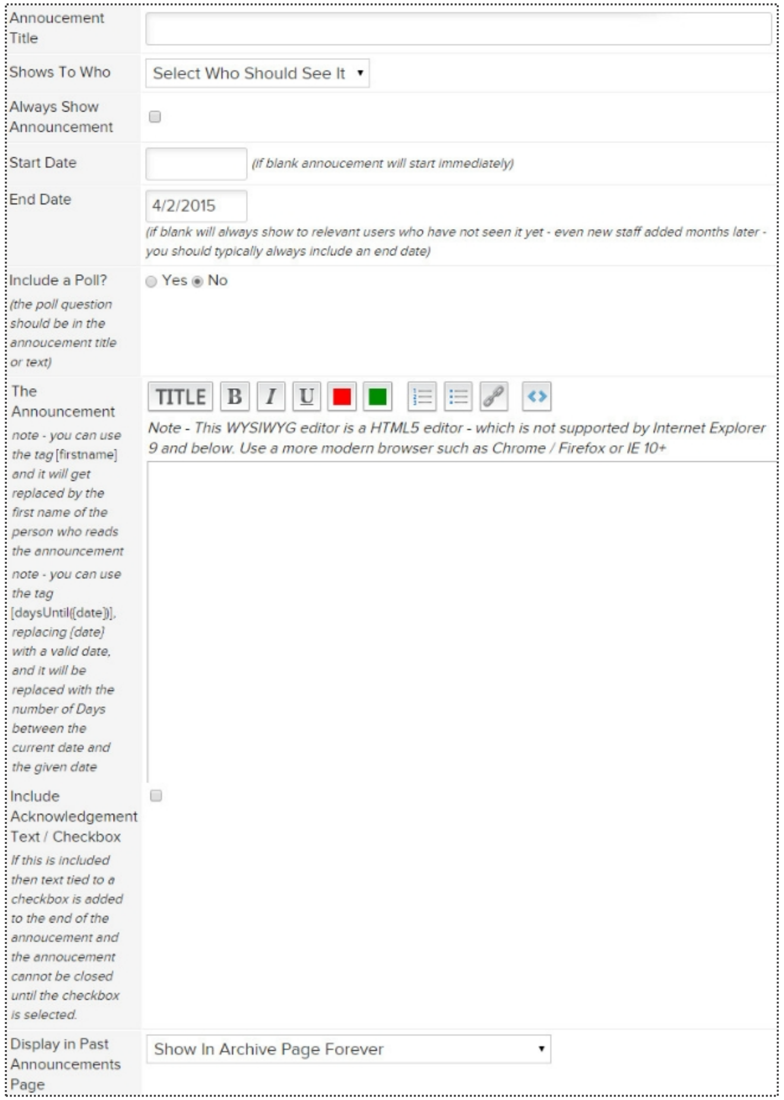
When finished click **Update Sales Script**.

ClubReady

Communications

Create Announcement

Setup > Communications > Announcements



Announcement Title - Enter the title for your announcement, this will be what the client or staff member will see when they log in.
Shows To Who - Select whether you want this announcement to show to Customers or Staff Members. You can target all staff or specific staff types.
Always Show Announcement – This option will have the announcement show to your customers or staff every time they log into the site.
Start Date - Enter the date you wish the announcement to start appearing. Leaving this field blank will cause the announcement to appear to staff or customers immediately.
End Date - Type in an end date for your announcement to quit appearing to staff or customers.
Include a Poll - Select whether you want to poll your clients or staff. If you click Yes the yellow box will appear where you can enter 4 choices.
The Announcement - Type in the actual announcement content. This section works like a basic work processor.
Include Acknowledgement Text/Checkbox - Check the acknowledgment box if you want to force staff to read (not just close) an announcement and confirm they have read it.
Display in Past Announcements Page - Select what archive settings you want for this announcement.

View Previous/Future Announcements

Setup > Communications > Announcements

Active (1) | Future (0) | Inactive (1)

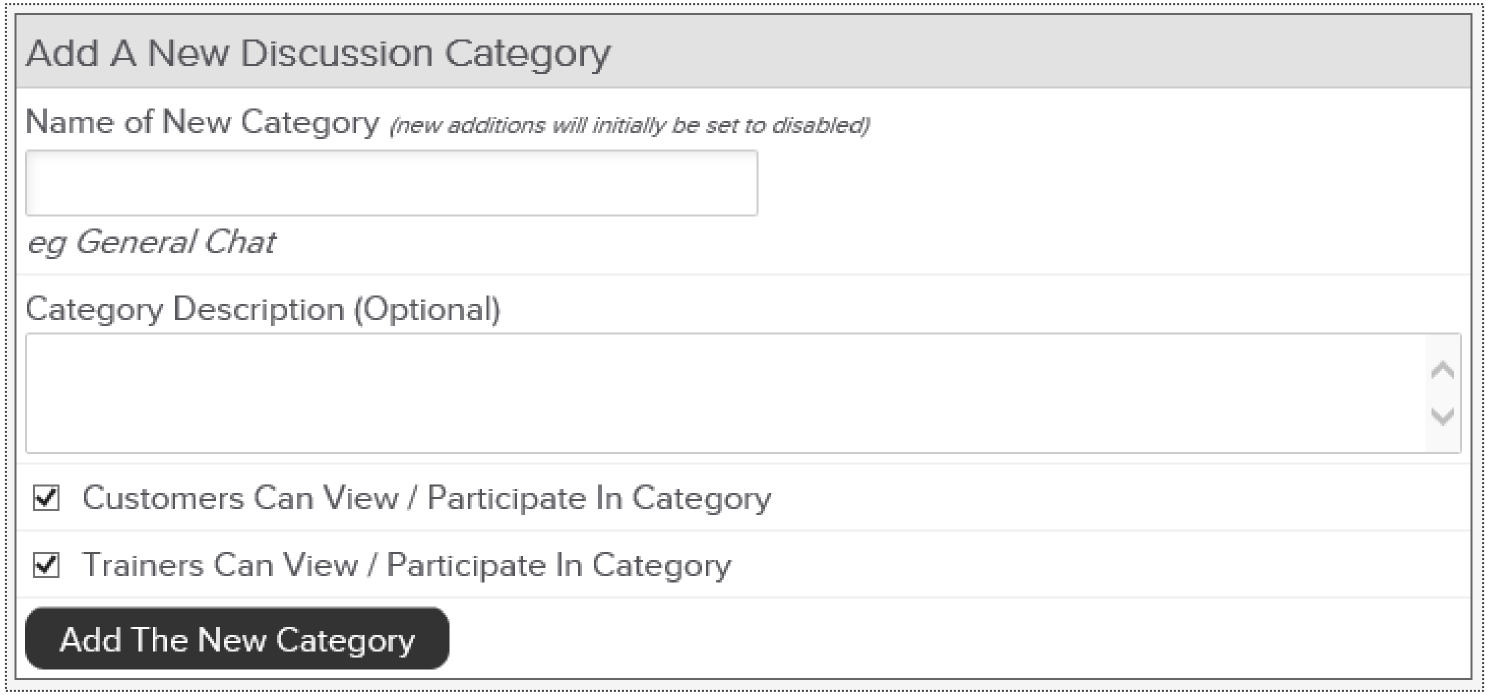
Announcement Title	Report	Includes Poll?	Start Date	End Date
10% Off All Spring Apparel (1 views)		No	3/26/2015	3/29/2015

Active - Announcements after being created.
Future - Future date announcements
Inactive - Announcements that have gone past their end date tab.

If you wish to delete or cancel an announcement click the red X button to the right of the announcement title.

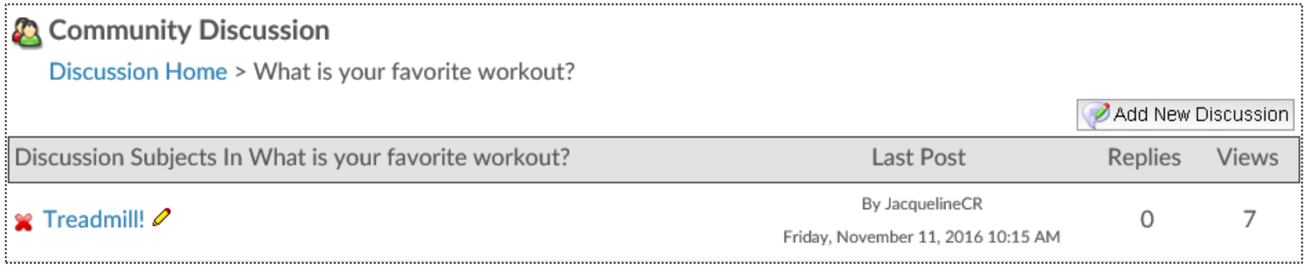
Create New Discussion

Setup > Communication > Discussion Categories



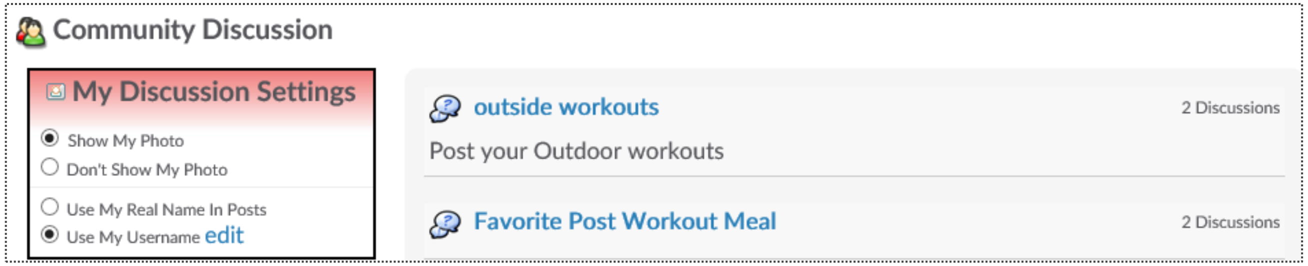
Discussion categories allow your customers and/or staff to hold conversations in the form of posed messages. When creating a new discussion category, add the name and choose if customer and/or trainers can participate in this forum.

View Discussions: Staff & Clients



Staff View – **Reports > Community.**

Trainers can participate by clicking on the Add New Discussion button in the discussion forum they select.

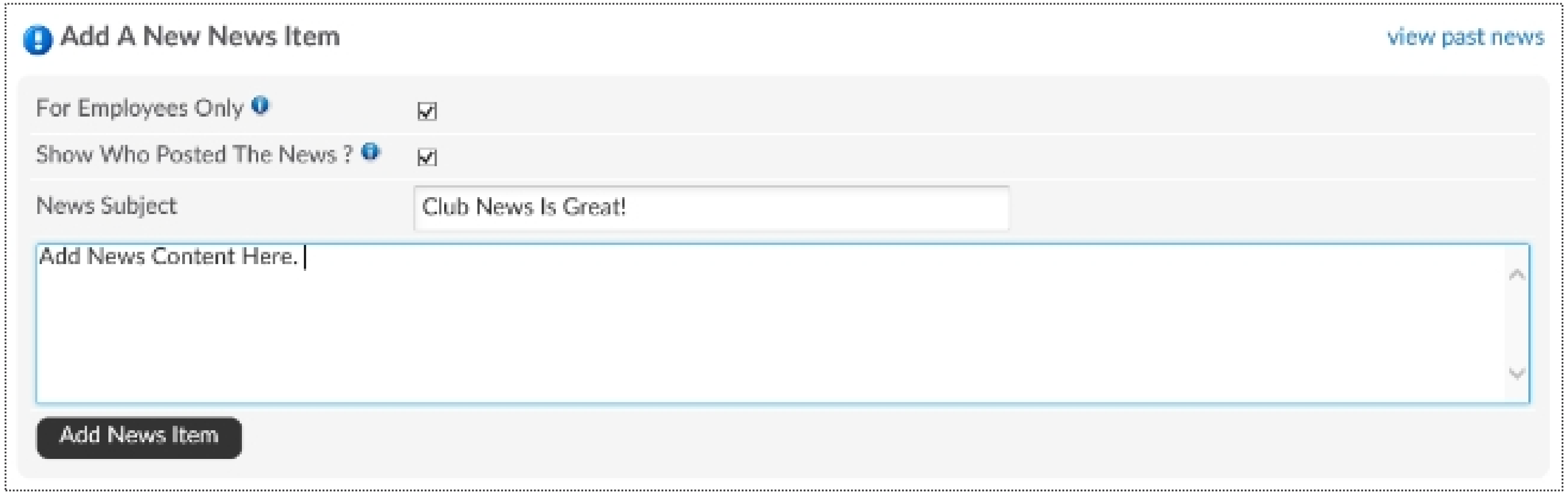


Client View – **Discuss > Community Discussion.**

Clients can view all available forum and select their discussion settings. To add a new discussion, they need to select on the forum link and Add New Discussion.

Create Club News

Main > Club News



To add a new club news item, click on the link Add New News Item which is located in the far right of the Club News tab.

For Employees Only – if checked, members will not see the news. If you are creating a news post that will be visible to members, they will be able to view this on their wellness dashboard.

Show Who Posted The News – will show the employee's name and photo.

News Subject – type the subject line and content you want to share. To complete, click on Add News Item.

View Club News: Staff & Clients

Main > Club News

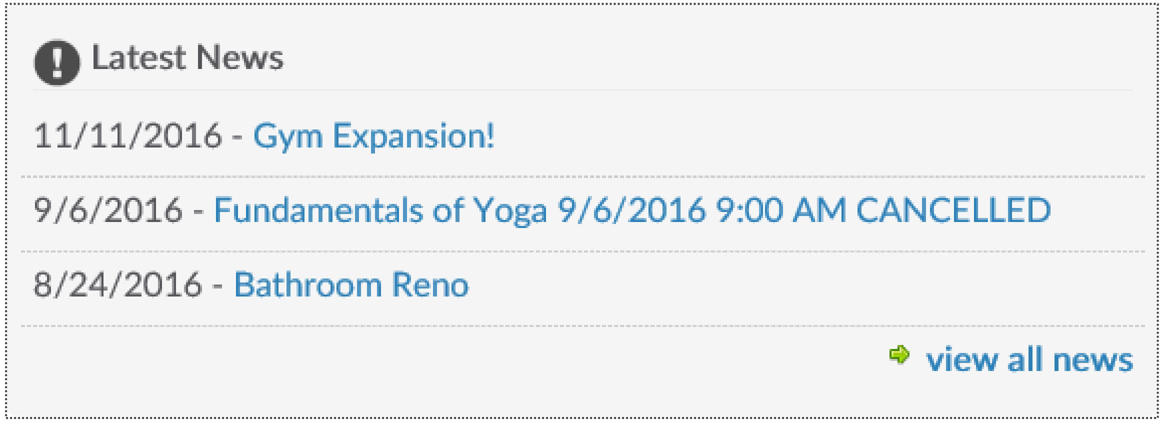
Past News Items

add new news item

Date	News Item - Click To Read	For Employees Only?	Delete
10/10/2014	Mercy's Class 10/14/2014 10:00 AM CANCELLED		
8/20/2014	New News		
6/4/2014	Hola amigo!		
6/2/2014	Hello there.		

Staff View – **Main > Reports.**

Trainers can view news item as well as edit them and delete (if they have the permissions).

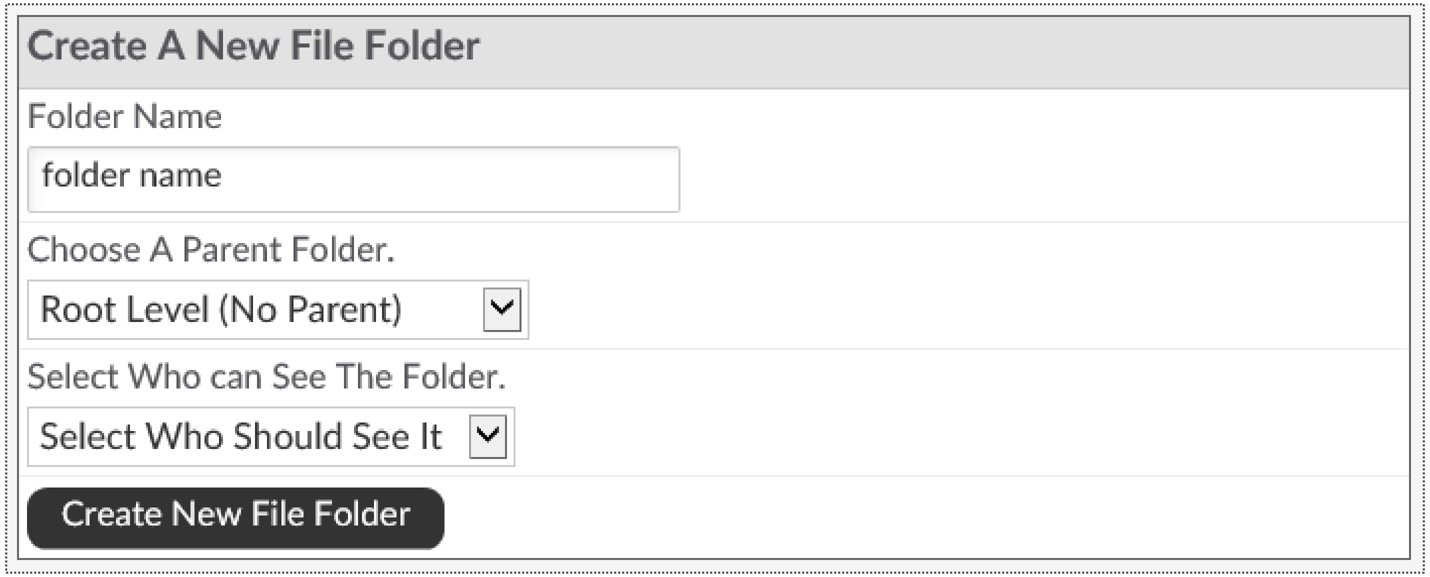


Client View – **Home > Overview**

Clients can view all available news items. To view past news they can select Home > Past News. Clicking the news link will show the content.

Create A File Folder

Setup > General > File Folders



Folder Name: Type in the desired name for the file folder.

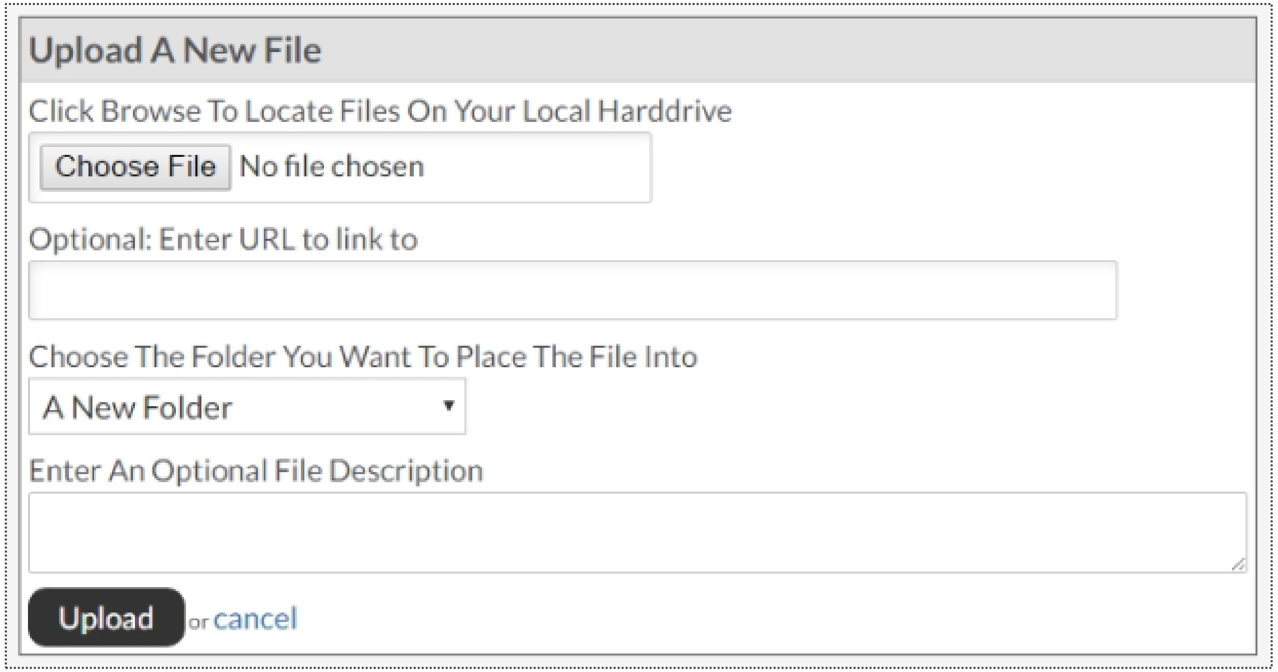
Choose A Parent Folder: If the folder being created is a sub folder of an existing folder, select the name of the parent folder. If not, leave select as **Root Level (No Parent)**.

Select Who Can See The Folder: Select if members or staff are able to see the folder.

Upload A File To A File Folder

Setup > General > File Folders

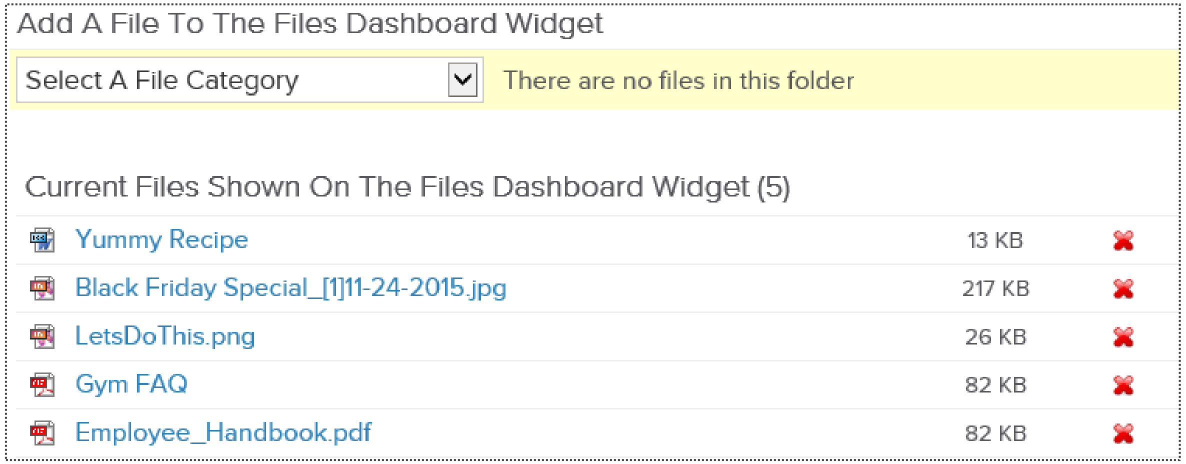
To upload a file, select the **Upload A New File** link.

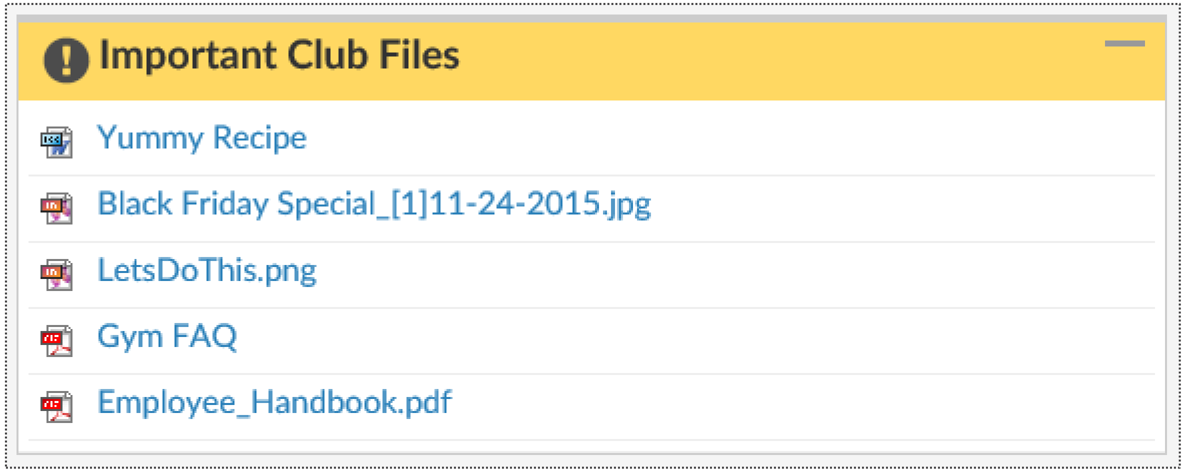


Click the **Choose File** button to search and select the desired file from your PC. There is an option to enter a URL link (this is not recommended as if someone removes the file from their site it will no longer be available). Select your file, then select the folder you wish the file to be stored in. You may also enter an optional file description. Finally, click **Upload** to upload the file.

Important Files Widget

Setup > Staff > Files Widget



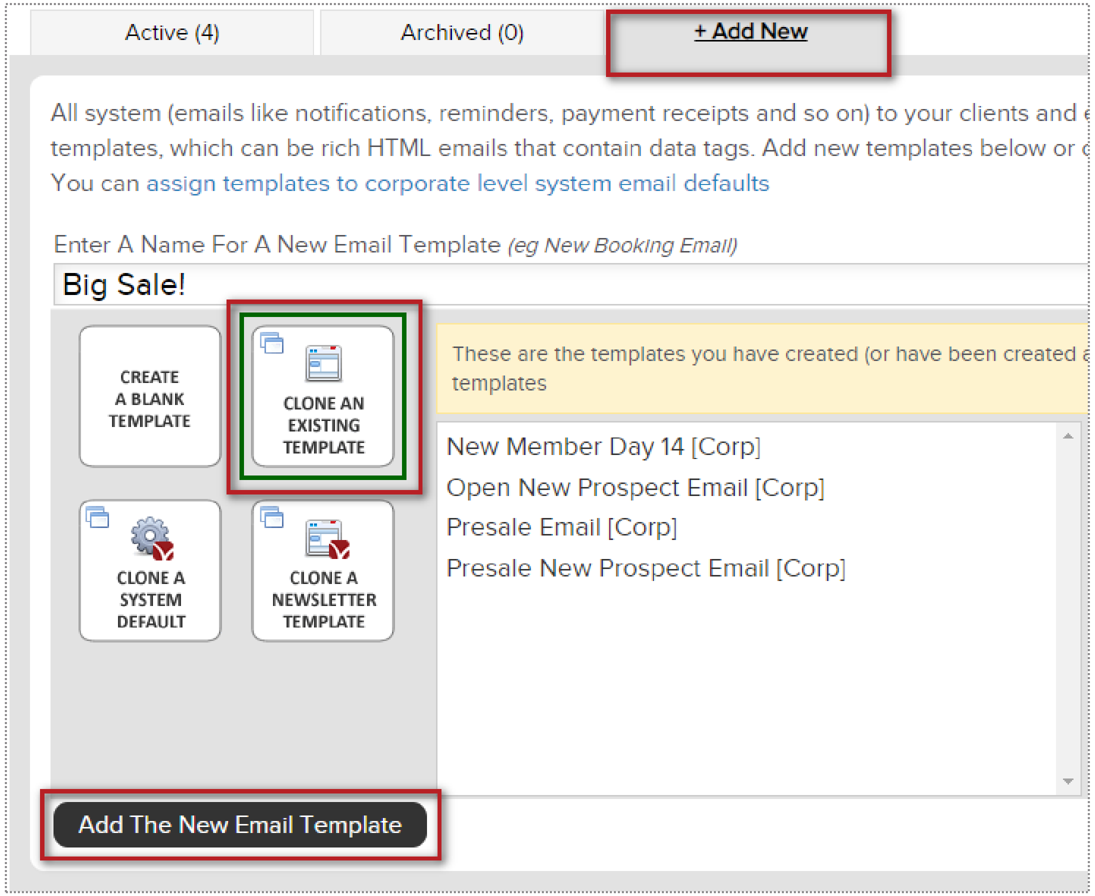


The files dashboard widget allows you to place specific files from your file store onto staff members dashboards. From the dropdown menu choose the folder, then the specific file. You do have the option to re-name the file for display in the widget. Click the **Add Selected File To Widget** button to save.

Staff members are able to access files from the widget by clicking the blue file name link.

Email Templates

Setup > Communications > Email Templates



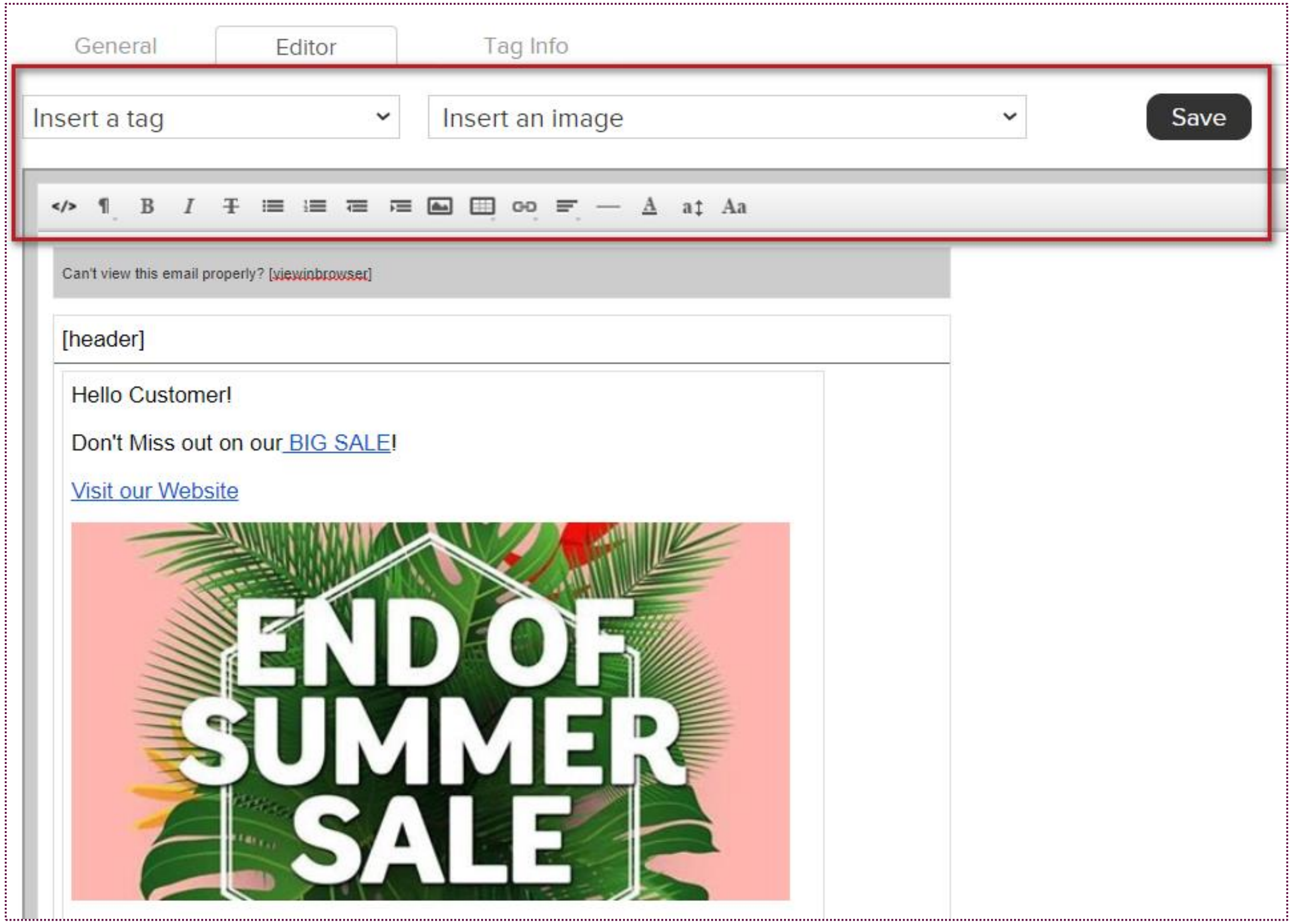
Click on the **+ Add New** tab to choose from the 4 ways to create a custom template:

Create a blank template, Cloning an existing template, Cloning system default template or
Clone a newsletter template

Type the name of your new template and click on the button **Add The New Email Template** to save and continue.

Email Templates

Setup > Communications > Email Templates



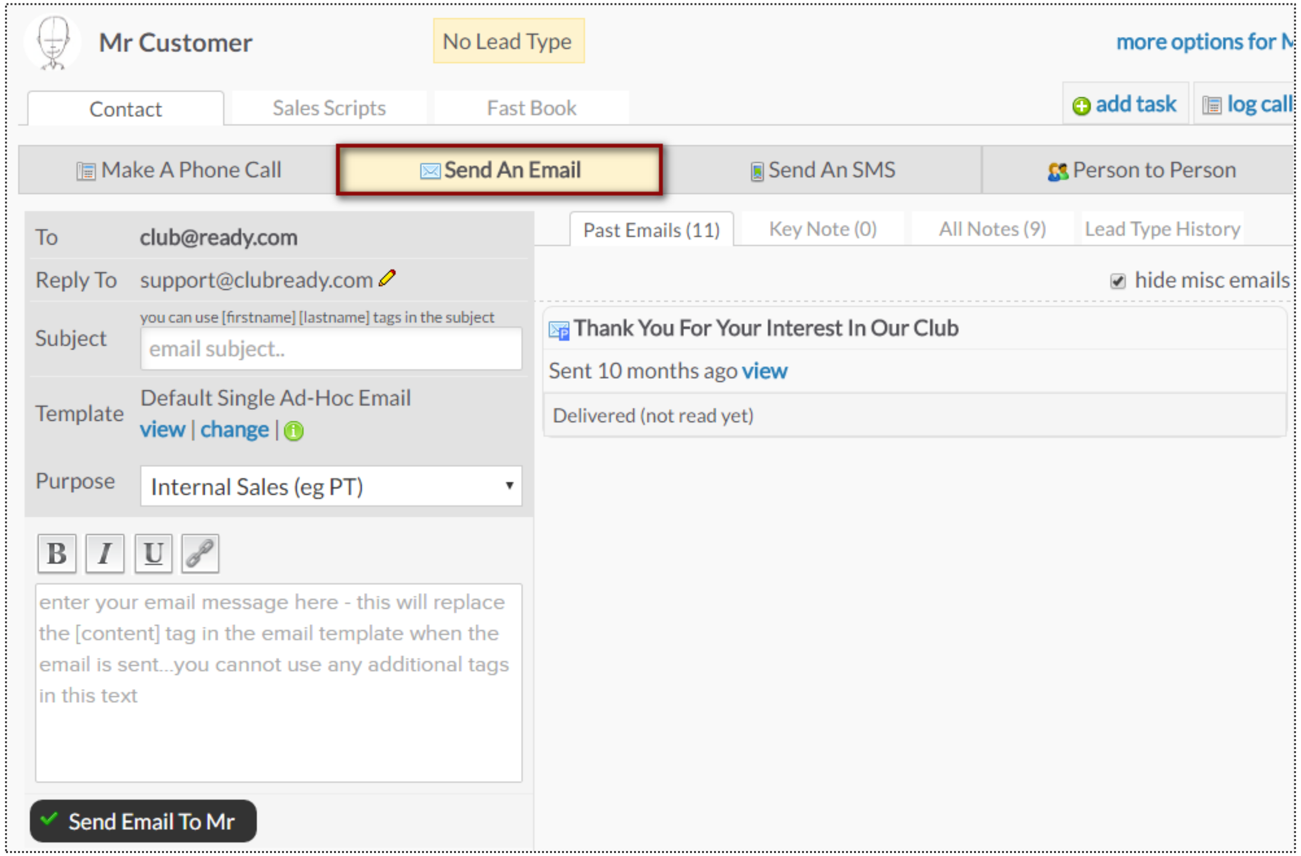
Click on the **Editor** tab to proceed adding the content for your email template.

Choose from **Inserting a Tag** or **Inserting an image** to display for your users.

NOTE:
- Avoid using copy + paste from Microsoft Word.

Individual Emails

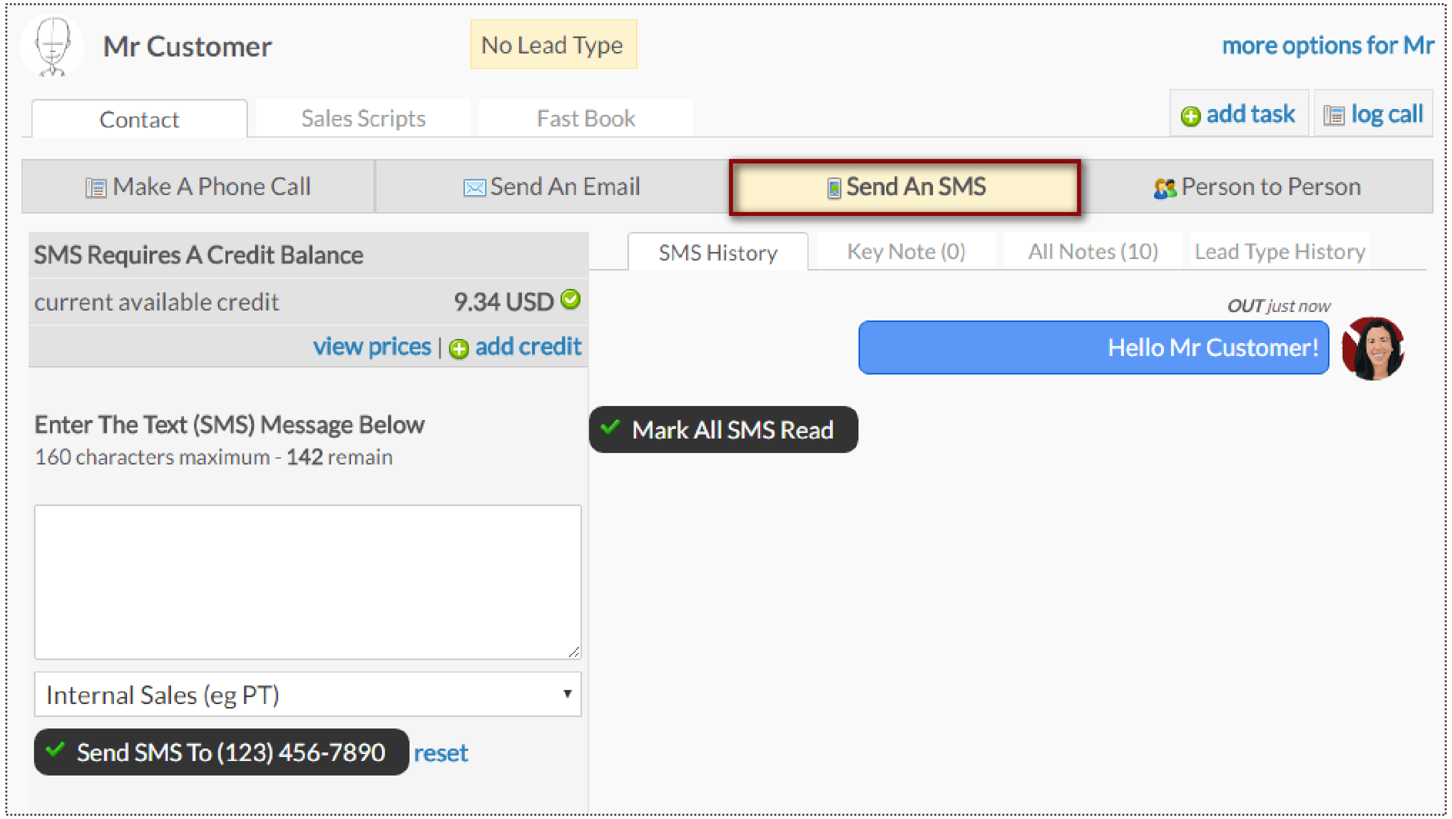
Prospect/Member Account > Work It



On the left you will be able to send an email to the client. On the right you will see a list of all the email correspondence between the client and staff for this task.

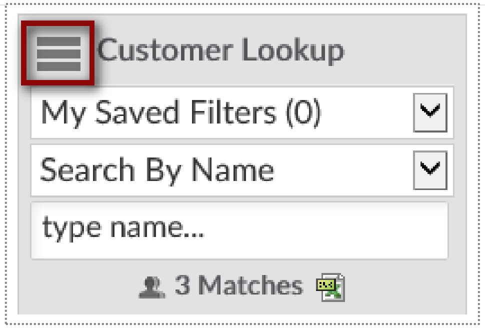
Individual Texts

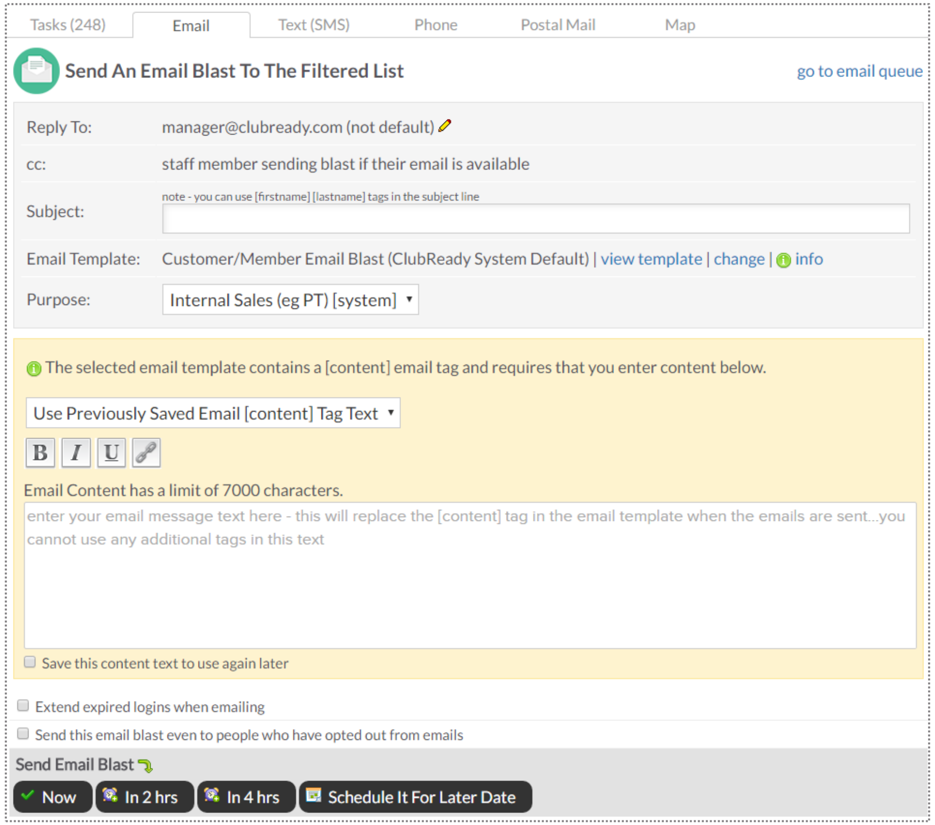
Prospect/Member Account > Work It



The SMS (Text Message) screen will allow you to send a text message to the client and keep a log of both the staff and client responses for this task.

Email Blasts





Prospects/Members > Email

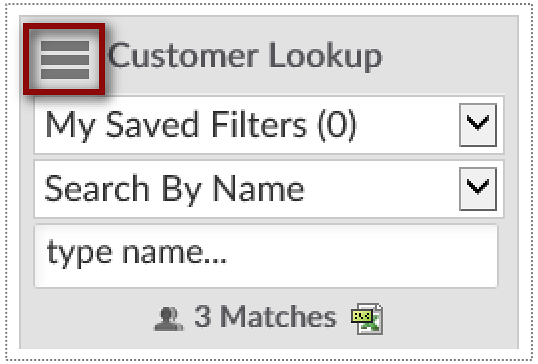
Your email blast will attempt to send to all of the prospects/members that are showing in the lookup list at the time you send your blast, so filtering will allow you to email a target audience. To start narrowing who will receive an email blast, click on the 3 bars. This will provide you with options to narrow the search.

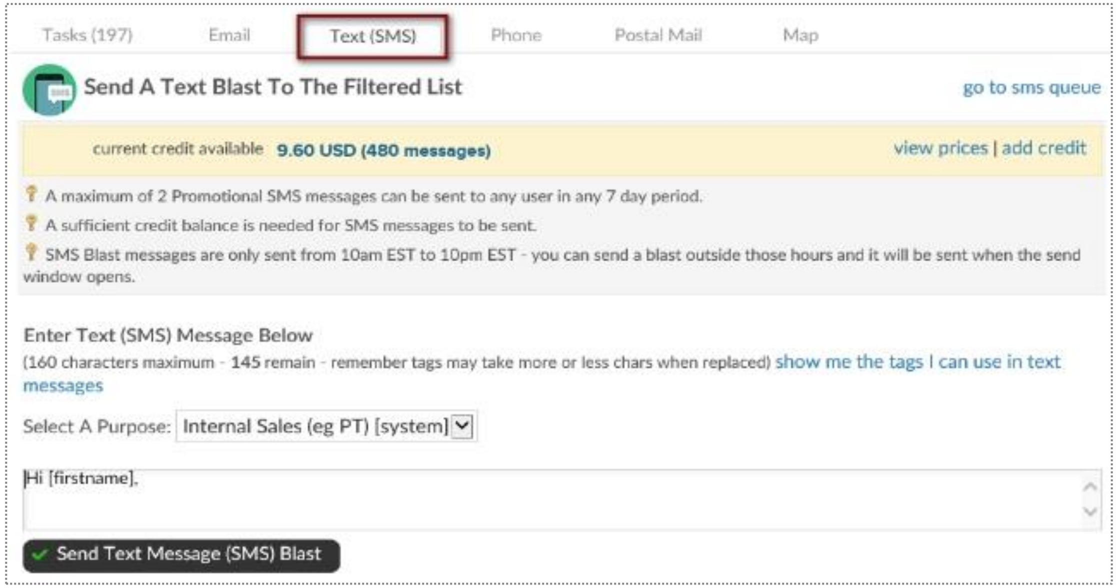
Select, or fill in, the following fields: **Reply To**, **Subject**, **Email Template, Use Previously Saved Email** (If you have saved any email content previously you can select this saved text from the drop-down box).

Other selections will include:
Save this content text to use again later - If you are going to send this out on a regular basis.
Extend expired logins when emailing - If you want to extend the client's access to their login area.
Send this email blast even to people who have opted out from emails - This option is typically used for notifying clients of past due or collections status issues.

Text Blasts

Prospects/Members > Text (SMS)





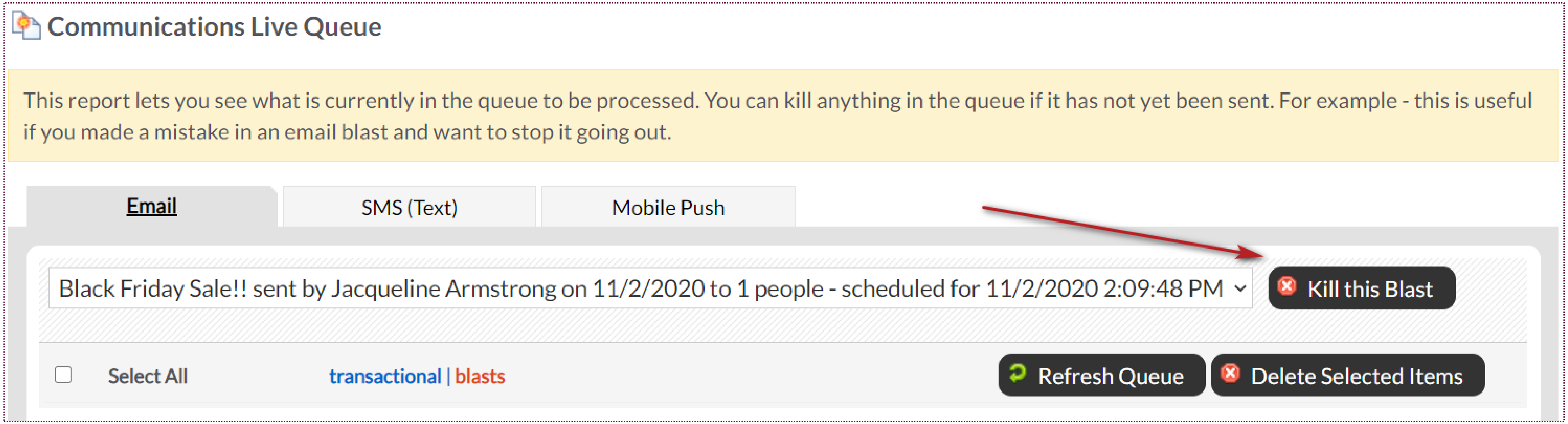
To start narrowing who will receive a text blast, click on the 3 bars. This will provide you with options to narrow the search.

The screen will display the current amount of credit available and allow you to view prices and add credit.

The last section is where you will actually compose the message. Click the button **Send Text Message (SMS) Blast** to start the send process.

Live Send Queue

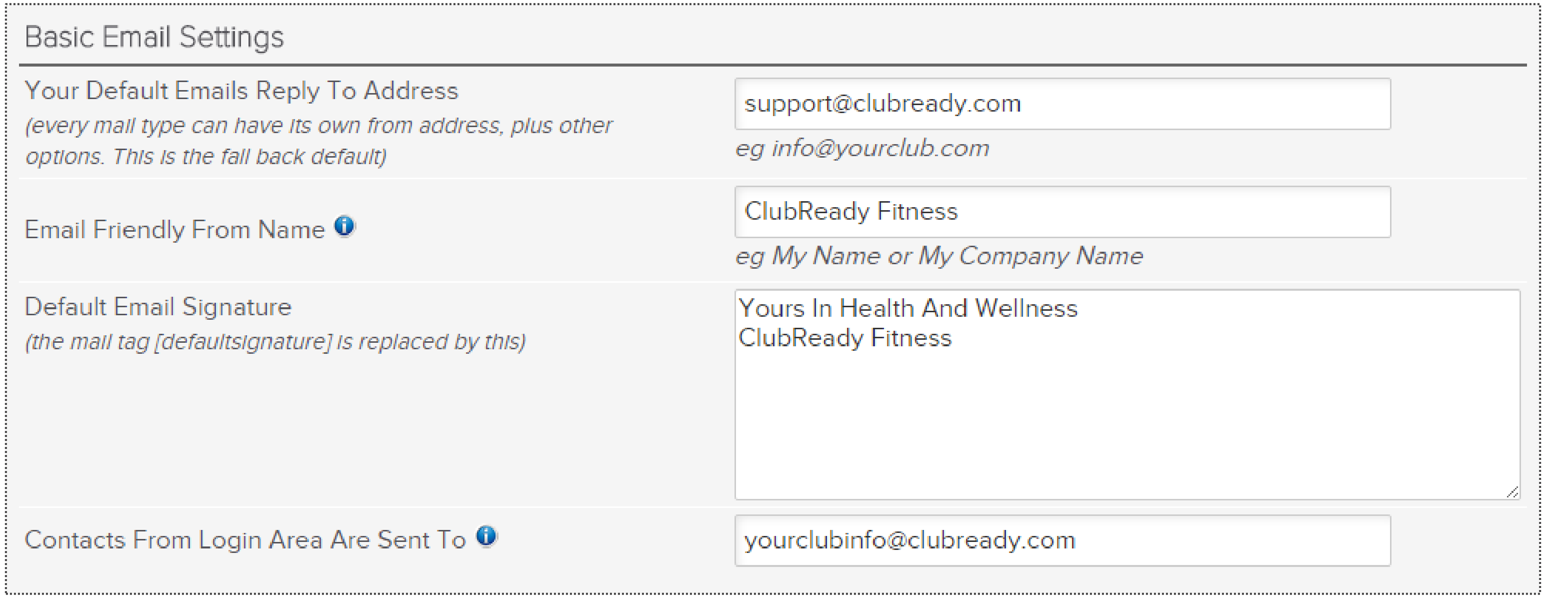
Reports > Communications > Live Send Queue



The queue will display all communications currently being processed or are waiting to be sent out. You can view the different methods of communications in queue from the tabs on the top: **Email, SMS (Text), and Mobile Push.** Using the drop-down menu you can view all of communications in queue or filter down to view only specific communications.

Basic Email Settings

Setup > Communications > Communication Settings



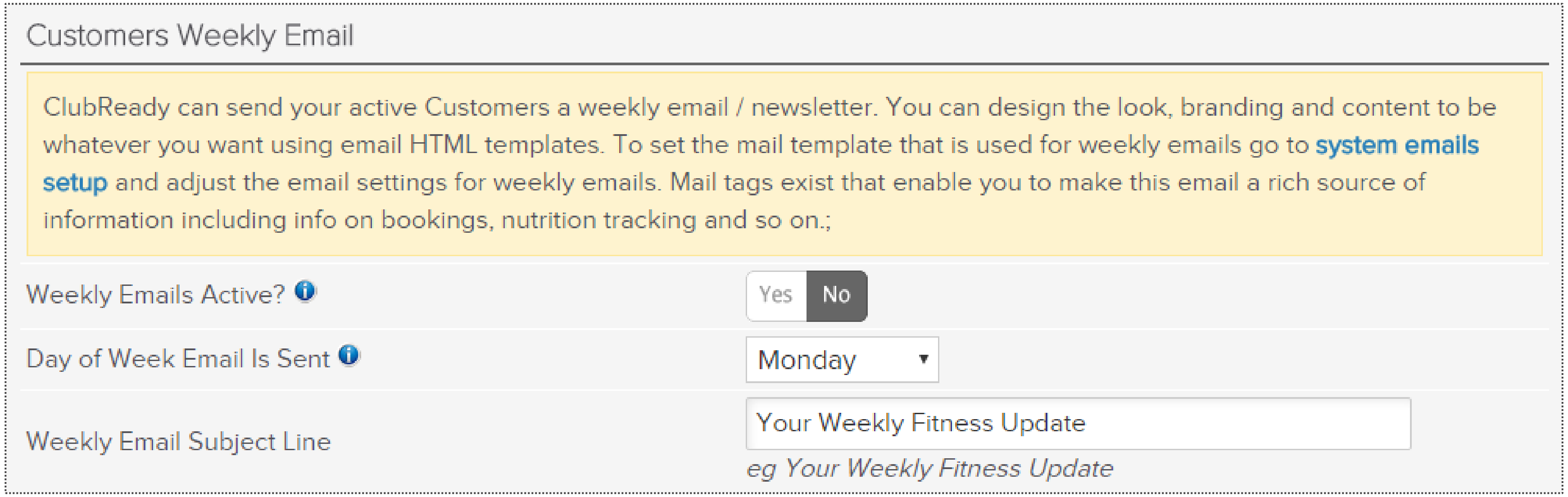
Basic Email Settings

Your Default Emails Reply To Address *(every mail type can have its own from address, plus other options. This is the fall back default)*	support@clubready.com *eg info@yourclub.com*
Email Friendly From Name	ClubReady Fitness *eg My Name or My Company Name*
Default Email Signature *(the mail tag [defaultsignature] is replaced by this)*	Yours In Health And Wellness ClubReady Fitness
Contacts From Login Area Are Sent To	yourclubinfo@clubready.com

Your Default Emails Reply To Address - email address that will be the default used for all emails sent from the system unless you specify a different email under each email defaults.
Email Friendly From Name - the name that you would like your clients to see in the from field when they open their email.
Default Email Signature - what you would like clients to see for your email signature. In any email blast you can use the tag [defaultsignature] tag instead of typing your signature in each email template or blast.
Contacts From Login Area Are Sent To - When clients reply back this will be the email address these responses are sent to.

Members Weekly Email

Setup > Communications > Communication Settings



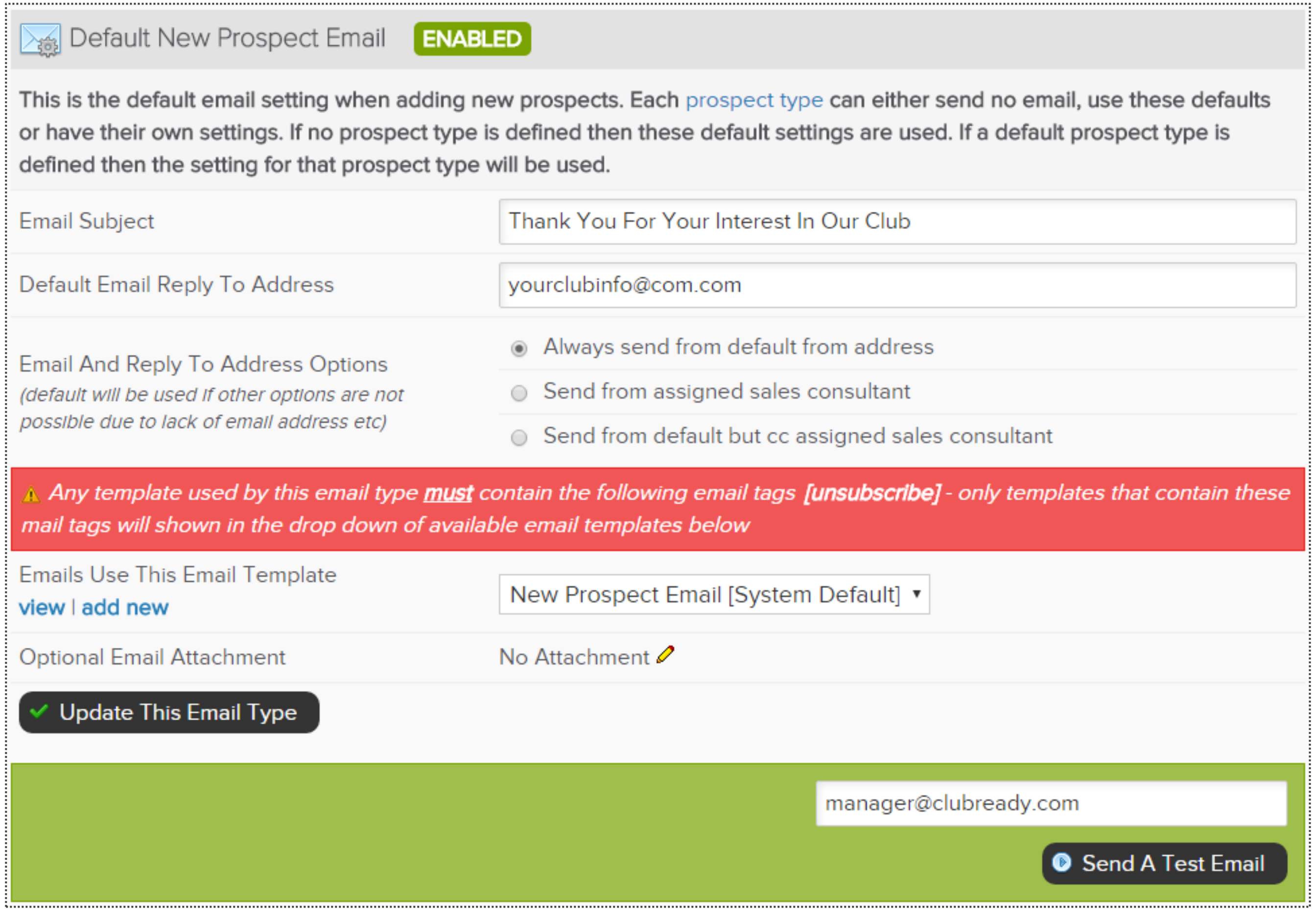
Weekly Emails Active? - select this check-box if you want to activate weekly fitness email tips.

Day of Week Email Is Sent - select the day you want the fitness email to be sent

Weekly Email Subject Line - you can change the title of the weekly fitness email

System Emails

Setup > Communications > System Emails



System emails are the type of emails that ClubReady sends (mostly automatically) as part of the day to day operation of a club.

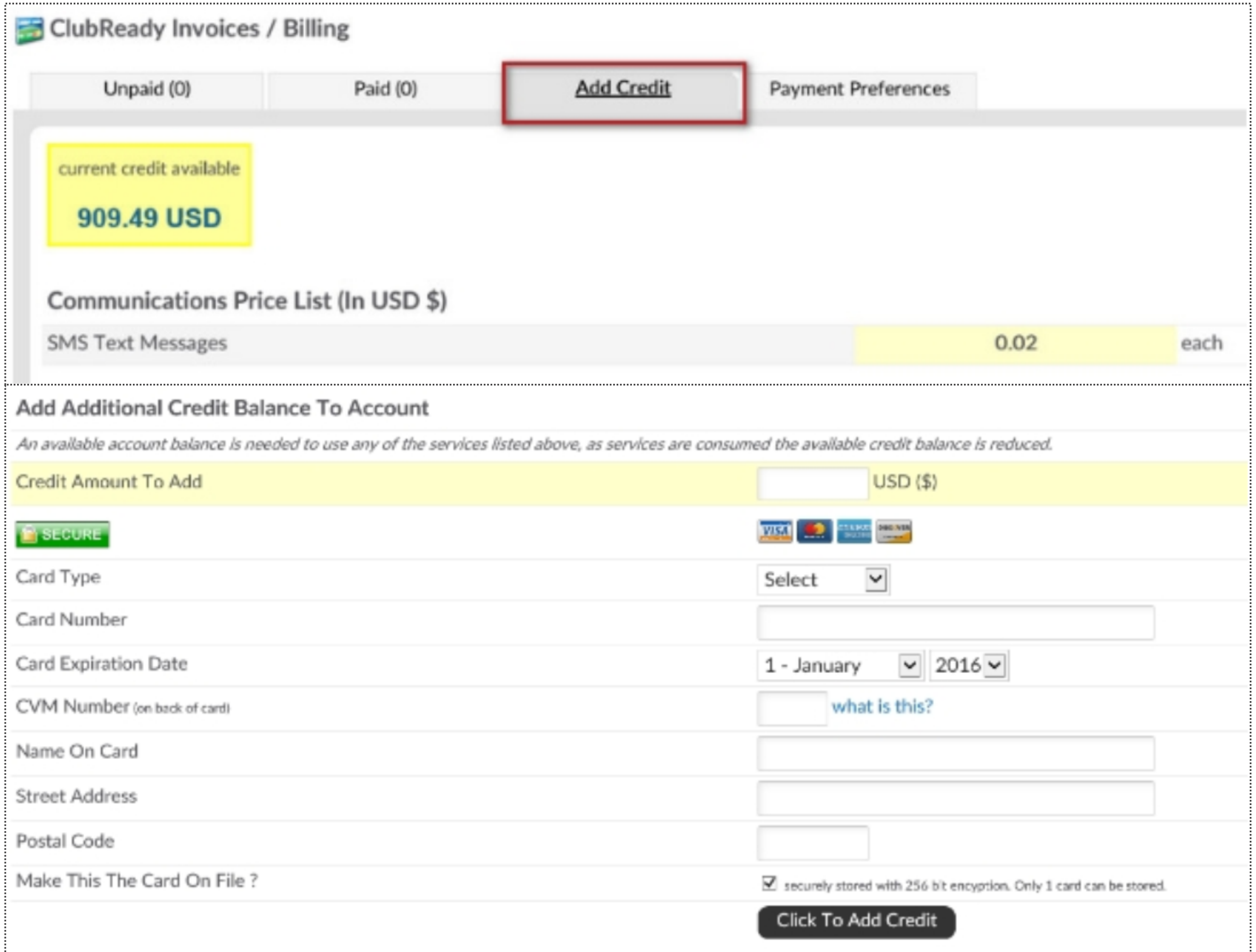
This allows you to have full control over the branding of all emails that are sent.

From the system email settings screen you are able to adjust the following:

Email Subject
Default Email Reply To Address
Email And Reply To Address Options
Required template tags
Emails Use This Email Template
Optional Email Attachment

Add SMS Credits

Setup > ClubReady Invoices > Add Credit



The top of the screen will show the current amount of credit available. The next section Communications Price List (In USD$) will provide the cost per type of communication (SMS).

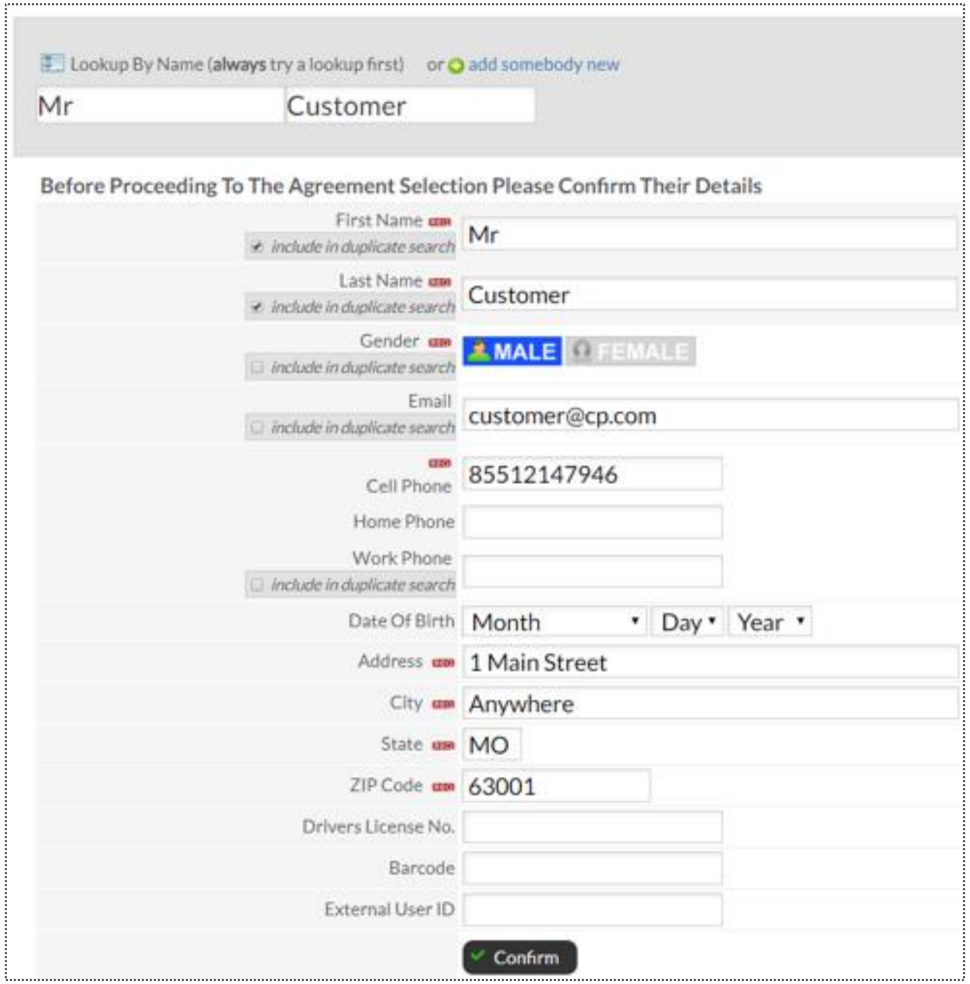
If you need to purchase communication credits scroll down to the next section **Add Additional Credit Balance To Account**. Enter in the amount of credit you will be adding in dollars (USD) and select whether you the credit card on file to be charged. If you have a credit card on file it will be displayed on this screen.

ClubReady

Agreement Write Up

Write Up New Agreement – Search For User

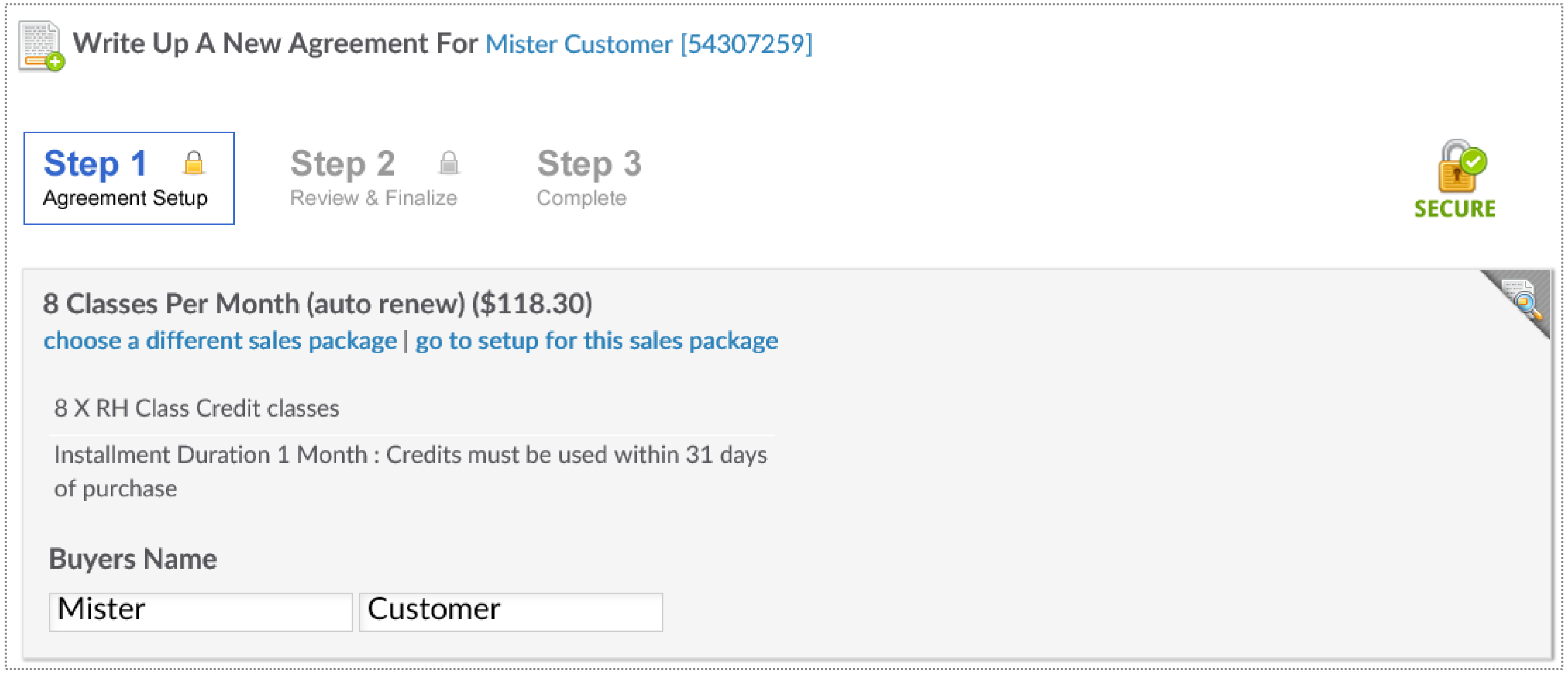
Main > Write up New Agreement > Search for client



All fields that have the required red icon (**REQ**) need to be filled out. Once you have verified all information click **Confirm** to continue.

Write Up New Agreement

Select Plan > Adjust Pricing & Pay Dates



Step 1: After selecting the Sales Package Folder and desired package you will be taken to the **Write Up A Agreement For** screen.

Included Amenities - If the package selected includes amenities, these will be listed here.

Buyers Name - You can change the buyers name if they are different than the customer.

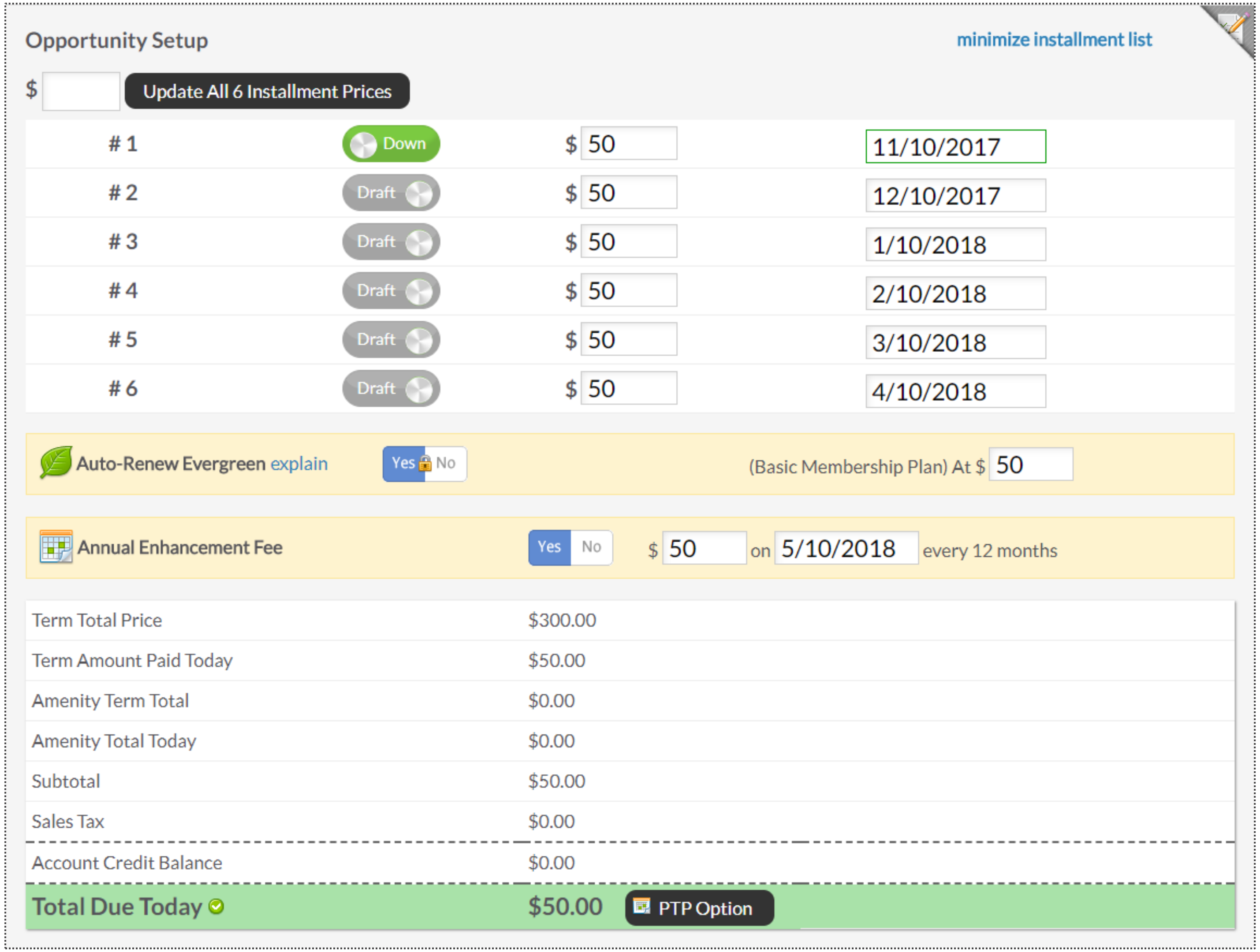
Agreement Classification: Post Date Agreement

Select Plan > Adjust Pricing & Pay Dates

Agreement Classification - You have the ability to mark the current agreement as either a **New, Downgrade, Upgrade** or **Renewal** agreement. From here, you are able to adjust the **Start Date** if it is different from the date the agreement is written up. For example, you may start a renewal agreement for a member in the future while allowing their current agreement to expire.

Write Up New Agreement

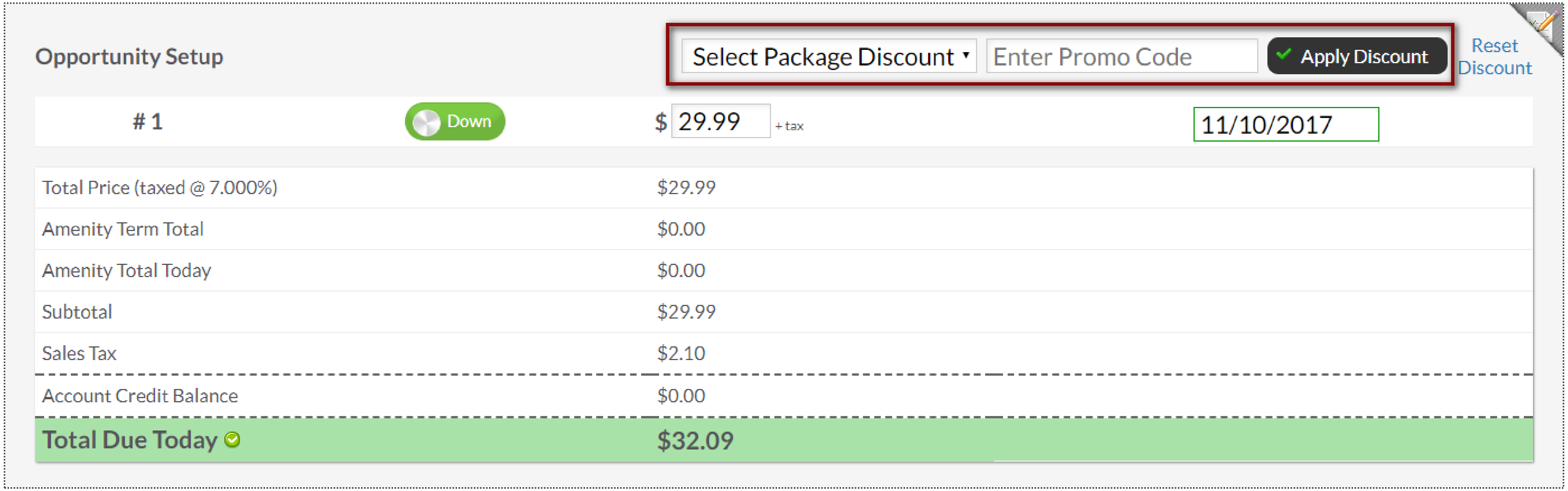
Select Plan > Adjust Pricing & Pay Dates



Opportunity Setup - Shows initial planned payments and their due dates. You have the option to adjust both the amount coming due and their due dates.
Auto-Renew Evergreen - The status of an auto-renew agreement will be detailed here. Select **No** if the customer does not want this agreement to be on Auto-Renew.
Enhancement Fee - If an Enhancement Fee is included in this package it will be detailed here.

Apply a Package Discount

Select Plan > Adjust Pricing & Pay Dates

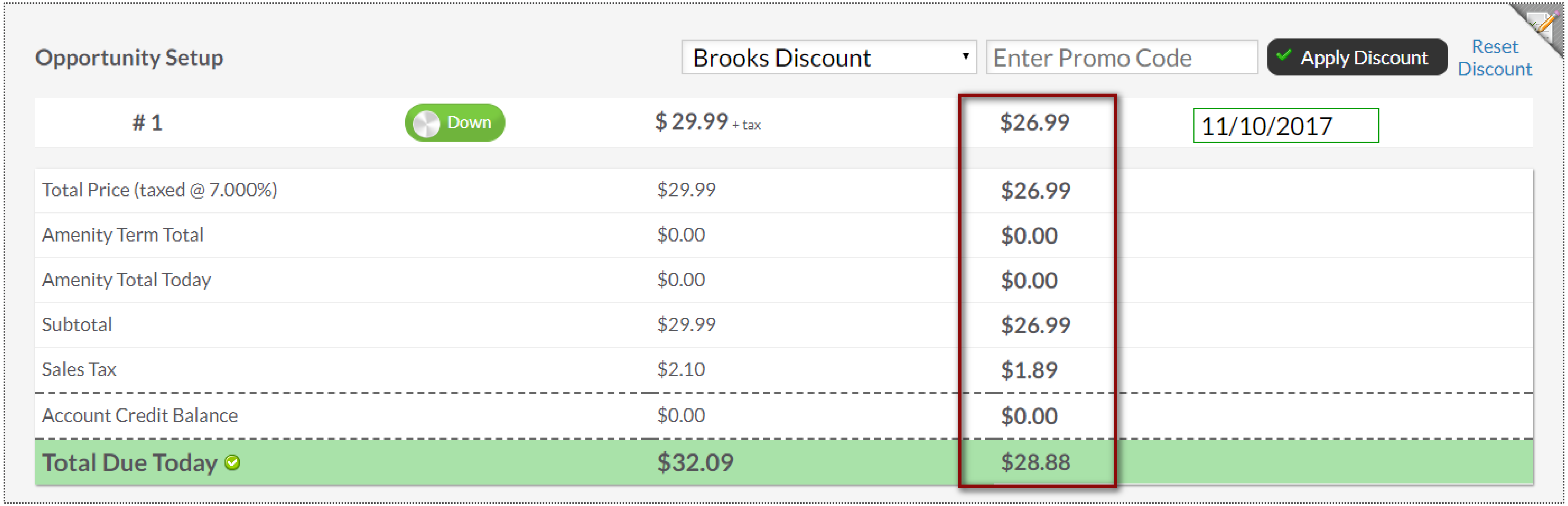


Opportunity Setup - The initial planned payments and their due dates will be listed. You have the option to select a package discount from the drop down and add a promo code. Click **Apply Discount**.

Sales Package Discounts - https://clubready.zendesk.com/hc/en-us/articles/360041817232-Sales-Package-Discounts

Apply a Package Discount

Select Plan > Adjust Pricing & Pay Dates


Opportunity Setup | Brooks Discount | Enter Promo Code | Apply Discount | Reset Discount

# 1	Down	$ 29.99 + tax	$26.99	11/10/2017

Total Price (taxed @ 7.000%)	$29.99	$26.99
Amenity Term Total	$0.00	$0.00
Amenity Total Today	$0.00	$0.00
Subtotal	$29.99	$26.99
Sales Tax	$2.10	$1.89
Account Credit Balance	$0.00	$0.00
Total Due Today	$32.09	$28.88

Once applied, it will automatically display the discount.

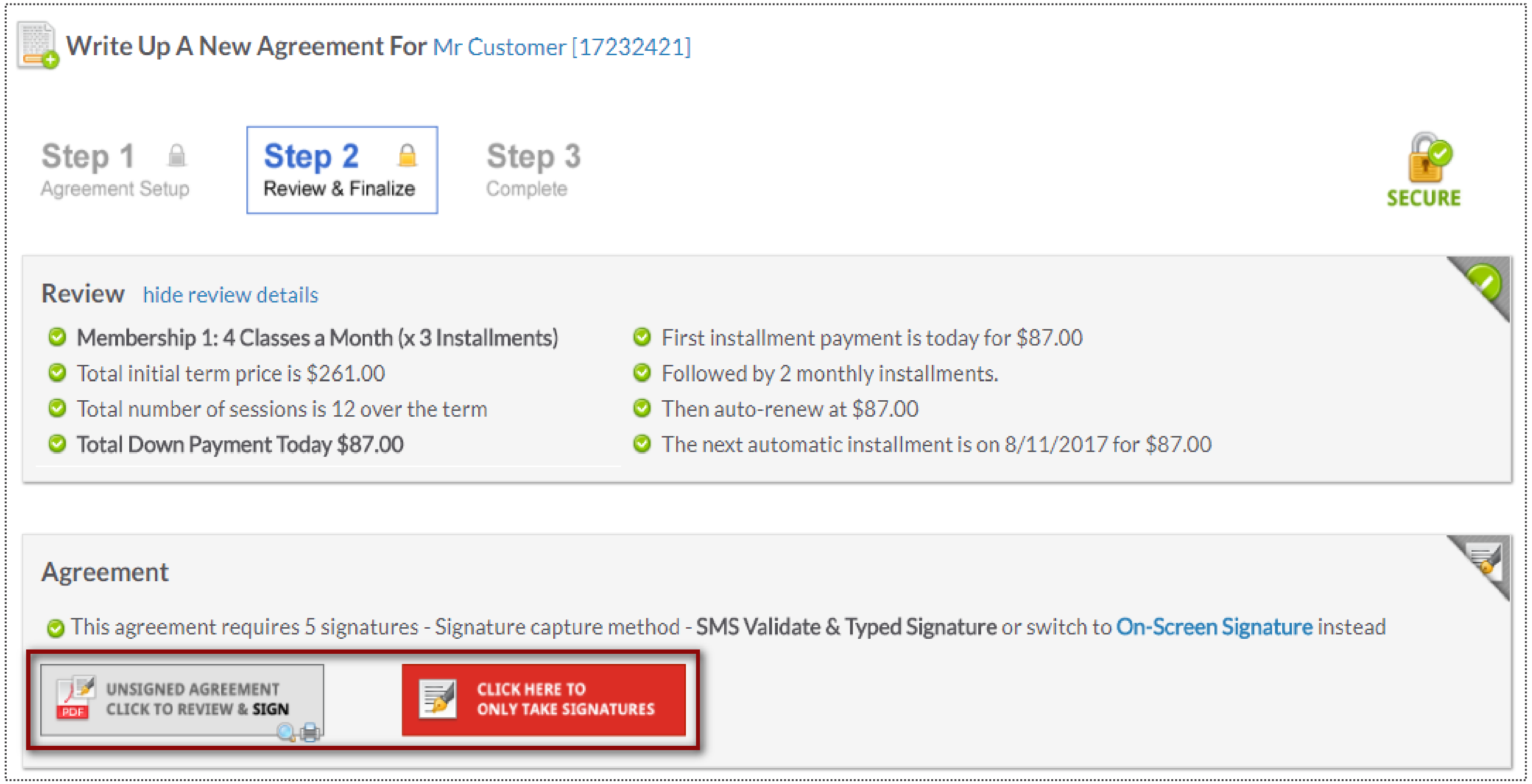
Write Up New Agreement

Assigning Sales Commission & Member Contact

Select the **Responsible Staff** who will receive the full commission. If you wish to split the sale with another employee, select **Split sale between staff** and choose the staff from the second drop down. For follow up tasks choose from the **Assign Staff** drop down. You may add a note in the field under **Optional Note**. Once you are finished click the button **SAVE AND GO TO STEP 2 - Review & Finalize.**

Write Up New Agreement

Review Terms > Take Signatures

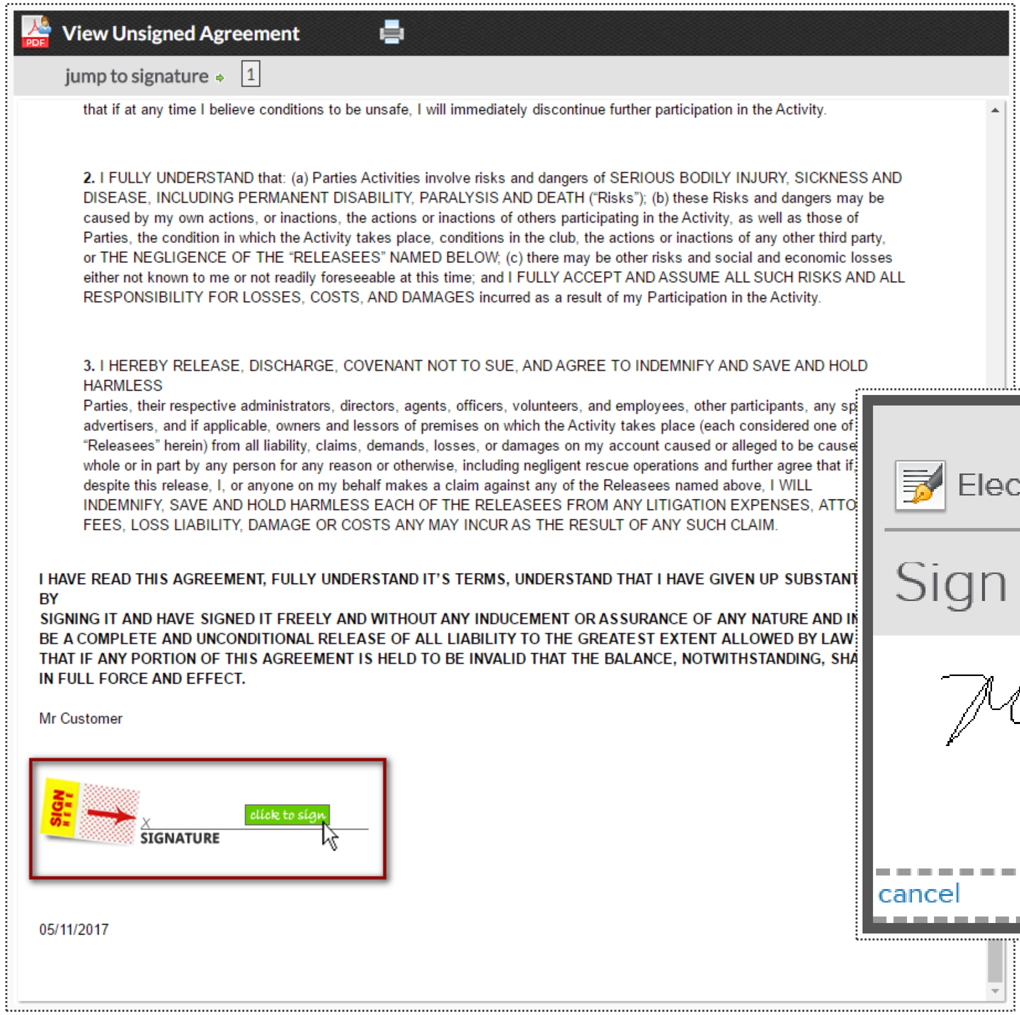


Take a minute to review the terms of the agreement and confirm they are accurate.

Select here to open full agreements for signatures.

Taking Signatures

Review Contract & Take Signatures



View Unsigned Agreement

jump to signature 1

that if at any time I believe conditions to be unsafe, I will immediately discontinue further participation in the Activity.

2. I FULLY UNDERSTAND that: (a) Parties Activities involve risks and dangers of SERIOUS BODILY INJURY, SICKNESS AND DISEASE, INCLUDING PERMANENT DISABILITY, PARALYSIS AND DEATH ("Risks"); (b) these Risks and dangers may be caused by my own actions, or inactions, the actions or inactions of others participating in the Activity, as well as those of Parties, the condition in which the Activity takes place, conditions in the club, the actions or inactions of any other third party, or THE NEGLIGENCE OF THE "RELEASEES" NAMED BELOW; (c) there may be other risks and social and economic losses either not known to me or not readily foreseeable at this time; and I FULLY ACCEPT AND ASSUME ALL SUCH RISKS AND ALL RESPONSIBILITY FOR LOSSES, COSTS, AND DAMAGES incurred as a result of my Participation in the Activity.

3. I HEREBY RELEASE, DISCHARGE, COVENANT NOT TO SUE, AND AGREE TO INDEMNIFY AND SAVE AND HOLD HARMLESS
Parties, their respective administrators, directors, agents, officers, volunteers, and employees, other participants, any sp advertisers, and if applicable, owners and lessors of premises on which the Activity takes place (each considered one of "Releasees" herein) from all liability, claims, demands, losses, or damages on my account caused or alleged to be cause whole or in part by any person for any reason or otherwise, including negligent rescue operations and further agree that if despite this release, I, or anyone on my behalf makes a claim against any of the Releasees named above, I WILL INDEMNIFY, SAVE AND HOLD HARMLESS EACH OF THE RELEASEES FROM ANY LITIGATION EXPENSES, ATTO FEES, LOSS LIABILITY, DAMAGE OR COSTS ANY MAY INCUR AS THE RESULT OF ANY SUCH CLAIM.

I HAVE READ THIS AGREEMENT, FULLY UNDERSTAND IT'S TERMS, UNDERSTAND THAT I HAVE GIVEN UP SUBSTANT BY
SIGNING IT AND HAVE SIGNED IT FREELY AND WITHOUT ANY INDUCEMENT OR ASSURANCE OF ANY NATURE AND IN BE A COMPLETE AND UNCONDITIONAL RELEASE OF ALL LIABILITY TO THE GREATEST EXTENT ALLOWED BY LAW THAT IF ANY PORTION OF THIS AGREEMENT IS HELD TO BE INVALID THAT THE BALANCE, NOTWITHSTANDING, SHA IN FULL FORCE AND EFFECT.

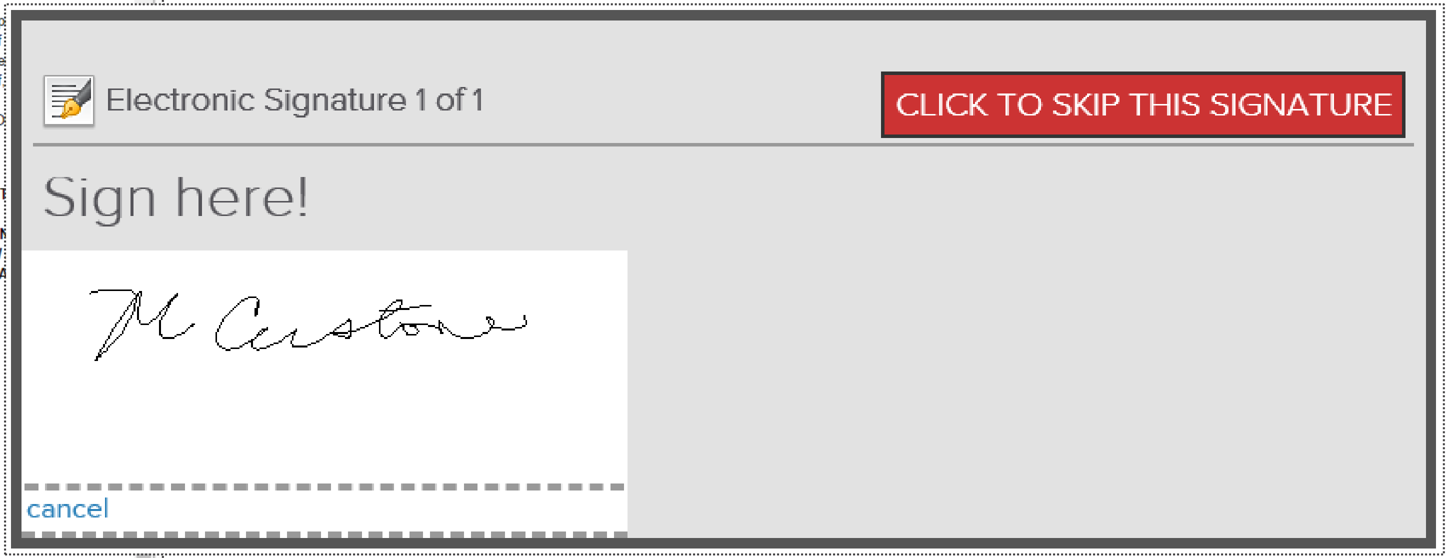
Mr Customer

SIGN HERE x SIGNATURE click to sign

05/11/2017

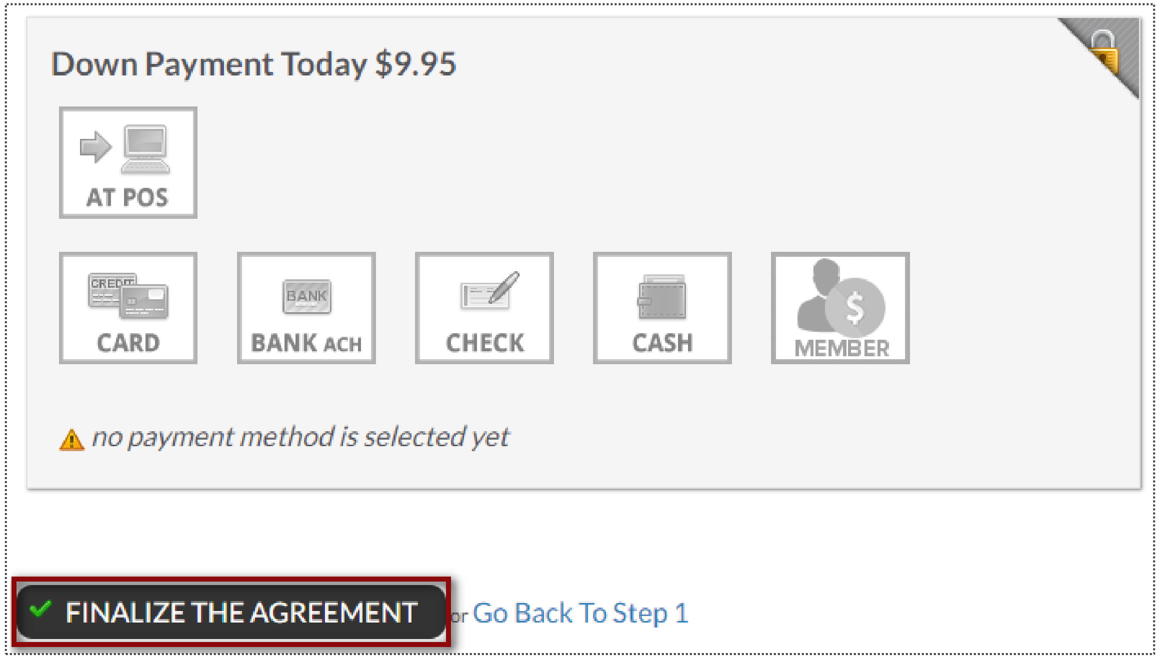
Take the member's signature using the signature capture method setup for your club. .

When performing a phone sale, you have the option to skip signatures. Next time the member checks in, they can sign the agreement.



Finalize The Agreement

Take Payment & Finalize the Deal

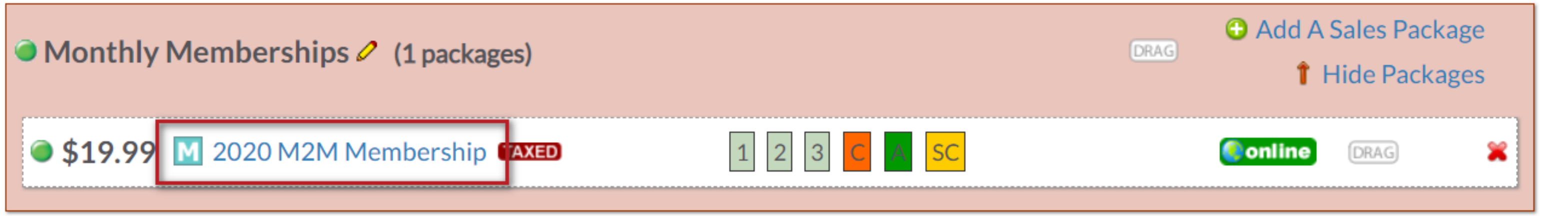


Different methods are available for you to take payment from this screen.

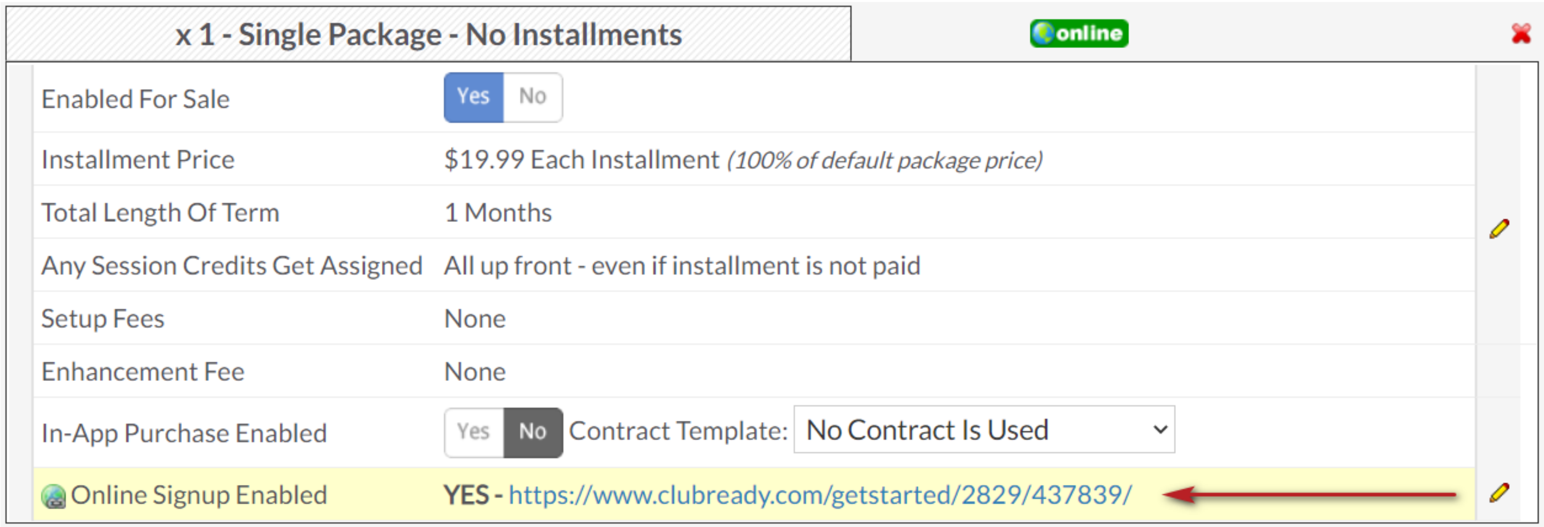
NOTE: If your member wishes for another member to pay for the agreement then select the **Member** box to the right. This is considered to be your ‘Other User’.

Access Online Sign-Up Links

Setup > Sales > Sales Packages



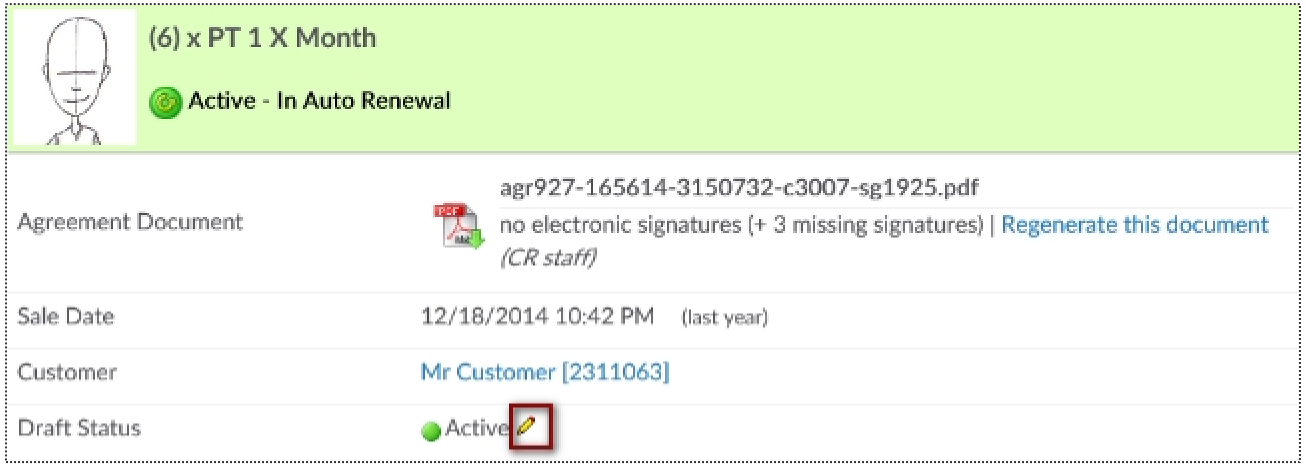
Locate the sales package and click on its name. Next, click **Installments** tab.



Click or copy and paste the link into a web browser. The online sales package will appear for you to preview it. Use the link on your **website, email blast or social media**.

Managing Agreement – Draft Status

Member > Agreement > Full Details



Scroll down the Agreement Summary page to the **Draft Status** field. Click the edit pencil to start the disable or enable the draft process. A mandatory note is required to disable the draft. Click **Update Draft Status** button to save your change.

Managing Agreement – Auto Renew Evergreen

Member > Agreement > Full Details

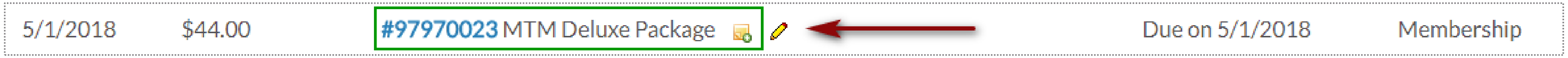
To edit the **Auto-Renew Evergreen** status click the edit pencil next to Yes/No. Yes means this agreement will auto-renew once the term is fulfilled and No means this agreement will only bill through the initial term and billing will stop. You may include an optional note describing why you are editing the auto-renew status. Choose to send an email notification to the customer about this change.

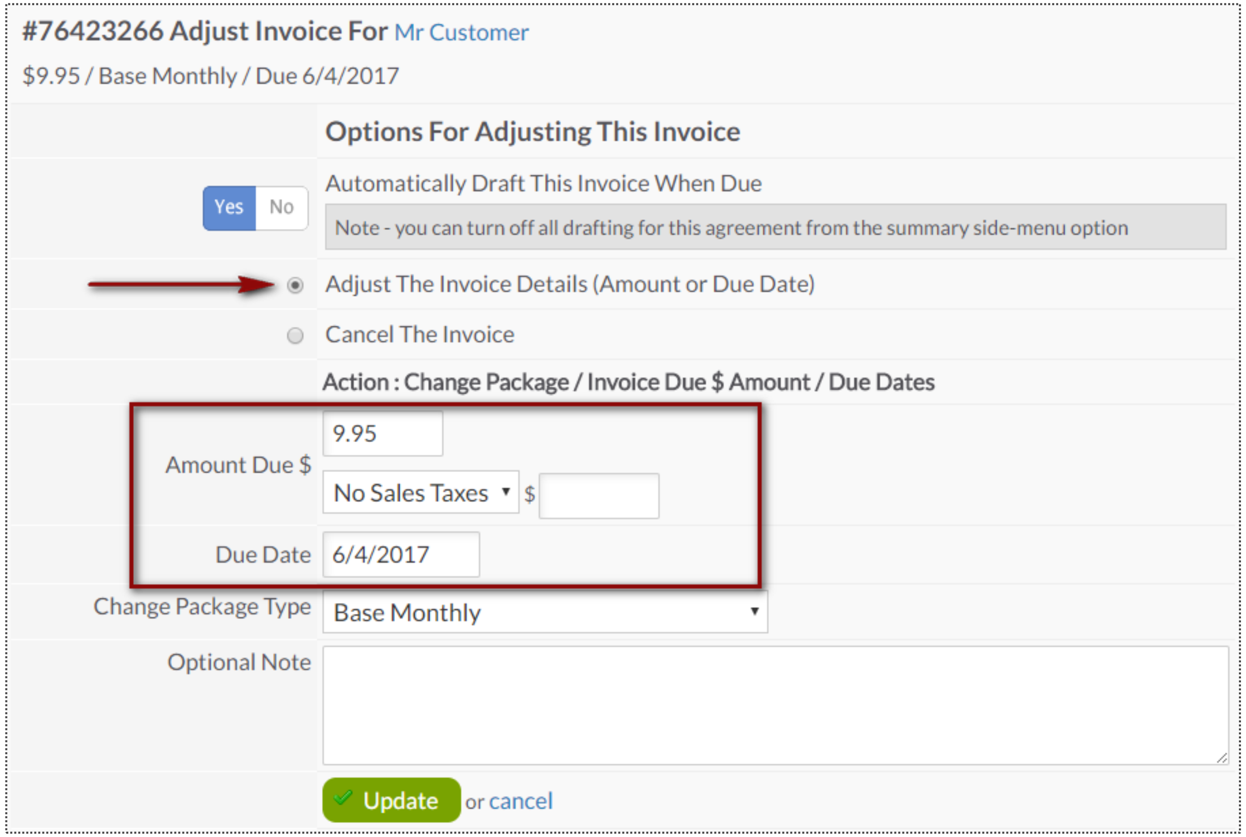
Notes:
Turning OFF auto-renew does not mean the agreement is cancelled. All invoices that are already generated under the agreement Invoices page will still be attempted.
Turning ON auto-renew will generate invoices automatically based on the last unpaid invoice on the account. Please confirm under invoices that there is a future unpaid invoice that will be automatically picked up to use as the auto-renew invoice moving forward. If there is not a future unpaid invoice you will need to Manually Add A New Invoice. Auto-Renew means that once the last shown invoice is paid, the system will generate the next invoice automatically. These invoices will continue to generate until the agreement is cancelled.

Member Management

Invoice Adjustments

Member > Billing > Invoices > Edit Pencil



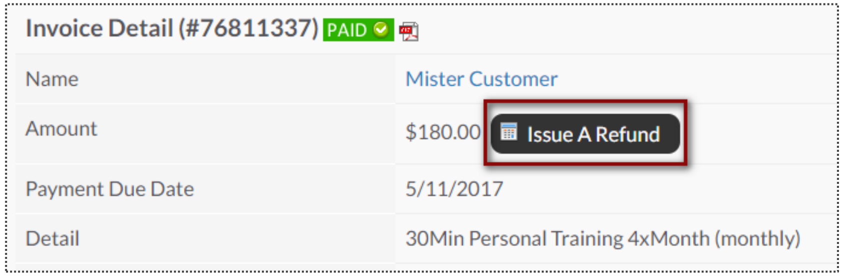


Selecting the option **Adjust The Invoice Details** will update the screen to display all options you can adjust for this one invoice. Make the desired changes to the invoice. Click the **Update** button to save changes.

NOTE: Cancelling an invoice does not cancel an agreement.

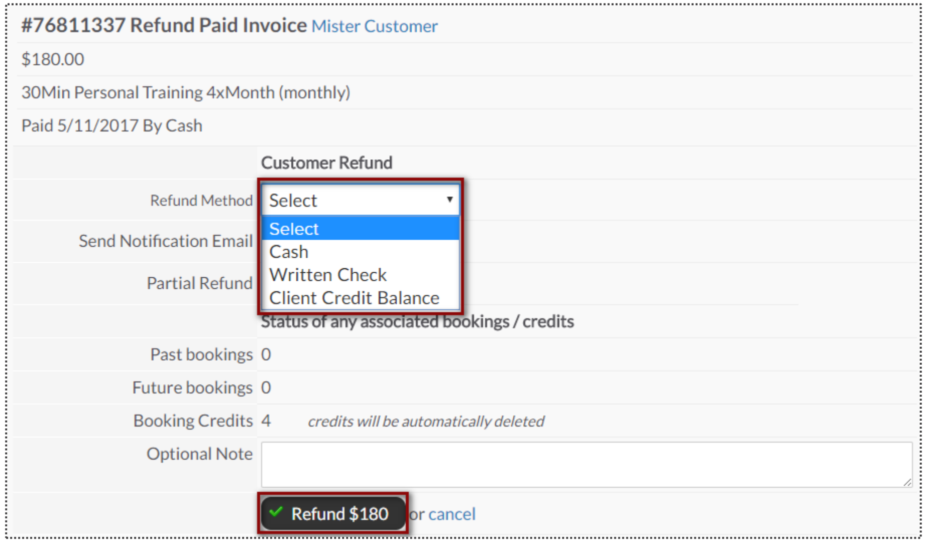
Refund an Invoice

Member > Billing > Invoices > Select Invoice ID #> Issue A Refund



After select the blue invoice id#, Select **Issue A Refund** for refund options.

NOTE: ACH Transactions must settle prior to processing the refund.



From this detail screen, select the desired form of payment to be refunded back to the member. Options will be **CC/Bank ACH on file, Written Check, Cash, or Client Credit Balance**. You may also choose to send an email notification or leave a note. To finalize, click the **Refund** button.

NOTE: Client Credit Balance does not refund back to the credit card. This option is to apply store credit to their ClubReady account.

Adding a New Invoice

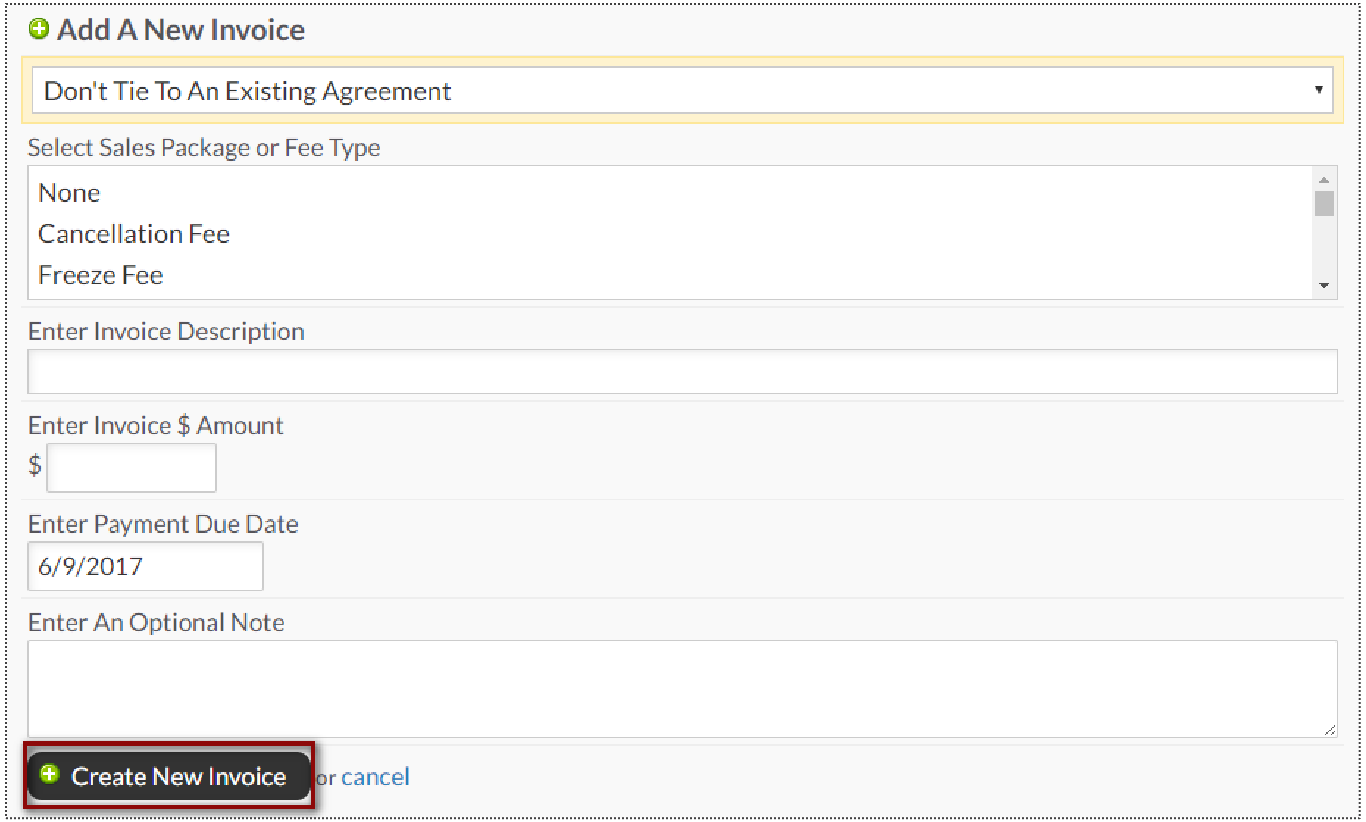
Member > Billing > Invoices

Once you are on the Billing screen, click the **Add A New Invoice** button.

NOTE: Adding a new invoice does not initiate a new agreement.

Adding a New Invoice

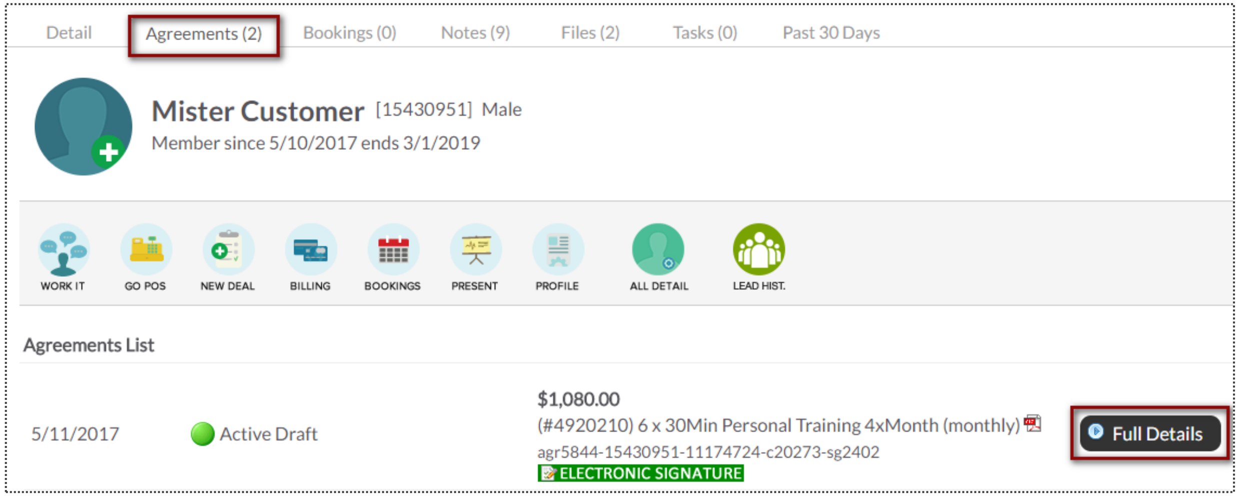
Member > Billing > Invoices > Add A New Invoice

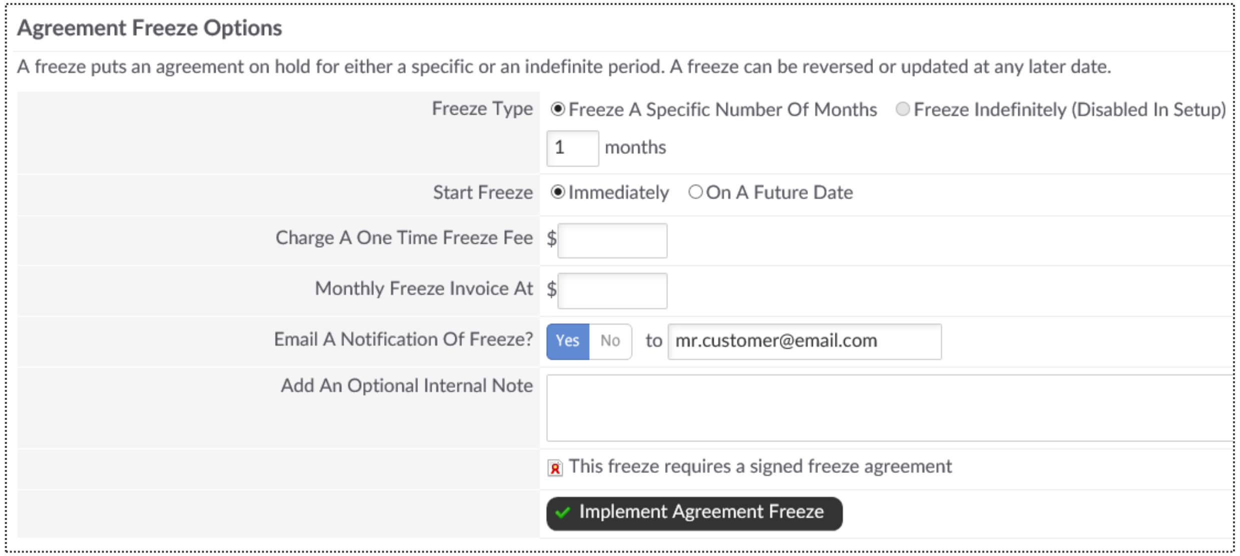


You have the option from here to **Tie to An Agreement, Select A Sales Package or Fee Type, Invoice Description, Invoice Amount, Payment Due Date and an Optional Note.** To finalize, click **Create New Invoice**

Freeze an Agreement

Member Account > Agreements > Full Details > Freeze Options



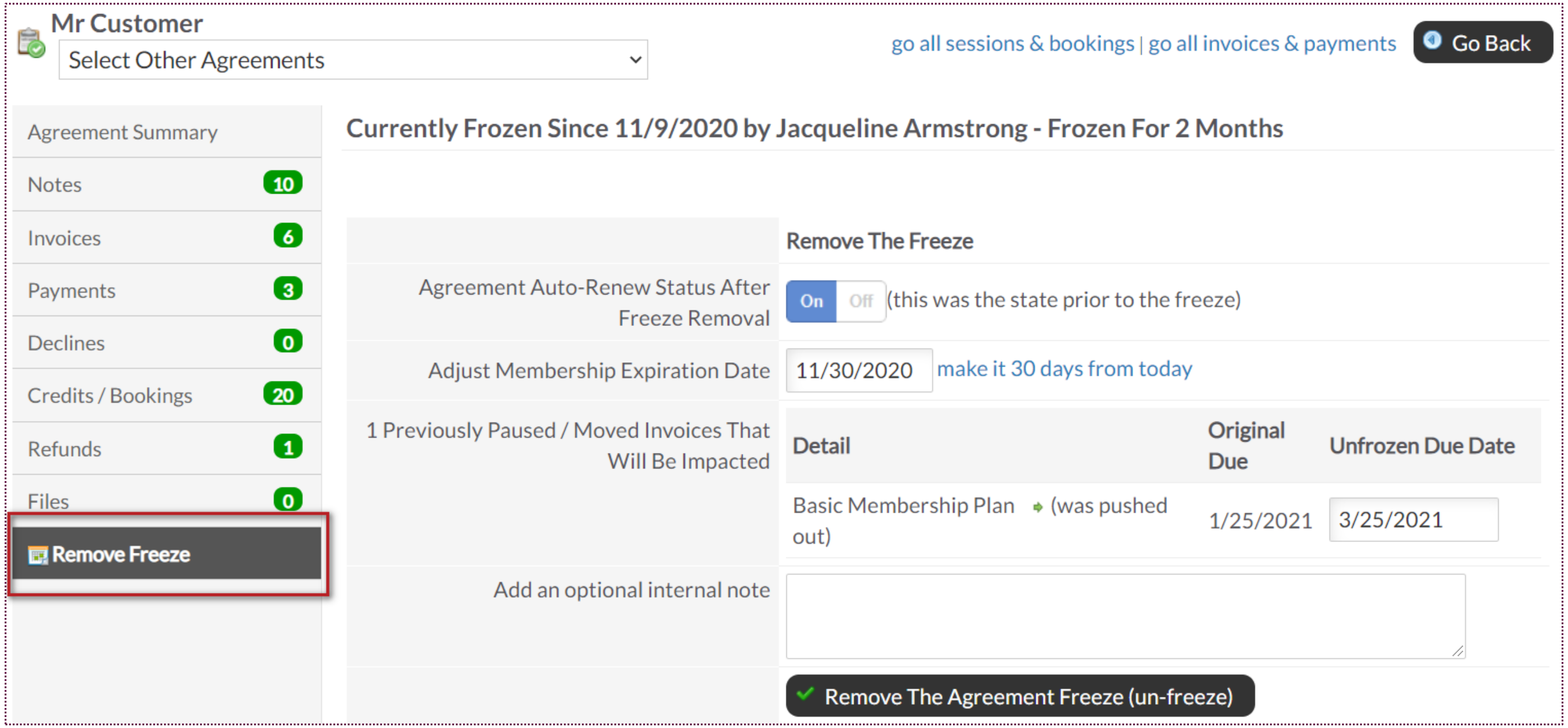


From this screen you can select the following: **Freeze Type, Start Freeze, Charge A One Time Freeze Fee / Monthly Freeze Invoice, Membership Expiration, Email Notification of Freeze.**

To complete the freeze process click the **Implement Agreement Freeze** button.

Unfreeze an Agreement

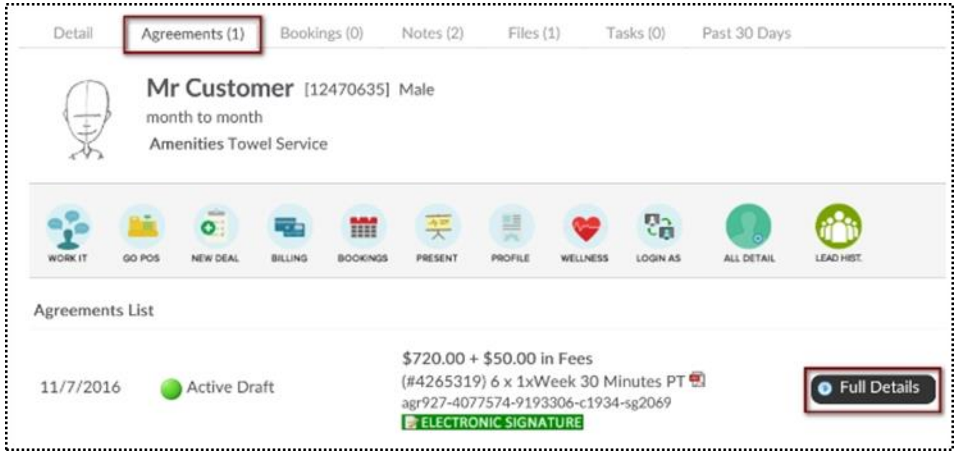
Member Account > Agreements > Full Details > Remove Freeze

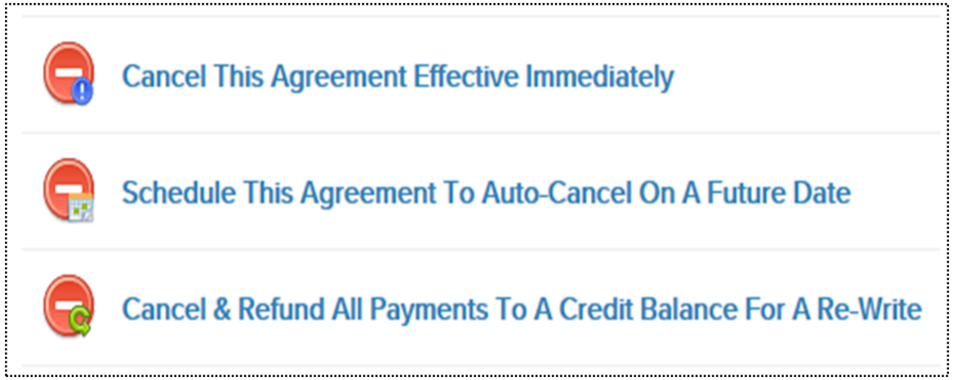


From this screen you can select the following: **Agreement Auto-Renew Status After Freeze Removal, Adjust Membership Expiration Date,** option to adjust the invoices that will be placed back in ‘active’ status and **Add an optional internal note.** Click **Remove The Agreement Freeze (un-freeze).**

Cancel an Agreement

Member Account > Agreements > Full Details > Cancel This Agreement



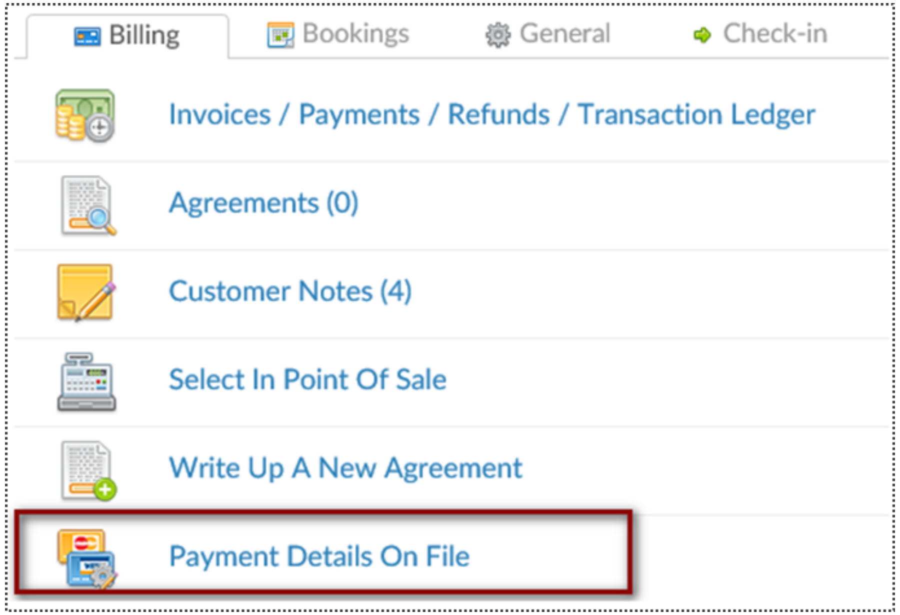


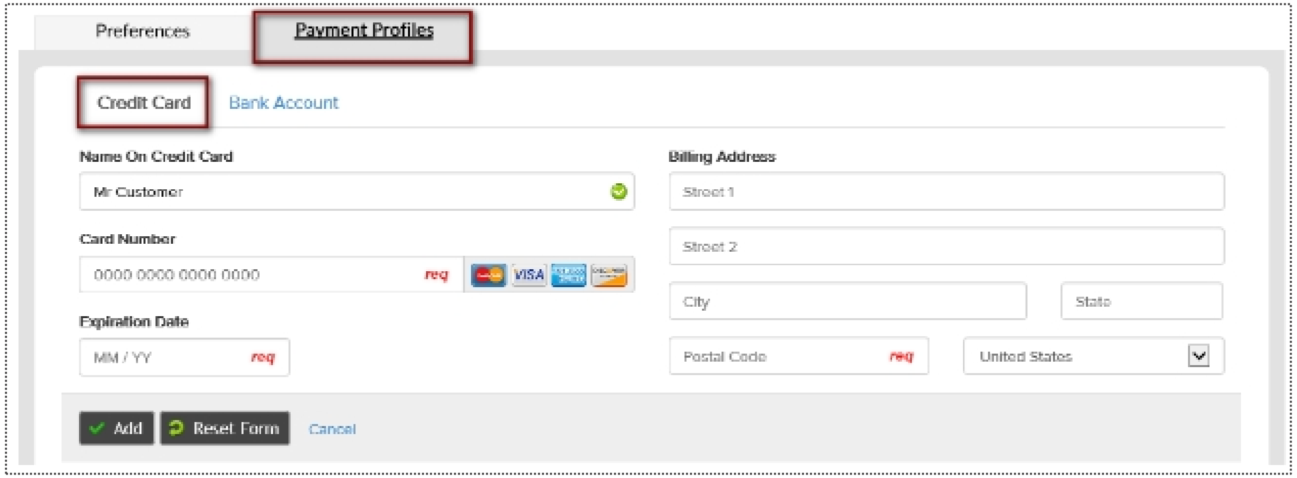
Cancel This Agreement Effective Immediately: This agreement will be cancelled today. All unpaid invoices will be cancelled.

Schedule This Agreement To Auto-Cancel On A Future Date: This agreement will be auto-cancelled on a future date you select. The agreement will not change until that date.

Cancel & Refund All Payments To A Credit Balance For A Re-Write: All paid invoices will be refunded to a customer as credit balance.

Add/Update Credit Card On File





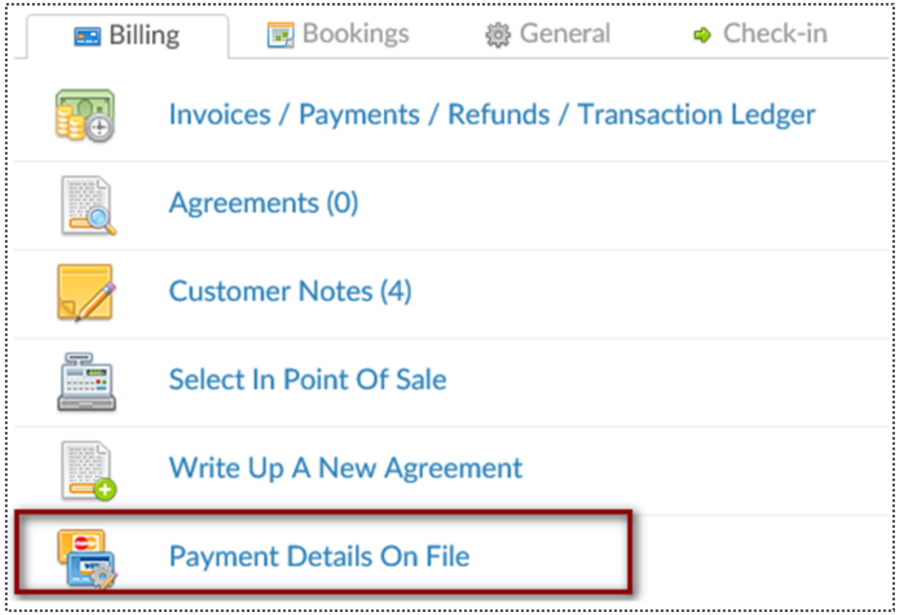
Member Account > All Detail > Billing > Payment Details On File –

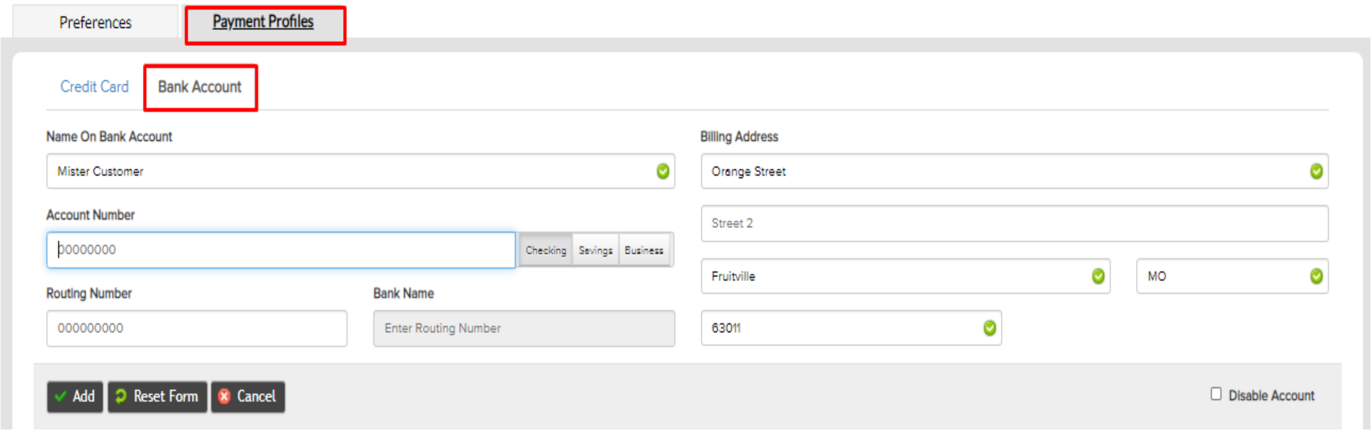
Choose the desired payment preference and click “Click To Update Payment Preferences”.

To add a new credit card select **New Payment Profile** button. Click on **Credit Card** tab to enter the client's credit card information.

Select the **Add** button to save the information. If you just need to update the expiration date click the edit pencil next to the existing payment profile.

Add/Update ACH On File





Member Account > All Detail > Billing > Payment Details On File – Choose the desired payment preference and click "Click To Update Payment Preferences".

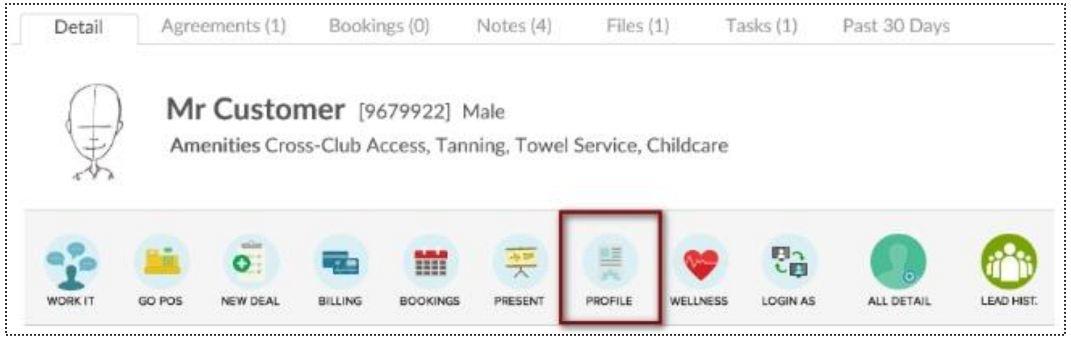
To add a new bank account select the **New Payment Profile** button.

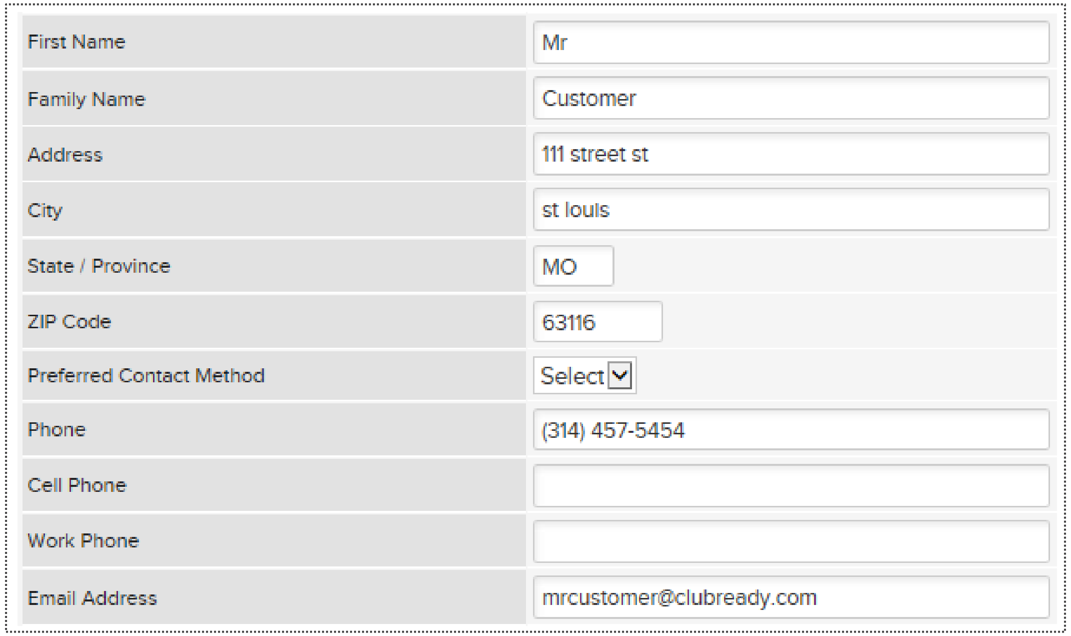
Click on **Bank Account** tab to enter the client's bank account information.

Select the **Add** button to save the information.

Update Member’s Profile

Member Account > Profile

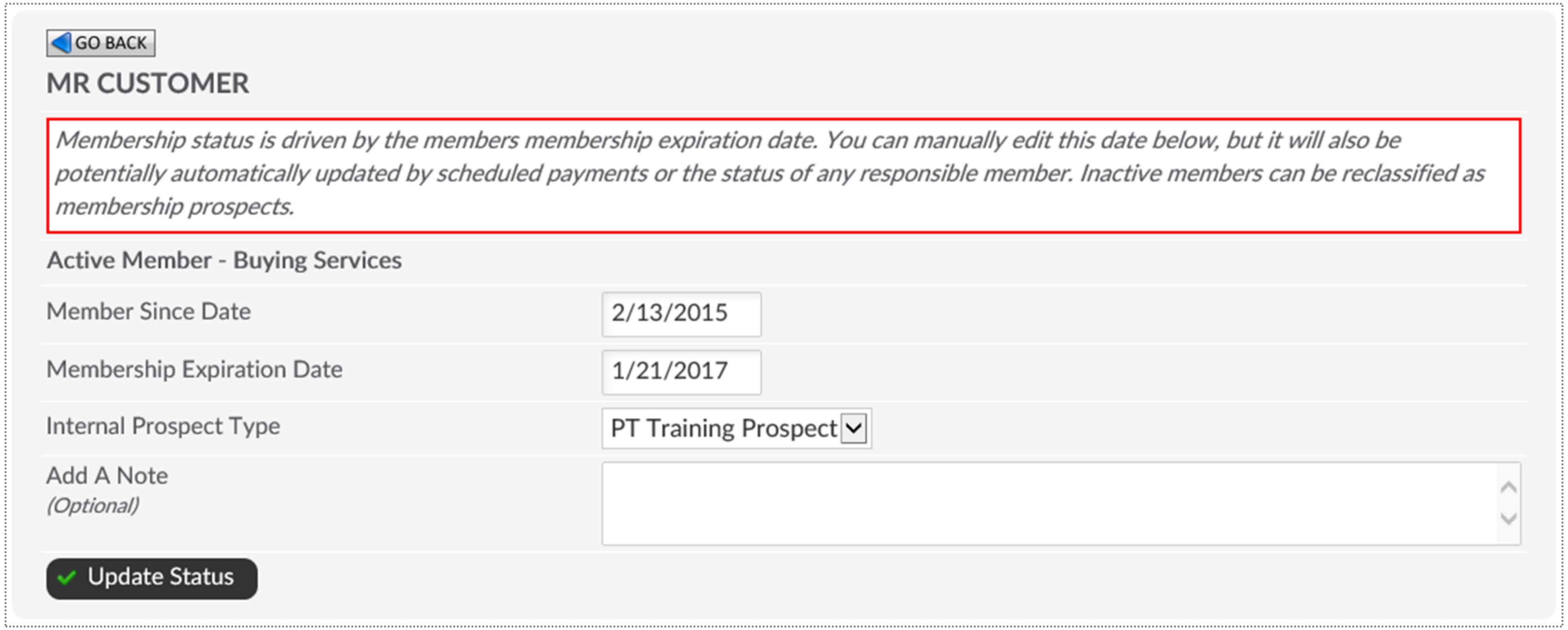




The options available to edit are **Member Type, Name, Address, Phone Numbers, Email, Emergency Contacts, Date of Birth**, etc. To save your changes, click the button **Click to Update**.

Edit Membership Status

Member Account > All Detail > General > Edit Membership Status



Member Since Date -This date is set by the member's original membership purchase date. You may alter manually here.

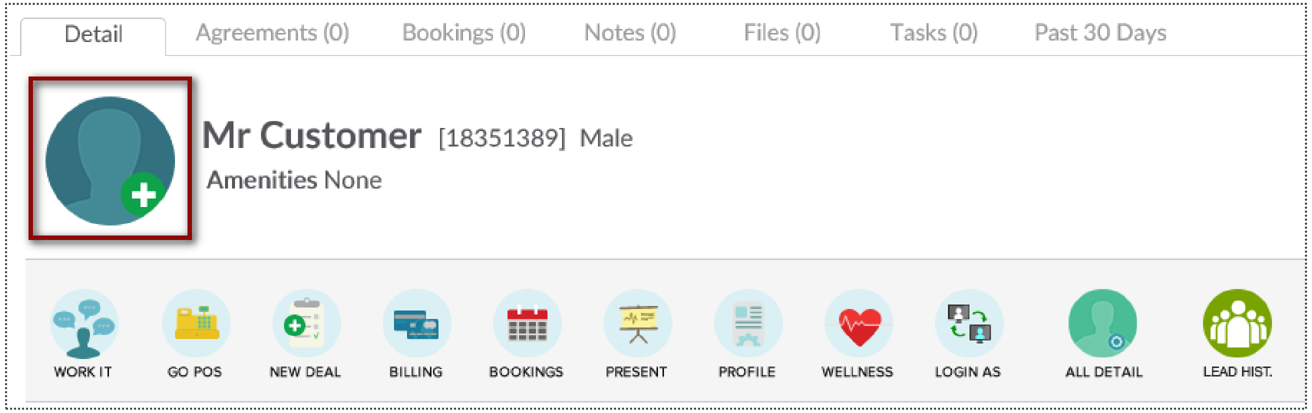
Membership Expiration Date -This date is based off of the member's membership package. Adjust the expiration date on PIF (Annual) members to **1 year after Opening Day**.

A Note - This allows you to create a note when making any adjustments to the membership status.

Click **Update Status** to save your changes.

Add A Photo

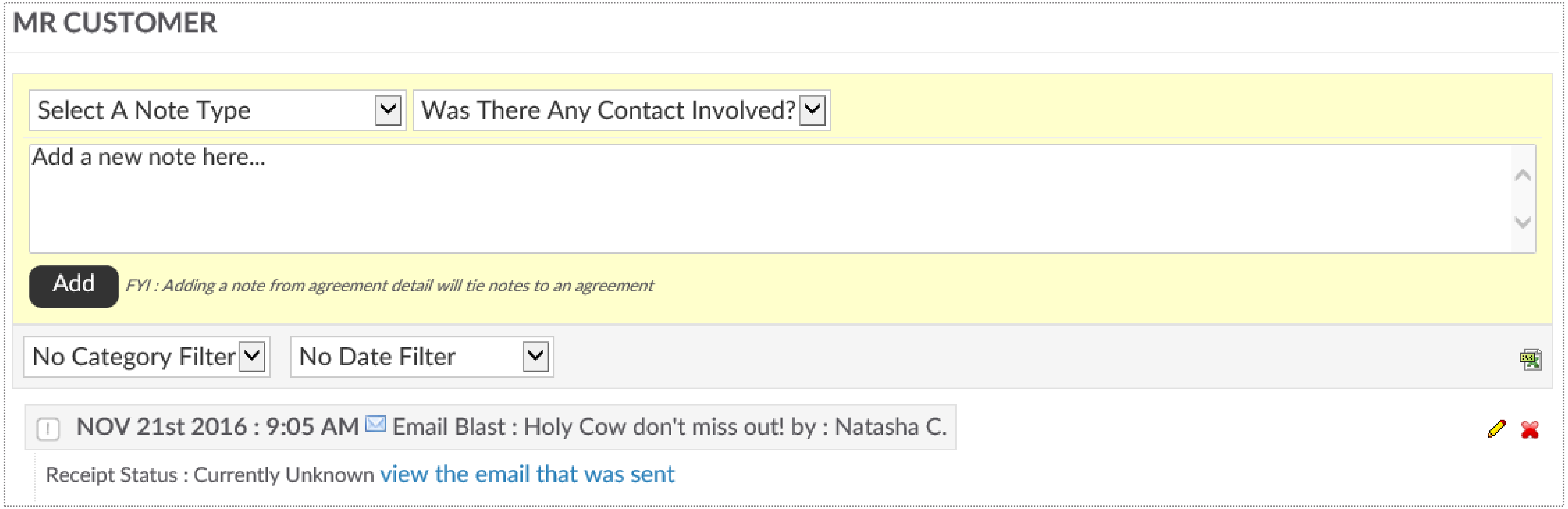
Member Account > Green Plus Sign



Click to **Upload A Photo** or **Webcam Photo** button and the photo will be successfully added to the client's profile.

Member Notes

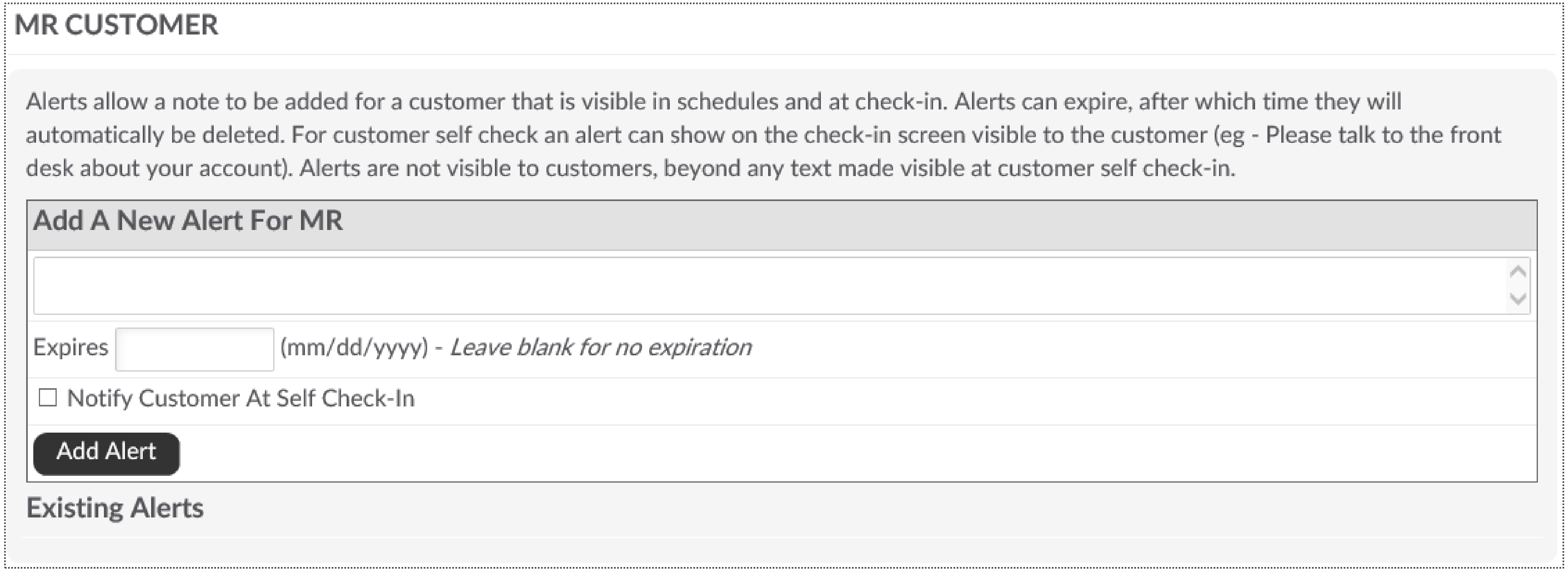
Member Account > All Detail > Member Notes



Select A Note Type from the first drop down menu and indicate if there **Was There Any Contact Involved** with the member from the second drop down menu. Type your note into the text box and click **Add** to save the note.

Add a Member Alert

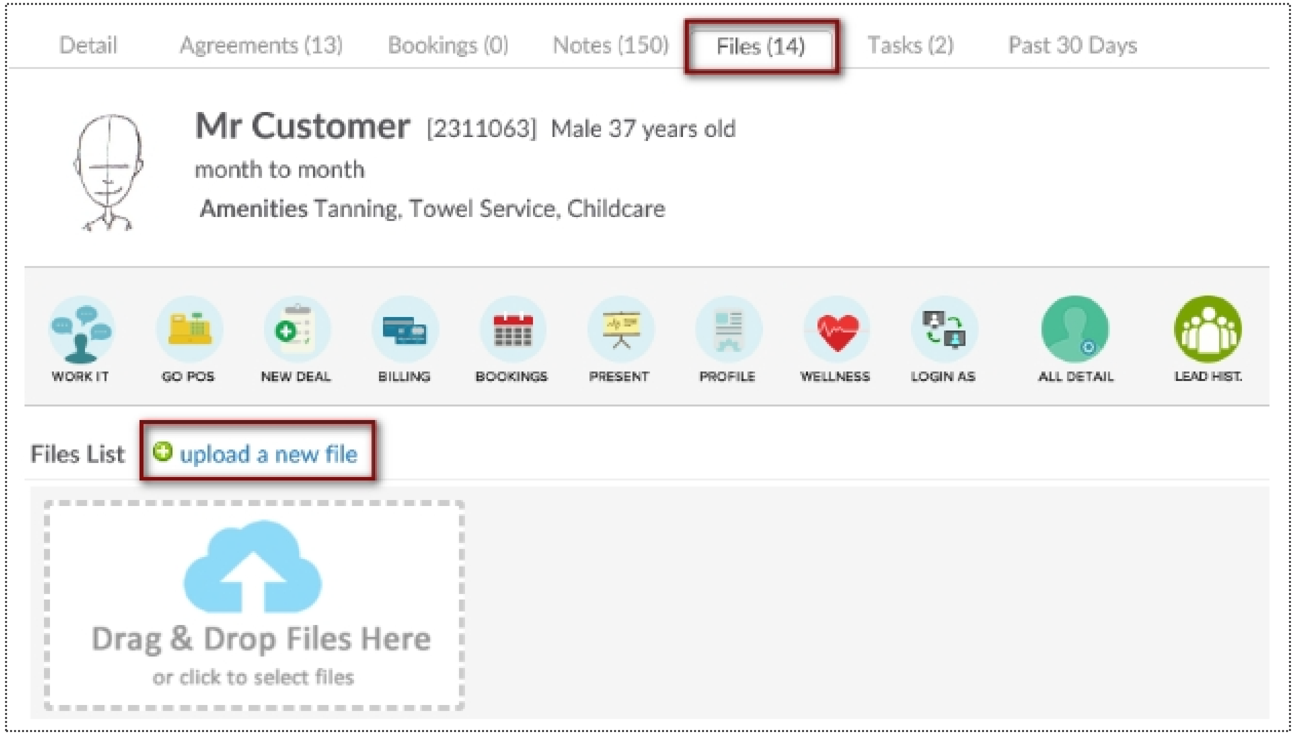
Member Account > All Detail > General > Alerts



This **Alerts** function is particularly helpful in reminding staff to take a member's signature on an unsigned agreement. (Such as when the agreement was sold over the phone)
The **Add A New Alert** field allows you to enter a new message for staff.
The **Expires** field allows you to enter the date you wish the alert to expire. Leave this blank for if you do not wish for it to expire.
The **Notify Customer At Self Check-In** box allows you to enter the message you wish the customer to see. If selected the customer would immediately be notified, upon check-in, of the alert.

Upload File To Client's Profile

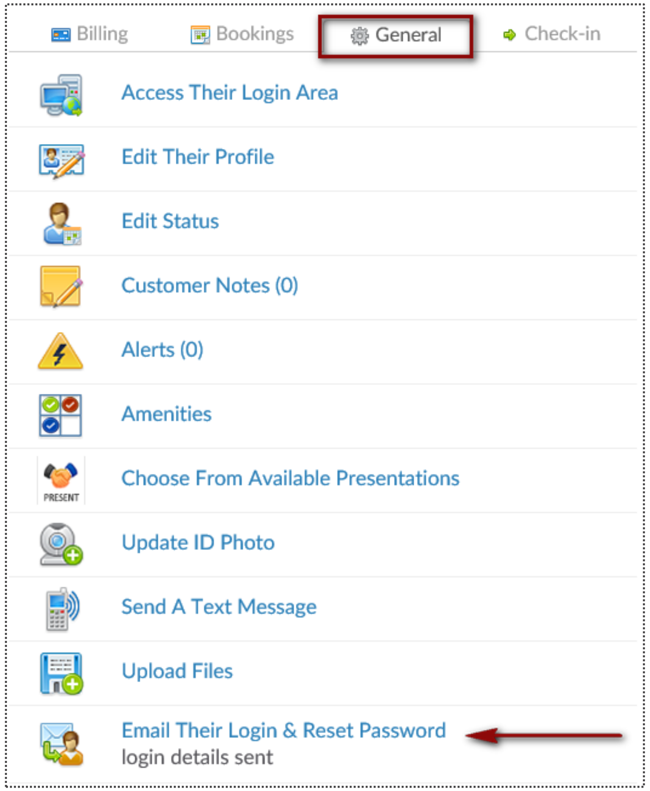
Setup > General > File Folders



Under Prospects or Members/Customers search and select the desired client. Click the Files tab above the customer name. You may now drag the file from the folder where it is saved on your PC and drop it in the files box or click the files box to search and select the file saved on your PC. The file will appear on the page as a link which can be selected to download the file. Also record of who added the file and when the file was added is located to the right of the file link.

Email Login & Reset Password

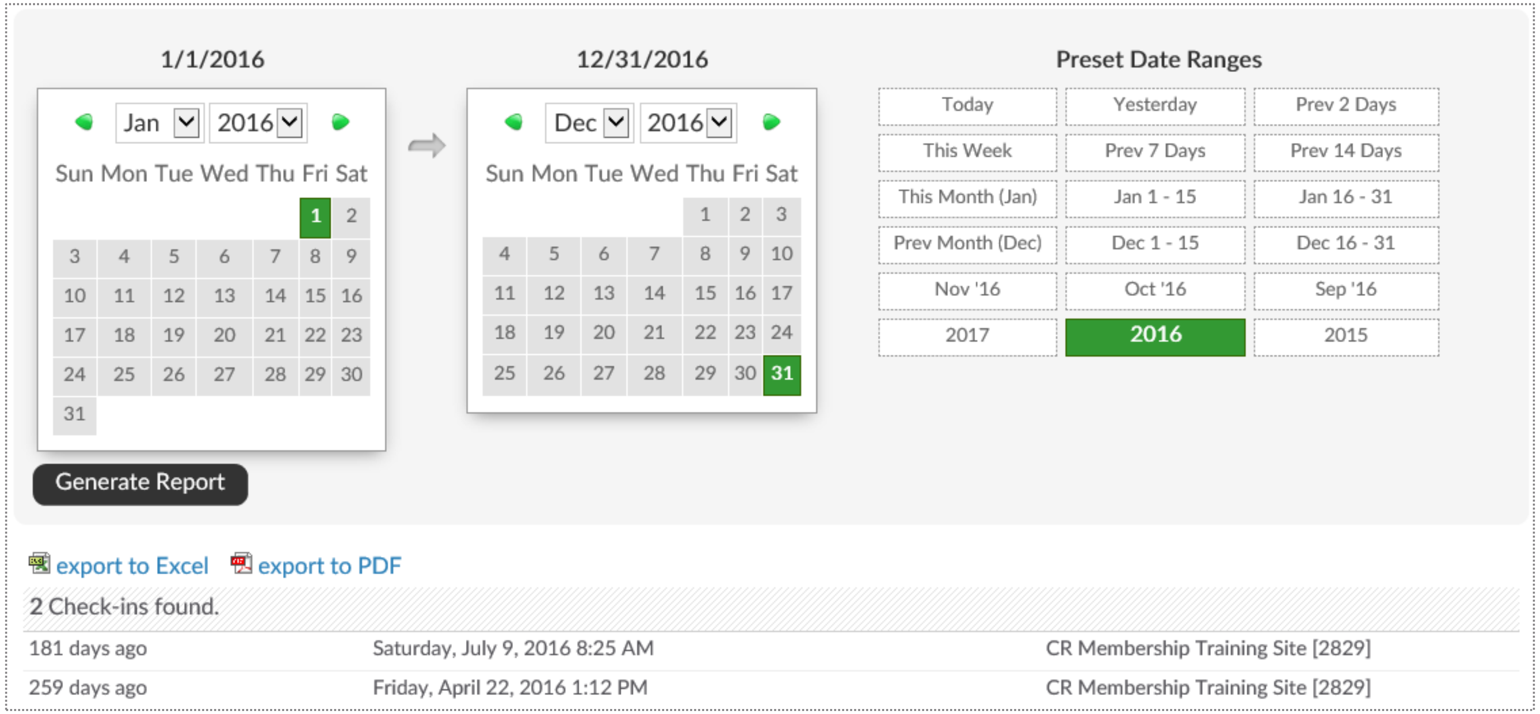
To access this screen click search and select the desired client. Verify the client has an email address, if not click the edit pencil to enter one. Click the **All Detail** button.



Select the link for **Email Their Login & Reset Password**, a confirmation message *login details sent* will appear.

View Check – In History

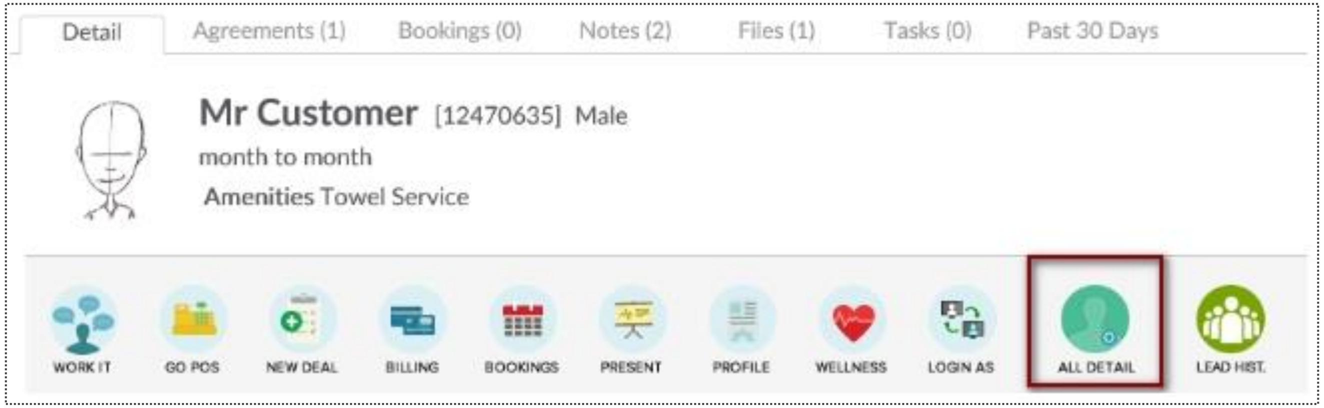
Member Account > All Detail > Check In > View Check In History



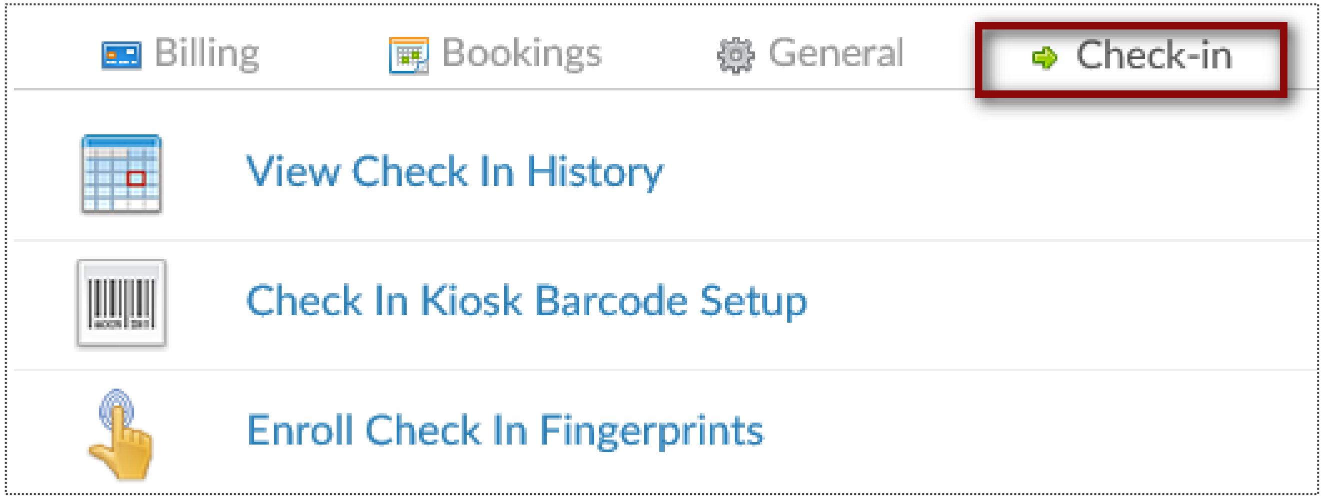
To generate this report, select the date range and click to **Generate Report.** The results will display on screen and show the number of check-ins, date of the check-ins, and the club location of the check-ins.

This data can also be exported by clicking on **export to Excel** or **export to PDF** and will contain the same information as the on screen report.

Update Barcode/Fingerprint

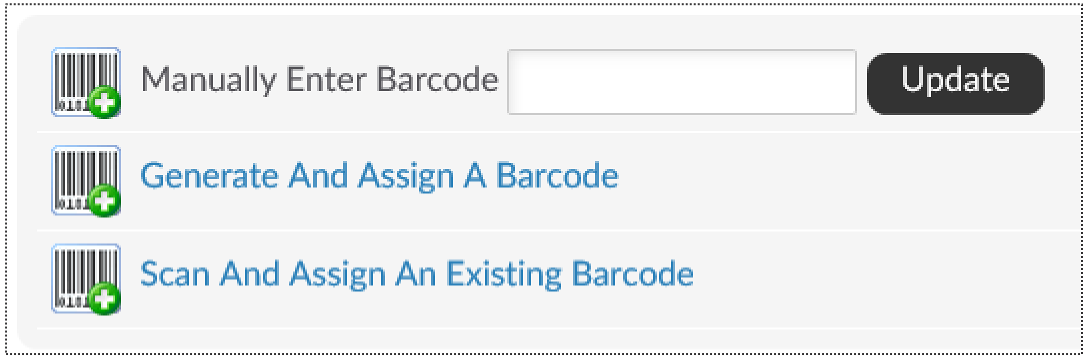


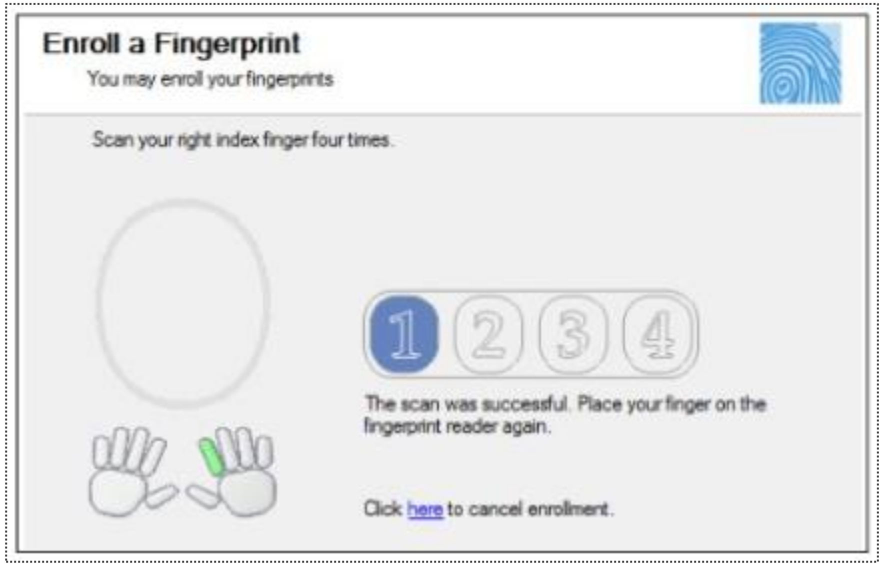
Find the Prospect or Member/Customer you wish to assign or update a barcode for. Click on the **All Detail** button > **Check In** tab.



Choose if you are needing to update their barcode or fingerprint. This will be prompted by your Check In Web Kiosk settings under the Setup tab.

Update Barcode/Fingerprint





Manually Enter Barcode - type in the barcode number
Generate And Assign a Barcode - Have ClubReady assign a barcode number
Scan And Assign An Existing Barcode - If you have a ClubReady approved keytag scanner (not orbital) you can scan the barcode after clicking this option

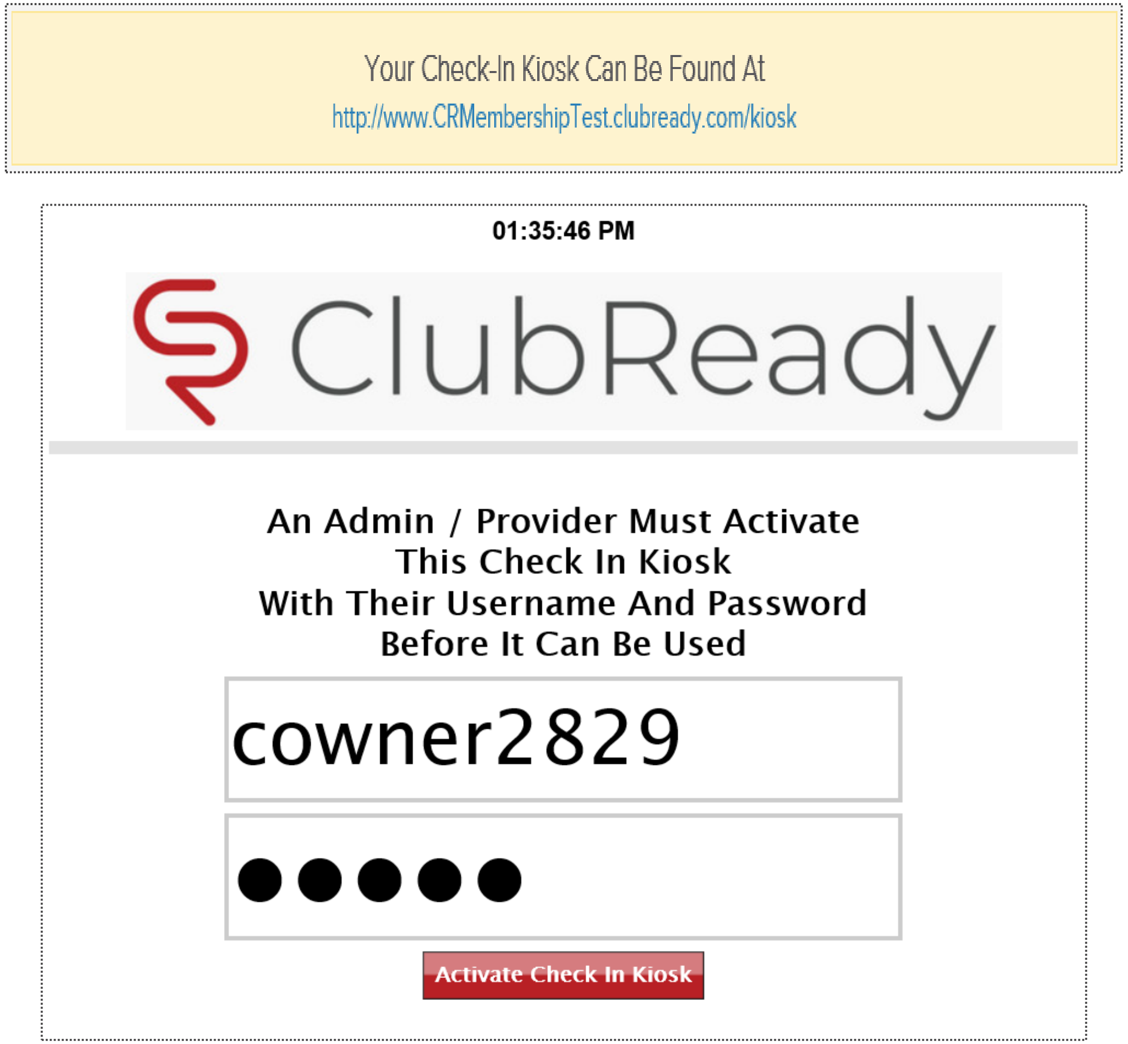
Click on a digit to advance to the next step in the fingerprint enrollment process

The finger selected will highlight in green below the scan window.

Each time you scan the finger you will see the fingerprint show up in the oval window and the number will advance from none to 4. Scan the finger 4 times.

Check In Web Kiosk

Setup > General > Check In Web Kiosk



The Kiosk Setup tab will show **Your Check-In Kiosk Can Be Found At** and copy the link (right click, choose Copy Link Address)

To activate the kiosk, have a staff member with a login to the club type in their username, password and click the **Activate Check In Kiosk** button.

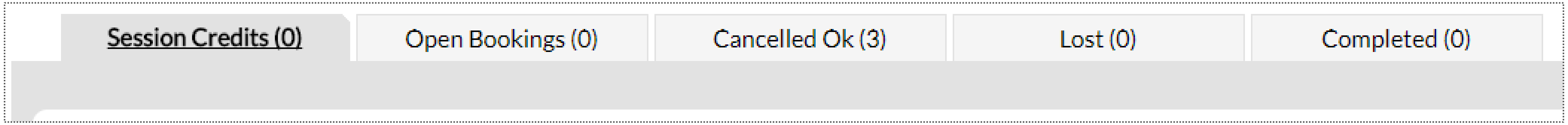
Check In Web Kiosk

After logging in to activate the kiosk the screen will update requesting you check in a staff or client with the method you have setup.

To learn about the different Web Kiosk check in options, click here.

View Session Credit Status

Member Account > Bookings > Bookings & Session Credit Status



This screen allows you to keep track of all session credits available on a member’s account and their current status.

Session Credits Tab: Pre-paid sessions that do not have any booking tied to them yet. If these paid sessions have an expiration date then they will be lost after that date if they remain unused.

Open Bookings Tab: Bookings not yet completed, or bookings in the past that have not yet been logged to determine their status.

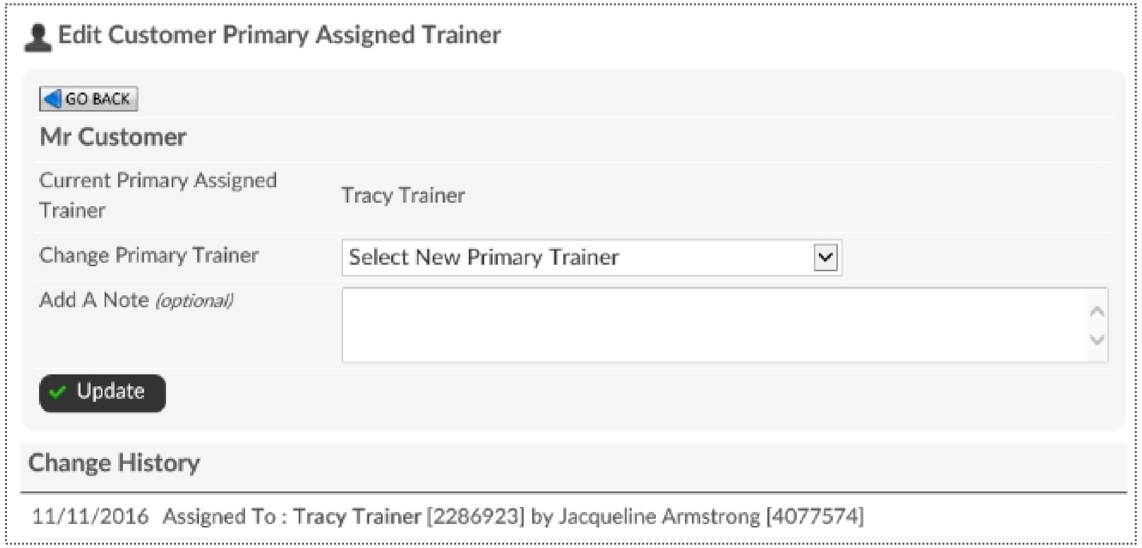
Cancelled Ok Tab: Bookings that were cancelled (or rescheduled) with no loss to the customer at the time of cancellation.

Lost Tab: Paid bookings that were lost due to either the session expiring before it was used, being cancelled outside the allowed cancellation policy for the session, or the customer not showing up for the session.

Completed Tab: Bookings that have been successfully completed

Assign Primary Trainer

From the **Customer/Members** tab lookup, search your customer and select **All Detail > Bookings > Assign A Primary Trainer**



If a current trainer is assigned you will see the name of that trainer next to **Current Primary Assigned Trainer**. To add or change this choose an name from the **Select New Primary Trainer** drop-down. Click **Update**. Any changes made to a customer's primary trainer will be recorded and can be viewed in the change history at the bottom of the screen.

ClubReady

Member Wellness Portal

ClubReady

Member Wellness Setup

Enable / Disable Features

Setup > General > General Settings

On	Off	Client Wellness	Heart ranges
On	Off	Client Wellness	Calories route mapping
On	Off	Client Wellness	Journalling
On	Off	Client Wellness	Articles
On	Off	Client Wellness	Nutrition *This must be enabled*
On	Off	Client Wellness	Exercise logging
On	Off	Client Wellness	Progress photos
On	Off	Client Wellness	Progress reports
On	Off	Client Wellness	Goal setting
On	Off	Client Wellness	Fitness evaluations

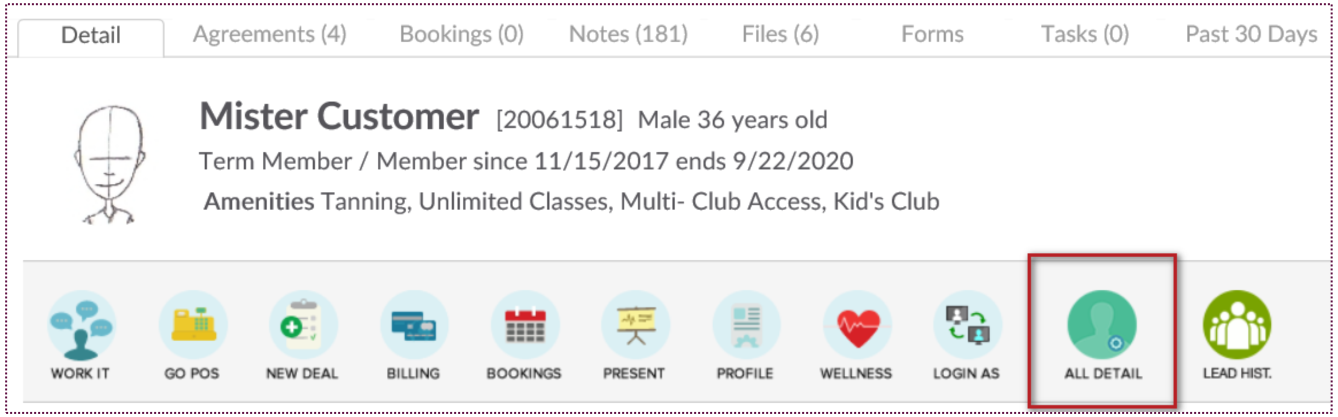
On	Off	General Client Login	Clients can see their payment history
On	Off	General Client Login	Clients can see session credits history
On	Off	General Client Login	Clients can update payment on file
On	Off	General Client Login	Clients can edit their profile
On	Off	General Client Login	Clients can view their check-in history
On	Off	General Client Login	Clients can update their profile photo
On	Off	General Client Login	Clients Can Delete Payment Profiles *Allows clients to delete payment profiles*
On	Off	General Client Login	Display "Customer Nickname" Field *Whether the Customer Nickname field sh*

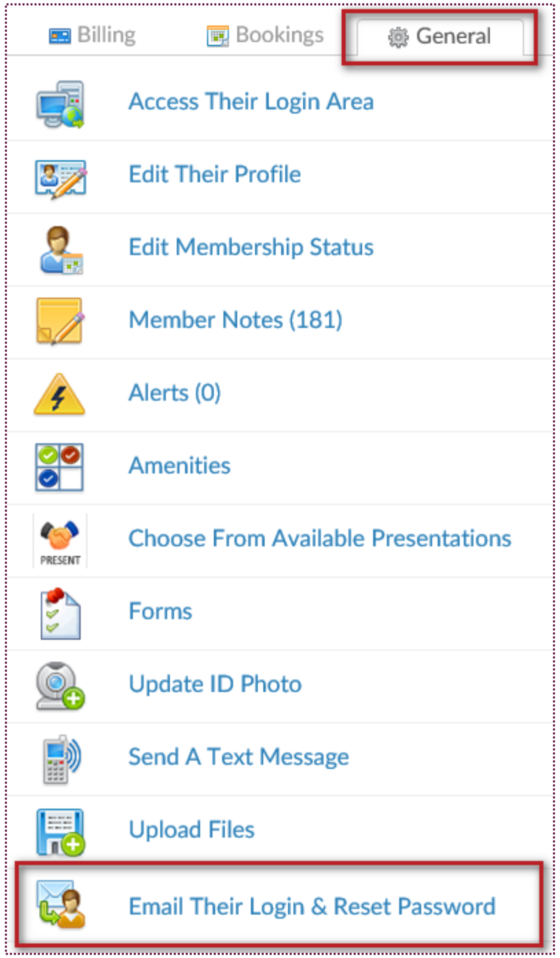
Click on the **Features On/Off** tab to see the full list of features you can enable or disable. Click **On** for any features you want the client to have control over. Click **Off** anything you do not want them to have access to.

Login / Access

Email Client Username / Password

Prospect / Member Tab > Locate User > All Detail

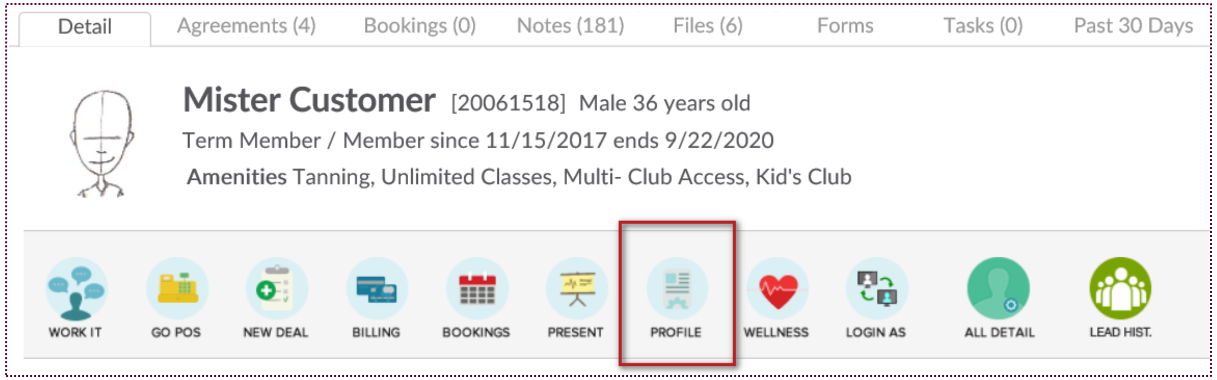


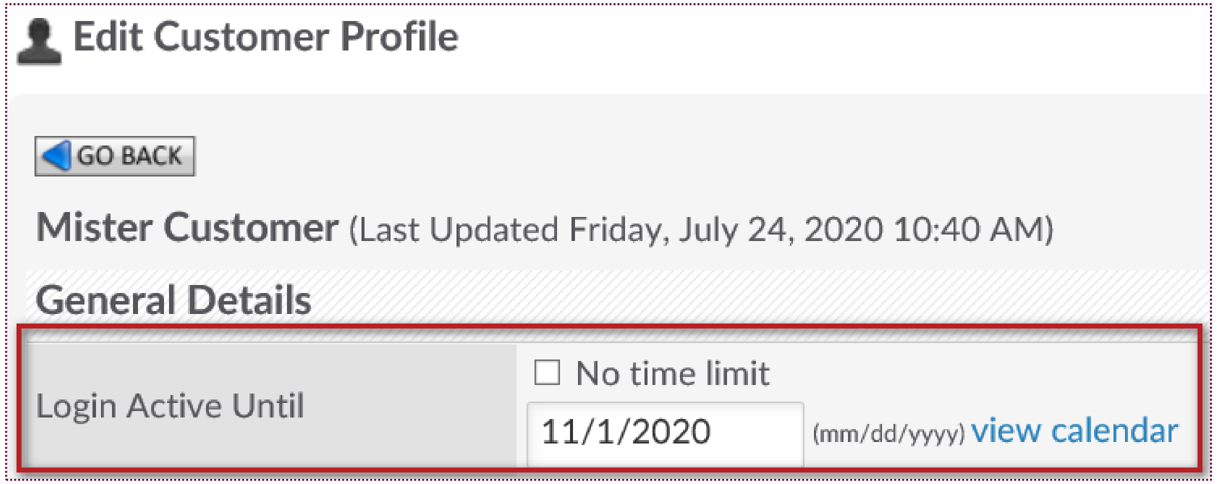


Click on the General Tab. Select the link for **Email Their Login & Reset Password**, a confirmation message *login details sent* will appear.

Extend a Client Login Date

Prospect / Members Tab > Locate User > Profile





The client's log in date can be affected by an invoice not being paid or the membership ending. After you search and select the client make sure that they are not past due or expired. If they are, you may want to address these issues before extending the date for the client login access.

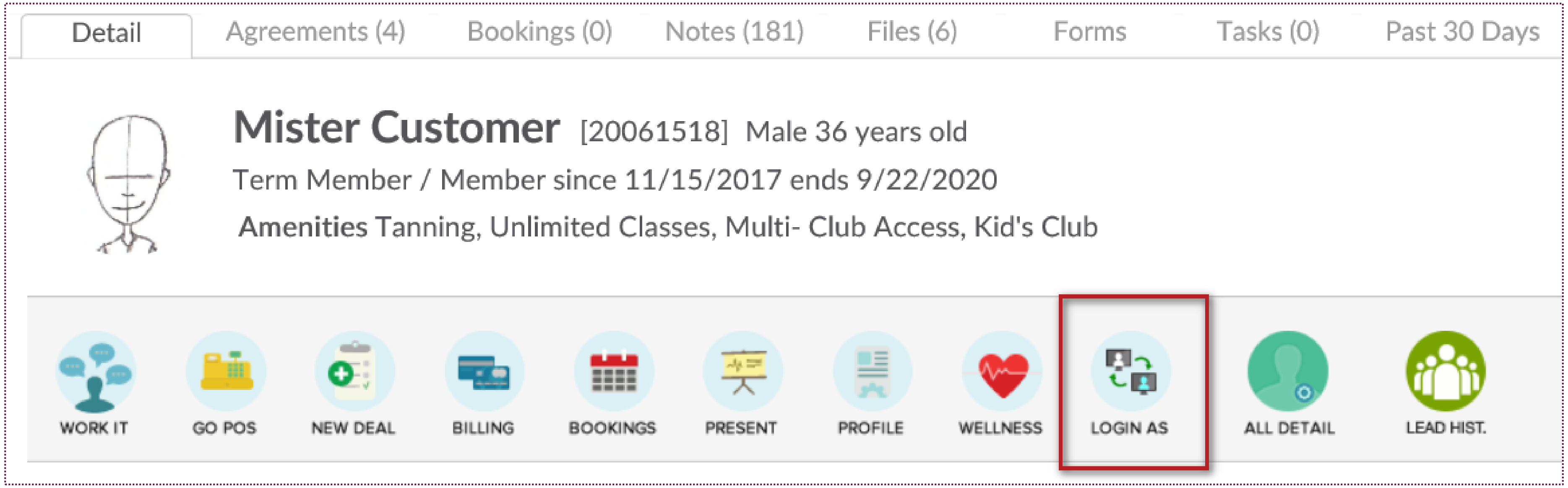
NOTES:

- If the client has a note about their membership ending you probably will want to sign them up for a new agreement.
- Depending on how your site is setup paying an invoice will extend the client's login access. After you take care of any past dues payments go onto the next step to verify whether login has been extended.

If you determine you want to manually update a clients login access you will need to click on the **PROFILE** button.
Scroll down to the field **Login Active Until** and either check the box for **No time limit** or enter in a date in the future to allow a client to login until that time. To save your changes click the button for **Click To Update.**

Login As Client Into The Wellness Portal (Staff)

Prospect / Members Tab > Locate User > Login As



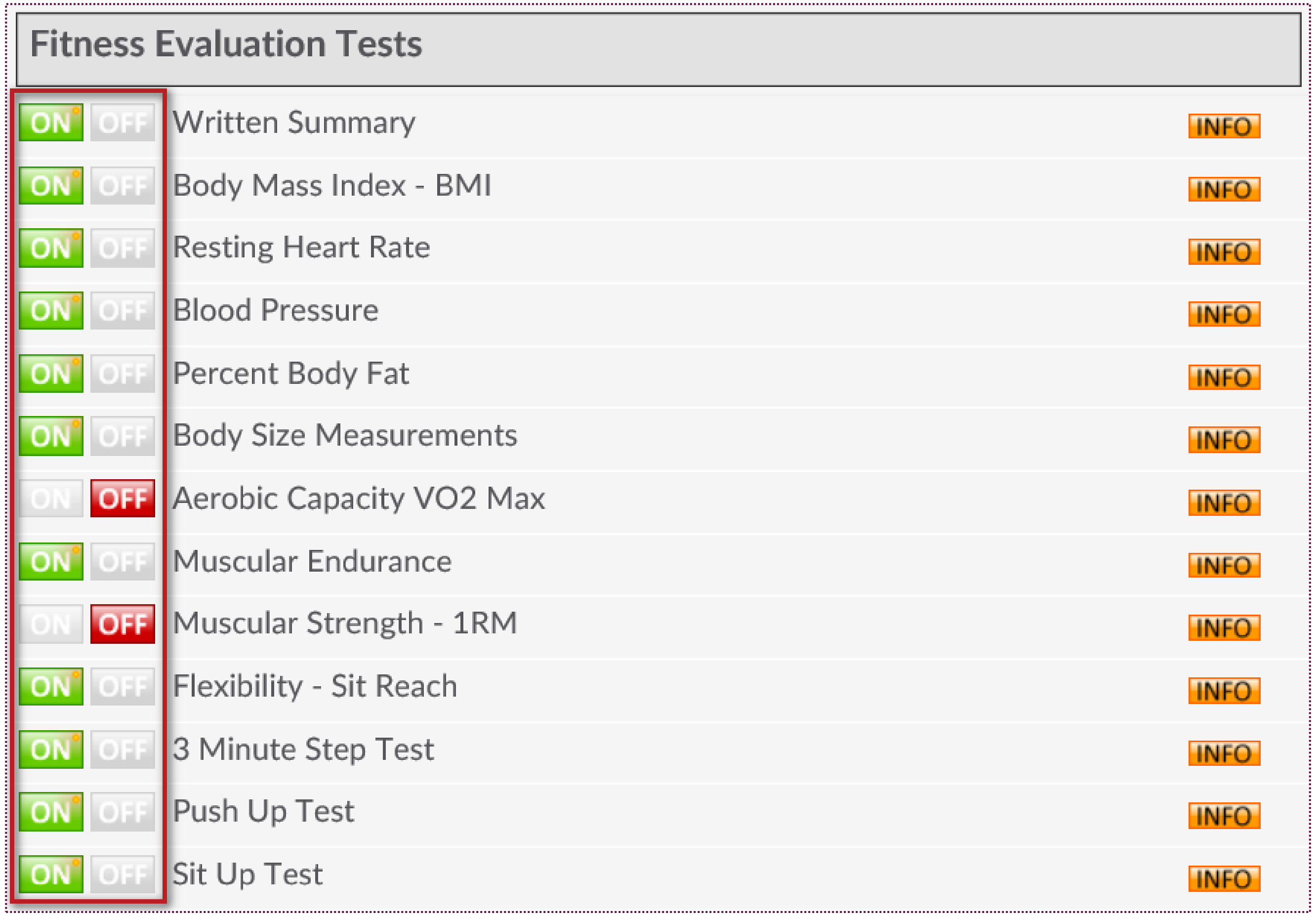
This allows you to view what this client will see when logging in and lets you make changes on their behalf.
Confirm that you want to access their login area. Once logged in, you can view the client's Wellness Portal and make changes on their behalf.
NOTE: Any changes that you make within your client's Wellness Portal will be saved and show up when your client logs in!

ClubReady

Fitness Evaluations

Enable / Disable Fitness Evaluations

Setup > Wellness > Fitness Evaluations



To enable a test click the **ON** button. To disable a test, click on the **OFF** button. If you need more detail on a test click on the **INFO** button.

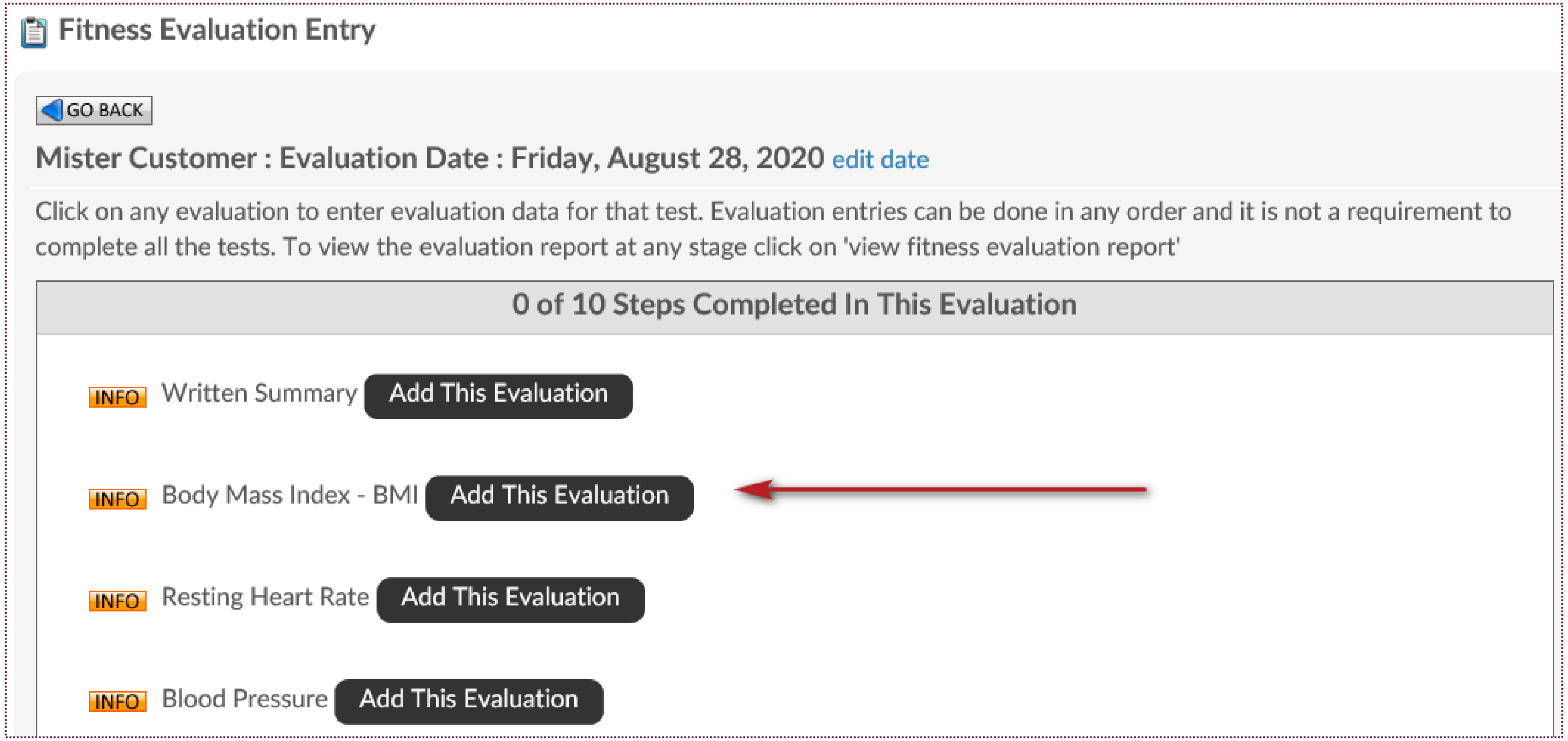
Adding a Fitness Evaluation (Staff View)

Prospect / Member Tab > Locate User > Wellness

Select the link **Add A New Fitness Evaluation.** By default a fitness evaluation will be created for current day. If you want to enter a fitness evaluation performed on a previous day click on the correct month and day on the calendar. Click the button **Go To Next Step**.

Adding a Fitness Evaluation (Staff View)

Prospect / Member Tab > Locate User > Wellness



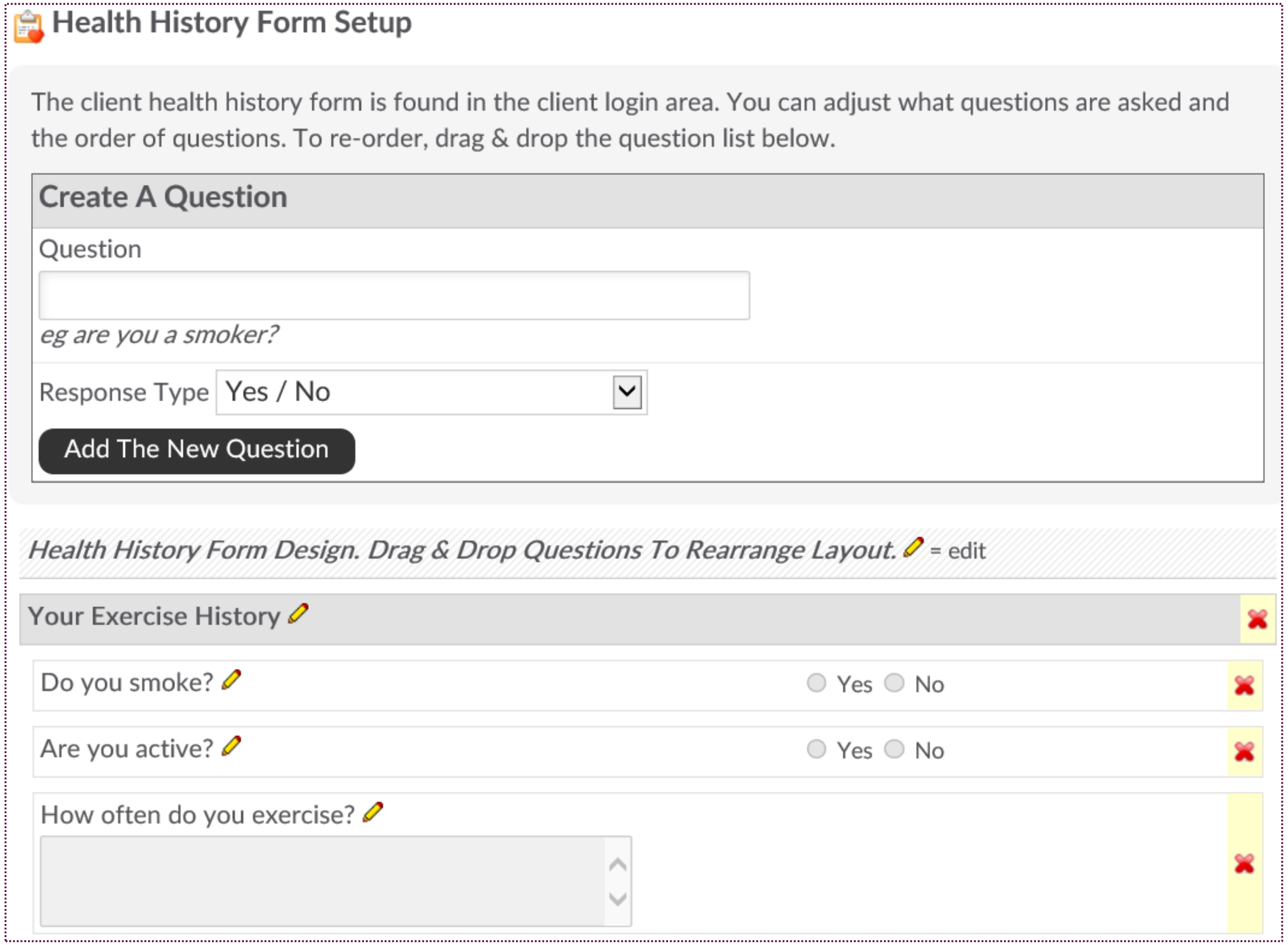
Click **Add This Evaluation** button next to the test you wish to complete for the client.

ClubReady

Health History Form

Setup Health History Form

Setup > Wellness > Health History Form



You will add your questions to the form one at a time. Each question can require a different type of response.

Response options include:

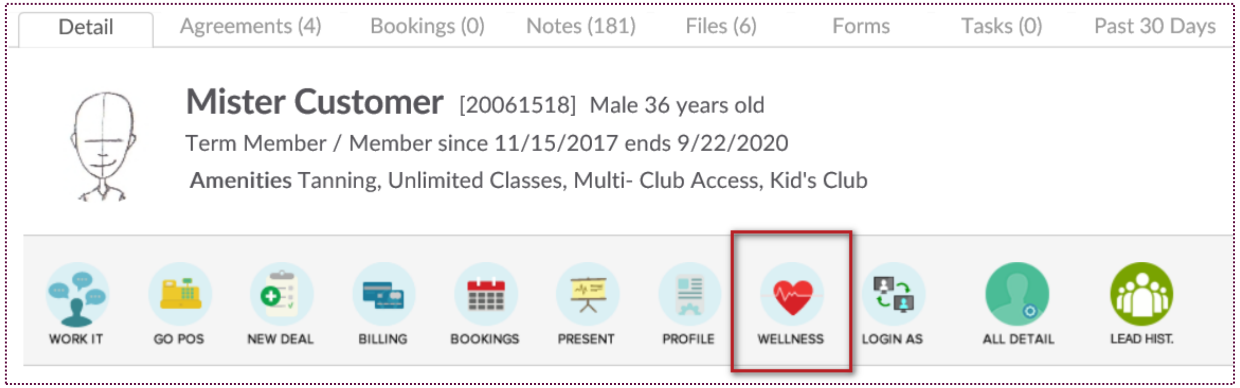
- Yes/No
- Single Line Text Entry
- Text Area Entry
- No Response (to use question as header text only)

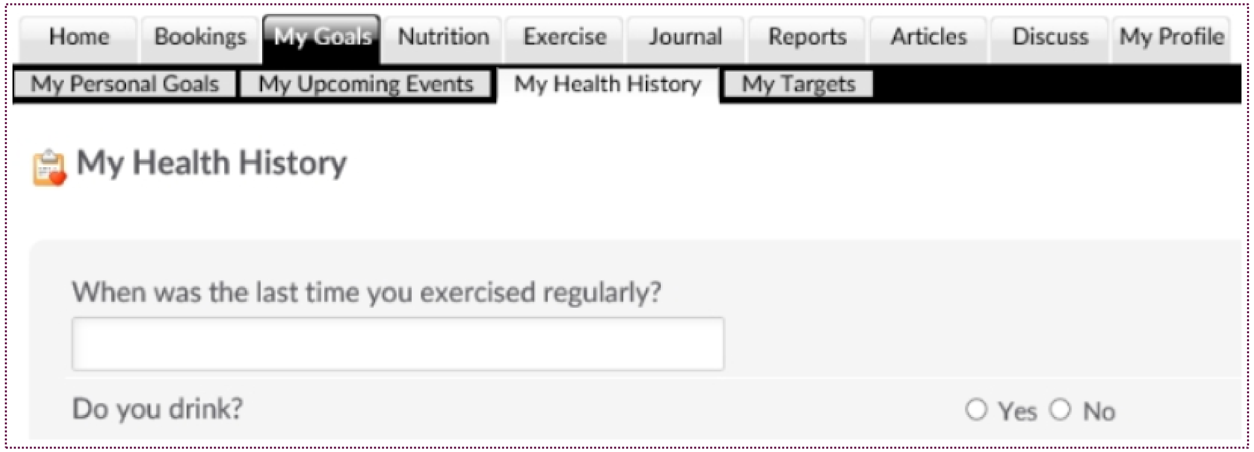
After creating the question and selecting the response type, select **Add The New Question**.

While you will add the questions to your form one at a time, you can re-arrange the order at any time, by clicking on the question from the list and dragging it to a new order position.

Accessing Health History Form

Prospects / Members Tab > Locate User > Wellness





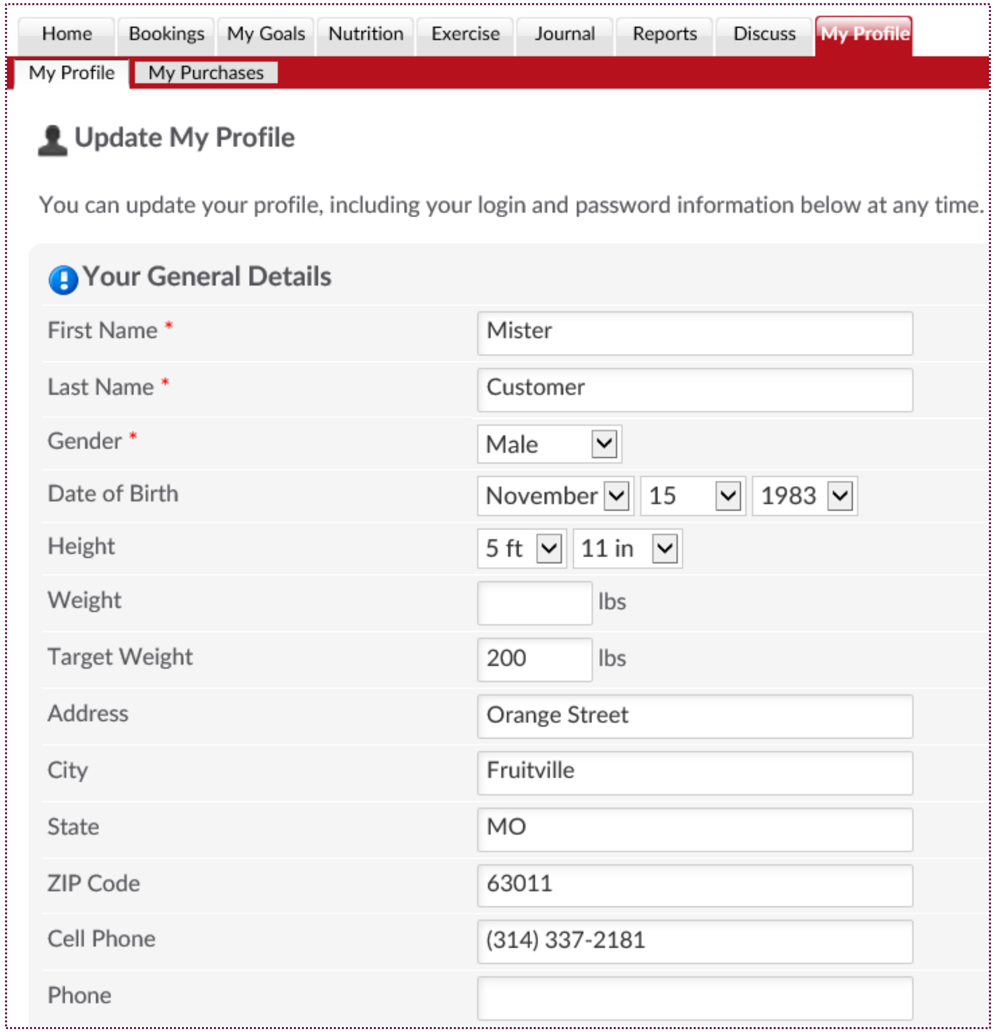
Click the link for **Health History.** This will allow for staff to complete under a customer's wellness options, or the customer can complete this form on their own via the wellness portal.

ClubReady

Profile

View / Adjust Profile

Wellness Portal

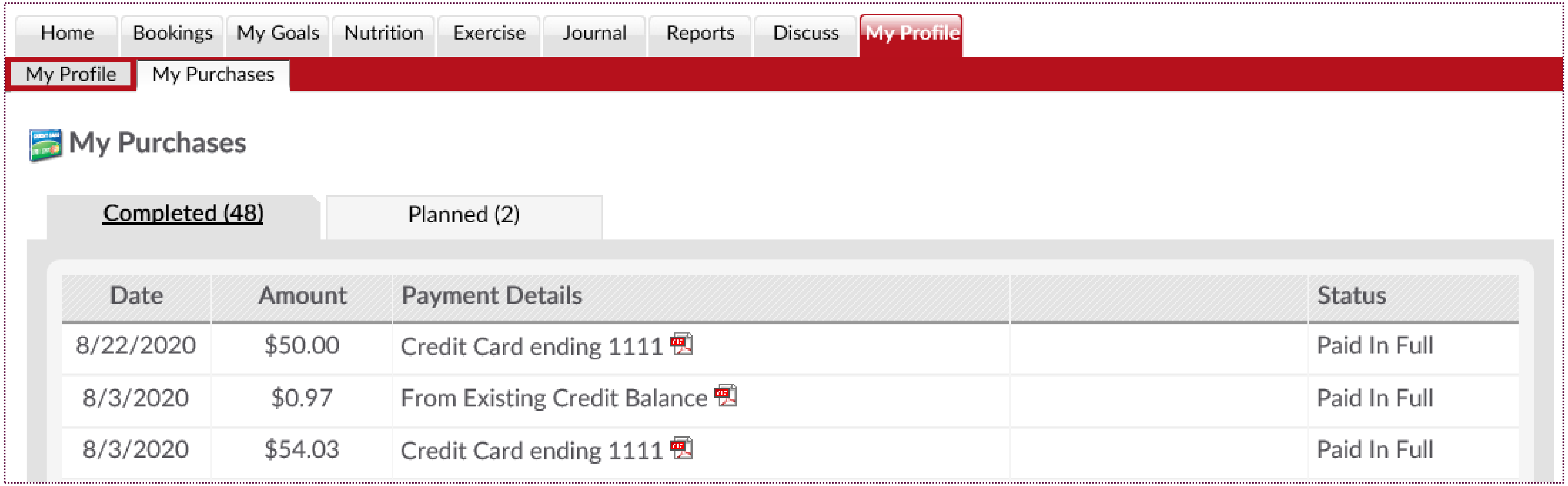


Click **My Profile** to view general details such as Name, Email, Phone, Emergency Contact and Login Information.

NOTE: Based on your Setup settings, users may or may not be able to adjust.

Profile: My Purchases

Wellness Portal



Click **My Profile > My Purchases** to view **Completed** transactions and those invoices **Planned** in the future. Click the PDF icon to view payment details.

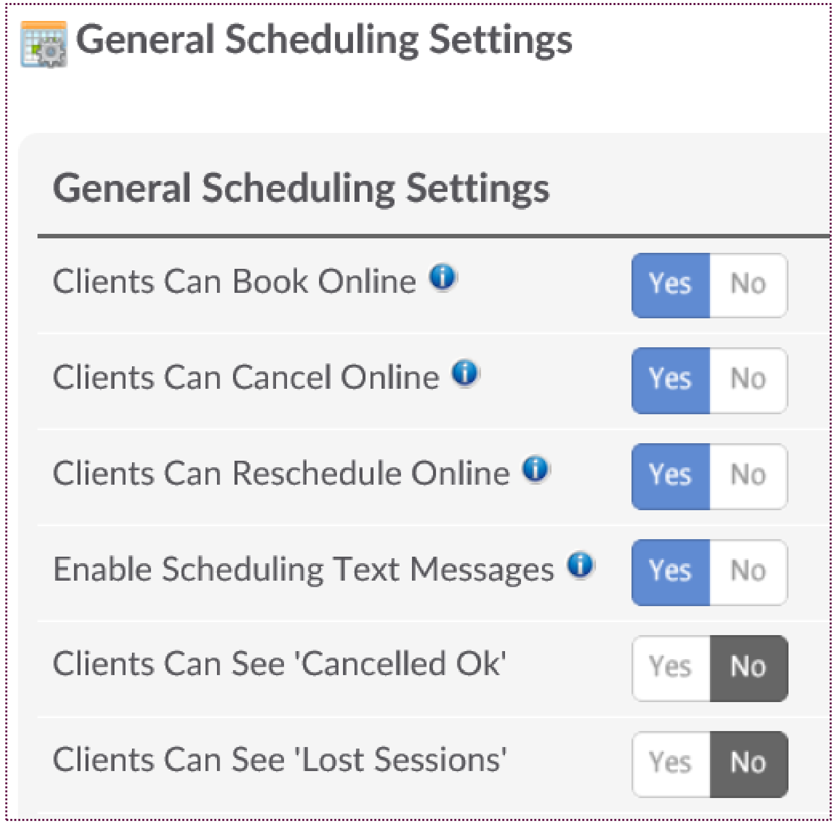
NOTE: Based on your Setup settings, users may or may not be able to view.

ClubReady

Scheduling

Enable Service / Class to be Booked Online

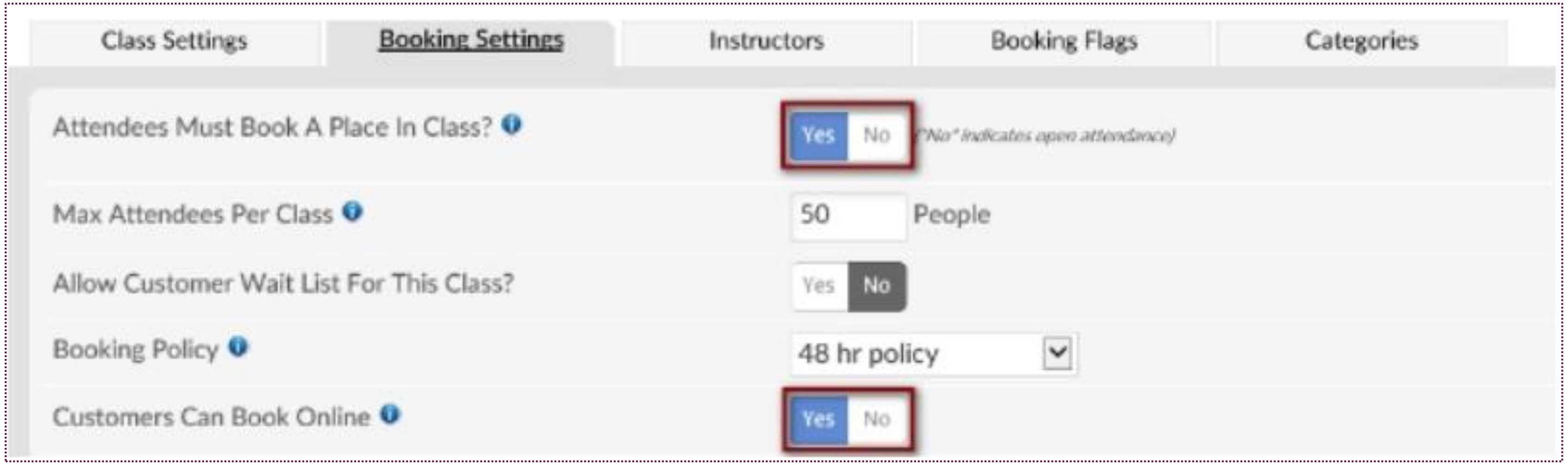
Setup > Scheduling > Scheduling Settings



Select **YES** for **Clients Can Book Online.** You can also choose if they can **Cancel, Reschedule** and view their sessions. Click **Update** to save your changes.

Enable Classes to be Booked Online

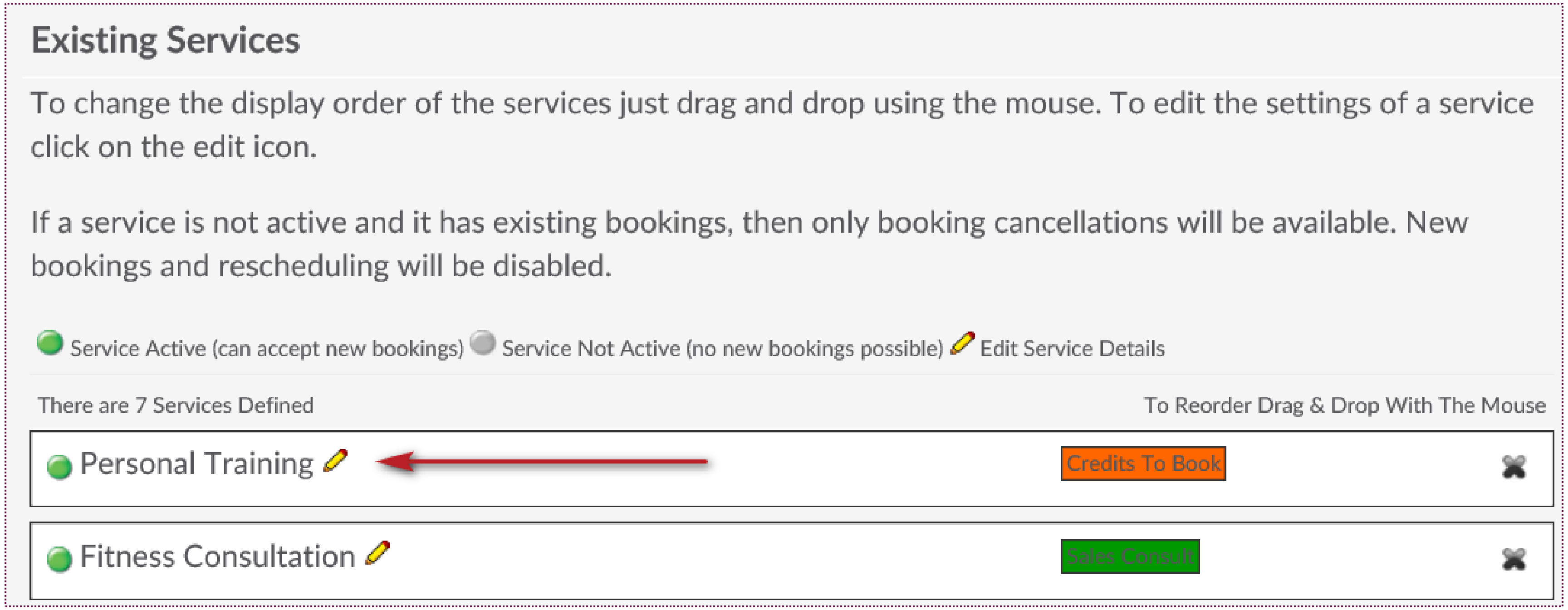
Setup > Scheduling > Classes/Group

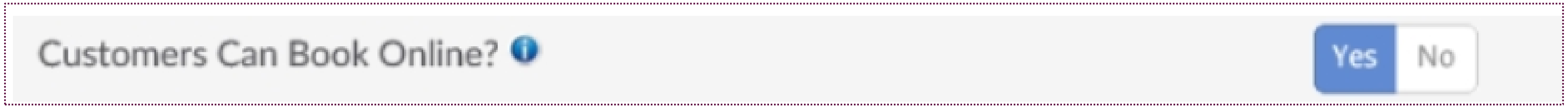


Each class should be enabled to be booked online through the wellness portal as needed. Click the edit pencil next to the existing class needed to be enabled for online booking. Under the **Bookings Settings** tab locate **Customers Can Book Online**. Choose **Yes** to enable this option. To save, click **Update Class Booking Settings.**

Enable Services to be Booked Online

Setup > Scheduling > Services

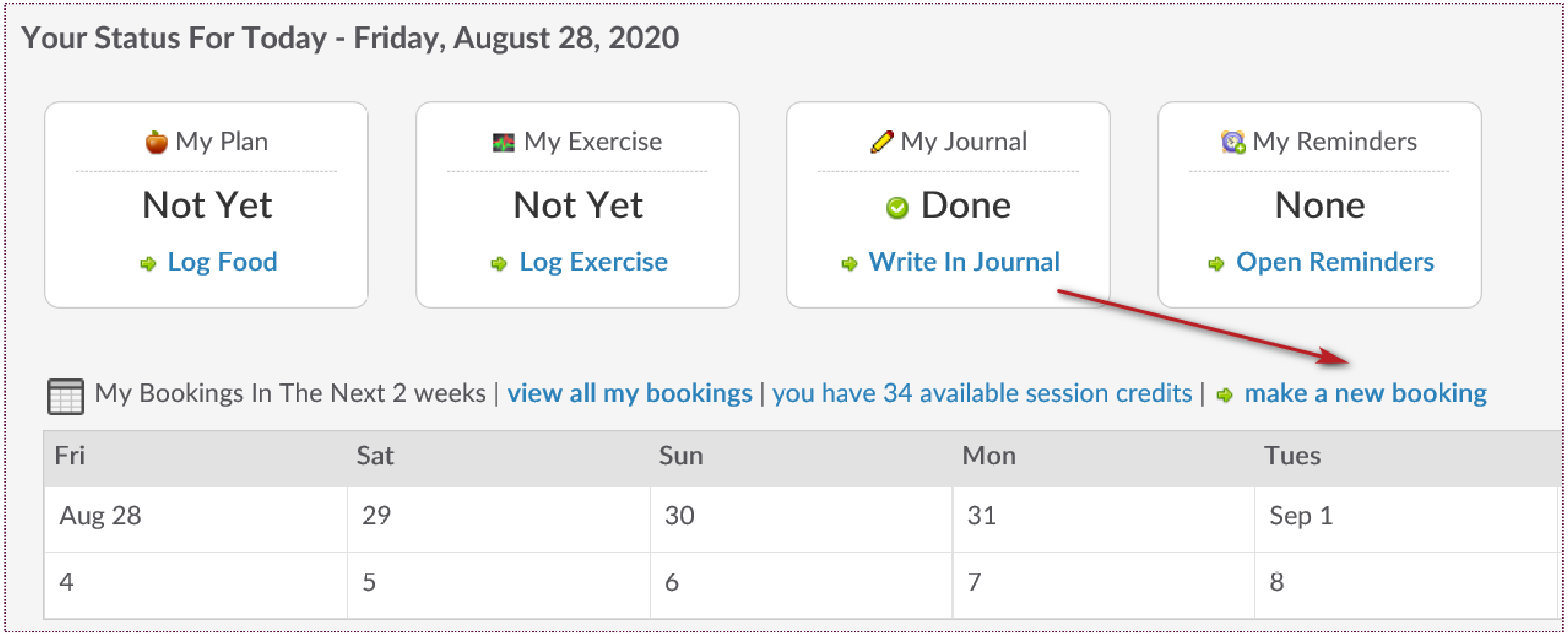




Each service should be enabled to be booked online through the wellness portal as needed. Click the edit pencil next to the existing service needed to be enabled for online booking. Under the **Service Settings** tab locate **Customers Can Book Online.** Choose **Yes** to enable this option. To save, click **Update Settings.**

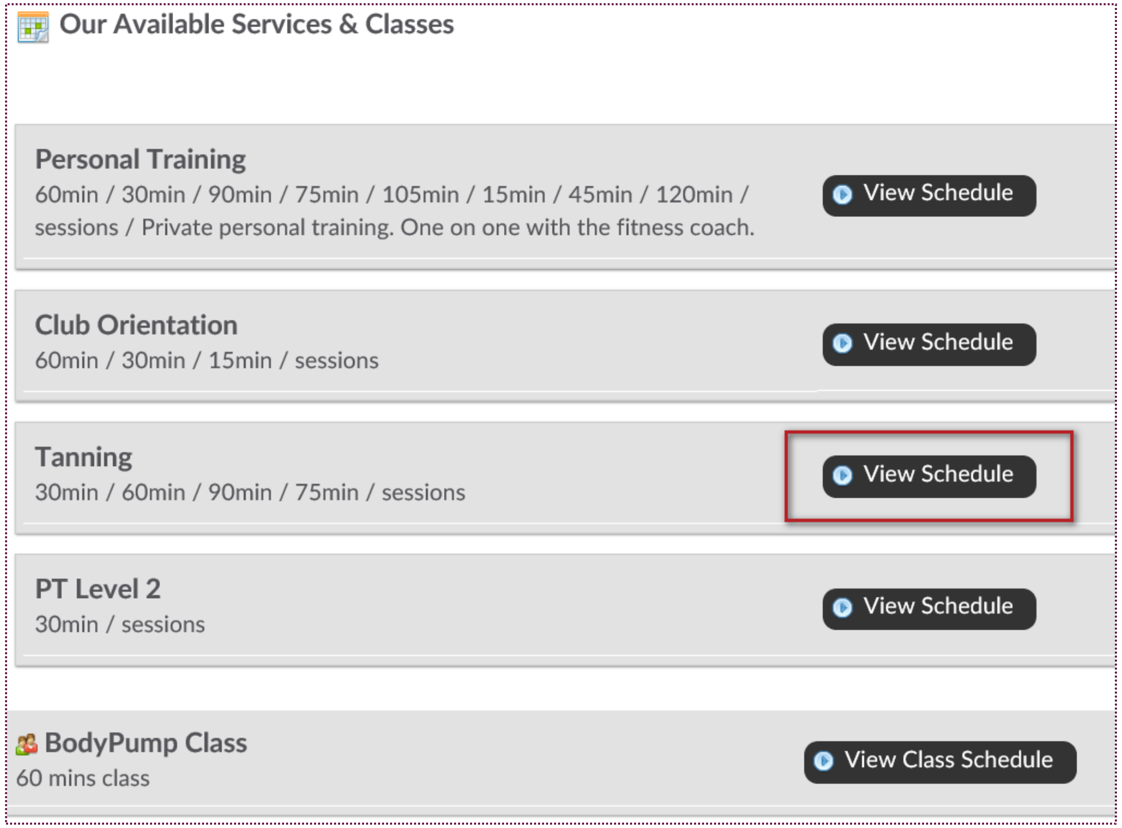
Make a Booking (Member View)

Home > Make A New Booking



Make a Booking (Member View)

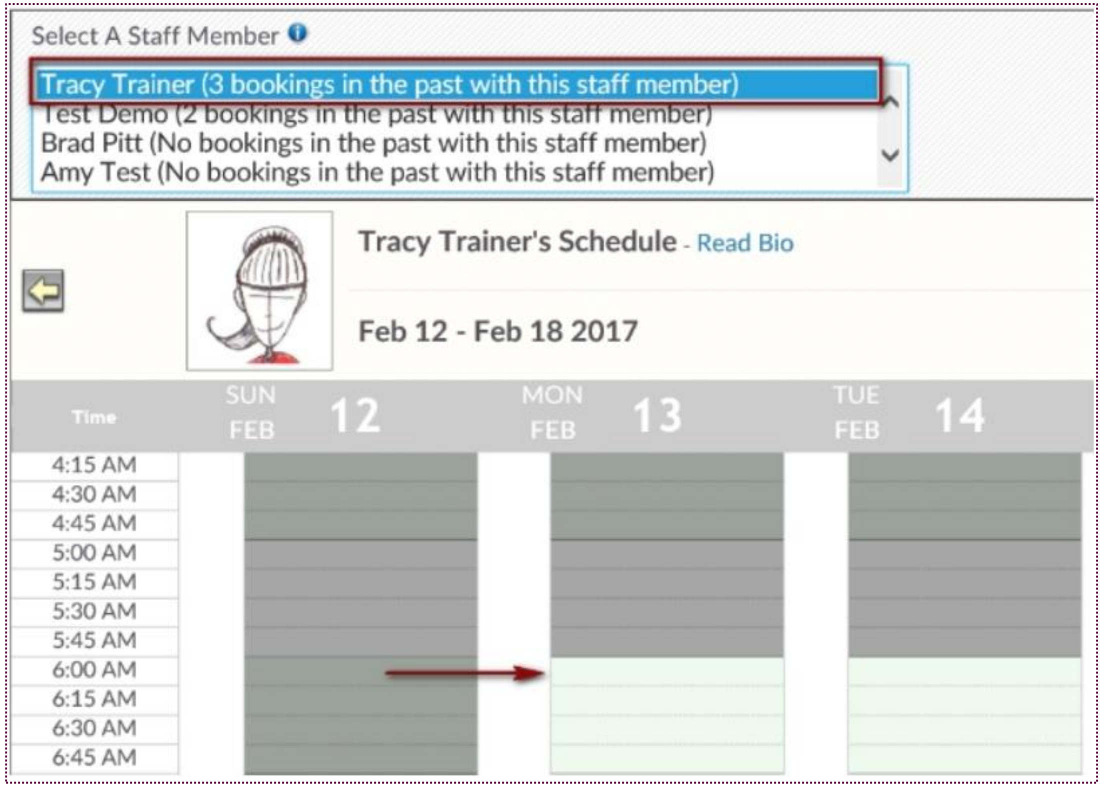
Home > Make A New Booking

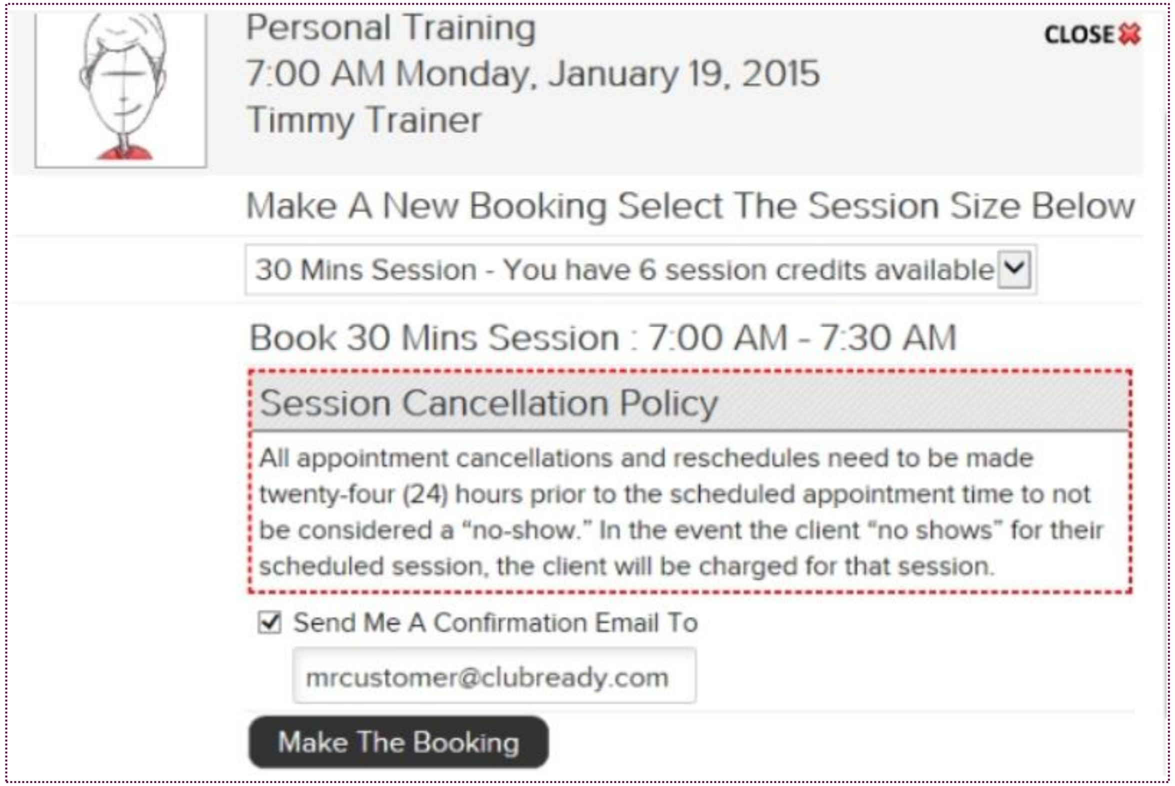


To view the available trainers and times, your members will click **View Schedule.**

Make a Booking (Member View)

Home > Make A New Booking





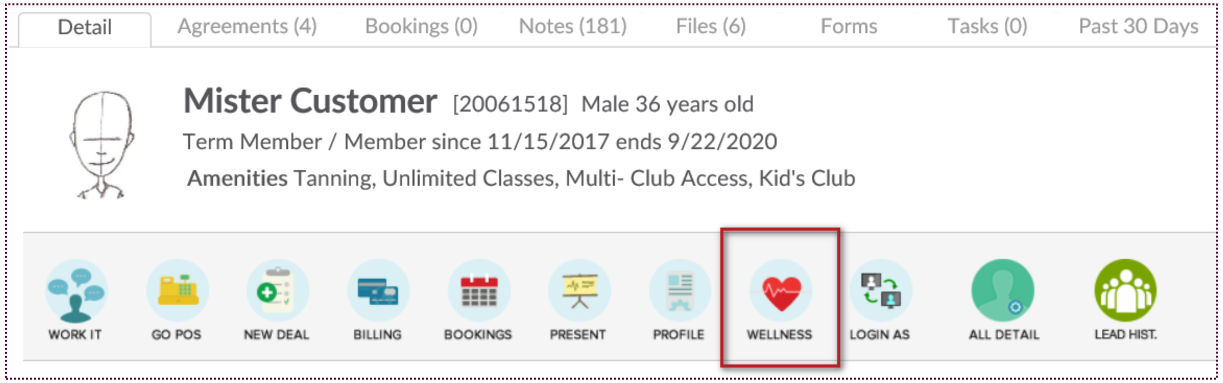
Customers can select the trainer to view their availability. Areas in white are available for a booking to be scheduled. After selecting the available time period, the customer will need to confirm the session type, review the booking policy and select if they would like to receive a confirmation of the booking. Lastly, they will click on **Make The Booking.**

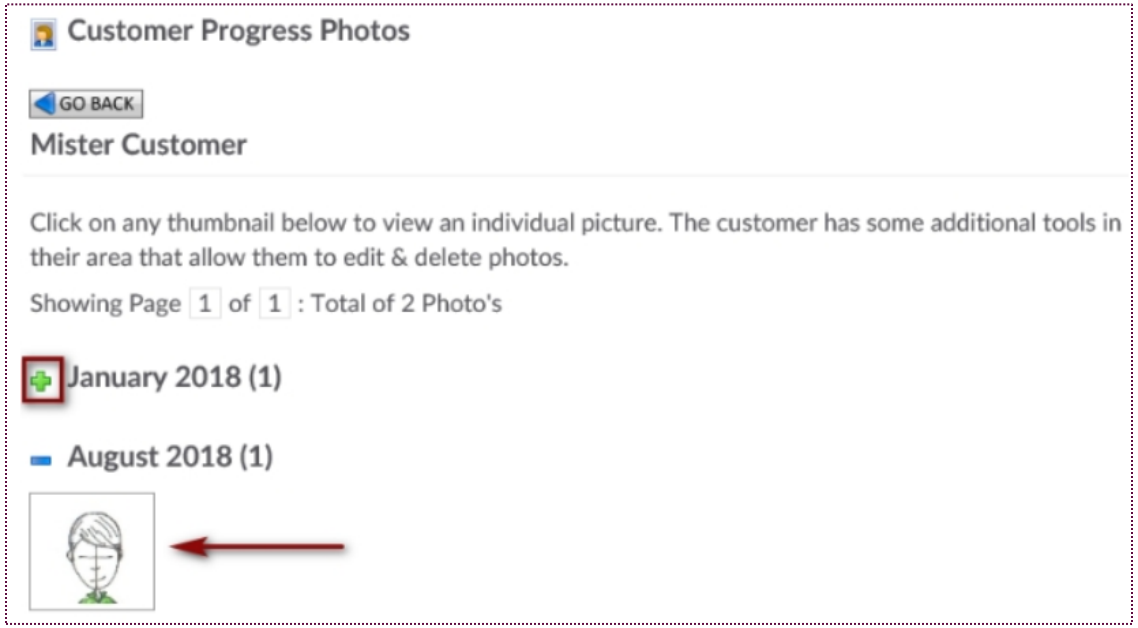
ClubReady

Additional Features

Progress Photos

Wellness Portal

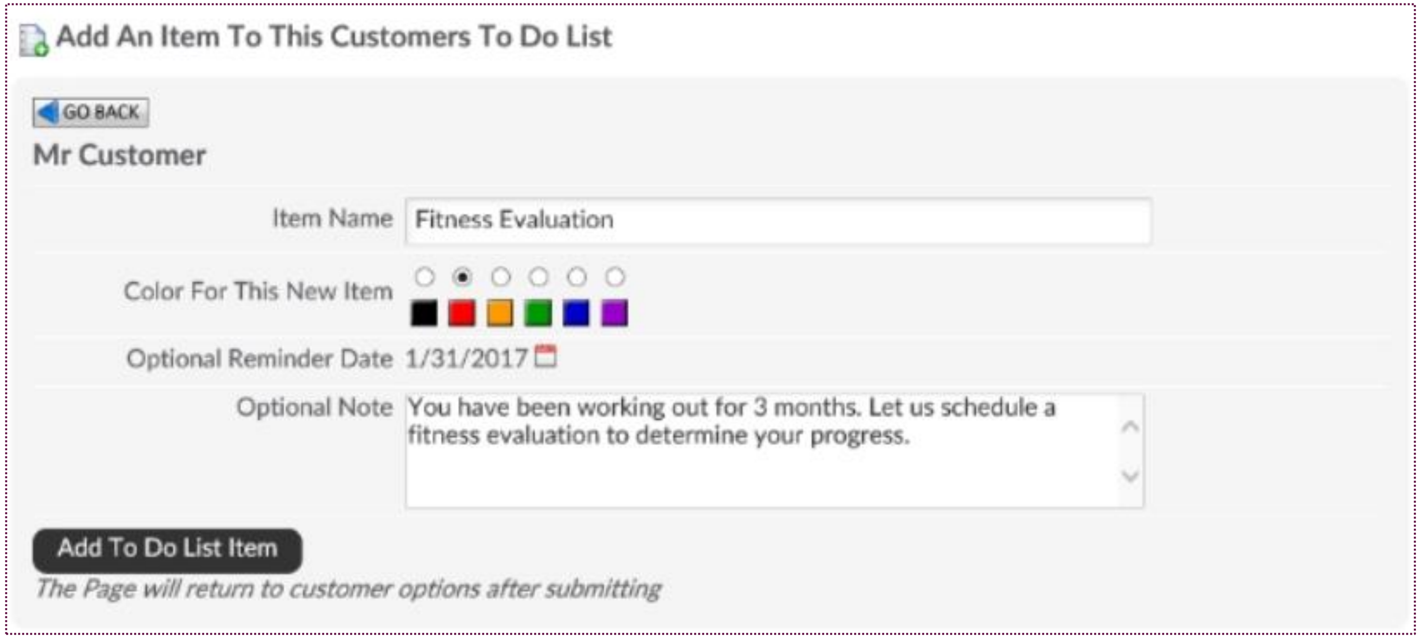




Select the link for **Progress Photos**. Click on the green thumbnail to expand and view the picture for the date it was uploaded.

To Do's (Staff View)

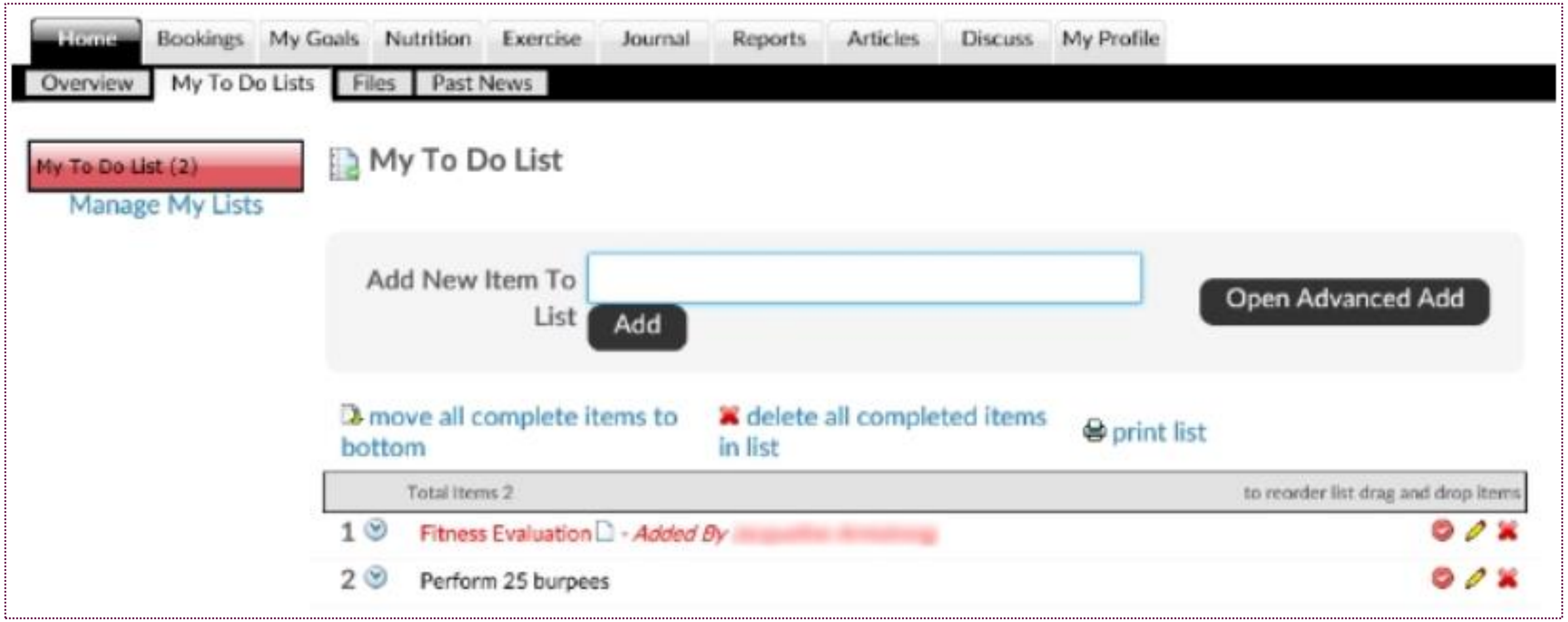
Prospects / Members Tab > Locate User > Wellness



Select the link for **Add A TO Do.** Enter the following information:
Item Name - The to do item the customer needs to complete.
Color For This New Item - If you select a color, it will display on their To Dos list.
Optional Reminder Date - You can select from the calendar the date the customer needs to complete the assigned to do.
Optional Note - Type in here an optional note such as a description for the To Do.
To save your To Do item, click on **Add To Do List** Item.

To Do's (Member View)

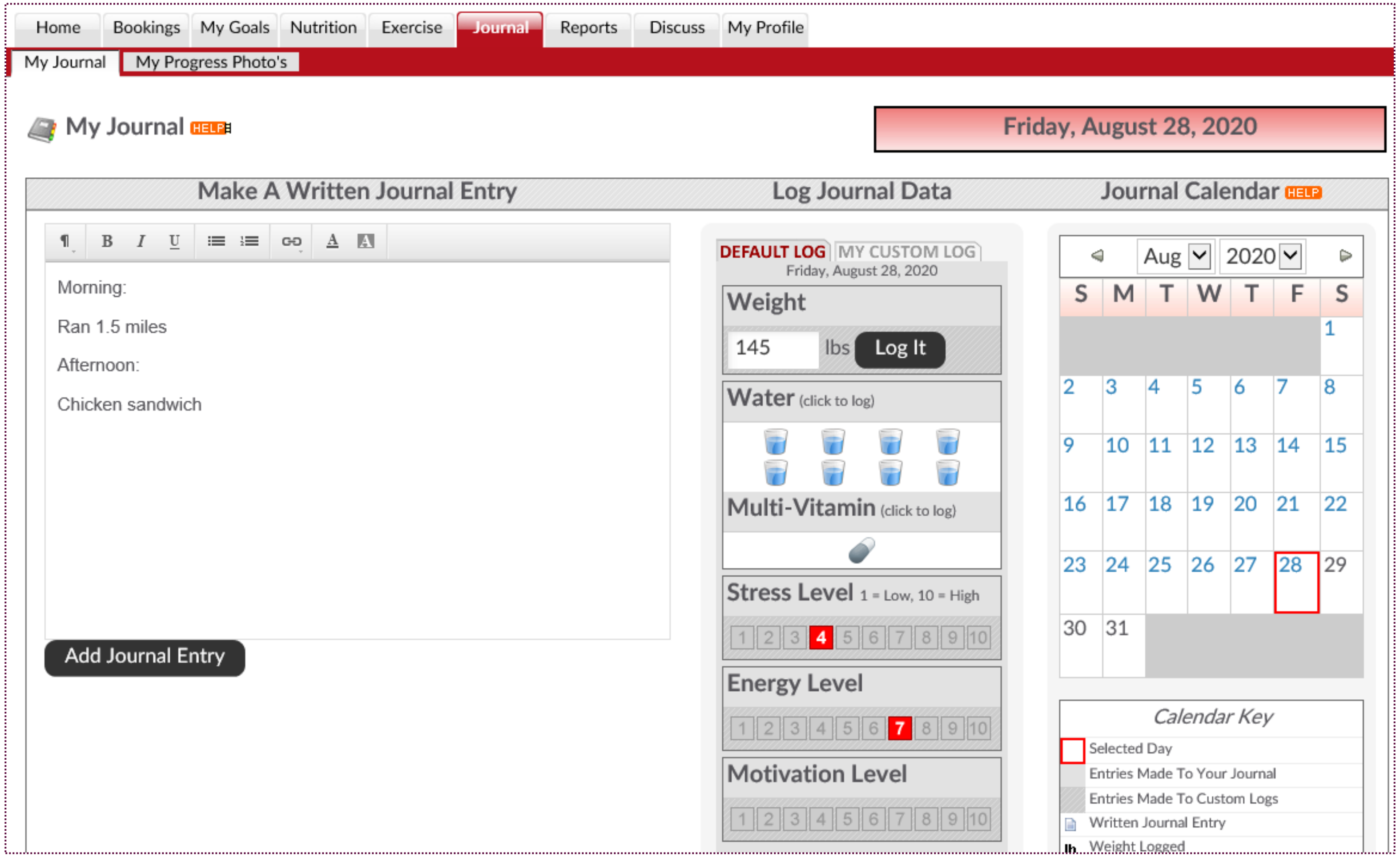
Wellness Portal



This screen will show how the client will see the To Do your staff entered. Once your client logs into their portal, they will click on **Home > My To Do Lists.** The To Do entered will displayed at the bottom of the screen.

Journal

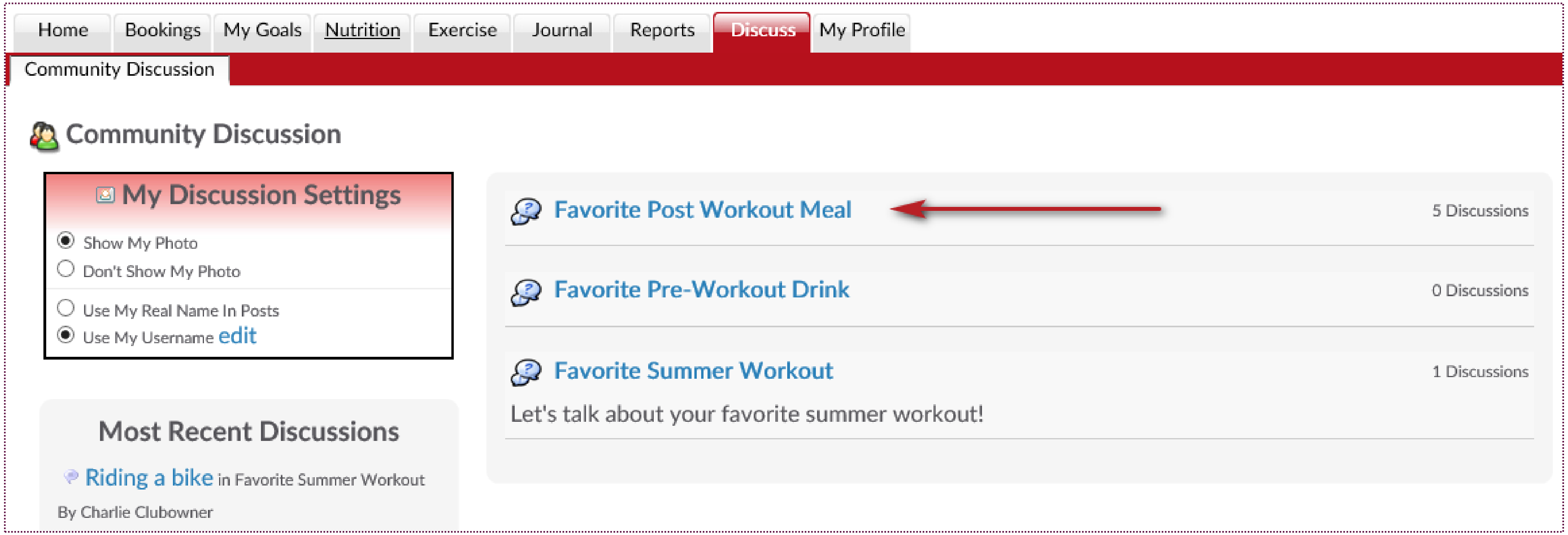
Wellness Portal



This screen will allow the client to make a written journal entry to track their days, weight, water intake, etc.

Discussion Forums

Wellness Portal



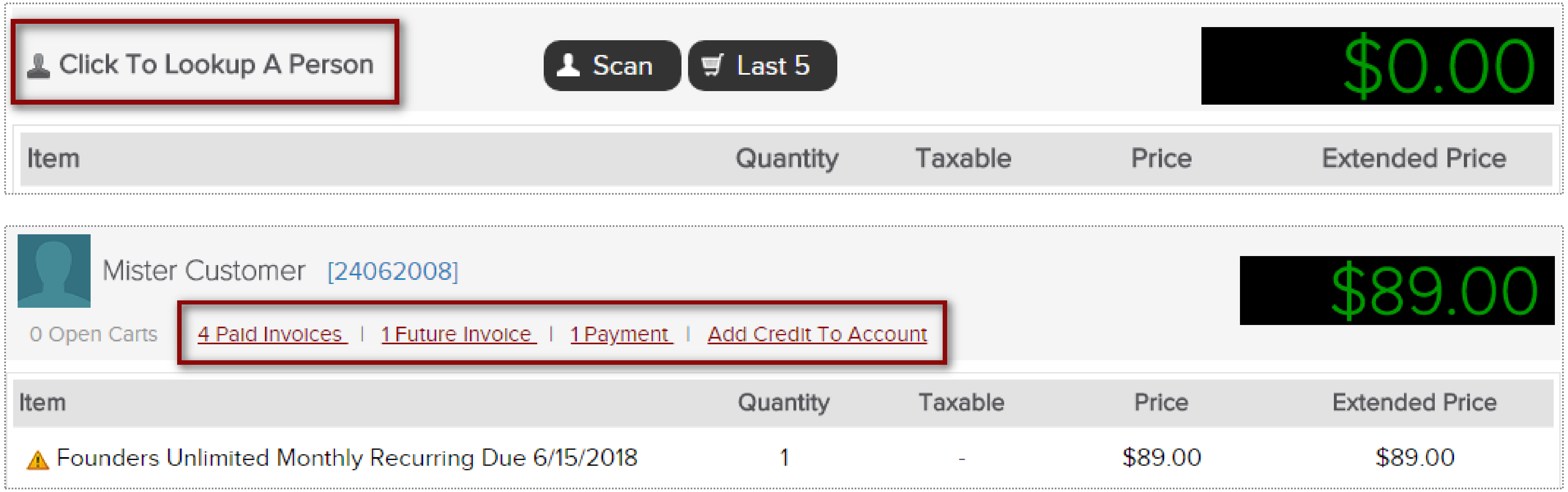
To access and participate in the Discussion forum as a club member, log into the Wellness Portal and go to; **Discuss > Community Discussion.** To participate in a discussion, click on a current post. To begin a new post, click on **Add New Discussion** you will be able to add a new subject to your Discussion.

ClubReady

Point of Sale

Point Of Sale

Main > POS

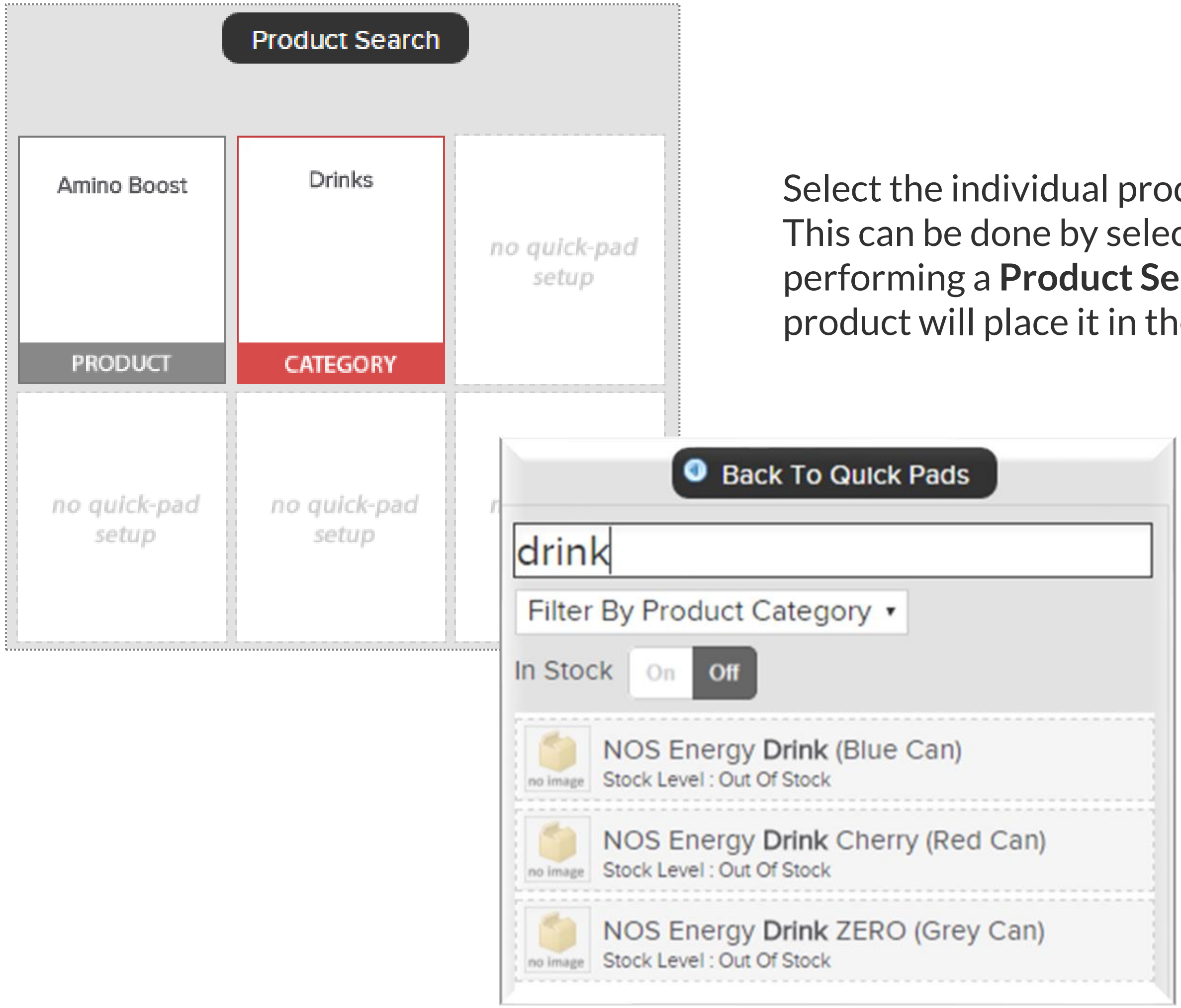


The POS is used for taking payment on past due and future invoices as well as for selling merchandise. To pull a client into the POS, select the **Click to Lookup a Person** button.

If the client has any invoices that are due, they will automatically populate in the POS shopping cart. You can also access the client's **Future Invoices** to take payment on an invoice not yet due. Any unfinished transactions can be resumed by selecting the **Incomplete Carts** button. Select **Add Credit To Account** if purchasing a gift card or promotional credits for the customer. **Paid Invoices** and **Payments** can also be selected from this screen.

Selecting a Product

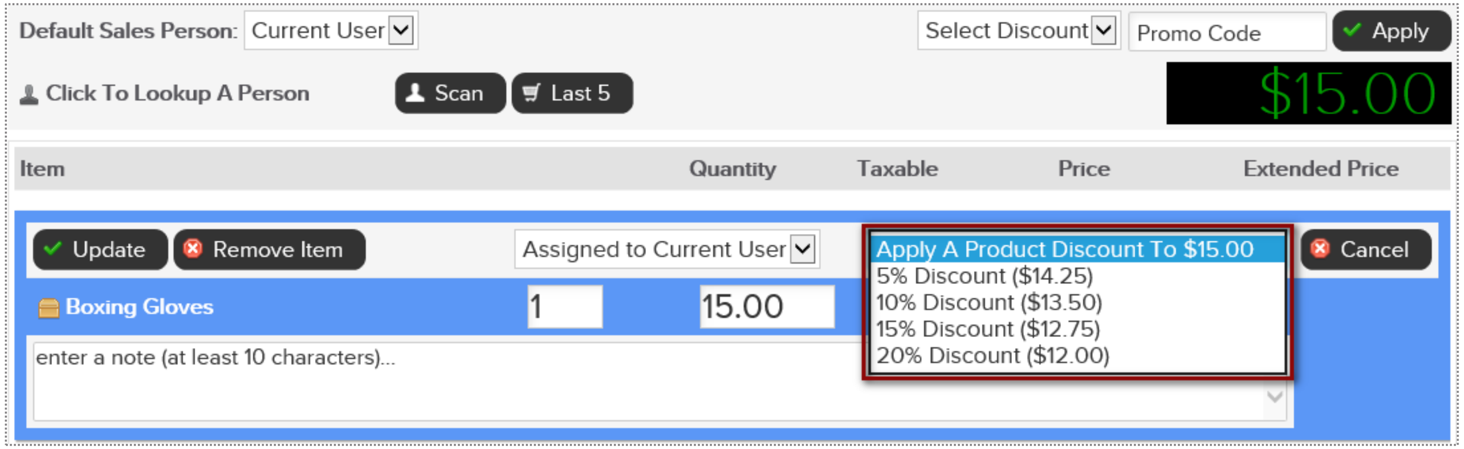
Main > POS



Select the individual product or choose a category. This can be done by selecting the quick pad or performing a **Product Search**. Clicking on the product will place it in the shopping cart.

Editing an Checking Out

Once an item appears in the shopping cart, click on the item to make any adjustments that may be needed. When ready, select Checkout.

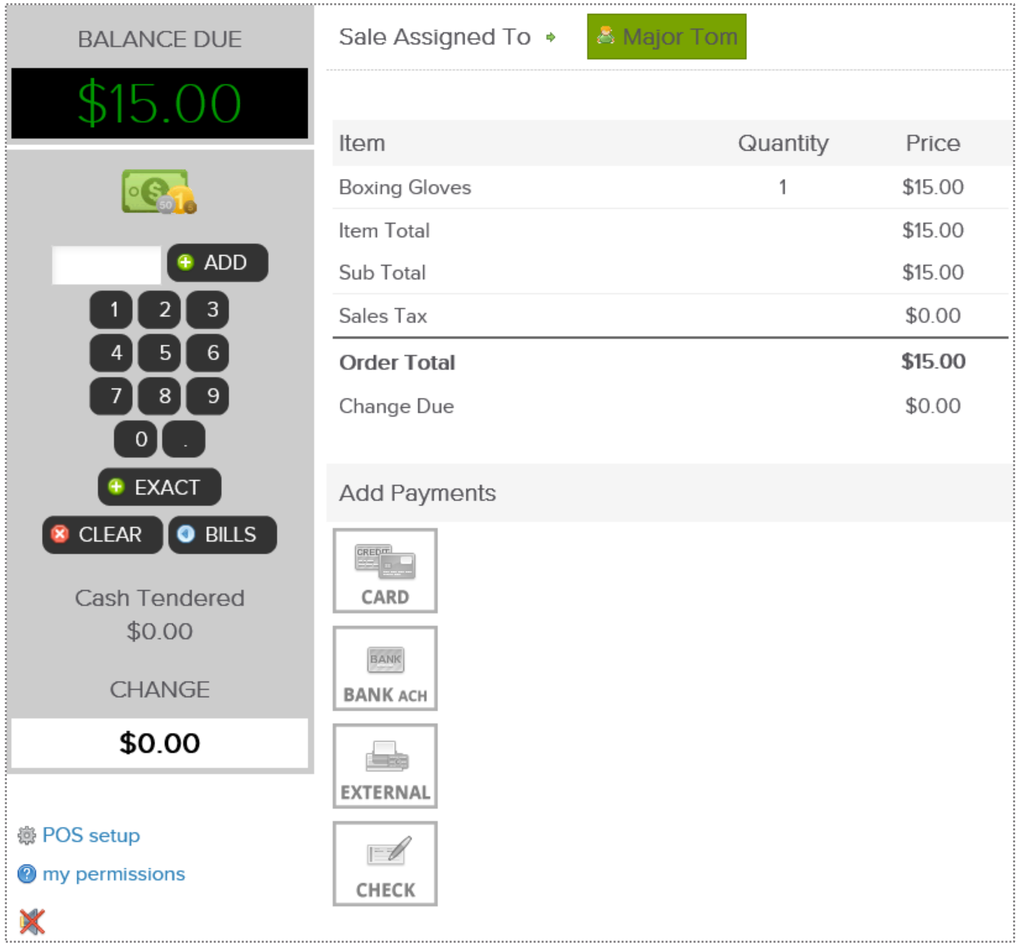


Adjustments may include; modifying the quantity, price, applying a discount or removing the product from the shopping cart.

When ready, click the **CHECKOUT** button to advance to the payment screen.

Finalizing the Purchase

Select the appropriate payment method.



Select the appropriate payment method. If paying by credit card you will be prompted to select card on file, swipe or enter the card information.

If a customer is paying by cash, select the quick cash amount or click PAD, to enter a specific dollar amount.

The sale will be assigned to the staff person currently logged in, however this person can be changed if needed. To change who the sale is assigned to, click on the existing name and then choose from a list of staff.

Finalizing the Purchase

It is now time to complete the sale by processing payment.

At **CHECKOUT** select the payment method and who will get credit for the sale by clicking on the staff name.

Select if the customer wishes to have their receipt **emailed, printed, both or no receipt**.

Next, click **COMPLETE THIS SALE** to finalize purchase.

Taking Payment: Decline Responses

Refer to common decline reasons that might occur when collecting payment from clients.

Do not honor - The system received a failed transaction message code from the issuing bank during the attempt to authorize the purchase request. There are many types of response codes, and “Do Not Honor” is the generic bucket used.

Generic Decline - A generic bank response which indicates simply that they are not willing to accept the transaction. The transaction may be declined due to a high level of recent activity on a card, a lack of matching AVS information, a card being over its limit, or a range of other reasons which only the bank can provide more information.

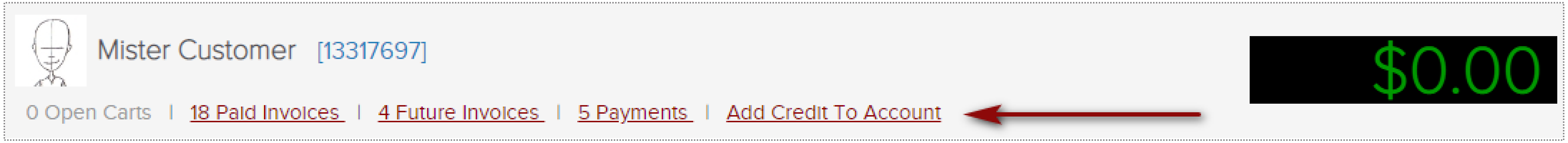
Restricted Card - The customer’s bank has declined the transaction as the card has some restrictions.

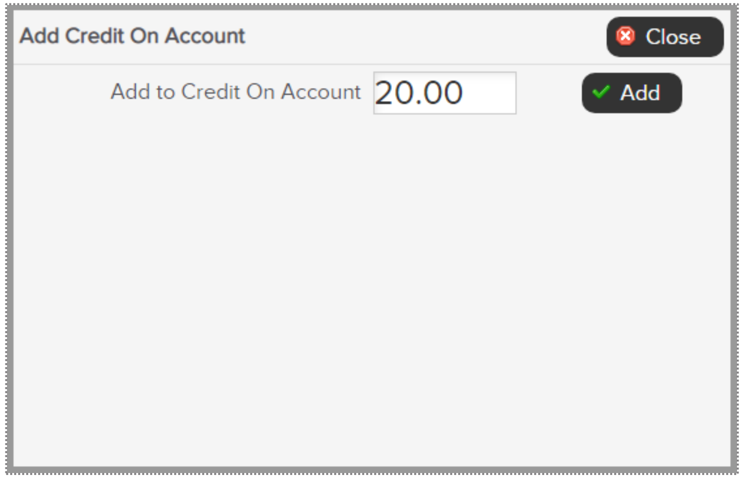
Cardholder transaction not permitted - This response indicates that the card issuing bank is declining the transaction for unspecified reasons. The response doesn't necessarily indicate that there is a problem with the card; however, it does indicate that the bank won't approve this transaction.

Insufficient Funds - An issue that occurs when an account does not have adequate capital to satisfy a payment demand.

Point of Sale: Adding Credit on Account

Main > POS





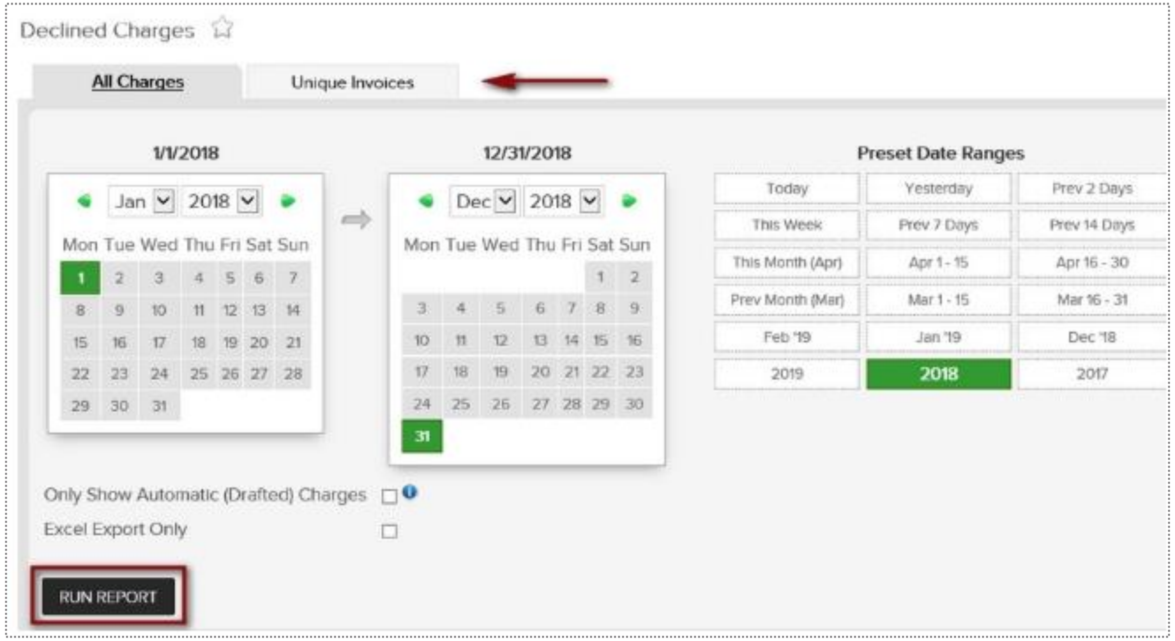
The POS also allows for staff to apply a gift card to a member’s account. First, select the customer receive the gift card. Click **Add Credit To Account**. Type the amount that is being applied.

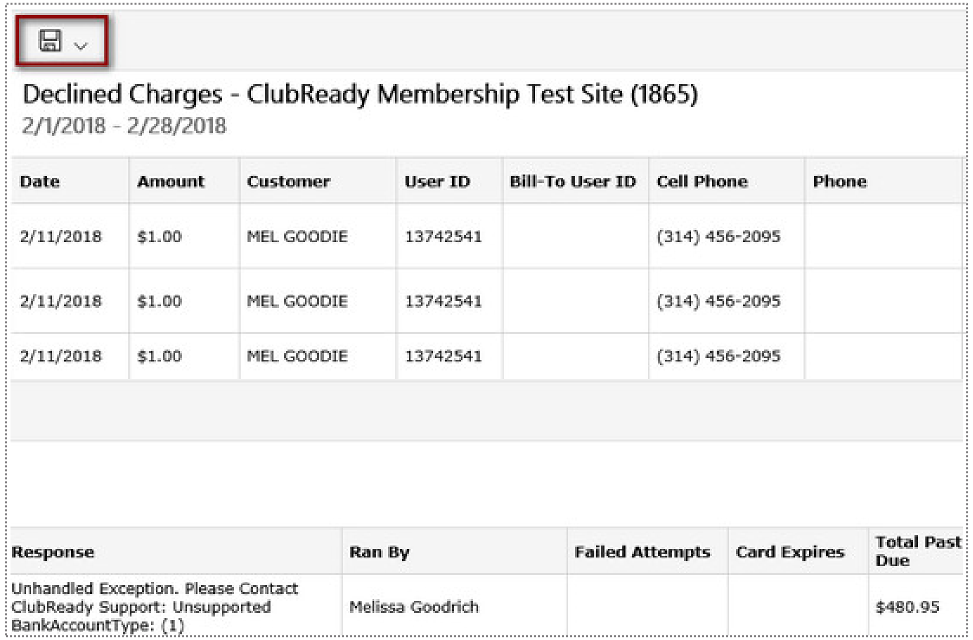
Select **CHECKOUT** to continue. Different payment methods will be displayed. Select the correct method.

Note: If gift card is being paid with **Credit Card**, make sure to NOT save the account information since this is a one time purchase by another person.

Declined Charges Log Report

Reports > Sales > Declined Charges Log





Choose the date range and use the optional filters. Using filters will allow you to further customize the results of this report. After the report's date range and criteria has been selected, click the **Run Report** button.

The details will display **customer's name, decline reason, date, amount of the invoice, etc**.

Inventory

Bulk Upload Inventory

Reports > Products > Bulk Upload Inventory

First, you will need to download the current inventory report to add the stock level for each item.

Navigate to **Reports > Products > Inventory.** Use the drop down box to **Filter By Product Category** and use checkbox options if needed.
To create an Excel export with all products listed then leave the drop down menu blank and uncheck **Don't Show Products That Have Never Been Sold And Have No Stock Level.**
Click on the Excel **export (also used as template for bulk adjust tool)** link.

Bulk Upload Inventory

Tools > Products > Bulk Upload Inventory

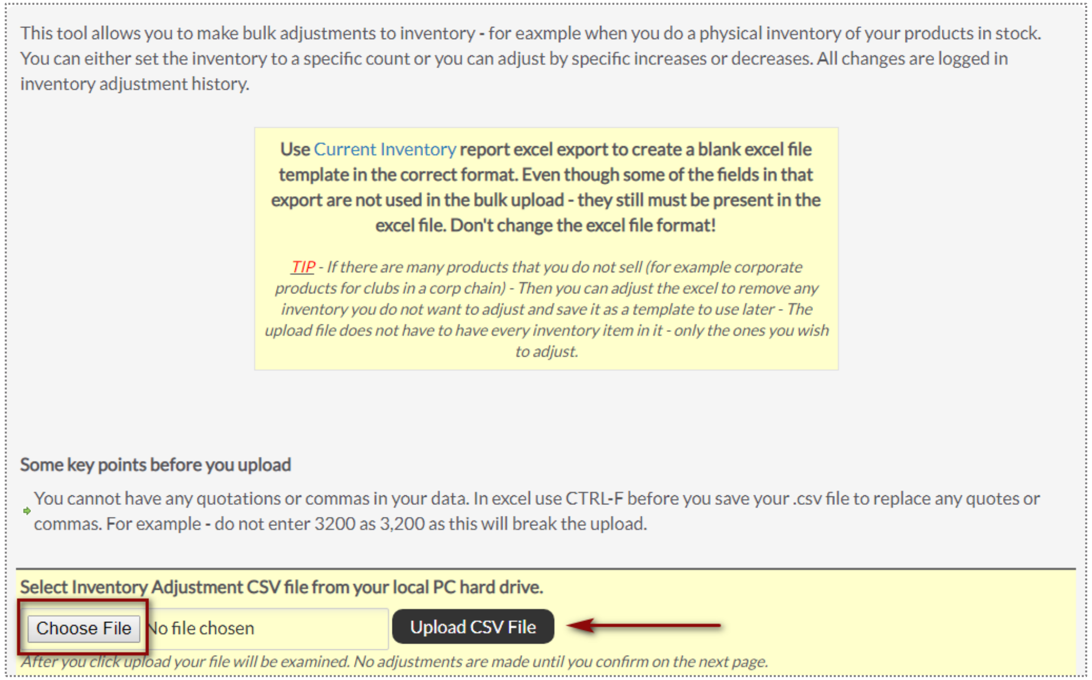
	A	B	C	D	E	F	G	H	I
1	**CR Membership Training Site - Filtered Product Inventory Listing : 5/24/2016**								
2	***This file can be used for bulk inventory adjustments - format must remain the same. After adding adjustment entries in green columns save as .csv file***								
3	**ProductID**	**ProductCode**	**OtherProductCod**	**ProductName**	**CurrentInventor**	**InventoryValue**	**SetInventoryTo**	**IncreaseInventoryBy**	**DecreaseInventoryBy**
4	121835	SKU121835		$25 Gift Card	98	$0.00			
5	101760	SKU18952		12oz Water	-26	$0.00			
6	120105	SKU120105		Coconut Water	29	$0.00			
7	101767	SKU23751		Credit on Account	50	$0.00			
8	101773	SKU21484		Jamocha XTra Protein Smoothie	-2	$0.00			
9	101774	SKU19006		Mens TShirt Black	-28	$0.00			
10	145815	SKU145815		Red Cheeks Tanning Lotion	-1	$0.00			
11	31636	SKU31636		Water - corp	-1	$0.00			

Open up the Excel file once it has been downloaded. Do not alter any columns or rows. The formatting must remain the same for the upload to work properly.
The Excel file will contain **Product Name, Current Inventory** and the following green columns you will need to adjust inventory:
Set Inventory To, Increase Inventory To or **Decrease Inventory To**.

Note: Increasing and decreasing inventory will override what you type into **Set Inventory To** so there is no need to type in multiple columns for the same product. Save the Excel file as a **.csv file**.

Bulk Upload Inventory

Tools > Products > Bulk Upload Inventory



Navigate to **Tools > Products > Bulk Inventory Adjust.** Click on **Choose file** and find the .csv file saved in the computer. Then click on **Upload CSV File.**

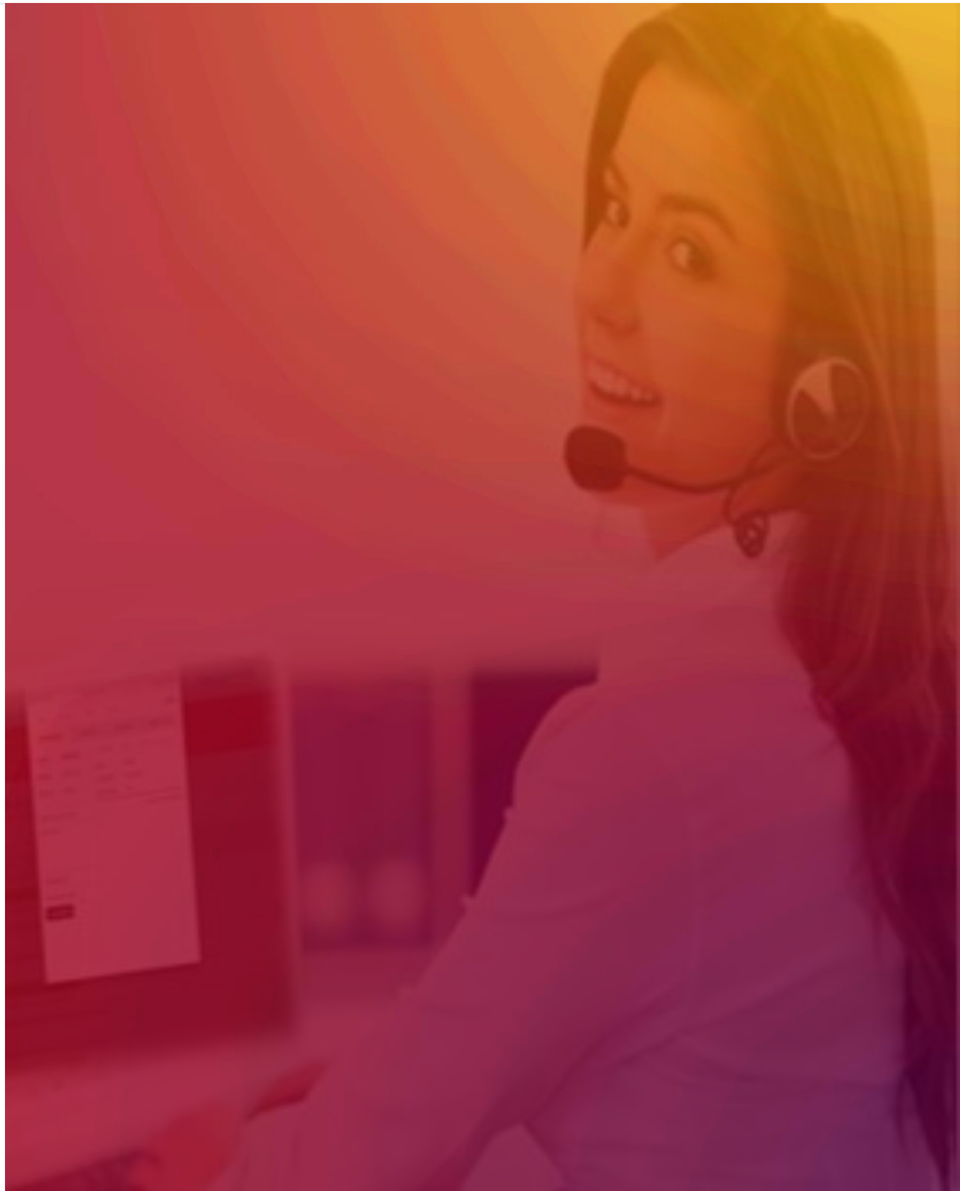
The file will be uploaded and inspected. If it is in the correct format and ready to be processed you can click on **Do Bulk Adjustment.**

All adjustments will appear on screen and the inventory has now been changed. These changes are logged and can be found in **Reports > Products > Inventory Change Log.**

Past Due Communications

What is Past Due Communication?

- Scheduled, consistent “touches” informing members of a past due balance owed to your clubs.
- An extension of customer service purely focused on billing.
- Friendly, low-pressure approach.
- Multiple channels of contact.
- Focused on helping you maintain a healthy draft.



Cadence of Contact

CHANNEL	FREQUENCY
Outbound auto-dialed calls	1 time per week
Live agent calls	At least once every 7 days
Emails	1 per week
Text Messages	1-2 per week
Inbound volume generated from SMS, emails, and voicemails	Daily

Make Sure We Can Reach Your Members

Capture all contact information from all members at POS.

Is your team entering real emails or filling in NA@NA.COM?

Are they capturing cell numbers?

More contacts = Increased likelihood of Payment!

View My PDC Results

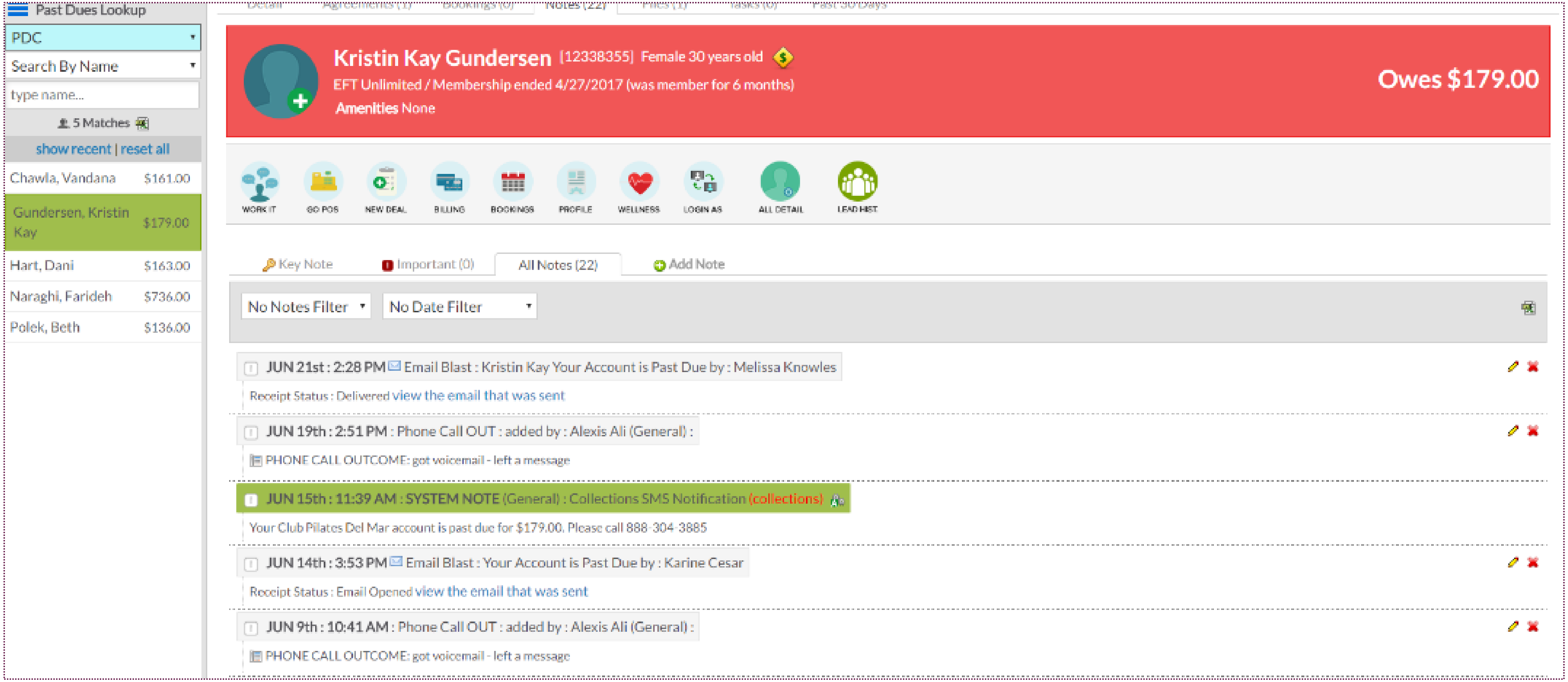
Real time results are available via the Gross Sales Detail Report in ClubReady.
Reports > Sales > Gross Sales

Gross Sales Summary - CRTraining Membership Site (2829)
1/1/2020 - 10/11/2020

	$ Amount	%	Sales Tax	Total
NET REVENUE	**$11,778.97**	**-**	**$1,070.52**	**$12,849.49**
SUBTOTAL - Gross Revenue	**$11,968.97**	**-**	**$1,089.92**	**$13,058.89**
Total Payments Made	**$12,115.05**	**100.0%**	**$1,089.92**	**$13,204.97**
Client Credit Purchased	**$682.08**	**5.63%**	**-**	**$682.08**
Payments	**$10,601.97**	**87.5%**	**$1,036.92**	**$11,638.89**
Membership	$8,970.97	84.6%	$894.07	$9,865.04
Membership Add On	$0.00	0.0%	$0.00	$0.00
Services	$1,330.00	12.5%	$112.40	$1,442.40
PT Services	$50.00		$4.00	$54.00
Non-PT Services	$1,280.00		$108.40	$1,388.40
⊞ Fees	$171.00	1.6%	$17.05	$188.05
Manual Invoices	$130.00	1.2%	$13.40	$143.40
Products	**$436.00**	**3.6%**	**$21.90**	**$457.90**
⊟ Past Dues	**$395.00**	**3.3%**	**$31.10**	**$426.10**
Membership	$245.00	62.0%	$22.70	$267.70
Membership Add On	$0.00	0.0%	$0.00	$0.00
Services	$80.00	20.3%	$8.40	$88.40
PT Services	$80.00		$8.40	$88.40
Non-PT Services	$0.00		$0.00	$0.00
Fees	$70.00	17.7%	$0.00	$70.00
Manual Invoices	$0.00	0.0%	$0.00	$0.00
Products	$0.00	0.0%	$0.00	$0.00

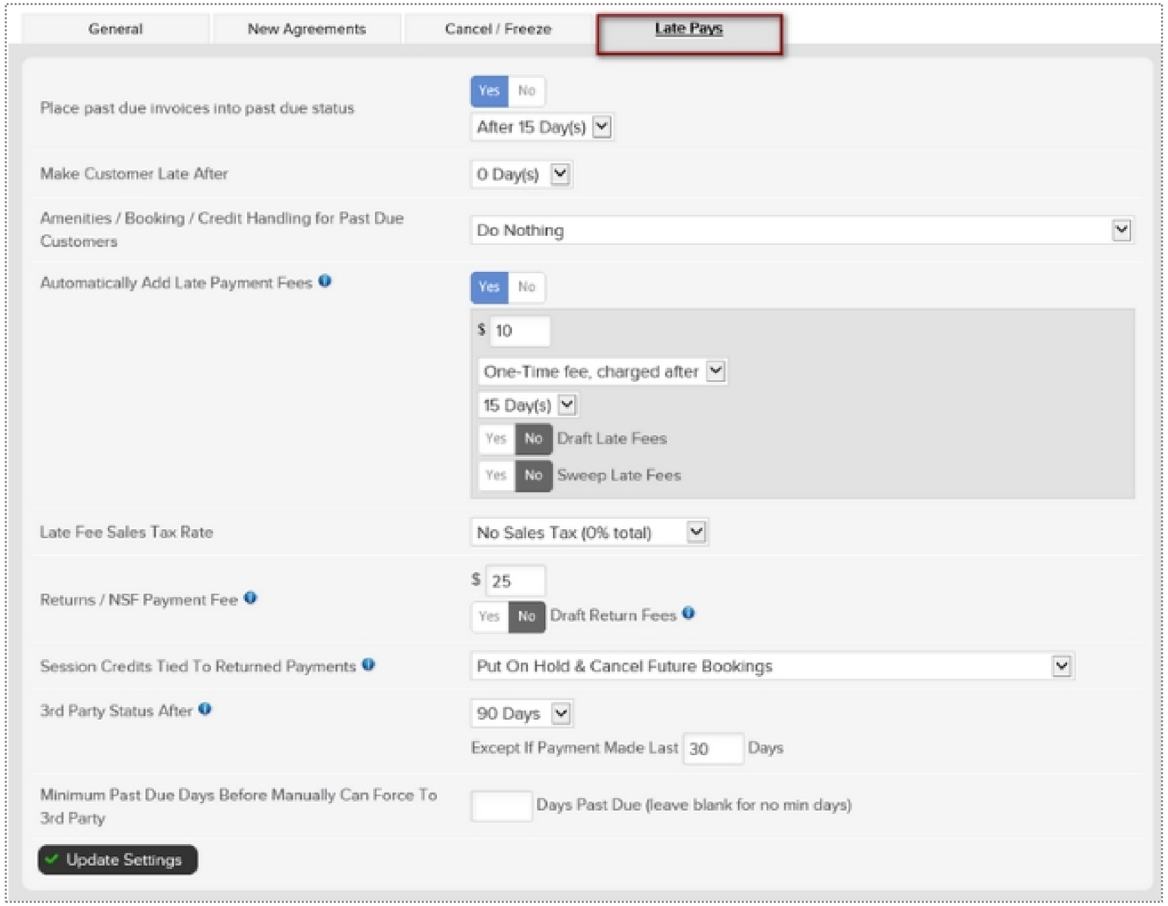
Review Contacts Made with Members

Check the notes on their profile in ClubReady.



Managing Past Due Settings

Setup > Sales > Sales Settings



This screen will allow you to adjust your Late Pays settings for customers who are not making their payments on time.

Place past due invoices into past due status - This option will allow you to control whether you want past dues to go into collections status. This is simply an internal invoice status and is not considered third party collections. If **Yes** is selected you will need to After how many days.

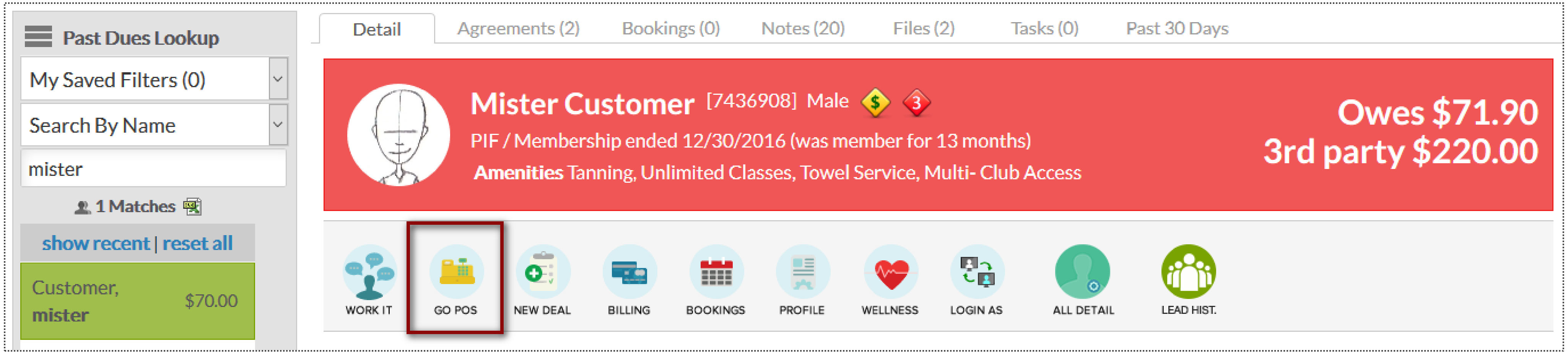
Make Customer Late After - You can set the day at which you consider a customer past due.

In addition, you can manage **Amenities / Booking / Credit Handing For Past Due Customers** and if you want to **Automatically Add Late Payment Fees.**

3rd Party Status After - This will allow you to specify after how many days the account will be moved to third party collections. This will result in the agreement being cancelled and all unpaid invoices considered in third party. These agreements will be placed into a third party report which you may use to collect internally or send to a third party company to collect from the customer on your behalf.

Manage Past Due Member

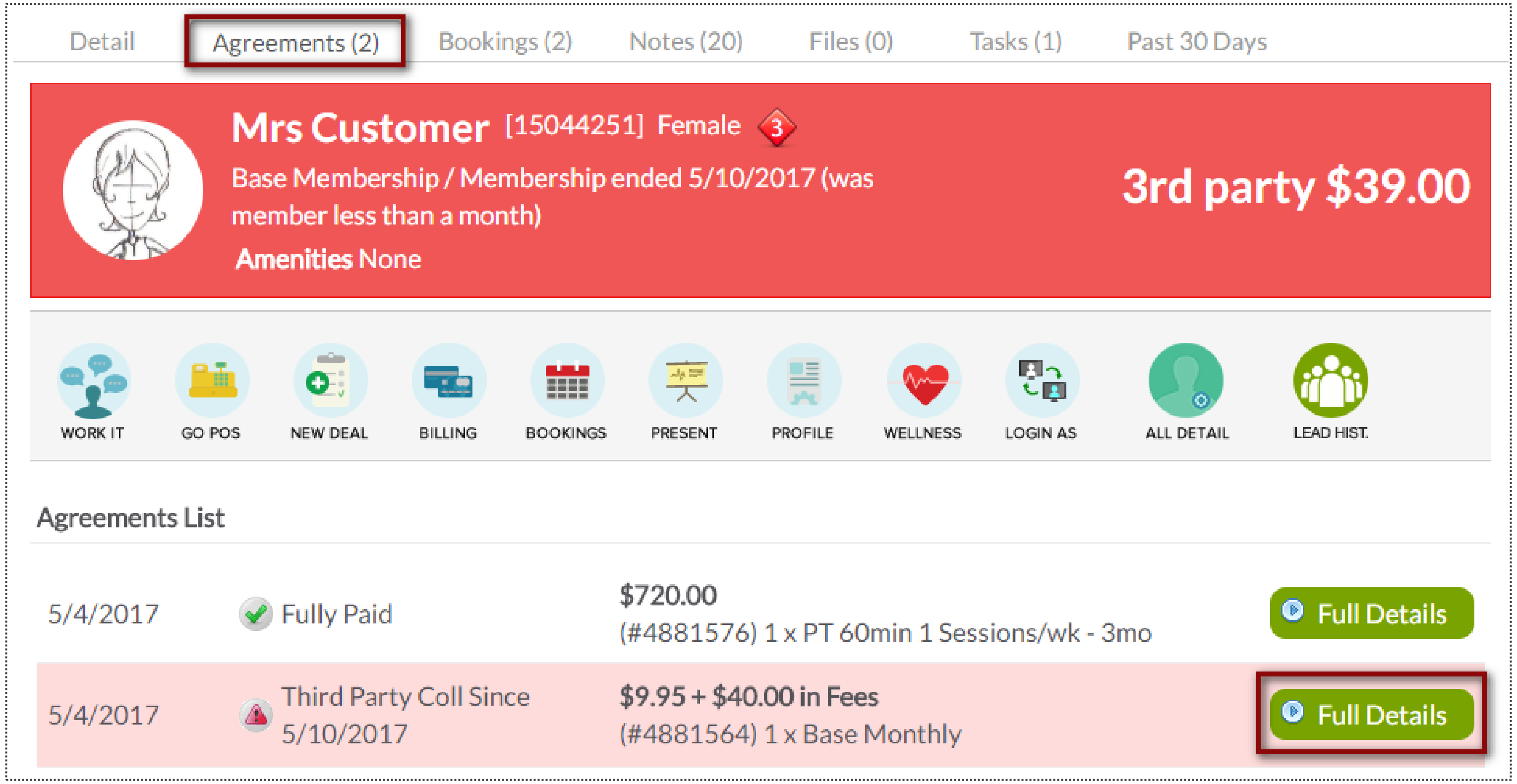
Members > Manage Past Due Members > GO POS



Select from the Past Due lookup the client from which you want to take payment. This will prompt their account details. Click on **GO POS** to automatically take payment at the Point of Sale.

Manage 3rd Party Agreement

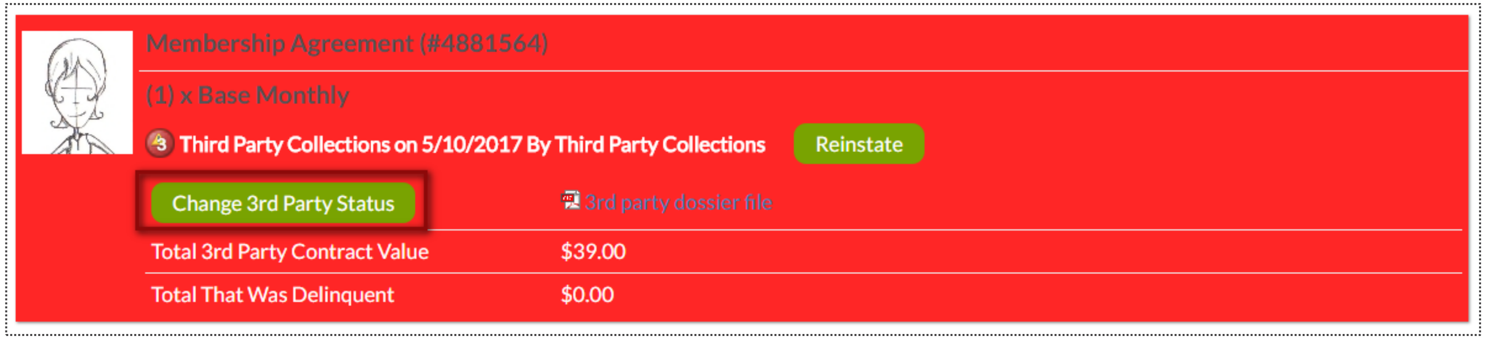
Member Account > Agreements > Full Details

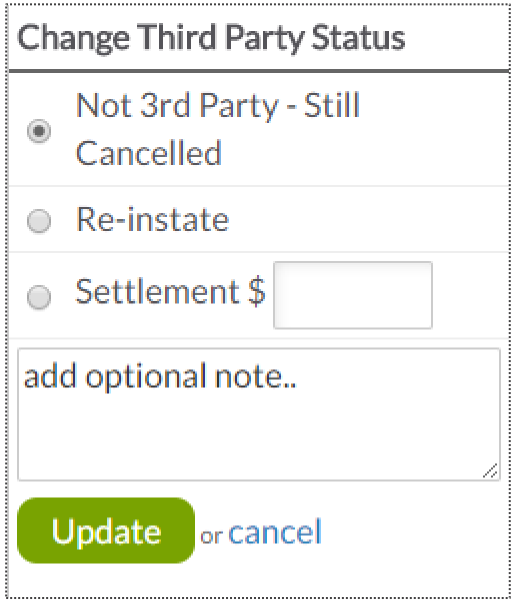


Select the client after locating them under the Prospects or Members tab, then click on the **Agreements** tab. Next click on **Full Details** located next to the agreement in 3rd party status.

Manage 3rd Party Agreement

Member Account > Agreements > Full Details





Click on the **Change 3rd Party Status** button

Not 3rd Party - Still Cancelled: Changes the status to cancelled, instead of 3rd party, and leaves all invoices cancelled as well.

Re-instate: Reinstates the customer's invoices that were placed in 3rd party status.

Frequently Asked Questions

- **Is PDC the same as collections?**

No. Collections applies to accounts that have gone into default. The accounts we work are active or cancelled with balances no older than 90 days (or older with payments made within 30 days).

LIFE CYCLE

1. Member's payment doesn't go through via draft.
2. ClubReady automatically reattempts the payment over the next two days.
3. Your club staff follows up on past due payments through day 9.
4. GYM HQ team starts working on day 10 and continues through day 90 (48 contact attempts).
5. Member goes into 3rd party collections and Swift starts working.

Frequently Asked Questions

- **I have a member who has never been late before. Can we waive her late fees?**

Yes. Just let us know and we'll handle it. We understand that in *rare* circumstances amnesty is a must.

- **Do the PDC agents save new payment information to the member's Payment Profile?**

Yes. Unless the member requests that it not be saved (information good for one payment only).

- **I want to know how a PDC conversation went with one of my members. How do I get more info?**

Check the notes on their profile in ClubReady. We also record all calls. You can request a call recording by contacting the PDC department.

- **Where does the member go when they reach default and are in "3rd Party" status?**

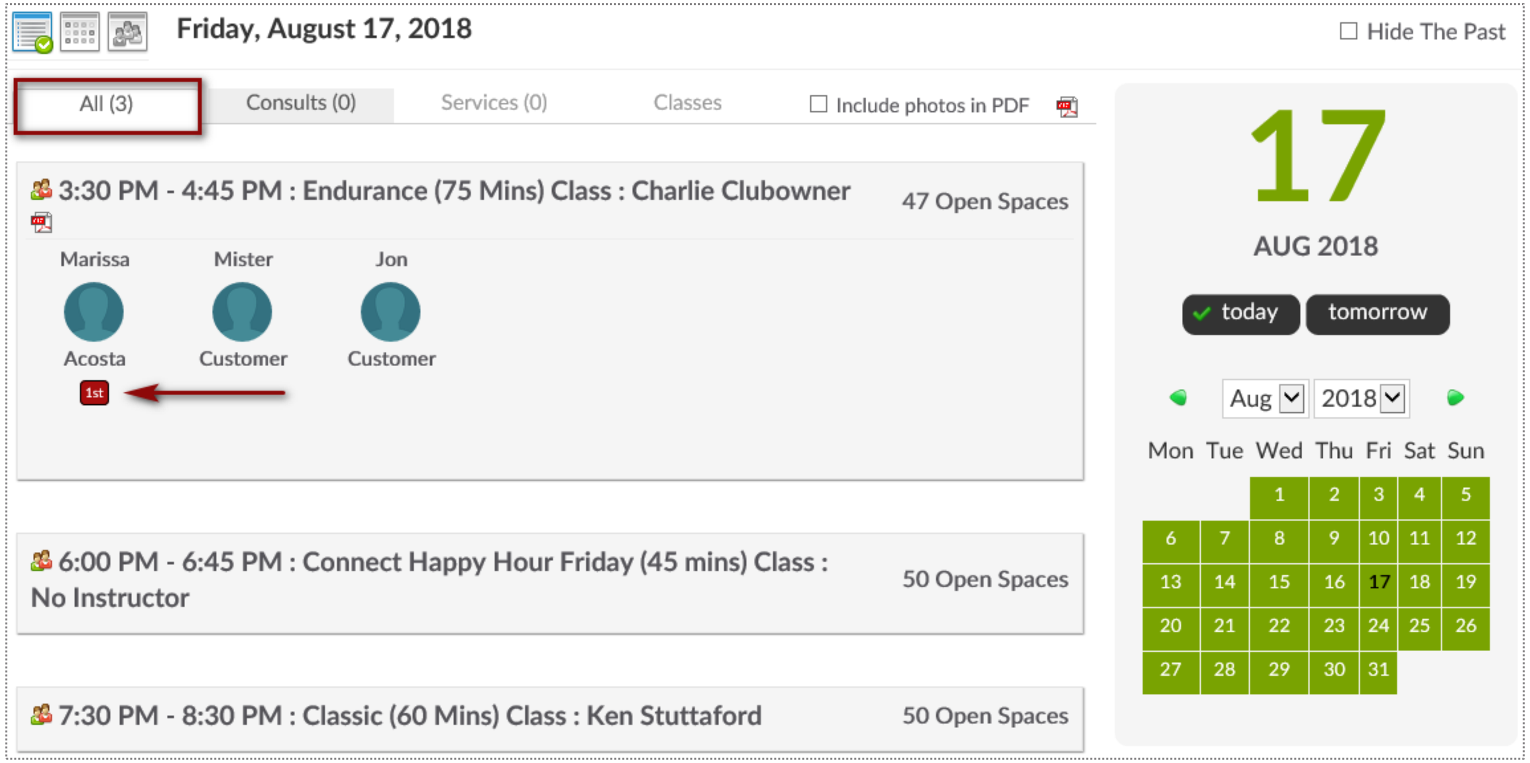
To Swift via API.

ClubReady

Schedule Management

Day List

Bookings > Day List > All

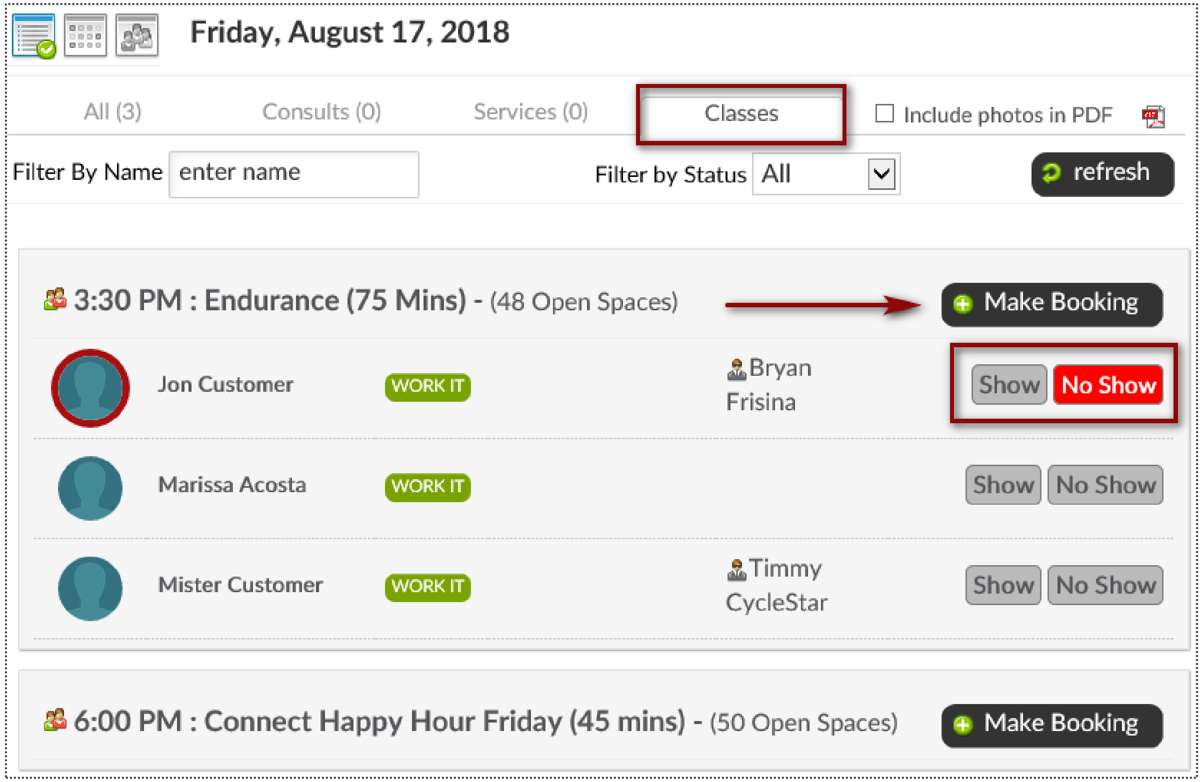


From here you are able to view all scheduled bookings for the day. To change the date you are viewing, use the calendar option on the right side of the screen.

This screen will give you an indicator if it is the client’s first booking. Keep an eye out for the red box saying **1st**.

Day List

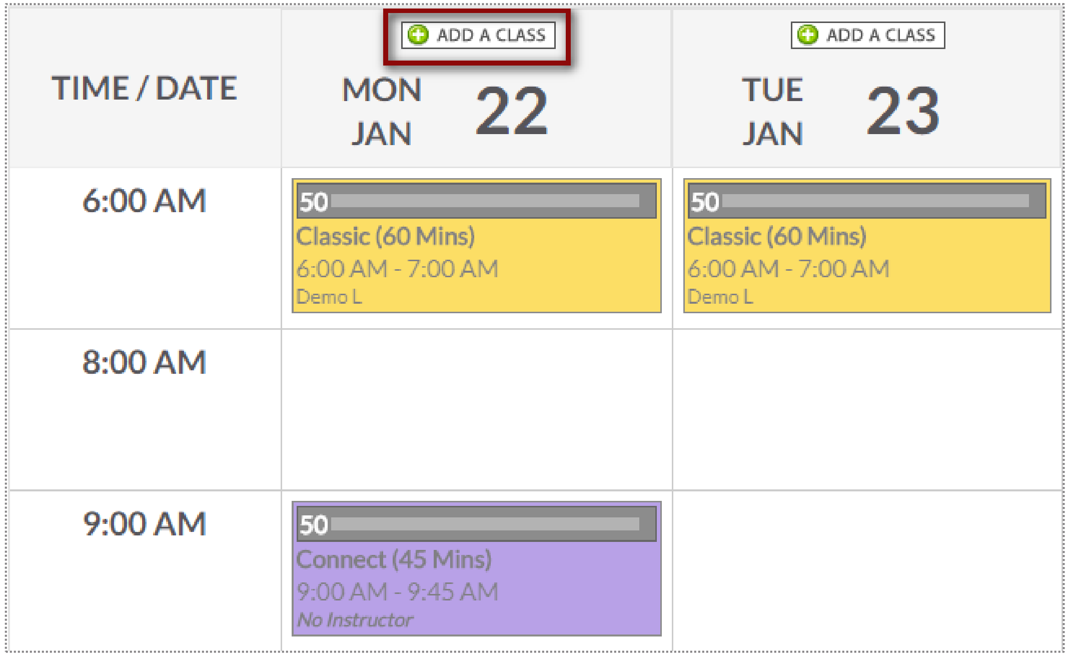
Bookings > Day List > Classes

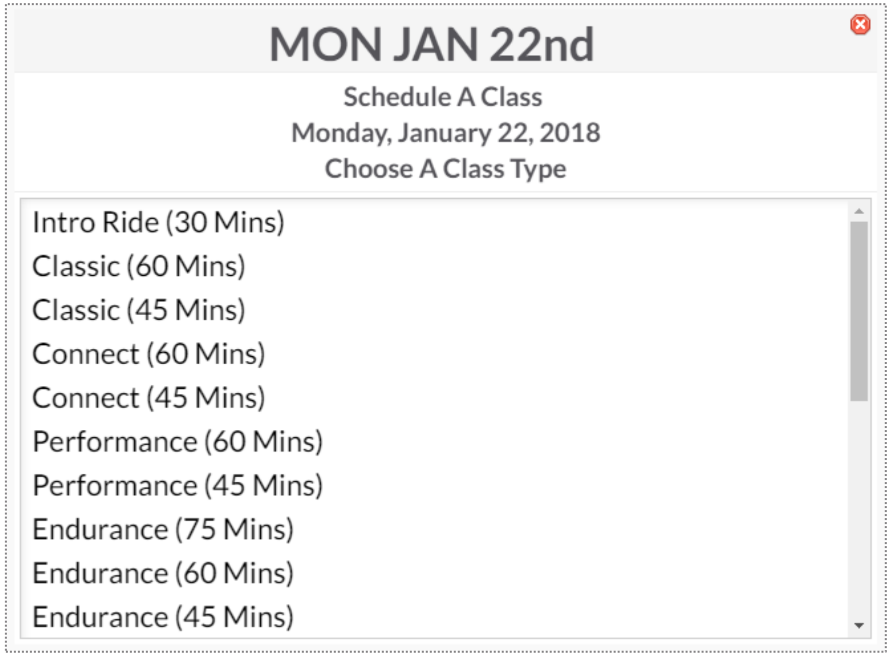


From the **Day List > Classes** tab you are able to book a client into a class click on the **Make Booking** button next to the class the client wishes to attend. The number of spaces available is provided next to each class name.

Classes: Add a Class to the Schedule

Bookings > Classes



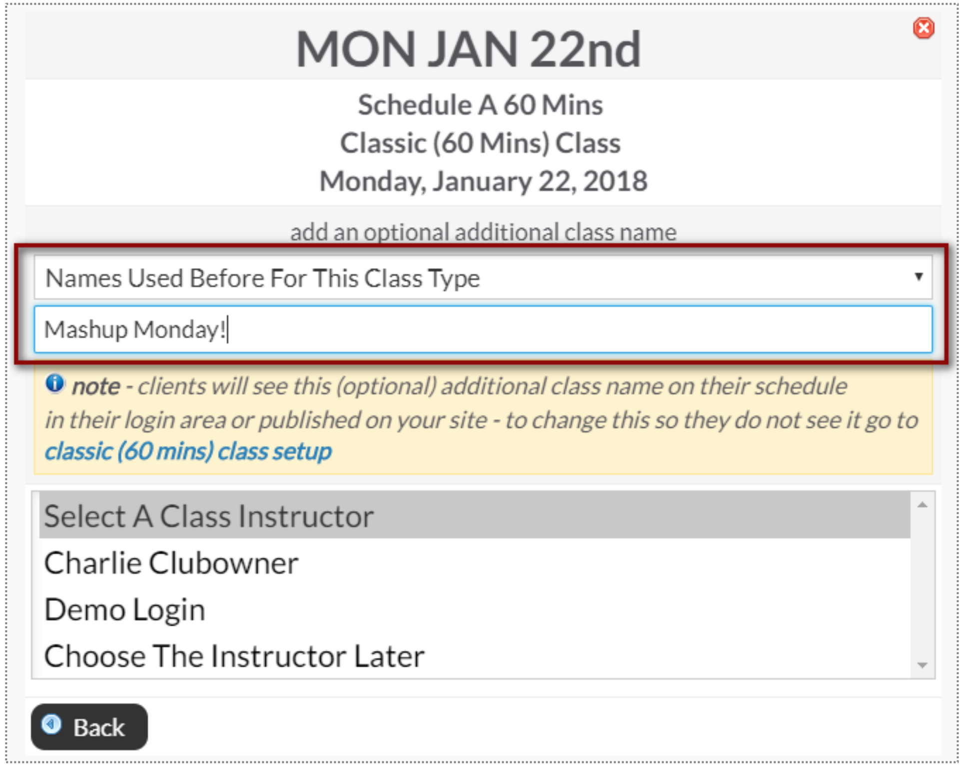


Locate and select the day you want to add the class on the schedule. Click **ADD A CLASS.**

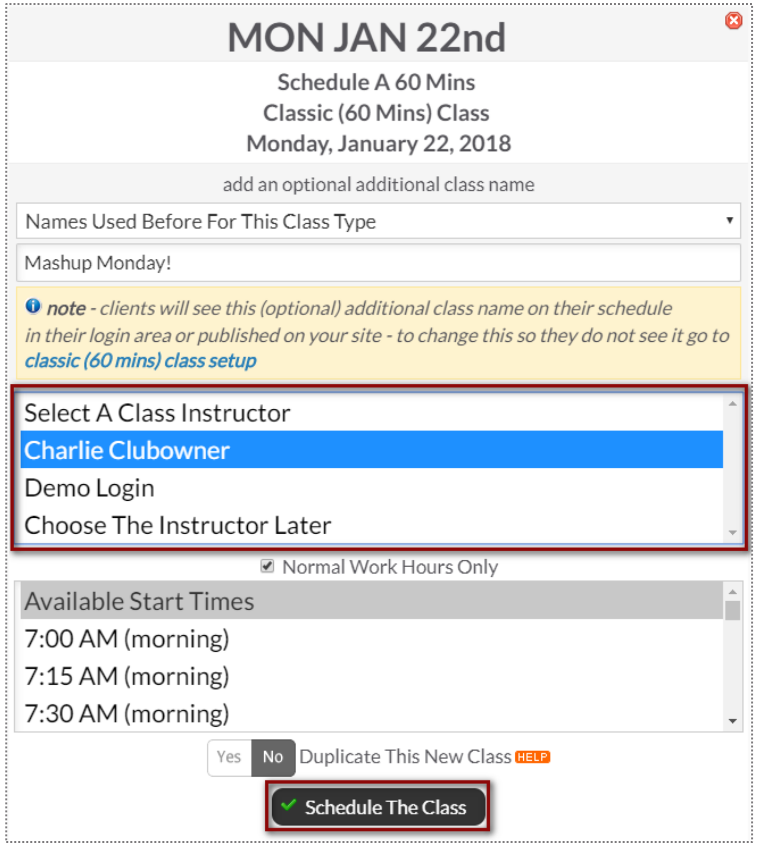
Now **Choose A Class Type** for the date selected.

Classes: Add a Class to the Schedule

Bookings > Classes



Type or select if you want to use a secondary name for the class for members to view when they book into the class.

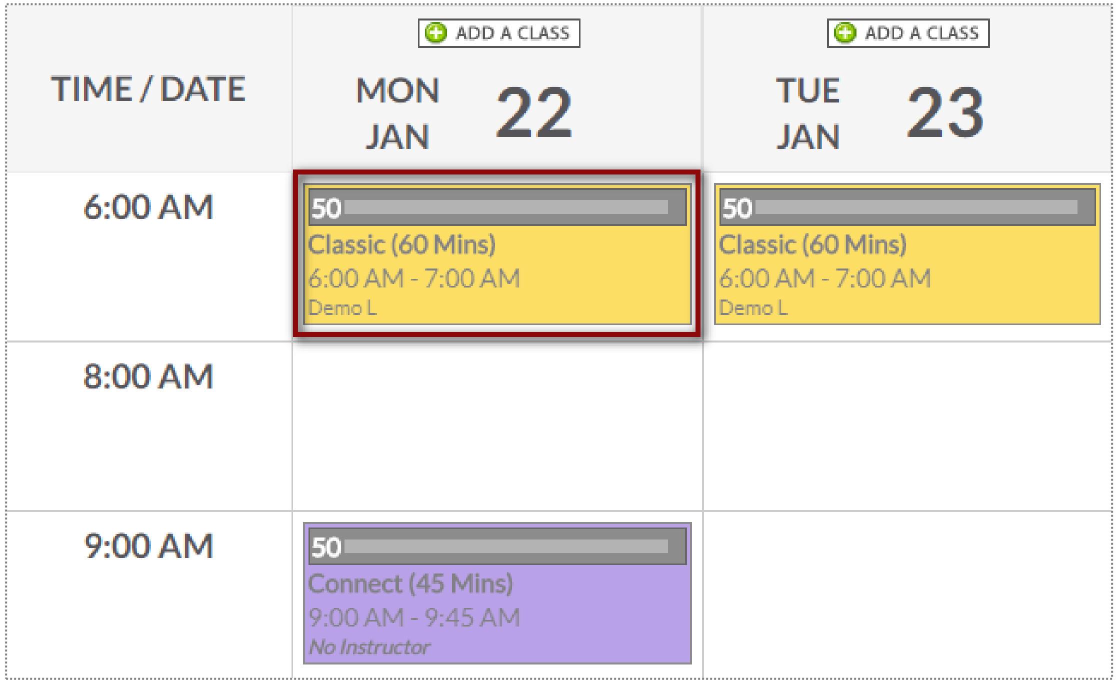


Assign instructor to the class.

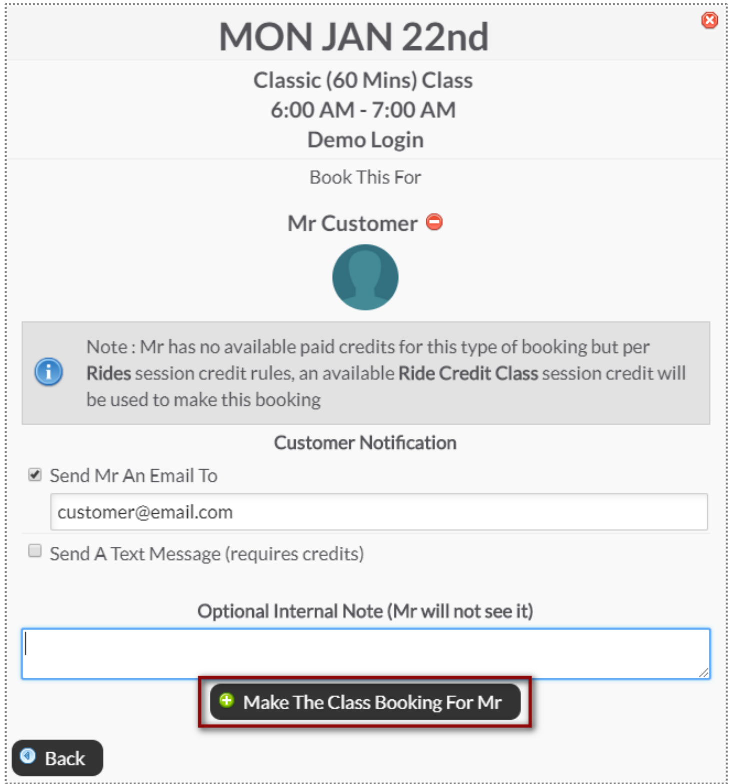
Select the Start time for the class and click **Schedule This Class** to add your class to the schedule.

Classes: Schedule a Class Booking

Bookings > Classes



Locate and select the class you want to book customer into. Click the option to **Make A New Booking**.

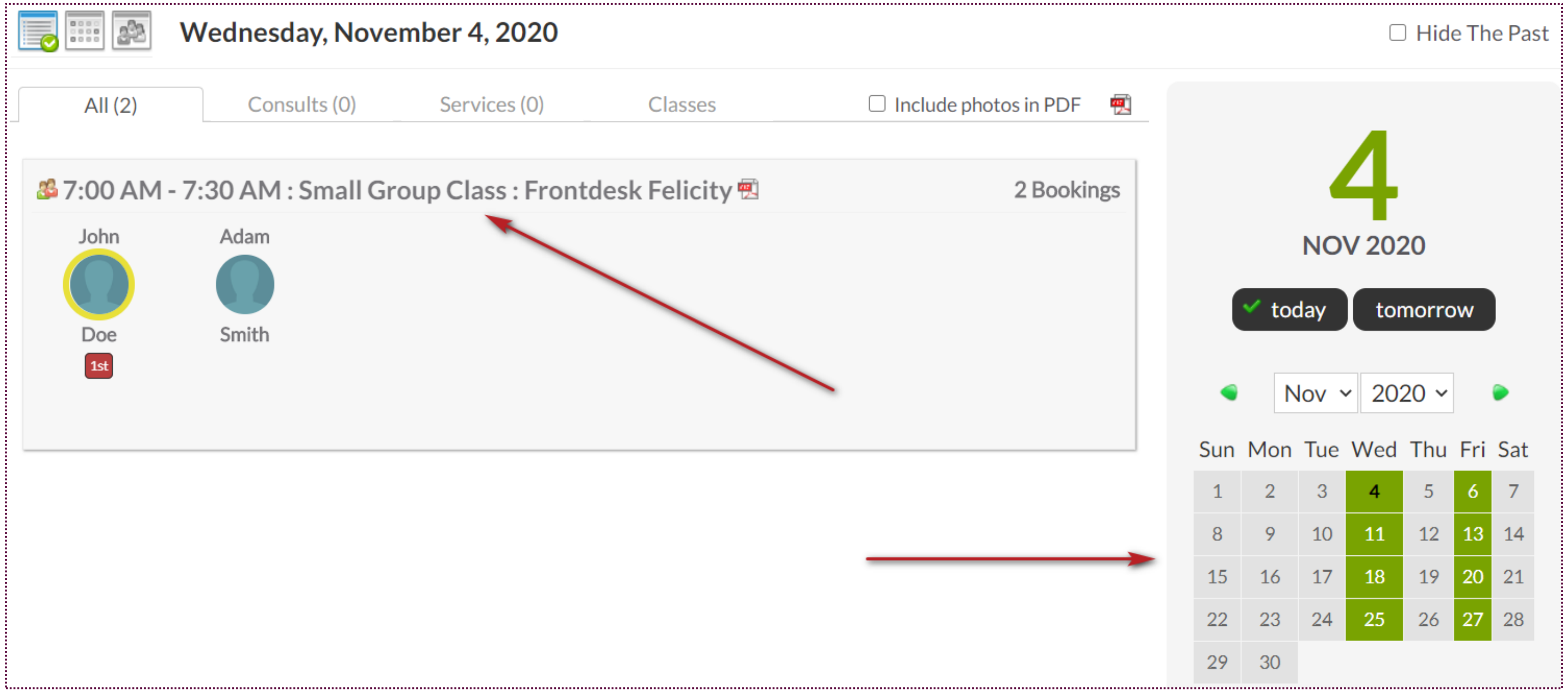


Use the search box to locate your client. **Send An Email To or Send A Text Message** to notify your client of their booking.
Select **Make The Class The Booking** to complete.

<u>**Note**</u>: Only staff with adequate permissions may book a member into a service without credits.

Classes: Schedule a Booking After Class Has Started

Bookings > Day List

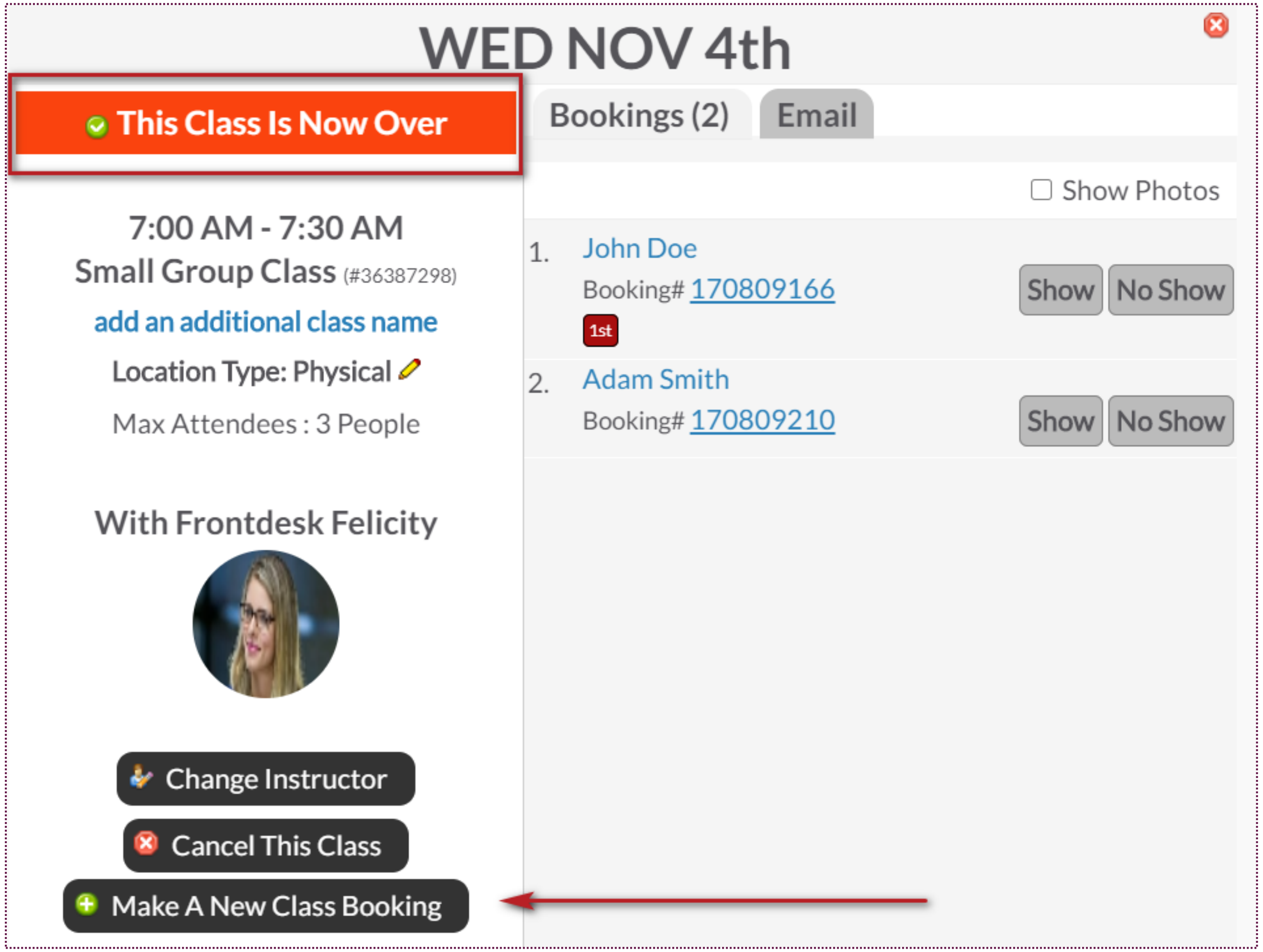


Locate and select the class you want to book customer into. You can also select a specific date from the calendar.

NOTE: Only staff with adequate permissions may book a member into a class scheduled in the past.

Classes: Schedule a Booking After Class Has Started

Bookings > Day List



Click the option to **Make A New Booking**.

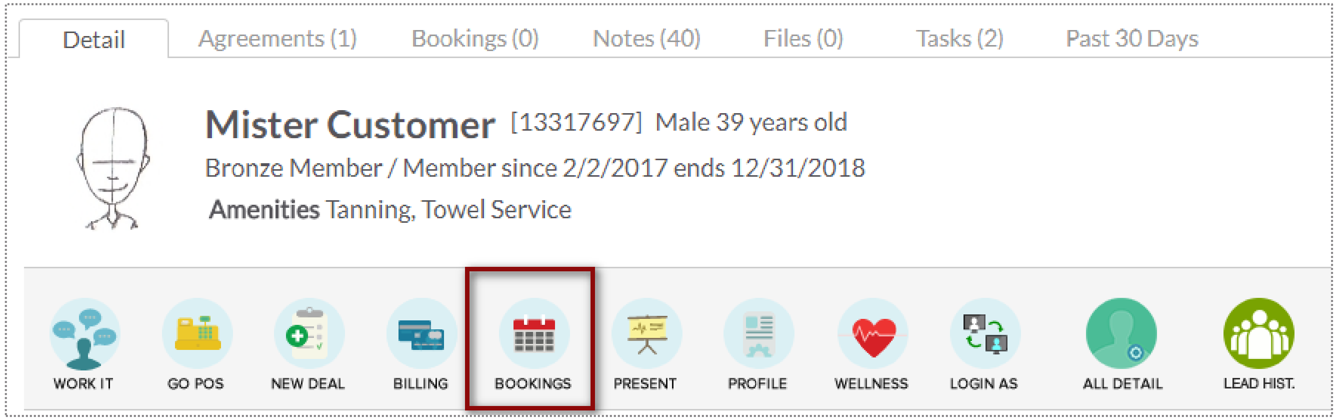
Use the search box to locate your client. **Send An Email To or Send A Text Message** to notify your client of their booking.

Select **Make The Class The Booking** to complete.

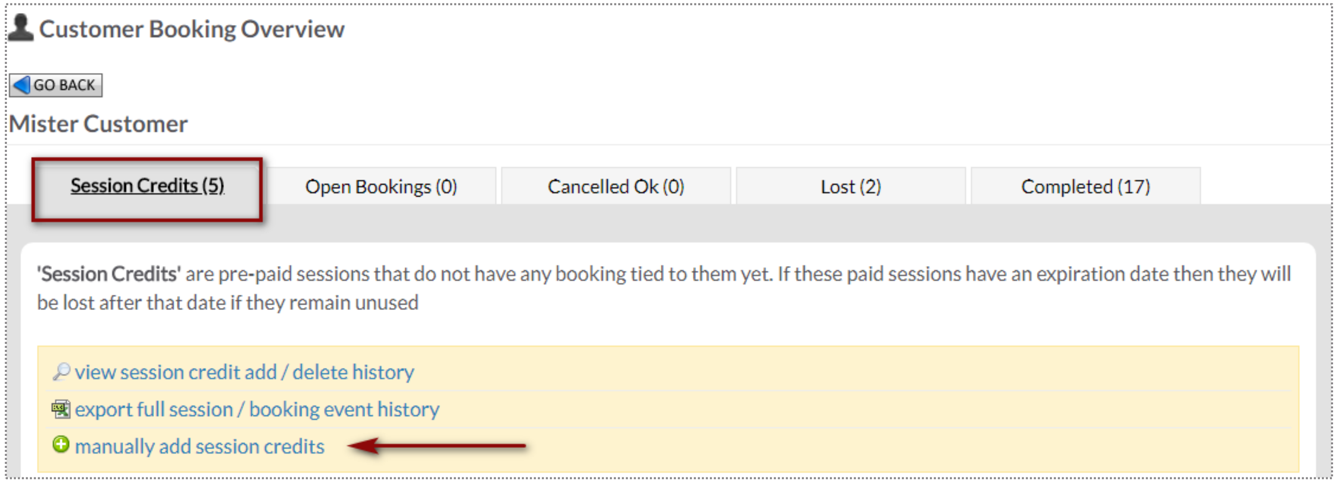
NOTE: Only staff with adequate permissions may book a member into a class set in the past.

Classes: Adding Credits to Account

Member Account > Bookings



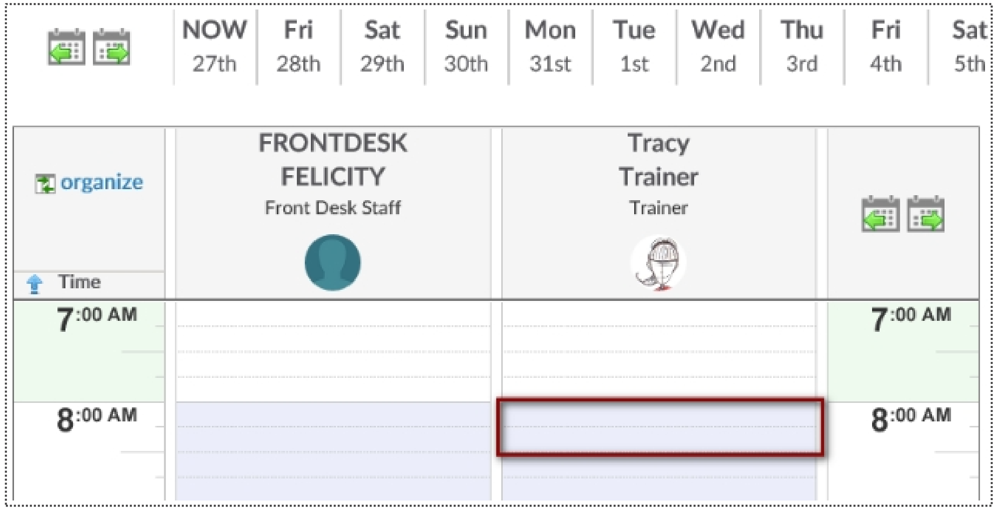
To access this screen search and select the desired client.

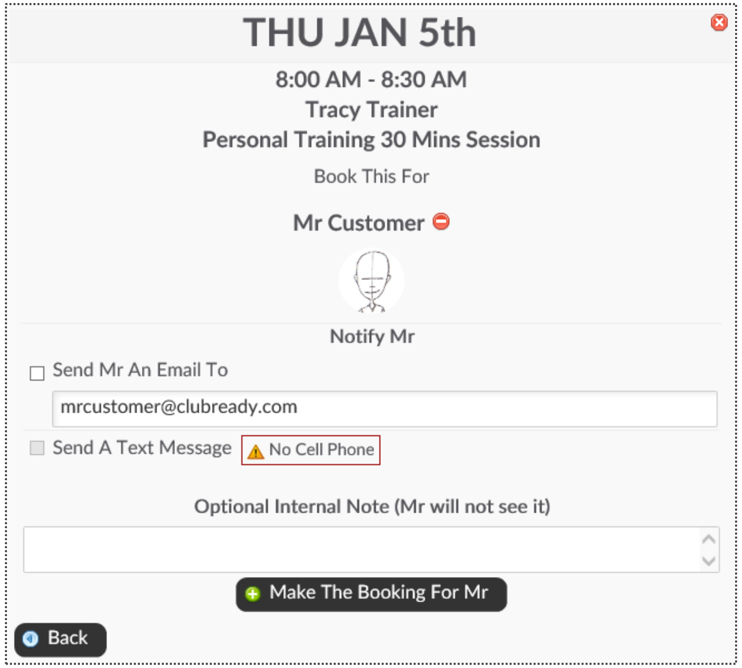


To start manually adding sessions click **manually add session credits.** Choose the **quantity, session credit type** and **session expiration date.**

Grid View: Schedule a Service

Bookings > Grid View





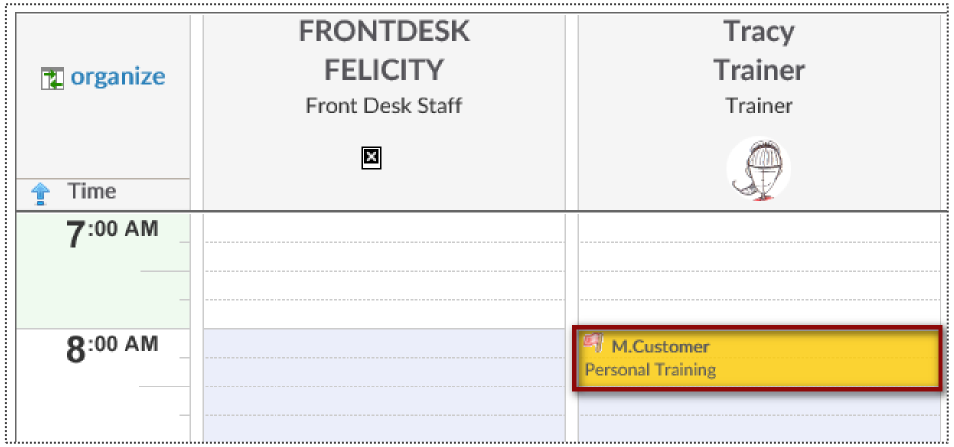
1-on-1 services are scheduled via the Grid View. Select the date and click on the beginning time block under the provider performing the service.

Click the **Add New Booking** button. Select the desired service and use the search box to search for your client.
Send An Email To or Send A Text Message to notify your client of their booking.
Select **Make The Booking** to complete.

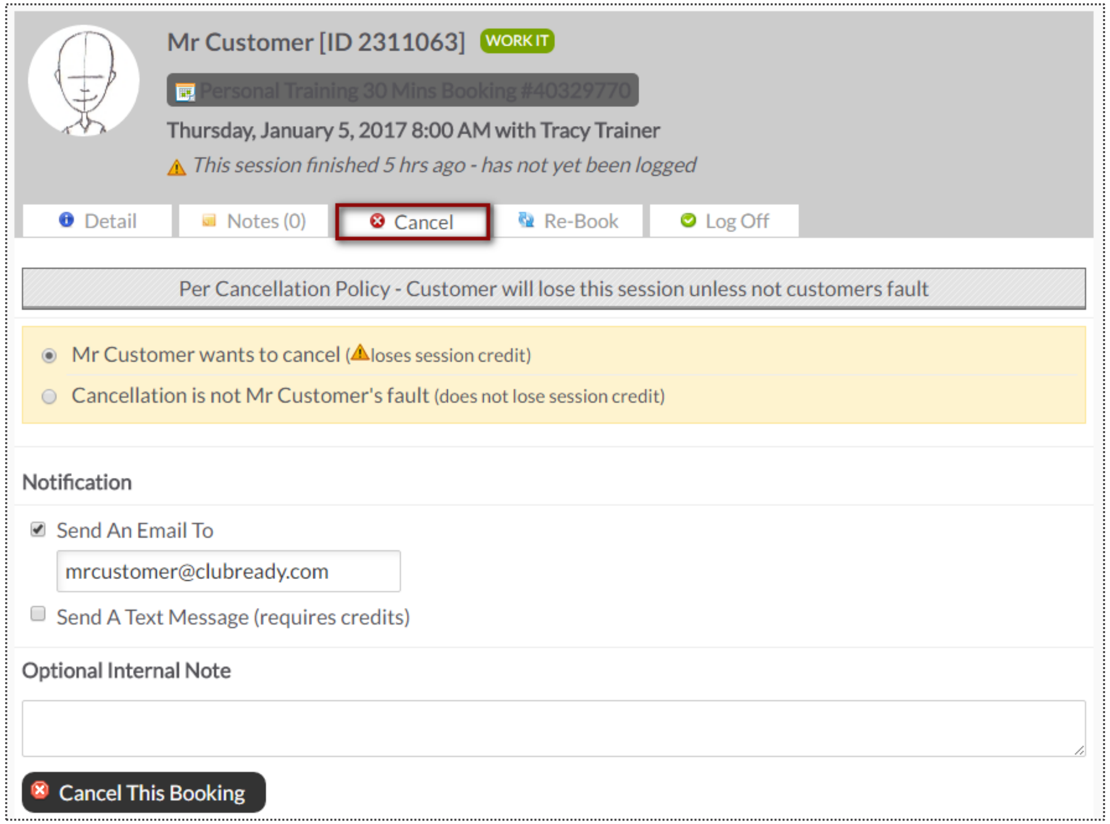
<u>**Note**</u>: Only staff with adequate permissions may book a member into a service without credits.

Grid View: Cancel a Booking

Bookings > Grid View



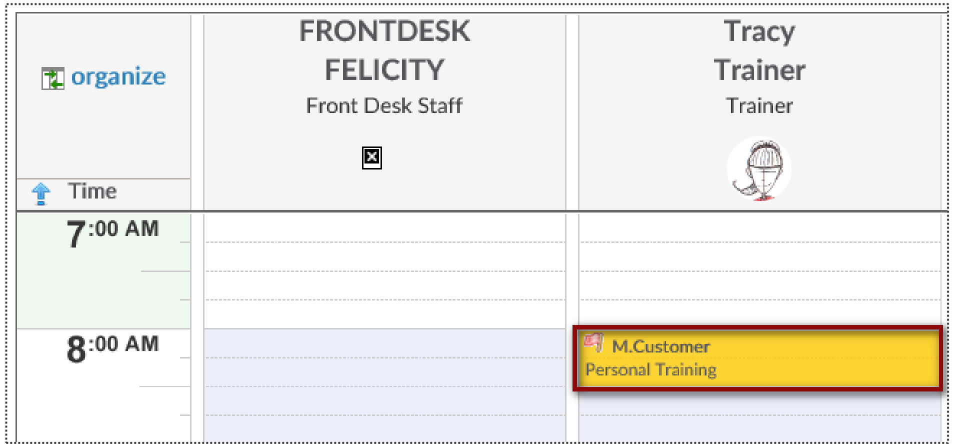
Select the session you wish to cancel and a window will open with management options.

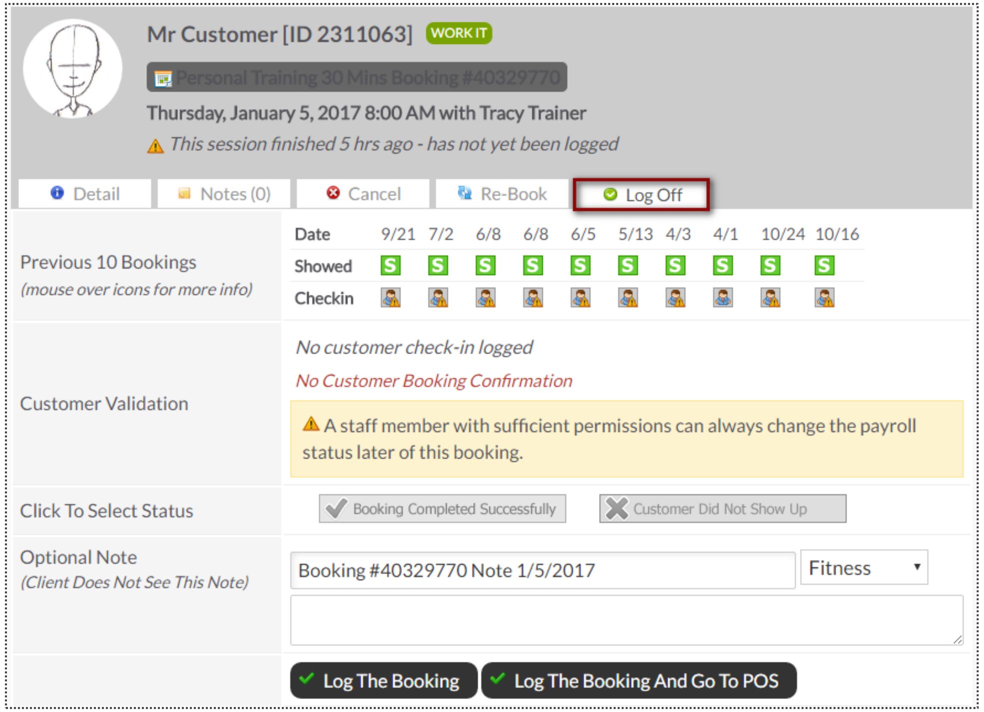


Select either **Customer wants to cancel** (client looses session) or **Cancellation is not Customer's fault** (client retains session).

Grid View: Manually Log a Session

Bookings > Grid View



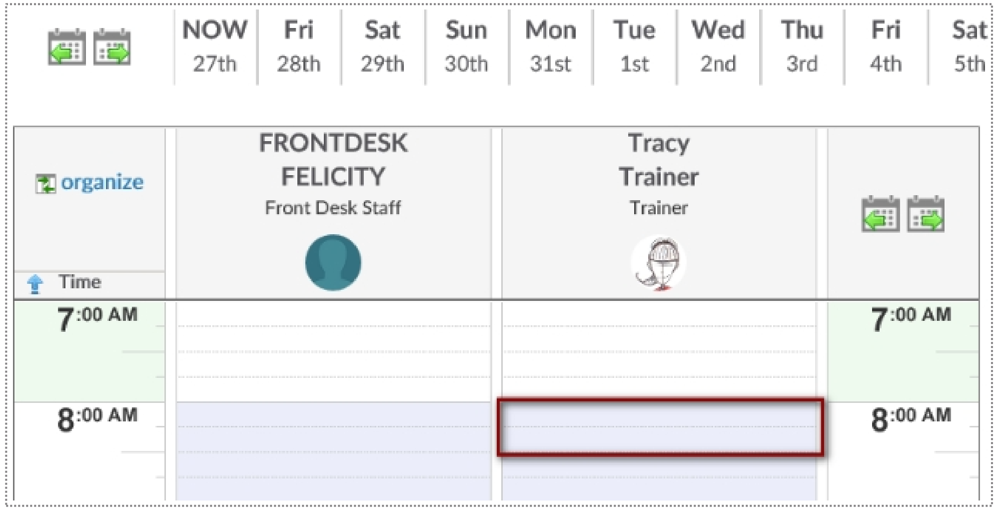


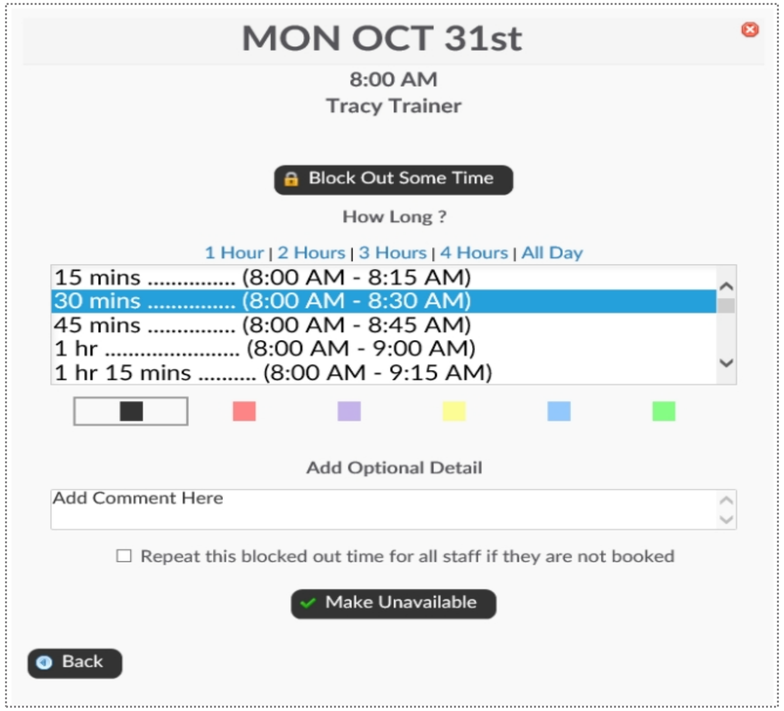
Select the session you wish to log off and a window will open with management options.

To log a booking click the **Log Off** tab.
Select whether to log the session as successfully completed or as a no show. Click **Log This Booking** to complete the process.

Block Time as Unavailable

Bookings > Grid view



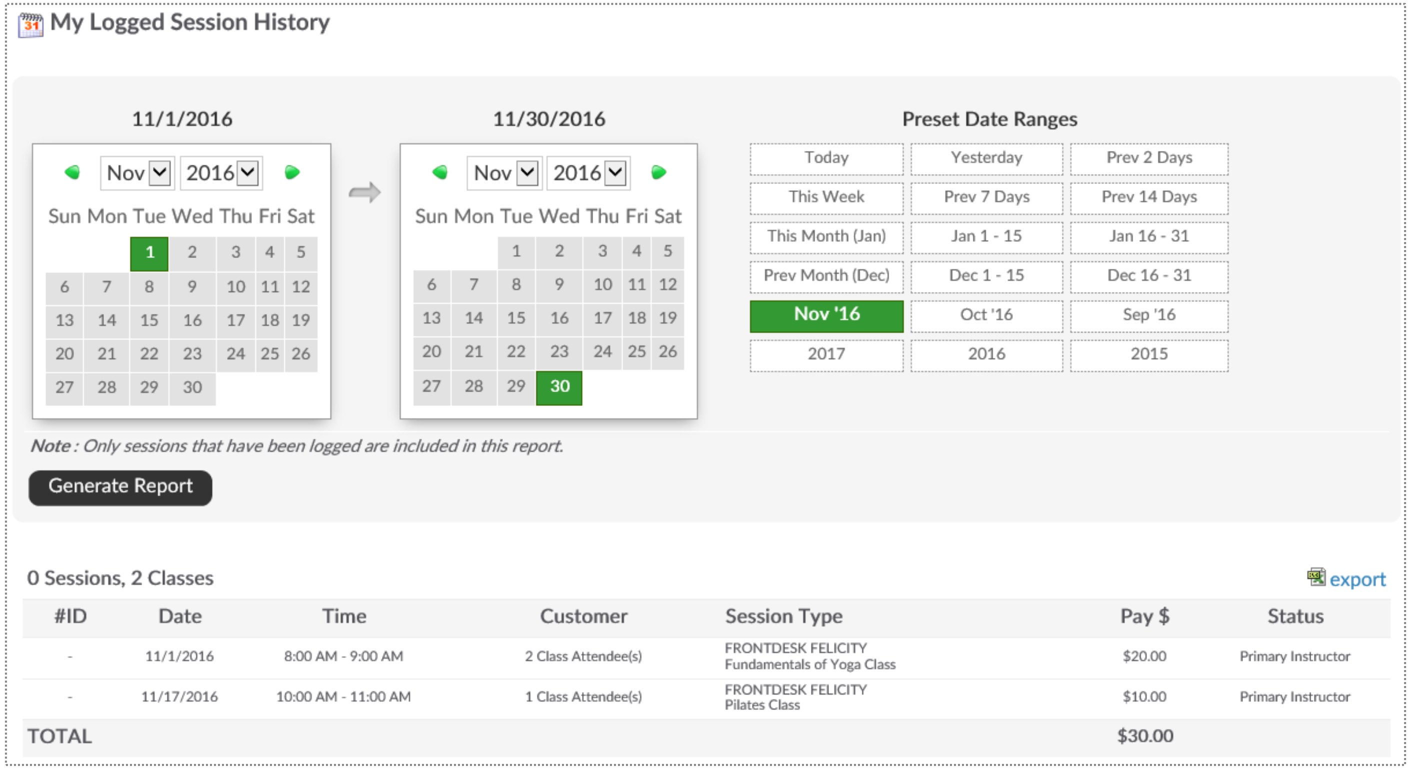


Locate the day and time you wish to mark as unavailable and click on the calendar to open your options.

Choose the duration of time to mark as unavailable. You may choose the color for the unavailable period to display on your schedule and can also include a comment about the unavailable period. There is an option to repeat the unavailable period as well. Select **Make Unavailable**.

My Session History

Bookings > My Session History



My Logged Session History

11/1/2016

11/30/2016

Preset Date Ranges

Today	Yesterday	Prev 2 Days
This Week	Prev 7 Days	Prev 14 Days
This Month (Jan)	Jan 1 - 15	Jan 16 - 31
Prev Month (Dec)	Dec 1 - 15	Dec 16 - 31
Nov '16	Oct '16	Sep '16
2017	2016	2015

Note : Only sessions that have been logged are included in this report.

Generate Report

0 Sessions, 2 Classes

export

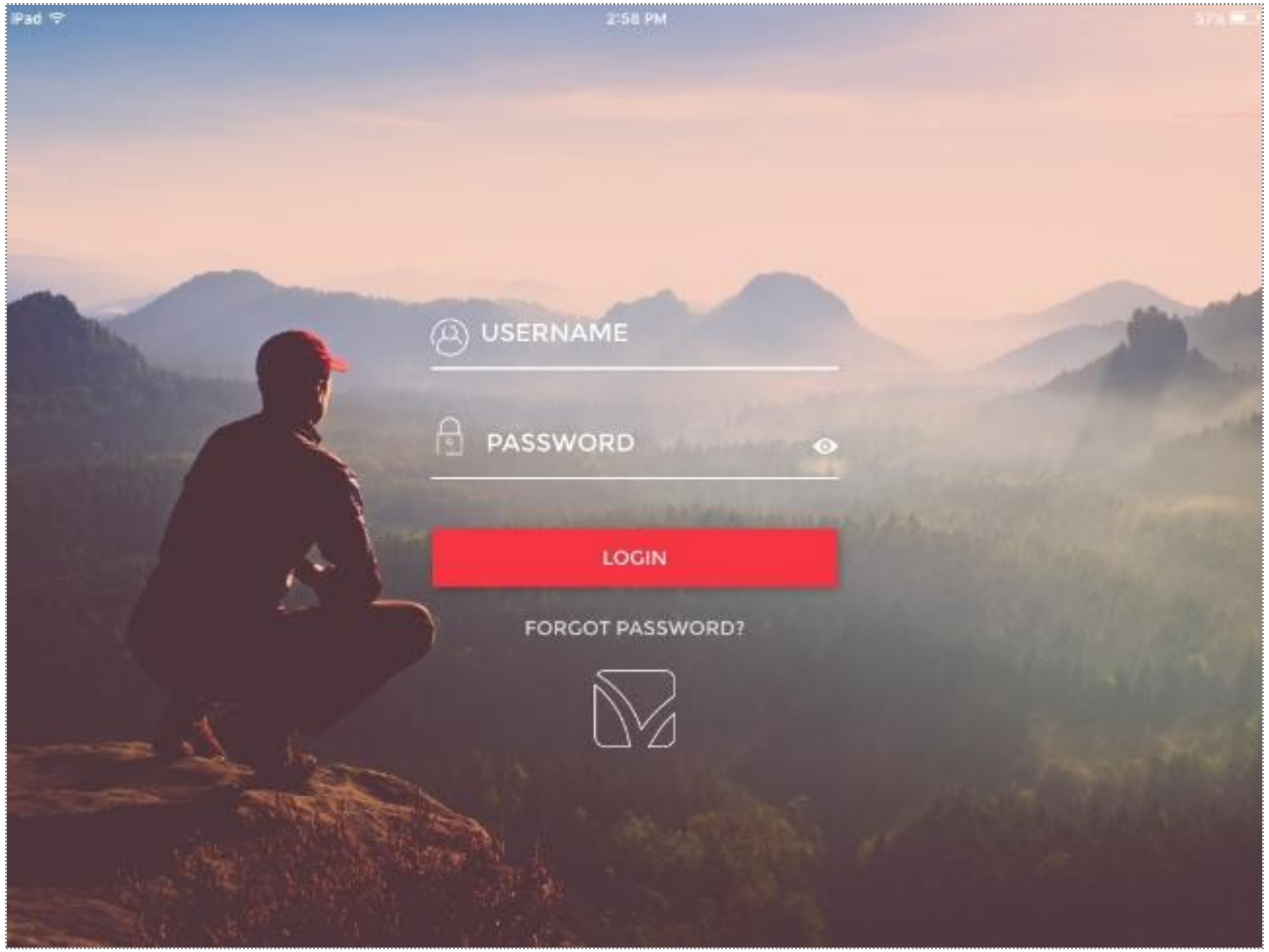
#ID	Date	Time	Customer	Session Type	Pay $	Status
-	11/1/2016	8:00 AM - 9:00 AM	2 Class Attendee(s)	FRONTDESK FELICITY Fundamentals of Yoga Class	$20.00	Primary Instructor
-	11/17/2016	10:00 AM - 11:00 AM	1 Class Attendee(s)	FRONTDESK FELICITY Pilates Class	$10.00	Primary Instructor
TOTAL					$30.00	

Select the dates you wish to generate the report for by clicking on the to and from calendar or choosing a Preset Date Range. Click **Generate Report**. Your results will show on the webpage and includes the booking ID, date and time of the booking, customer name, type of session, your pay for the booking, and the status of the booking.

Apps

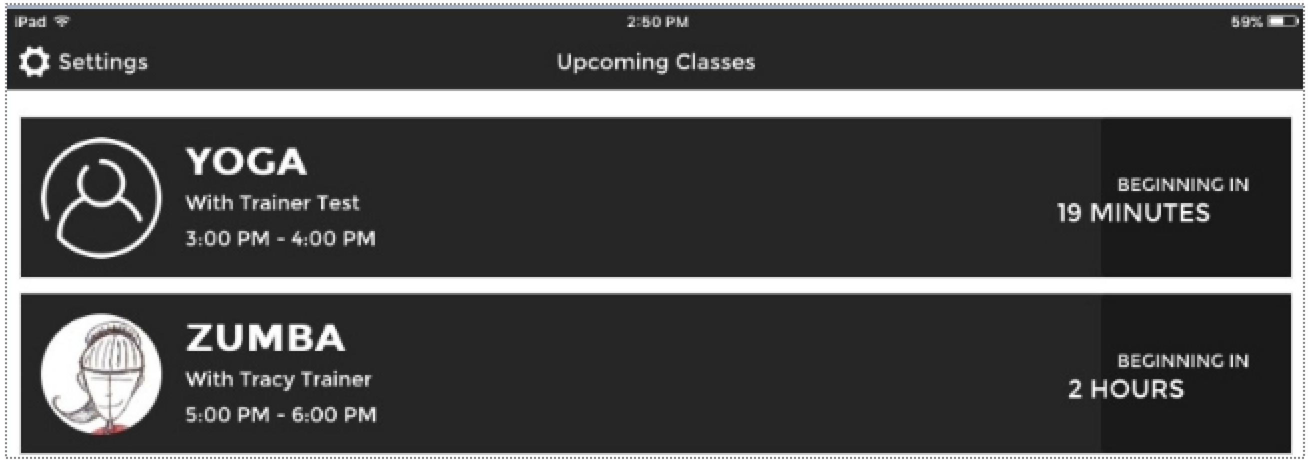
ClubReady Class Kiosk App: Login Screen

Use your staff login and password to access the ClubReady Class Kiosk App



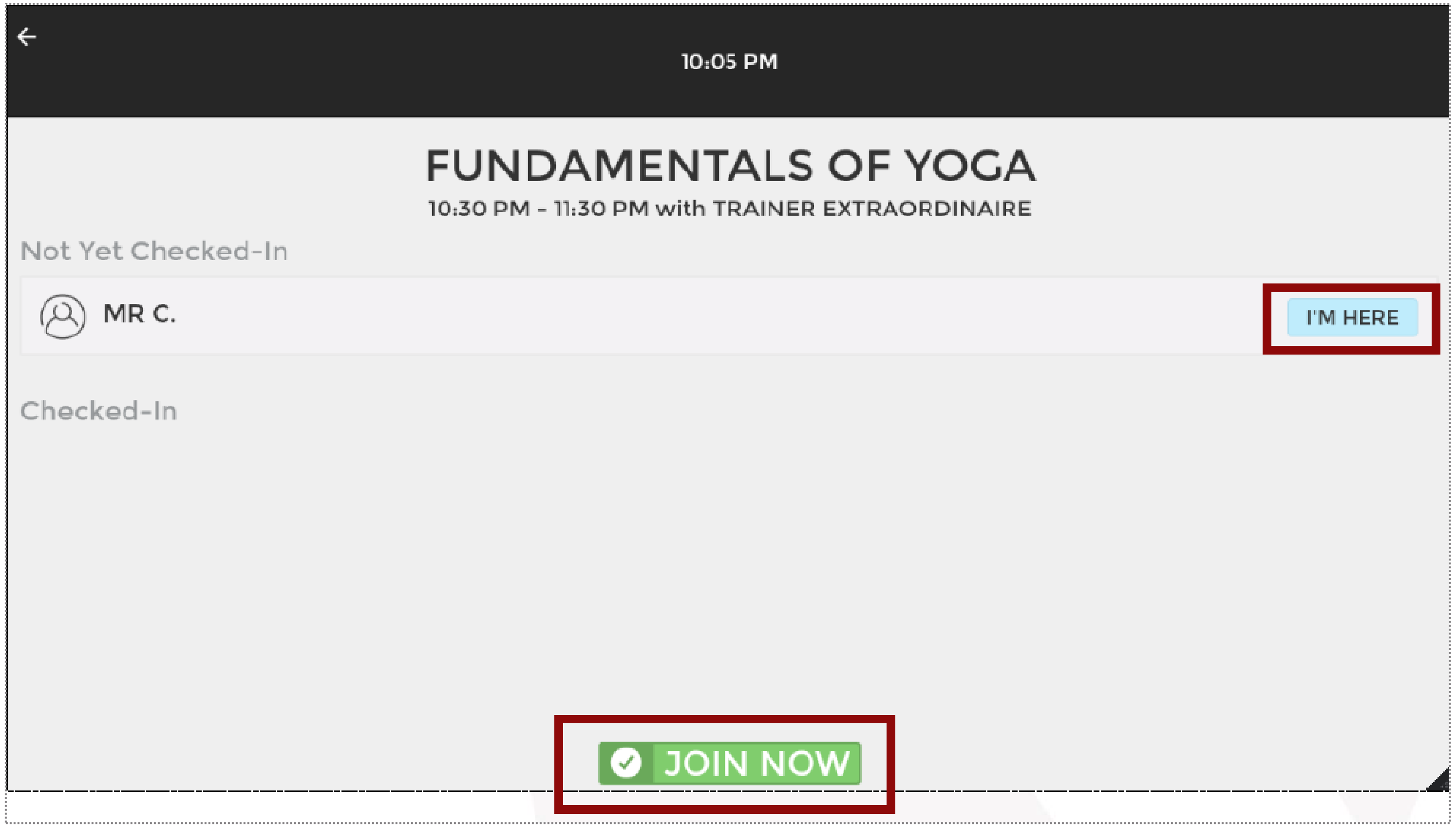
ClubReady Class Kiosk App: View Upcoming Classes

After logging in, you will see a list of all upcoming classes.



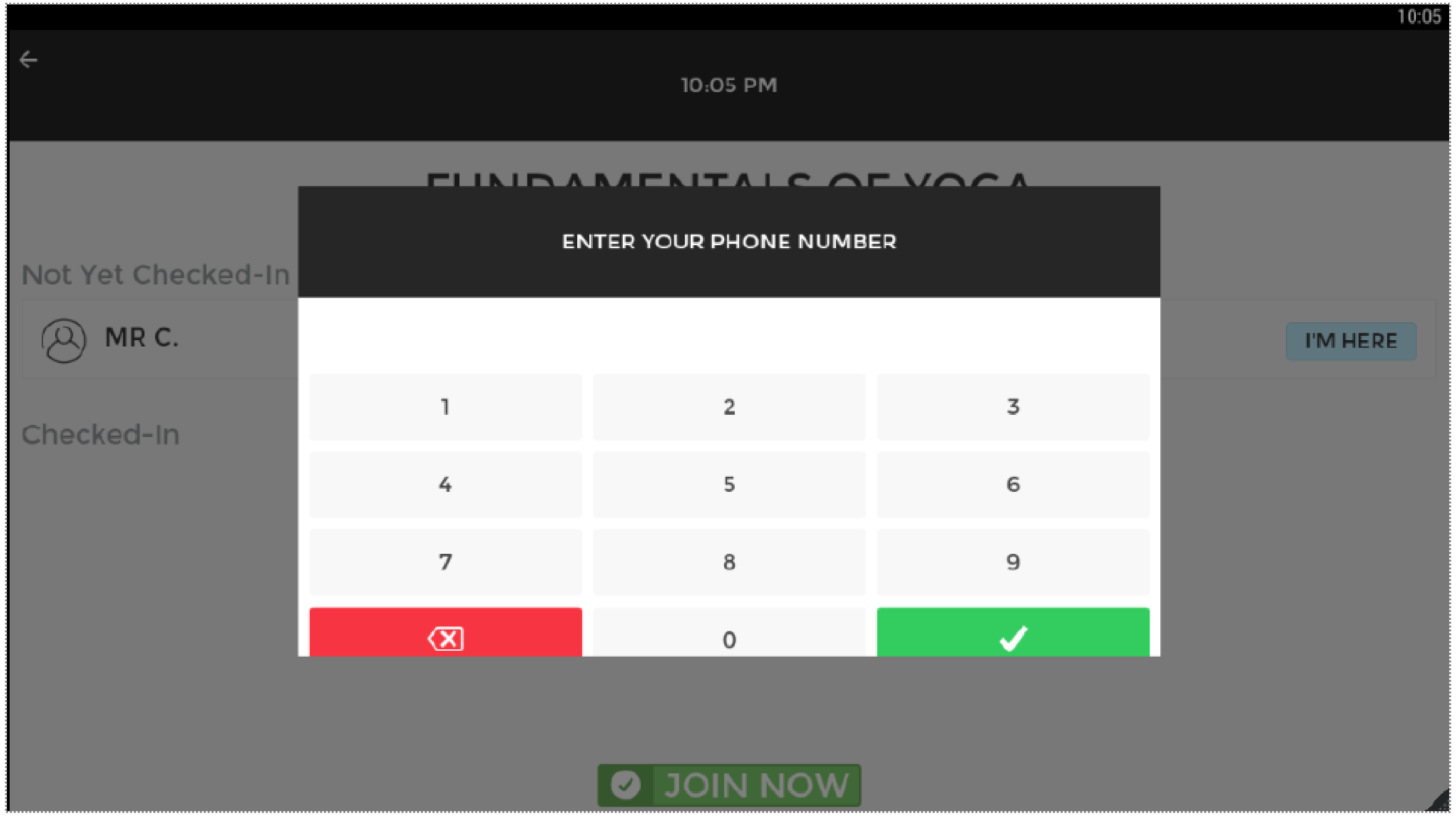
ClubReady Class Kiosk App: Viewing Current Bookings

Choose to checkin an already registered member or have a new member join the class.



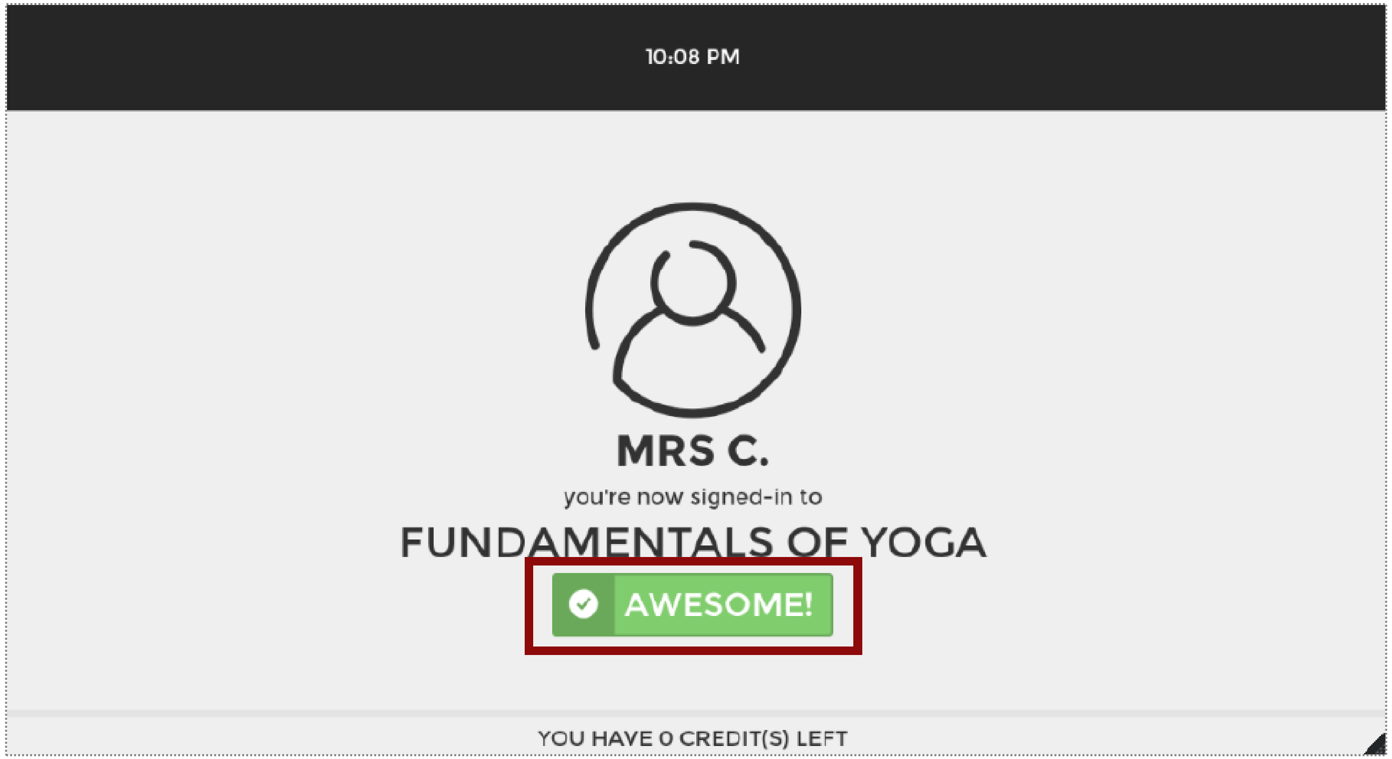
ClubReady Class Kiosk App: Confirm Check In

You can have your registered member enter their phone number to check in to the class.



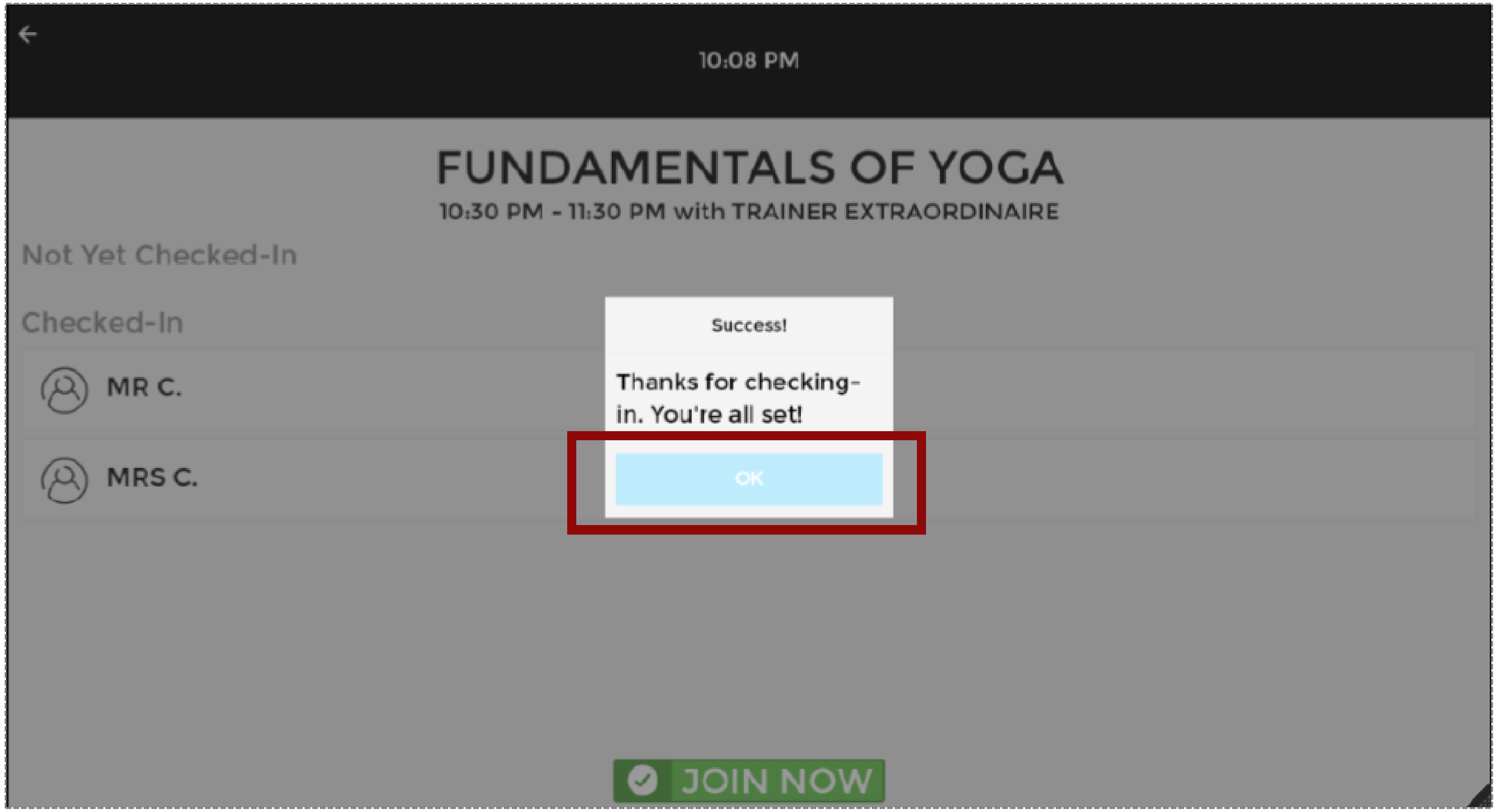
ClubReady Class Kiosk App: Making A New Class Booking

After a new member is booked, select AWESOME! to go back to the class list.



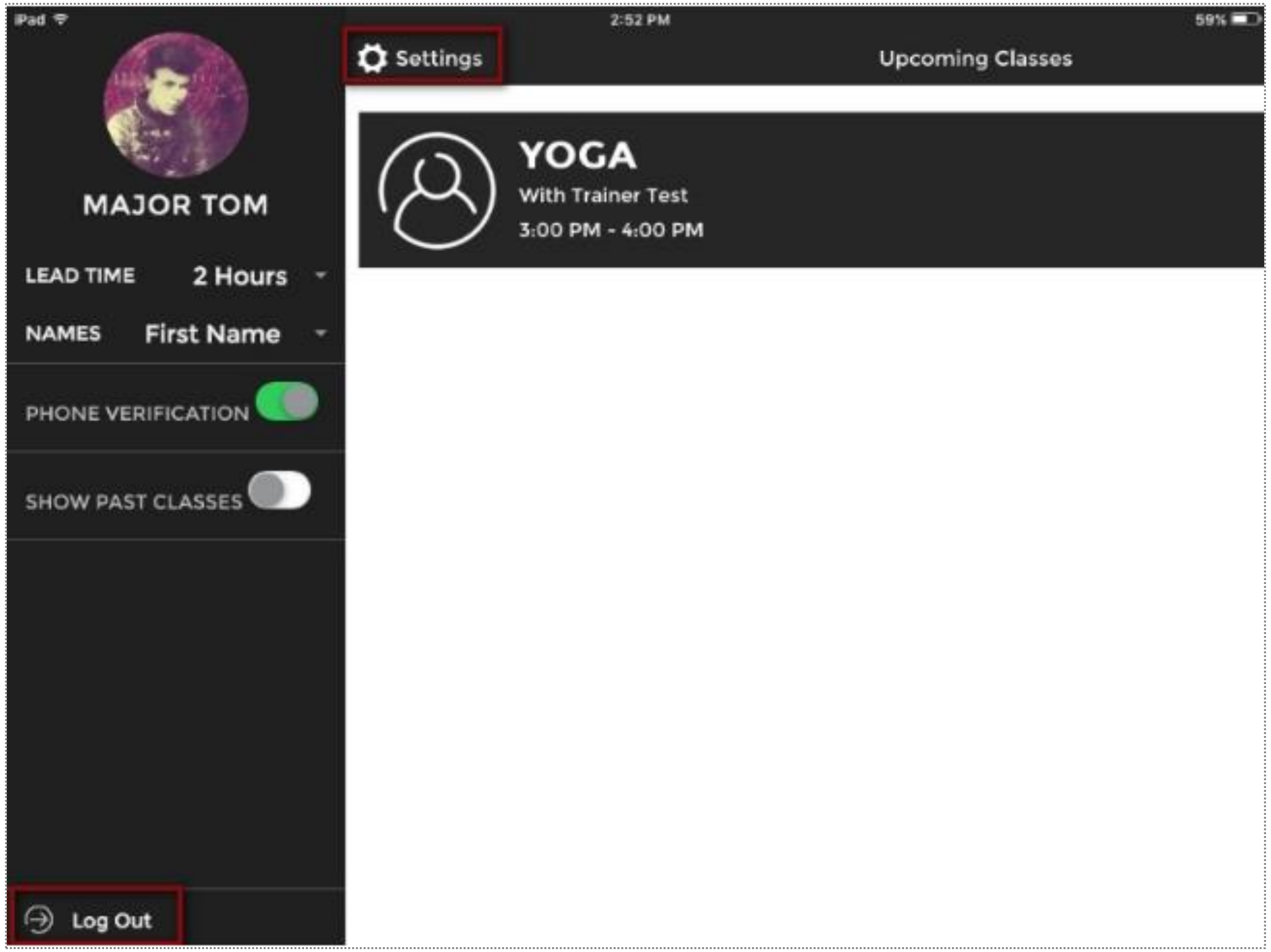
ClubReady Class Kiosk App: Successful Check In

Confirmation will be seen for the member.



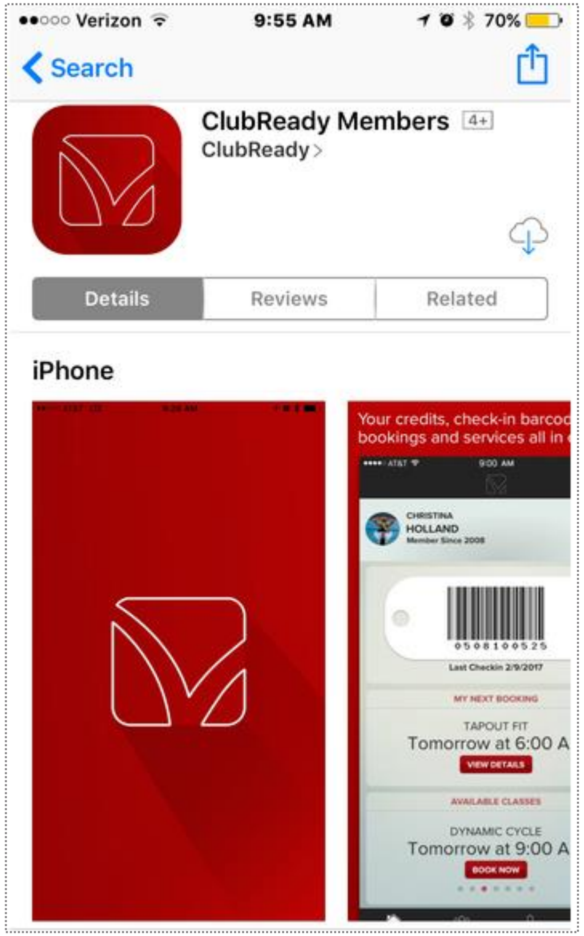
ClubReady Class Kiosk App: Editing Your Settings

Adjust your personal settings from the app, including Lead Time, Members Name Display and Log Out.



ClubReady Member App: Download

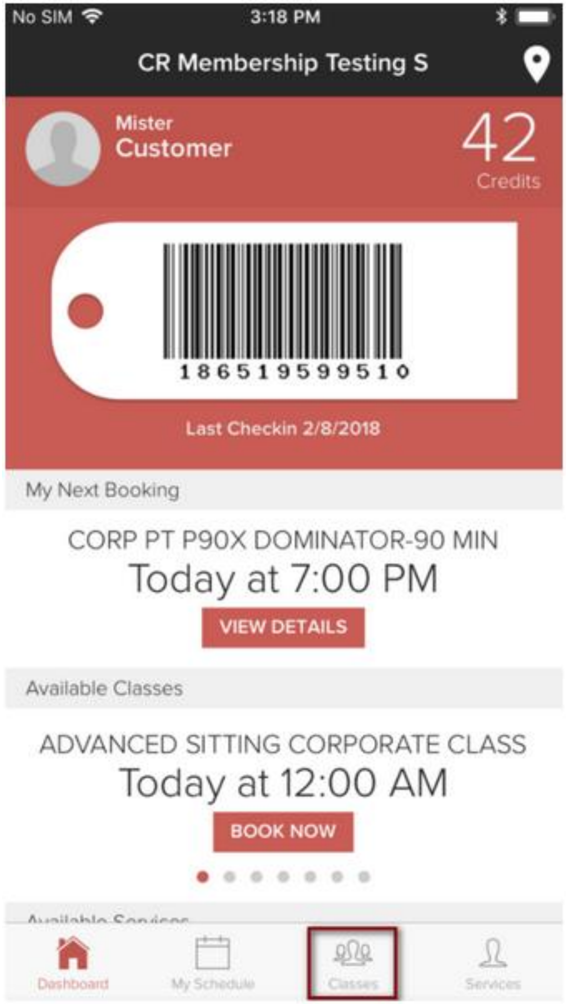
Members can login to the App using ClubReady username and password.

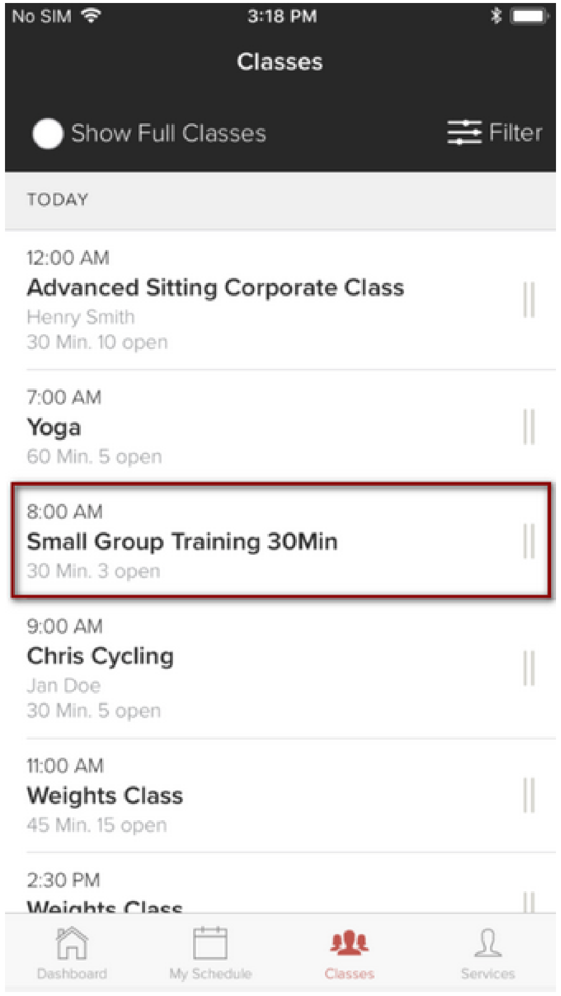


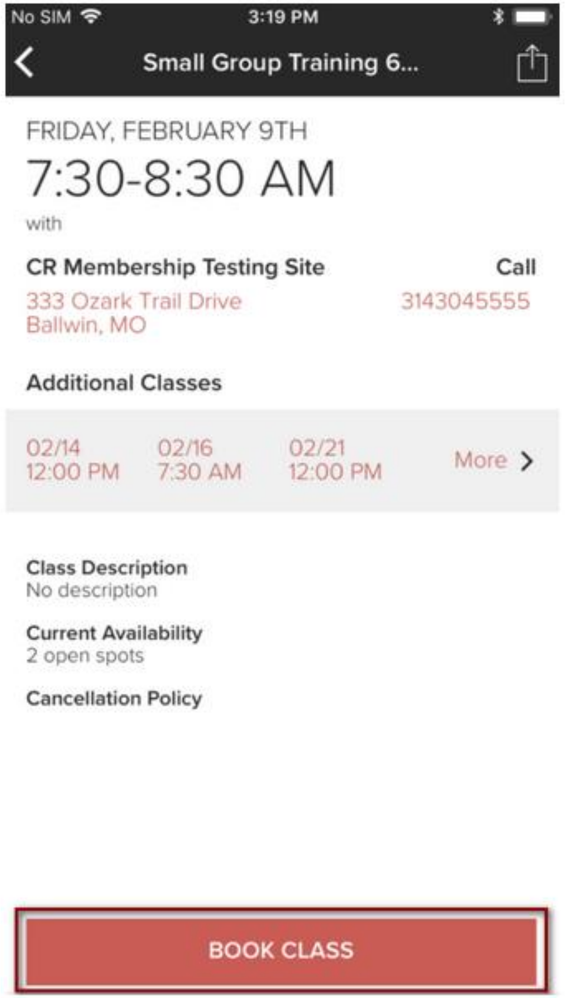
The ClubReady Member app is available for iPhone and Android. With your smart phone, download the ClubReady Team app from the Google Play store (if using your Android) or iTunes App Store (if using the iPhone).

ClubReady Member App: Book Into Class

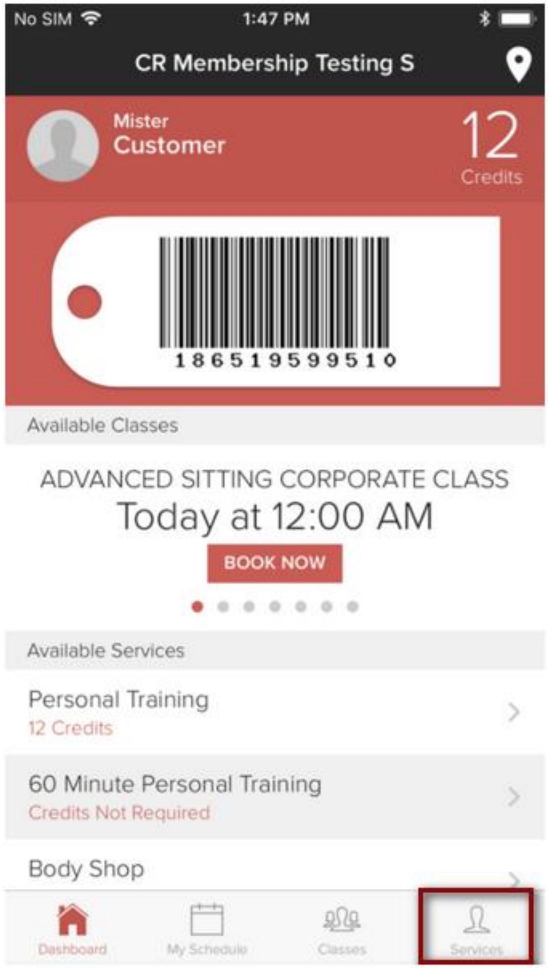
App for members to access Class Schedule and book.

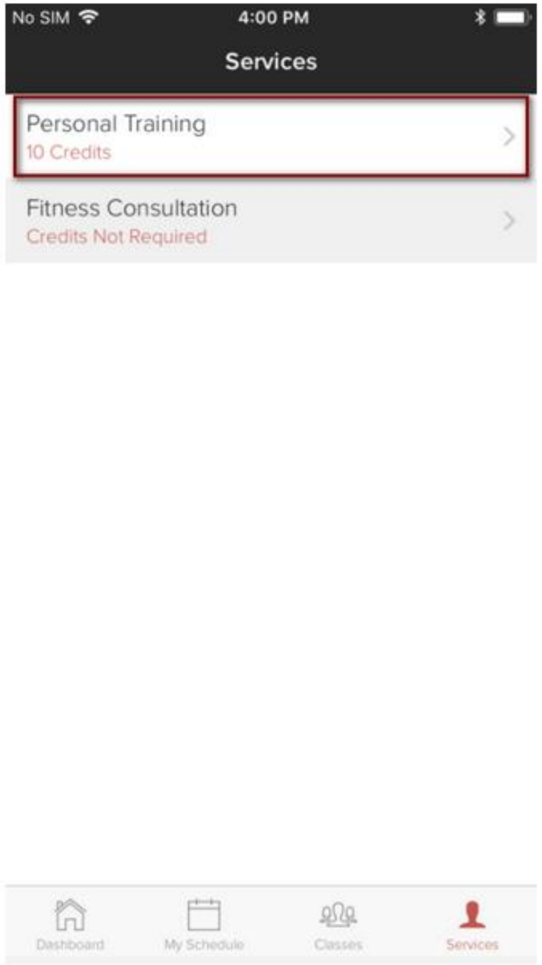




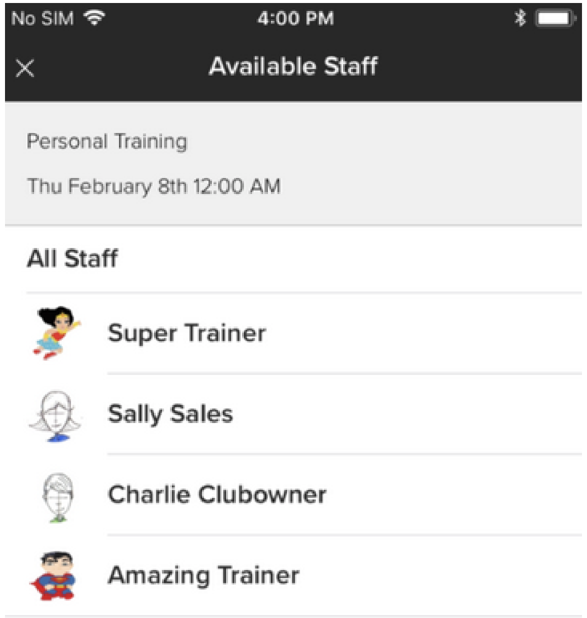


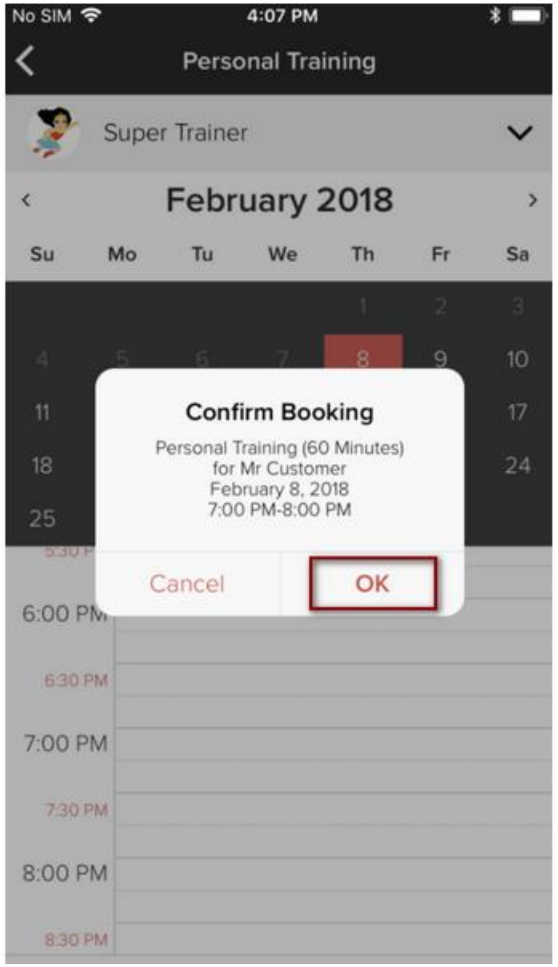
ClubReady Member App: Book A Service





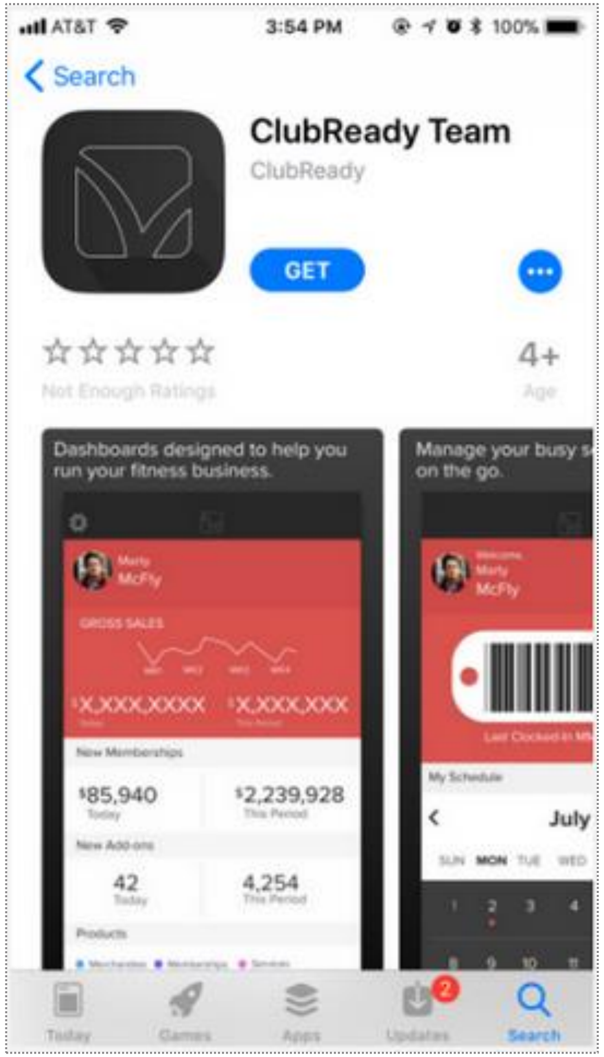
ClubReady Member App: Book A Service





ClubReady Team App: Download

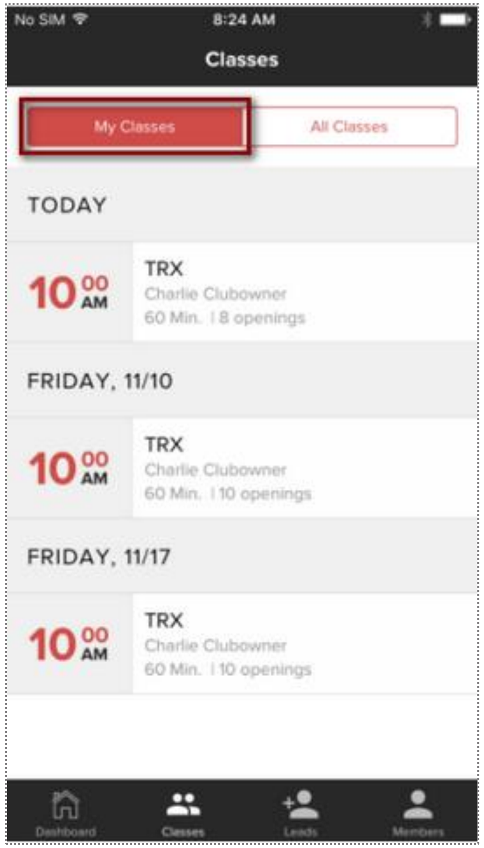
Y6 staff can login to the App using ClubReady username and password.



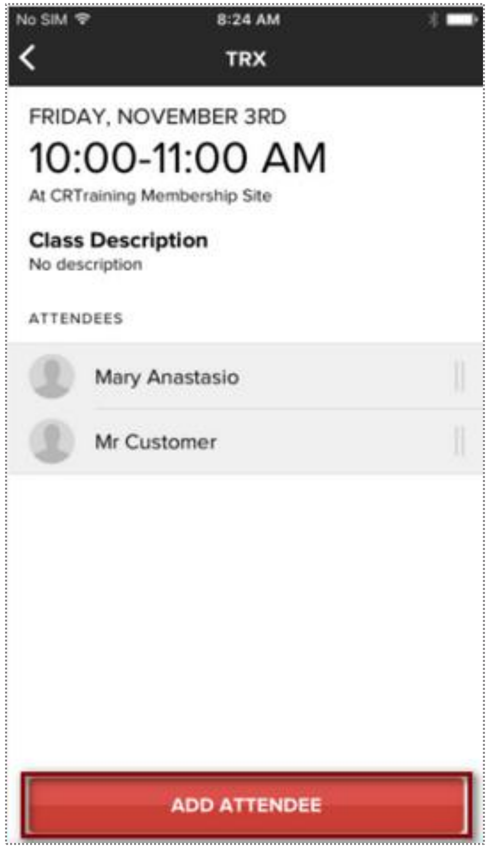
The ClubReady Team app is available for iPhone and Android. With your smart phone, download the ClubReady Team app from the Google Play store (if using your Android) or iTunes App Store (if using the iPhone).

ClubReady Team App: Book Member Into Class

App for Y6 staff to access Class Schedule and book members.



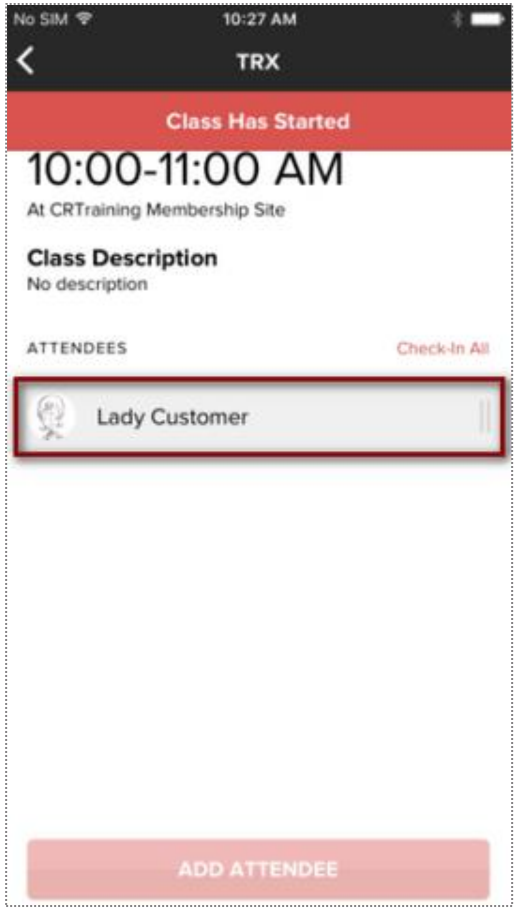
To schedule a member from the App, select the **Classes** icon in the Navigation Bar. Click on the specific class you wish to add a booking.

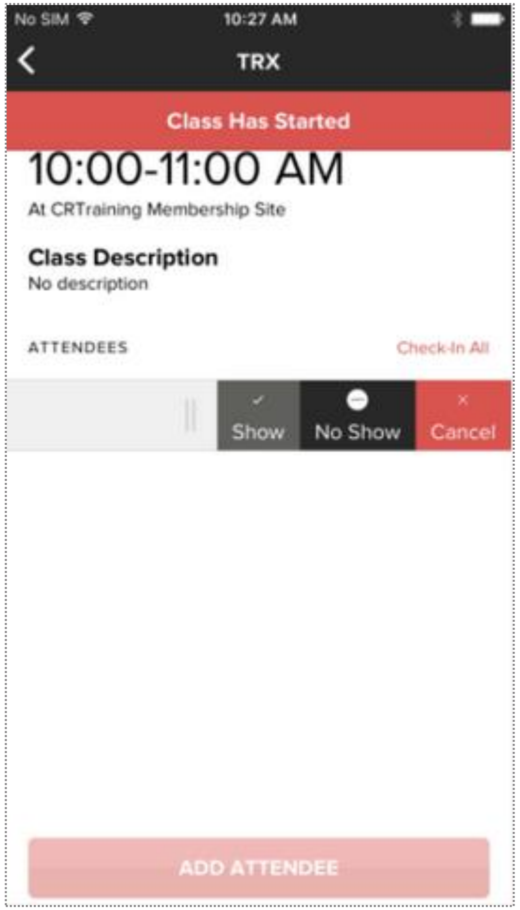


Click on **ADD ATTENDEE** to search for the member you wish to add to your class. Using the search tool, type the members name and select the account. Click on **OK** to confirm their booking.

ClubReady Team App: Book Member Into Class

App for Y6 staff to access Class Schedule and book members.





On your dashboard, select the **Classes** option in the navigation bar. Select the name of the class your member is booked in.

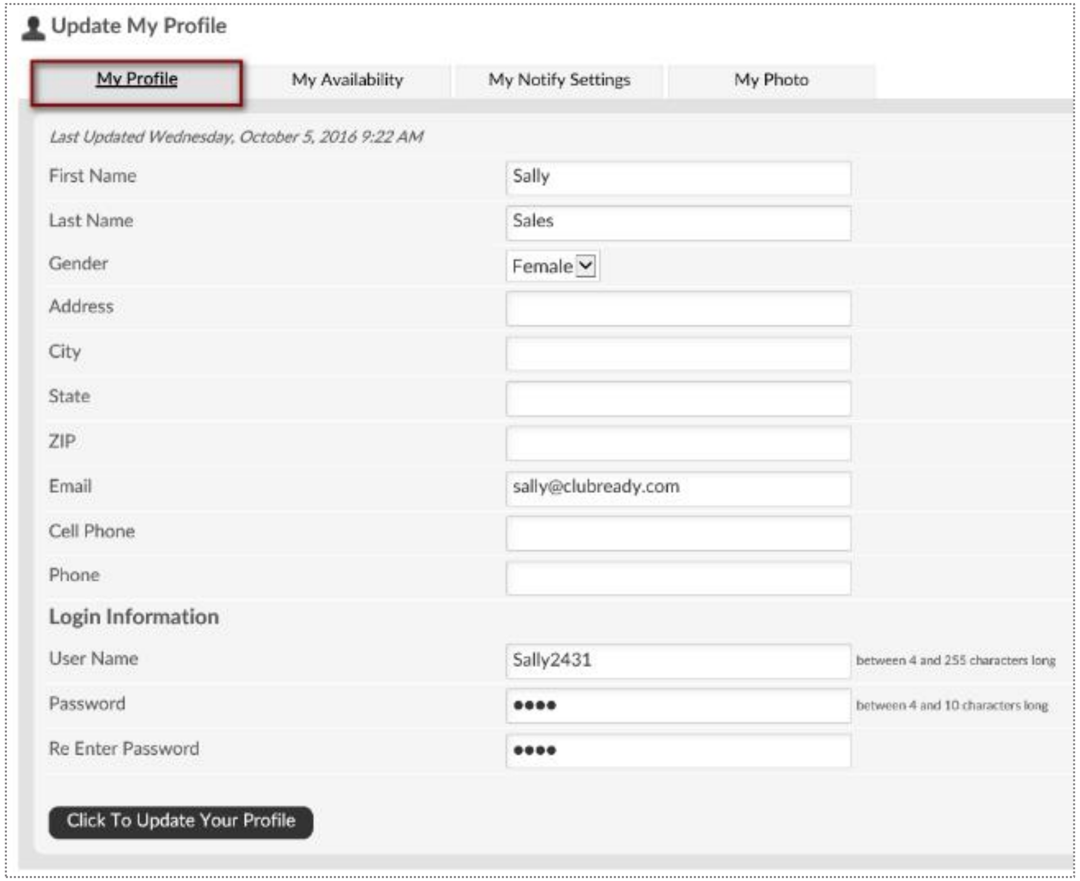
To cancel this booking, slide the customer's name to the left. Select: **Show, No Show or Cancel.**

ClubReady

Staff Management

Your Login: Profile

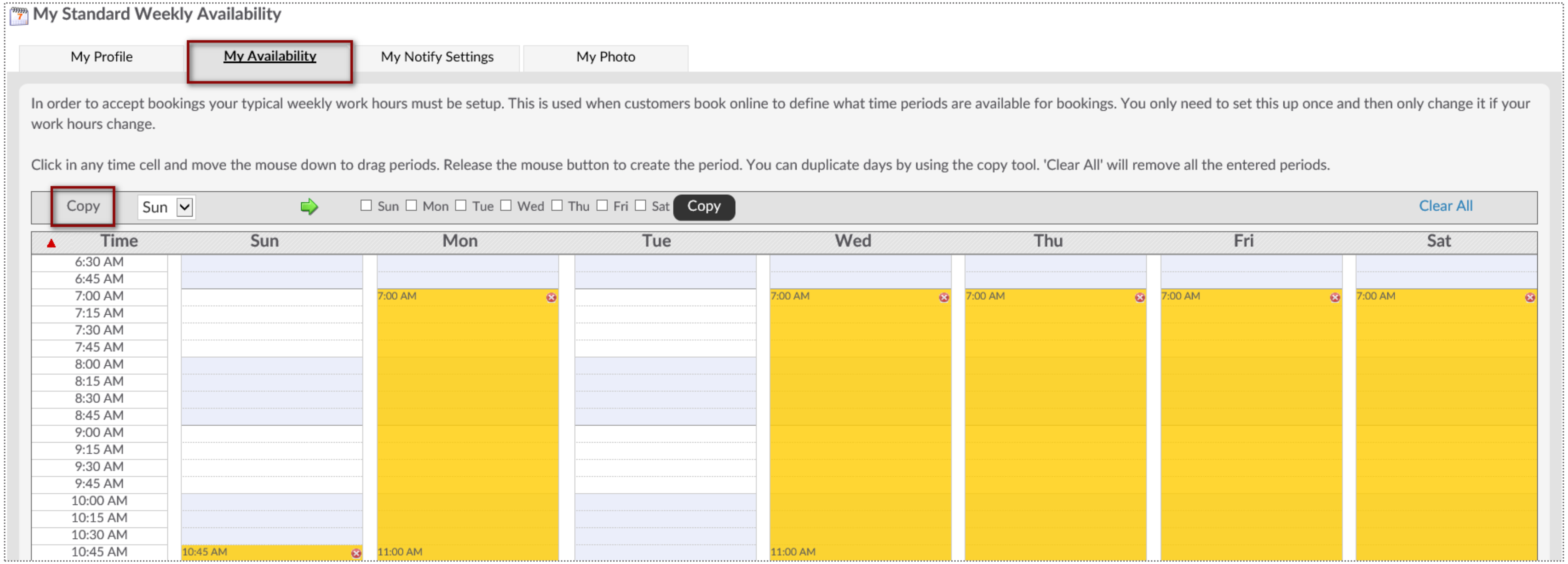
Updating your profile and availability



Select the **My Profile** tab. Update your information. Entering your email is important for notifications from ClubReady.
The log in section will allow you to change your username (if what you want is not already taken) and password.
Click update to save your changes.

Your Login: Availability

Updating your profile and availability



Select **My Availability** tab. To select a time period as available click on the day and starting time that you are available. You will want to hold down the left mouse button as you drag to highlight the desired length time.

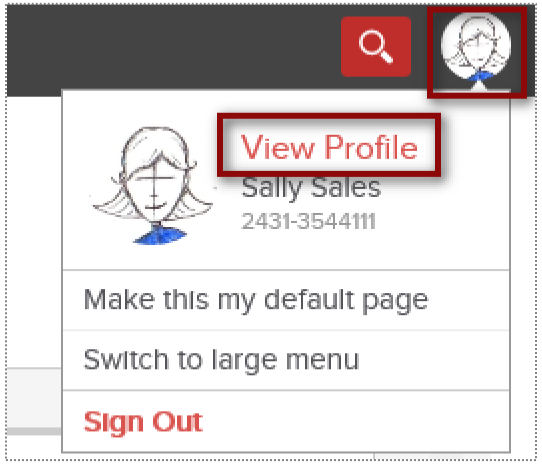
Copy - You can copy the available time from one day to another using this tool.

Select Location - if you have access to more than one location, you will be able to set your availability at each location using this drop-down.

Clear All - will remove all available times.

Your Login

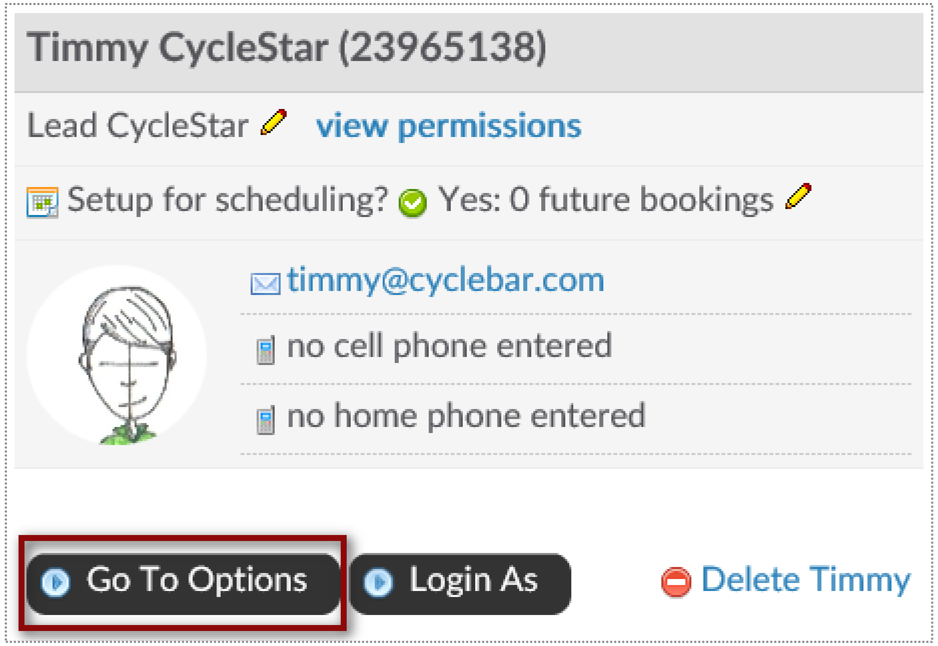
Updating your profile and availability

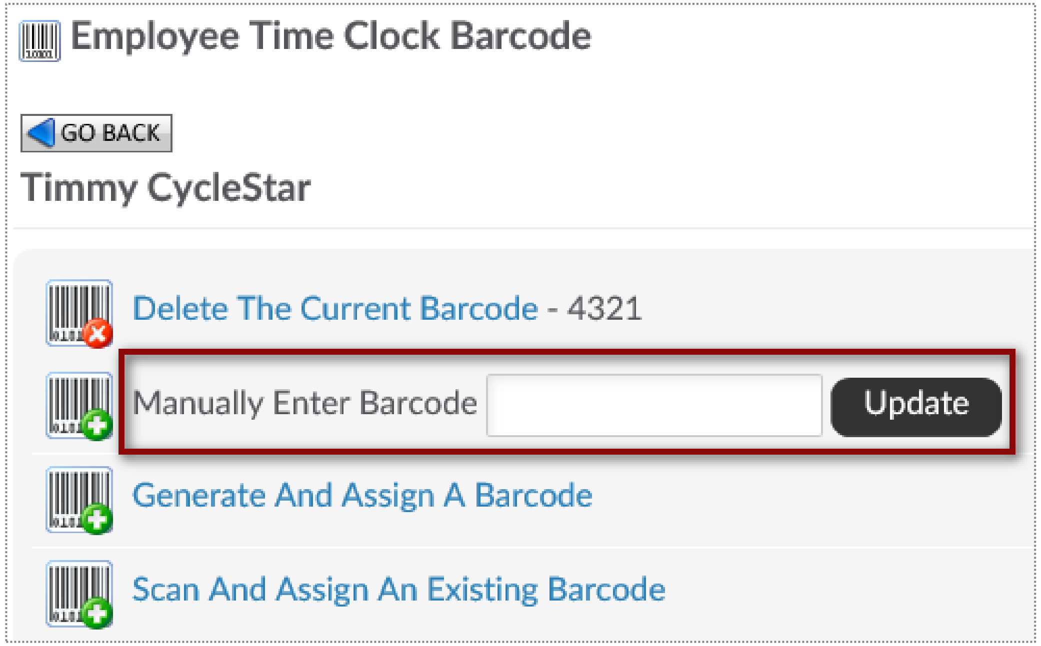


Log into your site. In the top-right corner click on your picture icon. Select option **View Profile.**

Setup Staff Clock In/Out Barcode

Staff > locate staff member > Go To Options > Time Clock Barcode

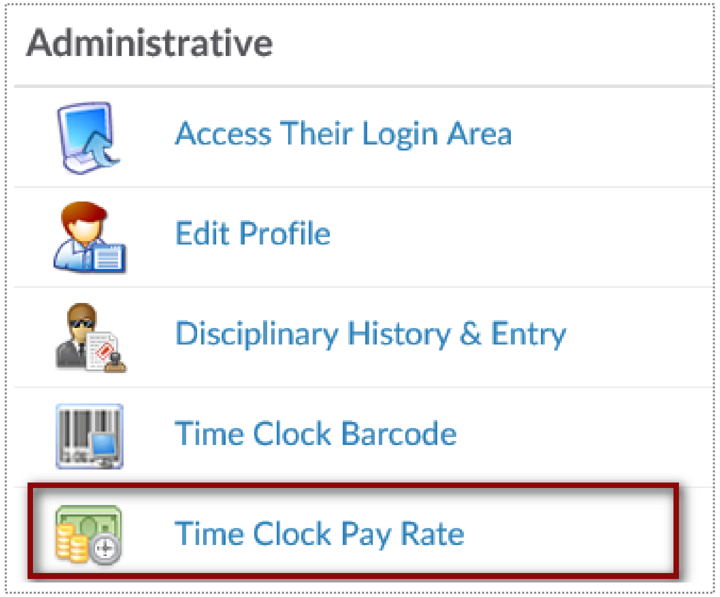




Employee must be assigned a barcode to keep track of their clocked hours. You can choose to **Manually Enter Barcode** for the staff. Any alpha numeric code that is more than 2 characters.

Setup Staff Hourly Pay Rate

Staff > locate staff member > Go To Options > Time Clock Pay Rate



Employee must be assigned an hourly pay rate to know what will be their total pay when running the Time Clock Payroll Report. Type in **the Time Clock Pay Rate** and click **Update.**

Check In Web Kiosk

Setup > General > Check In Web Kiosk

Once the employee has a barcode and an hourly pay rate assigned to them, they can start to clock in/out of ClubReady.

After logging in to activate the kiosk, the screen will update requesting staff to type their assigned barcode.

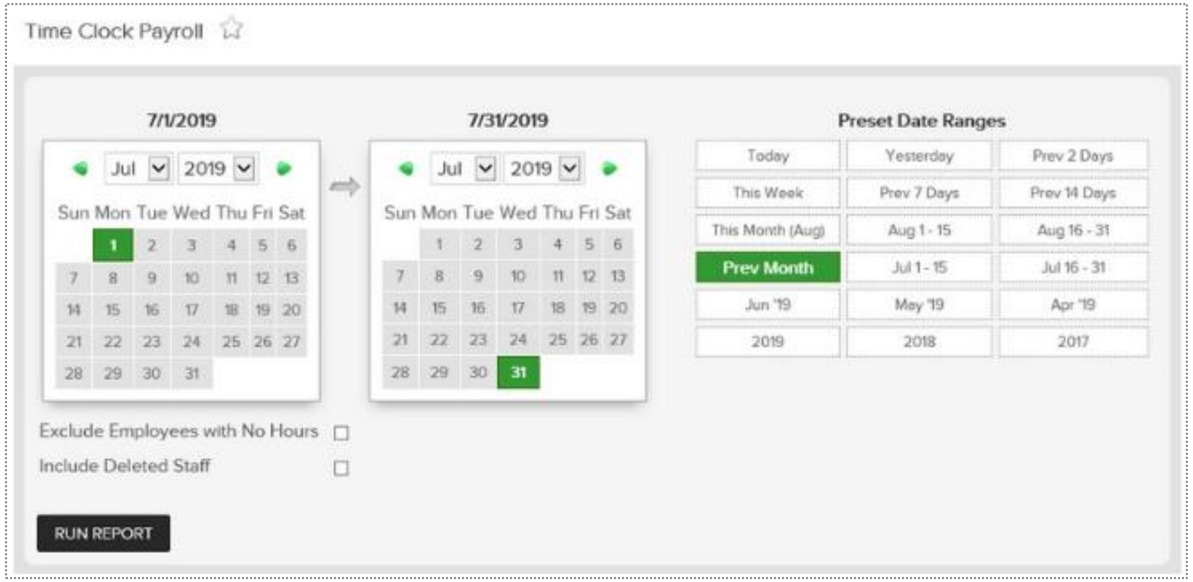
*The Check In Web Kiosk will be used for staff to document their worked hours.

Staff Time Clock

Once they are done typing the barcode, staff will need to manually select **IN** or **OUT** to document their hours.

Time Clock Report

Reports > Staff > Time Clock Payroll



After you have setup Employee Check In, you can run the Time Clock Payroll Report. Select the date range from the calendars or select from the preset date ranges. Click **Generate Report**.

Time Clock Payroll Summary - CRTraining Membership Site (2829)
7/1/2019 - 7/31/2019

User ID	Employee Name	Home Location	Clocked Hours	Clocked Mins	Total Minutes	Pay Rate	Total Pay
4670167	Charlie Clubowner	CRTraining Membership Site	29	32	1,772	$12.75	$376.55
4711678	Frontdesk Felicity	CRTraining Membership Site	10	35	635	$18.00	$190.50
9618414	John Cena	CRTraining Membership Site	9	42	582	$25.00	$242.50
18351031	Mike Trout	CRTraining Membership Site	14	30	870	$17.00	$246.50
			62	139	3,859	$72.75	$1,056.05

The online report will display **Employee Name**, their **Home Location**, total **Clocked Hours**, total **Clocked Mins**, **Total Minutes**, **Pay Rate** and **Total Pay**. Click the hyperlink for **Total Minutes** to view additional information for that staff member.

To export the data, select the floppy disk and choose your method of export: **CSV** (comma delimited), **PDF**, or **Excel**.

ClubReady

ClubReady Billing

ClubReady Billing: Fees

Breakdown of potential fees. Please refer to your ClubReady contract for full details.

ClubReady Fees

- Software Fee
- Tech Fee
- PCI Fee
- ACH Service Fee
- Remit Statement Fee

Billing Fees

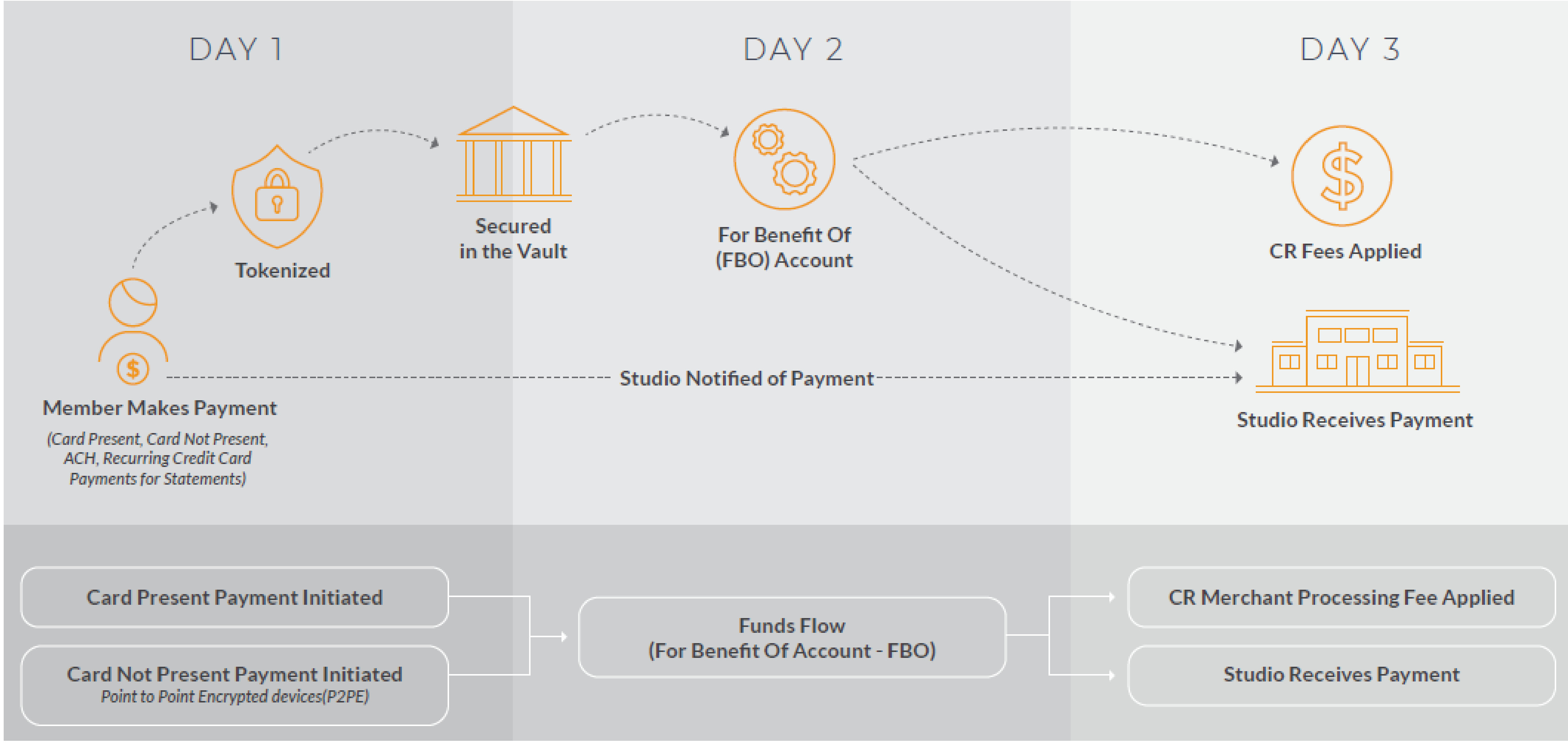
- Account Updater
- CC Chargeback
- ACH Return
- Draft Transactions

Misc. Fees

- Text Messages
- leadSPEAK
- Franchise Fees

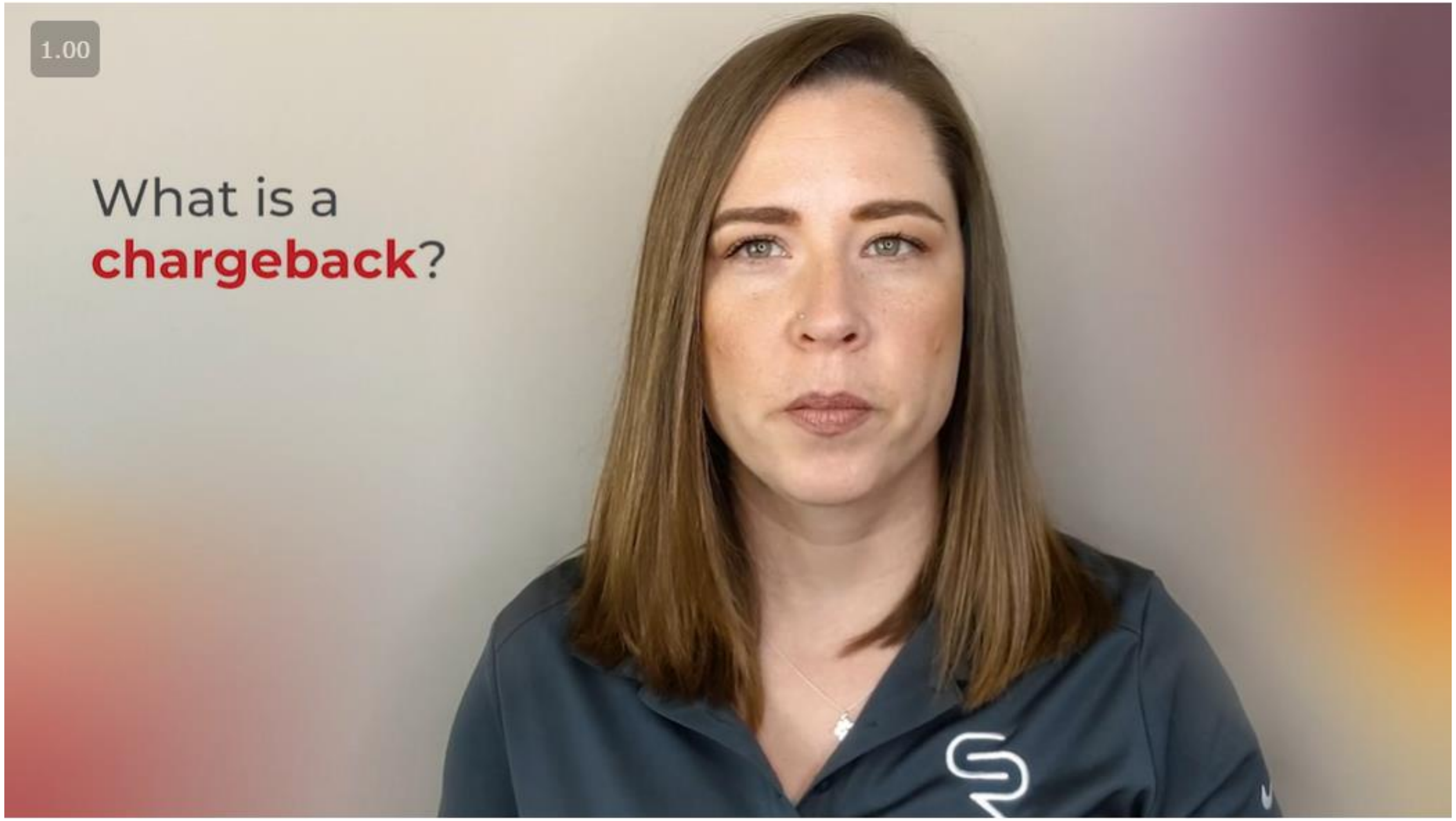
ClubReady Payments: How do funds flow?

ClubReady offers a single-source payments solution. Now you have one trusted partner to facilitate your payments quickly, reconcile payments simply, gain better reporting on payments, all while reducing the number of vendors you have to depend upon.



ClubReady Billing: Chargebacks

Click the video below to understand our Chargeback process and how it works.

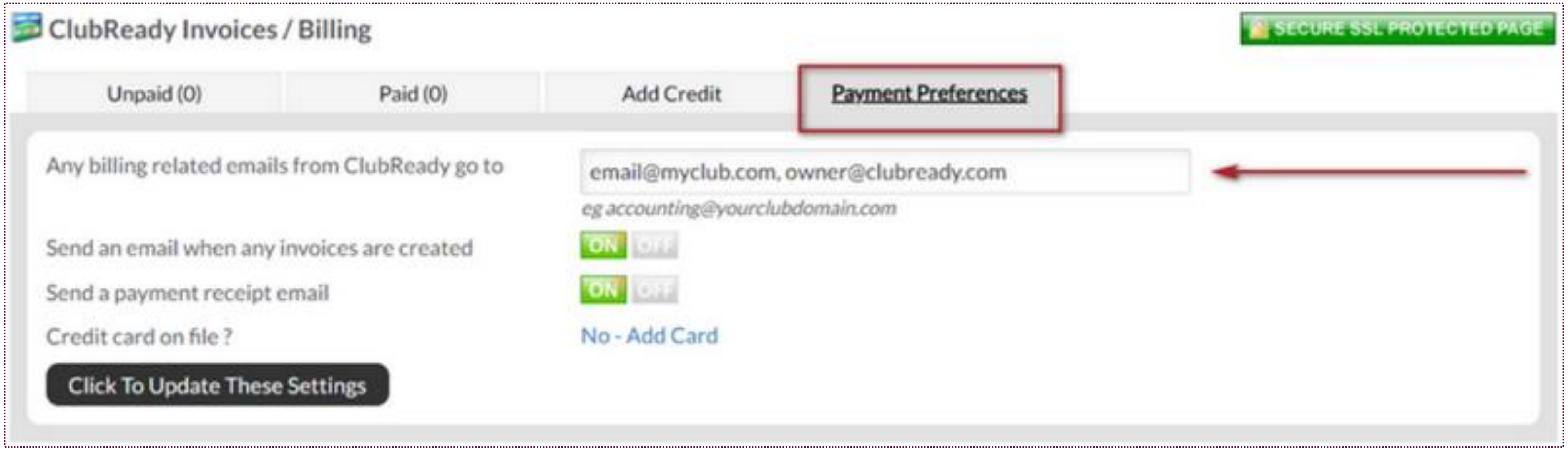


Remit Report

Understanding your Remit

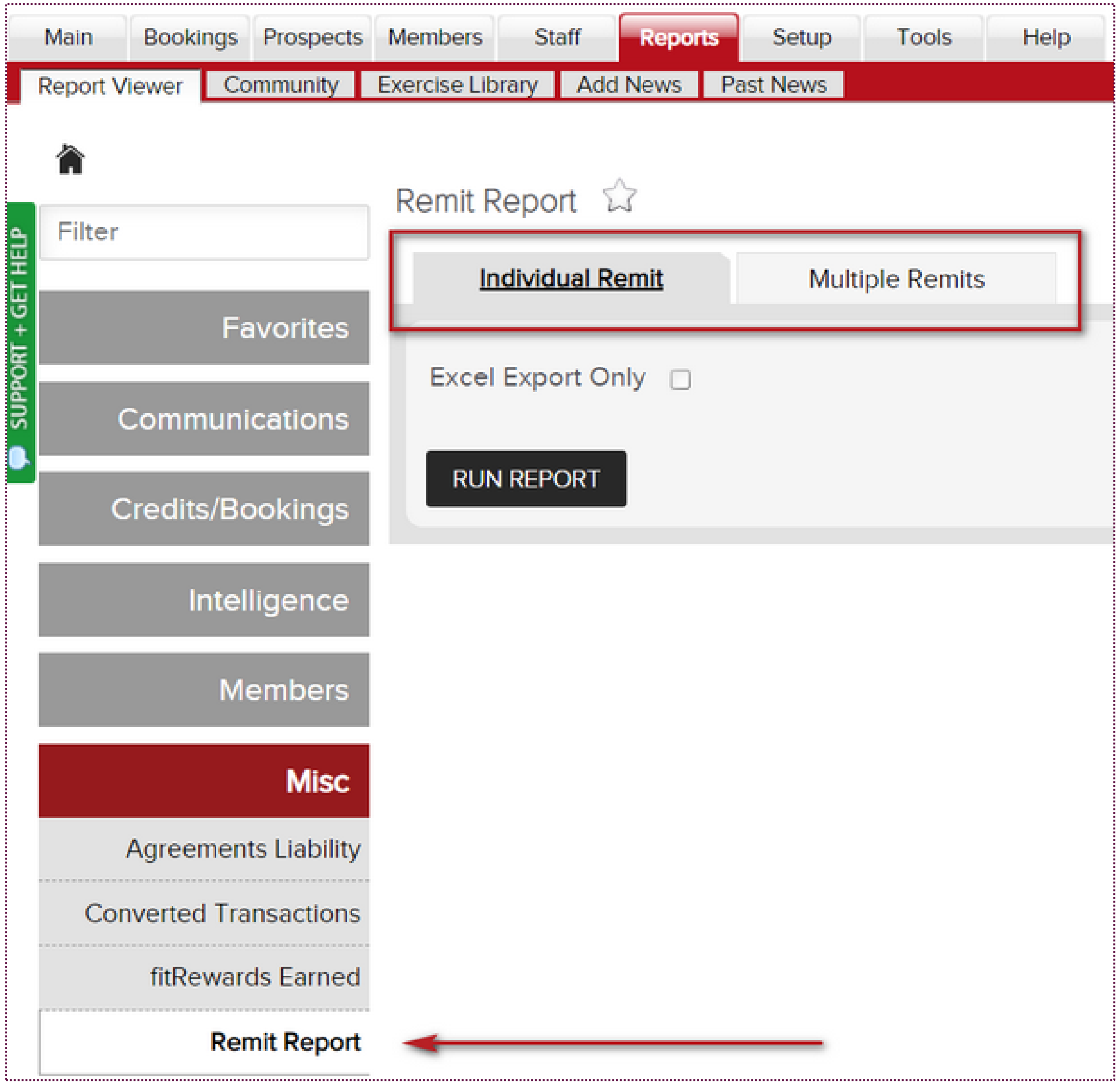
Receiving Remit By Email

Setup > ClubReady Invoices > Payment Preferences



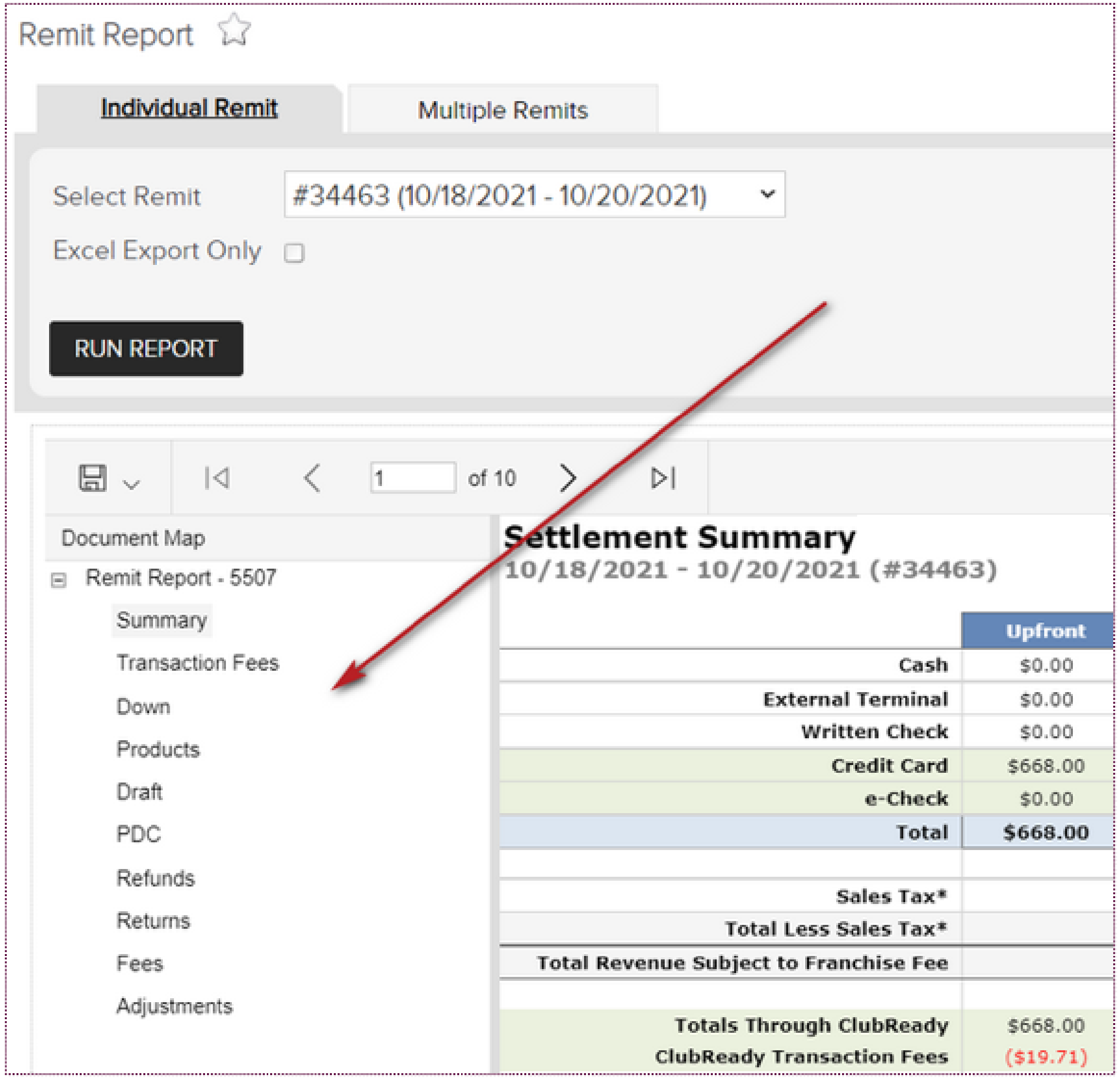
Set to receive an email notification when a remit report is ready by entering the email address and **Click To Update These Settings**.

Viewing Remits in ClubReady



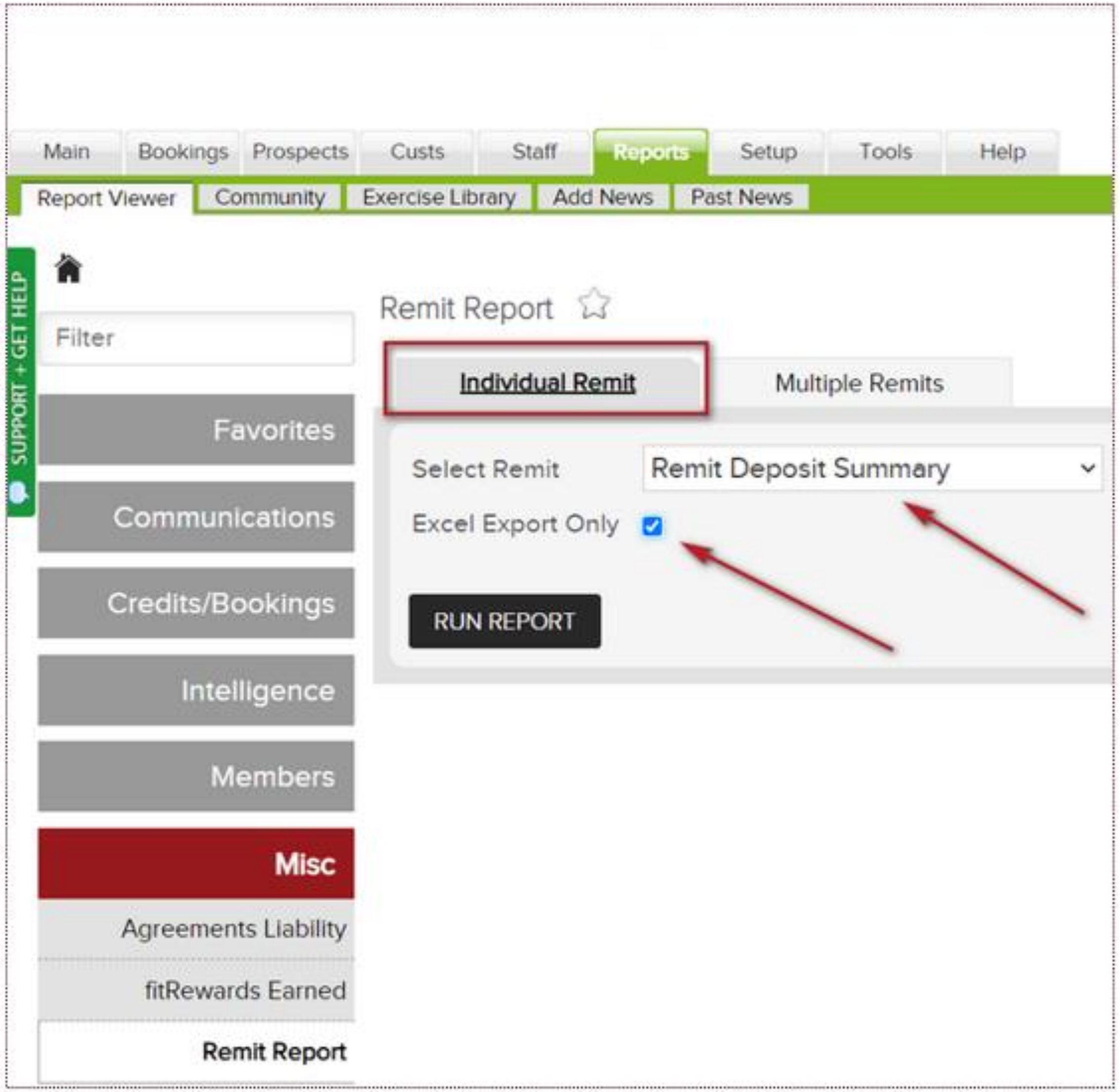
Remit Reports are saved and available in ClubReady. Navigate to **Reports > Misc Reports > Remit Report**.

Viewing Remits in ClubReady



Use the **Document Map** on the left to view additional details.

Viewing Remits in ClubReady: Helpful Tip



To view all your remit deposits at once, and to reconcile your deposits to your bank statement, this is a handy tool to use:

- On **Individual Remit tab**, leave the "Select Remit" drop down box populated to "Remit Deposit Summary" (do not input a date).
- Check the **"Excel Export Only"** box > click "Run Report"

An excel report will be generated and show all your deposits or negative balances.

Viewing Remits in ClubReady: Excel Export

	Remit ID	From	To	Deposit Amount	Accrual Balance
1	Remit ID	From	To	Deposit Amount	Accrual Balance
2	34813	11/11/2021	11/14/2021	$2,940.69	0.00
3	34760	11/8/2021	11/10/2021	$6,586.90	0.00
4	34715	11/4/2021	11/7/2021	$5,180.14	0.00
5	34662	11/1/2021	11/3/2021	$5,642.54	0.00
6	34603	10/28/2021	10/31/2021	$5,873.30	0.00
7	34550	10/25/2021	10/27/2021	$3,569.10	0.00
8	34493	10/21/2021	10/24/2021	$3,473.29	0.00
9	34463	10/18/2021	10/20/2021	$6,065.35	0.00
10	34392	10/14/2021	10/17/2021	$4,138.56	0.00
11	34363	10/11/2021	10/13/2021	$2,576.44	0.00
12	34306	10/7/2021	10/10/2021	$2,877.17	0.00
13	34251	10/4/2021	10/6/2021	$4,720.56	0.00
14	34209	10/1/2021	10/3/2021	$3,137.12	0.00
15	34178	9/30/2021	9/30/2021	$1,369.37	0.00
16	34151	9/27/2021	9/29/2021	$5,827.49	0.00
17	34081	9/23/2021	9/26/2021	$3,332.10	0.00
18	34051	9/20/2021	9/22/2021	$2,660.63	0.00
19	33993	9/16/2021	9/19/2021	$2,651.60	0.00
20	33952	9/13/2021	9/15/2021	$4,500.33	0.00
21	33883	9/9/2021	9/12/2021	$5,019.00	0.00
22	33841	9/6/2021	9/8/2021	$3,828.75	0.00
23	33796	9/2/2021	9/5/2021	$961.74	0.00
24	33744	9/1/2021	9/1/2021	$328.44	0.00
25	33726	8/30/2021	8/31/2021	$3,129.30	0.00
26	33682	8/26/2021	8/29/2021	$2,579.46	0.00

Remit Report: Summary

Upfront (Downpayments) - Payments made on invoices due and paid the day of the purchase.
Products - Products that have been created in your site and sold at POS.
Draft - Payments made on a future invoice.
PDC - Past due invoices
Refunds & Returns: Refunds are invoices paid and returned to the customer's CC/ACH. Returns are invoices paid and returned by the customer's bank or CC (chargeback due to customer dispute)

Settlement Summary
10/18/2021 - 10/20/2021 (#34463)

	Upfront	Products	Draft	PDC	Refunds	Returns	Totals
Cash	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
External Terminal	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Written Check	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Credit Card	$668.00	$0.00	$1,074.00	$0.00	$0.00	$0.00	$1,742.00
e-Check	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Total	**$668.00**	**$0.00**	**$1,074.00**	**$0.00**	**$0.00**	**$0.00**	**$1,742.00**

Remit Report: Rows

Payment Method - Cash, External Terminal, Written Check are listed but should be deposited by the club to their bank. Credit Card, and Echeck are deposited by ClubReady minus the fees and adjustments.
Sales Tax - Total sales tax paid that is due to your state.

Total Revenue Subject to Franchise Fee - Additional fees to Corporate.

Totals Through ClubReady - This is your total for the Credit Card and Echeck.
ClubReady Transaction Fees - Fees assessed for Credit Card and Echeck transactions.
Other Fees - Any additional fees charged such as a Software or Collections fee. These will be explained under the Fees tab of the spreadsheet.

Total Deductions - Combines the Transaction Fees and Other Fees
Total Before Adjustments - This is the totals through ClubReady (CC/ACH) minus Fees.
Total Adjustments - Could be adjustments due to a Hardware purchase or Swipe vs. Manual Credit Card purchase which may give a positive adjustment. These will be explained under the Adjustments tab of the spreadsheet.

Net ACH Transfer - The final deposit amount.

Club Accrual Balance - If there is a negative accrual which will be deducted from the next remit. You will see the deduction as an adjustment.

Remit Report: Rows

Settlement Summary
10/18/2021 - 10/20/2021 (#34463)

	Upfront	Products	Draft	PDC	Refunds	Returns	Totals
Cash	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
External Terminal	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Written Check	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Credit Card	$668.00	$0.00	$1,074.00	$0.00	$0.00	$0.00	$1,742.00
e-Check	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Total	**$668.00**	**$0.00**	**$1,074.00**	**$0.00**	**$0.00**	**$0.00**	**$1,742.00**
Sales Tax*							$0.00
Total Less Sales Tax*							$1,742.00
Total Revenue Subject to Franchise Fee							$1,742.00
Totals Through ClubReady	$668.00	$0.00	$1,074.00	$0.00	$0.00	$0.00	$1,742.00
ClubReady Transaction Fees	($19.71)	$0.00	($33.57)	$0.00			($53.28)
Other Fees (See Tab)				$0.00			($203.26)
Total Deductions							**($256.54)**
Total Before Adjustments							**$1,485.46**
Total Adjustments							**$0.00**
Net ACH Transfer to Club							**$1,485.46**
Club Accrual Account Balance	**$0.00**						

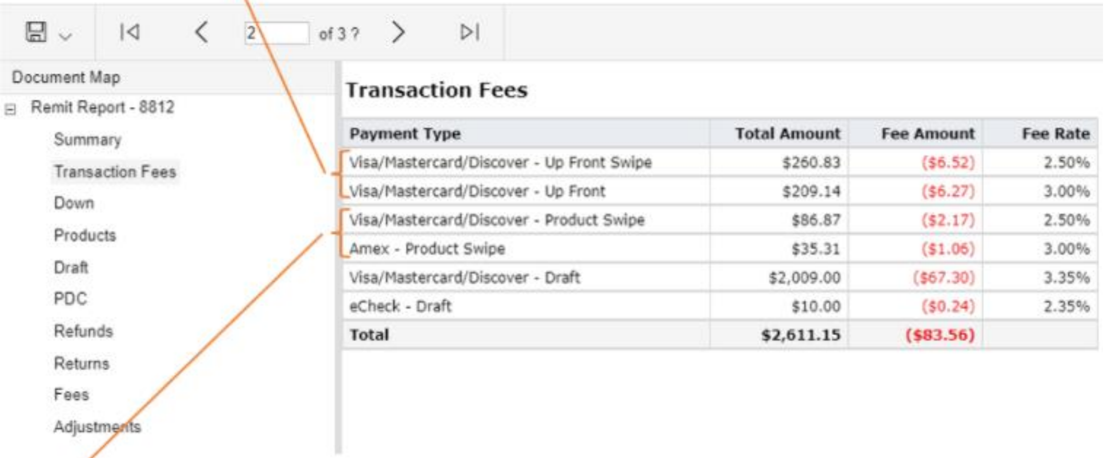
**Sales tax is not deducted from your remit and is sent with your total deposit.*

Remit Report: Transaction Fees

Transaction Fees tab will list any fees assessed for **Credit Card** and **e-Check** transactions.

Card-present fees are now separated from card-not-present fees as they have different rates.

Note: This eliminates the need for card-present credits on the Adjustments tab.



Transaction Fees

Payment Type	Total Amount	Fee Amount	Fee Rate
Visa/Mastercard/Discover - Up Front Swipe	$260.83	($6.52)	2.50%
Visa/Mastercard/Discover - Up Front	$209.14	($6.27)	3.00%
Visa/Mastercard/Discover - Product Swipe	$86.87	($2.17)	2.50%
Amex - Product Swipe	$35.31	($1.06)	3.00%
Visa/Mastercard/Discover - Draft	$2,009.00	($67.30)	3.35%
eCheck - Draft	$10.00	($0.24)	2.35%
Total	**$2,611.15**	**($83.56)**	

Similarly, VMD fees are now separated from Amex fees as they have different rates.

Remit Report: Down, Products & Draft

Downpayments and **Products** tab will list each transaction individually with customer name, date, amount before tax, sales tax, payment method, and the detail of the invoice.

Down Payments

Client Name	Email	Date	Detail	Payment	Amount	Sales Tax
		10/18/2021	4 sessions per month	MasterCard (through CR)	$189.00	$0.00
		10/19/2021	4 sessions per month - renewal month to month 99	MasterCard (through CR)	$180.00	$0.00
		10/20/2021	8 sessions per month	Visa (through CR)	$299.00	$0.00
Total					**$668.00**	**$0.00**

*Transactions on this tab include any transactions paid using Credit on Account.
Revenue amounts on the Summary tab, however, do not include Credit on Account transactions.

Draft tab lists the customer name and each individual draft invoice that was successful, the amount before tax, sales tax, payment method, detail of the draft invoice. Also provided is the agreement date and it's auto-renew status.

Draft

Client Name	Email	Date	Detail	Payment	Associated Agreement Date	Auto-Renew?	Amount	Sales Tax
		10/18/2021	4 sessions per month	Amex (through CR)	8/18/2021	NO	$189.00	$0.00
		10/18/2021	4 sessions per month	Amex (through CR)	5/18/2021	NO	$189.00	$0.00
		10/19/2021	79 maintenance	Visa (through CR)	1/19/2018	YES	$79.00	$0.00
		10/19/2021	4 sessions per month	Visa (through CR)	4/28/2021	NO	$140.00	$0.00
		10/20/2021	4 sessions per month	Discover (through CR)	7/20/2021	NO	$189.00	$0.00
		10/20/2021	4 sessions per month	Visa (through CR)	7/20/2021	NO	$189.00	$0.00
		10/20/2021	99 maintenance	Visa (through CR)	2/20/2020	YES	$99.00	$0.00
Total							**$1,074.00**	**$0.00**

*Transactions on this tab include any transactions paid using Credit on Account.
Revenue amounts on the Summary tab, however, do not include Credit on Account transactions.

Remit Report: PDC

PDC fees and their associated transaction fees are calculated in your report.

Settlement Summary
10/18/2021 - 10/20/2021

	Upfront	Products	Draft	PDC	Refunds	Returns	Totals
Cash	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
External Terminal	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Written Check	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Credit Card	$668.00	$0.00	$1,074.00	$0.00	$0.00	$0.00	$1,742.00
e-Check	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Total	**$668.00**	**$0.00**	**$1,074.00**	**$0.00**	**$0.00**	**$0.00**	**$1,742.00**
Sales Tax*							$0.00
Total Less Sales Tax*							$1,742.00
Total Revenue Subject to Franchise Fee							$1,742.00
Totals Through ClubReady	$668.00	$0.00	$1,074.00	$0.00	$0.00	$0.00	$1,742.00
ClubReady Transaction Fees	($19.71)	$0.00	($33.57)	$0.00			($53.28)
Other Fees (See Tab)				$0.00			($203.26)
Total Deductions							**($256.54)**
Total Before Adjustments							**$1,485.46**
Total Adjustments							**$0.00**
Net ACH Transfer to Club							**$1,485.46**
Club Accrual Account Balance	**$0.00**						

**Sales tax is not deducted from your remit and is sent with your total deposit.*

Remit Report: Refunds & Returns

Refund and **Returns** tab provides the customer name, the date of the refund and the total amount refunded, the detail of the invoice that was refunded.

Refunds

Client Name	Email	Date	Detail	Amount	Tax Amount
		3/23/2021	Approved	($280.00)	$0.00
		5/11/2021	Approved	($99.00)	$0.00
		6/7/2021	Approved	($320.00)	$0.00
Total				**($699.00)**	**$0.00**

Returns

Client Name	Email	Date	Detail	Amount
		4/14/2020	Chargeback by Customer on 04/14/2020 - Merchandise Not Received	($200.00)
		4/13/2020	Chargeback by Customer on 04/13/2020 - Charge Submitted After You Were Advised to Discontinue Future Billing	($20.00)
Total				**($220.00)**

Remit Report: Fees

Fees tab will list any fees assessed by the Franchise or Collections. The fees are broken out by detail, amount, and who the fee is paid to.

Fees

Detail	Additional Detail	Amount	Tax Amount
Franchise Fee	Chain	($104.52)	$0.00
Remit Statement Fee	ClubReady	($4.95)	$0.00
PCI Compliance Fee	ClubReady	($19.95)	$0.00
Custom Branded Mobile App	ClubReady	($39.00)	$0.00
Media Fund	Chain	($34.84)	$0.00
Total		**($203.26)**	**$0.00**

Remit Report: Adjustments

Adjustments tab provides the detail of the adjustment as well as the amount.

Adjustments

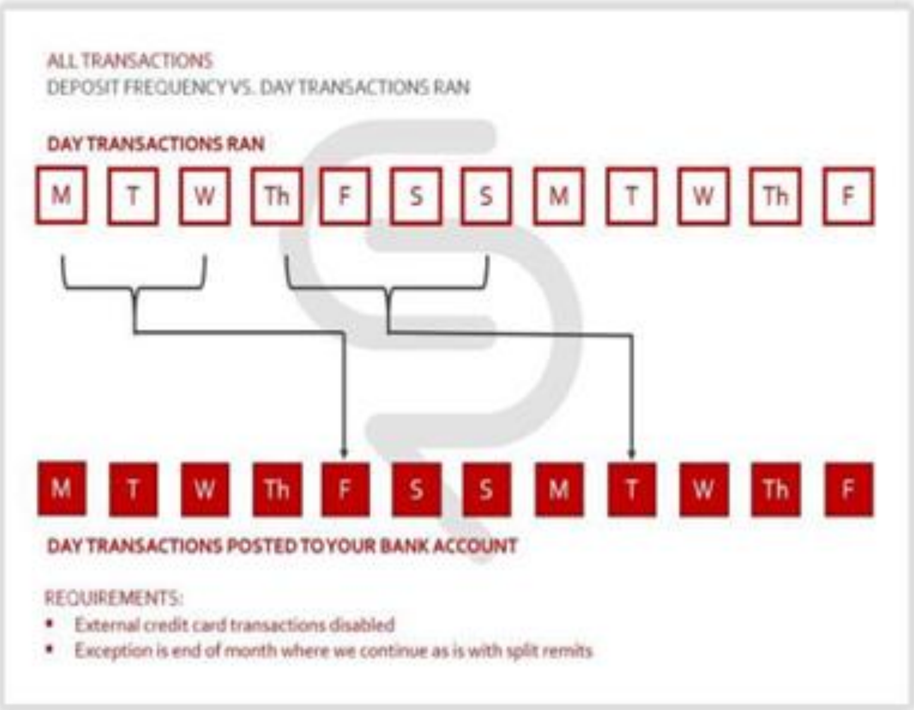
Detail	Additional Detail	Amount	Tax Amount
Amex Draft Fee (280.00 drafted at 0.50% from 1/20/2020 to 1/22/2020)	Club/ClubReady	($1.40)	$0.00
Amex Draft Fee (320.00 drafted at 0.50% from 1/23/2020 to 1/26/2020)	Club/ClubReady	($1.60)	$0.00
Amex Draft Fee (89.00 drafted at 0.50% from 1/27/2020 to 1/29/2020)	Club/ClubReady	($0.45)	$0.00
Add To Credit Balance For SMS, Mail etc - $60.00	Club/ClubReady	($60.00)	
Amex Draft Fee (360.00 drafted at 0.50% from 2/3/2020 to 2/5/2020)	Club/ClubReady	($1.80)	$0.00
Amex Draft Fee (320.00 drafted at 0.50% from 2/10/2020 to 2/12/2020)	Club/ClubReady	($1.60)	$0.00
Feb Tech Fee	Club/ClubReady	($50.00)	$0.00

Remit Report: Deposits

FAQS: REMIT PROCESS

Q. HOW OFTEN WILL I RECEIVE REMIT DEPOSITS?

A. You will receive twice weekly remit deposits. Please see the deposit schedule below to understand which day(s) are included in your corresponding deposit.



Q. WHY IS THERE A 'LAG' IN GETTING MY DAILY DEPOSITS?

A. There is a 2 business-day delay in receiving your funds because ClubReady must first have the funds deposited into our trust account before we can initiate funds into your bank account.

Additional Training Resources

Overview Of Full Service Remit

https://clubready.zendesk.com/hc/en-us/articles/360042106232-Overview-Of-Full-Service-Remit

Troubleshooting: Remit Report (Full Service Only)

https://clubready.zendesk.com/hc/en-us/articles/360042106192-Troubleshooting-Remit-Report-Full-Service-Only-

Hardware

Hardware

After the units have been received and setup in place please email support@clubready.com to schedule a remote computer setup session.

Windows 7-10 PC with Internet Access:
Intel Core 2 Duo or better processor
4-8 GB of RAM
At least six USB ports
Microsoft Office or Open Office (version that includes Word & Excel)
Internet Explorer 11

Member Check-In Scanner:
Manufacturer: Honeywell
Model Name: Genesis
Model Number: 7580G-2
Part Number: MK7580-30B38-02-A

Electronic Signature Pad:
Manufacturer: Topaz Systems
Model Name: Topaz SigLite Backlit LCD 1x5
Part Number: T-LBK460-HSB-R

Credit Card Reader:
Manufacturer: Magtek, Inc.
Model Name: CENTURION
Part Number: mag-21073062
Security Level: 2

Receipt Printer:
Manufacturer: Star Micronics
Model Name: TSP100
Part Number: TSP143U

Cash Drawer:
Manufacturer: LOGIC CONTROLS
Model Name: Titan Jr (Dark Grey)
Part Number: log-cr1000gy

Reports

Key Reports

Help > Knowledgebase Articles

Complete Guide To Intelligence Reports:

https://clubready.zendesk.com/hc/en-us/articles/4412518236301-Complete-Guide-Of-Intelligence-Reports

Complete Guide To Credits / Bookings Reports:

https://clubready.zendesk.com/hc/en-us/articles/4412517825165-Complete-Guide-Of-Credits-Bookings-Reports

Complete Guide To Member Reports:

https://clubready.zendesk.com/hc/en-us/articles/4412496626317-Complete-Guide-Of-Member-Reports

Complete Guide To Staff Reports:

https://clubready.zendesk.com/hc/en-us/articles/4412510550413-Complete-Guide-Of-Staff-Reports

Key Reports

Help > Knowledgebase Articles

Complete Guide To Sales Reports:

https://clubready.zendesk.com/hc/en-us/articles/4412518710285-Complete-Guide-Of-Sales-Reports

Complete Guide To Product Reports:

https://clubready.zendesk.com/hc/en-us/articles/4412517412493-Complete-Guide-Of-Products-Reports

Complete Guide To Communication Reports:

https://clubready.zendesk.com/hc/en-us/articles/4412501086989-Complete-Guide-Of-Communications-Reports

Complete Guide To Misc. Reports:

https://clubready.zendesk.com/hc/en-us/articles/4412500915469-Complete-Guide-Of-Misc-Reports

ClubReady

Training & Support

Reminder: Onboarding Steps

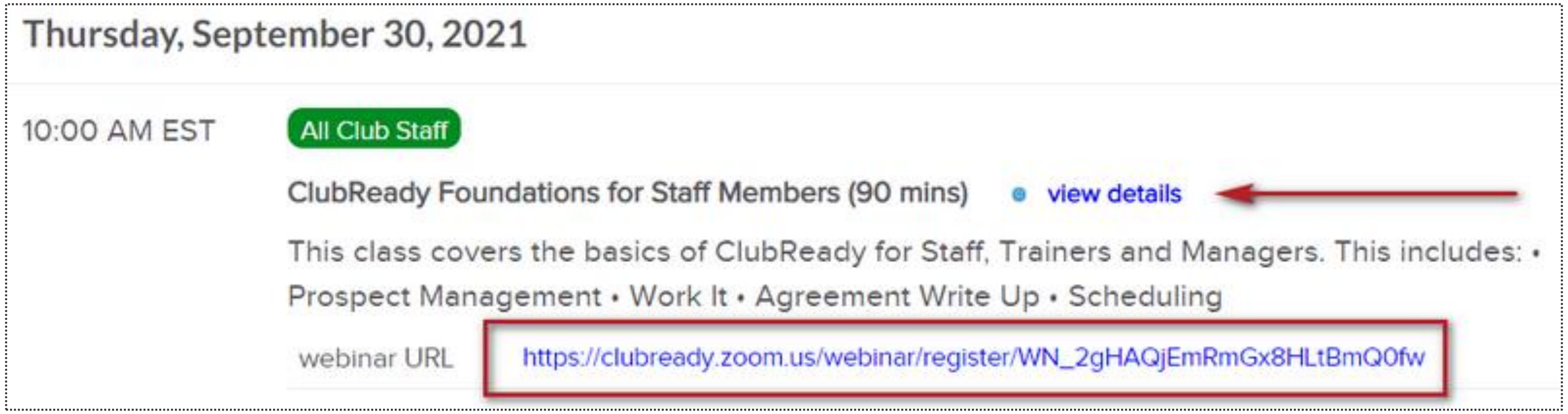
- Complete onboarding survey
- Schedule conversion date with conversion team
- Request exit file from current software company when conversion date is set
- Access ClubReady training page
  - Register for CRUniversity
  - Download the ClubReady user guide
  - Download the hardware guide
  - Complete the hardware form
- Complete the CRUniversity learning path
- Attend ClubReady Foundations webinar(s)
- Login to the Demo Site and Practice, Practice, Practice
- Ask a lot of questions!

ClubReady Support Emails

- support@clubready.com
- chargebackinquiries@clubready.com
- pdc@clubready.com
- sales@clubready.com

Help Tab: Register for a Webinar

Click **Help > Training Calendar** in ClubReady to locate our available webinars.

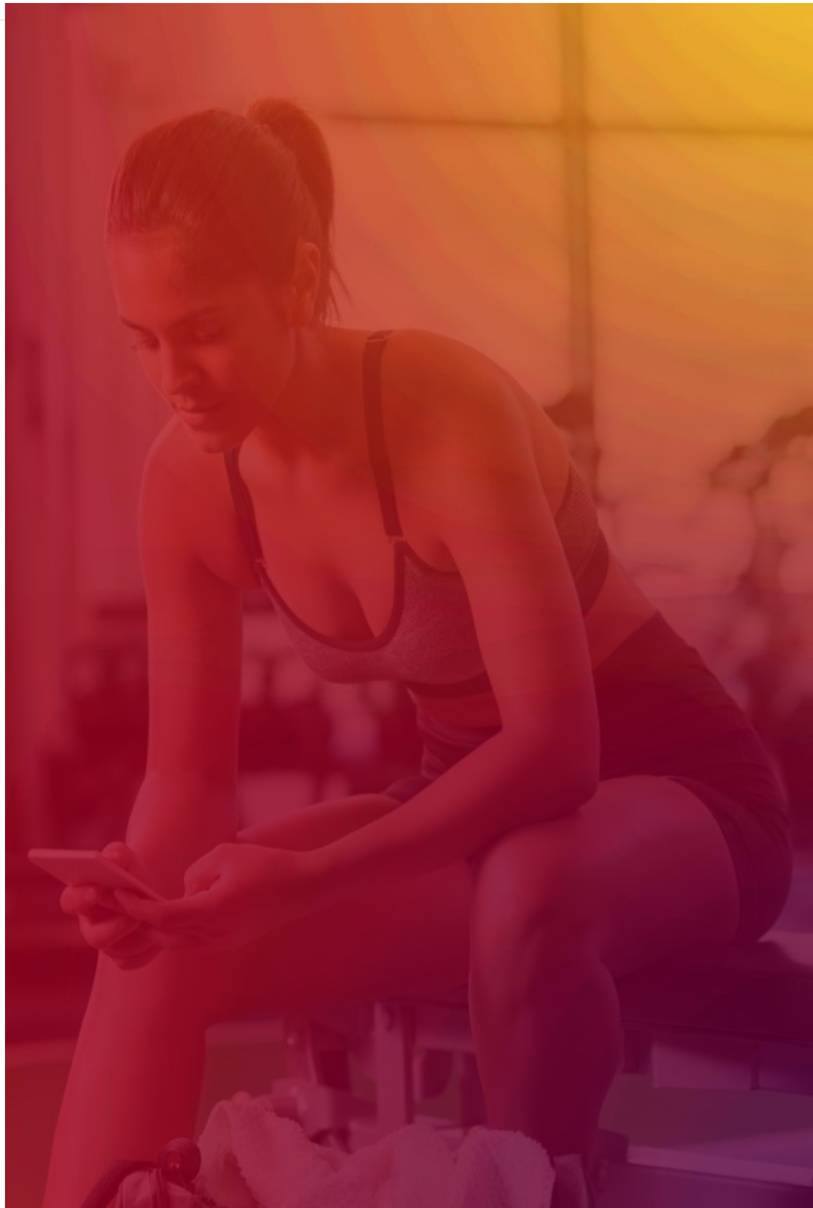


Help Tab: Additional Resources

CRHelp

CRUniversity | Video On Demand | Training Calendar

Recent Changes | Knowledgebase Articles



Click the **Help** tab in ClubReady to locate more resources such as:

- **CRUniversity –** Access our learning portal for video tutorials.
- **Recent Changes –** Read more on our latest updates.
- **Video On Demand –** Watch our key topic videos.
- **Knowledgebase Articles –** Search for our 'how to' guides.
- **Training Calendar –** View and register for available webinars.

CRUniversity

CRUniversity provides Learning Paths and Courses designed to assist you in mastering ClubReady through a series of video tutorials. The Courses cover everything from the Menu and how to navigate the site, how to sell agreements, using the Point of Sale, Scheduling, and more!

The following codes will automatically register you for the appropriate Foundations Learning Path:

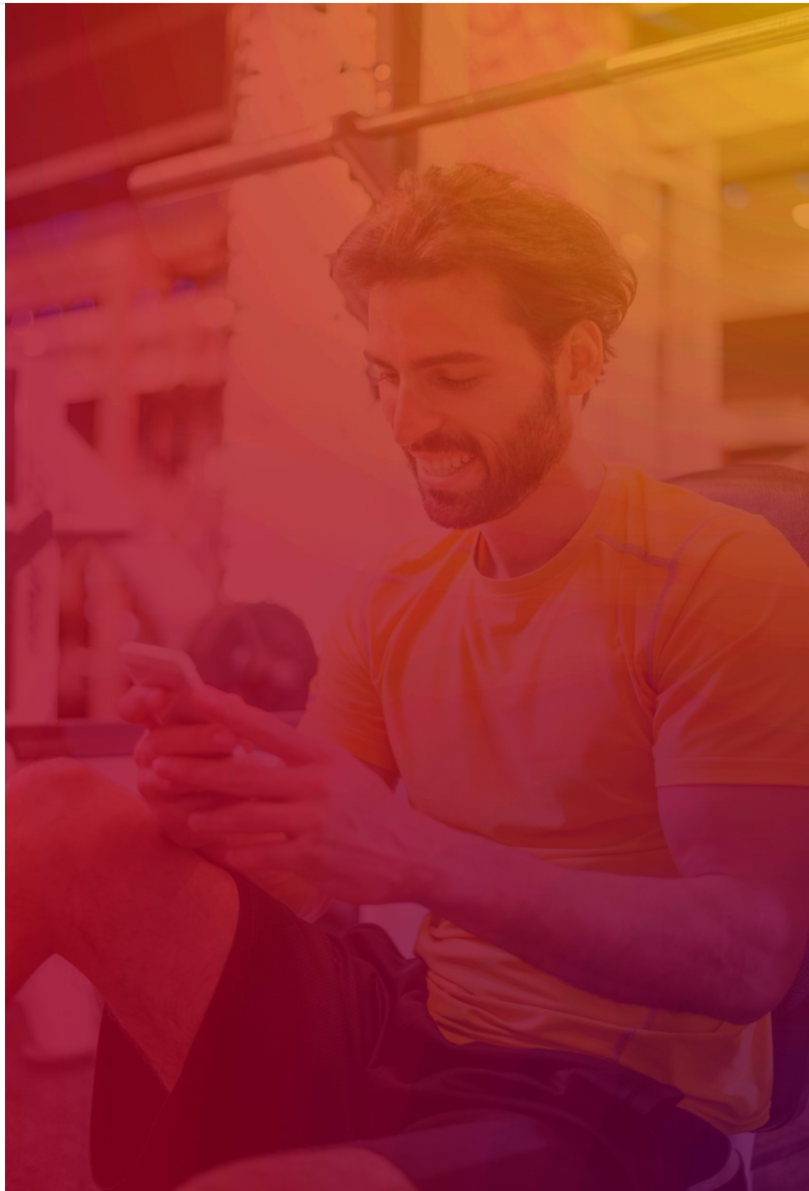
- For Membership Clubs, enter the code: **FoundationsMember**

- For Studio Clubs, enter the code: **StudioFoundations**

Copy the corresponding code that applies to your location and click on the following link to create your account: https://cruniversity.litmos.com/self-signup/

You will then receive an email that creates your login and password at https://cruniversity.litmos.com

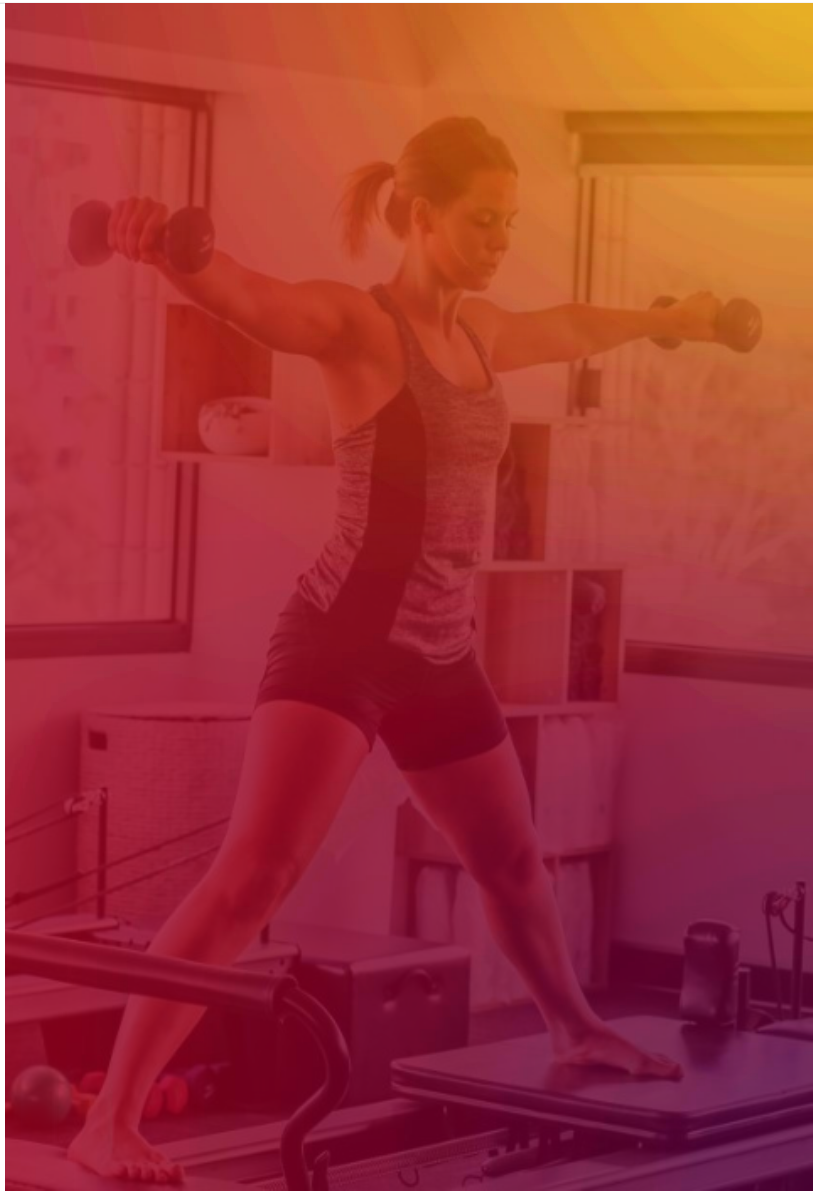
Each Learning Path is made up of several courses that train the user on using the ClubReady software. You can follow the Learning Path that has been constructed, or you can look at different courses based on your individual needs in the Course Library.



Training Home Page

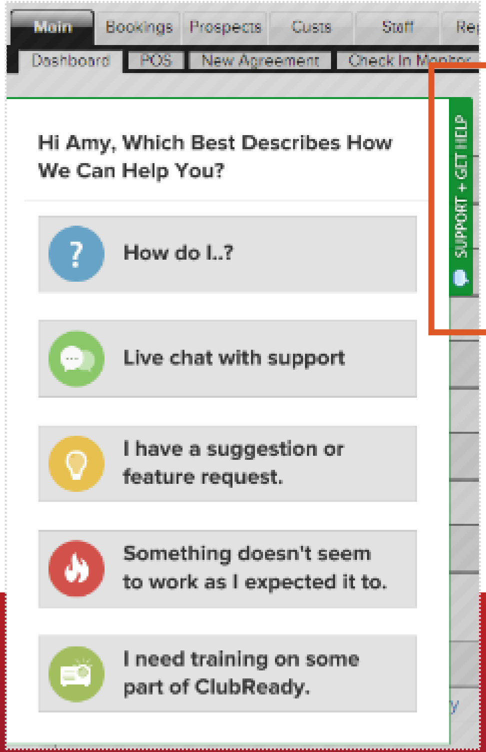
Locate all ClubReady resources in our customized Training Page from CRUniversity, User Guide, and On Demand Videos in a “one-stop” shop:

https://www.clubready.club/foundations-training



Support + Get Help

Got a problem or need help? Please open a support request by using the green **“SUPPORT + GET HELP”** tab on the left-hand side of your screen or send an email to support@clubready.com



Live chat shows as an option in the support slide out and allows you to chat directly with the support team. Chats can also be converted into help desk support tickets if a resolution is not available during the chat session.

You can also reach our support team at 1-800-405-4818

MON – FRI: 6AM – 9PM CST | SAT – SUN: 8AM – 5PM CST

Stay Connected with ClubReady!

Like us on Facebook for updates on enhancements, how-to's and ClubReady news.

Follow us on Instagram for updates on enhancements, how-to's and ClubReady news.

For updates on enhancements and ClubReady news follow @ClubReady

Subscribe to receive status notifications on active incidents or upcoming maintenances
http://status.clubready.com/

Need Help? Here's How to Get It

Submit a ticket

Post on the Help Forums

Call for help: **1-800-405-4818**

Use Live Chat

Email us for help: **support@clubready.com**

ClubReady