APHELION

START-UP GUIDE
&
INSTRUCTION
MANUAL
for

Windows Club Management
Program Suite
Version 3.0x

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INTRODUCTION

Aphelion appreciates your business and welcomes you to our family of satisfied customers.

Aphelion has written this introductory manual for you to use as a reference while training to use the software. You will find that the system is easy to use and most of the keystrokes are intuitive. The system is designed to utilize as few menus as possible. This makes the system easy to use and quick to learn.

Aphelion software is designed to manage your facility. The system is designed to automatically track member check-ins, prospects, ProShop sales and transactions, and allows you to bill your members. Aphelion software prints ProShop receipts and reports, stores detailed data pertaining to the members, and keeps the member records current with accurate accounting information. The system provides for the printing of special reports, including those that detail the day-to-day activities of the club. Reports include sales information, cash reconciliation for the ProShop, member billing details and summaries, and member status. In a nutshell, the program is designed to totally automate your facility.

First Look

The Aphelion software is a system that consists of several modules. These modules isolate the tasks and make it easier to operate the system. The modules include **Marketing**, **Sales**, **Front Counter** (Check-in and POS), **Workout Tracking**, **Reports**, **Data Entry**, **Configuration**, **Expert**, **Billing**, **Collections**, and **Commissions**. Also, you may have the optional **Data Exchange** software, or several special utilities. These modules are designed to automate the different work areas of the club. The modules will be discussed in detail further in this guide.

You will find the word "database" used throughout this manual. The database area of the program is the information storage area of the system. Data entered in one module flows to all other modules. Information regarding the members, inventory, employees, classes, etc is entered into each database via the **Data Entry** module. As transactions occur, the information in the databases is automatically updated. The software references this information and uses it during the generation of reports and during a Point-of-Sale (POS) transaction. You can add new information to the databases or modify information that is already present. Aphelion records all information in the various databases, and allows you to have access to current member and product information.

The **Reports** module is used to view the business management reports. The reports include preformatted database query and accounting reports. The preformatted reports are grouped together in menus, corresponding to the type of report. For example, membership reports are separated from the inventory reports in separate menus. The Aphelion system also provides a method for you to create your own custom reports. The Report Wizard will allow you to create a custom query and a custom layout for the printed report. Queries and Layouts are combined to create named reports that can be printed on demand. Additionally, the system will output all of the information that is contained in each report to "Form"

Aphelion Program Group

letters, using Microsoft Word or Excel. For example, this capability will let you view the list of 30-day delinquent accounts, and then send a customized form letter or create a spreadsheet.

The **Front Counter** module is provided to check-in the members, access account or member details, sell ProShop items, schedule classes, log employee work hours, and track personal training. This module is designed to provide all the tools needed to automate the Front Counter or ProShop of the club.

The **Configuration** module is provided to tailor the system to each health club's individual needs. Since no two clubs are alike, minor changes need to be made to the system to accommodate differences from club to club. This area includes provision for different tax rates, types of printers, cash drawers, membership types, setting the passwords, etc. The **Configuration** module allows the user to customize the system to each site's particular needs.

Be comfortable with the system.... You can't hurt it. The system will always ask for a confirmation before it allows you to delete any information, so don't hesitate to experiment. Pressing the wrong key usually results in a "beep" or message. The message indicates that a wrong key has been entered, but no damage has been done. Just press the correct key and continue.

What's In This Guide

This manual will show you how to operate the Aphelion Software and take full advantage of its features. In it you'll find:

> An overview of the system capabilities.
>
> An introduction to timesaving techniques.
>
> Advice about how to get your work done efficiently.

Aphelion offers varied and abundant assistance in learning to use the program. You can learn about the software features the way that's most comfortable to you. Here are the options:

> **Manual** - Tells you the benefits of a feature and provides conceptual information.
>
> **Tool Tips** - Tells you what each icon does. This is helpful for choosing which icon to use. Tool Tips is available when you place the mouse over an icon for more than one second. Tool Tips is also available for many menu items.
>
> **Training** - Training allows you to get the most from the software. Training can be performed at your site or in our facility in Houston. Our courses in Houston are taught every month and are highly recommended!

License Agreement

APHELION, Inc.'s application software is protected by the copyright laws that pertain to computer software. The Software contains trade secrets and in order to protect them you may not decompile, reverse engineer, disassemble, or otherwise reduce the software to human perceivable form.

The Software is provided in the form of non-exclusive Licenses granted in connection with the furnishing and use of APHELION, Inc.'s Software products. Purchaser agrees to (i) use the Software products only on the number of computer system(s) for which a license has been purchased; (ii) not modify, adapt, translate, rent, lease, or create derivative works based upon the Software or any part thereof.

You are encouraged to make a backup copy of the software for your own use, however you shall not provide or otherwise make available the Software or any part or copies thereof in any form to any third party (except your employees or agent directly employed with your use of the Software) without APHELION, Inc.'s written consent. Documentation, including user manuals and program listings, if provided, shall be non-transferable. Purchaser shall not copy, reproduce, disclose, duplicate, or allow to be copied, in whole or in part, any licensed program or any information deemed proprietary by APHELION, Inc.

Copyright

This section will describe the method used to install the program on your computer. Instructions are provided on the method used to "run" the program after it is installed.

Hardware Requirements

Certain minimum hardware is required to run the software. A Pentium P150 class computer, about 5 GB or larger hard disk, one CD ROM, Windows 95 or later, and 32 Mbytes of memory are the minimum system requirements.

For best performance or for multiple workstations, or networked applications, a Pentium 300 class machine with large hard disk and at least 64 Mbytes of memory is preferred.

Networks such as Windows '98 and Windows NT, are ideally suited for networking the software.

To enhance the system, a barcode reader can be added to speed the data entry process and reduce errors. Aphelion software also supports an electronic cash drawer, POS printer, visual card reader, display pole and a turnstile.

To get the most from your system, a touchscreen monitor should be added to the front counter or member workout tracking workstations. A touchscreen monitor provides the fastest transaction times and simplifies training. This type of monitor is recommended, since it has been proven to reduce operator fatigue and simplifies operation of the system.

Data Backup

Before you get started, we would like to insert an editorial comment (just once). You have purchased a software package that is complete, comprehensive and tested. You can't hurt it, and it won't lose your data, unless you deliberately delete records. Computer hardware, on the other hand, does fail. Failures do not occur very often, but when they do, it's always at the most inappropriate time. We feel that one of the most important sections of this manual is the DATA BACKUP section. The importance of backing up your data cannot be emphasized enough. Significant hardware failures can be trivial if you have a data backup. Without a backup, trivial failures can become major catastrophes. Hardware can and does fail, particularly with the heavy use that occurs in a Point of Sale environment, so Please, Please, Please, backup your data on a regular (DAILY) basis. Thank-You! Trust us, it's worth the time.

Major Features

Many capabilities are available in the Aphelion software. Details on how to use the system are contained in this and subsequent chapters. For those of you in a hurry, here's a quick summary of some of the main capabilities available in the system that you shouldn't miss:

File Card Icon:

When you check-in members to your facility, don't forget that you can use the File Card icon during check-in to pop-up the member roster if a member forgets his card or ID number, or just type the last name instead of the ID number. Use the mouse to click on various areas of the check-in and POS screen. Just about every area will display more information when you click on it. For example, if you click on the name of a member on the recent check-in list, details of the member's account will appear.

Visit Counter:

The Visit Counter will let you sell visits to an activity within the club, and then it will count down as the activity is used. This feature is similar to a punchcard-- use it to sell nursery visits, tanning beds, Apex, c ourt usage, etc.

Monitored Mode:

If the check-in activity is not very high, set the Front Counter to "Monitored mode" check-in. This allows you to monitor the check-in visually without having to type anything on the keyboard. This mode is very helpful if there is only one person behind the counter.

POS Register:

When selling ProShop items, the point-of-sale Register screen provides revenue and profit reports by department, cash reconciliation, and Z-out.

Schedule Appointments:

Use the View Appointments icon in the Front Counter module to schedule appointments for tanning beds, trainers, courts, managers, etc. You can view each calendar by month or by individual schedules.

Voice Messaging:

If you have a sound card for your PC, be sure to setup the voice messaging. This can be used to provide vocal alerts during the check-in and sales process. Remember, you can customize these so they use your personalized alerts.

Classes:

Setup classes using the database module. From the **Front Counter** module, the Class function will track member enrollment, class capacity, and create standby lists. Additionally, you can create a printout if you want to post class schedules.

Club Restrictions:

Setup Club Services, Time of Day check-in restrictions, and Club Privileges in the **Configuration** module. Each member can then be setup to restrict access to the club by time (Peak and Off-Peak memberships) and type of Activity.

Group Database:

The Group database (available in the Data Entry module) will let you track corporate members, groups, or affiliations. Setup groups in the Group database, and bill each company directly. You can even setup minimum club usage for each member in order to be billed to the company.

Printing Receipts:

Printing customer receipts from the Front Counter Register can be turned on, off, or you can be prompted after each sale is completed.

Installation

If you purchased a complete system from Aphelion, you can safely skip this section. If you are installing the software locally, follow these steps:

1. **Start Windows.**
2. **Insert the Aphelion Software distribution CD into your CD-ROM drive. (Auto run should bring up a menu.)**
3. **From the main menu select "Install Software".**
4. **Select the type of installation (server or workstation) based on your needs and the given description.**
5. **Follow the on-screen instructions to complete the installation process. That's it! The software is installed on your system.**

If you have purchased optional software, such as the **Data Exchange Utilities**, you will have additional icons.

Network Installation

If you are installing the program on a network, you should select a unique terminal number for each Workstation. These terminal numbers should be numbered starting at station 1, and incrementing for each additional station on the network. The install program should be used to install the software for each Workstation.

When installing to a network certain precautions must be taken. First, you must determine if you are installing the software on a computer that is acting as the network Server or one of the Workstations.   Second, you must know the assigned network drive of the server's hard drive within the network.

When you are installing the software you will be asked if the installation is to the network Server or Workstation. If you are installing the software to the Server, then choose that option. If you choose the option to install to a network Workstation, you will be asked for the network Server drive letter.

Be sure to install the software on your Workstations as such, not as a Server. The reason this is important is because a full installation of the software is only done on the network Server. The Workstations are "mapped" to the Server so that customer information will be shared by all of the computers within the network. While technically possible to fully install the software on every Workstation, a long-term maintenance benefit is better achieved by installing one copy of the software on the Server, and our Workstation software on the stations.

Hardware Keys

Along with the Aphelion program disks, most versions of the software package include a hardware key. (The hardware key is a small black plastic device with a male, 25 pin, connector on one side and a similar female connector on the other.) The key is to be inserted, in series, with the printer cable. To install the key, remove the printer cable from the back of your computer, plug the key onto the exposed parallel port and secure with the screw fasteners. Plug the printer cable into the exposed port on the key and secure. This completes the installation of the key onto your computer system.

The installation and use of the hardware key is provided for security purposes, and will not interfere with the normal operation of the printer.

Automatic Start-Up

If desired, the system can be configured to start a selected module automatically upon system power-up. At a minimum, you should have the **Front Counter** module start automatically when you turn the front counter computer on. To do this, you should place the appropriate program icon into the Windows Startup Program Group

Right mouse click on the program that you want to start automatically. Select "Copy" from the menu that is displayed. Open the Startup folder. Place the mouse pointer within the folder, then click the right mouse. Select "Paste Shortcut" from the menu.

Consult your Windows manual for detailed instructions on adding items to the Startup folder.

The Front Counter can be configured to open directly to check-in or POS. Put the \Check-in or \POS command extension after the program name on the properties.

Touchscreen

If you purchased a complete system directly from Aphelion, you can safely skip this section. If you need to install the touchscreen locally, you'll need to follow these directions. The touchscreen software is installed in a similar fashion to the main software.

1. **Close any Windows programs that you may have open.**
2. **Start Microsoft Windows 95 or a later release of any of these operating systems if you are not running it already.**
3. **Insert the Touchscreen software disk labeled "Disk 1" into the A: (or B:) drive.**
4. **From the Program Manager, Select the File menu.**
5. **Choose Run. Type A:setup, (or B:setup) then click OK.**
6. **Follow the instructions that appear on the screen.**
7. **The Install program will automatically copy the files from the disks to your hard disk. The program will give you step by step directions as it installs the touchscreen software.**

That's it! The software is installed on your system.

Picture Capture

For Aphelion customers with the ScreenPics option, Aphelion has developed a simple method to capture your members' images. To use the video capture utility, you must have a camera and special Aphelion software.

There are two methods to take member pictures. By far the easiest is to click on the camera icon when the member checks-in to the club. The camera icon is displayed on the check-in screen. When you click the camera icon, the member's image is displayed on the screen, and permanently associated with the member every time he checks-in. To manage all of the images at one time, or to set up a workstation to take pictures on initial club startup, use the Capture utility. Select the PICTURES icon from Aphelion Club Management Program Group rather than from the **Front Counter** module.

The first time you execute the (Picture) CAPTURE program it will prompt you for the type of video input source that is connected to the interface board. For most applications, the correct response will be Composite Video. Select the S Video option if you are using this type of interface.

If you select the camera icon from the Front Counter, the member's picture will appear in a small box that overlays the check-in screen. When you save the image, the picture is transferred to the screen and will always appear whenever the member checks-in. If you want to replace the existing picture, simply click the camera icon again.

If you select the CAPTURE utility from the Aphelion program group, the program will display an alphabetical list of your members. This is your membership roster. Members with a picture will show a check mark in the right-most column. The CAPTURE program can be operated with a mouse or with keyboard input.

Use the up/down arrow keys to highlight a member of interest. Alternately, you can just type part of the desired name, then search. Click on the menu option to display an existing image for a highlighted member, or click on the appropriate menu option to capture a new image for the highlighted member.

The images will be captured in the "GIF" (Graphics Interchange File) file format. We have found that the "GIF" file format offers savings in space requirement. Fitness Manager will also allow you to use existing "PCX" files if you have images already stored.

Sound

If your computer has a sound board installed, the system will play sounds for several types of events. The system uses standard WAV files, and is compatible with most sound blaster or equivalent boards.

The system can be configured to use different sounds for many types of events, such as OK Entry, No Entry, Account Balances, expired contract, etc. The sound files make it easy to hear messages and alerts when the club is busy or noisy. You cannot hear the sounds through the standard speaker that is installed in most computers.

To hear the sounds, sound must be enabled in your Windows System Setup before the program will play the sounds. Refer to the Windows Control Panel of your Windows manual to setup sound.

The sounds are assigned in the **Configuration** module, under the Station menu selection.

Technical Support

We are sure you will be pleased with the dependability and reliability of your new system.

We have a variety of services designed to help you get the most out of your new software. When you become a registered user, you are entitled to PRODUCT UPDATE NOTICES. You'll be notified when APHELION introduces new releases. These releases will be available at a nominal fee.

Our Technical specialists are ready to answer your questions by mail or phone.

> **(281) 333-9897**
> **9:00 AM - 4:00 P.M. CENTRAL TIME**
> **MONDAY - FRIDAY**

You may call within 30 days of your purchase date at no charge.

Technical service calls not covered under the standard service policy are billable at our service rate. If you prefer, you may write or fax our technical service group at no charge. We are also available to answer your questions at Aphelion.net. Send e-mail to Tech@Aphelion.net .

An optional support plan called Premium Support provides specialized technical support. You can have immediate answers to your technical questions quickly and conveniently throughout the year. With our Premium Support plan you get:

- Fast phone support
- Extended support hours
- Product updates

Periodically we issue updated releases of software that incorporate new features and functions. Premium Service customers will receive these updates at no charge, as they become available. Major version changes are not included, but are available at a nominal charge.

If you have difficulty in using the software, or it does not operate as described in your instruction manual, please follow these steps:

First check this manual. You'll find the answers to most of your questions in this book.

When calling for technical help, have the following information ready:

- Serial Number and Version Number of the software (found on the main menu display screen when you access the Help menu)
- Computer make and model; amount of RAM; type and make of hard disk.
- Printer information (make, model, speed, etc.)
- Windows version.
- Types of memory resident programs and any other programs you are running at the same time.
- Specific details of the events that led to your question.

<u>WELCOME TO APHELION SOFTWARE</u>

This section will describe the way the software works with your computer. We'll discuss the menu conventions, the keyboard, using the mouse, and the touchscreen system.

Starting and Stopping the System

To start the Aphelion Software do one of the following:

Locate and open the "Aphelion Club Management V3" folder on your desktop and select a module.

From the "Start" button choose Programs | Aphelion Club Management V3 and select a module, or open the program group on your desktop.

Once your session is complete, you'll want to exit the program. The easiest method to exit is to select the <Exit> icon from the menu. Click on the < Exit> icon to close the software application. Alternately, select File | Exit from the menu. You'll be prompted "Are you sure you want to exit?" Answer YES.

Please be sure to shut the system down using the proper Windows "shut down" procedure. Do not just turn off your computer, as this will cause file errors on the hard disk, thus possibly corrupting your data files.

Keyboard

Though there are many types of computers and keyboards, all will allow you to navigate through the system with the following keys. You'll always know where you are on the screen if you look for the cursor. The cursor is the small flashing line on the screen. It indicates where on the screen text will appear when you type something at the keyboard. When there is not a cursor on screen, there will be a button that will be highlighted to indicate which of several choices will be selected when you press the <Enter> key. This is called the BLOCK CURSOR.

The ESCAPE key is sometimes labeled ESC. This manual will refer to it as <ESC>. The ESC key usually moves to a prior menu selection, or stops the current function. It allows you to exit from a field or a screen without accepting the information entered.

The Enter key is labeled Enter, but sometimes labeled ↵ on older keyboards. This manual will refer to it as the ENTER key or as <Enter>. Enter accepts the information from which-ever field the cursor is in, and moves the cursor to the next field.

The <Enter> key plays a critical role in Windows.

CURSOR CONTROL keys are the up, down, left and right arrows, as well as the keys labeled Page Up, (or PgUp), Page Down, (or PgDn), Home, End, Insert, (or INS) and

Delete, (or DEL). The arrow keys move the cursor or the highlight bar up, down, left and right.

The PgUp & PgDn (Page Up & Page Down) keys work to move the highlight bar up and down one full page of text, or to display a second data entry screen.

INS & DEL (INSERT & DELETE) keys toggles the keyboard between Insert and Overwrite mode. When the keyboard is in Insert Mode, any character you type will be inserted at the cursor and will push to the right characters to the right of the cursor. When the keyboard is in Overwrite Mode, any character you type will be inserted at the cursor and will replace whatever character was previously at the cursor.

When editing, the DEL key will delete the character at the cursor. When displaying a list, the DEL key will delete the record highlighted by the highlight bar.

The HOME and END keys move the cursor to the beginning of the field the cursor is in currently. Similarly, the END key will move the cursor to the end of the text in the high-lighted field.

The Backspace key is always located in the upper right hand corner of the alphabetic portion of the keyboard. It may be labeled Backspace, BkSpc or even just have a left-pointing arrow. (Don't confuse this with the left-arrow cursor control key.) The back space key deletes any character to the left of the cursor.

FUNCTION keys are usually arrayed across the top and/or side of the keyboard. They're labeled F1, F2, F3 and so on. Function keys are so named because their function changes from program to program and even within a single program. Some function keys work everywhere, and always do the same thing:

There are several additional special keys available to control other operations on the keyboard. Each of these special commands uses an Alt key or Ctrl key sequence. To use these commands the ALT key or Ctrl key must be held down while simultaneously pressing the second key.

When we want you to press an Alt key combination, we'll denote the keystrokes like this: <Alt><KEY combination> or <Ctrl><KEY combination>.

For instance, if we want you to press the ALT key and the "T" key at the same time, we'll designate it like this: <Alt><T>.

Keyboard Conventions

Whenever we want you to enter text, the text will be between [brackets]. Any keys we want you to press will be between <these symbols>, also known as "greater than" and "less than" symbols.

Thus, if we want you to type the word WIN, you'll see our instruction like so:

Type [WIN].

That means type the word WIN, but don't type the word "type" and don't type the brackets or the period.

When we want you to press or click an icon, we'll say Click <Icon>. For example, if we want you to press the OK icon, you'll see our instruction:

Click <OK>.

When we say click <OK>, it means we want you to select the button within the < > symbols. Generally, a click will be one click, however many times you will need to double click the item. You'll double click, for example, when you are starting a program. This manual will not differentiate between a single click and double click.

When we want you to select a menu item, you'll see our instruction to select:

First Item | Sub Item | 3rd item

This means to select the First Item, then the Sub Item, and then the 3rd item. Menus are displayed at the top of every screen. Once you have selected the First Item, another menu is displayed. We want you to select the Sub Item from the next screen that is displayed. When you select the Sub Item, another screen will appear. We want you to select the 3rd item from this screen. In this manner, we will lead you through every menu selection or keystroke we want you to make.

For example, when we say select Configure | Site | Check-in, we mean to start the Configure module, then select Site from the menu, then select Check-in from the next menu that is displayed. See the section titled "menu conventions" for more details.

Mouse

It's easy to navigate the menus with a mouse.

When you place the mouse cursor on any item on a pulldown menu, you may CLICK to select it. Its associated menu box appears to allow selection of another menu item within the menu.

When you CLICK the mouse on a BUTTON, it immediately executes.

Pulldown menus were designed to be used with a mouse, which is why mouse use is so direct and simple.

Using "hot" keys

There are also "hot" keys associated with each menu item. Each menu item has one highlighted letter, which identifies its "hot" key.

Most pull-down menu selections and Icons have one letter underlined, usually the first letter, but not necessarily. You select your desired choice by holding down the ALT key while typing the letter on your keyboard that corresponds with the underlined letter in the menu.

Touchscreen

The touchscreen is used to operate the system without a mouse. With a touchscreen, instead of using the mouse, you'll just touch the screen. This is the quickest, easiest method to operate the software.

A touchscreen will simplify the operation of the system, and reduce training time.

The touchscreen works in a fashion similar to the mouse. You touch the screen instead of using the mouse. When you lift your finger from the screen, the cursor is positioned to where your finger was pointing. The contact point is where your finger is when you removed it from the screen.

To demonstrate this selection process, place your finger on the screen, and without removing it from the screen surface, move your finger along the screen. You'll see the arrow icon move along with your finger. When you remove your finger from the screen surface, the mouse will be positioned where you removed your finger.

Calibration

Calibration defines the dimensions of the image area of the screen, determines the edges of the screen image, and locates the center of the touch screen. You may need to calibrate the touch screen if the cursor does not follow the movement of your finger, or if you adjust the size (resolution) of the screen image. When you calibrate the touch screen, the controller stores the touch points. You do not need to calibrate the touch screen each time you start your system.

To Calibrate the Touch Screen:

  1. Open the Touch Screen control panel.

  2. Select the Calibrate button. A calibration target appears in various corners of your screen.

3. Touch the target as instructed on the screen. When you touch the target, you'll find that you can calibrate and use the system more easily if you aim just over your fingernail.

4. Perform the calibration in the position (sitting or standing) you expect to use the touch screen.

5. Touch the calibration targets slowly and accurately.

6. After you touch all of the targets, a dialog box prompts you to test the calibration by moving the cursor with your finger.

Testing the Calibration:

1. Touch the center of the screen and check that the cursor is located underneath your finger.

2. Drag your finger across the screen and check that the cursor follows your movements.

3. Move your finger to each corner and edge of the screen. Check that the cursor follows your finger and reaches the edges of the screen image.

4. If you cannot reach the edges of the image or the cursor is not located underneath your finger, select No and re-calibrate the screen.

Menus and Icons

The Aphelion software system operates using the Windows conventions. The advantage of this type of interface is that the common look and operation of software programs using this interface allow you to quickly navigate through other programs using the same type of interface.

Pulldown menus and the mouse are supported as the primary menu system and provide the access method to various portions of the program.

Controlling the system is accomplished via two primary methods. The first uses pull-down menus. A pull down menu is a display containing various selections. These selections are located along the top of the screen, or in a pop-up window. They are called pulldown menus because subsequent selections appear to drop down from your choice on the menu.

The second type of control procedure is called an ACTION BUTTON. We'll call this type of menu an ICON in this manual. The default icon appears on the screen with a small "shadow" behind it.

These icons are usually used to perform a simple action, or are used in conjunction with scrolling data windows where the up/down arrow keys scroll a browser. Each icon has a label. We'll refer to each icon in this manual by placing its name within brackets < >.

MENU CONVENTIONS

Throughout this manual, we will reference various areas of the program. To facilitate your navigation through the different menus, we will represent subsequent menu selections with this | symbol.

For example, the sequence of keystrokes used to view the check-in reports while in the reports module is represented as follows: Reports | Members | Check-in

In English, this means Select the "Reports" option from the menu selection bar, then select "Members" from the list that appears, then find and select the "Check-in" menu selection.

Software Standards

Aphelion software maintains consistency by following standard procedures no matter what module you may be working in.

MODIFYING RECORDS

Many types of information are displayed in scrolling "browse" windows. These windows provide a method to view records, such as members, or to view lists of items, such as member categories.

To view an existing record, double click the item with the mouse. Or, highlight the item with the block cursor using the up/down arrow keys then click the <CHANGE > icon to view the record.
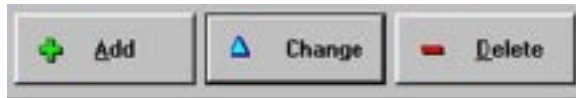
To make changes to a record, view the record, then position the cursor to the field you want to change. Make the desired changes.

To insert a new item into a browse window, use the menu selections. There are several methods to add a new record. Usually, you'll click the <ADD> icon.

To delete a highlighted item from a browse window, press the Delete key, or alternately, click on the <DELETE> icon. You will be prompted before deletion to see if you really want to delete the record.

STANDARD ICONS

There are some keystroke and screen conventions used throughout the program. Following is an overview of these icons.

KEYBOARD ICON

This button is used when you are using a touchscreen, and do not have access to a keyboard. This KEYBOARD Icon will pop up a numeric or alphanumeric keyboard so you can enter information into the system.

CARD DECK ICON

This icon directs the software to display the Pop-Up windows containing database information. The pop-up windows allow the user to view information in the databases without leaving the current screen. This is useful when obtaining ID numbers for members or checking on the price or availability of a retail product. The information available in these windows can be used to answer many questions during the transaction.

The Pop-Up window can be used to view information in the member, inventory, and employee databases. You can search for a name of the member, employee, or product to be displayed. This process initiates a search to find the name entered by the user. Enter as many or as few characters as desired. However the more characters entered, the more reliable the search will be. When you need additional information, press INFO (the card deck icon). Here are some examples of the INFO key in action:

• While checking-in members, you may need to find a member name.

• While selling a ProShop item, you want to find the item number.

• A member inquires about his account from the front desk.

ACCOUNTS ICON

This icon is used throughout the program to provide information on member account history and payments.

If you select the account key, you'll get a snapshot of the member account value and the account transactions. The "Value of Account" field represents the current total dollar value of the members account. This means the total of all debits posted on the members account minus any credit payments. The "Future payments" field reflects the dollar value of all payments expected, or due, in the future. In other words, this field shows the value of the remaining payments to be made by the member.

All credits and debits for each member currently on record can be examined through the account history browser. Refer to the Billing section, On Account, for additional information.

PICTURE

This icon is used to take a video image of the member. The image is used during the check-in process to visually identify the member to be sure the member is the same person that purchased the membership.

CHOOSE FROM LIST
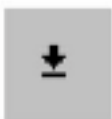
This icon is always positioned to the right of an entry field. This icon is shown when you are entering information into an entry field, or have an option to choose information from a list box. When you select the down arrow, a drop down a list of choices will appear for you to make a selection.

SELECT

When you choose the Select icon, the choice that you have highlighted with the cursor will be selected. This icon is available on many browse windows, and will appear, for example, when searching for a member's ID during check-in.

CANCEL

The Cancel icon will allow you to continue without making a selection. This is useful if you have chosen the wrong function, or wish to exit without making a selection or changes.

INFO

The Info icon provides additional information about the highlighted choice. While in the check-in module, this icon provides access to additional information screens that will provide account details, check-in history, family members, scheduled appointments, personal training sessions, and more.

Program Group

This section will describe the various program modules, how they work together, and how to use the modules to best manage your club. Aphelion software is designed to automate just about every area of your club. Just as good exercise machines are designed to isolate muscle groups, we think good software should be just as focused. That's why our software is designed to isolate the requirements of different areas of your club. We've designed the

system to match the floorplan of your facility, with specially designed software modules for each area.

These specialized modules are provided for the front counter, ProShop, the sales office, the manager, and even the workout floor. The software provides focused operation for the specialized requirements of these areas.

The Program Group contains the icons that will run the various aspects of the program. This program group is provided automatically when you install the program. The program group collects all of the icons needed to run the system and associated utilities.

The following sections will describe the various selections in turn. This section can be used as a reference section to gather more information about the program selections.

Front Counter

The **Front Counter** module handles all of the requirements for the front counter. The front desk system includes ProShop sales, member check-in, employee timeclock, scheduling, and class tracking.

The **Front Counter** module is used to check-in members and sell ProShop items. The optional scheduling capability can be used to make appointments and provide visual scheduling calendars. The optional timeclock function can be used as an employee timeclock, to clock in (and out) employees. Class tracking is used to enroll members in classes and to track which classes the members are using.

When you check-in members, the system will alert you to every membership problem, including when the member owes money, birthdays, status problems, contract expired or frozen, and many others - and the information is always current. The program will monitor Peak and Off-Peak memberships, track class attendance, and log activity usage. The system provides easy enforcement of entry rules.

The check-in system will display a high quality color image of your members using the built-in video imaging system. You can check each member into the facility, specific activity, or class. And, you can even count down visits for a trainer or the nursery. This

count down punchcard ability will track and count down the number of times a member uses an activity within the club.

Use the ProShop to sell your inventory items, open the cash drawer, obtain credit card authorization, and print a receipt. The system will automatically monitor par levels, sales performance, profit margins and print a cash reconciliation for each shift. If you have the touchscreen monitor, the quick key buttons make it extraordinarily fast and easy to sell your most common items.

The front counter system provides scheduling calendars. These calendars allow you to schedule your managers, trainers, courts, or any item you desire. You can setup an unlimited number of calendars and design the start and stop times. Use the system to print calendars of events, activities, or employee schedules with the touch of a key.

Marketing

The marketing system is a full featured contact management system. You can track every guest or prospect, and create follow-up and call reports for your salespeople. You can improve the sales performance of your salespeople with call back lists and performance reports.

This module is used to track and provide follow-up for Guests and Prospects. Use this module in the Sales office to record the notes and next action for all your sales calls, or run it at another station to keep up with guests and prospects while performing other tasks.

Sales

The contract sales module is designed to provide a tool to the salespeople that will help close more sales. Using this module, your salespeople can sell membership contracts that are error free. The member's signature is captured at the time of sale - meaning the entire contract can be stored electronically, reducing your paper storage. The system will print a standard membership contract for each type of membership plan.

At the salesperson level, this module provides "what if" screens with pricing options, and automatically provides proration information. When the sale is complete, a laser printed custom contract is produced. The information that is entered in the Contract module is automatically moved into the member database when a membership contract is approved.

Data Entry

Since a lot of the information regarding members is automatically entered when you sell a Contract, this area is primarily used to enter information for ProShop items, employees, classes, and schedules. Full membership information is also contained in the data entry area. This module is used to enter a new member, view or change existing members, or manage the inventory, class, and employee information that is in the program.

Configuration

This module will allow the user to customize the system exactly to the needs of the facility. Use this module to enter information that is specific for the location. For example, the Configure module will allow you to enter local tax rates, your club name, create member categories, and set up income accounts. You will run the Configure module initially when you install the system. Thereafter, run Configure whenever you need to change or add a new item.

Billing

This module is designed to allow you to automatically bill your members. It will produce a specially formatted NACHA file to send to your bank or clearing house for EFT transactions, produce statements, electronic credit card transactions, or printed bank drafts. Use this module to bill your members for monthly fees and items that were charged in the ProShop.

Collections

This module is used in conjunction with the billing module. It will allow you to efficiently manage delinquent members and collect dues in a timely fashion through a systematic follow-up plan. When members become delinquent in their membership dues or ProShop account, they can be tagged to be placed into the Collection module. The Collection module will allow you to set follow-up dates, produce call back reports, and prioritize the members for collection.

Utilities

Utilities executes a file utility program for managing the status of the files. This program can be used to enhance system performance as well as clear database errors that result from hardware irregularities. Several of the primary capabilities are to compress or rebuild your data files, which will compress the data files into a compact form for faster operation by removing unused space in the database files. Additionally, you can execute test utilities to verify the operation of your hardware, such as the cashdrawer and POS display pole. Access Utilities from the Start button.

The system can be configured via the telephone if you wish to add program options such as additional workstations on the network. This capability is included in the Utility module as well.

Workout Partner

The workout partner module is used to track member workouts. Members can use the system to print out each days daily workout. A list of each exercise along with the number

of sets/reps is displayed. Once the workout is complete, the member records their workout into the system so the information can be tracked and graphed. This system can be used with a touchscreen monitor, and will replace member workout cards with an automated system. One advantage of electronically monitoring a member's workout is that graphs can show workout progress in a highly visual and easily printed form.

Configuring the System

You must Configure the system before you enter data or use the system. To configure the program, select Configure from the Aphelion Club Management Program Group.

Before the system is ready for use, the system must be configured for your health club's particular requirements. This includes configuring for items such as member and inventory categories, password protection, and hardware configuration. NOT ALL FEATURES WILL WORK PROPERLY UNTIL THE SYSTEM IS CONFIGURED. For example, you will need to set up the inventory categories before entering the inventory products into the database, and you will need to setup Activities before you can restrict the type of activities a member can attend.

The Configure section of this manual provides detailed instructions on how to setup the program. For detailed information on all of the Configure options, reference the Configuration section, in this manual.

Create New Data Files

The program will allow you to maintain two sets of data. The first is your "live" data to be used to manage the club. The second is a "training" data set. You can switch to the Training data when you want to train your employees. Any transactions or changes you make will not affect your live data.

Be sure you are in the "live" data set when operating the system. Once running, you can copy the live data to the training dataset so you can practice.

Data Sets

Several unique sets of data can be stored on your computer. These different sets of data can be used at different times, depending on your requirements. For example, you may wish to create a set of data that will be used to train new employees. This training data can be used to show new employees how to work the system, without impacting your club data. When you are finished training, you can switch back to the club's regular data directory.

If you have multiple clubs, you may wish to create a dataset for each club. Using this technique, you can view each club's data independently.

To switch between different datasets select **File | Datasets** from the menu of any module. A screen will be presented that will allow you to choose which set of data you want to use.

The dataset that you are using is displayed at the top of every screen. This will insure you don't inadvertently utilize and conduct business using the wrong set of data.

Login Security
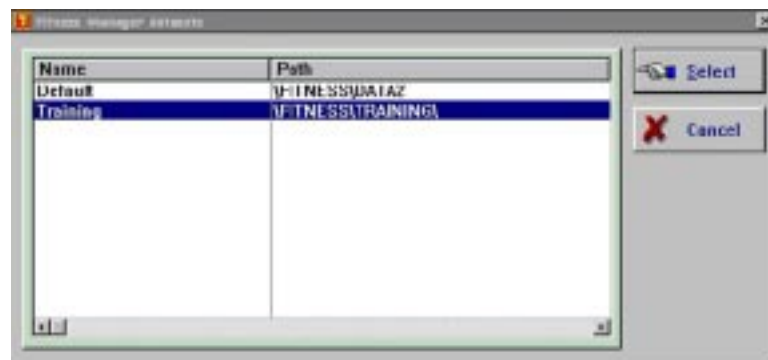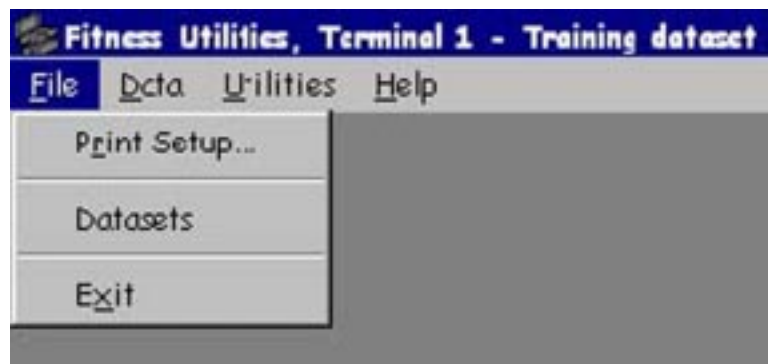
Every module can be protected to insure only the appropriate employees have access to the system. The login security can be implemented in a variety of methods, depending on the type of club. The system can be configured to operate with little access control, or with maximum control, and at various stages between. You should analyze your club to determine how much access control you need. Don't implement more than you need, as you'll constantly be typing in access codes.

The security is implemented at the employee level. Each employee is assigned a password, along with access to various areas of the system. When an employee logs-in by typing his security code, the system will only allow access to those screens, areas, and modules for which he has privileges. Since access control is at an employee level, every employee can have independent access restrictions.

For those modules where this capability is enabled, you will be asked to enter a login ID whenever you start one of the modules. (Access control can be turned off at the module level). If you have the appropriate access, you will be allowed to continue.

Depending on your access privileges, many screens within the modules may not be available to you. Some may be shown with a simplified view, preventing you from accessing detail views or more capability. Alternately, a capability may be shown on the screen, but you may not be able to modify it.

We suggest you learn to use the system with the security off, thus allowing access to all screens. Once you understand the system, you may wish to prevent others from viewing or accessing some information, at which point it would be appropriate to enable the access controls.

As a manager, you may want to have access to all capabilities. For a front counter employee, you may wish to restrict access to all but the simplest functions. Since many screens change based on access privileges, the front counter personnel will operate the system with limited, simpler screens, while the manager will have access to more detailed screens.

Setting security and enabling access control is discussed elsewhere in this manual.

SOFTWARE CONFIGURATION

The Configuration module allows you to set up your system to conform to your club. Configurable selections, menus, and windows are used throughout the program. These selections, such as membership types, billing cycles, etc., are designed so that the system can use terms that are familiar to you. Others, such as tax rate, are set up to allow the program to properly compute local taxes.

To start the Configuration module, select the Configuration option from the Program Group.

Each new user is strongly advised to run Configuration before entering any data in the program. Selections that you set up one time in the Configuration module will be used over and over again in the main program.

Many features in the software can be configured with user defined items, or are affected by these settings. Examples include the membership types, billing cycles, schedules, additional member status selections, services, inventory categories or departments, credit card types, prospect referral selections, prospect to-do lists, and others.

Configuration Menus

When performing the initial setup for your club, you should systematically view each configuration option to be sure that you setup the options to conform to your club requirements. Go to each menu item in turn, view the selections or information that is present, and make changes so that it represents your club.

Most of the fields are defaulted in the initial setup. These defaults are provided to give you an idea of the type of information to include and because it is easier to change information than to develop it from scratch.

Once you have made your initial selection from the menu, a secondary menu window will appear with specific information screens. Enter the requested information into the appropriate fields.

You will either enter the required information or select from predefined options. In many cases, you'll indicate your choice by placing a checkmark next to an item.

If you wish to leave the configuration screen you are presently editing, press the <ESC> key. If you leave the selected configuration screen in this manner, the program will disregard your changes to this particular configuration option.

The following sections describe some of the Configuration options.

FILE

The files menu is primarily used to setup the default report printer that will be used with the program.

A receipt printer can be physically attached to any one of the parallel ports on the computer, or on any computer on the network. (The receipt printer is setup under the Site menu).

If, in addition to your receipt printer, you have a laser printer, you can set which printer port to use when printing.

Select the "PRINT SETUP" to set the printer you are using with the system.

The system will use the default Windows printer unless you setup a different printer using the "Specific Printer" option.

The "PRINTER SETTINGS" option can be selected to designate printer connection information as well as paper form selection.

STATION

This configuration option allows the user to specify the options to be used by each station running the program. Highlight the "STATION" option from the menu to make the hardware choices for your system.

Printer Settings

The program can be configured to your requirements when printing receipts, invoices, and mailing labels.

The default for printing a ProShop receipt can be set to "on" or "off" (Receipt Printing). If set to "on", the software will assume you want to print a receipt unless you turn it off at the time of sale. If set to "off", the receipt will not be printed at the time of sale unless you override the default.

Choose the type of forms you are using for Invoices (Invoice form). The "Plain Paper" receipt is selected for laser printers using plain white paper. The program will print a standard form on the plain paper that includes all transaction information. If you are using your letterhead for Statements, select the format for letterhead. If you are using preprinted forms, select the "Form" options.

For both letterhead and form options, you should print a sample on plain white paper to view the output to decide which format to use.

The printed receipt that is produced at the Point of Sale (Receipt form) can be selected in a similar manner. The receipt can be printed on plain white paper using a laser printer, on a pre-designed form, or on a 3" strip printer. Of these options, the strip printer is preferred. If

you select the Strip printer, several additional options are available to control the printed receipt.

When using the Strip printer, you can setup a message that will print at the end of every receipt (Message at receipt end). This message can be used as a thank-you note, or to describe club promotions.

Additionally, you can add a message that prints periodically (Periodic message). The purpose of this message is to offer incentives to your members for requesting a receipt for ProShop purchases. If your members ask for a receipt, the ProShop purchases tend to get entered into the system, thus minimizing theft by employees. This system will help insure the club staff ring-up of ProShop purchases. You can use this message to provide a gift for the "winning" receipt. A typical message might be to provide a free T-shirt or tanning session. You can set the periodic message to print as often as you like, from every time to once every 999 times. Set this item to 0 if you want to disable this feature.
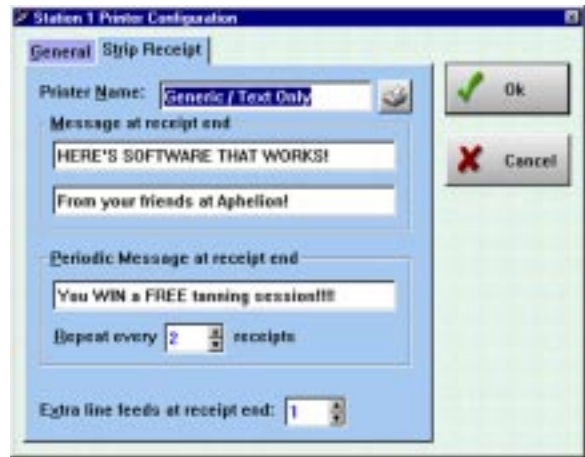
To Configure Printer Settings:

1. In the Configuration Module select Station > Printer Settings.
2. Click on the "General" tab.
3. Choose "Receipt Printer" default setting. (on or off)
4. Choose "Receipt Form" (plain paper, form, or strip)
5. Choose "Statement" form (plain paper, letterhead, or form)
6. Click on "Strip Receipt" tab.
7. Enter message to appear on receipt if desired.
8. Enter periodic message on receipt with repeat intervals if desired.
9. Click <OK>.

Station Hardware

The "STATION HARDWARE" selection is used to select the port the cash drawer and turnstile are connected to.

If you are using a combination cashdrawer and receipt printer, you should set the cashdrawer option to use the receipt port. The default character is ASCII 28, which should work for most models of cashdrawers.

To Configure Station Hardware:

1. **In the Configuration Module select Station > Hardware**
2. **Choose options for your cashdrawer, turnstile, and signature capture pad if available.**
3. **Set receipt type cash drawer default string to ASCII 28. (Enclose lower ascii characters with carets; e.g. <28>)**
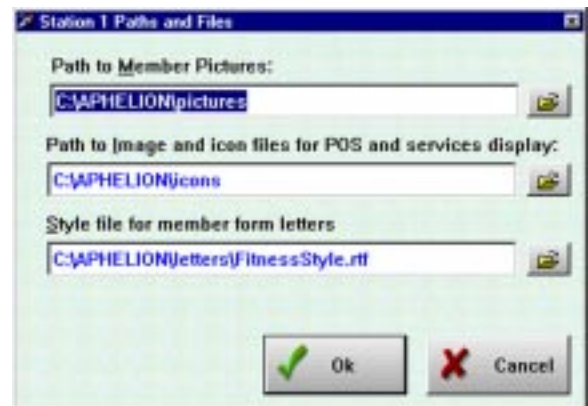4. **Click <OK>.**

Paths and files

Paths are directory "maps" used by computers to locate desired data files. It is necessary to define these paths for specific functions of the Fitness Manager.

Path to Member Pictures is used to locate the folder containing all member picture files attached to member records.

Path to Image and icon files for POS and services display is used to locate the folder containing all icons used to represent member services attached to member records and inventory departments/items used as "quick buttons" in the POS.

Style file for member form letters locates the source rich text file (.RTF) that contains the output formatting of all list

tags (status history, interests, services) available in form letter processing.

To Configure Paths and Files:

1. **From the Configuration Module select Station > Paths and Files.**
2. **Press the file icon to choose the path to the appropriate picture and/or letter.**
3. **Click <OK>.**

Check-in Settings

"CHECK-IN SETTINGS" provides a method to set the initial start-up mode of the check-in screen. Set "unattended check-in" if you do not wish to have the system pause when a member in bad standing is checked in. This is useful if the front counter is not attended, or a barcode reader is used to check members in, as the system will not stop when a member in bad standing is encountered. Select "attended check-in" for this item if you manually check-in your members, or if there is an attendant at the front counter. Select the "monitored" mode so that front counter employees can attend to other business while listening for any alert messages which would require their attention. (A report can be printed later in the day that will display those members that should not have checked-in.)

The Attended, Unattended, or Monitored modes are default choices only, and you can override these selections from the Check-in screen.

The check-in options allow you to default the way the check-in screen operates. If you want to track which activity a member uses when he checks-in, turn on "always prompt for activity" selection. This feature allows tracking member check-ins on an activity basis. If you wish to always check-in to a class, turn on the "always prompt for classes" selection.

(Check-in to a particular activity can be restricted by member type. For each member type, any combination of activities can be selected as an allowed entry. If a member is not assigned to an allowable activity, his check-in is denied. This option is setup under the Member menu selection).

If tracking is disabled, all members are checked into the "General Facilities" area.

If tracking is enabled, when a member is checked in with the program operating in attended mode, the complete set of activities are displayed in a selection window. "Allowed" activities, based on the individual's membership type, are displayed. If a restricted activity is selected, the operator is alerted and must decide whether to continue the check-in. The configuration program lets the default activity be selected for each terminal. In attended check-in mode this is the activity that will be initially highlighted in the selection window. In unattended check-in mode, the default activity selected for that station is what the member will be checked into. This "default" activity allows a club with multiple terminals to better control entry to areas of the facility. For instance, if a turnstile is set up by the pool area, the activity tracking can be set up to restrict members from entering that area.
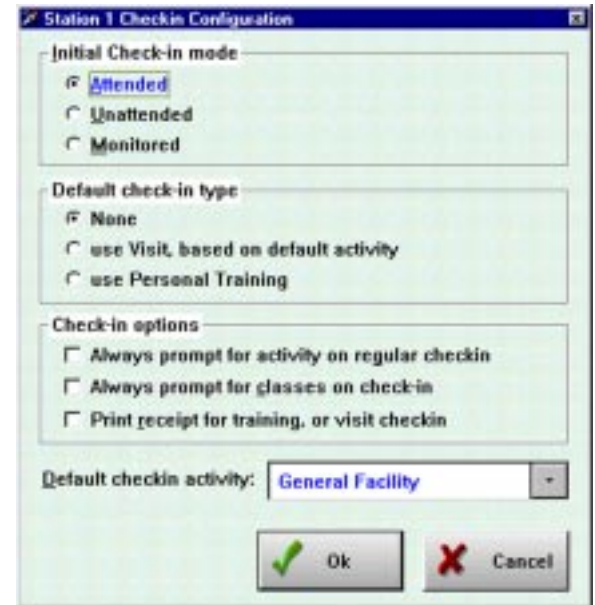
If desired, you can store your member pictures in an area other than the default location directory (Path to member pictures). This is helpful if you are running low on disk space because you can store the pictures on another drive.

When you enter a new guest or prospect from the Front Counter module, you can print a temporary membership card, club rules, coupons for the ProShop, etc. The program works in conjunction with Microsoft Word to create the document that will be printed. The path and file name of the file that is to be printed from the "add a guest" screen is defined in the Front Counter Guest letter selection area.

To Configure Station Check-in:

1. **In the Configuration Module select Station > Check-in settings.**
2. **Choose initial check-in mode (Attended, Unattended, or Monitored).**
3. **Choose a default check-in type.**
4. **Choose check-in option(s).**
5. **Choose a default check-in option from the pull-down arrow.**
6. **Click <OK>**

Credit Card Settings

If you are using IC Verify to send credit card transactions directly from the POS screen, you should configure the system to conform to the IC Verify settings. Refer to your IC Verify manual to obtain the correct settings for this area.

To Set POS Credit Card Settings:

1. **In the Configuration Module select Station > POS Credit Card Settings**
2. **Enter IC Verify settings**
3. **Click <OK>.**
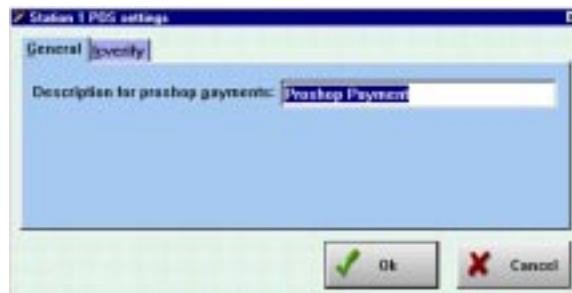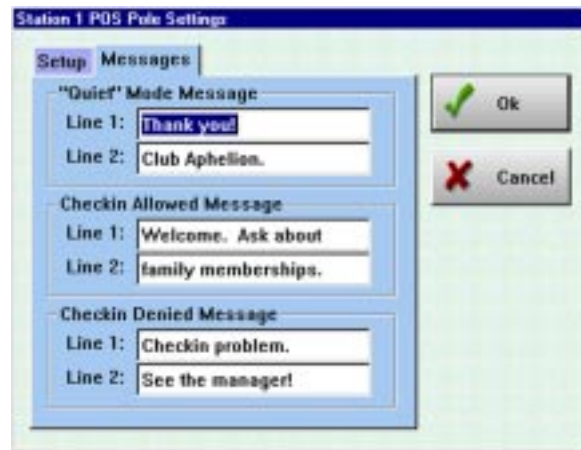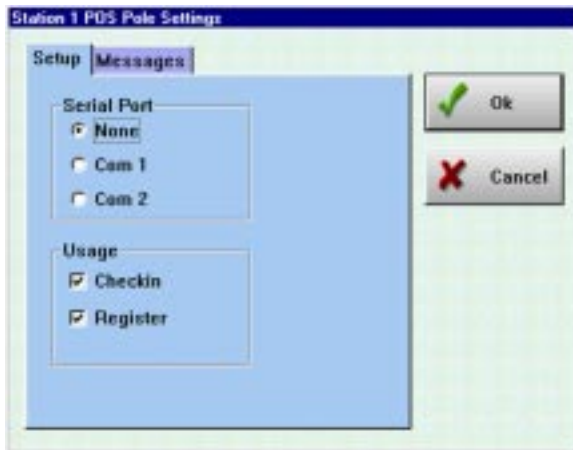
Visual Card Reader

The visual card reader is a unique device that can write a dynamically changing message on the member's ID card whenever it is used. The visual card reader is a membership card reader and writer. The message that is written to the member's ID card is configurable, and can display a variety of messages.

As with other POS peripheral devices, the port that the device uses can be selected (Serial Port). Since this device will write to a membership card, the font size can also be defined (Font Size). You should experiment with the different font sizes until you find the look that you like.

The check-in display message screen will allow you to define the messages that are written to the membership card when it is used.

Since there are up to 3 lines that are available for a message, the configure module allows you to setup the messages in this area.

For the 1st and 3rd lines, you have the option of writing a software generated message, rather than your own defined message. Line 1, if selected, will print the number of points the member has. Points are earned for check-ins, and other defined promotions. Line 3 can be used to print membership alerts instead of the message.
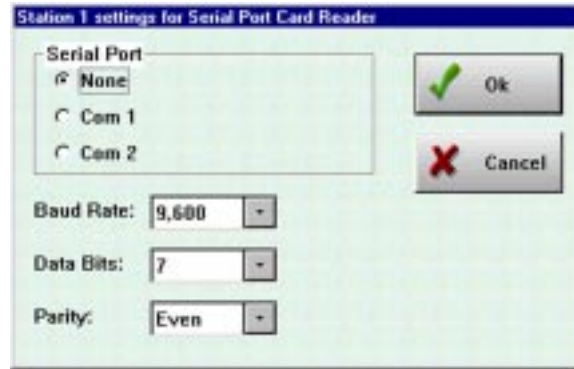
Visual Card Reader Settings:

1. In the Configuration Module, select Station > Visual Card Reader.
2. Select the appropriate serial port and font size.
3. Click on "Check-in display message" tab.
4. Enter appropriate line messages.
5. Click <OK>.

Serial Port Card Reader

Requires an available serial port on the computer and can be a card swipe or laser barcode reader. The serial port card reader is most commonly used in situations where a club wishes to use one computer for both check-in and POS. A laser barcode reader would be attached through the keyboard (keyboard interface) for POS transactions while, at the same time, the serial port card reader would be used for check-in.

To Set Serial Port Card Reader Settings:

1. In the Configuration module, select Station > Serial Port Card Reader.
2. Select the appropriate COM Port, Data Rate, Data Bits, and Paring as necessary.
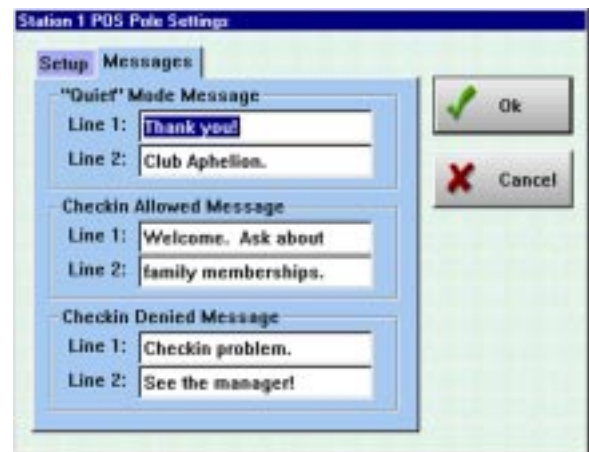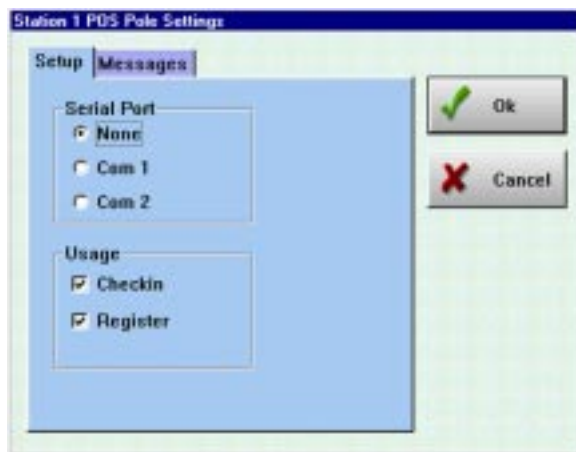3. Click <OK>.

POS Pole Settings

The system can utilize a standard POS display. This type of device has a display that is visible by the member. The display is about 3' high, and is contained on a pole that the member can view as the POS transaction is conducted. The pole shows progress during POS transactions or messages during the check-in process.

To utilize a POS display pole, select the serial port that you have the device connected to. Also, choose whether you want the display to be active on check-in, during POS transactions, or both.

The messages that are shown on the display can be selected. There are two lines available for your message. The POS pole can display different messages for unattended and attended check-in modes. Enter the message in the appropriate area.

The "quiet" mode is the message that appears when there has been no activity on the system for several moments. This should be a message such as "Welcome to Club Aphelion", or "Family memberships 1/2 price".


To Set POS Pole Settings:

1. In the Configuration Module select Station > POS Pole Settings from the menu bar.
2. Choose a serial port and usage location.
3. Click on the "Messages" tab and enter appropriate check-in messages.
4. Click <OK>.

Sound Settings

The program will play sounds for several types of events during the check-in and POS process. The sounds menu is used to select which sounds are played for these events. Since the program will operate in Attended and Unattended modes, you have the option of providing different sounds for each type of check-in. For example, if the system is Attended, the sounds may be short messages such as "Check Status". For the Unattended mode, you may wish to play a longer message, such as "Please see the Manager".
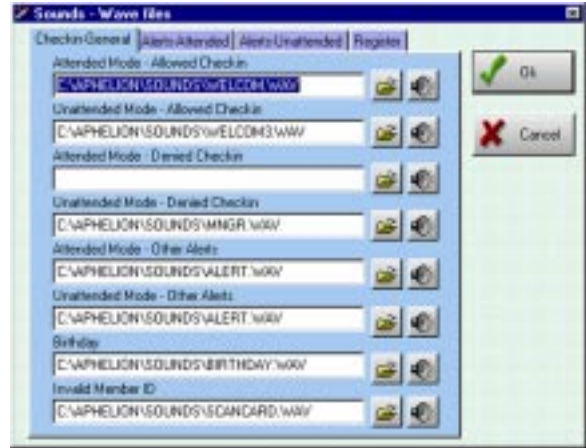
To have the system play a message during one of the selected events, put the full path and sound file name in the appropriate field. You can listen to the message by clicking on the speaker icon located next to the file name.

For your convenience, Aphelion has recorded messages that are available for different types of events.

Optionally, you may wish to record your own messages.

The following messages are examples of the sound files that are available from Aphelion:

- Welcome!
- Welcome! Have a nice workout.
- Enjoy your workout.
- Please re-scan your card.
- Please see the manager.
- STOP!
- Happy Birthday.
- Member has an Account Balance.
- Member has an Expired Membership.
- Member has a message.
- Member has a Frozen Account.
- Member has a Terminated membership.
- Member's Contract expires soon.
- Member has Restricted access.
- Member has scheduled activity.
- Thank you.

Additionally, there are several derivatives of the above sounds that are shorter, which can be used in the Attended mode.

SITE

Your facility name, bank information, database entry defaults, and member billing defaults information are entered in this Configuration menu selection.

Clubs

If you are operating a company with multiple clubs, this configuration option allows you to specify the names of the clubs, along with tax rates and EFT information.

The club information is used at the corporate office to conduct member billing. It is also used within the clubs to define which clubs receive data and to select which information is sent to the remote sites.

The specific information about each club is available when you press the <Change> icon. Since several of your clubs may be similar, you can copy a club when setting up the system rather than entering the information again. If you use the copy command, you will need to change the club name in the copy, and any information that is different at the new club.

The ID Banner field is used to print a header on the membership cards, if you are using this option. Note that the field will allow you to enter up to 30 characters. The local tax rate is entered in this section.

Up to two local tax rates can be entered and will automatically calculate tax on items sold through the ProShop module. If your dues payments are taxable, select this option. Tax will be computed for each member dues payment and added to the monthly total. (Tax rate number 1 is used for dues payments.) Entering the tax rate here will allow you to quickly modify the pricing of your recurring dues payments should the local tax rate change.

Each fitness club that you operate will be entered into the system separately. If you have more than one site, repeat steps 1-10 for each club.

To Configure Club Sites

1. **From the menu bar select Site > Clubs**
2. **Click <ADD>**
3. **Enter club information (banner prints as header for membership cards).**
4. **Click "Taxes" tab at the top of screen.**
5. **Enter tax rates.**
6. **Click "EFT Settings" tab at the top of screen. This screen will change according to the EFT format selected in Site > Site Info > EFT Format .**
7. **Enter your club's banking information.**
8. **Click "Credit Card Merchant IDs" tab at the top of screen. If you select TELECHECK as your combined credit card/bank draft file format, in Site > Site Information > Billing, a box will appear to input your 4-digit TELECHECK account number.**
9. **Enter your club's credit card information. (This list of credit cards can be changed under the file option Accounting > Credit Cards)**
10. **Click <OK> when all information is entered..**

Site Information

Information about the site is contained in the Site Information screen of the Configuration module. The screen is divided into seven tabs (General Information, ProShop, Check-in, Billing, EFT Format, and Credit Cards) which allow different configurations for each site.

General Information Tab

Choose the site you wish to configure on the General Info tab by using the pull-down arrow.

If you are using existing membership cards that have leading 0's in the ID number, you should turn on the option to treat the ID as numeric. This will allow the program to utilize your existing ID cards. If you do not have the older type ID cards, leave this option turned "off".

Since some clubs limit the number of times a member may FREEZE his membership, the system allows you to preset the member database with a given number of THAWs. You set the default number under the THAW configuration option. Each time a Freeze is used, the number of Thaws available is decremented. When 0 Thaws are available, the program will not allow you to Freeze a member account without an override.

Since member notes can be entered at the Front Counter, a note action is also created when the note is created. To insure consistency in the type of note action that is selected by front counter personnel in Configuration choose **Site > Site Info > General Tab** to default the type of note created.

Secure employee passwords by checking the box "Mask Employee Passwords". Astericks will appear in the password field when editing employee records.

ProShop Tab

The ProShop screen allows you to define certain options for the ProShop operations. If you decide that you must have an employee name assigned with each ProShop transaction, select the option that requires that the "salesperson must be set to complete invoice". If you have several employees at the ProShop terminal, you may want the name to reset after each transaction, thus forcing the name to be entered each time. While taking more time, this will insure that each transaction is assigned to the proper employee.

Many times you will allow a member to purchase items from the ProShop On Account. When purchasing items a charge is created in the member's account. The program has flexibility when determining the due date of the charge. If you wish to provide a certain number of days until the charge is due, select the "set ahead by specified days" option. Then set the number of "days ahead" that the charge will be due.

If you conduct billing on a certain day of the month, such as the 1st, you may want to make all charges due on a certain day. If so, select the "based on day of the month" option, then select the day of the month the charges will be due.
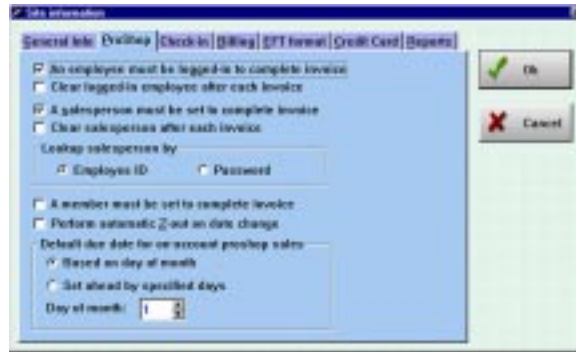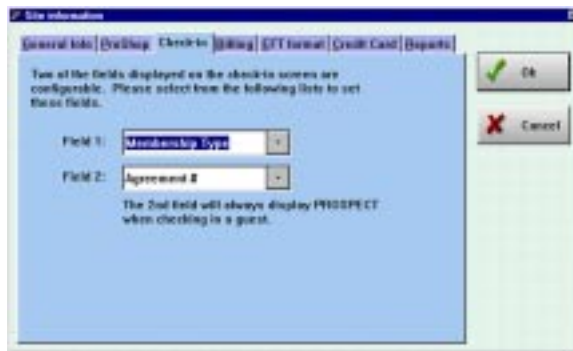

Check-in Tab

The check-in tab allows you to configure two fields displayed on the check-in screen. Use the pull-down arrows to select a preconfigured item from the lists.

To configure the Check-in tab:

1. **In the Configuration module, select Site > Site Information**
2. **Select the "Check-in" tab**
3. **Use the drop down menus to select the desired fields.**

Billing Tab

The billing tab allows you to choose between processing your own checks and credit cards, or a service company that combines the processing of checks and credit cards. Select "None" if you are going to process checks and credit cards yourself. EFT format information can be obtained from your bank. Your credit card processor can tell you the format required for credit card information. If you are planning to use a combined credit card/bank

draft service company, select either CheckFree, TeleCheck, or Toronto Dominion Enterprise (for Canadian facilities). You will also need to select the type of "Member Identifier to include in billing export files". Select either Barcode ID, Agreement Number, or Data Exchange ID. The Barcode ID is used most often; however, since your third-party processor determines this information, ask them which member identifier they require. Telecheck users often use the agreement number.

CheckFree

This billing format can include entries for both credit card and bank drafts within a single file.

Setup instructions

Before billing, general setup must be completed with the *Configuration* module.

Under the *Site/Site information* menu item, on the *Billing* tab:

1. **Set the *Combined credit card/bank draft file format* to *CheckFree***
2. **Specify the *Member Identifier to Include in billing export files* to the appropriate value. The exported value should be unique for each customer and should not change for that member. We recommend the "Data Exchange ID", but you must be sure that each member has a value set for this field.**

Under the *Site/Clubs* menu, edit each club record you have set up and on the *EFT Settings* tab:

1. **Place your company name in the *Company Name* field (this will value appear in the export under the batch control "5" record, from columns 5 to 20)**
2. **Place your CheckFree client ID in the *Your IRS employer number* field (batch control header "5" record, columns 41 to 50; also batch control "8" footer record, columns 45 to 54)**

The billing program produces a single transaction detail "6" record for each member billed. It also produces an address verification "7" record for each member billed.

EFT Tab

The EFT tab is used to configure the appropriate Electronic Funds Transfer format. The US format is the default setting. Since EFT file formats are federally regulated, there is only one format choice for facilities operating in the U.S. This format is called the NACHA file format. The Aphelion software also supports the Canadian banking file formats. Canadian clubs

have several options. If you operate your club in Canada, check with your bank to determine which EFT format your bank uses. The options at the bottom of the screen change depending on which file format you choose. "Basic payment transaction code" is an option only available with Canadian--Royal Bank Standard. "Transaction Type" is only an option for Canadian--CIBC; Canadian--Toronto Dominion; Canadian--Bank of Montreal; and New Zealand--DeskBank. Check the "Include Club Deposit" box if you want to include your deposit in the EFT file. Typically, clubs want to have their deposits included in the EFT file. If this is the first time to bill customers, the batch number will be "1". The software will assign batch numbers sequentially thereafter. If you have already been billing customers, ask your bank for the next batch number. Enter the "Basic Payment Transaction Code" or the "Transaction Type" . These numbers are for Canadian clubs only and can be obtained from your banking intitution.

Credit Card Tab

The information on the Credit Card tab is necessary if you are using a credit card processor. If you are not using MDI, CIBC, or ICVerify, do not enter any information on this page. (MDI is a credit card processing company. CIBC is a Canadian bank that will process credit cards. ICVerify is a software program designed to interface with almost every credit card format.)

The "User/Terminal" name is a required field for MDI or CIBC. If you don't know what the user/terminal name is, call your credit card processor to obtain the appropriate value. If you use ICVerify or CIBC, check the box next to "Place Settlement Command in Export File". The credit card processor determines the format you must use. Aphelion software supports the following electronic credit card formats: Tele*Money, Transnet, MDI PC Batch, MAPP/ Global Retail PC, Personal Ticket Capture, Batch Pro, 4 Sure, and Fast Batch. If you bank

utilizes one of these credit card processors, the program will format the credit card information in the format that can be read electronically and then send it directly to your bank.

Reports Tab

The Reports tab is used to configure the Member ID field printed on reports. Select either Barcode number, Agreement number, or Data Exchange ID.

Check-in ID window

The Check-in ID window can be configured to display two defined fields of a member record.   The fields are displayed in the lower right corner of the ID section of the Front Counter check-in screen.
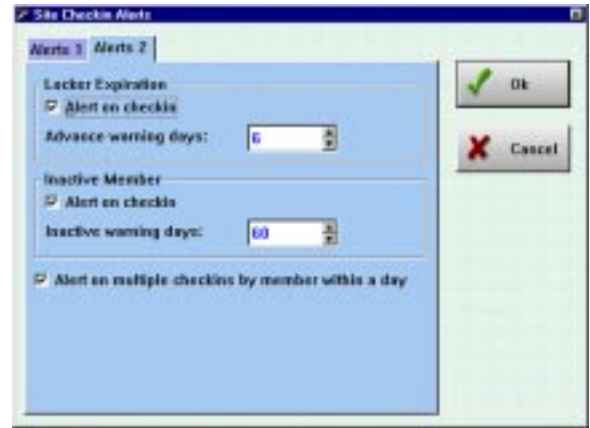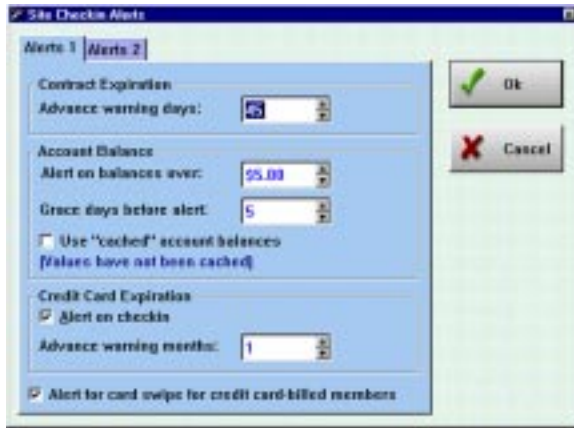
Check-in Alerts

The Front Counter check-in module will alert when a member checks-in with one of several pre-defined status. These include contract expiration, account balance, credit card is expiring, locker expired, inactive member, and multiple check-in on the same day. These alerts can be tailored to your club's exact requirements via the Alerts screen.

The "advance Notify contract expiration" option allows you to set the number of days in advance to be alerted when a membership expires. An alert will be displayed if a member checks-in within the preset number of days of his expiration date. This feature can be used to notify members when their contract will expire, and sell a new contract while they are using the club.

Account balances can be provided with a minimum threshold so as not to below a minimum level. This is useful to eliminate alerting a member with a very low balance. The system can also provide a grace period before alerting that there is an account balance. This can be used to provide a few day grace periods for the members to pay prior to a Front Counter alert.

If you are sending your credit card transactions electronically, and you have a magnetic stripe reader, you should turn on the "alert for card swipe for credit card billed members". This will allow you to alert the Front Counter to swipe the member's credit card. The electronic information will be stored and sent with each transaction, thus qualifying for a lower credit card rate.

To Configure Check-in Alerts:

1. In the Configuration Module, select Site > Check-in Alerts.
2. Set contract expiration advance warning days.
3. Set number for alerts on accounts over a specified dollar amount.
4. Set alert for credit card expiration date.
5. Click on the "Alerts 2" tab.
6. Set locker expiration date alerts.
7. Set alert for inactive member on check-in.
8. Check box if you want to be alerted for multiple check-ins by a member on the same day.
9. Click <OK>.

Default Settings

The values you enter in "DEFAULT SETTINGS" are used when you add a new member or prospect. The default settings screen is divided into two tabs: **Values** and **Formatting**. The Values tab is used to enter the city, state, and zip code most commonly used by your members. Information entered here will automatically be entered into the new member database entry screens. These defaults are used to save repetitive typing and speed data entry. The Formatting tab sets the format for phone numbers, zip codes, and Social Security numbers.
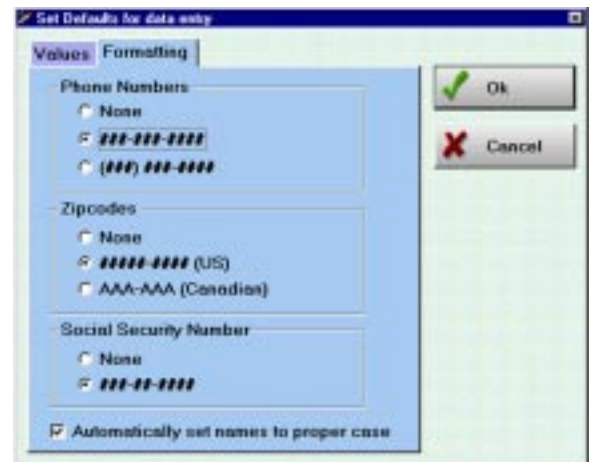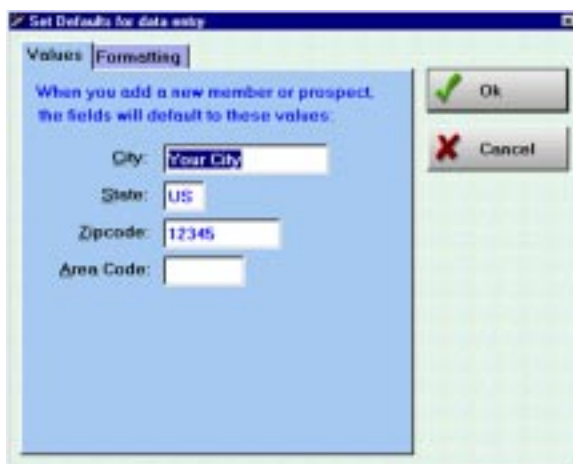
1. **In the Configuration Module select Site > Default Settings from the menu bar.**
2. **Enter the default values for member's city, state, zip code, and area code.**
3. **Click the "Formatting" tab.**
4. **Choose the preferred formats for phone numbers, zip codes, and social security numbers.**
5. **Click <OK>.**

Next Receipt Number

Receipt settings simply specify the next receipt number.

To Set Next Receipt Number:

1. In the Configuration Module select Site > Next Receipt number.

2. Enter receipt number.

3. Click <OK>.

Appointment Types

Define all available appointments for scheduling in the Front Counter module. Select <Add> to add a new appointment type, or highlight an existing one and select <Change>. Type in a description for the new appointment, and select a foreground and background color scheme for easy identification.
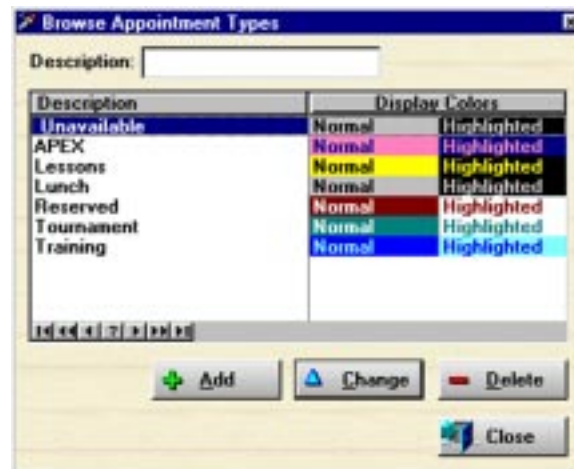
To Set Appointment Types:

1. In the Configuration Module, select Site > Appointment Types from the file menu.
2. Click <ADD>.
3. Enter description for the appointment.
4. Use the pull-down arrows to choose foreground & background colors.
5. Click <OK>.

ACCOUNTING

The accounting menu allows you to customize the program to meet your accounting and reporting requirements.

Billing Categories

The Billing Catagories section of the **Configuration** module allows you to set up the various billing partitions within the accounts receivable system. You may wish to set up a billing catagory for membership dues, NSF/declines, and POS charges. This will allow you to perform EFT billing for membership dues while creating mailed statements for ProShop charges. In this case, you would set up a billing catagory for "Membership Dues" and one for "ProShop" allowing you to bill separately for those charges. Set up the number of billing partitions that are needed that will allow you to select the appropriate invoices during your billing process.
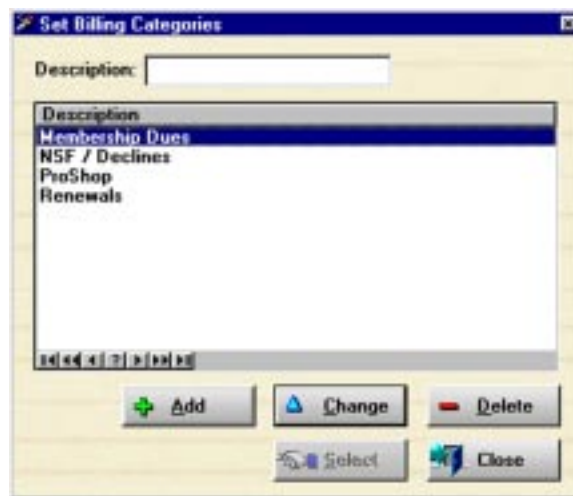
Set Income/Expense Accounts

The Configuration menu contains a menu selection called "Income and Expense accounts" that must be set up prior to using the software. These settings are important for establishing income and expense accounts as well as default accounts for certain invoice processes.

The Set Accounts option allows you to establish income and expense accounts as well as the GL code required for export to certain accounting packages.

An expense account should be set up to pay off delinquent, uncollectable member accounts, such as "Bad Debt." Another expense account is needed when providing a "discount" at the time of payment, such as "Discount." This is a general discount function used when applying payments to invoices and acts like a non-cash, pseudo-payment. This function will "pay" on the invoice, but is charged to this expense account.

Income accounts should be set up that partition the sales items for profit tracking. An account for Membership Dues might be used to accumulate sales of member contracts. Other income accounts should be established to separate sales of Pro Shop or Juice Bar items.

The retail inventory database consists of information such as description, price, and other pertinent information regarding the retail item. It is often convenient to separate the retail inventory into groups for purposes of business analysis. Aphelion allows the manager to select names for the different inventory income accounts. In addition, the program will use these income accounts for management business reports.

IMPORTANT: When an income account is changed, all of the database items with the old income account name will be changed to the new income account name. For example, if you should change the CLOTHING income account to MISC (miscellaneous) after you have set many items to the CLOTHING income account, all of the CLOTHING products will become MISC products. Clearly, you should exercise caution when changing income account names.

Account Defaults

Although changeable at the time of sale, default values of the income account and billing categories that apply to certain invoices can be established (Configuration > Accounting > Account Defaults).

When using the **Contracts** module for selling membership contracts, an income account and a billing category must be assigned to the sale. Select from the user-configured list of income accounts the account that tracks membership sales (e.g. Membership Dues, or similar). Also, select from the Billing category list to set the billing account for Contract sales. A similar process is followed when creating an invoice in the member screen in the Data Entry module.

If a sale using the POS is completed and placed on the member's account, a billing category must be specified for the sale. (This is necessary to separate billing activities between member dues and POS charges.) Billing categories can be established for Pro Shop and/or Juice Bar invoices to assist in on-account billing of items purchased in these areas of your facility. The Billing categories are only used for identifying the proper invoices for billing and are not credited with sales (payments received during billing are credited to the original invoice items' income accounts).

The POS system is capable of selling items that are not entered into the retail inventory database. These items are considered "Miscellaneous" items. Sales from this type of item

must be assigned an income account since the information is not stored elsewhere in the computer. Establishing an income account such as "Misc." is recommended for this purpose.

Credit Memos can be created against an existing invoice. The effect of a Credit Memo is to reduce accrual sales by applying a negative invoice amount. Credit Memos can be used to reduce (to zero if necessary) the amount of an invoice. Therefore, when a Credit Memo is created, it must be attached to an existing invoice. This operation is performed from the Account Status screen in Data Entry.

When creating the Credit Memo, an account must be specified. This account can either be an income account or an expense account. An income account is used when the Credit Memo reduces the amount of an invoice and you wish to subtract the credit amount from the income account sales.

For instance, if a member owes $100.00 on his membership contract and you have agreed to reduce it by $25.00. A Credit Memo can be issued with an income account of "Membership Dues" specified. Accrual sales reports will reduce the amount in the income account for Membership Dues by the $25.00 contained in the Credit Memo. Alternately, an expense account, such as "Bad Debt," can be used as a means of "paying off" uncollectable charges. In this case, the amount reflected on the Credit Memo adds a positive value to the Bad Debt account. The account attached to the Credit Memo is set at the time it is created; however, the default value is set up in this configuration setting.

Credit Memos act on the invoice side of the accounting system. On the cash side, a "Discount" function is available that creates a pseudo-payment against an invoice. The "Discount" function is accessible from the "Get Payments" window on the Account Summary screen. The "Discount" is generally used to zero a member's account balance when small

residual amounts exist after payments have been received. The Discounts only effect the cash method reporting and are not reflected in accrual reports.

Typically, the account used by the "Discount" will be an expense account, such as "Discounts." This expense account is set up under this configuration setting and is not changeable at the time of applying the Discount function.

Declines received after completing a billing process must be entered into the accounting system. These can be performed manually through the "Debit" function available through the Data Entry module or, if received electronically, processed automatically. The manual process will allow you set the Billing and Income accounts for the NSF fees, however, if the process is automatic the account information is retrieved from the configuration settings. In this area of configuration, set the Billing and Income accounts to be used to apply NSF/late charges (declines) to the member's account. (Late charges are extra service fees associate with returned check-type items and can be set during the automatic import of the declines file.)
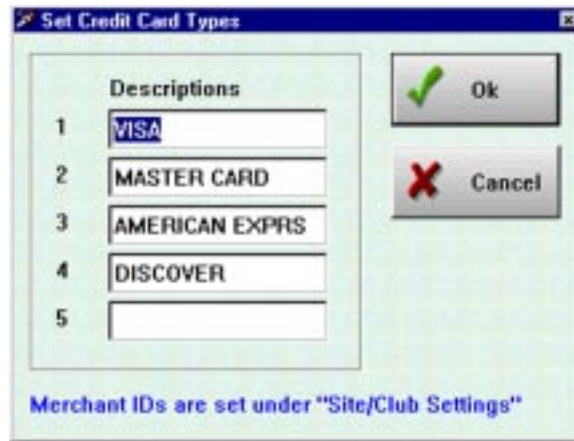
Credit Cards

Up to 5 different credit card forms of payment can be entered by the manager into this section of configure.

If you are doing any type of credit card billing, you must enter your merchant ID in the space provided. The merchant ID field is used when you print your credit cards, or during the generation of electronic credit card billing.

It is suggested you retain the order that is provided in the description for Visa, Master Card, American Express, and Discover. This will insure the Front Counter icons match the credit card descriptions.

To Set Credit Card Types:

1. **In the Configuration Module, select Accounting > Credit Cards from the menu bar.**
2. **Enter the names of the credit cards accepted by your club.**
3. **Click <OK>.**

Billing Cycles

The Billing Cycles represent the repeat frequency of your billing activities such as Monthly 1st, Monthly 15th, Quarterly, Yearly, etc. These values are used when setting up the billing system for automated processing of your accounts receivable.

To conduct Billing, use the Billing module. This module can be used to filter your members by different billing cycles. You may have members that are billed at different times of the year (i.e. monthly, quarterly, yearly, etc.) and need to process these payments at different times. Enter up to 20 different billing cycles in this configure option.

It is important to set the number of months in each billing cycle. When you conduct billing of your members, this information is used to update the "next billing date" for each member.

You can have up to 20 billing cycles. As an example, your billing cycles (and the months in the cycle) might be as follows: MONTHLY FIRST (1 month in cycle), MONTHLY FIFTEENTH (1 month in cycle), QUARTERLY (3 months in cycle), SEMI ANNUAL (6 months in cycle), YEARLY (12 months in cycle), SPECIAL (0 months in cycle). Note that


with the "Special" category set up as above (with 0 months in the cycle), the next billing date will not be updated for members in this cycle.

Note that the names that you enter correspond to a cycle. It is the number of the months in the cycle that affect the billing, not the name of the cycle. To illustrate this point, you can

name the first cycle "blueberries" instead of "monthly first", and set the number of months in the cycle to 1. When you assign a member to the "blueberry" cycle, and then subsequently bill the member, the program will operate on a monthly billing cycle, incrementing the bill date by one month. The cycle name is for your convenience only, whereas the number of months in the cycle is the information the software uses in the billing.

To Set Billing Cycles

1. **In the Configuration Module select Accounting > Billing Cycles from the menu bar.**
2. **Click <ADD>.**
3. **Enter billing cycle in "Description" field.**
4. **Click up/down arrows to select number in "Billed every" field.**
5. **Choose "Weeks" or "Months" in "Frequency."**
6. **Click <OK>.**
7. **Repeat steps 1 thru 5 until all billing cycles are entered.**
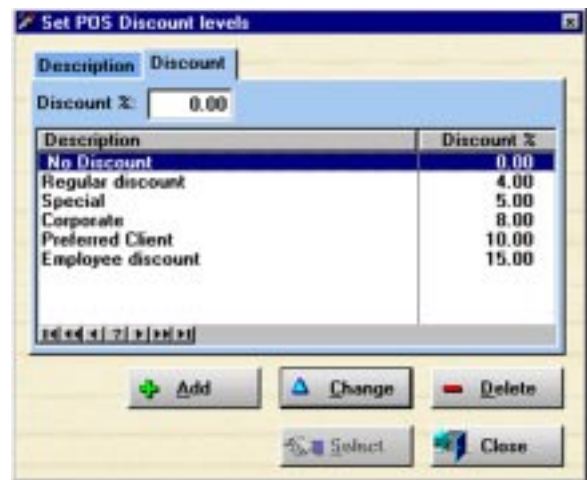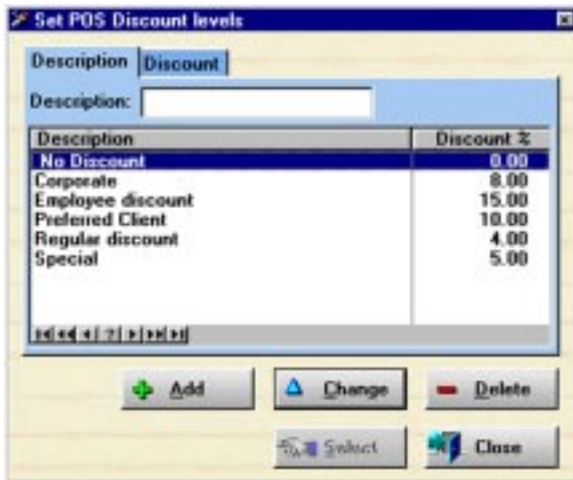
Payment Schedules

The Payment Schedules section of the Configuration module (is used to tell the system how many payments the member will be making to the total invoice.) allows you to set up various payment schedules for membership dues and fees. Some examples include: Paid in full; Biweekly for a year; Monthly for 3 months; Monthly for a year; etc.

To Set Payment Schedules

1. **In the Configuration Module select Accounting > Payment Schedules from the menu bar.**
2. **Click <ADD>.**
3. **Enter name of payment schedule in "Description" field. (i.e. Paid in full, Biweekly for a year).**
4. **Click arrow keys to select number of payments and payment spacing.**
5. **Click arrow key to select "Months."**
6. **Click <OK>.**

Configuring POS Discount Levels

Point of sale discount levels are set in the **Configuration Module**. The "Set POS Discount levels" screen allows you to categorize discount levels. Discounts can be applied by membership type. Assign a discount to a membership type, then apply the membership type to

the member. For example you can set a discount level for all club employees, corporate discounts, or preferred clients.

To Configure Discount Levels:

1. **In the Configuration Module select Accounting > Discount levels from the menu bar.**
2. **In the "Set POS Discount levels" window click <ADD>.**
3. **In the "Description" field, enter name of discount.**
4. **In "Discount" field use arrow keys to enter discount amount.**
5. **Click <OK>.**
6. **Repeat steps 2 thru 5 until all club discounts are entered.**

Membership Discount Levels

Varying Discount Levels, redeemable at the Point of Sale, can be assigned to specified Membership Types. The discounts are automatically applied to qualifying inventory items sold through the Front Counter. In addition, during a Point of Sale transaction, you can access this list of Discount Levels and apply one to a specific line item or total invoice.

To attach a Discount Level to a Membership Type (Configuration):

1. **In the Configuration module, select Member > Membership Type**
2. **Select an existing Membership Type or create a new one**
3. **The Point of Sale Discount is located on the last line of the "Update Membership Types" window**
4. **Select an existing Discount or create a new one**

To apply a Discount Level during a Point of Sale transaction (Front Counter):

1. **Before totalling a transaction, select the "Discnt" button**
2. **Select which dicount level to apply and how to apply it.**

Decline Reasons

Each billing company uses a unique set of decline codes for returned items. Enter the decline codes and descriptions in the **Configuration** module using the list provided by your check processor. Several of our transaction partners are setup already.

To Configure Decline Reasons:

1. **In the Configuration Module select Accounting > Decline Reasons from the menu bar.**
2. **Click <ADD> to enter return code and description.**
3. **Check "Apply Status Change to Member" to activate remaining fields and enter appropriate information.**
4. **Enter NSF fee amount if applicable.**
5. **Click<OK>.**

Closeout

The account closeout screen is used to insure that transactions on or before a specified date cannot be modified. This includes voiding invoices and canceling and unapplying payments.
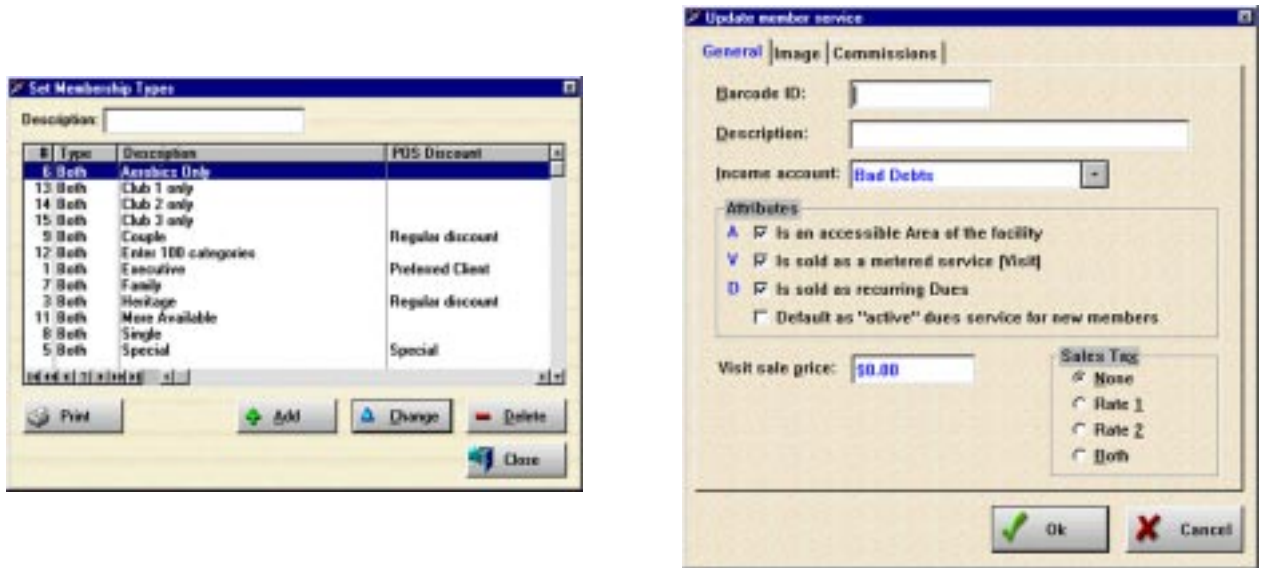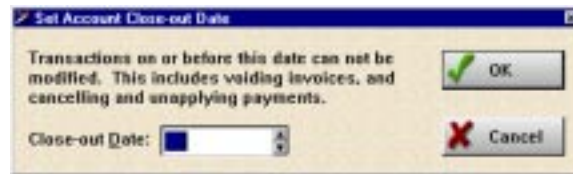
MEMBER

The Member menu selection allows you to setup terms to describe your members and memberships that are familiar to you.

Member Types

It is often convenient to separate your members into groups or types for billing purposes (for instance multiple membership types), or for reporting purposes. The program allows the manager to select names for the different membership types. Aphelion will use these types for management business reports and dues payment.

When you select this menu option, a list of up to forty member types will be displayed.

The order that you enter types is important. Enter the type names on the screen in the order they are most used. As you select types in the data entry areas of the program, they will be

displayed in the order that they are entered on this Configuration display. It is recommended that you enter the most used types first to minimize keystrokes later.

IMPORTANT: When a type is changed, all of the items with the old type name will be changed to the new type name. For example, certain members m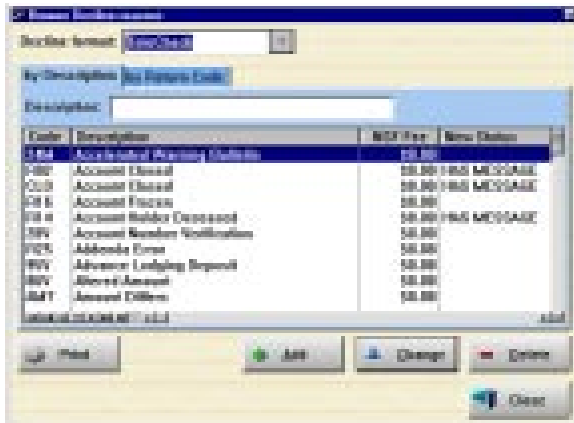ight be in the LADIES membership type, if you change the category name from LADIES to COED, all of the previous LADIES members will now be categorized as COED members. Clearly, you should exercise caution when changing type names.

If your gym's particular configuration does not require multiple types for members, you must enter at least one name for the member type.

To Configure Membership Types:

1. **From the file menu select Member > Membership Types**
2. **Click <ADD> in "Set Membership Types" window.**
3. **Enter type of membership in "Description" field.**
4. **Click on "Prospect," "Member," or "Both."**
5. **Click <Day & Time> and choose appropriate options to set access restrictions.**
6. **Click <OK>.**
7. **Click <Services> and then choose applicable boxes.**
8. **Click <OK>.**
9. **Click <Clubs> and choose either "All Clubs" or "Selected Clubs" from the pull-down menu.**
10. **Click <OK>.**
11. **Click on pull-down menu for "Point of Sale discount."**
12. **Click on description and then click <SELECT>.**
13. **Click <ADD>**
14. **Enter discount level description.**
15. **Click <OK>**

Set Restricted Time

After entering the interval times, use the mouse to click the fields that correspond to the time intervals and the days of the week. If you wish to NOT allow the member of this category to be admitted during a specific interval, switch the Allow field off by clicking. A check mark indicates the member will be allowed during the time interval.

As an example, you may wish to set up a Non Prime membership. The member will only be allowed to check-in early in the morning or late at night. The member can enter before 8 AM or after 7 PM.

Sequentially turn off the check mark that indicates a member is allowed to enter during the time frame of 8 AM to 7 PM. Use the mouse to toggle the checkmark.

When you are done, all items in the middle column should be unchecked, signifying the member is not allowed to check-in in this time frame.

Note that you can also restrict the days of the week that a member can enter the facility. By "Allowing" all times on Monday through Friday, and "Disallowing" all times on Saturday and Sunday, you can effectively create a membership that cannot attend on weekends.

Set Allowed Services

Once activated, a table of allowable services is displayed.

(Note that you must have previously setup the services. If your services are not displayed in the window, setup your services in the Services menu. Refer to menu item (Members/Services).

The services shown reflect all the available services that you have configured.

Use the mouse to choose the fields that correspond to the member services. If you wish to NOT allow the member of this category to be admitted for a highlighted service, switch the field "off" by clicking with the mouse.
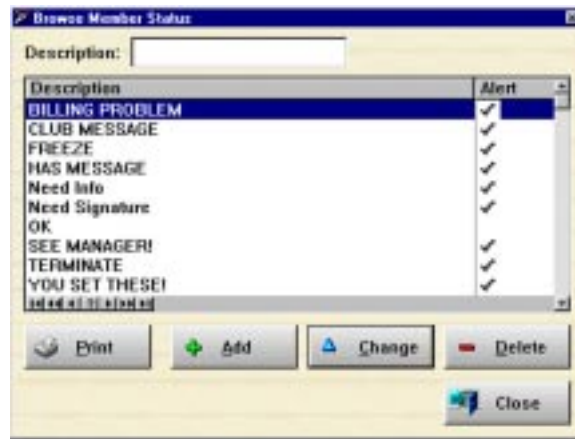
Member Status

Similar entry methods can be used to configure the member status messages. These status messages can be used to categorize members by membership status. Additionally, the status can alert the operator of special conditions when a member is checked-in. When a status is defined, the user can specify whether the Check-in personnel are alerted at the time of admission. If set to "alert" a warning message will be displayed on the Check-in screen. For example, if the user wishes to be prompted at the time a member checks-in of a problem member, a status message "BAD STANDING" might be entered in this configure option. Whenever the problem member checks-in, the user will be alerted via a voice message and a pop-up window containing the member status.

The first 4 types of Status messages are fixed, and cannot be changed by the user. In these status entries, only the "alert at Check-in" selection can be changed.

"HAS MESSAGE" is used as a general message status, and can cause an alert upon check-in.

"FREEZE" and "TERMINATE" will also cause an alert to be displayed at check-in, and will suspend the automatic billing of membership dues (not the on account). The "FREEZE" and "TERMINATE" status operate similarly to each other, except members flagged as "TERMI-NATE" can be deleted from the database, all at one time, using a special Utility in the Manager module. Members flagged as "FREEZE" can be thawed from the Utility menu in the Manager module.

To Configure Member Status:

1. **From the file menu select Member > Member Statuses.**
2. **In the "Browse Member Status" click <ADD>.**
3. **Enter description of each member status appropriate for your club.**
4. **Click "Alert on check-in" box if option is desired.**
5. **Click <OK>.**

Note Actions

Whenever a note is entered in the member's record, an "action" is assigned to the note. "Actions" can be used to categorize membership notes, or to tag a note so its purpose is evident. When you enter a note in the membership record, the " Actions" menu will appear, with your pre-defined Actions.

Since notes can be entered into the member's record in several modules, you may want to create actions that will be applicable to all of the types of notes you may enter. Notes can be created for Prospects, Members, Collections, and Front Counter.

To Set Note Actions:

1. **In the Configuration Module select Member > Actions from the menu bar.**
2. **Enter appropriate action notes.**
3. **Click <OK>.**
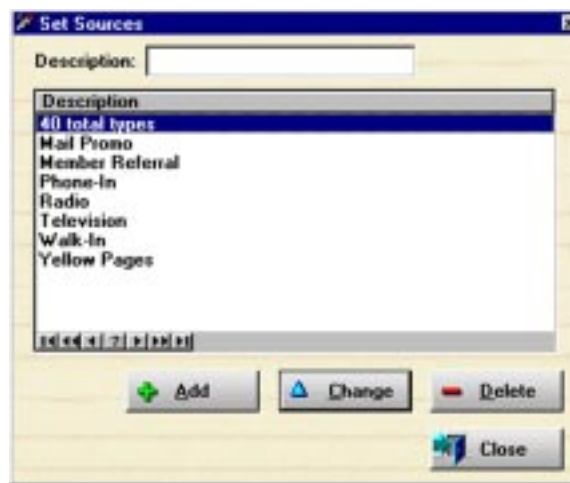
Sources

When a new member or prospect record is created, or when a membership contract is sold, the program can track the discovery method. The discovery method is the way the new member found out about your club.

You may want to track the method the new member found out about your club for statistical purposes or to focus on the most effective method. Several reports are available for this purpose.

Since every club utilizes different advertising methods, the Sources screen allows you to track your promotions by defining them in this area.

The "Set Sources" option is used to allow you to select (and track) the method a member finds out about your club. Suggested entries include walk-in, member referral, radio, newspaper, mail, etc. Enter the methods that are appropriate for your club.
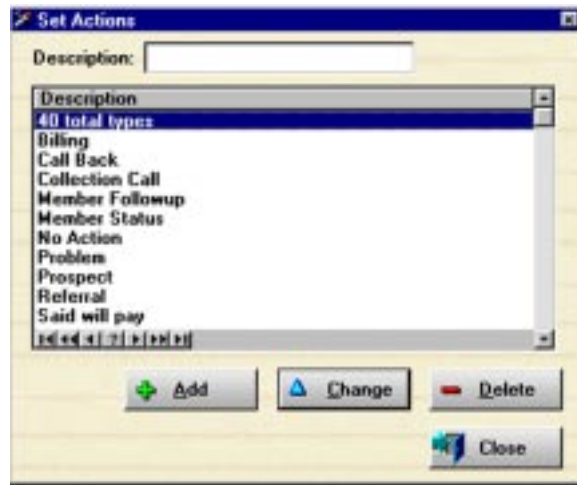
To Set Sources:

1. **In the Configuration Module select Member > Sources from the menu bar.**
2. **Click <ADD> and enter appropriate description of the source.**
3. **Click <OK>.**

Prospect Defaults

When entering a new prospect into the system, certain items can be defaulted to make the data entry process faster and easier.

Every prospect is prioritized via a Priority number, with 1 being the highest and 9 the lowest.

You can set the default "call back" day as the number of days after the record is added. This field is called "Days until call back".

If you are using the Prospect module, the contact manager portion will expect you to set up a "next action" for every new prospect. The default "next action" is defined in the "next action" field.

To Set Prospect Defaults:

1. **In the Configuration Module select Member > Prospect Defaults from the menu bar.**
2. **Use the up/down arrows to set defaults.**
3. **Click <OK>.**
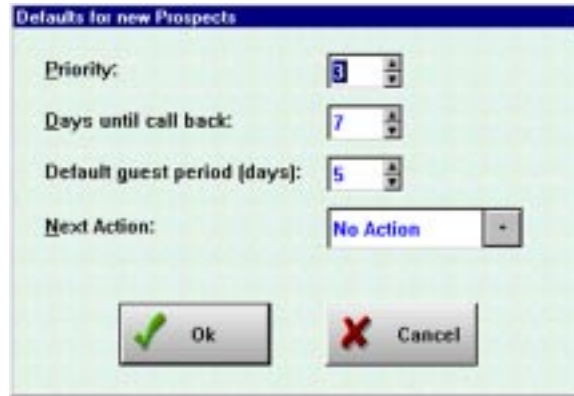
Preset Check-in Notes

The program accommodates the entry of membership notes from the Front Counter. Since the Front Counter area can be busy, and since many of the notes that the Front Counter personnel will enter are routine, we have provided an area where you can setup standard notes.

The standard notes can be selected from a menu when the note is created at the Front Counter, thus saving time if the note is concerning a routine item.

Enter the text of the note, and a Note Action for as many standard notes as you might need.

To Set Check-in Notes:

1. **In the Configuration Module select Member > Preset Check-in Notes from the menu bar.**
2. **Click <ADD> and enter appropriate note.**
3. **Choose an action from the pull-down arrow menu.**
4. **Click <OK>.**

Member Services

Services can be used to log usage in different areas of the facility, or to restrict access to these different areas based upon membership category. Setup activities for those areas that you wish to monitor usage, or for those areas that require restricted access.

If you want to track which service a member uses when he checks-in, select "Always prompt for activity on regualr check-in under Check-in options (Configuration > Station > Check-in Settings > Always prompt for activity on regular check-in). This feature allows tracking member check-ins for services with an "A" (facility "area") attribute.

Up to 16 different services may be configured. While setting-up the services, you can also set default pricing for Visit sales. The default pricing is used when you sell a Visit for the service from the ProShop.

Check-in to a particular service can be restricted by member type (Configuration > Member > Type). For each membership type, any combination of services can be selected as an allowed entry. If a member is not assigned to an allowable service, the Front Counter will be alerted.

If activity tracking is enabled and if the Check-in screen is operating in Attended mode, the complete set of activities with an "A" attribute will be displayed in a selection window when a member checks in.

If tracking is disabled (uncheck the box "Always prompt for activity on regular checkin" located in Configuration > Station > Check-in Options) all members will be checked into the General Facilities area.

The configuration module lets the default service be selected for each terminal (Station > Check-in Settings). In attended check-in mode this is the service that will be initially highlighted in the selection window. In unattended check-in mode, the first service selected for a membership type is the service the member will be checked into.

This "default" service allows a club with multiple terminals to better control entry to areas of the facility. For instance, if a turnstile is set up by the pool area, the activity tracking can be set up to restrict members from entering that area.

The Visit Price field is used to allow you to enter a default dollar value to be used when you SELL a visit. Whenever you sell a visit from the ProShop screen, the value you enter here will be used for the visit pricing. You can override this value from the Register screen.

To sell a visit to an activity, you must configure the ProShop POS screen in the Configure module. This process is discussed later in this chapter. You can setup Quick Keys that are assigned to the different activities, which will allow the sale of the activity to a member. As these visits are used, the program keeps track of the remaining balance. This is discussed in more detail in the ProShop chapter, and in this chapter Front Counter > POS buttons.

Member Services allow you to attach one or more recurring dues categories to a member record. The recurring dues amount for a given service is set in the member record. For example, two members can have the "General Dues" Service, but Member 1 pays $15 per month while Member 2 pays $20 per month. In addition, multiple "Services" can be attached to a member's record making the total monthly recurring dues composed of individual "Services" the member has elected to use. For example, a member's monthly dues may consist of a "General Dues" service, a "Towel" service, and a "Wet Area" service.

Finally, the term "Services" allows for a different amount to be charged for members with a "Frozen" status.

Member Services can have any combination of these attributes: area, visits, or dues. These attributes define how Services are used in your club. An "Area" allows the service to be checked into by subscribing members. A "Visit" is a sold, metered service, and "Dues" allows you to attach a recurring charge to a member's record. In addition, a "Dues" service has an "active" property. When this property is selected, the service becomes a default service attached to all new member records.

If you used the "Recurring Dues" feature from Version 2, the upgrade process creates a "General Dues" Service to represent it in Version 3. It then sets each dues amount in the member records equal to the "Recurring Dues" amount from Version 2. In addition, each Version 2 "Activity" is converted into a Service and tagged with "Area" and "Visit" attributes. You can then upgrade each Service to include the "Dues" attribute if you wish to charge as separate recurring dues.

To create a Member Service (Configuration):

1. In the Configuration module, select Member > Services.
2. Select the "Add" button.
3. Under the "General" tab, assign a barcode ID, description, and income account.
4. Set the attributes (visit costs and tax rates if applicable).
5. Under the "Image" tab, set an icon image to be displayed during check-in (for "area" type services).
6. Under the "Commissions" tab, set any desired commissions information.

Set recurring dues for Member Services (Data Entry):

1. In the Data Entry module, highlight a member record and select "Change".
2. Select the "Billing" tab.
3. In the "Recurring Billing" box, place a check mark next to all desired services to attach to the member record.
4. Double-click the dollar amount associated with the desired service and enter an amount. The "Dues" column is for active recurring dues, the "Freeze" column is specific to the Member Status "Frozen".

Batch adjustment of Recurring Dues amounts (Reports):

1. In the Reports module, select Utilities > Batch change Member dues.
2. Select a member record filter type.
3. Select the service to adjust from the drop down list
4. Select which dues to adjust (Standard or Freeze)
5. Enter the adjustment type and amount.
6. If desired, set the service to "active" status
7. Select OK to run.
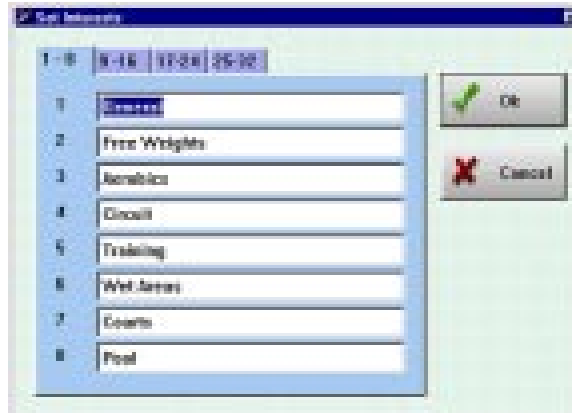
Interests

Interests are used within the program to track each member's interest within the club. Setup Interests that correspond to your club.

To Configure Member Interests:

1. **In the Configuration Module select Member > Interests from the file menu.**
2. **Enter interests that correspond to your club's activities.**
3. **Click <OK>.**

Custom Fields

Fitness Manager provides sixteen text fields, four numeric fields, and four date fields for customized data tracking with each member record. This window is used to title each available field.
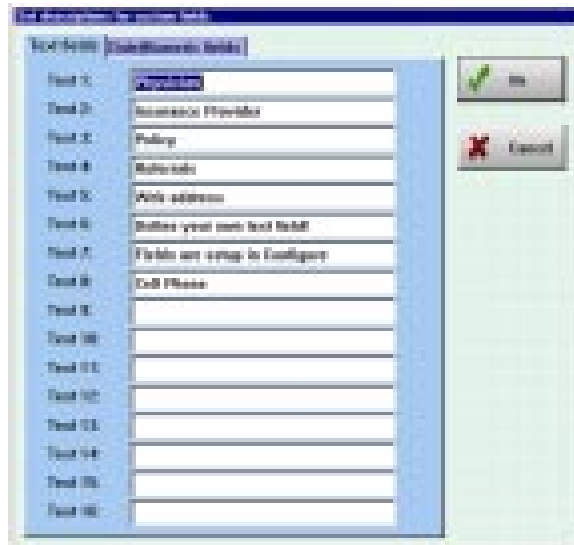
To Configure Custom Fields:

1. **In the Configuration Module select Member > Custom Fields from the file menu.**
2. **Enter titles based on club requirements.**
3. **Click <OK>.**

ID Number Assignment

The program can automatically assign ID numbers for Prospects and new Members. If you want to assign numbers manually, uncheck the box labeled"Auto-generate".

If you want the program to assign ID numbers automatically, place the beginning ID number into the appropriate field. The next sequential number will be assigned the next time you add a new record.
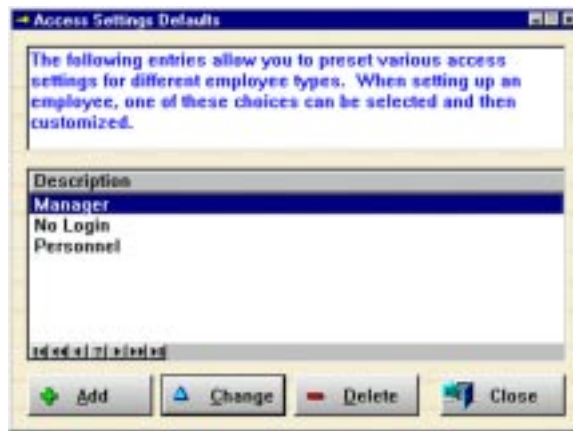
If desired you can have each member and prospect record begin with a certain prefix. For example, you may want all customer ID's to begin with a "C", while prospect ID's may begin with a "P". While this is not recommended, it is available for those clubs that require it.

Data Exchange ID Assignment

The Data Exchange ID is intended to be used as a unique identifier for exchanging data with external data sources (i.e. billing companies or other clubs using Fitness Manager). The Data Exchange ID field is numeric and must be a unique number within your member table. Fitness Manager offers several options for initializing this field as you add new member records.
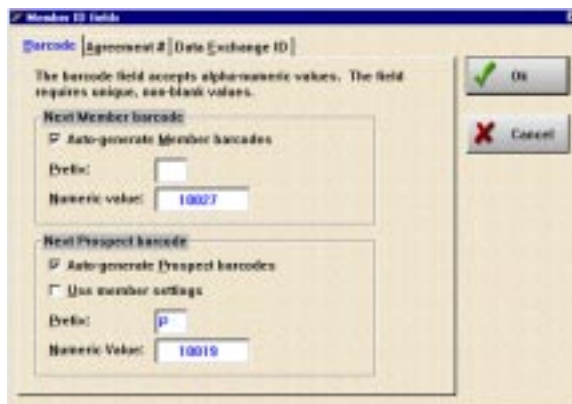
Options include:

- Do not auto-generate value
- Generate based on club number and incremented number (ideal for Aphelion multi-club replication).
- Generate based on prefix and barcode (this option is used by some billing companies).
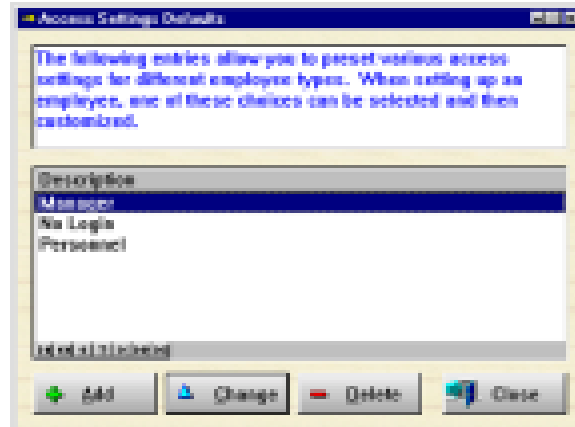
To Set Data Exchange ID:

1. In the Configuration Module select Member > ID Assignments > Data Exchange ID Assignment tab.
2. Select one of the generation options.
3. Click <OK>.

SECURITY

The Aphelion software can restrict access to the program modules as well as to various areas within each module.

The protection system is based on a password. Passwords are used as a method to deny access to users who are not authorized to view the protected areas of the program. Since several types of users may have access to the program ranging from Front Counter clerks to seasoned managers, each area of the program can be protected.

Some areas may contain sensitive information, so by using the password the owner or manager can restrict access to these areas. Areas of the program, such as the databases, the Configure section, Accounting functions, and the Reports can be protected. If an area is protected, the employee must enter his password to view or access the information. The system provides for virtually unlimited levels of password protection.

Every employee can be assigned a password. The areas of the program each employee can access are defined in the employee's record, in the Data Entry module. Each employee's record is tailored to allow or deny access to the various areas of the program. The process of assigning the specific areas an employee can view is unique to each employee. Since you may have several employees with similar access rights, templates can be created that contain the access rights for a class of employee. Using the templates you create can speed the task of assigning the access rights for each employee. The Security menu of the Configuration module is used to create the security templates.

Access Defaults

Select "Access defaults" to create, or change, the access templates. The access settings browser window will be displayed.

Assigning access defaults is straightforward, and protection directly corresponds to the selections listed. After adding or changing a template from the window, the password protect selection window is displayed.

Three default templates are provided with the system. These three defaults are "Manager", "Personnel", and "No Login". If desired, the access settings for these areas can be modified, or you can add your own templates in addition to the defaults.

To Set Access Defaults:

1. **In the Configuration Module select Security > Access Defaults from the menu bar.**
2. **Click <ADD> to enter name of access level.**
3. **Set restrictions for individual modules by clicking on the appropriate boxes.**
4. **Click on the tabs at the top of the screen to set access restrictions for other areas of the program.**
5. **Click <OK>.**

Protection

Individual modules plus various other areas of the program can be protected via access restrictions. Select the different tabs to view the protected areas for each template. If the box is not checked next to an item, the employee will not have access to that item when he logs in. The manager or owner should have all the items checked, thus allowing access to all areas of the program. The Front Counter personnel may only have several items checked on the Front Counter tab, thus restricting him/her to the Front Counter activities.

In the event he/she must have access, an employee with the correct access rights must over-ride the security restrictions.

DATA ENTRY

Overview

The Data Entry module is an area that is used by the system to save member, prospect, Pro Shop retail inventory, employee, bank, class, schedule, and group affiliation information. The information is organized in separate data entry areas.

The computer's file structure is similar to an office file drawer, containing eight file folders. The eight file folders in our imaginary file drawer are analogous to the eight files within the Data Entry area. These files are labeled Members, Items, Employees, Banks, Groups, Classes, Personal Training, and Scheduling.

To view or enter data into an area, select the appropriate button from the top of the screen, or select Data Entry from the menu. (If you allow the mouse to linger over any of the icons, the tool tip will appear reminding you of the function of the icon).

To obtain information about the members, items, employees, banks, groups, classes, personal training, or schedules, the appropriate area must be displayed. Select the area from the menu or button.

Each data entry area contains all of the information about similar items. For example, the "Members" data entry contains all the information about the members. The information from the data entry area is displayed in a "browse" window.

The "browse" windows display a scrolling list of all the items in a data entry area. These windows contain a list of the items: members, employees, retail inventory items, banks, schedules, personal training, classes or groups. Each item in the list is called a "record".

A record is like an index card in the file folder described earlier. Each of the index cards (records) contains information about an individual member, employee, or inventory item and is stored in their respective files.

Once you have selected a specific data entry area, you'll see the "Browser" with the records from the selected database displayed.

Database Browser

Once you have selected the desired data entry area from the menu, you'll be ready to view the records in the database.

The screen displays an alphabetical list of the records in the database. You can search for any record that is not displayed by using the Search function. To search, enter as many or as few characters as desired in the Search field. Press the <Tab> key to start the search. The program will search the database and find the closest match to the name given.

The screen will be filled with the alphabetical records starting from the closest match. This screen is called the "database browser".

Buttons are displayed along the bottom of the browser consisting of options to make changes to the database, and to show more information about a highlighted record.

The browser allows you to search for an alternate entry, to order the entries in numeric rather than alphabetical order, and to add, delete or change each record.

The following commands are available while displaying any of the data entry browsers: ADD, CHANGE, and DELETE. These commands are summarized below.

Add: Add a new member, employee, inventory, bank, class, personal training or group.

Change: Change a record after it has been previously entered.

Delete: Remove a record from the file.

Close: Exit from the database browser.

To add a new record, use the mouse or tab keys to position the cursor on the Add button.

To delete an existing record, use the mouse or up/down arrow keys to position the cursor on the desired record, then select the DELETE button.

To modify an existing record, use the mouse or up/down arrow keys to position the cursor on the desired record, then select the CHANGE button.

Additionally, the Member database contains a <Convert> button. This button is used to convert a prospect to a member, or a member to a prospect.

Some records are too large to display on one page, so they are divided into multiple screens (other data entry records are displayed on one screen).

For records that contain more information than can fit on one page, the program groups the data into several pages of information. These pages of information can be viewed by selecting the appropriate "tab" button along the top or bottom of the display.

Record Searching

The system is designed to allow you to quickly find any record in the system.

To find any record in the database, position the cursor in the Search field, then type a partial name or description. Once you have entered enough characters to find the record, press <Tab>.

There may be multiple ways to search for a record in each browse window. For example, in the member database you can select between the ID Number, Agreement Number, and Last Name sort orders. To search for an ID number, be sure you are viewing the records in ID number order. To search for a name alphabetically, make sure you are viewing the records in alphabetical order.

Filtered Searches

Filtered searches allow you to view a subset of the database. Filtered searches reduce the need for extra menus or additional database browsers.

Filtered searches are conducted by selecting the appropriate items from the Filter window.

Record Editing

Each record has been subdivided into smaller areas containing specific information. These smaller areas are called fields. Fields are used throughout the program as areas for the user to enter information into the system. The editor allows you to add or change the information within these fields. The editor allows you to move the cursor within an entry field, add or change text, or move to the next field.

"Hot Keys" are setup for each field to facilitate easy navigation throughout the record. Each field name has an underlined letter indicating the "hot key".

Use the <Alt> key along with the underlined letter to move directly to a field.

Alternately, use the mouse to go directly to the field.

New records can be added by selecting the Insert or Add function from the menu. The following table is a summary of the methods that are available to change the record.

Note that the system utilizes the Windows conventions for moving between fields: the <Tab> key is used to move between fields. The <Enter> key is used to save the record.

Editing Commands:

Up/Dn Arrow:	Move to the next field.
Tab:	Moves cursor to the next field.
Shift- Tab:	Moves cursor to the previous field.
Back Space:	Deletes the last character entered.
<ESC>:	Aborts and returns to the previous screen.
Insert:	Toggles Insert character, ON/OFF.
Del:	Deletes current character.
Enter:	Complete the data entry, save the record, and return to the browser.
Tab selection:	Moves between different fields in the record.
Home:	Moves the cursor to the beginning of the field
End:	Moves the cursor to the end of the line

Saving Your Data

Data is entered into the record, one field at a time. After the desired data has been typed, press the <Tab> key to advance the cursor to the next field. The data does NOT get stored on the computer's hard disk at this point in the process.

All data in the record is stored at one time. This occurs whenever the OK Button has been selected.

If you don't want to make changes to the record, press the <Esc> key.

Member Database

The member database holds all of the information associated with your members. The member database also contains the optional Prospect tracking information. Access the member database by selecting Data Entry | Members, from the menu, or by selecting the <Members> button.

The database browser displays the records in the database. The browser displays members in different colors to differentiate them from each other. Members who are in good standing ("OK") are displayed as green. Members who have been "Terminated" are displayed as gray, and members who are in "Freeze" status are black. "Prospects" are displayed in blue, and have a "P" displayed on the left side of the entry. Members with a status message are displayed in red. Members in Collection status have a "C" displayed in the left column.

Additional commands that are not common to the other browsers are available on the Member database browser. These additional commands will let you view a member's

account (ACCOUNT), convert a prospect record to a membership record (CONVERT), view recent check-ins (Check-ins), and view family or secondary accounts (FAMILY).

Convert:	Convert a prospect record to a member record.
Form:	Selects a form letter to be sent to the member.
Account:	Displays account history for the member.
Family:	Displays family or secondary members.
Check-ins:	Displays up to 50 of the most recent check-ins.
Print:	Prints a summary of the record information.

Adding A Record

The <Add> function is used whenever you wish to add a new member (or Prospect) to the database.
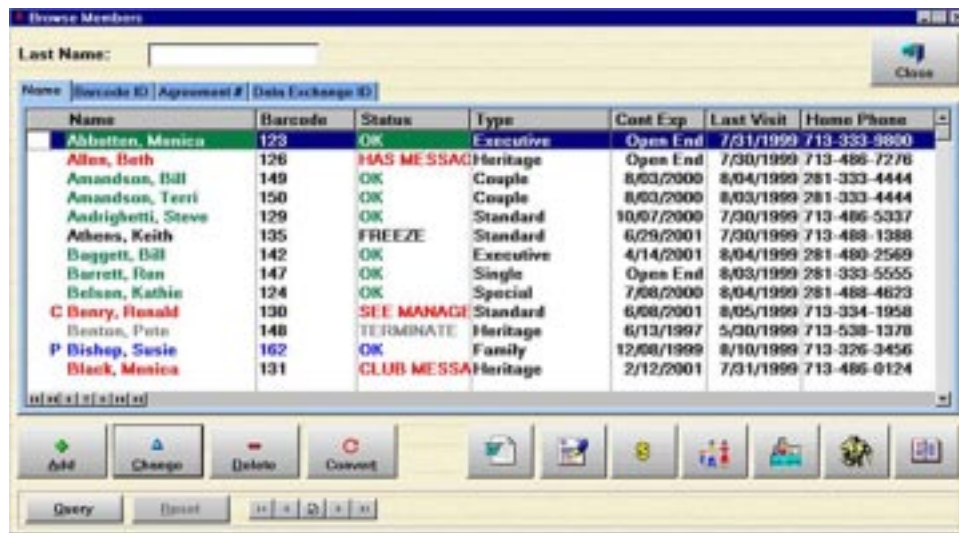
A small pop-up window will appear asking if you want to add an ACTIVE member, FAM-ILY member, or PROSPECT.

If you choose ACTIVE, a blank member record will be displayed for you to enter the pertinent member information. Use the "Editor Commands" mentioned earlier to control the cursor when entering the member data.

If you select PROSPECT, a blank prospect record will be displayed for you to enter the pertinent prospect information.

The Prospect and Member databases are similar, except the Prospect record does not contain billing information. The prospect record contains information related to call back and prospect tracking, while the member record displays appropriate membership information.

The FAMILY option is used to add a secondary record for a family member. When you press the Family Member button, this has the effect of using all of the information in the member's record that was highlighted when you pressed the <Add> button.

Depressing FAMILY button copies pertinent information from the highlighted record into a new record to save time upon entering the new record. When you add a family record (secondary account), the billing for the account will be handled by the primary account.

Note that when entering the secondary account information, the Bill to ID, last name, address, and other fields are defaulted to the Primary member's information.

To Add a New Member To Your Database:

1. **In the Data Entry Module select Data Entry | Members.**
2. **Click <ADD> and select type of member, and then click <OK>.**
3. **Enter Barcode ID # (This can be set to automatically enter the next available number in the Configuration Module. To do this select Member | Barcode ID Assignment).**
4. **Enter "Agreement #" (This optional field is used to record the agreement number of the member contract, if it is different from the customer ID).**
5. **Enter member information in remaining fields.**
6. **Click on the "General" tab at the top of the window and enter applicable member information.**
7. **Click on "Billing" tab.**
8. **Choose a billing cycle by clicking on the pull-down arrow.**
9. **Set "Next Billing." date.**
11. **Choose a form of payment by clicking on the pull-down arrow.**
12. **Select "Bank Name" from the pull-down menu.**
13. **Enter member information in remaining fields.**
14. **Click "Renewal" tab to enter "Join date", "Contract Expire" date, and renewal fees.**
15. **If the member being added is not responsible for payment of dues, click the "Responsibility" tab to select responsible billing party.**
16. **Use the "Custom" tab to enter additional member information (optional).**
17. **Click on the "Notes" tab to enter additional member information in a free form note field.**
18. **Click on the "Picture" tab if you have Video Image Capture capabilities and want to take a picture of a member.**

To Add a member using "Quick Add":

1. **From the Data Entry Module select Data Entry | Quick Add | Add Member.**
2. **Enter the member information in the appropriate fields.**
3. **Click <OK>.**

Changing A Record

To change information in an existing member record, select the <Change> option. The entry window showing the existing member information (for the highlighted member) will be displayed.

Deleting A Record

The <Delete> option should be selected if you wish to remove the highlighted member from the database. If you attempt to delete a member that has an account balance, a warning window will be displayed. Select the proper Yes/No response to the warning and proceed. Prior to deletion of a member, you will be asked to confirm the deletion. If you wish to continue with the member deletion answer "Y" (Yes) to this prompt; otherwise select No. Prior to deletion, the user will be asked if the member information should be printed such that the information may be retained in a paper file. Again, select Yes if hardcopy is desired, select No if the deletion is to proceed without printing the record information.

Convert Prospects to Members

As mentioned earlier, "Prospects" are displayed on this browse screen to identify potential members. If a prospect purchases a membership, the <Convert> button will use the prospect record information to construct a member record. The billing information, not available in

the prospect record, will need to be updated by the user in the new member record to complete the conversion process.

To Convert a Prospect to a Member:

1. **In the Data Entry Module select Data Entry | Members.**
2. **Click on the guest/prospects name, and then click the <Convert> button.**
3. **Choose "Member" and click <OK>.**

Account

A member's account records can be displayed from the member database browse window. To view a history of account information of a member, highlight the member then press the <Account> button. A window will be displayed that lists all account transactions for the highlighted customer. A similar function can be activated from the Register screen. A thorough description of the account history browse window is given in the Billing section.

Print

To make a hard copy of the member's information record, select the Print function. This function will print out the record field information for the highlighted member in the browse window.

Check-In

To view all the times a member has checked into the club, select the <check-in > button.

Schedules

To view the scheduled appointments for a highlighted member, select the <Appointments> button.

Member Database Fields

As mentioned earlier, information is entered into the database record in separate data fields. These fields correspond to the information required to identify the member at the time of transaction and ensure traceability if bad checks or other member problems arise.

The member database record is split into multiple tabs. The first tabs deal with personal information regarding the member. This information includes items such as name and address of the member. Other tabs contain information necessary to process dues billing or drafting.

The Prospect database and the Member database share the first page of information. Since a prospect does not need billing information, the billing tab is different for a Prospect. The prospect fields are described later.

When completed with new member entry or existing member changes, press the OK button to save all changes. Selecting OK completes and terminates the data entry procedure.

Personal Tab

BARCODE ID: This is the ID number assigned to the member. This ID code can be any combination of numbers up to a maximum of 10 characters long. It MUST be unique from all other members in the database. Frequently, telephone, driver's license, membership contract number, or social security numbers are used. (Required entry field.) If you wish to select a new ID, choose the <New> button located adjacent to the ID field.

AGREEMENT #: This optional field is used to record the agreement number of the member contract, if it is different from the customer ID.

STATUS: The items in the list are entered initially in the Configuration program. Use the "OK" status if no particular messages or warnings are associated with the member. If set in the Configuration program, other status selections may cause alert messages to appear to the user when the member checks in or attempts to purchase a retail product.

Additional selections for the member status include FREEZE and TERMINATE. Selection of either of these options will suspend periodic billing of the member's account. FREEZE is designed to be used to temporarily suspend billing, while TERMINATE is designed to permanently suspend billing. When you select FREEZE, a small window will appear asking for the THAW date, and the next billing date. When you select Terminate, an extra field will appear, displaying the terminated date.

If you select TERMINATE as the status, there is no need to delete the member's record. Batch deletion of members, whose status is set to TERMINATE, is handled under the Utility menu. Batch THAWING of members whose status is set to FREEZE is also handled under the Utility menu.

Note that a member must have enough FREEZES available to be able to set the status to FREEZE. The number of freezes/thaw cycles that are available are set on the second page ("General" Tab) of the member database. A default number of "freezes available" can be set from the Configuration Site menu, though you can change the number when entering the member's record.

LAST NAME: Enter the member's last name. A maximum of 25 letters can be used. (Required entry field.)

FIRST NAME: Enter the member's first name. Usually this will be the legal name, or the name on the member's checking account or credit card. A maximum of 25 letters can be used. (Required entry field.)

MIDDLE INITIAL: Enter the initial of the middle name of the member.

PREFERRED NAME: Enter the name or nickname preferred by the member. The name typed in this field will appear on the Register screen when the member checks in or purchases retail products, and on all mailings sent to the member.

ADDRESS: Enter the member's street address. A maximum of 30 characters is allowed.

CITY: Enter the member's city of residence. A city can be entered into the configure section (refer to Configuration section). This city is automatically displayed when entering a new member.

STATE: Enter the two-digit abbreviation for the state.

ZIP CODE: This field supports the 9-digit zip code for the mailing address of the member. The program uses this information to sort mail outs that are automatically organized to take advantage of bulk mailing rates.

HOME PHONE: Enter the member's telephone number and area code in this field.

WORK PHONE: Enter the telephone number of the member's place of employment. If there is no business telephone, enter a daytime telephone number in this field.

EXTENSION: Enter any extension required to contact the member at his work telephone.

EMERGENCY PHONE: Enter the telephone number to be used in case of emergency concerning the member.

EMERGENCY CONTACT: Enter the name of the person to contact in case of an emergency. This name should correspond to the telephone number entered in the previous field.

GENERAL NOTES: Any comment regarding the member can be typed into this field. Use this area for recording any notes you may need regarding the member. This field is printed, along with the Status and Status Message, on reports.

HOME CLUB: This optional field is configured in the Configuration program. It can be used in a multiple club organization to identify the "Home Club" of this individual member. It can also be very useful for health and fitness centers utilizing reciprocal memberships, or to ensure the data integrity among multiple club configurations.

General Tab

GROUP NAME: Frequently members belong to a group, such as a large corporation in the area. To track these members as a group or a corporate affiliation, enter the name of the group to which they belong.

You can select the group from the existing Group database. Type the name of the member's group, and then press <Tab>. If the Group doesn't already exist, a window will be displayed that shows the Groups. Highlight the desired Group, then press OK. The group information will be automatically transferred to the member's database record. This information includes the group name, address, city, state, and zip code. Keeping an up-to-date group database will greatly assist in the entry of new members.

OCCUPATION: This field is used to track information about the occupation of a member. This information is used in the report section.

INCOME: This function is used primarily to identify potential member prospects and support the membership sales function.

GENDER: This field is used to track the gender of your members.

DATE OF BIRTH: The Date of Birth for your member is stored here.

LAST VISIT: This date field stores the most recent date the member checked-in to the club. The user cannot edit this field.

HEIGHT/WEIGHT: Enter the height and weight of the member. This information is displayed on the check-in screen as a quick identification of the member (If no Video Image Capture.)

MEDICAL RISK: Click next to this field if the member has a medical risk. This information is stored, alerted on check-in, and printed on reports.

MEDICAL NOTES: This note field can be used to store special notes about the member's medical record, or to enter additional member information.

REFERRALS: Enter a number corresponding to the number of referrals a member has provided. This information can be used to motivate your members to provide referrals.

LOCKER/LOCKER EXPIRES: If you use lockers, enter the locker number and expiration date in these two fields. This information is printed on reports.

INTERESTS: This data field is configured in the Configuration program. It is used to store the activities or events that are of interest to this member. This information is useful for selective mailings of particular Pro Shop sales items, or special class/event promotions. Select all the "interests" for this particular member.

SOURCE: Select one of the choices originally set up in the Configuration section for the method by which the prospect/member discovered your club. This is used to track the effectiveness of various marketing techniques.

SALES PERSON ID: Enter the salesperson ID number. This allows the responsible employee the ability to track prospect follow-ups. Reports are printed and sorted by ID so each employee can have a current callback sheet.

COUNSELOR ID: If the member is assigned a training counselor, enter the ID number of that employee. Press F6 to select the ID number from the list of employees. Highlight the desired employee then press <Enter> to select.

THAWS ALLOWED: Since some clubs limit the number of times a member may Freeze his membership, the system allows you to set a given number of THAWS. Each time a Freeze is used, the number of Thaws available is counted down. When 0 Thaws are available, the program will not allow you to freeze a member's account.

LEVEL: This field can be used to designate different levels of participation or ability. A number between 0 and 99 can be entered to separate member skill or fitness levels. For example, the user may wish to designate "Beginning," "Intermediate," and "Advanced" fitness levels. If you do not wish to utilize this feature, set this value to "0."

Note the "Account" and "Invoice" buttons on the bottom of the "Browse Members" screen: These buttons allow you to view the member's Invoices, Invoice History, Invoice Detail, Charges/Payments, Account Aging, and even allow you to create an Invoice for this member from the Data Entry program.

Billing Tab

The Billing page of the member record pertains to the recurring billing (or drafting) of members. A description of the entry fields for billing the member record follows:

BILLING CYCLE FOR DUES: Select the dues billing cycle for the member. Billing cycles are initially entered for your site in the Configure section. The billing cycle that you enter here will be used when the member billing occurs. (Required entry field.)

FORM OF PAYMENT FOR DUES: Select the desired form of payment for the member. This field allows the user to select various payment options including automatic drafting, invoice billing, or credit cards. (Required entry field.)

Note for EFT users only: If you select EFT as the form of payment, a prompt will appear. This prompt will ask if you wish to send a pre-notification to the bank for the new entry. Generally, all new entries should be pre-noted. In some cases this is a bank requirement. Note that you are only "flagging" the member to be pre-noted. You must select "Billing", then "Pre-note" from the Billing menu to actually generate the Pre-note file for your new members.

DUES AMOUNT: Enter the amount of the dues that corresponds to the billing cycle selected above. This is the amount that will get used when performing the billing operation.

Note that this amount is intended to be a recurring or cyclic billing amount (i.e. monthly, quarterly, etc.). Do not add tax to the amount, as the tax rate is set in the Configure section and automatically added to the billing amount.

APPLY CREDIT LIMIT OF: The software allows you to set a credit limit for each member for "On Account" sales. This limit can be "overridden" by an authorized individual.

NEXT BILLING DATE: This field is allocated for the billing program to determine which members need to be billed within a billing cycle. Only those members with a billing date contained within the current billing month will be billed by this utility. Change this date to start billing on a date in the future, or to temporarily suspend billing. Required entry for members being billed.

LAST BILLING DATE: When the member account is billed, the date of billing (or drafting) is automatically entered into this field by the billing/drafting program.

CONTRACT EXPIRATION: This date field stores the expiration date of any membership contracts active for the member. Reports can be printed using this date, BUT automatic billing does NOT cease when this date is passed. If the membership will not expire, check the AUTO RENEW TO OPEN END. Checking this will cause the software to not alert on the contract expiration date when checking members in at the Front Counter.

BILL TO ID: When performing the billing function, the program uses this field to bill to a different member. If the member's dues are to be paid by a third party, such as parents, the ID of the person paying the account should be entered in this field. If a membership is billed to another member, a number of the billing-related fields will be disabled, and set from the master record.

If you enter any other member ID in this field, the record will be considered a "secondary" . All secondary accounts are related to a primary account. Tthe primary account is the billing account.

BILLING NAME: This data field identifies from whom a dues or on-account payment is to be expected.

BANK ACCOUNT NUMBER: Enter the member's account number for which all automatic drafting will be directed.

BANK NAME: Enter the member's bank name in this field. Select this number from the existing bank database. Type the name of the member's bank then press <Tab>. If the bank is not already setup, you will be asked to setup the bank or choose from a list. Highlight or select the desired bank then press <OK>. The bank information will be automatically transferred to the member's database record. This information includes the bank name, address, city, state, and zip code. Keeping an up-to-date bank database will greatly assist in the entry of new members.

SOCIAL SECURITY NUMBER: Enter the member's SSN in this field.

DRIVER'S LICENSE: The member's driver's license number can be stored in this field.

CREDIT CARD NUMBER: This field contains the credit card number for the credit card selected in the FORM OF PAYMENT FOR DUES field. If a credit card is selected as the form of payment, this field requires a card number input. If other methods of payment are specified (i.e. invoice billing), entry in this field is optional.

CARD SWIPE ON FILE: This box will be checked if the member's card has been swiped. Swiping a member's credit card allows the program to store additional credit card information. This additional information is sent with the file that is generated when you perform billing and can generally be used to obtain a lower processing rate. A configuration option

is provided to alert the Front Counter if the card has not been swiped, thus allowing the Front Counter personnel to swipe the card.

CREDIT CARD EXPIRATION DATE: Date of expiration for the card described in the FORM OF PAYMENT FOR DUES and CREDIT CARD ACCOUNT NUMBER fields. This field requires input if a credit card has been selected for the form of payment.

Renewal Tab

RENEWAL: This tab contains additional information about the member contract, specifically regarding the renewal rate. The screen contains the date the member joined the club and the expiration date. In addition, it displays the dollar amounts needed to renew the contract using various forms of payment (EFT, Statement, or Paid in Full).

Responsibility Tab

RESPONSIBILITY: This tab contains billing information when the member's dues are to be billed to someone other than the member. For example, the dues could be billed to a third party such as the parents of the member.

Custom Tab

CUSTOM: This tab is used for additional member information such as name of physician and insurance provider. These fields are setup in the Configuration module.

Notes Tab

NOTES: This field is a free form note field and can be used to enter any information regarding the member that you choose.

The following follow-up fields are also available: Priority, Last Contact, Next Action, and Next Contact. These fields can be used for follow-up purposes, and are similar in nature to the fields in the Prospect module.

If a note is created that you wish to display when the member is checking-in, check the box labeled "alert at check-in". If this box is checked, the note will be displayed when the member checks-in.

Each note is color coded so you can determine the module where it was originally created. Green bordered notes are created in the Prospect module. Blue bordered notes are created in the Data Entry module. Yellow bordered notes are created from the Front Counter module. Red bordered notes are created in the Collections module.

Picture Tab

PICTURE: This tab allows the "taking of a picture" of the member, providing the optional Video Image Capture System is available. This area also permits the deletion of an existing "picture" and replacement with an updated one. Just click on the "delete" button and then "camera" button to enable this feature.

Prospect Database Fields

Prospect Tab

The prospect tab replaces the billing tab when viewing a prospects record. A description of the entry fields that are different for the prospect record follows:

PRIORITY: Assign a priority from 1 to 9 for each prospect. Lower numbers indicate high priority; higher numbers indicate low priority. Reports can provide a printout of prospects, sorted by priority.

FIRST/LAST CONTACT: Enter the date that contact was first made with the prospect and the date that you last spoke or visited with the prospect.

EXPIRE/DELETE DATE: Enter the date the offer for the prospect expires, or a date to delete the prospect record. You can use the utility menu to automatically delete prospects that have expired or are old.

TOUR DATE: This field can be used as a specific note for setting up appointments for the prospect to see the club. Enter the date and time of the scheduled visit.

NEXT ACTION: The window displays a list of "next activity" selections. (Note that the selections in this window are user set in the Configuration section.) Reports are generated, and can be sorted by the "next activity" field.

NEXT CONTACT: Set this date to designate the date the action in the previous field should be conducted.

To Add a Guest or Prospect to your Database from the Front Counter Module:

1. From the Front Counter Module, select Areas | Add a Guest.
2. In the "Add a Guest/ Prospect" window, enter the prospect's information in the fields.
3. Click on the "Followup" tab and use the pull-down arrows to choose a category, source, call back date, etc.
4. Click on the "Notes" tab to add any additional notes concerning the guest or prospect.
5. To send a welcome letter, click on <Guest Letter>.
6. Double click on the letters folder to choose a letter.
7. Click on the printer icon.

The retail inventory database holds all of the information associated with a particular retail item. Access the inventory database by selecting Data Entry | Inventory, from the menu, or by selecting the <Browse Inventory> button.

In this display, the column headings include the ID code, product description, retail price, discount percentage, and current price (includes discount).

From this display, several menu options are available. The "Search" function enables the user to query the database to find a product not displayed in the current window. Using the keyboard, just type the first few letters of the record you want to find. Searches are based on the description field of the database record.

The highlighted cursor bar points to the active retail item in the inventory browse window. Use the UP/DOWN arrow keys or mouse to move the cursor to the item of interest. Once the cursor is highlighting the item of interest, any of the menu selections (described above) can be used.

If an inventory stock is below the reorder threshold value, the item is highlighted to call attention to the need to reorder these items.

To Enter inventory items into your database:

1. **In the Data Entry Module select Data Entry | Inventory**
2. **In the "Browse Inventory" window click <ADD> and enter the ID number assigned to the retail item.** *Note: If the UPC barcode label contains six numbers in length (instead of 10), you should use the scanner to input the ID number.* **With the cursor in the "Barcode ID" field, scan the package UPC label.**
3. **Enter the description of the retail item.**
4. **Click on the pull-down arrow; choose an income account and click <SELECT>.**
5. **Enter the sales price in the "Price" field.**
6. **Click the up/down arrow button to select a number in the "alert when below" field if you want to be alerted when the inventory falls below a certain amount.**
7. **Click on the "Discount Item" box to reduce the selling price by a specific percentage.**
8. **Click on the applicable sales tax button. (Sales tax rates are entered in the Configuration module under Configuration | Site).** *Note: If you select "None", the item is tax exempt on the POS screen.*
9. **Click the box labeled "Skip restocking alert on POS" if you do not want to be alerted when selling this item.**
10. **Click the box labeled "Apply membership discounts to this item" if applicable to this retail item.**
11. **Click on the "Commissions" tab and enter the appropriate commission level.**

    Note: You may use one, two, or all three discount levels to compensate various levels of management. To view the commission rate information, look up the employee record in the database. To ensure proper tracking of employee commissions, be sure your employees enter their ID number when selling an item on the register screen.
12. **Click on the pull-down arrow to select a commission type and click <SELECT>.**
13. **Click <OK>.**

Inventory Database Fields

Retail inventory database information is entered and stored in the database record in separate data fields. These fields correspond to the information required to specify the proper retail item at the time of transaction. In addition, inventory information may be useful in making ordering reports or for reconciliation of stock inventories.

Inventory database fields are accessed by highlighting an item in the browse window and then, either "double click" on the item or, select the ADD, CHANGE, or DELETE buttons located at the bottom of the display window. Note that there are two "tabs" corresponding to the inventory database fields: GENERAL, and COMMISSION. The following sections detail the data entry fields for the retail inventory database:
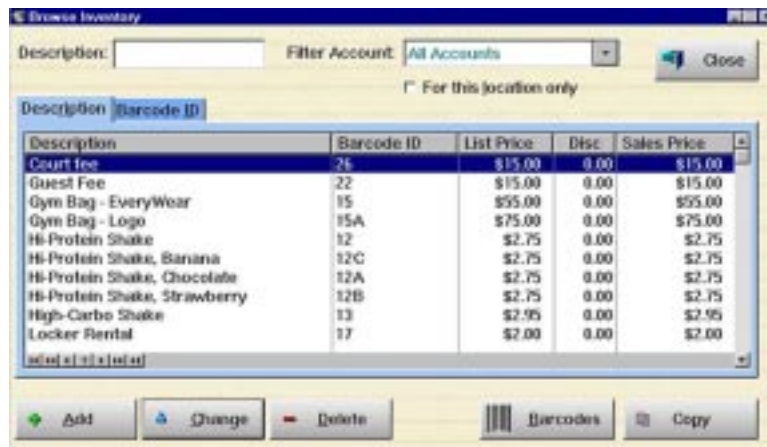
General Tab

BARCODE ID: This is the ID number assigned to the retail item. This ID code can be any combination of numbers up to a maximum of 10 characters long. It MUST be unique from all other retail inventory items in the database. It is recommended that you use the UPC barcode label number as the ID number. Then, when selling this item you can use a bar code scanner to read the ID number from the package. A word of caution: If the UPC barcode label contains six numbers in length (instead of 10), you should use the scanner to input the ID number. (With the cursor in the BARCODE ID field, scan the package UPC label.) Some scanners will pad the six-digit UPC with imbedded zeros to yield a ten-digit code. If you have the six-digit code in the database record and you scan the UPC on the invoice, yielding a ten-digit code, the proper item will not be located in the database.

DESCRIPTION: Enter the description of the retail item in this field. It is recommended that you do not use the manufacturer's name as the first name in this field. Aphelion will search alphabetically by this field when attempting to locate or display items in the retail database. If the same manufacturer is on many records you will get an alphabetical list based on the manufacturer and not on the item.

INCOME ACCOUNT: Select the income account (retail inventory income accounts are entered in the Configuration section) you wish to assign to the retail item. After highlighting the proper income account, press <OK> to complete the selection. The selection window will not display all of the income accounts at one time. Use the PgUp/PgDn keys to display the other income accounts. The Up/Down arrow keys will allow you to scroll down the complete list of retail inventory income accounts.

SELLING PRICE: Enter the item sales price into this field. When an item is sold from the inventory database, the value in this field will be displayed in the amount column of the invoice.

TAXABLE ITEM: Sales tax will be charged whenever this item is purchased on the POS screen. The sales tax charge will correspond to the tax rate 1, 2, or both (as is common in Canadian provinces or larger metropolitan areas) which are entered in the Configuration area (refer to Configuration | Site Information). A "NONE" selection means that the item is tax exempt on the POS screen.

DISCOUNTED ITEM: If you wish to put a particular item on sale by reducing the selling price by a specific percentage, click on the "Discount item" box. A pop-up window will appear for you to enter the discount percentage. When sold on the invoice screen, the price will reflect the value of the "Selling Price" field reduced by the percentage entered in this field. Leaving the "Discount item" box without a check mark will cause the price to reference the "Selling Price" field without applying any reduction.

ALERT WHEN BELOW: Enter the value into this field that indicates when reorder of item is required. When the inventory level falls below this number, the operator will be warned on the POS screen (when selling this item). Also, a report is available that lists all retail items that have inventory quantities below this level.

ITEMS ON HAND: This value reflects the current number of this item in stock. When an item is sold on the POS screen, the quantity sold is subtracted from this value to track current stock status. This number is an automatically computed value.

Note the "Restock," "Sales," and "Locations" buttons at the bottom of the "Browse Items" screen: These buttons allow you to add items to stock, view the History of item sales, and set club locations for this inventory item.

Restock

To replenish your inventory items, use the <Restock> button. When you select <Restock>, a browse window is displayed that shows the history of every addition you have made to stock. This information is used to calculate the Cost of Goods Sold, and to provide accurate reporting of profit margins.

Discount Coupons

Discount coupons, such as "$1 OFF", can be accomplished by entering a part number ID code (user designated) into the Inventory database. The description can be COUPON, and

the price a negative number. The quantity of coupons issued can be entered into the Inventory database to allow tracking of the number of coupons or the discounts offered and redeemed.

Enter the description of any coupons you may offer into the Inventory database. You may wish to enter an easy to remember code here. For instance, you might select "1000" for the ID code. Enter other information in the appropriate fields, such as the total number of coupons printed and a description. Enter a negative dollar amount for the sales price. This (negative) price will be added to the Invoice when a "1000" coupon is sold (redeemed) on the POS screen. As coupons are redeemed the inventory amount will be counted down, allowing you to review the number of coupons that have been redeemed.

When a coupon is to be redeemed, select the item on the Register screen. Enter the ID code you have selected. In this example, enter "1000" at the prompt for the ID code. This automatically recalls the description and the negative price (discount) you have entered into the Inventory database.

Commission Tab

COMMISSION SALES ITEM:

Note that there are three levels of commissions available for each Inventory Item providing extreme flexibility for your compensation scheme. These levels of commission can be selected based upon either a fixed dollar amount or a percentage of the sales price. You may use one, two, or all three levels to compensate different levels of management. Whenever an item is sold that is commissioned, the commission amount will be credited to the sales person. To view the commission rate information, lookup the Employee Record in the database. (To ensure proper tracking of employee commissions, be sure your employees enter their Sales Person ID when selling an item on the Register screen.)

FRONT COUNTER POS Button Configuration

The Data Entry menu selection is used to configure the Front Counter POS quick buttons. The POS quick buttons are displayed on the Front Counter POS screen, and are used to quickly sell an inventory item.

The POS quick keys are divided into two main areas: Departments and Items. The Item buttons are specifically assigned to an inventory item. Pressing an Item button allows the user to quickly sell the inventory item to which it is assigned. Department buttons are groups of Item buttons. Department buttons are used to categorize the Item buttons, and allow the user to select from different sets of Item buttons.

This section of the program will allow you to select icons for the Department buttons, and to assign inventory to the Item buttons.
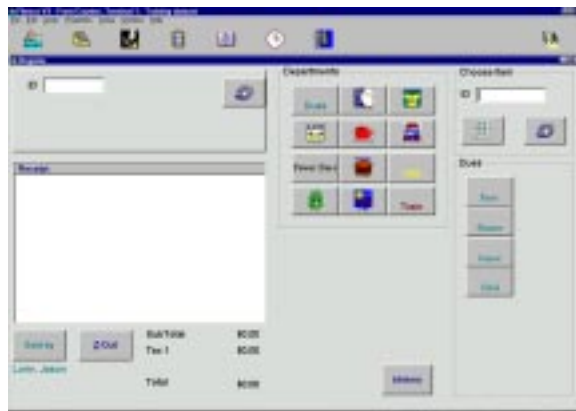
Pos Buttons

When you select POS Buttons from the Data Entry module, a window is displayed that will allow you to assign icons to each department, and inventory items to the Item buttons.

You can create "Departments" icons, which will appear on the Front Counter POS screen. For each "Department", you can create "items" which will define the inventory products that will be sold.

To begin setting up the POS system, decide which items you want to sell with the Quick Keys. (Note that all items in the inventory can be sold via barcode scanning or the card filelookup. The Quick Keys augment the barcode and lookup capabilities and allow the selected inventory items to be sold with just "one touch".

When you have decided which items you want to sell with the Quick Keys, group them into Departments or groups of items. Each Department can contain any mix of item buttons-- they need not be grouped by type. For example, your Juice Bar Department might contain Items for juice, vitamins, and drinks.

Once you have defined the departments and the items that will be contained in each Department, you are ready to enter the information into the system.

Departments

Each Department button can be assigned a descriptive label and an icon. The icon is optional. The icons are selected for each Department using the icon entry field.

We have provided several icons that you may wish to choose from when designing your ProShop departments. These icons are available in the \Fitness\icons subdirectory. Note that you can also use your own icons. Icons are available from several sources-- notably the internet, which is generally free, and commercial vendors.

The <Style> button is used to define a font style, color, and size for the Department description.

The description is displayed in two areas on the ProShop screen. The Department button can display the description. The description will always be displayed above the Items as each Department is selected.

If you choose not to display an icon on your Department button, the description that you enter in the Label area will appear instead of the icon on the Department button. If you want to display your description in color, you should choose the "Clear" icon. The "Clear" icon is provided as one of the Aphelion standard icons.

If you are setting up several buttons in one work session, you may want to setup the default font style, size, and color. The default is set up for each work session using the Setup > Default Font menu selection.
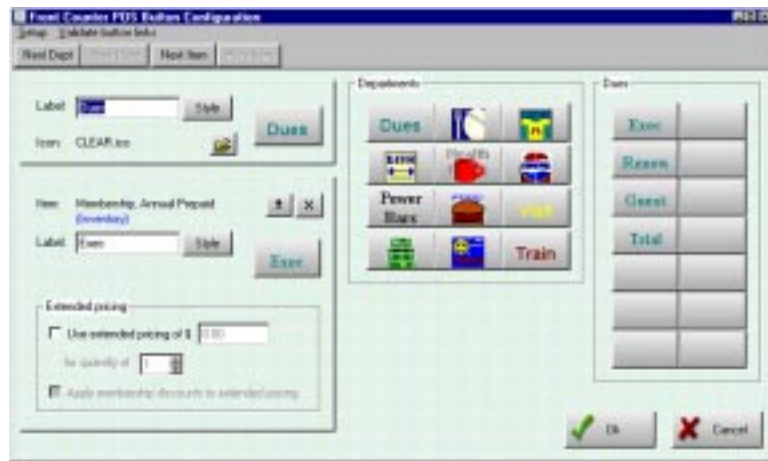
Items

The Items that are associated with each Department are setup in the "Items" area of the screen.

There are three types of items that can be assigned to an "Items" button. You can assign Inventory, Visits, or Personal Training sessions to each button.

To assign an inventory item, select the item from the Inventory browser that appears when you press the pulldown arrow button located next to the Item area. In a similar manner,

choose a Personal Training session or Visit from the appropriate tab to assign one of these items to the button.

To assign a Personal Training item to a button, you must first setup the Personal Training items in the Data Entry module. Personal Training items must be setup before you can see them on the Personal Training tab in this area.

To assign a Visit to a button, you must first setup the Visit in the Configuration module. Visits are treated the same as services. Visits should be setup as services, using the Member > Services menu as detailed earlier in this chapter.

Personal Training or visits can be sold to a member via the Quick Keys. They can also be manually added directly to the member's record in the Data Entry module.
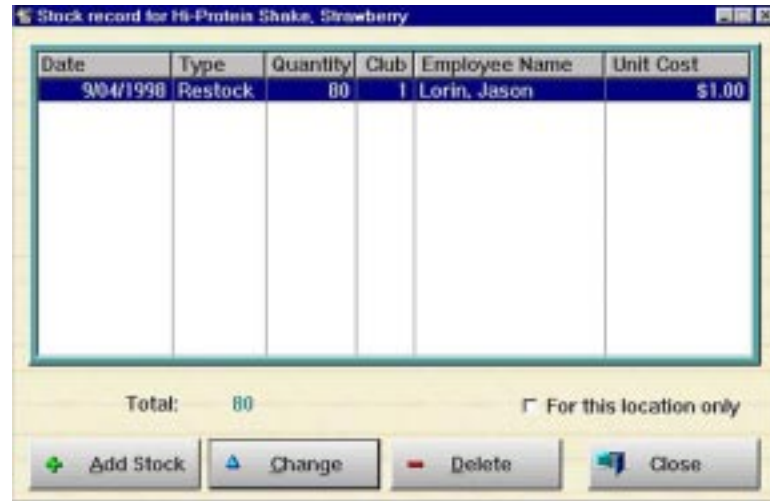
Provision is made to provide discounted pricing for a group of items. A group of items might include three training sessions, or four visits, etc. To provide discounted pricing for quantity purchases, use the "extended pricing" area. This entry field allows you to sell quantities of the selected item at a price of your choosing.

To Configure POS Buttons:

1. **In the Data Entry Module select Data Entry > POS Buttons.**
2. **Enter a department name in the first "Label" field (e.g. Food).**
3. **Click on <Style> to change font style, size, and color.**
4. **Click on the "Folder" icon and choose an image file; then click <OPEN>.**
5. **Enter item name in the second "Label" field (e.g. Burger).**
6. **Click <Style> to change font style, size and color; then click <OK>.**
7. **Click <Next Item>.**
8. **Repeat steps 5 thru 8 until all department items are entered.**
9. **Click <Next Dept>.**
10. **Repeat steps 2 thru 10 until all departments and items are entered.**
11. **Click <OK>.**

Employees

A database for employees is included in the Data Entry area. This option allows the manager to keep records on club employees. The POS Register tracks the identification number of the employee. Once an employee logs in, the program will retrieve the name of the employee and display his/her name on the POS Register.

The menu selections available to the user upon entering the employee database Browse window are: Add, Change, and Delete. There are four tabs (pages) available for entering employee information: GENERAL, ADDITIONAL, CERTIFICATION, and NOTES.

An option is available to show only those employees that are active. This will allow you to view employees that are currently working for you, and to filter out employees that are no longer active.

General Tab

ASSIGNED ID: Enter the unique employee ID into this field. This ID number is used by the system for reporting purposes. Login and logout are governed by the employee password, discussed later.

LAST (Name): Enter the employee's last name.

FIRST (Name): Enter the employee's first name.

MI: This field is reserved for entry of the initial of the employee's middle name.

PREFERRED: If the employee uses a nickname or a shortened version of the first name, that name can be entered into this field.

ADDRESS: Enter the street address of the employee.

CITY: The employee's city of residence can be entered into this field.

STATE: Enter the two-letter abbreviation for the state.

ZIP: Enter the zip code of the employee to complete the mailing address.

HOME PHONE: Enter the employee's home telephone number.

EMERGENCY: Enter the telephone number of the person to contact in case of an emergency with the employee.

SOCIAL SECURITY: Enter the employee's SSN into this field. This information is recommended to manage tax records.

Additional Tab

START DATE: Enter the start date for employee in this field.

ACTIVE: If the employee is currently working for you, check the "active" box. When the employee is terminated, uncheck the "active" box. This entry is used to determine which employees are currently active in the club, and is helpful when viewing or filtering lists of employees.

PASSWORD: Enter a unique "Alphanumeric" password for each employee. This password will be used when logging into the system, and when using the employee timeclock. (See Login Security section at the end of this section.)

HOURLY WAGE: Enter the hourly wage for this employee.

CLUB NUMBER: Enter the "Home Club" number for this employee.

COMMISSION LEVEL: Enter one of three Commissions levels available for inventory items (See "Commission" tab in Browse Items area). As a commissionable inventory item is sold at the POS Register screen, the commission amount will be automatically computed to reflect the appropriate commission level for this employee.

To Enter Employee Information Into The Database:

1. **In the Data Entry Module select Data Entry | Employee and click <ADD>.**
2. **On the "General" tab screen enter employee information.**
3. **Click on <Access Settings>. *Note: The <Default Access> button can be used to quickly setup the access rights for each employee. Once the default is loaded for the type of employee, you can tailor unique privileges by turning on or off individual selections.***
4. **Click on the " Additional" tab to enter additional employee information.**
5. **Click on the pull down arrow and select the employee's department.**
6. **Click on the up/down arrow buttons to select the "Home Club" number.**
7. **Use the arrow up/down buttons to enter the start date.**
8. **Check the "Active" box if the employee is currently working for you.**
9. **Enter a unique "Alphanumeric" password for the employee in the "Password" field.**
10. **Click the "Certification" tab to add employee's certification information.**
11. **Click the "Notes" tab to add messages to the employee's file. Check the alert box to alert the employee upon log-in or clock-in.**

Certification Tab

Certification: Enter the name, starting date, and expiration of each certification held by the employee.

Notes Tab

Enter information that you want communicated to an employee. Check the toggle box if you wish the employee to be alerted at front counter log-in/clock-in.

Login Security

Every module can be protected to insure only the appropriate employees have access to the system. The login security can be implemented in a variety of methods depending on the
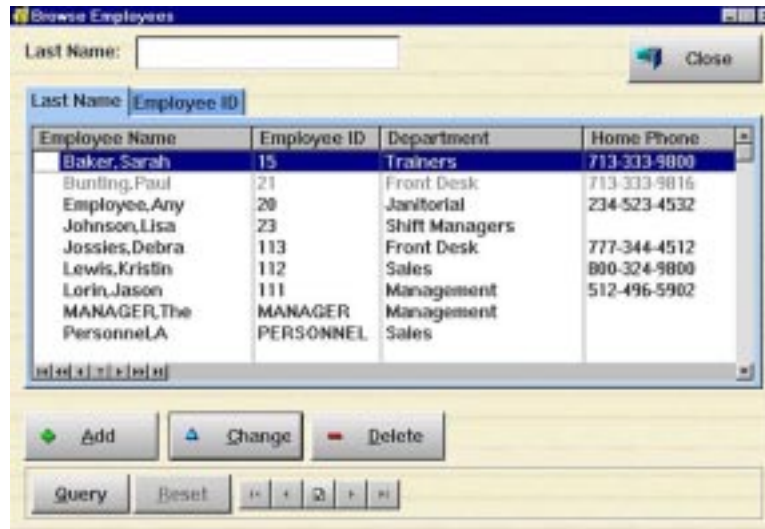
type of club. The system can be configured to operate with little access control, with maximum control, or to varying degrees between these extremes. You should analyze your club to determine how much access control you need. Don't implement more than you need, as you'll be constantly typing in access codes.

The security is implemented at the employee level. Each employee is assigned a password, along with access to designated areas of the system. When an employee logs-in by typing his/her security code, the system will only allow access to those screens, areas and modules for which he has privileges. Since access control is determined at an employee level, every employee can have independent access authorization.

For those modules where this feature is enabled, an employee will be asked to enter a login ID whenever they attempt to start one of the modules. (Access control can be "turned off" at the module level.). If the employee has access authorization, he will be allowed to continue.

Depending on the employee's access privileges, many screens within the modules may not be available to him/her. Some "windows" may be displayed with a simplified view preventing the employee from accessing "information sensitive" detail views. Alternately, a function may be depicted on the screen without the employee having authorization to perform that function.

The Login Security system allows "authorized access" to the programs for a particular employee to be "configured dynamically" based upon "privileges." Furthermore the employee may be granted limited access to certain modules and be given specific authorization

to perform certain tasks (functions) within those modules. The Manager or System Admin-istrator can setup unlimited "templates" (Defaults) for their employees, and then customize those templates for each individual.

To access the Login Security system select Browse Employees | Access Settings. The resulting screen display contains tabs that correspond to the various modules and to areas of authorization within the program: Modules, Front Counter, POS, Reporting, Contracts, Data Entry, Member Editing, and Accounting.

Access to the different software modules is controlled via the Module tab. In each of the other tabs there are

functions related to the tab title that are selectable within each tab.

At the bottom of the Modules tab note the <Default Settings> button. Selecting this button will show the default access settings (or "templates") in the system (defaults are created in the Configure module). The default access templates can be used to quickly setup the access rights for each employee. Once the default is loaded for the type of employee, you can tailor unique privileges by turning on or off individual selections.
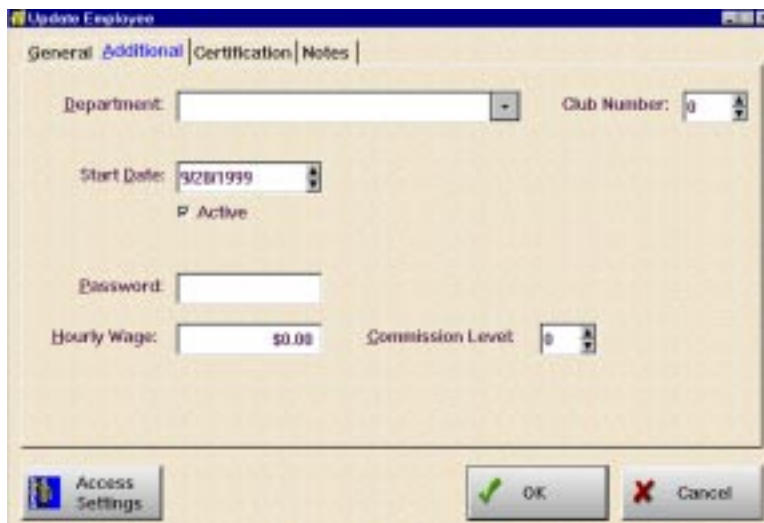
Banks

The bank database holds the information associated with a bank used by a member. The purpose of storing this information is its usefulness when entering banking information into a member's account. A typical site will contain relatively few banks when compared to the total number of members. Keeping a bank database, and using it to enter banking information into the member database on the accounting screen will simplify entering the banking data.

Bank Database Fields

As mentioned earlier, information is entered into the database record in separate data fields. These fields correspond to the information required to identify the bank for reports and sales tracking.

BANK NAME: Enter the member's bank name in this field.

BANK ADDRESS: Enter the street address for the member's bank in this field.

BANK CITY: Enter the city in which the member's bank is located in this field.

BANK STATE: Enter the state in which the member's bank is located in this field.

BANK ZIP: Enter the mailing zip code for the member's bank in this field.

PHONE: Enter the bank officer's telephone number.

OFFICER: Enter the name of the person you contact when calling the bank for questions or services.

To Enter Banking Information Into Your Database:

1.   In the Data Entry module select Data Entry | Banks.
2.   In the "Browse Banks" windows click <ADD>.
3.   Enter the banking information in the appropriate fields and click <OK>.

Groups

The group database tracks the organizations or companies that purchase memberships for their employees. The group is used to track which members belong to a company or organization.

The purpose of storing the group information is twofold. First, it is useful when entering group information into a member's account. A typical site will contain relatively few groups when compared against the total number of members. Keeping a group database, and using it to enter grouping information into the member database will simplify entering the group data.

Perhaps more important is the ability to track which groups are active, how many members are in a group, and the facility usage. The group tracking capability will provide this information.

Group Database Fields

As mentioned earlier, information is entered into the database record in separate data fields. These fields correspond to the information required to identify the group for reports and sales tracking.

GROUP NUMBER: This is the ID number assigned to the group. This number can represent your own internal numbering scheme, or the program can assign an ID.

GROUP NAME: Enter the group name into this field.

ADDRESS: Enter the group street address.

CITY: Enter the group city of business.

STATE: Enter the two-digit abbreviation for the state.

ZIP CODE: The 9-digit Zip Code is entered into this field. If only the first 5 digits are known, enter these digits.

PHONE: Enter the group telephone number. This number will be displayed on the initial group browse window.

CONTACT: Enter the name of the person you contact when calling the group for questions or services.

To Enter Group Information Into Your Database:

1. **In the Data Entry module select Data Entry | Groups.**
2. **In the "Browse Groups" window click <ADD>.**
3. **Enter the group information in the appropriate fields. Click <OK>.** *Note: The group database tracks the organizations or companies that purchase memberships for their employees. The group is used to track which members belong to a company or organization.*

Classes

Classes can be used to track enrollment, class capacity, attendance and standby lists. As with previous databases, add classes with the <Add> button.

Enter information for capacity, name of the class, instructor, and start and stop times. You will also need to enter the days of the week the class is conducted.

Instructors are assigned for each class using the employee names that have been entered in the employee database. Access this list by clicking on the pull-down menu next to the instructor field.

Members can be "enrolled" in a class. Depending on the class capacity, each member is assigned an "enrolled" or "standby" status. Members enrolling before the capacity is reached are assigned an "enrolled" status. Members enrolling after capacity is reached are assigned a "standby" status.

Once information is entered into the Class database, the members can be enrolled from the Front Counter module.

The defaulted value of the enrollment status is based on the current class enrollment when the member is enrolled. The class and enrollment capacity is displayed from the main database area and from the Front Counter screen.

To view the enrollment, press the <Enrollment> button. A browser will be displayed showing all members that have enrolled for the class.

To Enter Class Information Into Your database:

1. **In the Data Entry module select Data Entry | Classes.**
2. **In the "Browse Classes" click <ADD>.**
3. **In the "Update Class" window, click on the "General" tab.**
4. **Enter the information for your club's classes and click <OK>.**
5. **Click on the "Sales" tab to enter sales price and sales tax amount if applicable.**
6. **Click on the "Commissions" tab to enter commission level and type.**
7. **Click <OK>.**

Personal Training

Personal Training is handled in the software in a manner similar to Visits. That is, you can sell Personal Training sessions, and then count down the sessions as they are used. The fundamental difference between Personal Training and the Visits is that Personal Training allows you to track commissions when the session is used. By default, the instructor that is assigned when you setup the Personal Training session is shown on the check-in screen, but you can change this if the specified instructor is not available.

Personal Training is sold via the Front Counter POS screen. (Note that the Configuration section must be used to setup the POS Quick Keys, thus enabling the user to sell Personal Training sessions.

The personal training browser operates in a similar fashion to the other browsers. The browser contains a description of the classes, a list of the assigned instructors, and the sales prices. When you highlight and select a class, two tabs (pages) of information are presented: GENERAL and COMMISSIONS.

The "General" tab contains a Description field, Instructor field, Sales Price, and Income Account fields, as well as the Sales Tax option fields.

The "Commission" tab contains information pertaining to sales commissions to be computed based upon a fixed dollar amount or a percentage of the sale price. It also contains a field for Instructor Commission.

To Enter Personal Training Information Into Your Database:

1. In the Data Entry module select Data Entry | Personal Training from the menu bar.
2. In the "Personal Training Items" window click <ADD>.
3. Enter the personal training information in the appropriate fields.
4. Click on the "Commissions" tab.
5. Note: You may use one, two, or all three levels to compensate different levels of management. To view the commission rate information, look up the Employee Record in the database. (To ensure proper tracking of employee commissions, be sure your employees enter their Sales Person ID when selling an item on the Register screen.)

Scheduling

The schedule browser operates in a similar fashion to other browsers. A list of the scheduled groups that you have created is displayed, along with the start time, ending time, and the duration of each time slot that is to be scheduled.

When you get ready to add appointments to the individual scheduling calendars, you'll use the Register screen. The individual scheduling calendars are displayed on the Register screen when you touch the Calendar Icon.

There are several tiers associated with the calendars. These tiers are as follows: scheduling groups (each containing one or more), and scheduling calendars (each containing one or more appointments).

Scheduling calendars are sorted according to type. For example, you may wish to view your courts combined, but your staff separately. The program handles this by sorting each schedule in a group. These groups are called "Schedule Groups". A Schedule Group can contain any number of scheduling calendars, but only the first 10 can be displayed on the Register Quick Key buttons.

A Schedule Group contains a common starting time, stopping time, and scheduling interval for all the calendars within the group.

Each group has a tab that displays the individual calendars that are in the group. When you touch the schedule tab, another browser is displayed that shows the individual scheduling calendars. Each of these calendars can be named for easy identification.

To Enter Schedules Into Your Database:

1. **In the Data Entry module select Data Entry | Schedules.**
2. **In the "Schedule groups" window click <ADD>.**
3. **Enter the schedule description (e.g. Tennis Courts).**
4. **Enter the start time, interval, and end time by clicking on the up/down arrow buttons.**
5. **Click <OK>.**
6. **Continue steps 2 thru 5 until all schedules are added.**
7. **Click <Close>.**

MARKETING

One of the most effective ways to grow your club is via a systematic approach to marketing.

Effective sales marketing can pull thousands of dollars and plenty of new members into your club, over and over again, each month.

Systematic prospecting is one of the simplest ways to generate new members, yet it is one of the least used methods of club marketing. Why? Because the skills necessary to be effective at prospecting are hard to come by. Plus, the overhead and paperwork are usually burdensome.
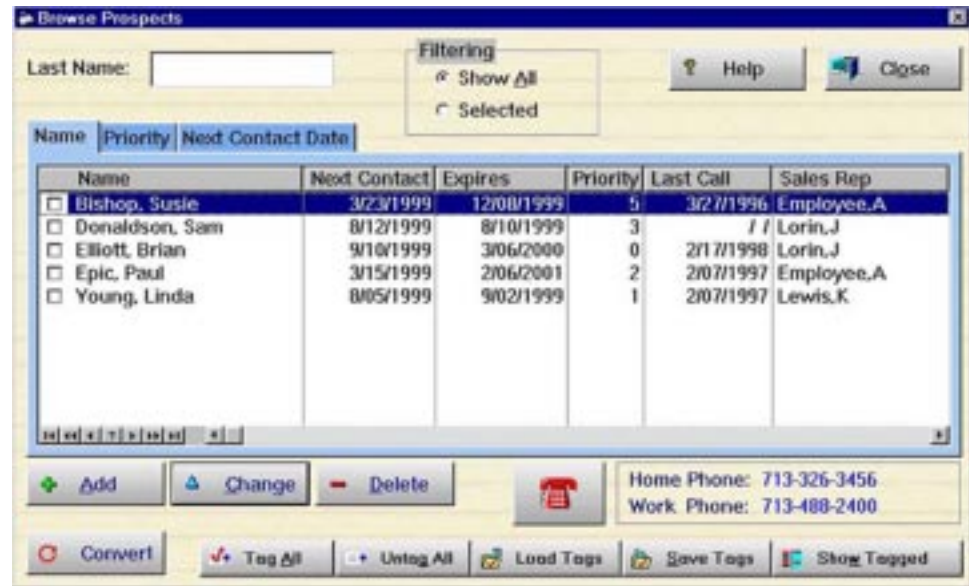
This prospect tracking program provides a proven method to track prospects. It reduces the time and paperwork necessary to be effective at prospect marketing.

This program is a comprehensive approach to marketing developed by one of the most successful groups in the country. The effectiveness of this marketing system will pay dividends in new members, higher retention, and increased cash flow.

Now, before we discuss the system, let's define what we mean by "marketing". Sales marketing is the process by which salespeople identify potential sales prospects, initiate contact with them, qualify the prospect as to their level of interest, and then follow up.

Several factors distinguish the marketing process from other activities such as "advertising" and "selling." Marketing is an active process, and is very personalized. "Advertising" is usually done on a very broad scale, to a mass market, with the intention of generating prospects. "Selling" in health clubs is usually done in a one-on-one situation, and usually in response to a Prospect expressing interest in the club.

The key is to generate more Prospects! You probably have many qualified Prospects that you lose track due to lack of an effective process to track these leads.

For maximum success, you should follow a systematic strategy. Here is the system as used by successful clubs. You can use this system to log your prospects, keep detailed notes of every call, track follow-up dates, and call back when you say you will.

When you use this system, you'll find it provides a process to set a call back date for every Prospect. You can run call back reports each day to find which Prospects need to be called back. By viewing the notes from each record, you'll be reminded of prior conversations and know how to escalate the Prospect to the next level.

Effective Prospect tracking is a system. By effective tracking and follow-up of your Prospects, you'll see your sales increasing. This program provides the framework for an effective system. Use it and you'll find your membership sales multiplying.
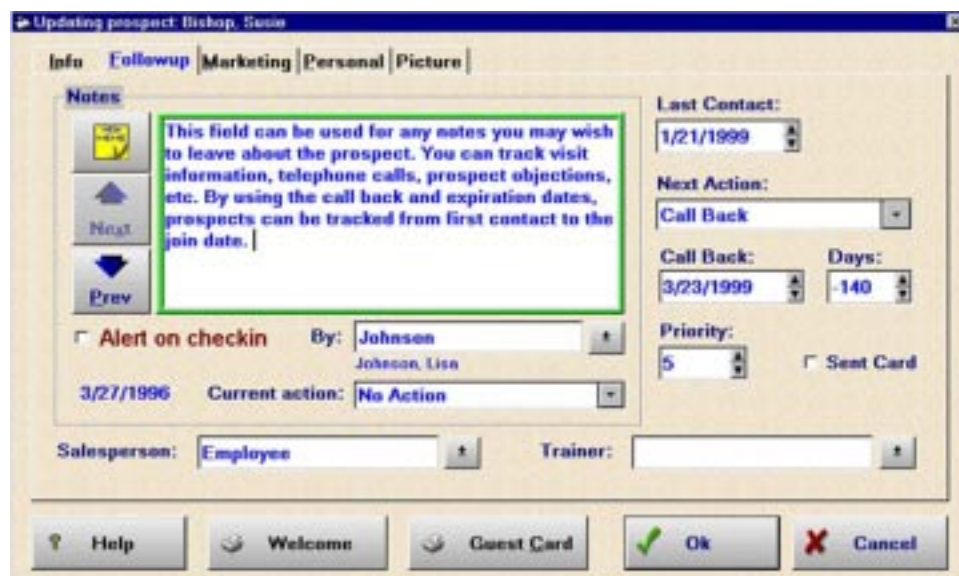
Communications

The Marketing module can utilize the workstation's modem to perform automated dialing of prospective members. Modem parameters must be configured to utilize this functionality. Set the COM port number, initialization string, dialing prefix, and hang-up string used by the modem. It may be necessary to check manufacturer documentation for these values. Standard settings are: COM port = 2, initialization string = ATDT, dialing prefix is the number dialed for outside line, hang-up string = ATH.

How to Track Your Prospects

The Marketing module is a specialized Contact Manager software package. The system is uniquely designed to track prospects in the Health and Fitness industry.

The program will track every guest and prospect that expresses interest in your club or services. Your salespeople can track phone calls and visits, and make a note of each call's results. Designed to allow quick entry of each call, the tracking screen allows you to track all contact information, including name, address, interest, suggested call back date, sales-person, and the notes for every phone call or visit.

This specialized contact manager is designed to provide the type of reports, tracking, and analysis you need to manage your club.

When you start the Marketing Module, the opening screen displays the Configuration options on the left side of the screen, the Report options on the right side of the screen, and the Marketing icon in the middle.

These buttons and icons are menu shortcuts. The menu along the top of the screen provides all of these options, plus a few more. You should explore the menu to see all of the capabilities of the program.

By this time, you have probably used the Configure module to setup different membership types, activities, and discovery methods. If you have not configured your software already, you will need to setup the program before you can use it.

To start marketing, press the Marketing icon at the top left side of the screen.

The "New Prospect" screen is displayed. The five tabs at the top of the screen (Info, Followup, Marketing, Personal, and Picture) take you to additional screens where more prospect information can be entered.

When you enter a new note at the Followup tab, a screen is displayed that will ask for the note-taker and the note action. The note action will serve to remind and categorize the types of notes you are adding. Actions and salespeople can be configured.

Set the call back date field to the day you wish to be reminded to call or contact the prospect. There are two date fields that you can use to conduct analysis of the performance of

your salespeople. The Tour Date and Tour Completed dates are used in the reporting area to compute the ratio of calls to scheduled tours, and the ratio of scheduled tours to completed tours. These ratios are used in the reports to compute salesperson performance.

Print Call Back Lists

The software will print a variety of useful reports. Each report provides important information to your salespeople.

Each day you can print lists of prospects that need to be called. These lists can be sorted by sales priority, call back date, action required, and salesperson. The call back lists include all the information needed to contact and sell your prospects.

Or, display a list of call backs on the screen. A comprehensive list of the calls that need to be made can be printed. Each salesperson using these reports will have the tools needed to effectively manage their prospects.

Simplify Follow-up

Every time a prospect is contacted, place a detailed note in the prospects' record. Each note is tagged with the date, the salesperson, and an action item. With unlimited notes, you'll have a comprehensive record of each call, which salesperson spoke to the prospect, and the result of the call. These notes remind your salespeople of the results of the last call, and provide a sophisticated, quality image to your call. A detailed record of each conversation allows you to escalate each call to the next sales level.

Track Performance

Tracking performance of your salespeople is important. By analyzing the results of every call a salesperson makes, the program provides comprehensive information regarding a salesperson's accomplishments.

Salesperson performance can be monitored by tracking the number of calls a salesperson makes, along with the number of appointments, the number of prospects that visit as a result of appointments, and the number of prospects that turn into sales. Though most good managers can quickly determine if a salesperson is effective, this tool provides the hard facts.

Display call performance by number of calls, tour efficiency by number of completed tours, and sales efficiency by number of completed sales. To use these reports, be sure to complete the Tour Scheduled and Tour Completed date fields.

The report will give a good snapshot of salesperson performance and plot trends.

Analyze Demographics

Tracking the source of your prospects makes good business sense. The Prospect tracking software will track the source of every guest or prospect and provide a concise image of where the leads are coming from.

Be sure to setup and use the Source fields. Every time you add a new prospect, set the Source field so that it matches the way the prospect found out about your club.

Later, you can print reports that describe the source of your leads, and the number of sales as a result of the source. You'll quickly determine the best source for leads, and the best source for sales.

To Add New Prospects:

1. In the Marketing Module select Prospects > Add.
2. Enter the appropriate prospect information in the fields of the "New Prospect" screen.
3. Click on the tabs at the top of the "New Prospect" screen to add additional prospect information (Info, Followup, Marketing, Personal, Picture).

To Browse Prospects:

1. In the Marketing Module select Prospects > Browse.
2. The "Browse Prospects" screen will pop up. This screen allows you to add, change, delete and convert prospects.

To Change Prospect Information:

1. In the Marketing Module select Prospects > Browse.
2. Click on the name of the prospect that you want to change.
3. Make appropriate changes to the information contained on each screen by clicking on the tabs at the top of the screen (Info, Followup, Marketing, Personal, Picture).

CONTRACT SALES

The contract sales module is used to sell memberships. One method of entering members into a system is to use a process that is called data entry. Each member's information is entered into the data entry area, along with contract payment amounts, expiration dates, renewal amounts, membership type, and various other information. Another, easier, method is to setup a contract for a type of membership one time, and then use that information over and over again when selling memberships. This is the concept behind the Contract Sales module.

A contract template is created for each type of membership. When you sell a contract, the information that is associated with the template gets transferred to the member's record when you "Approve" the contract. You enter the payment types, expiration dates, renewal amounts, etc. in the Contract template only one time. When you sell a specific type of contract, the information is transferred automatically into the membership record. The Contracts module is divided into three broad areas, represented by the icons on the opening screen. The <Sell> icon is used in the day to day selling of the plans. This is where you will select the plan to be sold. The <Contracts> icon allows you to view the membership contracts that have been sold. These plans are categorized as "approved" or "unapproved". Approved plans have been reviewed by management staff, while unapproved plans have not been reviewed. The <Plans> icon allows you to create contract templates. These templates are used when selling a membership.

These areas will be discussed in detail further in this chapter.

The Aphelion Sales Maker software is designed to be placed in a salesperson's office and to be used as a tool during the sales process. Alternately, the module can be used as a tool to quickly enter new contracts instead of using the Data Entry module.

Once you setup each contract template, the software displays all of your membership plans in a browse window. Each contract, and additional information about each plan, is available to assign to a new member.

Salespersons can use the system to display details of each plan, and quickly provide payment options to the prospect.

Plans

The <Plans> icon allows you to create contract templates. These templates will be used when you select the <New> icon.

To setup your own plans, use the PLANS menu selection to view the contracts. Then, select ADD to add a new plan. If you have many plans that are similar, use the COPY icon to duplicate an existing plan and then make minor changes.

Contracts can be broadly divided into those that are for new members and those that are for renewal members. Filtering tabs are provided if you wish to view membership contracts grouped by the terms of the contact.

The Sales Maker module will store all of your membership plans. You setup different types of membership plans, and select which variable terms can be changed by the salesperson. If enabled, a salesperson can change the downpayment, discount amount, and number of payments in the plan. The payments are automatically calculated and displayed.

General

The contract template allows you to setup the membership contract defaults. The information is available on several tabs. The General tab is used to categorize the membership, and default the form of payment.

A contract can be printed every time a membership is sold. The contract can use merge fields from the software, creating a custom printed contract for each member. Errors on the contracts can be minimized in this fashion. To use this capability, you must first create a contract that corresponds to the specific type of membership you are setting up. All of your contracts may be similar, or you can create a different contract for each type of membership. Use the word processing capability, described in the Form Letter section, to create your contracts.

Once you have created a Microsoft Word (contract) document, specify the name of the document in the field titled "Printed contract file name". This document will be printed, along with the merge fields during the sales process.

A similar capability is provided to produce temporary membership cards, club rules, welcome letter, etc. A Word document can be created with this type of information and can

be printed in a similar manner as the membership contract at the time of sale. This document is designated in the field titled "Printed letter file name".

Payments

The payments tab is used to enter the basic information about the cost of the contract, including down payment, taxes, and finance rates. The minimum down payment is used to allow the salesperson leeway during the sales process to discount the membership. If the minimum down is set to the same amount as the standard down payment, no discounts are allowed. If the minimum down payment is set to an amount less than the standard down payment, discounts will be allowed up to that amount during the sales process.

The enforceable payments are used to create an Account Receivable when the membership is sold. Using this area, you can create an enforceable payment schedule for the membership. Changing the number of months for the contract in this area will cause the program to use the base cost information to calculate the monthly payments.

The Debit description field is used when adding charges to the member's record. It provides a description of the type of charge, and is used in the account browsers or printed statements.

Services/Fees

Select the <Add> icon to add availability of a service or fee to this plan.

Note that these services and fees are initially setup in the Configuration module. Upon selection the 'Browse Services/Fees' window will appear. Choose an item by highlighting it and clicking the <Select> icon. A 'Plan service/fee add-on' window will appear.

Select the Add-on Type, Apply charge, and Number of visits (if V checked).

If Terms, select the Schedule for payments (Note that Payment Schedules are also setup in the Configuration module) to be used for this add-on. Also assign the pricing to be used depending upon form of payment (EFT, Statement, or PIF), enter the maximum discount (if any) permitted by sales persons for selling this plan and renewal pricing (if desired).

If Dues, enter the pricing to be used for EFT Dues and Statement Dues. They may be different, or the same, as you desire to set them up. If the 'Per member' apply charge (method) is selected, another tab of information must be completed. This tab is labeled, 'Family member'.

Complete the information in the same manner as in the 'Primary member' tab. The service/fee pricing reflected in this page of information is for each additional family member added to the Plan.

Notes

Freeform notes can be added to a membership plan for the purpose of clarifying items unique to a plan or to aid the sales team in their membership sales efforts. During the sales process, as each plan is highlighted, the pertinent notes will appear in the display window.

Word Documents

The membership agreement can be printed during the sales process using Microsoft Word. You must setup the membership agreement document for the printed contract or contract letters.

In every plan, you can define a Word document template and style files for both the plan and the contract.

In the template, the user can add useful fields into the document. All the available fields are stored in \fitness\letters\RptField.ini file. They are grouped in several categories such as: 'Member', 'Contract', 'Plan', 'Lists' etc.

The "Browse Membership Plan" window is divided into six tabs (General, Payments, Services/Fees, Note, and Word Document). The General tab is used to categorize the membership and default the form of payment.

To Create Contract Templates:

1. **From the Sales Module select Plans | Browse Membership Plans and click <ADD>.**
2. **Select a plan type (Open-ended, Terms, or Terms w. Roll-over), and click <OK>.**
3. **While at the General tab screen enter the plan description (i.e. Charter Membership, Executive Membership, etc.).**
4. **Use the pulldown arrow keys to choose the default membership type.**
5. **Click on the form of payment available with this contract.**
6. **Click on the up/down arrows to set the effective starting and ending dates of the contract.**
7. **Click on the box if you want to require the salesperson to enter billing information.**
8. **Click on the <Available Locations> button to choose club locations where this type of contract is available.**
9. **Click on the "Payments" tab and click on the pulldown arrow to choose a billing account.**
10. **Click on the up/down arrow keys to set the finance charge amount.**
11. **Choose one of the following options: "Use Proration," "Move Billing Date Only," and "Proration Fee."**
12. **Click on "Use Proration" if you want to charge for a portion until the next billing period.**
13. **Click on "Move Billing Data Only" if you want to prorate the billing date only--no charges for the prorated days.**
14. **Click on "Proration Fee" if you want to prorate the fee.**
15. **In the "Dues" section, click the pulldown arrow to choose a billing cycle.**
16. **Click on the "Services/Fees" tab and then click <ADD>.**
17. **In the "Browse Services/Fees" window, click on the Services tab or the Fees tab depending on which fee you want to add.**
18. **Choose a service or fee by clicking on it, then click on <SELECT>. The "Plan Service/Fee Add-on" window will display. At this point you can review the charges for the service/fee and click <OK> or make the necessary changes to the fields.**
19. **Click on the "Note" tab if you want to attach a note to the membership plan. (e.g. "This is a Charter Membership. This plan can only be sold during pre-sale.")**
20. **Click on the "Word Document" tab if you want to print a plan or contract.**

Selling Membership Plans

A unique capability is the ability to view each plan, and offer the prospect different payment options. With the proper authority, the salesperson can provide discounts, change down payments, and alter the number of months in the plan. When you setup each plan, you decide which options are to be changed during the sales process. For instance, you may want the maximum discount to be $100, or the minimum down payment to be $50. These and other plan options are setup when you create your plans.

Select a Plan for Contract

Plan: [_____]   ☑ This club only   [Select]   [Close]

All Plans | Open Ended | Terms | Terms w. Roll-over

Plan	Effective Date		Payment Options	Months	Dues Cycle
	Start Date	End Date			
Charter Membership	4/01/1999	9/01/1999	EFT/Stmt/PIF	12	Monthly 15th
Couples Membership Plan	7/06/1999	12/31/1999	EFT/Stmt/PIF	12	
Executive Membership	/ /	/ /	EFT/Stmt/PIF	12	Monthly 1st
Month to Month	7/02/1999	8/01/1999	EFT/	0	Monthly 1st
Singles Recurring Dues	7/06/1999	12/31/1999	EFT/	0	Monthly 1st
Standard Membership - prepaid	7/02/1999	8/01/1999	EFT/Stmt/PIF	12	
Standard Renewal	7/02/1999	8/01/1999	Stmt/PIF	12	Monthly 15th
Winter Special	10/01/1999	3/15/2000	EFT/Stmt/PIF	3	Monthly 1st

# of Family Add-ons: 0

EFT | Statement | PIF

	Terms	Dues
Base Service/Fee:	$250.00	$20.00
Other Services/Fee:	$390.00	$0.00
TOTAL	$640.00	$20.00
		(Monthly 15th)

This is Charter Membership. Can only be sold during pre-sale.

During the sales process, the salesperson can change these parameters, and an affordable monthly payment can be quickly computed. The system automatically computes finance charges, down payments, and contract terms when any parameter is changed.

When a member agrees to a plan, the salesperson only has to enter the member's name, address and other appropriate information onto the screen form. The system will calculate all dollar amounts, tender and reconcile cash, check and charge, and automatically print a legally binding contract. This system reduces errors, miscalculations, and contract problems by printing the contract automatically.

The system can be setup to print an exact copy of the contract you are using now. You can setup the program to print a different type of contract, with different terms, for every type of contract you sell.

Signature Capture

The members' signature can be captured when viewing the General tab. The program will automatically capture the member's signature when a new contract is sold. The system will store the signature and a copy of the contract. A legally binding contract can be printed, complete with the member signature. This system will reduce the amount of storage, and allows you to quickly find a copy of every contract issued. Check with your legal advisor to be sure that your contracts can be legally binding if the signature is captured electronically.

The <Contracts> icon is used to display the list of membership contracts.

To Sell a Membership Plan:

1. In the Contracts module select Contracts | Sell Contract from the menu bar.
2. Select a membership plan by clicking on it. (View all plans by clicking on the "All Plans" tab at lower left-hand side of screen.)
3. Use the up/down arrow keys of the "Add-ons" field to automatically compute the charges of the membership plan if additional family members were added to the plan. Set the number of additional members, click on <Show plans/resfresh pricing>. (Notice that the fee totals change when you click the refresh button.)
4. Once you have chosen the membership plan to sell, click on <SELECT>. (You will be given the option to continue by choosing <YES> or you may choose <NO> if you want to go back and select a different membership plan.)
5. When you choose <YES> a "New Contract" window displays.
6. Click on the card deck to choose the prospect's name.
7. Click on the prospect's name, then click <SELECT>.
8. Choose a "Form of Payment" (FOP) by clicking on EFT, Statement, or PIF.
9. If the member wants to add a family member to this contract, click on the <+Family> button, enter the family member's name, click <OK>.
10. If you want to add services/fees to the contract, click on the <+Service/Fee> button and choose the appropriate options(s).
11. Enter the contract sales date and effective date.
12. Enter number of free extension months if applicable.
13. Enter the "Dues First Due Date".
14. Enter additional down payment if applicable.
15. Click on <Sold by> button to enter sales commission percentages.
16. Click <OK>.
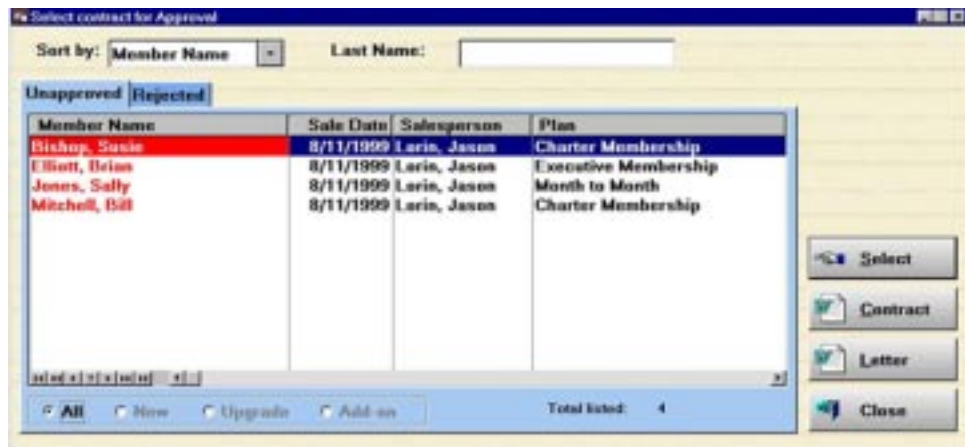
Approve Sold Plans

On a case by case or daily basis, the manager can view the plans that were sold. A special screen shows membership contracts, which can be filtered to show just the new plans. These new plans are called "unapproved". Though the membership information is stored when a contract is sold, each plan must be "approved" before the information is transferred into the system.

The approval process is used to validate the sale. After the manager has checked that the appropriate information has been entered into the contract, the contract can be approved. This process reduces the mistakes made during the data entry process. When the contract is approved, the system automatically places all the information about the member into the billing system.

Using the Approve button, the manager approves each plan. The approval process is used to validate the sale. The manager should check that the appropriate information has been entered into the contract. When you place a check box in the "authorization" field, the system automatically places the information about the member into the billing system.

This process reduces the mistakes made during the data entry process. Best of all, the billing information gets entered exactly the right way for every member, every time!

Salespersons can display details of each plan and quickly provide payment options to the prospect in the Contracts module.

To Browse Membership Plans:

1. **In the Contracts module, select Plans | Browse Membership Plans from the menu bar.**
2. **Use this window to add a membership plan. You may also change, delete, copy, or print information in the membership plans from this window.**

To Approve a Membership Plan:

1. **In the Sales Module select Contracts | Approve Contracts.**
2. **In the "Select Contract for Approval" window, click on the member you wish to approve.**
3. **After viewing the contract for correctness, click on the "Contract Approved" box, then click <OK>.**

Contract Add-ons & Upgrades

The Add-on Contract option permits adding services to an active (approved) contract. The existing add-ons cannot be changed or deleted. The new add-ons will not be effective until "Approved". Original add-ons will still be active.

To Add-on a Contract:

1. **In the Contracts module, select Contracts | Add-on contract.**
2. **Select the member contract to be added to and click <SELECT>.**
3. **Click on <+Services/Fee> to choose additional services.**
4. **Click on the additional service(s) required and then click <SELECT>.**

Active, Voided, and Expired contracts can be upgraded. A new plan must be selected for the new "Upgrade" contract. The basic (required) and default plan service add-ons will automatically be added to the upgraded contract in the same way as for selling a new contract. Other add-ons in the previous contract will be added too if that add-on is available in the new plan.

When an upgraded contract is approved, the previous contract will be marked as upgraded (not active any more). The new upgraded contract will remain as the only active contract. The user can choose to create a credit memo against the unpaid invoices.

In an upgraded contract, the primary member is not allowed to be changed (lookup button is disabled).

To Upgrade a Contract:

1. **In the Sales Module select Contracts | Upgrade contracts.**
2. **Click on a member's name and click <SELECT>.**
3. **Make any necessary changes to the membership plan, then click <OK>.**
4. **Click on a payment option, then click <OK>.**

To View Existing Contracts:

1. **In the Sales Module select Contracts | Browse contracts.**
2. **In the "Member Contracts" window you can use the tabs to view contracts by type. (Active, Voided, Expired, Upgraded, Unapproved, Rejected, All Contracts).**
3. **Choose a member by clicking on a name, and then click <View>.**
4. **After viewing the member contract, click <OK> to close the window.**

Contract History

The history can be ordered by member name, bar code ID, or by Agreement number. There are six tabs of information, which can be viewed for any member: All Contracts; Unapproved; Active Upgraded; Expired, and Voided. Additional information is viewable by selecting the <$ Customer> and <$Contract> icons located at the bottom of the screen for account status information and contract sale information.

To View Member Contract History:

1. **In the Sales Module select the <History> icon at the top of the screen to view the contract history for any member.**

FRONT COUNTER

The front counter module will provide the functions necessary to automate the front counter. The following sections will describe the module in detail.

To start the program from the Aphelion Club Management Program Group, double click on the Front Counter icon.

Overview

There are six major areas within this module, represented by icons at the top of the screen. These areas are the Check-in Screen, Point of Sale, Prospect Tracking, Class Enrollment, Class Scheduling, and Timeclock.   The Login icon is available in all modules. These icons are visible along the top of the screen at all times. You can quickly switch from one screen to another at any time by clicking the appropriate icon.
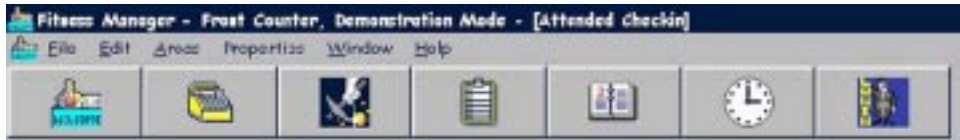
Taken in order from left to right, the icons are for the Check-in screen, the POS screen, the Prospect and Guest tracking, Class enrollment, Scheduling, and employee Timeclock. If you allow the mouse to linger over any icon, the tool tip will describe the function.

User Tip

If you want to check members into the club, use the Check-in icon. A check-in window will be displayed.

User Tip

You do not have to exit one window to view another. For example, you can view the POS screen by touching the POS icon. When you touch the Check-in icon, you are returned to the check-in screen exactly where you left. In this manner, you can easily switch between front counter operations.

Information Windows

Many of the front counter screens have similar capabilities, including searching for more information about your members. If you want more information about a member, a screen is available that provides a snapshot of most of the member information. This screen is available from several areas in the Front Counter module.

The member information screen shows a snapshot of the member record, including all of the member's accounting transactions and account balance, a list with the most recent check-ins, a video image of the member, and any secondary accounts as part of the membership. To view this information, click the mouse (or touch) anywhere on a member's name. You can touch a name for more information on the member history screen, and in the area where you enter a member's ID. When you do, a pop-up screen will be displayed that will show additional member information.

If a name is not visible, you can use the card deck icon to search for the member. Use the <Card Deck> icon to view additional information.

Check-In Basics

Select Check-in by clicking on the check-in icon.

When you select the Check-in icon, the program will display the check-in window. The system is then ready for you to enter the ID number of the member. There are several methods to enter the ID number in the highlighted field. The simplest method is to type the ID from the keyboard, then press <Enter>. Alternately, you can use a barcode reader to electronically read a member's bar-coded ID card. Or, you can search for a member by last name by clicking the Card deck Icon located next to the ID input field.
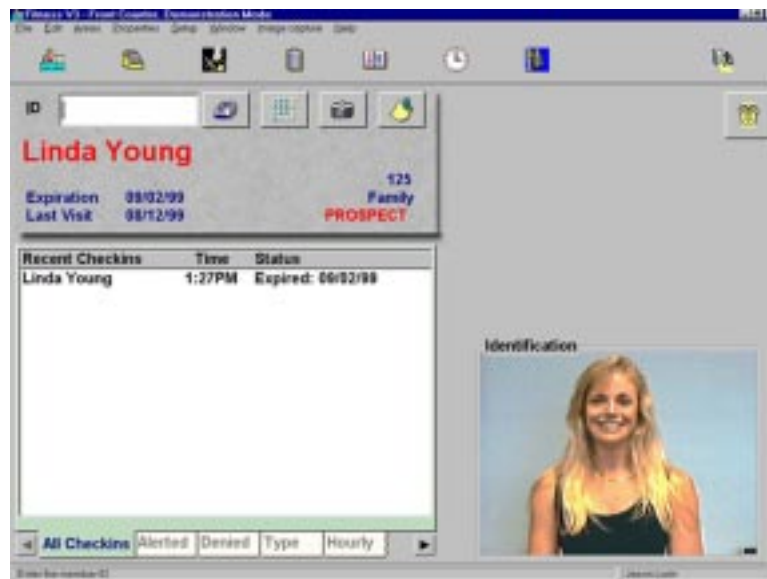
To Check-in Members:

In the Front Counter Module, select Areas > Check-in from the menu bar.

Using barcode ID #'s for member check-in:

1. **Type in the member number in the ID field and press <Enter>.**
2. **If the alert is minor, press the green traffic light icon to complete the member check-in.**
3. **If the alert is substantial, press the red traffic light icon to log-in the member having a problem.**

Checking in Members without the ID #:

1. **Click on the card deck icon.**
2. **Click on the member's name and click <SELECT>.**
3. **Click on the green traffic light icon to admit the member into the club.**

When you check a member into the club, the system automatically checks the member status, several user set alerts, and several internal program alerts.

If the member has any alert flags associated with his record, such as an expired contract, account balance due, membership due to expire, etc., the alert message will be displayed, along with a red and green traffic light icon.

If the alert is minor, press the Green Traffic light icon to complete the member check-in. If the alert is substantial, press the Red Traffic light icon to log the member having a problem.

When you check-in a member, the program checks the member's status. The software will look for account balance, a user message, several user set status flags, expiration date, contract information, and several internal alerts. If the member has any problems, the message will appear on the check-in screen.

When a member is checked-in, the name is added to the history window. The history window will be discussed later in this section.

The CHECK-IN window will remain visible waiting for you to enter the next member ID for check-in.

When an alert appears, click on any of the alert icons for more information. For example, if a member has an account balance, the Account Balance icon will appear. When you click on the Account Balance icon, the member's accounting information is displayed.

Several additional capabilities are available from the check-in screen to allow you to determine more information about a member.

When you want more information about a member, click on the member's name. A window will pop-up that allows you to view more member information.
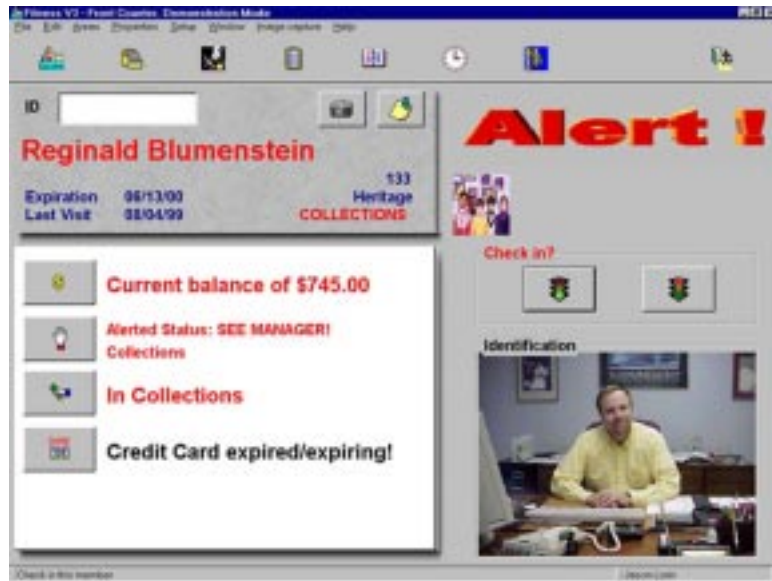
The More Information window will let you see additional member information. You can zoom in to a specific area of interest by clicking an icon on the screen. The icons located along the bottom of the screen will show, in order from left to right:

- **Account information**
- **Recent check-ins (including date, time and status)**
- **Personal training sessions (remaining and used)**
- **Class enrollment**
- **Scheduled appointments**
- **Family members**

Monitored Check-In

In many cases, it may be desirable for each member to check themselves into the club. There may be an attendant near the counter to monitor the check-ins, however the clerk may be attending to other duties, and not be right at the computer screen.

In this circumstance, you should use the monitored check-in mode. When configured for monitored check-in, the display will not pause when there is a status problem with a member's account. The display will allow the check-in to proceed, however the member's account will be flagged, and the screen will display an alert, if appropriate, for a short period of time. The Front Counter attendant can visually monitor the check-in, without having to touch the computer.

This can be useful if the front desk attendant is called away temporarily, or the front desk is not attended due to a slow time of day. If you have the audio messaging enabled, a voice message will announce if there is a problem.

The unattended mode is also useful if a turnstile is configured, as the turnstile will not open if there is a problem with the account. If you wish to configure the system to permanently startup in unattended check-in mode, use the Unattended Mode option found in the Configuration module.

Browsing Member Notes

Frequently it will be necessary to view the notes that are associated with a member from the Front Counter.

The Note Browser screen allows you to view the notes that have been attached to the member's record. Press the <Next> <Previous> buttons to page through the notes.

An icon is available to <Add a Note>, which will cause the software to display a screen that allows you to add a new note to the member record.

Since member notes can be specially flagged to display an alert and the message when a member checks-in, the alert flag can be cleared when viewing the notes. Clearing the alert flag will prevent the message from displaying when the member checks-in. To clear the alert flag, and prevent the note from displaying when a member checks-in, select the <Clear Alert Status> button.

If a member has many notes that are selected to alert upon check-in, you can view only those notes by selecting the <Display only alerted notes> check box. This will allow you to view only those notes that are alerted for Front Counter check-in.
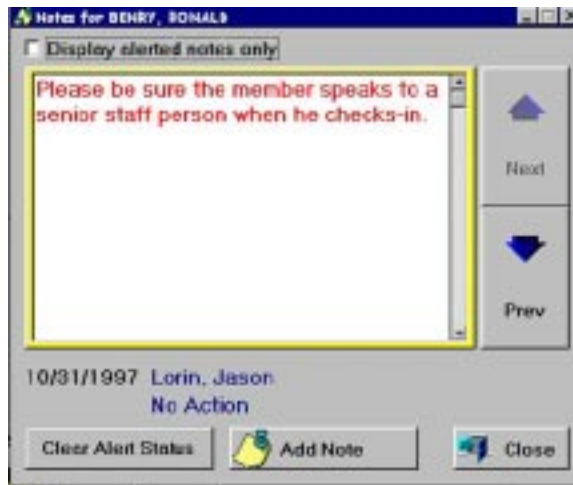
Adding Notes to Member Records

Frequently, a member will have a status problem or issue of some sort when checking-in. An easy way to let the back office know of the problem or issue is to attach a note to the member's record. The <Memo> icon will allow you to attach a note to a member's record so the back office or manager can review it.

When you select the <Memo> icon, you can add a free form note. The note is permanently attached to the member record. All of the notes that are entered from the front counter can be viewed from the back office at a later date.

To enter a memo, simply type the note in the New Note area. Select <OK> when you are finished. A "note type" can be associated with a note. This will allow easy differentiation of the notes later. For example, you can tag a note as a problem, referral, status, etc. When you run reports, the information can be filtered to show only the notes of a specific status.

Because many of the issues and problems that are seen at the Front Counter are similar in nature, you can create "standard notes". Standard notes can be used instead of typing a free form note. (Standard notes are setup using the Configuration module). The standard notes allow the front counter to select a note, rather than having to type it in. As an example, many members may say their dues have already been paid, when the system alerts that they haven't paid. The Front Counter personnel will typically allow the member into the club, but should send a message to the back for someone to check on the dispute.

To Add a Note to a Member's Record:

1. **In the Front Counter Module select Areas > Check-in from the menu bar.**
2. **After checking in the member, click on the note icon.**
3. **Type the message in the "New Note" area.**
4. **Click <OK>.**
5. **Select a "note type" by clicking on the pulldown arrow on the "action" field.**
6. **Select a "standard note" by clicking on one of the options.**
7. **Click <OK>.**

Browse Member Information

Member information can be obtained at the front counter for any member. To view member information, select the <Card Deck> icon.

When the Member Browser screen appears, you can check-in a member by clicking on
<Select>, or view more informa-
tion about the member by
clicking on <INFO>. Addition-
ally, you can change the sort order
to help you find a member by
selecting the appropriate tab
below the list of members.
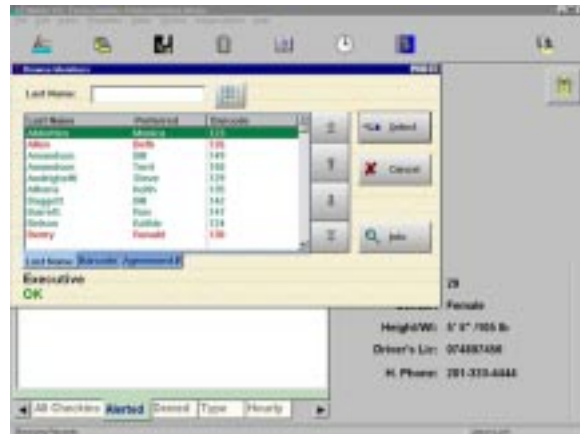
Member Status History

The Member Status History
function records all status changes
to a member's record. This
feature is accessible through both
the Data Entry and Front Counter modules. From the "Status History" window, you can add a new status, change the existing status, or delete a previous status. When adding or editing, select an available status, attach a reason for the status, define an effective date range, and attach any desired comments.

To access the Status History window (Data Entry):

1. **In the Data Entry module, select a member from the "Browse Members" window.**
2. **Under the "Personal" tab, select "Status History" in the Status box.**
3. **Add, Edit, or Delete desired status.**

1. **Open the Front Counter and select a checked-in member.**
2. **From the "Member Information" window, select the "Status" button.**
3. **Add, Edit, or Delete desired status.**

Note regarding Member Status History: if a member status is changed using the "Edit" button, the selected status is replaced by the edited one. The effect is the edited status is no longer available in the Member Status History. To record the change of a member status, it is necessary to select "New."

Check-In History

The main check-in screen shows a list of all members that have recently checked-in. To filter the list to show only those members that had alerts, click the tab labeled "ALERTED", which is located directly below the check-in list. This is helpful to show those members that had problems. The check-in problem is listed next to the member's name, in order of priority.

To filter the list to show those members that were denied entry, click the tab labeled "DENIED", which is located directly below the check-in list. This is helpful to show those members that were denied entry.

To show a graphical representation of the number of check-ins, click the "graphics" icon above the check-in list. This will toggle the screen to show a graphical representation of check-ins by member category, check-in by hour, or a history list. Once a graphical screen is displayed, click on the graph to show several different types of graphical information screens.

Status Date Ranges

This feature allows the status of a member to be set to a specified range of dates in the future. For example, you can set a member's status to "Freeze" beginning one week from the initial date entered and automatically thaw after a three-week period. There is no end date with a "Terminated" status.

1. **Select a member record from the "Browse Members" window.**
2. **Select the "New Status" button on the "Personal" tab.**
3. **Select a new status and enter effective and ending dates.**

To set the status date range (Front Counter):

1. Open the "Member Information" window of a checked-in member.
2. Select the "Status" button.
3. Select "New".
4. Select a new status and enter effective and ending datesAudio Alerts.

Audio alerts are available to alert the front desk clerk if a member has a status problem. When a member checks-in, the system will announce one of several different announcements, depending on the status of the membership.

Audio Alerts

Audio alerts are available to alert the front desk clerk if a member has a status proglem. When a member checks-in, the system will announce one of several different announcements depending on the status of the membership.

You can choose which message the type of status announces. Alerts are setup in the Configuration module.

Voice annunciation is available for:

> **Account Balance**
> **Scheduled appointment today**
> **Membership status**
> **Birthday**
> **Expiring soon or expired membership**
> **Welcome to the club**
> **See the manager**
> **Rescan your card**
> **Frozen, terminated, or time restricted memberships**
> **And several more . . .**

Depending on your club, you may want to use the full compliment of audio alerts or only a few. If your Front Counter is always attended, you may want to replace the different types of alerts with one general alert that notifies the front desk clerk.

The system is configured with standard voice announcements that we have recorded in our Houston facility. You can record your own using a Windows or Windows 95 sound card.

Video Check-In

If you have purchased the video image option, the member picture will be displayed on the check-in screen. You must first configure the system for your graphics adapter and monitor. Use the Configure module to setup your system to display the pictures.

Once the camera is setup and working, three methods of capturing an image of your members are available. One method is to use the utility available from the Aphelion Club Management Program Group. This is referred to as the picture capture utility.

Another method is to click the camera icon that shows on the check-in screen. The camera icon will be displayed as a member checks-in, and on several pop-up information screens.

The third method is to view the member using the Data Entry module. A tab is provided to display and retake a member photo from this area.

The picture capture utility, available from the Aphelion Club Management Program Group, is the best method to take all of the pictures of the club members. The database of members is displayed so it is easy to match the member to his/her picture.

Once you are using the system, it will be more convenient to use the camera icon from the check-in or data entry modules.

Advanced Check-in Options

The system will perform additional tracking in addition to just checking member's status during the check-in process. The system can track Punchcard Visits, Classes, and Personal Training sessions available. The default mode, whether on or off, is setup in the Configure module, but a manual over-ride is available on the Front Counter screen.

During check-in, the system can monitor a member's account, and notify the clerk if the member has personal training sessions, visits, or is enrolled in a class. If an activity is found, a screen is displayed allowing the operator to decrement an activity, check-in the member to a class, or use a personal training session.
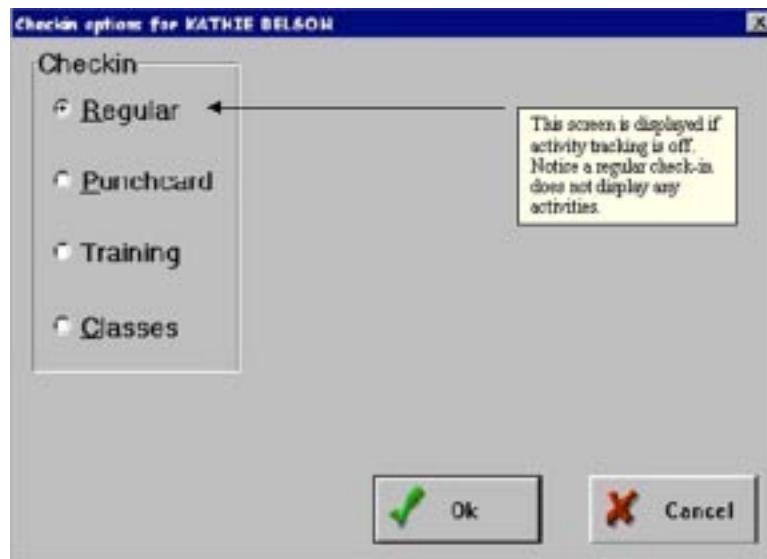
The system can be setup to always show the activity selection screen, never to show it, or only show it if a member has an activity.
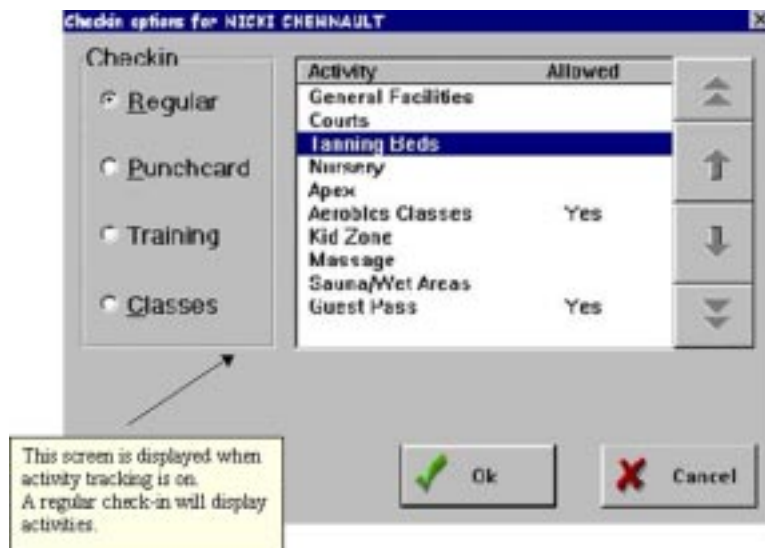
An icon is provided on the Front Counter screen that will allow you to toggle to any of the three modes. The icon is a three position switch, and will allow either On, Off, or Next. During busy times of the day, it may be preferable not to delay all of the check-ins to display the member activities. If you don't want to display activities, choose the OFF mode, which is selected by clicking the icon until it shows OFF.

During slow times of the day, you may wish to check every member as they arrive to see if they have activities, and to ask if they would like to use one when they check-in. This mode is referred to as the "smart" mode. To choose smart mode, toggle the icon until it shows the check mark. In this mode, the program will check every member as they are checked-in, and display activities if they are available.

During busy times, it may be necessary to toggle to the activity mode from time to time. To do this, toggle the icon until Next is displayed. The activity display will only show for the next check-in. This will be helpful, for example, if a member alerts you that he wants to use a personal training session, or count down a visit he has purchased. Toggle to the Next mode, then check-in the member. The activity screen will only display for the member, then revert back to the Off mode.

ACTIVITY TRACKING

If you want to track which service a member uses during check-in, turn on the "use activity tracking" selection in the Configuration module. This feature allows tracking member check-ins on an activity basis. (Services are defined in the Configuration module.)

When this mode is selected, the Regular mode check-in will require a service to be selected. This allows you to monitor which services within the club are utilized. Additionally, you can restrict access to certain services, based on membership types.
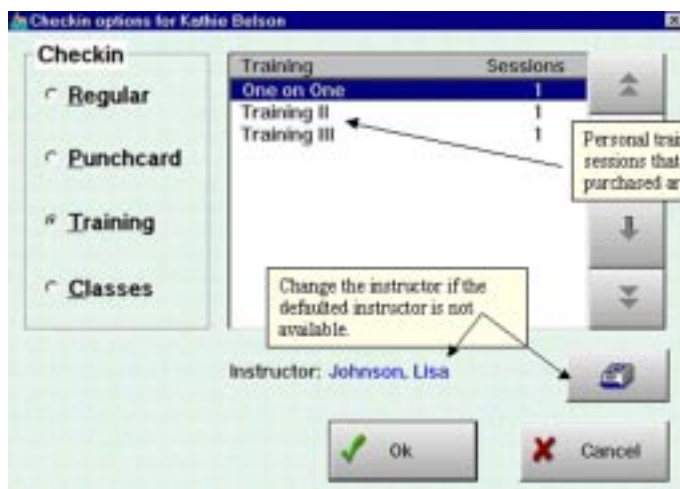
When operating in "Attended Mode", and if tracking is enabled, the complete set of services are automatically displayed in a selection window once the membership ID is entered into the check-in window.

"Allowed" services, based on the membership type, are shown with a Yes in a Pop-up window. Choose the service with the Up/Dn arrow keys, and then press <Enter>. If a restricted service is selected, the operator is prompted with by an alert that says that a restricted service is selected. He should decide whether to continue the check-in. For each membership type , any combination of services can be selected as an allowed entry. If a member is not assigned to an allowable service, his check-in is denied.

The configuration modulewill let you assign the defaulted service by workstation. The default service is setup in the Configuration module. If a terminal is usually used for a specific service, then you should set that service as the default so you don't have to use the up/down arrow keys to find the proper selection each time a member is checked-in.

If tracking is disabled, all members are checked into the "General Facilities" area. If the activity tracking is configured "off" in the Configuration module, the service filter is skipped.

To Turn On Activity Tracking:

1. **In the Configuration Module select Station > Checkin Settings from the menu bar.**
2. **Choose "always prompt for activity" and/or "always prompt for classes."**
3. **Click <OK>.**

Punchcard Check-In

Punchcard check-in is used to check-in members when they have purchased a certain number of visits to an activity. This type of check-in will be useful for tanning beds, Apex, court time, or special memberships where facility usage is limited. This type of countdown is called Punchcard or Visit Units because the system will count down visits.

(VISIT UNITS are sold to a member from the ProShop.

Each member can purchase a number of visits to club services.   This visit account is then decremented when the member checks in to an activity. The number of visit units required for entry will be compared to the number of visit counts remaining in the member's visit account to verify a sufficient balance. To add visit units to a member account, use the VISIT function key available on the POS screen. Refer to the POS Register for more information.

Personal Training Tracking

Personal Training sessions are very similar to the Punchcard capability, whereby a member purchases sessions from the ProShop, and uses them as he/she checks-in to the club. A distinct difference is the capability to track and pay commissions for training since training is normally commissioned and the instructor is tracked. Reports can be run to determine commission levels. Commissions can be paid when Personal Training is sold, reflecting the individual who conducted the training.

Every member can purchase any number of Personal Training sessions. The program manages the account, keeps track of sessions remaining, and sessions used. When a session is used, the software tracks who conducted the training, type, and time.

When you initially setup the Personal Training session to be sold, you specify an instructor. When a Personal Training session is used, the instructor is defaulted to the instructor that was originally setup. Since this instructor is not always available, you can change the instructor by clicking on the <Card Deck> icon.

To add Personal Training sessions to a member's account, Sell a Personal Training session from the POS screen. Refer to the POS Register section to learn how to sell Personal Training.

To add Personal Training sessions so they are available for sale, add training sessions in the Database module. Use the Configuration module to setup the quick buttons on the POS screen so the sessions can be sold.

Personal Training / Visit History and Adjustment

The "Personal Training / Visit" window displays a history of purchase/usage dates and remaining credit for a selected member. This window is accessible from both the Data Entry and Front Counter modules. In the Data Entry module, the "Personal Training/Visits" window allows you to adjust a member's credit without creating an invoice. Personal Training and Visits credits cannot be manually adjusted from the Front Counter module. Automatic adjustment of member credits is performed through the Front Counter Point of Sale (to increase total) and a visit tracking enabled check-in (to deduct).

To access the Personal Training / Visits window (Data Entry):

1.   **From the "Browse Members" window, highlight the desired member.**
2.   **Select the "View Training / Visit" icon.**
3.   **Use the "Adjust" button to add or remove visits and/or training.**

To access the Personal Training / Visits window (Front Counter):

1.   **Open the "Member Information" window by selecting a checked-in member.**
2.   **Select the "Personal Training" icon to view the history window.**

Personal Training and Visit Expiration

Set expiration dates for sold or adjusted Personal Training or Visit credits. Expiration dates are set during the Point of Sale or by adjusting a member's Personal Training and Visit credit in Data Entry (see above). To apply an expiration date to existing training or visit credits, it is necessary to add new credits (with expiration dates), then adjust the account with the appropriate amount of negative credits to balance the account.

To set an expiration date at the Point of Sale (Front Counter):

1. **Select a Visit or Personal Training item to sell in the Front Counter Register**
2. **Click the displayed item in the "Receipt" window to display transaction details**
3. **Locate the "Expires on" field and set the date**

Batch adjustment of member Visits credits and Expiration Dates (Reports):

1. **In the Reports module, select Utilities > Batch change Visit counts**
2. **Select a member record filter type**
3. **Place a check next to the visit service(s) to update**
4. **Select how you wish to modify the existing visit count**
5. **Enter the modifying number**
6. **Enter new expiration date**
7. **Select OK**

Class Tracking

If you always want to track which class a member attends when he checks-in, turn on the "use activity tracking" selection in the Configure menu. This feature allows tracking member check-ins on a class basis. If you want to track classes on an occasional basis, use the <Tracking> icon to turn on tracking as needed.

Classes are first setup in the Database area of the program. Check-in to a particular class can be restricted by prior enrollment in the class. If a member is not enrolled in a class, his check-in is alerted. Choose the class by scrolling in the class list. If a member is not enrolled in the class selected, the operator is prompted with an alert, and should decide whether to continue the check-in.

When operating in "Attended Mode", and if tracking is enabled, the Class Attendance choice is automatically highlighted in a selection window once the membership ID is entered into the system.

Classes are shown for the day only. If a class doesn't appear, it may be because it is not held on today's date. A provision is made to check-in to a prior class by changing the date.
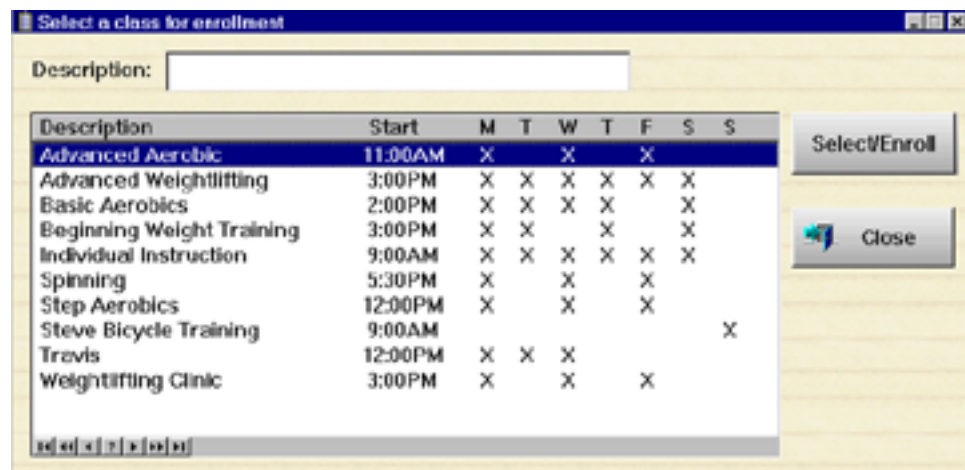
Check-In Alerts

Alert messages are used by the program to inform the user of special situations when a member checks-in. These messages are displayed on the screen and are enunciated by a beep from the computer. If you have a sound board in the PC, voice messages can be played to enunciate various check-in alerts.

Various alerts are available. For instance, incorrectly scanning a member's ID number will cause the message "Please re-scan your card" to be played. Other types of alert messages warn the operator of an unusual status regarding a member.

As an icon is displayed, click on the alert icons to find more information about the alert. For example, the Account Balance icon will alert if a member has an outstanding balance. Click on the alert icon to see the account transactions.

Message or Note	Double Check-in	Welcome Prospect	Restricted Access
Appointment Today	Birthday	Frozen Account	Terminated Account
Account Balance	Status Message	Medical Alert	Inactive member
Locker Expired	Credit Card Expired	Membership Expired	Membership Will Expire soon
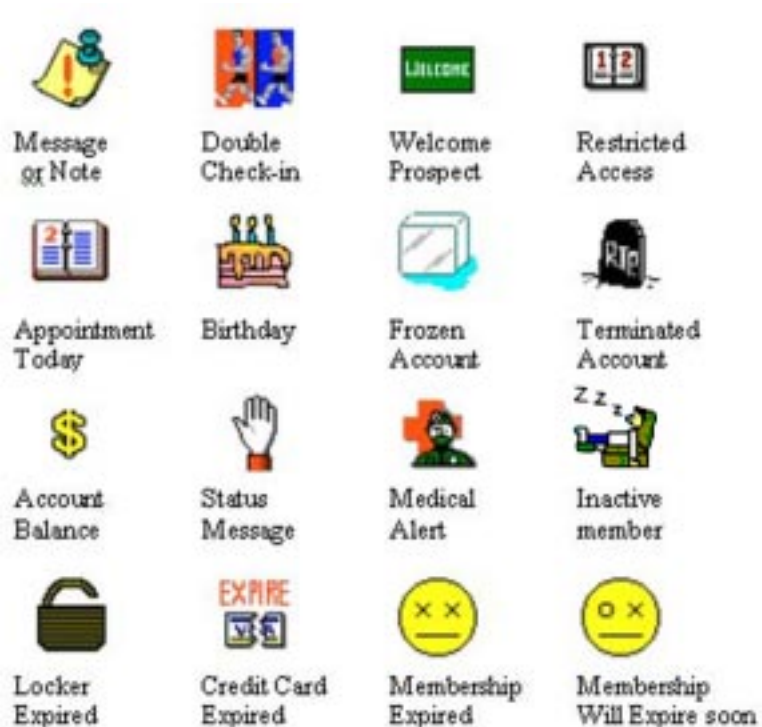
Account Balance

If a member owes money from previous charges or membership dues, the program will alert the user at the time of the transaction. The window displayed includes a message that there is an outstanding balance, and shows the balance and 30-60-90-120 day aging Status Alert

If a member's status is not OK, an alert will be displayed. You can set the Alert names for the alert messages in the Configure section.You can set each member's status in the Member's record in the Data Entry module or from the PopUp window in the Front Counter module. Status changes can be accomplished by choosing a different status in the "Status" field of the member database record.

The member status can be used to alert employees to take specific action with regard to certain members (i.e. do not accept personal checks from the member, etc.). Also, members that need to update their member information can be singled out for operator prompting. The message that you entered into the Status Message field in the Member's record (in the Data Entry area) is also displayed at the time of check-in.

Restricted Times Or Restricted Activity

An alert window will appear if the member checks-in during restricted hours. The restricted hours are setup in the Configure section as part of the Member Category. Each membership category can have hours that are allowed and disallowed. When a member checks-in during disallowed hours, the alert screen will appear.

Insufficient Visits

The Insufficient Visit alert will appear if an attempt is made to check-in a member requiring more visits than are available in the member account.

Expired Membership

If the member's contract expiration date has been passed, an alert will appear on the screen when the member attempts to check-in. The expiration date of the contract will be displayed. Members can be set to "open end" contracts if you wish this alert to be avoided.

Expiring Soon

When a member's contract expiration date is within a preset number of days of the current date, an alert is displayed on the screen when the member attempts to check-in. This alert is used as a member retention reminder, and can be used as a signal to sell the member a new contract.

The number of advance days can be set from the Configure section, under the Site menu. A field is displayed allowing you to set the number of advance days to be alerted of impending contract expiration.

Other Alerts

Various other alerts are provided for other types of status messages.

When a member checks in to the club, and it occurs on the member's birthday, an icon of a birthday cake is displayed.

For those members that have an expired Credit Card on file when they check-in, the icon that is displayed resembles a credit card sliced in half.

When a Membership has been put on hold, or is on Freeze status, the icon is an ice cube.

When a potential member(Prospect) checks-in, the system will display a welcome mat icon.

For those members that have a locker that will expire or has expired, the status icon is a lock.

When a member tries to check-in more than one time in a day, we show the dual check-in icon (note that this can be configured so that the program will not check for dual check-ins).

Terminated members display an icon that resembles a headstone.

And for those members that haven't been in for awhile an icon of a couch potato is displayed.

Point of Sale & Cash Register

The Register screen serves as the major focus for the Pro Shop sales. All ProShop sales are handled on the Register screen. The Register screen will conduct sales transactions, calculate sales charges, sales tax and change. Information on the display is used to update the databases (the area where all information is kept) and to store the transaction for record keeping purposes.
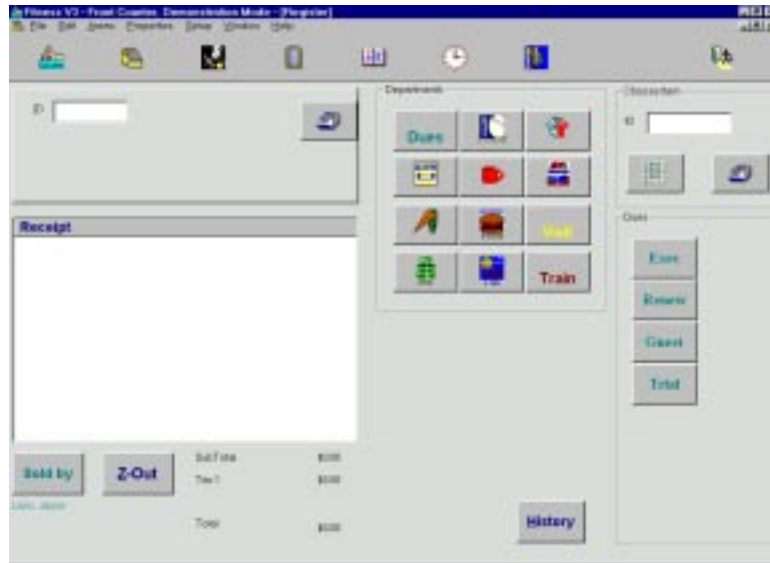
The information that is required to complete the Register is entered into areas of the Register called fields. A field is an area for data entry. When a field is available for modification or data entry, it will be highlighted and the cursor will be positioned within the highlighted field. Enter the desired information into the field via the keyboard then press the <Enter> key to move to the next field.

The Register screen is separated into distinct areas on the display. These areas divide the screen in a logical fashion and separate the different areas of use. The Register is graphically displayed as a receipt portion on the lower left, department buttons in the middle of the screen, items within a department on the right side, and a manual item entry area at the top right.

Information pertaining to the member is displayed on the top left portion of the screen display. Tracking the member Information is optional, and displayed in this area to support the transaction.

Register Operation

The Register has several ways that can be used to sell an inventory item. The software is designed so that you can sell items with different methods, depending on the circumstances. To sell an item, you can:

Scan the UPC code

Manually enter a barcode ID

Use the "quick keys" that you set up with your most sold items

Lookup items in the database browser if the barcode is missing

Selling Inventory

The program is designed to read UPC barcodes using a barcode reader or laser scanner.

To sell an item by scanning the UPC code:

1. **In the Front Counter Module select Areas > Register.**
2. **Enter the UPC code by scanning the barcode ID. (When you scan the UPC code, the item is displayed in the Receipt area of the screen.)**
3. **Press <TOTAL>.**
4. **Press the form of payment button.**

To sell an item without a scanner:

1. **Enter the item ID in the ID field.**
2. **Press <Enter>. (When you manually enter the ID code, the item is displayed in the Receipt area of the screen.)**
3. **Press <TOTAL>.**
4. **Press the form of payment button.**

To sell an item without item ID #:

1. **Press on the card deck icon. (A brows window will be displayed allowing you to see the entire inventory of the ProShop.)**
2. **Press on the item and press <SELECT>. (When you find the ID code in this manner, the item is displayed in the Receipt area of the screen.)**
3. **Press <TOTAL>.**
4. **Press the form of payment button.**

The fastest method to sell an item is to use the Quick Key departments and Items. (Each Quick Key is linked to specific inventory items that you have in your ProShop. Use the Configure module to setup these keys for your facility).

To sell an item using the Quick Keys:

1. **Select a department Quick Key by pressing on it. (When you select the inventory item in this fashion, the item is displayed in the Receipt area of the screen.)**
2. **Press on an item Quick Key.**
3. **Press <TOTAL>.**
4. **Press a payment button.**

As you sell items, the Receipt area scrolls to show each item. As you sell items, you are creating an Invoice to handle the transaction. If you enter a member's name on the Invoice, it will be logged and tracked by member ID. If a member's name is not recorded, the

Invoice will be tracked as a cash sale. There is no limit to the number of items you can sell on one Invoice.

When using the Card Deck icon you may see a keyboard icon. This icon is for those users that have a touchscreen and do not have a keyboard. The keyboard can be used instead of a keyboard

Once the product code has been entered, Aphelion software will supply the description of the product in the receipt area of the Register.

Changing Prices, Quantities, And Discounts

To change the quantities or pricing, click on the item description in the Receipt area. When you click or touch on the item description, a window appears that will allow you to edit the transaction. You can change the quantity of the item (default value is 1), add a discount, or change the price. The sales price, which is obtained from the inventory database record, shows the total dollar amount for that particular item.

You can control the ability of your front counter personnel to edit the pricing on the Register screen by turning on password protection for pricing changes.

To Change Prices, Quanities, and Discounts from the Register:

1. **In the Front Counter Module select Areas | Register from the menu bar.**
2. **Press a Department quick key, then press an item key.**
3. **Press on the selected item in the receipt window (this will bring up the "Edit Inventory Transaction" screen).**
4. **Enter the necessary changes and press <OK>.**

Miscellaneous Sales

If the item does not have a code or the code is not available, the clerk may wish to not enter any code. The "Miscellaneous item" function will allow you to sell any item, and the user can change the description as necessary by typing a descriptive phrase. Any sales transactions that do not have product ID numbers are stored as miscellaneous sales items.

If the operator wishes to sell an item that has not been entered into the inventory database, the procedure is as follows: Press <Enter> with the cursor positioned on the ID field, with no ID number entered. Change the description, price, quantity, and tax status of the item in the Miscellaneous sale window. Press OK when finished editing the item. Sales transactions of this type are tracked, for accounting purposes, as miscellaneous inventory sales.

To Sell an inventory item by scanning the UPC code:

1. **In the Front Counter Module select Areas | Register from the menu bar.**
2. **Enter the UPC code by scanning the barcode or manually enter the barcode ID and press enter. (When you scan the UPC code, the item is displayed in the Receipt area of the screen.)**
3. **Press <TOTAL>.**
4. **Press payment button.**

Low Inventory Quantity

When you sell an item that is low stock, an Inventory alert will appear indicating the inventory quantity of an item is below the reorder threshold. This will remind the user to reorder the item before it's stock is depleted. Reorder thresholds are setup when you enter your inventory. Reorder reports can be produced that will list all items that are below the reorder threshold.
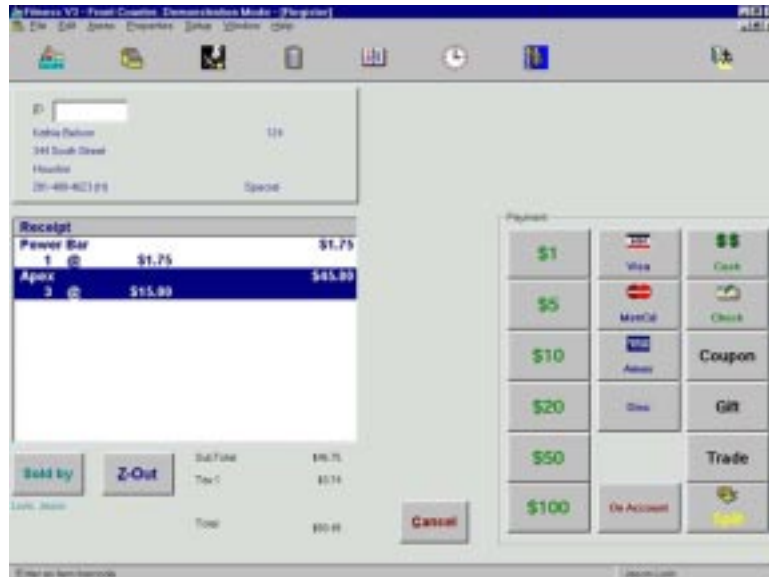
Completing The Sale - Total Key

The Total key directs the program to complete the Invoice. The Total key does more than add the amounts on the Register. This key directs the system to store the information contained on the display in the computer and to update the database with this new information. The Total key is displayed only after an item appears on the Receipt area of the screen. The transaction is not complete until the Total key has been pressed.

When you press Total, the screen changes to display the form of payment-cash, check credit cards, or the member's account. You can also choose from several quick cash keys. When you choose the form of payment, all items that have been sold are added together. The program calculates the subtotal, adds tax, and then computes the total.

Form of Payment

The form of payment information is tracked separately and is displayed in the cash reconciliation report.

Once you select the form of payment, you will be prompted to enter the amount tendered. The default value that appears in this field is the amount due. If an amount is entered into this field that is different from the amount due, change will be automatically calculated and the transaction will be completed. A receipt will be printed and the cash drawer will open when the transaction is complete.

The Payment screen for cash, check and credit cards are similar. The payment screen for a check includes a field to add a reference number, such as the check number. The payment screen for the credit card includes a similar field.

If you are transmitting your credit card payments electronically to the bank, a second window will appear when selecting credit card as the form of payment. This will allow you to swipe the credit card and transmit the transaction to the bank
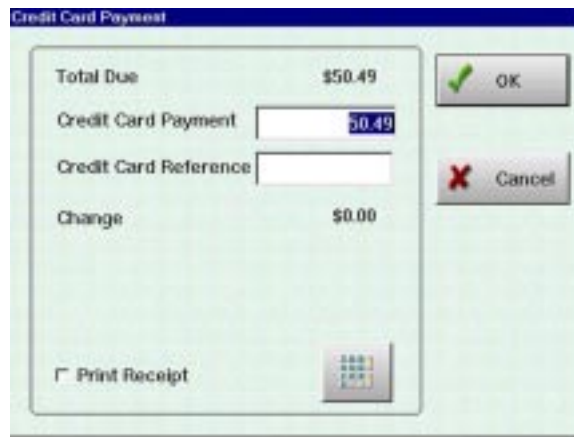
If you enter a credit card that is invalid, the program will alert you that you may have an invalid credit card.

On-Account

All sales that are conducted from the Front Counter can be placed on a member's account. To place a sale on the member's account, select the <On Account> button as a Form of Payment.

The <On Account> button will not be available unless you have entered a member on the screen.

If <On Account> is selected as Form of Payment, the account debit window will be displayed. This window will show the member's current account balance (prior to the current transaction) and the total amount due on the current invoice. The operator is prompted to enter any changes and a due date.

When the Account Debit screen is displayed, there may be an option to change the number of payments and the due date between payments. This option will be displayed if you have the appropriate security level. If you don't have the proper security level, you will not be able to change the number of payments or the time between payments.

A default Billing Account is also displayed. Again, if you have the appropriate security, you will be able to change the Billing Account. If you don't have the proper security level, you will not be able to change the Billing Account.

When you sell an item on a member's account, the program checks to see that you have not exceeded the credit limit that you have specified for the member. If you have exceeded the credit limit, and if you don't have the proper security level, the program will alert you and not allow you to proceed. If you have the appropriate security level, you can override the credit limit.

To Sell Inventory Items On Account:

1. Press on the card deck icon to select a member.
2. Press on a member's name and press <SELECT>.
3. Select an inventory item for sale and press <Total>.
4. Select the <On Account> button as the form of payment. (This will bring up the "Account Debit" screen for the member.)
5. Press <OK>.

Split Tender

Split Tenders are necessary when the customer wants to pay for the purchase with more than one type of payment. For example, he may wish to place $25 of the purchase price on a credit card, and the balance to be paid by check.

When you select Split, the system prompts you to enter the first form of payment, then the second form of payment. When you have selected the payment types, the "Receive" payment screen is displayed and allows you to enter the amounts for each type of payment. The transaction is completed normally at this point.

To Enter Split Tender Sales:

1. **In the Front Counter Module select Areas > Register from the menu bar.**
2. **Select an inventory item for sale and press <Total>.**
3. **Select the <Split> button.**
4. **Press payment #1 button.**
5. **Press payment #2 button and enter payment amount.**

Returns

It may be necessary to return an item previously sold to the customer.

To return merchandise, scan the item, enter the ID, or touch (click) the item in the Quick Key area. The item will appear in the Receipt area as if you were selling it.

Press the <Return> key. A message will appear asking if you want to return the item to stock. If you press <Yes>, the program will add the item back to the stock, and increment the inventory quantity for the returned item. If you select <No> at this prompt, it will cause the program to assume the merchandise is defective and not add it to the existing inventory.

The item will show as red on the receipt area. Complete the transaction by pressing the <Total> key. Select the Form of Payment to return to the customer. The Receive payment screen will be shown, but the amounts will be negative, indicating you should return the appropriate amount to the customer. The cash reconciliation will be updated accordingly.

Cash Out

To track cash removed from the cash drawer, sell a Miscellaneous item. Modify the description of the transaction, change the tax status to None, and enter the dollar amount. Enter any descriptive note in the DESCRIPTION field. Enter the cash payout amount (positive value) in the PRICE area.

Now, press the Return function. The AMOUNT field will show the negative amount reflecting cash removed from the system.

Clear

Use the <Clear> button to erase all lines entered on the receipt. The Clear command allows the user to remove all of the transaction lines on the Receipt, and start over with a blank Register screen.

If you wish to cancel the one transaction line, click on the item. A screen will appear allowing you to modify the transaction, including deleting it altogether.

Payments

The PAYMENTS key is used to record payments to a member's account. This is useful to track walk-in payments for each member, handle checks, or accept payments for a member's account.
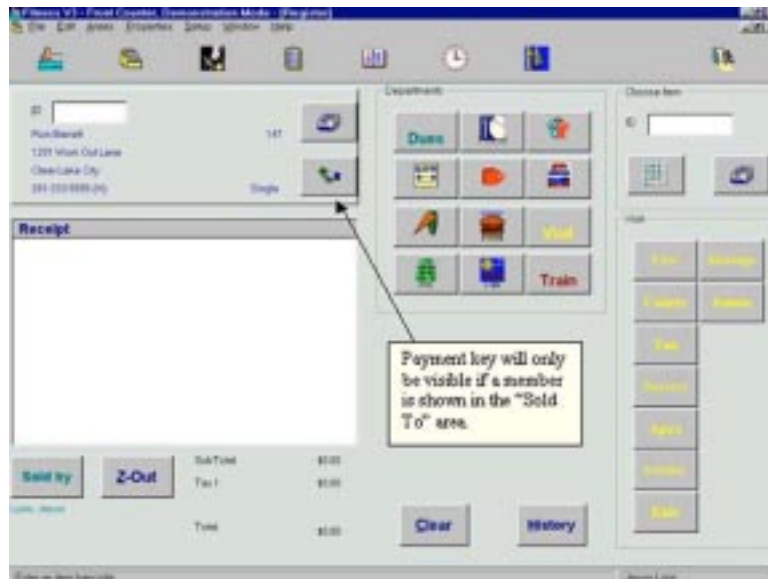
In order for the Payment key to be visible, you must have a member visible on the screen. If a member is not on the screen, enter a member ID. The Payment icon should now be visible.

The Payment key is used to accept a payment for the member's account.

When you press the Payment key, the Receive Payment window is displayed.

Depending on your access level, you will see either a detailed entry screen or a simple entry screen. The screen that is displayed is based on your access level. The simple access screen will not allow you to apply a discount, or to apply payments to a specific charge, only as an open payment. The detailed access screen allows discounts, and payments to be applied to a specific charge.

Typically, you will provide access to the simple screen for your front counter personnel, while the manager may have access to the detailed screen.

The simple access screen only allows payments to be made against the account, and does not allow you to designate which charge the payment is for.

After entry of the dollar value of the payment, the user is asked to enter the effective date (usually this will be the current date which is already shown in the field).

A "Memo" field is provided for the user to enter any special notes regarding the transaction.

Discounts

When selling a ProShop item, you may wish to provide a discount to your member. The discount function allows you to quickly discount the selling price by a fixed percentage, or by a dollar amount.

To discount the selling price when you are selling a ProShop item, double click on the item on the Receipt area of the screen. The "Edit Transaction" window will appear.

Enter the desired percent discount (when entering the discount percentage use 10 for a 10% discount, not 0.10).

If the password protection is enabled to limit price changes, the user will be required to enter a password before he can apply a discount.

Seller

The program automatically tracks which salesperson has conducted each transaction. Each salesperson is assigned an employee ID number in the employee database. When you login to the Front Counter, the program assumes that this is the employee that is conducting the sale. A record of the transaction is made that includes the employee's ID number.

This field may be used to trace which salesperson completed a particular transaction, or to track productivity of the sales personnel. All sales by a particular salesperson, as well as commissionable sales can be tracked and commissions paid on selected items. This function allows tracking of which salesperson completed a transaction.

Selling A Membership From The Point Of Sale

Some clubs will sell a membership from the front counter. One advantage of this process is that the sale is processed as an inventory item. The payment or partial down payment can be collected and processed as all other inventory sales. Selling a membership in this fashion is very quick, however much of the data that can be captured with a membership sale is lost, as the program is really only selling an inventory item called "membership".

To sell a membership from the Front Counter, you must have a name in the "sold to" area of the POS screen. If the new member has been previously entered into the system as a prospect, enter the prospect ID. If the new member has not been entered into the system previously, you must first place some information about the new member into the system. To add a new member record from the Front Counter, touch the blank area of the POS

screen that normally contains member information. A screen will appear to add a minimum amount of member information.

Now that you have a prospect or new member in the "sold to" area of the POS screen, you can complete the transaction by selling a membership inventory item. Prior to this step, you should have entered several of your membership types into the inventory area to allow you to sell these items. When you sell a membership from the POS system, it will have the effect of processing the membership as an inventory item, and allow tracking and reporting of the membership sale later by using the POS transaction reporting.

As you complete the transaction, choose the SPLIT function for form of payment. Split the membership into an "On Account" portion, and a cash, check, or credit card portion (depending on how the down payment is paid). The split will allow you to put part of the membership on the (new) member's account, and to accept the down payment as cash, check or charge.

When the transaction is complete, a receipt is printed, and the future membership payments will appear in the member's account.

Later, you will use the Data Entry program to convert the new Prospect into a Member, or to add additional information to the new member's record. You can add the rest of the membership information, such as billing information, account numbers, etc.

To Sell A Membership From Front Counter POS Register:

1. **While in the Front Counter Module POS screen select Areas | Register from the menu bar.**
2. **Click in the upper left-hand area of the screen where member information usually appears. (The cursor will change to crosshairs.)**
3. **The "Member Will Be Added" screen will pop up. Type in the appropriate new member information.**
4. **Click <OK>.**
5. **Click the card deck icon in the "Choose Item" area of the screen.**
6. **Select a membership type and click <SELECT>.**
7. **Click on a form of payment button.**

Selling Visits and Personal Training

Visits and Personal Training units are similar in that they operate similar to a "punchcard" that is punched each time a member uses his card. The member purchases visits to a club service or personal training and the system counts down each usage until all purchases are used. The "punchcard" in this case is electronic, and the system keeps track of many "punchcards" for each member.

Visits and Personal Training sessions are sold from the ProShop screen and decement each time the member is checked-in for a particular session at the Front Counter.

When you sell a Visit or Personal Training session to a member, the system will add the appropriate amount of visits or personal training sessions to the member's record. The Visits

are then used to track the number of times a member can attend different club services or obtain Personal Training.

Members can purchase a certain number of visits to each service in the club. This is useful for selling usage of your tanning beds, nursery visits, or special memberships where facility usage is limited.

Members can purchase a certain number of Personal Training sessions also. This is useful for selling and commissioning the Personal Training segment of your club.

One fundamental difference between visits and personal training is that the personal training is tracked by instructor so commissions can be paid. Visits are to areas of the club, and are not tracked by instructor.

Visits and Personal Training are sold to a member, and then counted down when the member is checked-in. The number of visit units required for entry will be compared to the number of visit counts remaining in the member database. If the member has enough visits remaining, the check-in will proceed. If the member does not have enough visits, an alert screen will be displayed.

Before you can sell Personal Training, you must have your Personal Training sessions defined. Personal Training sessions are setup using the Data Entry module.

Before you can sell Visits, you must have different services defined. You sell visits to the different services that you have setup for your club. Services are setup in the Configuration module.

To sell Personal Training, setup the training items in the Data Entry module, then setup the POS buttons in the Configuration module.

To sell Visits, setup your club services in the Configuration module and then setup the POS buttons in the Configuration module.

Before you can sell Visits or Personal Training, you must configure the POS buttons for each Visit or Training item. To setup the POS buttons for visits or training, use the Configure module.

To sell a Visit or Personal Training session from the Front Counter:

1. **In the Front Counter module select Areas > Register.**
2. **Select the Quick Key icon for the appropriate item. (To sell multiple sessions or visits, simply change the quantity or touch the Quick Key again to add another item to the Receipt).**

If a member is not selected in the "Sold To" area of the screen, the system will prompt you for a member's ID. A member must be selected to sell Visits or Personal Training sessions.

When the transaction is completed, the member's account will reflect the total number of visits that were credited to his account.

To check a member in using either the Visit or Personal Training sessions, be sure the check-in screen is set to display the Visits or Personal Training mode. You can manually set the check-in screen to display Activities and Personal Training by selecting the <Next> icon prior to each check-in. Alternately, turn the system to smart mode, whereby it only displays the activity or Personal Training if a member has purchased these units.

Commissions

When creating and editing inventory, personal training, classes, and services, you will notice a new "Commission Type" field on the "Commissions" tab. This field communicates with the Commissions module only. Other commissions-related fields are used in the same manner as in Version 2. The available reports for commissions systems not using the Commissions module are (from the Reports module): Instructor Commissions (under the Training menu) and Sales by Salesperson – both Cash and Accrual (under the Employee menu).

Split Sales Credit

For commissions purposes, up to three employees can split a single invoice total by percentages.

To split sales credit (Front Counter):

1. At the Point of Sale, select the "Sold By" button before payment is tendered.
2. Enter the Employee numbers of the salespeople to be split
3. Set percentages of credit for the individual salespeople

Sell Classes

Class attendance can be sold through the Point of Sale. In addition, you can set commissions information regarding it's sale. To take advantage of this feature, it is necessary to set the sales information for each class in the Data Entry module.

To set sales / commissions information for classes:

1. **In the Data Entry module, select the "Classes" icon**
2. **Select a desired class and "Change"**
3. **Under the "Sales" tab, enter a sales price, tax information, and income account**
4. **Under the "Commissions" tab, enter commission levels and type**

Z-Out

The Z-OUT function provides a method to zero the cash reconciliation for each shift that is working the front counter. The Z-OUT function does not affect the cash reconciliation for the day or the system total.

To Z-OUT, click the <Z-Out> button. The station cash reconciliation will be zeroed, and ready for the next shift.

Z-OUT will be password protected if you have selected in the Configure section.

Invoice History And Void

The Invoice History screen is provided to view, void, or reprint prior Invoices. When you press the <History> button, a window is displayed that contains a list of today's Invoices. Each Invoice is sequentially listed in the window on the left, while the details of the Invoice that is highlighted are shown on the window on the right. If the member's name was recorded during the transaction, the member's name is shown in the window at the left. If the member's name was not recorded during the transaction, the Invoice is recorded as a Cash Sale.

To view the details of a specific Invoice, highlight the desired Invoice in the left window. The details will be displayed on the right window.

As you scroll through the Invoices, additional information is displayed relative to each Invoice, including the transaction details, salesperson, which workstation completed the transactions, the subtotal, tax, and total.

If you wish to Void an Invoice, highlight the Invoice, then select the <Void> button.

If you need to reprint an Invoice, highlight the Invoice, then select the <Print> button.

Prospect and Guest Tracking

Guest or club Prospects can be entered into the system to track potential new members. Prospects are tracked similarly to members, but are shown and tracked separately in the data browsers.

Prospects entered at the front counter will be visible in all other modules, including the Marketing module.

Our icon for guest tracking is a prospector mining for gold, as every guest is a potential member. Select the GUEST / PROSPECT icon; a screen with several tabs will be displayed to enter tracking information. As you add a new Prospect, you can enter only a minimum amount of information, such as name and address. Or, you can enter more details, such as follow-up information. The program will automatically assign an ID number. (These ID numbers can be numbered separately from the member ID numbers, and are defined in the Configure module).

Once a Prospect has been entered into the system, the Prospect can be checked-in to the front counter in a fashion similar to members.

If a prospect purchases a membership, the information that has been entered can be automatically transferred to the membership record. The "CONVERT" button in the Data Entry module and the lookup icon in the Contract Sales module will utilize the prospect record information to construct a member record. The billing information, not available in the prospect record, will need to be updated by the user in the new member record to complete the conversion process.

To Add a Guest or Prospect to your Database:

1. In the Front Counter Module select Areas | Add a Guest.
2. In the "Add a Guest/ Prospect" window, enter the prospect's information in the fields.
3. Press on the "Followup" tab and use the pull-down arrows to choose a category, source, call back date, etc.
4. Press on the "Notes" tab to add any additional notes concerning the guest or prospect.

If you have a laser printer, you can print a Guest Letter when you have completed entering the Prospect or Guest.

To Send a Welcome Letter:

1. Press on the <Guest Letter> icon after entering the guest/prospects information.

When you press on the <Guest Letter> icon, the program will print a predefined welcome letter for the guest you just entered.

To Convert a Prospect to a Member:

1. In the Data Entry Module select Data | Members.
2. Press on the guest/prospects name, then press on the <Convert> button.
3. Choose "Member" and then press <OK>.

The Welcome letter capability uses Microsoft Word, and merges fields from the prospect record to produce the Welcome letter. We provide a sample letter called "welcome.doc", located in the \Fitness\Letters directory. You can use this letter to produce a temporary membership card with barcode, coupons for your ProShop, or membership rules.

You should use Microsoft Word to edit or change this document so it fits your club's requirements. While the content can change, the program requires the name to remain welcome.doc, unless the file name is changed in the Configure section.
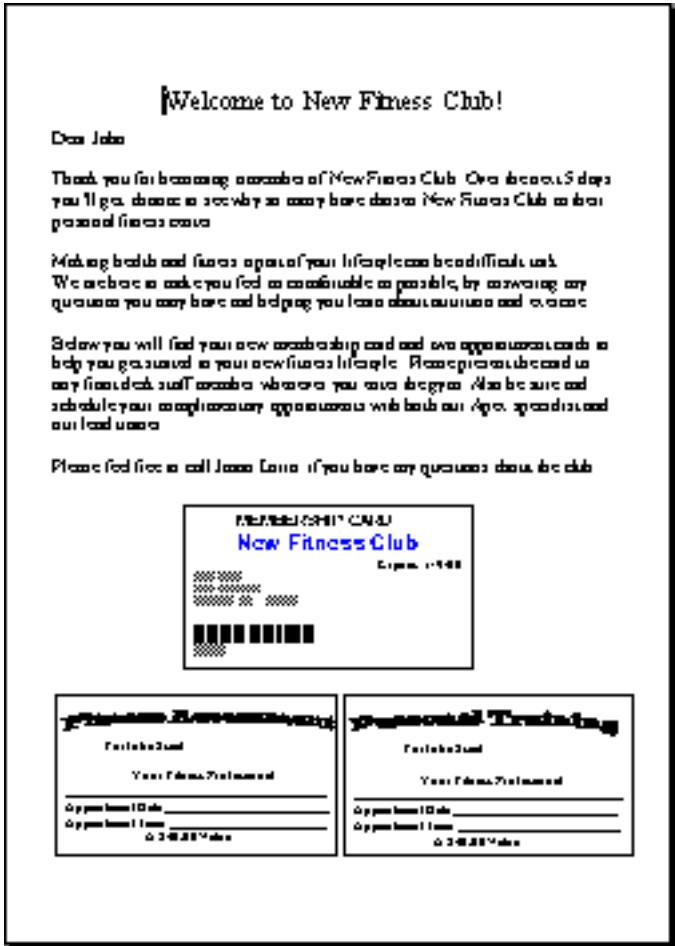
Scheduling

Select the Schedule icon to make an appointment for a member.

Schedules are maintained in groups. These groups are setup in the Data Entry module. Groups should be similar for the types of schedules, such as a group for tanning beds, or a group for the managers.

To examine the various schedules maintained by the program, select the schedule group on the left side of the screen. As you select the group from the left side of the screen, the right side displays all of the schedules within the group. Select the specific schedule from the right side.

Depending on what type of schedule you are selecting, you may want to see all of the schedules at one time, or only 1 specific schedule. If you are looking for an open tanning bed, for example, you will probably want to see all of the beds at one time to search for an open time. If you are looking at a manager's schedule, you will probably want to see only the manager's schedule, not all the employees within the group. To handle these cases, you can choose to view a specific schedule or all schedules at the same time. Choose the schedule of interest, or choose the ALL button to view all schedules of the same type.

A window will be displayed that lists all of the schedules of the same type, or the specific schedule you have selected. (You set up the schedules in the Data Entry module.)

If you choose a single schedule, a calendar of the current month will be displayed with today's date highlighted. The appointments are listed along the right side of the window.

If you choose ALL calendars, all calendars of the same type will be displayed for today's date. Move to the selected calendar and time before making an appointment. As you move the cursor, the appointments and appointment notes are shown in the right side of the window.

To Add a New Appointment:

1. **From the Front Counter Module select Areas | Appointments.**
2. **Select the schedule group on the left side of the screen.**
3. **Select the specific schedule from the right side of the screen by pressing on it.**
4. **Select <New>.**
5. **Make any necessary date and time changes.**
6. **Press <OK>.**

If you would like to attach a special note to the appointment, be sure to enter a note as you make the appointment. The note will be displayed when the appointment is viewed.

To print a calendar, be sure you are viewing an individual calendar rather that the group as shown above. Use the <Print> button located on the bottom of the window. Alternately, you can print a calendar from the report module, or from the data entry module. When you use either of these approaches, you are offered several print formats for the calendar.

Time Clock

The time clock function operates similar to a mechanical punch clock. Provision is made to track the time an employee works, by logging the check-in and check-out time.

When you click the timeclock icon, a window will appear prompting for the employee's password. Enter the password for the employee, using the keyboard or touchscreen.

To complete the "clock in" or "clock out" operation, select the in or out option, and a record will be made of the time along with the employee's ID number. To modify the date and/or time that is displayed on the check-in/check-out screen, the manager's password is required. If for example an employee forgot to clock-in, you will need to change the time. Enter the password that has appropriate access, and then change the time. Then, remove your password and replace it with the employee's password, then continue to clock in or out.

The manager can exercise complete control over the timeclock records from the Manager / Reports module.

To obtain a list of employee hours worked, and in/out times, select the appropriate report from the report module.

WORKOUT PARTNER

The Workout Partner software is designed to be placed on the workout floor, and to be used by the members to track their workouts.

The software displays every member's workout, and can take the place of workout cards.
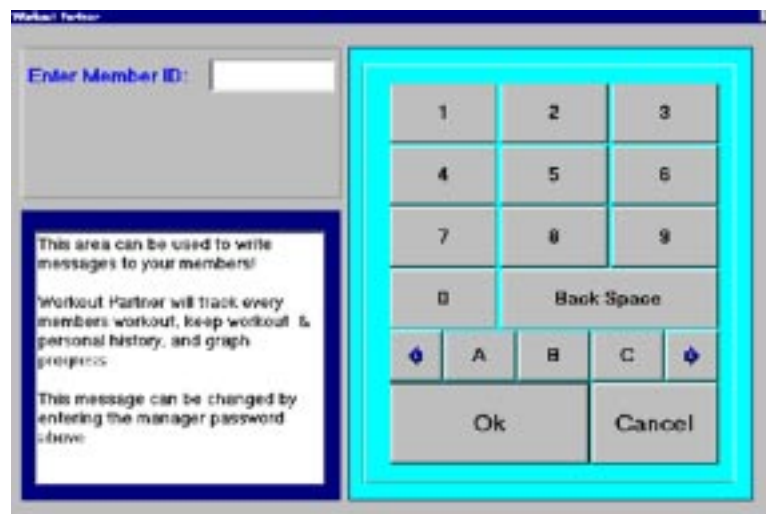
Members can use the system to print-out each days daily workout. A list of each exercise, along with the number of sets/reps is displayed. Once the workout is complete, the member records their workout into the system so the information can be tracked and graphed. A PIN number can be assigned to each member to protect the confidentiality of the information.

A touchscreen monitor can be used to simplify the data entry process on the club floor. The touchscreen monitor provides utmost simplicity and quickest training time. Members just touch the screen to work the system.

Each member can easily log his or her daily exercises and personal information by touching the screen. The mouse and keyboard are not necessary!

Workout Prescriptions

The software will provide workout prescriptions for your members. Your trainer pre-designs the workouts using a template. When a member joins, the trainer chooses the best workout plan for the member. When assigning a workout, each prescription can be individually modified to tailor the workout to the exact needs of the member. This allows each member to receive a custom plan built just for him or her.

Setting Up the System

The Workout Partner module will store different muscles, exercises, and workouts. You should initially setup each muscle group that you will be tracking. This information is provided as default, but you can modify or add more muscles.

Once the muscles are setup, you create exercises. Each exercise you create uses the muscles that you setup in the Muscle area.
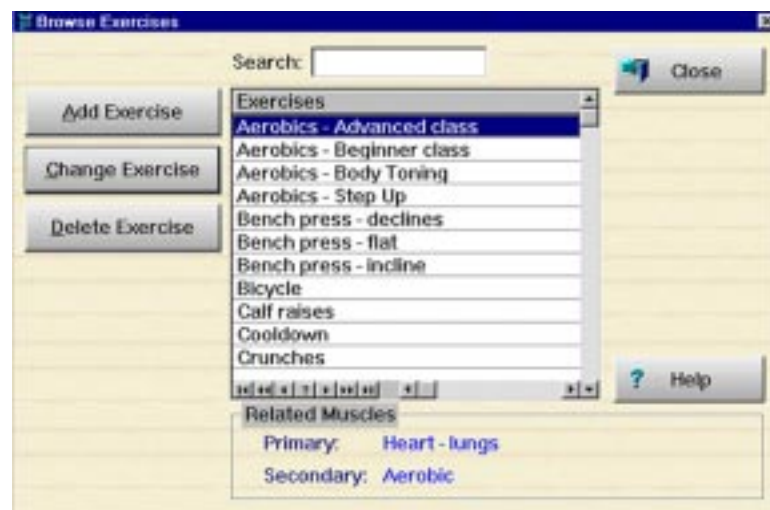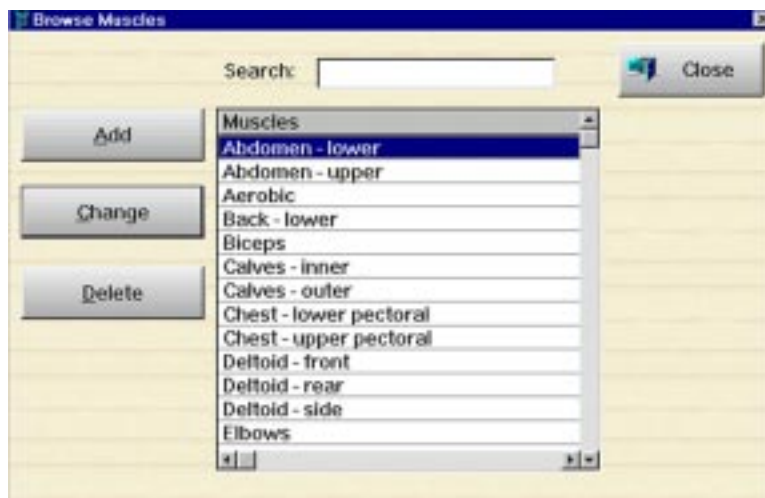
Now, you are ready to create Workouts. Workouts are created using the exercises that were setup in the prior step. An unlimited number of workout types can be created and saved.

The program allows you to define every muscle group in the body. Using the muscles, you define different exercises. And, using these exercises, you'll group them together to form a workout.

When you add a member, you assign a workout. Every member will get a workout. Each workout can be easily changed to provide a custom workout for each member.

Plotting Workouts

On a daily basis, members will use the system to print their workout for that day, and track their daily progress. The system will save workout information and personal information, including height, weight, measurements, and medical information. Once several days workouts are saved, the software will print and graph trends and the progress for each member, including their exercises, and personal characteristics.
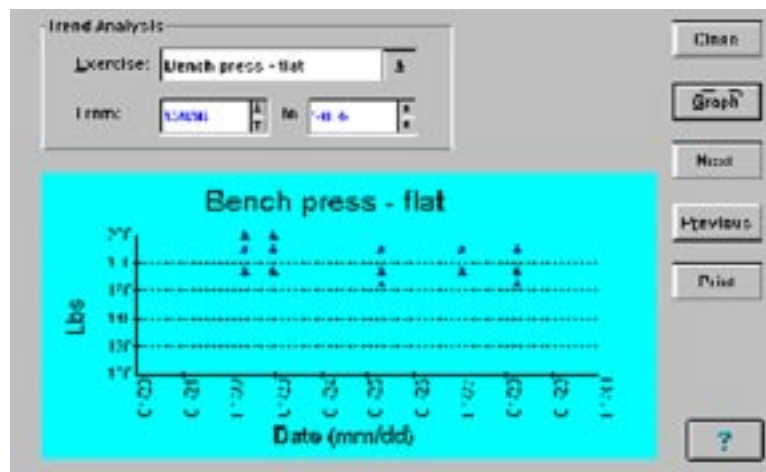
BILLING & ACCOUNTING

Overview

The accounting system within the Fitness Manager program provides flexibility for cash or accrual reporting. The data structure takes advantage of the technology in PC mass storage components that allow for fast retrieval of large amounts of data.

The model used in the development of the accounting system closely resembles that of many commercial accounting packages, including Quickbooks. Matching these data structures improves the fidelity of the data exported to these programs and subsequent reporting and analysis.

The accounting system provides a method to track the Accounts Receivable for each member, and allows you to bill the members for amounts that are due.

Structure

The fundamental structure of the accounting system is comprised of "Invoices" (which document sales), "Charges" (that schedule payments), and "Payments" (against charges).

The following diagram shows the flow for the basic structure of the accounting system.
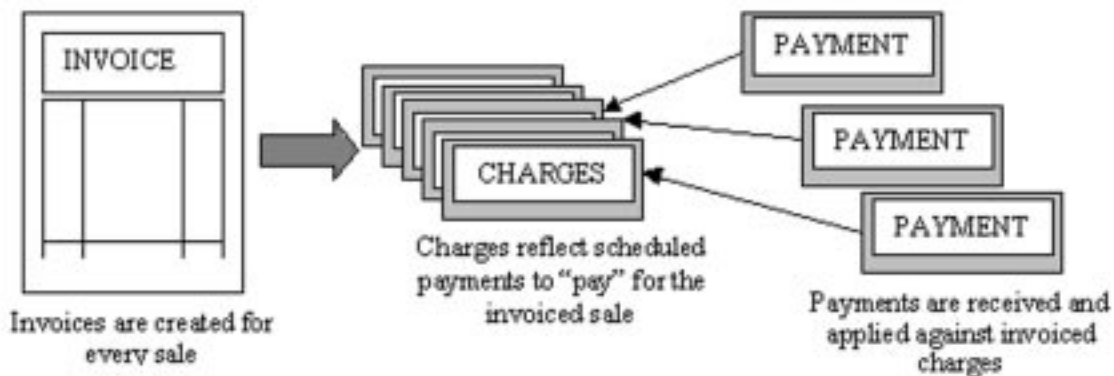
An Invoice is created whenever a sale is completed. A sale can be made through a POS transaction or as a membership contract in the "Contracts" module. An Invoice can also be created directly through the Member Data Entry screen. The Invoice data is composed of information regarding the purchaser, date of sale, form of payment, and detail records of the individual items sold.

To support the accounts receivable character of a membership sale, a list of "charges" is created. This will record the schedule of obligated payments. For example, a 1-year membership contract of $480 may be split into 12 equal "charges" of $40. In this example, an Invoice will be created for $480 to record the membership sale and 12 "charges" will be associated with the Invoice to schedule the payment obligations. The charges show the amount of the obligation along with a due date for the corresponding payment.

When a member pays an amount that is due, a payment is created. In each case, payments are applied to the charges, not to the Invoice directly.

In the case of POS transactions that are paid at the time of sale (referred to as "cash" sale), a single charge that is due on the same day is created. The payment received at the time of sale is tied directly to the charge and indirectly to the invoice (via the charge record). It is within the capabilities of the software to schedule the payment that is due for any sale in the future by setting a due date. This capability supports "house" charges for Pro Shop items where payment is not due until the end of the month or another date.

As payments are received, either through automatic EFT or Credit Card methods or by the member providing some form of payment (check, cash, charge), the user will designate the charge(s) to which the payment is to be applied. Attaching the payment to a specific charge indirectly associates a payment with a particular invoice (since charges are linked to invoices). The software can be set to either automatically apply payments to the oldest outstanding charge or provide the user with the ability to assign the payment to a specific charge.

If you manually apply the payments, each payment can be applied to a single or multiple charges. Each payment can be applied to a charge as partial or full payment. The flexibility to selectively attach payments to charges provides the capability to separate Pro Shop charges/payments from member dues payments. Also, this system provides a more accurate depiction of accounts receivable aging.

Although payments that are received are normally applied to the outstanding charges, payments can be entered into a member's account without being applied to a charge. These payments are referred to as "unapplied" or "open" payments and are reflected in the account summaries. Unapplied payments can be received into a member's account by front counter employees and later applied to the appropriate charges by management level personnel.

There are two secondary data components to the accounting system: credit memos and discounts. Creating a credit memo allows the user to provide credit to a member's account. The credit memo documents a reduction in account balance and is reflected in accrual reports. Since it only affects accrual reporting, the credit memo can be thought of as a negative valued invoice. The discount provides a means for reducing the amount of a charge. Discounts are a non-cash payment and are reflected in "cash" accounting reports. The discount is used when a payment may leave a small residual account value that you wish to nullify.

Cash versus Accrual

Throughout this manual, we will discuss the "cash" reporting capability and the "accrual" reporting capability of the system. The software supports either type to produce reports for your club.

When you run a cash report, the figures reported are based on income. This type of report uses the payment information that has been entered into the system to determine the income that has been received. Reports will reflect only the amount of money that has been received regardless of the amount of sales. A cash report for a membership sold over a 12 month period will only display the actual payments that were received for the membership, while ignoring income that has not been received.

When you run an accrual report, the figures reported are based on invoices. This type of report uses the invoice information that has been entered into the system to determine the

sales that have been completed. An accrual report for a membership sold over a 12 month period will utilize the payments that are scheduled when the report is produced.

Your accountant can tell you which system is preferable for your club.

Billing Accounts and Income/Expense Accounts

The program uses Income and Expense Accounts to track the income (and expenses) that is generated by sales. The program uses Billing Accounts to differentiate between different types of charges.

Income accounts are used to track sales of your inventory and memberships by account. As the items are sold, whether they are membership contracts or retail inventory, the Income account will reflect the sale. The Income accounts are defined by the user in the Configuration module of the software system. The Income accounts, once defined, are associated with the inventory items in the Database module. When an item is sold, either through the POS or Contracts program, the income account is credited.

Expense accounts behave in a similar manner to Income accounts, except they are used to track discounts or credits that are applied to a member's account.

Billing accounts are defined by the user in the Configuration module of the software system. The Billing accounts are used to differentiate charges when billing is performed. A Billing account is associated with each Invoice as it is created. When billing your members, you can select the Billing account, therefore billing only for charges associated with that account. The default Billing account is defined in the Configuration module.

It may be necessary to separate billing activities. For instance, you may conduct EFT billing for membership dues, but want to send statements to the member for Pro Shop or Juice Bar charges. Or, you may wish to bill separately for the NSF Declines. The Billing accounts are used as a "filter" that allows the software to perform billing against specific types of invoices.   A billing account is established for each invoice that is placed on the member's account. (Cash sales are not included since they represent paid invoices and are not part of the billing process).

Income accounts are used to track sales.

Expense accounts are used to track discounts and credit memos.

Billing accounts can be established to allow billing for a particular type of charge (i.e. membership dues, NSF fees, Pro Shop sales, etc.).

Each invoice can have only one Billing account associated with it. An invoice may contain items of various income accounts, such as juice and clothing.   Since only one Billing

account can be selected for an Invoice, you can select the Billing account at the time of sale. If an Invoice is placed on the member's account (i.e. by selecting "On-account" as the form of payment) the user can specify the Billing account that will be used by the billing system to collect the outstanding charge. Billing accounts are specified in the Configuration module in a separate list from the income/expense accounts. Default Billing accounts are also specified in the Configuration module. This allows the system to default to the most used Billing account, and prevents the front desk personnel from having to change the Billing account.

Member Account Summary

The previous sections described the automatic actions taken on a member's account when performing different operations within the software. The following sections describe the manual interfaces that can be used to interact directly with the accounting system and the member's account specifically.

The Account Summary screen is available from the Front Counter, Data Entry, and Collections modules as part of the information selection buttons for a member. Clicking on the member's name in the check-in box on the Front Counter module provides a summary of the member information with options to select from additional sources of information. One of these data sources is the member's account summary. The icon is shown at the right. Selecting this option will display the Account Summary screen. In addition, when an outstanding account balance is detected during check-in an alert is issued to the operator. Selecting the account icon from the alert list will also display this window.

The Account Summary window includes a complete aging analysis with total amount due. The total value of the members account is shown that includes the outstanding balance, minus any unapplied payments, plus the total of future scheduled payments. Other information regarding the member is also included in this screen. The contract expiration date, the date of last contract renewal (if any), and the amount of the renewal contract can be seen in

this window. If the member is billed on an open-ended, recurring dues basis, the dues amount along with the next and last billing dates are shown.

The account aging summary is shown to indicate delinquent payments. All debits in a member's account in which the due date has passed are sorted into one of five aging categories (Current, Past 30, Past 60, Past 90, Past 120 days) based on the difference between the current date and the due date. Each aging category is individually summed to show the amounts past due by the days reflected in the category (i.e. 60 days). The Total due field is the sum of all outstanding balances. In other words, the sum of all aged account balances from the Current through the 120 days.

Additional information is available by selecting the "Details" button from the displayed options. (This button can be protected by the password security system.) Once this option is selected, the summary screen is expanded to display the complete schedule of unpaid charges.

To see all account charges, including those that have been paid, click on the check box to de-select the "Show unpaid charges only" option. The browser will display every charge that has been made on the member's account.

To View Member Account Summary:

1. **From the Front Counter, Data Entry, or Collections modules click on the card deck icon.**
2. **Select a member's name and click <SELECT>.**
3. **Click on the member's name in the check-in box at the upper left-hand side of the screen.**
4. **Click on the account status icon.**

The "Description" displayed with each charge is taken from the first line of the associated Invoice.

Once the summary screen has been expanded, the user can select the "Credit Memo" button to apply a credit to the member's account. (The Credit Memo feature is not available in the Front Counter module for security purposes.)

The "Invoices," "Payment," and "Get Payment" windows are also available from this screen. These items will be described next.

Invoices

The Invoice History screen is available through the Account Summary screen. The purpose of this screen is to provide a detailed view of all sales activity for the member. This is achieved through the Invoice browse window (top portion of the window). From this window each Invoice that was created from membership or POS sales activity is shown.

Once a specific Invoice is highlighted in the upper window, it will cause the details of the Invoice to appear in the window below. Items purchased on a specific Invoice, and the charges and payments for the Invoice will be shown in the lower window.

When you highlight an Invoice, the items that were sold on the selected Invoice will be displayed in the lower window on the "Invoice Details" tab. To view the items that were sold on any Invoice, select the Invoice in the upper window. The Invoice details will appear in the "Invoice Details" tab below.

The "Charges/Payments" tab can be selected to view the payment history for the Invoice. The Charges reflect the schedule of expected payments for the account. If payments have been made they are shown in the Charges/Payments list.

To View Member Invoice History:

1. **From the Front Counter or POS screen click on the card deck icon.**
2. **Select members name and click <SELECT>.**
3. **Click on the member's name in the check-in box at the upper left-hand side of the screen. (This opens the "Member Information" screen.)**
4. **Click on the account status icon (Member "Account Status" screen opens).**
5. **Click on <Invoices> to view "Invoice History" screen.**

Payments

The Payments button provides a list of all payments made by the member to his account. Payments are listed in the order of the "Post Date" and include the amount of the payment as well as the amount applied to invoice charges. This window provides the functionality to

apply a payment, unapply a payment (and apply it to a different Invoice charge), or remove the payment altogether. If a payment is removed inadvertently, a new payment must be created and applied to the proper Invoice.

The payments window does not normally display payments made to cash transactions such as Pro Shop POS -type sales. In these cases, the payment is automatically applied at the time of sale and, therefore, is not normally re-applied to another invoice. If you wish to see the cash payments in the payments browse window, click on the "include payments for cash transactions" box. With this box checked, all payments made by the member will be displayed.

Cancelled Payments

To cancel a payment, highlight the payment, and then click the <Unapply> button.

If a payment is cancelled/removed that was associated with a POS sale, the billing account is automatically applied to the resulting open Invoice that is specified in the Configuration module. This setting is established in the Accounting section of Configuration under "Sales accounts defaults." Within this configuration option, the item labeled "Default billing account for on-account retail sales" is used to set the proper billing account. When the payment is removed from a completed POS transaction, the corresponding Invoice reverts to an "on-account" type of payment. Payment for this Invoice can then be collected during the next billing cycle by including the default retail sales billing account when specifying the billing operation. This can occur if a member purchases a Pro Shop item and pays by check. If the check is returned (i.e. NSF, etc.) the payment should be removed. Doing so will leave the corresponding invoice open until it is paid through another payment or collected during the billing process. When a payment is "removed," the computer retains the payment for security purposes. A list of these "removed" payments can be made in the Management module.

Payments made at the time of POS sales may be removed (cancelled) through the "Payments" window of the Account Summary screen. This may be necessary if a member purchases an item with a check that subsequently is returned for NSF or other reasons. Removing the payment will cause the original invoice to become "open" (unpaid). In this case, the billing account that is entered into the Configuration module for retail sales is automatically assigned to the invoice. With the billing account set, this invoice is eligible for collection as part of the billing process. Of course, if the member provides a direct payment, the new payment can be attached to the invoice (i.e. using the Get Payments window on the Account Summary screen). The Invoice will then be "paid" and will not be included in future billing activity.

Changing the Payment Application to a Different Invoice Charge

If a payment is displayed that has not been applied to an Invoice charge, highlight the payment and click on the <Apply> button. The "Get Payment" screen will be displayed and allow you to apply the payment to an invoice charge. If you wish to change the charge to which a payment was applied, you must first "Unapply" the payment. The amount "Applied" for the highlighted payment will be turned to $0.00 and the corresponding invoice charge will be "unpaid." With the same payment highlighted, press the <Apply> button. The "Get Payment" window will be displayed with the amount that you unapplied shown in the "Apply Existing Credits of" field. Click on the "Manually apply amounts" and the "Apply Existing Credits of" boxes. The "Unapplied amount" and the "Total to Apply"

values will reflect the amount of the unapplied payment. Double-click on the desired invoice charge to apply the payment.

Get Payments

The Get Payments screen is available from the Account Summary window. The purpose of this screen is to manually receive payments from a member. If the member responds to your mailed account statement or is paying for an outstanding balance, the payment must be entered into his account through this screen.

There are two versions of this screen based on the security privileges extended to the operator. The simple payment entry screen is designed for employees that have entry responsibilities, but not account editing privileges. With this screen, front counter personnel can receive the payment into the account, but not assign it to a specific charge. This action places the payment in an "unapplied" status for later attachment to a charge. The complete payment entry window is designed for management level use and provides the ability to apply the payments to specific charges when the payment is received. In the Management module, a report can be generated that lists all "unapplied" payments. This list can be used when applying payments to charges.

The simplified payment entry screen (Front Counter) allows the user to enter the amount of the payment received and the form of the payment (e.g. cash, check, or charge). A memo field is used to describe the payment in the account. A reference number is available to record a tracking value such as check number. The date field provides the date that the payment will be posted to the account. The lower section of this window shows the list of

outstanding charges with the posted and due dates, a description, and the amount. Only the unpaid charges are visible in this window. Past due amounts are shown in red, amounts currently due are in black, and future charges are in green. The originating invoice for any of the charges shown in the browse window is visible by highlighting the charge and clicking on the "Go to" button. The individual items sold on the originating invoice are

displayed in the invoice details browse window. Selecting the "Charges/Payments" tab will display the charges associated with the invoice and any payments made against those charges.

To receive a payment in the simplified window, the user enters the amount of the payment received, selects the form of payment, enters a description in the memo field, and clicks on the OK button. This will record the payment to account, but it will be left in an unapplied status. These unapplied amounts are shown in the "Unapplied Credits" field of the Account Summary screen. The unapplied payments will need to be applied to the appropriate charges at a later time by management level personnel.

The complete payment entry screen is similar to the simplified screen, but includes additional capabilities for applying the payment to the list of charges. In this screen, the payment amount, form of payment, and description are entered in the same fashion as the simplified screen; however, when the amount is entered (and the Tab key is pressed), the payment is automatically applied to the oldest charge. If the user wishes to apply the payment to a different charge, click the "Manually apply amounts" box. With this box checked, the payment that was placed against the oldest charge can be removed by double clicking on the charge line. This will remove the payment that was applied and place the payment in the "Unapplied amount" field. Double click on another charge and the amount will be applied to the new charge. If previous payments were received, but not applied to a charge, the amount of those payments will be reflected in the "Apply existing credits" field. Click the box next to this field to apply those previously received payments.

The Discount field provides the user with the ability to create a discount for an Invoice. The discount amount is applied in a similar fashion as the payment and can be used to negate residual amounts on the member's account. The amount entered into the discount field acts as a "cash" input and is not reflected in accrual reports. Cash-basis reports will reflect the discount amounts along with the other payments applied to the Invoice charges.

The default view of charges in the browse window includes only unpaid charges. To view the complete member account, click on the box for "Show unpaid charges only" to remove the checkmark in the box. The charge browse window will show all of the charges and payments in the account. As with the simplified screen, the originating invoice and its charges as well as the applied payments can be viewed by selecting the Invoice button.

Access to the simplified interface or the full interface is determined by the access privileges that are assigned to the employee. Access privileges are assigned to each employee, in the Data Entry module.

Credit Memo

The Credit Memo is used to reduce the amount of an invoice. A Credit Memo can be issued if you wish to reduce the amount outstanding on a member's account. Also, if a member moves from the local area and quits paying, you may want to credit the member's account. The importance of the Credit Memo is in accrual reports. In accrual reports, invoices are used to determine sales. A Credit Memo is used during accrual reporting to act as a "negative" invoice, therefore, reducing the amount of the original sale. This allows adjustments to the member's account without affecting any cash-side accounting.

A Credit Memo can be created from the "Credit Memo" button displayed on the Account Summary screen. A list of invoices, associated with the member, is displayed in a browse window format. To create the Credit Memo, highlight the desired invoice, select the

account from the "Apply against account" field, set the amount of the Credit Memo in the "Amount" field, type a description (purpose for the Credit Memo), and set the date.

Selecting the proper account is necessary for proper recording of credits against sales. If you are crediting a membership sales invoice, select the income account used when the membership contract was sold. Selecting an income account causes the Credit Memo to record a negative value against the account. The effect of this Credit Memo would be to reduce the amount shown in accrual sales reports. Alternately, an expense account such as "Bad Debt" may be selected. In this case, a positive value is added to the expense account as a means for tracking the credit against the invoice. This approach can be used in cases where unsuccessful collection activity results in an outstanding balance in the member's account. Accrual sales reports will reflect the total amount of invoiced sales, but the Bad Debt account must be subtracted to reflect the taxable sales amount.

Details of the individual item sales associated with the invoice are displayed by selecting the "Details" button. Reviewing the items sold on an invoice through the "Details" button is useful when selecting the account used for the Credit Memo. A complete history of all charges and payments against this invoice are available through the "Charges/Payments" tab.

Account Transactions from POS

When conducting a simple POS transaction (e.g. purchase of a Pro Shop item), an invoice is stored by the computer that contains all of the information regarding the sale. A single charge, that is due immediately, is created that is associated with the Invoice. As payment is received at the time of sale, the payment is applied against the charge (and indirectly, the corresponding invoice).

When a POS sale is made and a portion or all of the sales amount is placed on the member's account, a schedule of charges is created. The charges are based on the total amount of the sale and the number of payments. The income account that will be credited at the time of collected payment is also specified.

All invoices, charges, and payments are reflected in the individual member's account. This provides a complete history of all sales and payment activity for each member that includes membership contracts and POS-type sales.

Account Transactions from Membership Contracts

The "Contracts" module provides a powerful method for defining and selling membership contracts. When the membership sale (new member or renewal) is completed and approved, an invoice is created with the number of associated charges that are defined in the contract. For example, if a one-year contract is sold with 12 scheduled monthly payments, a single invoice is created for the full amount of the sale and 12 monthly charges are assigned. The creation of the invoice and charges is similar to the POS transactions. However, the charges are not created until the management approves the contract.

When the membership contract is sold by the salesperson, the contract is stored as "unapproved." The contract remains in this status until the assigned management personnel review and approve the contract. At the time of approval, the corresponding sales invoice and schedule of account charges are created in the member's account. A payment that documents the downpayment/initiation fee is also created at the time of the contract approval.

Manually adding a Charge to a member's account

To manually add a charge to a member's record, you must use the Data Entry module. The member Data Entry module provides complete member data management for your members, including viewing and modifying the account. The Data Entry module will be discussed in detail in later sections of this manual.

While in the Data Entry module, highlight the member in the member database browse window. The member highlighted in the browse window can be explored by selecting the Account information icon, shown at the right. As discussed previously, when you select the <Account > button, the screen will display the Account summary screen complete with aging and other account information.

To add charges to a member's account, double click on the member of interest in the browse window. Alternately, select the <Change> button from the menu below the list of member names.

Once you are viewing the member's record, select the <Invoice> button to manually add an invoice.

A manual invoice/charge entry might be used if your membership sales process produces a paper contract that hasn't been entered into the computer. In this case, the membership sale and the schedule of payments may be entered directly into the member's account. This manual entry system to add Invoices may also be useful for adding Invoices during startup, or restoring invoices that were inadvertently deleted, credited, or otherwise removed from the computer.

To perform the manual entry, highlight the member in the browse window and select the "Change" option. From the entry form, the <Invoice> button is available. After clicking on this button, a "Create Invoice" entry window is displayed. Enter the total amount of the debit and a description into this form. Set the due date for the first charge associated with the Invoice.

Next, set the number of payments and the calendar spacing for scheduling the charges. The Billing account and the Income account must also be set. Select the applicable tax rates associated with this Invoice and click on the <OK> button to complete the debit entry.

This will create an Invoice and a schedule of charges (as defined in the entry form) in the member's account. This operation is similar to an on-account sale to the member from the ProShop.

Setting Up Member Billing

A fundamental component of the system is the ability to automatically keep track of each member's dues and account balances.

The system will effortlessly handle EFT and credit card transfers. The program will print credit card vouchers, invoices, and bank drafts. This section outlines the different standards supported by the program, and methods for performing billing of your members.

To conduct member billing, select Billing from the Aphelion Program Group.

There are two main types of billing for your members:

• On Account

• Dues Payments.

The mechanism for billing your members is the same for both types. The program recognizes two types of billing to give you flexibility when you bill your members.

On Account billing is associated with charges created when a member purchases an inventory item or membership, and obligates the payment. These charges have a unique dollar amount and a due date. On Account billing refers to your accounts receivable. The On Account is ideally suited for Enforceable Contracts, ProShop charges, initiation fees, or just a few payments.

The Dues Payments area uses a single dollar amount and a recurring billing cycle. Dues billing is associated with a recurring fee. This fee is collectable in a cyclical pattern, usually monthly, but it can be weekly, every 2 weeks, quarterly, semi-annually, yearly, etc. The Dues billing typically can be cancelled by the member with appropriate notice. Dues

Payments area is ideally suited for recurring charges of the same amount, or when a contract is complete and rolls over into monthly billing.

While the program has the flexibility to bill your members separately for the Account charges and the Dues payments, most clubs choose to bill for both at the same time.

We'll discuss the differences in the following sections.

Dues Payments

DUES PAYMENTS is used to conduct recurring billing. The recurring billing uses a dues payment (dollar amount), and repeatedly bills the member for this amount. How often the member gets billed for the Dues Amount is a function of his billing cycle (weekly, monthly, quarterly, annually, etc.).

Dues Payments are recurring billing amounts designed to be conducted on a set billing cycle (such as monthly).

There are several methods used to setup a member for the Dues Payments type of billing. Dues payments can be created when you sell a member a contract via the Contract Sales module, or you make an entry directly on the billing page of the member Data Entry module.

In either case, the (recurring) dollar amount to be billed is shown in the DUES PAYMENT field in the Member database, on the billing page. Since this is a recurring cycle, the billing will be the same amount each cycle.

You can separate your members into different groups for billing purposes. Separating your members allows you to conduct billing for each group separately. Several fields are available to separate your members. These fields include the membership category, the billing cycle, and the "next payment date".

One method to separate your members is to use different billing types. The billing type (referred to as Form of Payment, FOP) determines how the program will process the billing. Choose from EFT, Invoice, or Credit Card types.

Dues Payments billing uses the Category, Billing cycle, and next payment date to determine which members will be billed.

Other methods to separate your members include the membership category and billing cycle. When you are ready to conduct the billing for your members, the program searches for the member category, billing cycle, and "next payment date" that you select. Those members that match these three criteria are what the program uses to determine which members will be billed.

When you use the Dues Payments billing method, the program uses the next billing date to determine which members get billed. The Dues Payments function is cycle sensitive.

If you wish to bill certain members on the first of the month and others on the fifteenth of the month, you should set these members up in different Billing Cycles or different membership Categories.

On Account

ON ACCOUNT is designed around non-recurring charges, i.e. charges with a specific dollar amount and a due date. This will accommodate members wishing to pay for membership over the course of a few months or ProShop sales. Use this type of billing to bill members with an enforceable account balance.

On Account billing is ideally suited for members that are on a fixed or enforceable contract. The On Account billing method keeps track of every payment due date, all credits to a member account, and will compute the remaining balance for a contract. Additionally, the On Account will keep a record of every transaction made to or from a member's account.

ON ACCOUNT billing uses account entries for its billing source, and does not use the Dues information that has been entered into the member database.

On Account billing uses the Type, Billing cycle, and information in the accounting area to determine which members will be billed.

When you get ready to bill your members, the program searches for the membership type, billing cycle, and due date of each charge for each member, just like it does for Dues Payments. Those members that match these three criteria are what the program uses to determine which members will be billed, but the program uses the information in the accounting area instead of the dues payment amount.

Each member's account is available via a pop-up window. You can view the accounting transaction entries from various areas in the system.

The most basic method of adding charges to a member's account is from the Data Entry area. See the previous chapter: Adding charges to a member's account.

Automatic Accounting Entries

Charges and Payments are recorded in the member's account. Charges and Payments can be added manually by the user, or automatically by the program.

A manual entry is made when charges are added into the member's account, for example: when you sell an item from the ProShop and you select "On Account" as the form of payment. Manual entries are also made, for example, when you sell a membership contract (from the Contract module) that has been setup for account payments.

Automatic account entries are made when you run the Billing program. The Billing module will update the member's account automatically when you perform certain types of member billing.

When you bill your members for Dues Payments, the program will add a paired charge and a payment to each member that pays automatically (EFT or credit card). For Dues Payments that are invoiced, the program only adds the charge record, thus enabling you to keep track of the receivable. For Invoiced members, you must record each payment manually when the member pays you.

When you bill your members for On Account charges, the program will automatically add a payment for each member that pays via EFT or credit card. For On Account billing via an Invoice, you must manually record each payment when the member pays his Invoice.

Selling A Membership From the Point of Sale

Now that you have an understanding of the relationships between Account billing and Recurring Dues billing, lets discuss how to sell a membership. Generally, there are three different choices that you will have to enter a new member for billing:

Sell a membership from the front counter, using the ProShop.

Sell a membership from the sales office, using the Contract program.

Process a membership from the management office, using the data entry module.

Sell A Membership From The Front Counter

Some clubs will sell a membership from the front counter. One advantage of this process is that the sale is processed as an inventory item. The payment or partial down payment can be collected and processed as all other inventory sales. Selling a membership in this fashion is very quick, however much of the data that could be captured with a membership sale is lost, as the program is really only selling an inventory item called "membership".

To sell a membership from the Front Counter, you must have a name in the "sold to" area of the POS screen. If the new member has been previously entered into the system as a prospect, enter the prospect ID. If the new member has not been entered into the system previously, you must first place some information about the new member into the system. To add a new member record from the Front Counter, touch the blank area of the POS screen that normally contains member information. A screen will appear to add a minimum amount of member information.

Now that you have a prospect or new member in the "sold to" area of the POS screen, you can complete the transaction by selling a membership inventory item. Prior to this step, you should have entered several of your membership types into the inventory area to allow you to sell these items. When you sell a membership from the POS system, it will have the effect of processing the membership as an inventory item, and allow tracking and reporting of the membership sale later by using the POS transaction reporting.

As you complete the transaction, choose the SPLIT function for form of payment. Split the membership into an "On Account" portion, and a cash, check, or credit card portion (depending on how the downpayment is paid). The split will allow you to put part of the membership on the (new) member's account, and to accept the down payment as cash, check or charge.

When the transaction is complete, a receipt is printed, and the future membership payments will appear in the member's account. Later, you will use the Data Entry program to convert the new Prospect into a Member, or to add additional information, such as billing information, account number, etc.

To Sell A Membership From POS Register:

1. **While in the Front Counter Module/POS screen, select Areas >Register from the menu bar.**
2. **Click in the upper left-hand area of the screen where member information usually appears. (The cursor will change to crosshairs.)**
3. **The "Member Will Be Added" screen will pop up. Type in the appropriate new member information.**
4. **Click <OK>.**

5. **Click the card deck icon in the "Choose Item" area of the screen.**
6. **Select a membership type and click <SELECT>.**
7. **Click on a form of payment button.**

Sell A Membership From the Sales Office

To sell a membership from the sales office, you will be using the Contract sales module. This process uses the Contract program to find an appropriate membership contract for a prospect, including duration and price. The program creates the contract electronically, laser prints the contract, displays the contract for review by the manager, then places the information into the data entry area.

For a full discussion of this module, please refer to the Contract Sales chapter in this manual.

Process A Membership From The Management Office

Many clubs will conduct a paper transaction with new members, then enter the membership information into the system from the back office. This process essentially involves entering the new member information directly into the Data Entry module.

When you enter a member using this process, you will ADD a new member to the member database, then add account information related to the membership type and duration.

For a full discussion of the data entry process for a member, please refer to the Data Entry chapter in this manual.

Configuring the Billing Module

Billing your members is designed to be straightforward. The design of the Billing module is to "configure" a template that is used to select which of your members are to be billed.

Billing information is stored in the member's database record and individual account. The billing program searches each member record to determine which members need to be billed.

You configure different billing templates to determine which members you want billed with the Setup key. Thereafter, you simply "run" the billing for each type you have created.

<Setup> is used to configure different billing templates. You may want to bill one type of member on the first of the month, while billing other types of members on the 15th. The <Setup> button is used to filter your members by billing types, membership categories, form of payment, etc. You can create and name a billing type using the <Setup> key.

When you press the <Setup> key, you will see a series of screens that allow you to filter which members to bill, and the type of billing to perform. You will name and save your settings. To actually perform the billing that you have created, use the <Billing> button from the main menu. To change a Billing type that already exists, select the Setup | Edit button. To create a new billing type, select the Setup | New button.

We'll discuss the different pages (tabs) you can use to filter your billing types in the next few sections.

TYPE

Complete the settings on this screen to determine which form of payment you wish to produce and to name the billing type for future use.

Be sure to enter a description for the type of billing you are creating, such as EFT Monthly 1st, or Quarterly Credit Cards.

You should create and name a template for each type of billing you will conduct. For example, if you want to bill members on the 1st and 15th via credit card, you will create two billing profiles. Each profile will bill for credit cards, but one will be on the 1st, and the 2nd will be on the 15th.

As you select a type of billing, the selections on the other tabs may change depending on the selection you make on the Type page. For instance, it is not appropriate to select an output file if you choose to print Statements, so that selection (on the Output section) will not be visible if Statement is selected on the Type section.

Note that as you select the type of billing, the bottom of the page displays the form of payment that you have selected. The form of payment display is gray, and cannot be changed for all billing types other than Statement. If you select Statement billing, you can override the default to send a statement to those members that are normally billed via credit card or bank draft. The Statement that is produced will reflect the recurring dues amount that has been entered into the member database record, along with any account balance.

If you select Credit Card or EFT, the program will produce an electronic file to be used to send to a clearing house or bank. If you are exporting the data electronically, you should contact your bank for the proper communication link.

If the member is set up for automatic drafting from his/her account for dues payment, you have the option of printing a bank draft for the member. Printing checks requires the use of a special printer for producing the Magnetic Ink Character Recognition (MICR) font for the bank.

If you are transmitting EFT files to your bank or clearing house, select the EFT option. The EFT option produces an electronic data file consistent with bank standards for data processing. Special arrangements should be made with your bank or the Aphelion clearing house prior to using this method of dues collection.

During the course of adding new EFT members, it is necessary to conduct a test transaction with the bank to verify that the transit, routing and account numbers are correct. This test

transaction is called prenotification, and must be conducted before you transmit the EFT files.

Before you can bill your members using EFT, you must prenote each member. The prenote process sends a test transaction to the bank to verify the information. A prenote is a test transaction with the bank to verify that the transit, routing and account numbers are correct. As new members are added to the database, the program "flags" the member, automatically recording the need to be prenoted. The prenote process creates a zero dollar amount transaction to test the information in the database. Once the prenote process has been completed, the "flag" on individual records signifying the need for a prenote is automatically cleared.

RECURRING DUES

When performing recurring dues billing (open-ended cyclic billing - i.e. fixed amount each month) an invoice, charge, and payment is created for the amount of the recurring dues value due on the billing date (refer to the Billing tab in the Member Data Entry form). Billing performed for account balances operates on an existing set of invoices and charges that were created at the time of contract or POS sale. During the billing process, payments are created for the charges (that match the income accounts selected) that are due. These payments are automatically applied to each charge used to compute the amount billed.
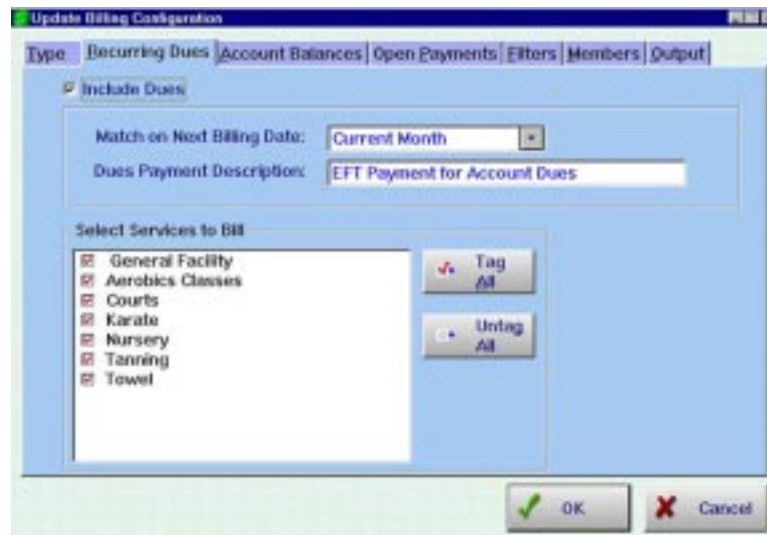
Since there are two main methods to bill your members, Recurring Dues and Account Balances, the Billing configuration program allows you to select which method to use. For most billing situations, you should make one template that includes both types of billing. This will insure that any recurring dues and account balances get billed in one step. If you have a unique club requirement, or just wish to create separate templates, you can disable either the Recurring Dues or Account Balances on the template. Selecting both types will combine account and recurring dues into one billing transaction.

If you want to conduct billing for Recurring dues and Account Balances separately, toggle only one selection on for each template.

When using the "dues payments" menu selection, the "Match on Next Billing Date" is used to calculate which members will be billed. The month is compared against the "next billing date" in the member database, and only those members with a match will be billed.

The "Billing Description" is used to describe the charge transaction in the member's account. The "Payment Description" is used to describe the payment transaction in the member's account. Both are useful when you view a member's account history.

The "income account" field is used to allocate income to the appropriate income category. Income from the billing is displayed on reconciliation reports.

The "Dues Payment Description" field is used to specify the descriptive entry that is automatically made in the member's account.

ACCOUNT BALANCES

The primary function of the billing process is to collect payments for outstanding balances and membership dues. To determine if a payment is due from a member, two methods are used. The first method examines the recurring dues information in the Billing tab of the member data entry forms. If an appropriate match of the billing criteria is made, the amount recorded on the "Billing" tab is processed for billing. This method was discussed in the previous section. The second method involves a query of the accounting system to determine if any charges are due for a specific member. When assessing a member's account balance for billing payments, only the income accounts specified are queried. For example, if you wish to only perform EFT billing for the membership dues you will select the "Membership Dues" (or similar) income account in the billing settings screen.
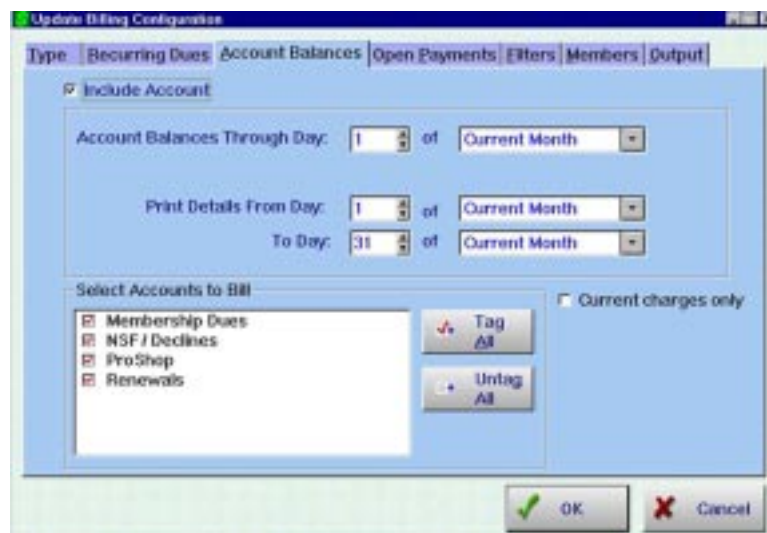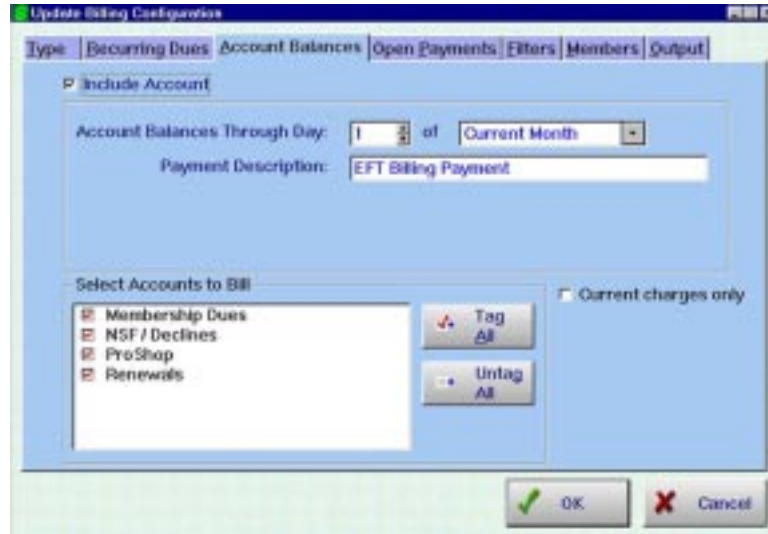
Selecting the income accounts for billing provides the flexibility to perform EFT billing for membership dues followed by the mailing of statements to members for Pro Shop charges. Alternately, if all income accounts are selected, an assessment of all amounts due are computed and billed collectively.

When conducting the On Account billing, you'll need to tell the program what date to search for accounting transactions. The date you enter will be used as the program searches through the accounting database. If a transaction is due before the date you enter, it will be used in calculating the member's balance. (You may want to refer to the prior discussion regarding the On Account transactions.)

Select a day and month for the field labeled "Account Balance Through Day". This is the day the program uses to determine if a member owes you money.

For Statement billing, the screen will display a start and stop date for details. These dates are used to display account details on the statement. This date does not change the amount due. With the "Details From" date and "Details To" date, a range is created to display the account transactions on the statement. This technique produces a statement similar to a credit card statement, which shows prior balance, current details, and ending balance.A "prior balance" line will be printed for the sum of all transactions due before the range you selected.

If you select billing via EFT or Credit Card, a slightly different screen will appear for Account Balances. This screen allows you to describe the Payment that is automatically added to the members account when billing is conducted.

OPEN PAYMENTS

During the course of accepting payments from your members, you may accept a payment and not apply the payment against specific charges. Accepting payments into the member account without applying it to a specific charge will create on "open payment", that is, a payment made on a member's account that has not been placed against a specific charge. These payments are categorized as "open" payments. Open payments can occur when the Front Counter accepts a payment without applying it against a specific charge, or if you allow a member to keep a credit balance in their account for ProShop purchases.
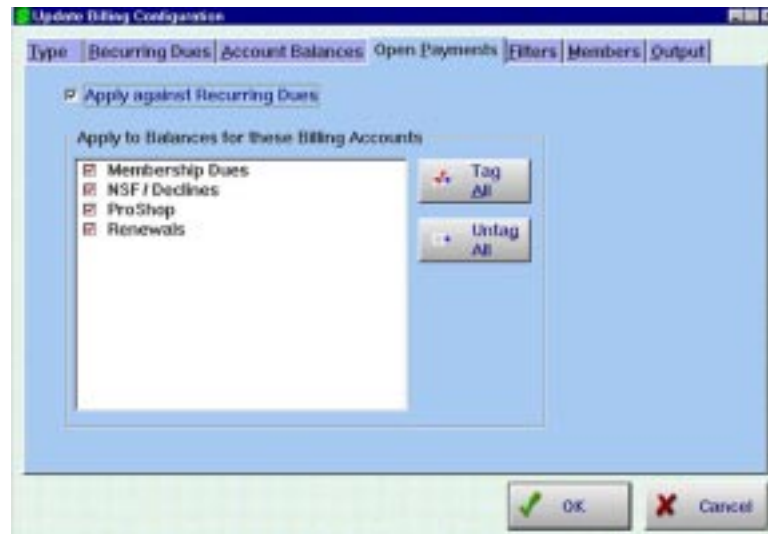
The Open Payments screen allows you to use the member's "open payment" against Recurring Dues charges, or against a specific Billing Account.

To allow a member to charge in the ProShop against a credit balance, apply the credit as an "open payment". Setup this screen to apply the balance only to Billing Accounts for the ProShop, such as the ProShop billing account. Do not apply the "open payment" to Billing Accounts such as Recurring Dues, or Membership Dues.

FILTERS

Filters are used to select members of a certain status, membership category, billing cycle and club. The default is for all cycles, clubs, status, and membership categories to be billed. However, you may wish to selectively bill certain types of members. Use the Filter page to limit the members being billed.

The "cycle" selection is used to filter your member billing cycles. For most billing situations, you should probably select the default, ALL CYCLES. Selecting the default, ALL cycles, will not restrict the members getting billed. Generally, the default selections of ALL CYCLES need not be changed, unless you want to separately bill your members by different

cycles. The cycles shown in the pop-up window reflect all available cycles. If you wish to NOT allow the member of a specific billing cycle to be billed, switch the selection "off" by UN-checking the cycle.

The "category" selection is used to filter your member categories. For most billing situations, you should probably select the default, ALL CATEGORIES. Selecting the default, ALL categories, will not restrict the members getting billed.
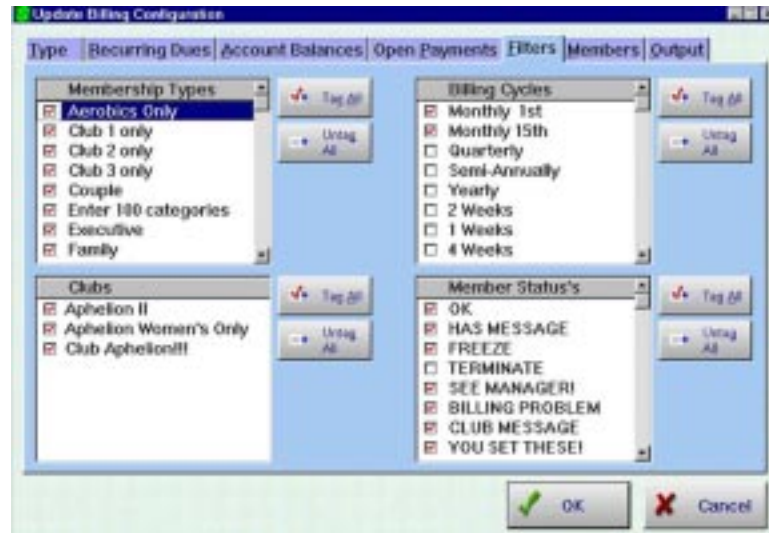
Generally, the default selections of ALL CATEGORIES need not be changed, unless you want to separately bill your members by different categories.

The categories shown in the pop-up window reflect all available categories.

If you wish to NOT allow the member of this billing category to be billed, switch the selection "off" by using the mouse to click on the category.

Generally, the default selections of ALL Status should not be changed, unless you want to separately bill your members by different membership status.

The "Status" selection is used to filter your members by status. For most billing situations, you should probably select the default, ALL STATUS. Selecting the default, ALL status, will not restrict the members getting billed.

The "club" selection is used to filter your members by club. When conducting EFT or Credit Card billing, club banking information is included in the file that is produced. If you select more than one club, the club banking information will be obtained from the home club configuration. If you select only one specific club, the banking information will be included for the club selected.

OUTPUT

Output formats vary, and will range from a File or specialized output for one of the electronic formats.

The choices on the Output screen will change depending on the type of billing you have selected on the "Type" screen.

Statement billing (which generally is printed on white paper) will provide options for the statements, while Credit Card billing (which has many types of outputs) provides a larger selection list.

For Statements, the "Date on Statement", "Courtesy Message" and "Due Message" are printed on the forms for information only, and have no effect on the billing.

Electronic Credit Card

There are over 50 major credit card processors, and dozens of secondary credit card processors. Unlike the EFT, which is governed by the Federal Reserve, there is not a standard for credit card transfer.

The program supports many types of electronic credit card formats. These formats include Tele*Money, Transnet, MDI PC Batch, Mapp, Personal Ticket Capture, Batch Pro, 4 Sure, Fast Batch, and others. If your bank utilizes one of these credit card processors, the program will format the credit card information in a format that can be read electronically, and sent directly to your bank.

If your bank cannot accommodate one of the preformatted transactions, Aphelion has made arrangement to translate your electronic credit card transactions to the format your processor uses. Aphelion utilizes a 3rd party program that is designed to interface with almost every credit card format. This program is called ICVERIFY. The Aphelion program will format the credit card information in a format that can be read by the ICVERIFY translating program, which in turn will work with most of the credit card processing agents. Aphelion is not affiliated with ICVERIFY. However we can provide information to you on the system.

If you are performing credit card billing, and your processor is not listed on the "output" screen, choose the ICVERIFY format.

EFT

When conducting an EFT transaction, you must send the file to the clearing house or processor before it is due to be deducted from the member's bank accounts.

The effective date is the bank processing date, and should be at least 3 business days later than today's date to allow the bank time to send the file to the Federal Reserve.

Aphelion can provide information on a national EFT processor that is independent of your bank. EFT transactions are transferred to your bank on the business day following their receipt.

The EFT output produces an electronic data file consistent with bank standards for data processing. Special arrangements should be made with your bank or the Aphelion clearing house prior to using this method of dues collection.

To bill your members, select the Billing icon from the Aphelion Club Management Group. Select the Billing button from the menu to perform the billing for your members.

You should have configured several billing types in the previous chapter. To perform the billing: select one of the billing types from the choices, then click Run.

When you select a billing type and click "Run", the program searches the members, then shows a list of the members that will be billed.

When you highlight a member name in the list, the display will show the recurring dues and account balances that are billed for that member. Click the "On Account Details" or Recurring Dues Details" tab to see the specific billing for the member.

If the totals are what you expect, click on the Process button. If the totals are not what you expect, click on the Cancel button to evaluate why the results are not what you expected.

Unexpected Results

If you try to conduct billing, and get unexpected results, there are several common solutions. If you are processing Recurring Dues, be sure the Next Billing Date for the members you have selected corresponds to the billing date requested. The "Next Bill Date" field in the member record must match the billing date in the billing process. Usually, when you run the billing, the next billing date gets moved forward, ready to be billed during the next cycle. If the "Next Billing Date" does not seem to be right for a group of members, a utility is provided to change the "Next Billing Date" for members within a billing cycle.

This utility is selected from the Manager | Utility menu selection, and is called "Reset Billing Dates". Follow the prompts to change the Next Billing Date for all Cycles, or to change the Next Billing Date for all members within one billing cycle.

Sending Files

Many billing options produce a file on the disk. These files must be transmitted to your bank, credit card processing center, or clearing house. You must make arrangements with your clearing center on the method to be used for sending this file. Generally, a communication program such as PROCOMM can be used in conjunction with a modem.

During the EFT process, a file is created on the disk. The "Output File" field contains the name of the EFT file, as it is stored on the disk. Defaults are used, but you can name the file any valid filename. EFT files are named ACHPPD01.xxx on the disk. The "PPD" within the file designates a drafting deposit, and the number following designates the

number of files that have been generated today. xxx represents the day of the year, ranging from 001 to 365. These files are named using the above convention. However feel free to rename these files to any other file name with which you feel comfortable.

To send the file, start your communication program, call your clearing center, and send the file per their instructions. The file name is always displayed during the billing generation.

The file sent should be the same file you generated in the above steps.

Printing Drafts

The setup menu provides options for printer types, printer memory, and check alignment. If you are using the Digital Design printer, select "D" for the type of printer. Other applications should select the Aphelion option, unless you have been directed to select another option by your dealer.

If your checks are skewed high or low on the paper, you may wish to adjust the printer offset. The program defaults to 3. Other numbers will move the check up or down on the paper.

Printer memory should be set to 256 initially. Performance will be enhanced if you have more printer memory, as more data can be stored at the printer for formatting.

Printing checks requires the use of a laser printer using the Magnetic Ink Character Recognition (MICR) font for the bank.

Receiving Payments from Mailed Statements

When processing payments received from a mailed statement to the member, use the "Get Payment" function available from the Front Counter or Data Entry modules. Enter the amount of the payment received. The amount will be applied to the oldest matching charge. If you wish to apply the amount to another charge, select the "Manually apply payment" option and double-click the desired charge.

Billing Declines

Processing declined payments is typically necessary after completing a billing function. If the declines are returned as part of an EFT activity, they will be in the form of a text data file that can be automatically processed by the software. In this case, the declined payment is found in the member's account record and cancelled. In effect the payment is rescinded, restoring the account balance to the pre-billed state. Late fees, etc. can also be attached to the member's account during this process. For these fees, an invoice and charge is created and added to the member's account. (To automatically process returns that have been received from your EFT processor, select the | Process Declines option from the billing menu).

Declined payments can also be manually cancelled through the member data entry module. Select a member by either double-clicking or highlighting and selecting the "Change" button. To manually "Cancel" a payment, select the "Payment History" button. The resulting window displays the payments that have been made to the account. Highlight the payment to be cancelled and press the "Cancel" button. You will be prompted to verify your intentions to cancel the payment. After continuing, the payment will vanish from the display indicating that it has been removed from the member's account leaving an open charge.

Reviewing Prior Billing

If you would like to see the billing that was performed for a prior period, two views are provided. To view a specific member, choose the <Member History> button.

Enter the member ID, and the range of dates you wish to view. A report will be created that details every billing transaction for the member.

To view the billing at the club level, choose the <Club History> button. A list is displayed in the window that shows each billing that was performed.

When you highlight a specific billing cycle, the lower part of the display will show each member that was billed in the cycle that is highlighted.

If you need to re-run the billing, press the <Duplicate> button. This will recreate an identical billing so you can reprocess it.

If you press the <Print> button, a detailed report will be printed for the highlighted billing cycle.

Billing Tips

This section is designed to review the billing, and to answer commonly asked questions about the billing.

Billing Types

The software provides two different methods for processing member dues and payments.

The first type of billing is what we call "Recurring Dues". This form of billing is used to collect ongoing dues from your members.

Recurring Dues are usually used if you bill your members on an open-ended contract. An open-ended membership typically gets billed until the member tells you to stop billing his account. Dues of this type typically are members being billed month-to-month, or those members who were on an annual contract that has rolled over to a monthly type.

Recurring Dues are the same dollar amount each time, on a fixed cycle.

The second type of billing is what we call "On Account" billing. "On Account" billing is used when there is not a cycle for the billing. On Account billing is used for enforceable contracts, to create an Accounts Receivable, or when billing should stop after a period of time.

On Account is used when there are a fixed number of payments.

Use "On-Account" when a member is on a contract where his payments stop when the contract expires, when an item is sold from the ProShop, or when you will have the member pay his initiation fee over the course of a few months. "On Account" billing will bill your members any dollar amount on any date (or over a range of dates).

On Account billing places charges and a payment due date into the member's account.

You can use either type of billing, or a combination of both, depending on your requirements.

How Do I Bill My Members?

The first step is to add members to the member database. This is done using the Data Entry or Contracts module.

Member and billing information is entered into the membership record. You will need to enter a minimum amount of member information, such as name, address, membership ID, member category, etc. The program will not allow you to save a member's record unless the minimum amount of information has been entered.

You will also need to enter a basic amount of billing information, such as method of billing (Form of Payment) and frequency (billing cycle).

To bill members with the Recurring Dues method, two additional fields must be completed. For Recurring Dues, you need to enter the Dues Amount and Next Billing Date. Once this billing information is entered into the member databases, you can conduct Recurring billing (called Dues Payments).

The next step, if desired, is to setup payments in the member's account with the Invoice button (if you are in the Data Entry module), or by selling an item On Account (from the ProShop). When this is complete, you can bill with the On Account method.

Forms Of Payment

Some members may pay on a statement, while others are using EFT, and others use a credit card. You'll need to separate these members by different Forms of Payment.

Aphelion provides a variety of methods to bill your members. There are 4 different Form of Payment (FOP) options to bill your members: Not Billed, Statements, EFT, or Credit Card. The payment type is created for each member in the member data entry screen, on the Billing tab. The payment type is selected from a pop-up window. Select Statement, Not Billed (cash), EFT, or one of the credit card types.

The EFT option should be selected for either Electronic Fund Transfer (EFT) or printed draft. The same holds true for the credit cards, where they can be sent electronically or printed. You choose the printed option or electronic method when conducting billing, not when setting up your members. If you choose to print drafts, you will need a laser printer with a special font and toner. If you choose to print credit cards, you can use a standard impact printer.

To set the Form of Payment, select the Member Database, and then select the Member from the roster. Highlight (or add) the member of interest. Press the Change (or Add) key while highlighting the member's name. Once you have the record displayed, change the billing information on the billing tab. Move the cursor to the "Form of Pay" field, then choose the FOP from the selection window.

Membership Types

Members can be divided into separate membership types. These categories allow you to separate the members when you conduct reports and billing.

As above, the membership category is set in the membership record.

Billing Cycles

Members can be divided into billing cycles. These cycles allow you to separate the members when you conduct billing and print reports.

The billing cycle is also selected in the member's record.

To set a member in a billing cycle, highlight the "Billing Cycle" field in the member's record, on the Billing page. Choose the cycle from the selection window.

How Do Fops, Billing Cycles, And Categories Work Together?

Many clubs like to separate their members into different groups for billing and reporting purposes. The membership Category can be used to separate your members when you are billing or printing reports. For example, if you have some members in the "Executive" category, and others in the "Heritage" category, you can bill or print reports for all members, just the "Executive" members, or just the "Heritage" members.

Billing cycles can also be used to divide your membership into convenient billing periods. You can place some members in a "monthly first" cycle, others into a "monthly fifteenth" and others into a "quarterly" cycle. When it comes time to bill your members, you can

select only those members that correspond to one of the billing cycles. You can also select All Cycles to bill everybody at the same time.

The FOP (form of payment) is used to specify which type of billing each member will use, for example EFT, credit card, or statements.

When you enter member information in the data entry area, you can add a member using any combination of membership category, billing cycle, and FOP.

The combination of categories, cycles, and FOP is used primarily when you are taking information out of the system - when you bill members and when you print reports. When you bill members or print reports, a filter is used to select membership category, billing cycle, and the FOPs and limits the output to only those that you have selected.

Combo Boxes

Many areas of the program provide pull down choice boxes from selection fields. These pull down choices are context sensitive, and accessed while on the appropriate field. Most of the selections in the combo boxes can be configured from the Configure module.

An example is the membership categories. When choosing a category for a member, a list is displayed. This list is initially setup in the Configure module.

The Configuration program allows you to setup your own choices for member categories, billing cycles, payment types, and many others. This capability allows you to configure the system so it uses descriptions that are familiar to your club, and so that the choices are appropriate to your facility.

Recurring Dues

Use Recurring Dues to quickly setup payments for open-ended contracts.

Recurring dues are used when the same dollar amount is to be billed over and over again. The billing is in a cycle. Using the Recurring Dues saves you from having to enter repetitive dollar amounts and due dates into a member's account. It is a handy billing method for open-end contracts, where the same amount is billed until the member drops out.

When entering recurring dues, you'll enter the information into the member database or use the Contract module. To use the Recurring Dues capability, five major items are required.

Each member is assigned to a membership category, a billing cycle (i.e. monthly, quarterly, etc.), a payment type (EFT, statement, credit card,), a dues amount and a next billing date.

When you are setting up the billing, you select the member category, a billing cycle, and a form of payment for dues collection. The selections you make in the billing menu while conducting Billing correspond to the fields that are setup in the member record.

For example, if you want the billing system to produce "EFT" (payment type) for all "COED" members (member category), on a "MONTHLY" billing cycle you would select those items in the billing menu. Only those members that match all these criteria would be selected for billing.

Once you have assigned the category, cycle, and FOP to each member, you need to enter the Dues Amount. The Dues Amount should be entered on the Billing page of the member record. Do not add tax to the dues amount. The tax rate is set in the Configuration, along with a flag to tell the program whether dues are taxable or non-taxable. By setting the tax rate separately, you can quickly change the total dues billing if your tax rate changes.

Lastly, enter the Next Billing Date. The Next Billing Date is used only when conducting Recurring Billing, and will be matched against the date you set in the billing screen. Members will be billed only if the Next Billing Date matches the date set on the billing screen.

You may want to enter a "Contract Expire Date". Billing will continue for each member, even if the contract has expired, as long as the status is set to "OK". If you want the expired members to stop being billed, you'll need to set the member's status to "Terminate" rather than "OK". A utility is provided to periodically change the status of "expired" members. Use the utility "Terminate Expired Members" to search through the database and find all expired members. This utility will change the member status to "Terminate" for all expired members. Members that have a status set to "terminate" will not be billed.

Responsible Party Billing

Responsible party billing takes full advantage of our invoice tracking system. Invoices are attached to the member who initiates a transaction. Charges are generated from invoices and attached to the member record responsible for payment. Charges or percentages of charges can be directed to a "responsible" third party if the charges originate from recurring dues or account transactions (form of payment is "on account"). The Billing module bills member records for charges that are due based on the responsibility rules you create in a member's record.

For example, Member 1 has all monthly recurring dues paid for by Member 2. All invoices created by Member 1, whether on account or recurring dues, appear under Member 1's billing information. All charges generated from recurring dues invoices are forwarded to Member 2's billing record. When browsing Member 2's charges, a reference to Member 1 is given as the source for these charges. Member 1's billing record retains all invoices Member 1 created. Only the charges that are above and beyond the responsibility rules (set in the member record) appear on Member 1's bill.

Charges are automatically created from invoices. Recurring dues invoices (and the charges from those invoices) are automatically created when the Billing program is run. The Billing program scans member records for any attached recurring dues. Based on "Billing Cycle" and "Next Billing" information (see below), it will generate both invoices and charges.

For example, a recurring dues service is set to charge $5 every week. Your billing program (assuming it is configured to scan this billing cycle) is run once a month. When it is run, it creates the necessary invoices and charges to the account. If four billing cycles have past since the last billing, four sets of invoices and charges are created and attached to the appropriate records. Likewise, if the billing cycle for a recurring dues service is $100 per quarter, the billing program will only generate the necessary invoices and charges based on the last time the service was actually billed, not the last time billing was run.

To set up Responsible Party billing rules (Data Entry):

1. From the member record in the Data Entry module, select the "Responsibility" tab
2. For Recurring Dues responsibility, select the arrow icon or F2 to select a responsible member

3. **Create the responsibility rule for the cumulative recurring dues amount. Any amount above the limits of the rule will be charged to the "Account" responsible party.**
4. **For Account responsibility, select the arrow icon or F3 to select a responsible member. Account responsibility is for the entire account balance.**

Family Memberships

Members can be setup so that their charges are billed to another member. This is useful for family memberships, and for groups that want to share fees.

The member that will be responsible for the billing is called the Primary account, while other members that will be billed to the Primary account are called Secondary accounts.

Billing To Another Account

If you have already entered information into the data entry area, and wish to designate the member as a secondary member, you'll change the "Bill To" field.

The "Bill To" field is used to designate which member is responsible for the dues and account balances. Normally, the "Bill To" is the same membership ID as the member's ID. If you want to have another member responsible for the Recurring Dues and Account balances, place that member's ID into the Bill To field (located on the Billing page of the member record). This will cause the account to become a Secondary account.

The Form of Payment, Billing Name, and payment information for the secondary account is obtained from the primary billing account, and cannot be changed from a secondary account.

Adding Family Members

When adding a new member, you can choose to have the account setup as a secondary account automatically. To setup a secondary account, highlight the primary member on the member roster, in the data entry area.

When you press the Add Member button, a selection screen is displayed prompting for the type of member. Select the Family option from the "new member type" screen. This has

the effect of using all of the information in the member's record that was highlighted when you pressed the Add button.

Note that when entering the secondary account information, the Bill To ID, last name, address, and other fields are defaulted to the Primary member's information.

Viewing Family Members

To view the accounts that are secondary to the Primary account, choose the Family button. This button is available on many information windows in the Register, and in the member database area.

Selling A Proshop Item On Account

ProShop items, memberships, initiation fees, etc. can be added to the member account. To sell an item, and add the purchase to the member account, conduct your ProShop sale as normal. When you complete the sale, choose On Account as the form of payment.

The "create Invoice" account screen will appear with the sale total. Note that by entering initiation fees and various membership types into the inventory database, you can sell these items, and then place them directly into a member account.

The Account option will not be available on the Form Of Payment screen unless the member's name has been entered prior to totaling a sale.

Club Charges And Contracts (On Account)

The software provides an account for each member. The account is used for contracts, club charges from the ProShop, and non-cyclical charges. Use On Account to enter enforceable contracts, variable payments, or miscellaneous charges.

The member's account provides for scheduled payments of any dollar amount on any date. Use the On Account to schedule a membership payment over the course of a few months, or to allow purchase from the ProShop on a member's account. Staggered billing, variable payments, and contracts are handled using On Account billing. ProShop items can be sold, and charged to a member's account.

For example, let's say you want to bill your member $40/month for the next 12 months, starting on the first of the month. To enter this into the system, set the Current amount to $480 ($40 x 12), the first Due date to the first of the month, the number of payments to 12 and the number of months between payments to 1. Also note that you can add a comment to the accounting database, such as "Manual Debit #". The program will divide the $480 into 12 equal payments, one month apart. The comment will say " Manual Debit # 1 Manual Debit # 2", " Manual Debit # 3", etc.

The recurring billing and On Account can be used in conjunction with each other to provide total flexibility in the methods used to bill your members.

Viewing An Account

The on-line ACCOUNT HISTORY browser provides a summary of accounting information about each member. The detail Account history screen shows each transaction a member

has conducted, along with his account balance, the total amount due in the future, and payment or aging summary.

You can view any member account from the Register or Data Entry area. To view an account, select the Account button.

Setting Up A Contract

Payments can be automatically entered into a member's account by using the Contract Sales module. This module allows you to setup membership plans, including duration, dollar amounts, down-payments, and other contract options.

When a plan is sold to a member, the payments for that plan are automatically entered into the member's account, along with the membership information.

See the section on the Contract Sales Module for more information.

Late Fee For Delinquent Accounts

Late fees are charged to overdue accounts using the "apply late fees" utility. This utility allows you to set a fixed amount that will be added to the member account, or set the fee as a percentage of the outstanding balance.

Using the utility, late fees are automatically added to accounts that are greater than 30 days past due.

Setting Up Paid In Full Members.

Paid in full members can be entered by setting their full dues amount into the dues field, and then setting their "next bill date" to their expiration date. The member will not be billed until the next billing date, which corresponds to the renewal rate.

Setting Up Members For Continual Billing.

Continually billed members are members are those who are on an open-ended contract. This type of member will pay continuously until the member tells you to stop billing their account. To set up these members, set each member's next billing date and dues amount in the appropriate area of the member database.

Setting Up Members With A Contract.

Contract members are members that have a contract that will end at a date in the future. These members have fixed payments, and the billing is set to stop when the payment term expires. To set up a contract, set the "next billing date" to the contract expiration date. The "dues amount" should be set to $0, but generally is not important, as you will not be using recurring billing with this member.

Apply a debit to the member account or make a sale to their account. Once the debit or sale is recorded to the member account, members are ready to be billed using the "On Account" system.

Billing A Corporate Account Or Group

To bill a corporate account or group, the "group" needs to be set up in the group database and the member database.

All members that are to be billed to the corporate account or group should have the "bill to ID" in the database set to the "group", which is recorded in the member database as a member. All dues will be billed to the corporate location and name.

Use the same technique to bill a family membership to a primary account.

Setting Up A Family Membership

A family membership is entered the same as an individual membership. When adding a new record, you'll select FAMILY as the record type. This has the effect of copying all pertinent information from the highlighted record to the new record, and assigning the billing ID to the primary account.

Combining Recurring Billing And On-Account Billing

A combination of Recurring Billing and On-Account Billing can be used for each member. There are several ways to use both billing types.

An example may be to use On Account billing for the first 12 months of a fixed contract, which will roll over to an open end, month to month billing. Set up the member account for the first 12 months, as described in setting up "on account" billing. Set up the recurring billing, with the monthly dues amount, but set the "next billing date" one year in the future.

The On-Account entries will be billed for the first year, and then the recurring "dues amount" will start in 12 months

Temporary Billing Suspension

You can temporarily suspend billing using the Status field. By changing the Status field in the member database to FREEZE, you instruct the system to bypass billing for a period of time. When you change a member status to Freeze, you are prompted to enter a THAW date, and a "Next Billing Date".

The Thaw date is the date you want to re-activate the membership. "Next Billing Date" is the date you want to resume billing the member.

You can limit the number of Freeze/Thaws for a member. The Freeze limit is set on the "General" page of the database record, and can be set to any number.

The default number of Freezes is setup initially using the Configure program.

Freeze is only active for Recurring Dues billing and does not affect the On Account billing

Thawing of members is not automatic. You must select the Thaw function from the Utility menu to reactivate members with a Freeze status.

EFT

EFT means electronic fund transfer. The program creates a standard file which most banks and clearing houses can process. The file is called a NACHA file. Be sure your bank can read this type of file before sending it for processing.

Before you can bill your members using EFT, you must prenote each member. Prenote stands for Prenotify. The prenote process sends a test transaction to the bank to verify the information. A prenote is a test transaction with the bank to verify that the transit, routing and account numbers are correct. As new members are added to the database, the program "flags" the member, automatically recording the need to be prenoted. The prenote process creates a zero dollar amount transaction to test the information in the database. Once the

prenote process has been completed, the "flag" on individual records signifying the need for a prenote is automatically cleared.

EFT billing and Prenote require two dates to be entered. The billing date is the first date entered, and is used to match the "member's next billing date". The second date entered is the effective date. This date refers to the date which the bank processes the electronic fund transfer. Some banks require the effective date to be set two to three days from the billing date. Funds are usually available to you one day after the effective date.

Improved Declines Processing

The Declines processing feature has a more intuitive interface than before. Use the wizard to step through the process. Additions include the ability to enter a customized description and due date for declines related charges.

Note for declines processing: the program looks for records in the member's billing history to match a decline record. If found, the newly created declines charge (containing an amount and due date) will match the original charges to preserve the member's account aging. If a match is not found and you choose to process declines, the generated decline record will have a single charge due on the date specified.

To process Declines (Billing):

1. **From the Billing module, select the "Declines" button**
2. **Specify the path of the decline file and choose whether or not you will continue the declines process if a matching invoice is not found.**
3. **Select Next**
4. **Review and/or print the Declines process summary report. If correct, select Next**
5. **Choose the checkbox to update member records**
6. **Set a decline description and due date for generated invoices and charges for unmatched declines. Do the same for match declines.**
7. **Select reports options for member tagging**
8. **Select Finish**

Billing Declines History

Each member record retains a history of billing declines. This feature displays a listing of the date, amount and reason for the decline. In order for the history to develop, it is necessary to use the Declines Processing in the Billing module.

How to access the Declines History window (Data Entry):

1. **From the "Browse Members" window, highlight the desired member**
2. **Use the "$" icon to open the "Account Status" window**
3. **The Billing Declines history is located under the "Declines" button**

Improved Credit Memo

Credit Memos are independent, "negative" invoices. They are applied through the Data Entry module or through the Point of Sale via an item return credit. As independent invoices, Credit Memos do not need a previously created, positive invoice to be applied to. All credit memos are visible under the invoice history as negative invoices.

1. From the "Browse Members" window, highlight a member and select the "View Account Status" icon
2. Select the "Credit Memo" button
3. Fill in the form for the appropriate credit amount. Any returned items will affect inventory accordingly. Use the "Salespersons" button to split the credit amount among involved sales staff. See "Split Sales Credit" above.

Accounting Period Closeout

By setting a closeout date, all transactions on or before the specified date cannot be modified. This includes voiding invoices and applying/un-applying payments. This date is set in the Configuration module and needs to be moved manually to accommodate your accounting system.

To set the Accounting Closeout Date (Configuration):

1. From the Configuration module, select the menus Accounting > Close-out
2. Set your closeout date and select OK

Printing Drafts

To print your checks, you will need to select the billing option to print drafts. Selection of this option will start the Draft printing software, load the MICR font into your HP Laser Printer, and print drafts.

The Draft Printing Module has only two options on the opening screen: a Print Drafts option and a Setup option. It is a good idea to make sure your setup is configured correctly. The printer offset should be set to three. The printer memory should correspond to the amount of printer memory you have available. The last configuration option is the font type. The font type should be set to "A", which stands for the Aphelion MICR font. The other font types are only used in special circumstances.

COLLECTIONS

One of the most effective ways to collect outstanding overdue payments is via a systematic approach to member follow-up.

Effective sales collections can pull thousands of dollars into your club over and over again, each month.

Systematic collections is one of the simplest ways to collect overdue payments, and it is usually ignored or farmed out to 3rd party collection services. Why? Because the skills necessary to be effective at collections are hard to come by. Plus, the overhead and paper-work are usually burdensome. Most clubs just don't know how to be effective at bill collections.

The Aphelion collection program provides a proven methodology to track members that have overdue payments. It reduces the time and paperwork necessary to be effective at collecting overdue payments.

This program is a comprehensive approach to collections developed by one of the most successful groups in the country. The effectiveness of this system will pay dividends in faster payments, better tracking, and increased cash flow.

For maximum success, you should follow a systematic strategy. This system is used by successful clubs. You can use this system to categorize members with outstanding payments, keep detailed notes of every call, track follow-up dates, and call back when you say you will.

When you use the Aphelion collection module, you'll find it provides a process to set a call back date for every member in collections. You can run call back reports each day to find which members need to be called back. By viewing the notes from each record, you'll be reminded of prior conversations and know how to escalate the collection activity to the next level.

Effective collection tracking is a system. By effective tracking and follow-up of your non-paying members, you'll see your cash flow increasing. This program provides the frame-work for an effective system. Use it and you'll find your collection efforts pay dividends.

Collections Tracking

The Aphelion Collection software is a specialized Contact Manager software package. The system is uniquely designed to track members that are overdue in paying. This program operates in a manner that is similar to the Prospecting module, instead tracking your members that are overdue, rather than guests. Tracking

The program will track a member that is in the Collections process. Your collectors can track phone calls and promises, and make a note of each call's results. Designed to allow quick entry of each call, the tracking screen allows you to track member information, including the name, address, account balance, suggested call back date, and the notes from every phone call.

When you enter a new note, a screen is displayed that will ask for the note-taker and the note action. The note action will serve to remind and categorize the types of notes you are adding. Actions and employees can be configured. Set the call back date field to the day you wish to be reminded to call or contact the member.

Print Call Back Lists

The software will print a variety of useful reports with each providing important information to your collectors.

Each day you can print lists of members that need to be called. These lists can be sorted by priority, call back date, action, and employee. The call back lists include all the information needed to contact the members with overdue accounts.

Or, display a list of call backs on the screen. A comprehensive list of the calls that need to be made can be printed. Each employee using these reports will have the tools needed to effectively manage their collection list.

Simplify Follow-up

Every time a member is contacted you should place a detailed note in the member's record. Each note is tagged with the date, the employee, and an action item. With unlimited notes, you'll have a comprehensive record of each call, which employee spoke to the member, and the result of the call. These notes remind your employees of the results of the last call, and provide a sophisticated, quality image to your call. A detailed record of each conversation allows you to escalate each call to the next level.

To Place a Member in Collections from Data Entry Module:

1.   **In the Data Entry Module choose > Data Entry > Members.**

2.   **Highlight the member's name and click <Convert>.**

3.   **Choose "Collections" and click <OK> and <Close>.**

     Members in Collections will have a red "C" by their name in the "Browse Member" screen.

To Place a Member in Collections from Collections Module:

1.   **In the Collections Module choose > Browse > Collections**

2.   **Click <New> and then click in the box next to the member's name to add the member to Collections. <Close>.**

To Preview/Print Call Back Lists:

1.   **In the Collections Module > Reports > Call Back Reports.**

2.   **Enter beginning and ending call back dates.**

3.   **Choose an action from the pull-down menu.**

To Preview/Print Notes Reports:

1.   **In the Collections Module > Reports > Notes Reports.**

2.   **Enter the inclusive dates for desired reports.**

3.   **Choose "Assigned To" category from the pull-down menu. Choose "All" if you want to see all notes for that time frame.**

4.   **Click the box if you want a detailed report.**

5.   **Click <OK>. At the "Reports" screen choose to print or preview the report.**

To Preview/Print Custom Reports:

     Custom reports allow you to filter the member data by date, employee assignment, membership type, and membership status. You can also sort reports by zip code, name, call back date, next action, sales person, priority, or telephone.

1.   **In the Collections Module choose > Custom Report.**

2.   **Enter the inclusive dates for reporting period.**

3.   **Choose "Assigned To" category, "Membership Type", and "Membership Status" from the pull-down menus.**

4.   **Choose a category to sort by. Click <OK>.**

5.   **At the "Reports" screen choose to print or preview the report.**

To Preview/Print "Payments by Member" report:

1.   In the Collections Module choose > Reports > Payments by Member.

2.   Enter the inclusive dates for the reporting period.

3.   Check one or more of the "Include payment" options:

   -- against "Cash" invoices

   -- against charges place "On Account"

   -- "Unapplied"

   -- generated by billing

4.   Click <OK>.

5.   At the "Report" screen choose to print or preview the report. Click <OK>.

To Preview/Print Member Collections Worksheet:

1.   In the Collections Module choose > Reports > Worksheets.

2.   Tag the members for collection worksheets. You can choose one or more. Click <Close>.

3.   At the "Report" screen choose to print or preview the report. Click <OK>.

4.   To view the next report click the "Next Page" icon on the menu bar.

REPORTS

The reports module provides a window into the performance of your facility. This module includes reports which can make "Reports" the most valuable module in the system.

The reports module is comprised of several functional areas. One area consists of preformatted reports. These reports have been designed and refined over several years to provide you with the management information required to profitably manage your club. With these reports, the user will have available all of the information required to make and implement proper business decisions pertaining to the site.

Another area allows you to define your own custom reports using our Memoritzed Reports. The drop down menu asks you for the type of information you want on the report and allows you to create the layout on the page.

You can modify and save your favorite reports so you can quickly run them again. You can also group several of your favorite reports and run them at the same time with one key-stroke.

The preformatted Reports section is subdivided into separate sections. These sections include Member, Prospects, Inventory, Training, Employee, Accounting, Memorized, Letters, Utilities, and Settings. The following section details the uses and purposes of the reports in each of these sections.

The system will also allow you to create a list of "tagged' members. Tagging your members allows you to print form letters, mailing labels, or export to third party spreadsheets.

Tagging members can be performed as you run a report or as a user defined query. The capability to save, modify, and create multiple tagged sets of members allows flexibility to use other software tools to manipulate your data.

The system is tightly integrated with Microsoft Word. Merge fields can be created directly in any Microsoft Word document. You won't have to struggle with typical mail merge as unlimited specialized form letters are supported.

Members Reports

Check-in

The Check-in section of the Reports Module will allow the user to keep track of the membership. Data can be obtained related to how and when your members are using the facility. Additional reports will provide information on members who have not recently visited your facility as well as reports showing which members are inactive. A report will give a complete list of every member that has been entered into the database. The information displayed includes the identification number, member name, membership type, and entry date. It is recommended that the manager keep a listing of the members on file for reference and data security purposes. Depending on the traffic of new members, a new listing should be made monthly. The following reports can be accessed from the "Check-in" menu:

• History (Lists members who have checked in within a range of dates.)
• Totals (Lists total number of member checked in within a range of dates.)
• Totals by Area (Lists total members checked in different areas of the club.)
• Members Visited Since a Given Date
• Members Checked in With Non-Ok Status
• Members Checked in For Status
• Members Whose Entry was Denied
• Inactive Members

Punch Card

Punch card reports will display members checked in using visit units. This report will allow management to guage how well visit sales are performing. A second report will list all members with visits remaining. Visit reports are especially useful if you are selling large quantities of personal training, babysitting service, court time, or tanning. Punch Card visits can be sold through "hot buttons" at the front counter (Point of Sale screen). From the "Punchcard" menu you can access the following reports:

• Members Checked in using Visit Units
• Members with Visit Units Remaining

Groups

If you have memberships that are associated with a sponsoring group, you can generate reports that will monitor your member's affiliation with a group. The report will list the members checked in by group affiliations. The following submenus are listed under the "Groups" menu:

• Members Affiliated with a Group
• Members Checked in by Group

Contracts

This group of reports deals with contracts that are developed in Configuration. Contract reports will provide you with pertinent information regarding active or expired contracts. The report will help monitor members who are current and those who are not. There are additional reports that will list members who have signed contracts or who have been terminated. A statistical overview of all contracts by category will provide useful managerial information. The following reports can be generated from the "Contracts" menu:

- Expired Contracts
- Active Contracts
- Members Renewed over Range of Dates
- Members Terminated Over Range of Dates
- Members Terminated by Reason
- Members Joined Over Range of Dates
- Member Contract Statistics

Expired Contracts: This report provides a list of all members whose contracts will expire within a specific date range. It is useful if a sales process for these members needs to be initiated to renew the contract. The report prints a list of all members with an expired contract. It is sorted by barcode ID and includes the member's name, home phone, contract expiration date, last visit (check-in, recurring dues amount, and the renewal amount).

To Print Expired Contracts Report:

1. In the Reports module, select Contracts > Expired Contracts.
2. Select the membership types to be included in the report. The report initializes with all categories selected.
3. Click on any membership type (de-select) that you wish to remove from the analysis.
4. Enter the date range that you wish to test the expiration date field against (Expired from/to). Tags can be cleared and set from the output of this report.
5. Select Preview or Print. <OK>.

Active Contracts: This report identifies a list of "active" or unexpired members. The report program reads each member in the database and looks for members that have an expiration date greater than or equal to the "Active as of" date. A member is also included in the report if the expiration date is blank (not set) or the auto-renewal box is checked. The "auto-renew to open end" check box is located on the Billing tab of the member record (Data Entry). Checking this box indicates that the member is on an open-ended contract that does not expire unless notice is given. These members, for the sake of this report, are considered "active". The report prints a list of all members that meet the expiration date criteria. The list includes the member ID, the member name, home phone, expiration date, last visit (check-in), recurring dues amount, and the text written in the General Notes field. The report does not include Prospects, but does list members that are "Frozen," "Terminated," or in "Collections".

To Print Active Contracts Report:

1. In the Reports module, select Contracts > Active Contracts.
2. Select the membership types to be included in the report. The report initializes with all categories selected.
3. Click on any membership type (de-select) that you wish to remove from the analysis.
4. Enter the date range that you wish to test the expiration date field against (Active as of). Tags can be cleared and set from the output of this report.

Member Contract Statistics: The purpose of this report is to summarize the member database into classifications of active members, active contracts, renewed contracts, and terminate/expired contracts. The report prints a summary by membership type and billing cycle that includes the number of active members, active contracts, renewed contracts, and terminated or expired members. Average monthly and yearly dues are also computed in the report. The summary also prints a breakown of the active contracts by form of payment and if the contract is associated with an individual or family member. An average value for monthly and annual recurring dues is also computed in the report.

The "Active" criteria for this report is defined as all members that do not have the Status field set to "Freeze", "Terminate" or the members are in Collections. Members designated as active must also have either a blank expiration date or the expiration date value must be after the date range entered. Members set to "auto-renew to open end" (on the Renewal tab of the member record) are considered active as long as the Status field is not set to "Freeze", "Terminate", or the member is not in Collections.

The difference between the values for "Active Contracts" and "Active Members" is the family or primary/seconday relationships. "Primary" members are those member that are responsible for paying the dues and other charges for themselves and other members (such as family members). A "Secondary" member has the "Bill To" field (on the Responsibility tab of the member record) set to whomever is responsible for payment. A "Primary" member has this field set to "self". "Active Contracts" is a count only of primary members whereas the count of "Active Members" includes both primary and secondary members.

The values reflected in the "Renewed Contracts" are the number of members that have the "Last Renewed Date" field (on the Renewal tab of the member record) set to a value within the date range entered to start the report. The count reflected in the terminated/ expired contracts column includes all member that have a value for the "Deletion date" field or an expiration date that falls in the initally entered date range. The report does not include Prospects but does include members placed in "Collections". Please note that the report will also be affected by the club filter set from the "Settings" menu under the "Select clubs" menu. You can choose to include members from "All Clubs" or only from "selected clubs".

To Print Member Contract Statistics:

1. **In the Reports module, select Members > Contracts > Statistics from the menu.**
2. **Enter a date range for the contract statistics you wish to review.**
3. **Select Preview or Print. <OK>.**

General

There are a variety of reports to help you manage your membership data. These reports will help distinguish sales trends, give information about your memberships visit habits, tell you

when members have become inactive, list members by sales person and counselor. Reports on member interests will help marketing strategies. In the report called "All Members," the entire database can be viewed and printed. Most of the member reports can be further divided by several descriptive categories. Mailing lists can be generated to help improve retention rates from these reports . There is even a report listing members' birthdays by month. You will find the following reports under the "General" menu:

- General Member Information
- All Members
- Members by Membership Type
- Members by Level
- Members by Status
- Member Notes
- Members by Counselor
- Members by Salesperson
- Member Dues by Salesperson
- Frozen Members
- Members with expired Lockers
- Members Birthdays for a Month
- Records that have changed
- Member Statistics
- Members with Interests
- Zipcode Distribution

Facility

This section of reports pertains to facility usage. You can configure the software to coincide with the different areas of your club. By assigning these areas with specific titles, you can generate reports that will tell you where and how your facility is being used. Knowing how your membership is using the facility will aid in developing strategies. These strategies can range from staff scheduling to facility maintenance. The Facility menu includes the following submenues:

- Facility Usage Summary
- Activity Usage Summary

Classes

This section lists information pertaining to classes. These reports can help you better manage your class and instructor schedules. The following reports can be accessed from the "Classes" menu:

- Enrollments
- List by Instructor
- Calendar
- Attendance by Members

Prospect Reports

Selling new memberships is of paramount importance for your club to profit. Prospect reports generated here will enable you to increase membership sales. You will be able to track prospect visits, send correspondence, and develop sales strategies. Your marketing

plan to attract new members will be aided by the information generated by these reports. Information on who and where new memberships are coming from can be charted. Sales strategies can be developed to enhance how members and prospects are being discovered. The following reports can be run using the "Prospect" menu in the Reports module:

- Prospect Call List
- Prospect About to Expire
- Prospects First Visit List
- List Prospects that Converted
- Prospects/Members by Source

Inventory Reports

In order to run an effective and profitable Pro Shop you will need to control your inventory. Inventory control can lead to better Proshop sales and additional profits. Fitness Manager (at the point of sale) will alert you to low inventory levels that you have specified in Configuration. The "General Lists" menu will provide a report which will list your entire inventory. Another report will alert you to low inventory levels and aid you in restocking your inventory. The "Value of Inventory" report will help control inventory and avoid over and under stocking of goods. The following is a list of the reports that can be accessed from the "Inventory" menu:

Lists:
- General Lists
- To Reorder
- Restocking
- Value of Inventory

Sales:
- Itemized Sales
- Ranked Item Sales
- By Member

Training

The training menu allows the user to preview and print reports concerning personal training. Select the "Lising" menu to print a report that lists all personal training available during a specified time period. The "Remaining by Member" option allows you to print a list of personal training units remaining for all members. Choose "Instructor Commissions" to view commissions accrued for personal training during a specified time period. Submenus included under the "Training" menu are:

- Listing
- Remaining by Member
- Instructor Commissions

Employee Reports

It is good business practice to keep accurate and professional employee records. Fitness Manager will help keep those records. In addition to a basic employee phone list, there are several reports that will assist in tracking employee wages. The Earned Wage report lists each employee, the time they checked in and out, and earned wage calculations. The

"Sales" report lists employee sales over a prescribed time period. The listing includes any items that are configured as commissioned. The following reports can be found under the "Employee" menu:

- Phone List
- Time Clock Over Range
- List Timeclock Records
- Earned Wages
- Sales by Attendant
- Sales by Salesperson (Cash)
- Sales by Salesperson (Accrual)
- Certifications
- Certifications by Employee

Accounting Reports

The Accounting reports within the Reports module provide detail and summary information regarding sales and member accounts receivables. Activities performed through the accounting system can be monitored through these reports.

"Accrual" reporting examines invoices to determine sales while "cash" reports view the payments that have been received.

Many of the Accounting reports have the option of "Cash" or "Accrual" method reporting. The "Cash" method examines the payments made against invoices/charges to determine sales values. The "Accrual" method examines the invoices directly to compute sales values. In "Cash" reporting, a one-year membership contract that has 12 monthly payments will only show sales based on the portion of the payments made by the member. In "Accrual" method reporting, the full amount of the membership sale is reported on the date of the sale.

Station Cash Drawer

This report provides information required to reconcile the cash in the drawer against sales. The actual currency in the drawer is compared to the amount sold to produce an over/under value.

Sales Summary

Sales summary reports provide information on all payments received and club sales within the range of dates you specify. It is possible to filter the information based on the club location where the transaction was entered or by the member's home club.

Income by Account

A table of accounts is displayed with sales values shown in the income accounts. Expense accounts are shown to summarize amounts placed in these accounts through payment discounts and credit memos. Select the date range of interest prior to executing the report.

Income by Membership Type

This report provides income reports by membership type. You can choose to sort by the cash or accrual method as well as by billing categories.

Sales Tax

Sales tax reports include taxable sales, or non-taxable sales for a specified time period.

Cost of Inventory Goods Sold

This report provides a detailed assessment of retail inventory for costs and profitability. The report lists each item in the inventory along with its income account. The total number sold and the total revenue for each item is also listed (with tax values separated). The COGS (Cost of Goods Sold) is computed based on a First In/First Out (FIFO) approach. The computer maintains a complete restocking history of inventory. This information is combined with the sales history for each item to computer the COGS. A net dollar margin is also shown for each retail inventory item that reflects the difference between total revenue and COGS. A percent of total profit is shown for each item in the list. This column reflects the items contributing most to retail profitability.

Receivables

A series of reports that analyze the member account receivables are provided under this menu heading. Aging of the account receivables is provided in current due as well as 30-60-90-120 days overdue. The accounts are grouped by member category and show a complete summary for each member.

A "Value of Accounts" report is provided to show the receivables that are currently due along with the amount to be billed in the future. This report is useful when assessing the total value of membership contracts on record.

An "Open Invoices by Member" report shows all unpaid invoices/charges for each member. This report displays the total amount of the invoice, the amount that is currently due, and the remaining balance on the invoice. Aging (in days from the invoice date) is shown for each open invoice.

Billing

The Billing reports in the Accounting section focus on details associated with members paying recurring dues. These amounts and due dates are controlled in the Billing tab of the member data entry forms. Recurring dues apply to an open-ended type of contract where the member is paying a specified amount each month for an indefinite term. The reports will provide summary information as well as a detailed list of billing information for each member.

Monthly Totals

This utility is found under Accounting > Billing > Monthly Totals. It allows the user to generate monthly totals reports. You can filter the information by member type, billing cycles, and form of payment.

Dues Receivables

This option allows the user to print dues receivables within a specified date range.

Four Year Billing Prediction

This utility generates a four year prediction of income generated by periodic dues payments. The report lists barcode number, member name, billing cycle, amount due each billing cycle, accumulated values, and total values of the dues for the next four years.

Form of Payment Summary

This utility generates a report which lists the forms of payments, billing cycle, number of memebers using each type and cycle, and the total amount due for each billing cycle.

Members Not Billed (R.Dues)

This report helps identify members that, due to an improper data profile, will not be billed. The report prints the member ID, the "Bill To" name, status, category, form of payment, next billing date, last billing date, recurring dues amount, and the current account balance.

Transactions

The reports in this section detail activity within the accounts receivable system. Reports are available to list invoices, charges, and payments over any range of dates. For security purposes, reports are also provided to review voided POS transactions, removed (cancelled) payments, and credit memos applied to invoices on a member's account. All transactions performed on a member's account can be listed in this section of reports. Payments that are unapplied to invoices can be listed in these reports. These payments should be reviewed and applied to open invoices/charges through the "Get Payments" function available from the "Account Summary" screen.

EFT

The EFT reports provide information relative to the accurate creation of EFT files. A list of members currently set for "pre-note" can be made from these reports. Also, if you have members that pay their accounts by credit card, a list of members whose credit card has expired (or is about to expire) is available. Other reports provide information regarding your bank listings that ensure your transit/route numbers are properly assigned.

Query Integration

A query performs an evaluation against a chosen data field (or fields) to determine if a member record will be included in the results. This filtering capability differs from Standard Filters by offering customizable evaluation functions. Standard Filters offer a limited number of "on/off switches," while the query provides for Boolean (AND/OR) statements to perform multi-leveled filtering tasks. For example, Standard Filters can compile a list of members whose form of payment is equal to "draft." A query can generate a list of members whose form of payment is equal to "draft" and dues total is greater than $50. Query statements can be as simple or complex as you wish.

The Query function has been integrated into several areas of the software to focus searching for specific members or employees. The functionality can be found in customized reporting and member tagging from the Reports Module or Member and employee browsing from the Data Entry module.

1. The Query Wizard is accessible by selecting the "Query" button in many browse windows. For example, from the Data Entry module, it is available in the "Browse Members" window.

2. Selecting the "Query" button opens the "Saved Queries" window.

3. Select "Insert" to add a new query; "Change" to edit an existing query.

4. Follow the on-screen directions and use the following documentation to set up your desired query.

5. After all parameters are defined, select "Finished" and "Yes" to save the query.

Aphelion Fitness Center
1100 NASA Rd 1 #606
Houston TX 77058

@DATE@
Dear @NAME, FIRST@ @NAME, LAST@,

Thanks for joining our facilities on @Date, Join@.
We hope you enjoy your membership. It will expire
on @Date, Termination@.

Thanks,
Mr. Manager

---

6. Assign a description to the query and select OK.

The above is an example of a simple form template.

Field Selection

To set up a query, it is necessary to select fields to evaluate. The query Wizard lists all data fields available for comparison. Field selection can be considered the subject of the statement. Using the above example, the Field Selection is *Form of Payment*.

Operation Selection

After a field has been selected, it is necessary to choose how it is to be evaluated. Operations determine how a record will be evaluated and whether or not it will be included in the results. Available operations are dependent on the data field selected. The selected operation of the above example is *'is equal to'*.

Value Entry

Value entry gives options for comparison. Comparison can be based on a constant value, another field, or expression. Constant values can be numeric or alphanumeric, depending

on the initial Field selection. Once Value entry is selected, the Query Wizard moves into a Current Query summary screen.

Additional Condition Statements

Additional statements can be added to the query. This creates a statement with dependent conditions. By highlighting the initial statement (Form of Payment Is Equal to DRAFT), add a related statement by choosing from the <AND> or <OR> buttons. This will return you to the *Field Selection* window to create a second statement dependent on the first.

The Query Wizard also supports complex statements containing multiple independent conditions. "Dues Total is greater than $50 <u>and</u> zip code is equal to 77058 <u>OR</u> Dues Total is less than $50" is a combination of a dependent statement and an independent statement (separated by <u>OR</u>). The results of this query list member records with both a dues total greater than $50 and a 77058 zip code, and all members with less than $50 dues total (regardless of zip code). To create a statement independent of previous statements, highlight the blank space below the last statement, and choose your additional conditions.

Queries can also be saved using special "Run-time" expressions. See the appendix for more information.

Run a single Query:

1. **Locate and select the "Query" button from a "Browse" window (i.e. "Browse Members" window in Data Entry)**
2. **Highlight a desired query and press the "Select" button.**

Run/Joining multiple Queries:

1. **Run a single query (see above)**
2. **Select the "Query" button again to open the "Saved Queries" window**

3. **Select the desired query and how you wish to have it joined (and/or)**

Query Wizard "Run-time" Expressions

A query condition consists of a field, a comparison operator, and a value to compare that field against. For instance, the condition "*Join Date>1/01/1999*" has the field of join date, the operator of greater than and the comparison value of January 1st, 1999.

Normally, when you create and save a query, you used a fixed value for comparison. In order to make the saved query more reusable, you can use special values for some of the query fields, so that when you select that query, the program will prompt you to enter that value at the time of running the query rather than when you created the query. The following is a list of the current "run-time" values you can use:

Field(s)	Value	Action
Any date field	PROMPTFORDATE	Select a date from calendar
Bank Name	PROMPTFORBANK	Select from a list of banks
Billing Cycle	PROMPTFORBILLINGCYCLE	Select from a list of billing cycles
Club Number	PROMPTFORCLUB	Select from a list of clubs
Salesperson ID, Employee ID	PROMPTFOREMPLOYEE	Select from a list of employees
Group Name	PROMPTFORGROUP	Select from a list of groups
Membership Type	PROMPTFORMEMBERSHIPTYPE	Select from a list of membership types
Form of Payment	PROMPTFORFORMOFPAYMENT	Select from a list of form of payments
Status	PROMPTFORSTATUS	Select from a status list

To set up a query using one of these special "run-time" values, take the following steps:

1. When creating a query, select one of the fields listed in the above table. For example, select *Join Date* and press the "Next" button
2. Set your comparison operator and press "Next" again.
3. Click on the "Expression" choice. Then in the entry field below it, type the appropriate run-time expression. In our example, we would type PROMPTFORDATE (the capitalization is not important, but the spelling must match exactly).
4. Complete and optionally save the query.

When you complete the query, you will be prompted to perform an action for each run-time value you entered. If you saved the query, each time you select the query you will be prompted for the values again.

In addition to the special run-time values described above, you can use a number of other field expressions from the Clarion programming language that Fitness Manager is written in. The table below lists the most useful of these.

Field(s)	Value	Action
Any date field	TODAY()	Uses current date when query is executed

To use these fields, follow the same steps as above. However, with these expressions, you will not be prompted for a run-time value.

Memorized Custom Reports

The memorized reports process is twofold: member filtering and report layout. It is necessary to first "filter" the member records to extract data from and then display it in a chosen format.

Filters

The "filtering" process can be accomplished through the use of standard filters, queries, or tags. Standard filters contain a list of general criteria used to limit your data search. Queries perform a specific evaluation against a chosen data field. Running Standard Reports or individually selecting records can set member "Tags."

Set member record "Tags" for memorized reports (Reporting):

1. Select a desired member or prospect listing report to run (available under the Members or Prospect menu).
2. In the "Member Tagging" boxes, select "Set tags from report results" and "Clear tags before running report."
3. After the report is run, the member tags are set.

Set individual member record tags (Reporting)

1. In the Reporting module, select the Utilities > Show/Edit tagged members.
2. Select the members you wish to tag.

Layouts

Layouts select and format specific data fields for output to "Reports", "Spreadsheets", and "Crosstabs". Reports creates a hardcopy, printable format of selected data fields. Spreadsheets incorporate selected data fields into a spreadsheet file. Crosstabs provide a cross

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Aphelion Fitness Center
1100 NASA Rd 1 #606
Houston TX 77058

11/01/97

Dear John Doe,
Thanks for joining our facilities on 11/01/97. We hope you enjoy your membership. It will expire on 11/01/99.

Thanks,
Mr. Manager

The above is an example of the results after template has been "processed"

tabulation of summary information (sum, average, or count) for a selected data field. The Reports layout is limited in the number of available data fields it can process due to paper size. Spreadsheets and Crosstabs can be formatted into various versions of Excel spreadsheets, HTML documents, or ASCII tab delimited files. All layouts can be saved for repeated use.

"Reports" prints a hardcopy of the selected data field results. To create a "Reports" layout, first select data fields to print. Limit the layout to 5 or 6 selected fields. If the report is unable to fit data onto a printed sheet, it will not process any fields outside the printable area. Next, choose a sort order. *Default* sort order refers to the order data fields were selected. *Pre-defined* sort order allows you to choose from a drop-down list. *Custom* sort orders allow you to sort by a maximum of four data fields and choose an ascending or descending order. If you select a *Custom* order, you can choose group heading and footing options based on your sorting levels.

To create customized reports layouts (Reports):
1. **From the Reports module, select Memorized > Members > Reports.**
2. **Select the filtering method you wish to use**
3. **In the "Custom Reports" window, select "New" to create a new report or "Modify" to edit an existing one.**
4. **Define the new Report description.**
5. **Define the Report column layout by selecting listed data fields.**
6. **Select Next.**
7. **Select a sort order for the output.**
8. **Follow any on-screen instructions.**
9. **Select <OK>.**

Spreadsheets give more flexibility for displaying data than Reports. Because they are an electronic format, a printable area does not limit the number of selectable fields. In addition, the Spreadsheet layout offers multiple "destination" formats. Creating a Spreadsheet layout is similar to creating a Report layout. First select data fields for output, and then select a sort order. Sort order options are the same as the Reports layout; however, there are no group header/footer options. After the layout has been selected, a destination format is required. View/edit the results, save results as a Microsoft Excel® spreadsheet (versions 4, 5, or 7), display results as an HTML document, or save as an ASCII tab delimited text file.

To create customized spreadsheet layouts (Reports):
1. **From the Reports module, select Memorized > Members > Spreadsheets.**
2. **Select the filtering method you wish to use.**
3. **In the "Spreadsheet Layouts" window, select "New" to create a new report or "Modify" to edit an existing one.**
4. **Define the new Spreadsheet description.**
5. **Define the Spreadsheet column layout by selecting listed data fields.**
6. **Select Next.**
7. **Select a sort order for the output.**
8. **Follow any on-screen instructions.**
9. **Select <OK>.**

"Crosstabs" provide summary cross tabulations for selected data fields. For example, this layout will create a table that calculates an average dues total (data point) per salesperson (columns) per zip code (rows). Create a "Crosstabs" layout by selecting a data field you wish to summarize (data point) and two plotting criteria (rows and columns). Next, select an

operation for the data point (sum, average, or count) and plotting options (limit output to the highest value row/column pairs, if desired). When the cross-tabulation is complete, the intersection of a row/column combination represents the overall sum, average or count for that row/column pair. Complete the report by selecting the saved crosstab layout and a destination format (same as Spreadsheet layout).

To create customized crosstab layouts (Reports):

1. From the Reports module, select Memorized > Members > Crosstabs.
2. Select the filtering method you wish to use.
3. In the "Cross-tabs Layouts" window, select "New" to create a new report or "Modify" to edit an existing one.
4. Define the new Crosstab description.
5. Select the data elements for each axis and Next.
6. Select the data operations and plotting options and Next.
7. Select a format style and Finish.

Mail Merge

Mail Merge is a process similar to customized reporting. Specified data fields from member records are "merged" with a layout (Word document template) you create. The purpose of mail merge is to create personalized letters for promotional or account balance information. Mail Merge is a feature of Microsoft Word® that the Fitness Manager incorporates to create a seamless interaction making this feature easier to use.

Mail Merge is performed in two steps: first, select a document template that contains embedded member data fields; next, use filters to select member records. The Mail Merge feature of Microsoft Word® creates a Word® document (. doc file) for each selected member and automatically replaces embedded data fields with actual values.

If you do not have a document template containing embedded merge fields, it is necessary to create it (see below). Available filtering tools are the same as Customized Reporting filters. See above for descriptions.

Installing the Fitness Manager Macro

The Fitness Manager provides a Microsoft Word® macro to make inserting data fields into the newly created template easier. To take advantage of this macro, it is necessary to copy the file "FM Form Letters.dot" (located in the Aphelion\Letters directory) into the Program Files\Microsoft Office\Office\Startup directory (assuming default installation directory). Once the "FM Form Letters" template is located in the Office\Startup folder, it is necessary to restart Microsoft Word®. The macro is located on the bottom line of the Insert menu.

Mail Merge Templates

Fitness Manager uses Microsoft Word® templates for Mail Merge. Templates contain the body of a given form letter and embedded tags that specify member record data fields. All embedded tags are then replaced with appropriate member record data and printed.

The following is an example of a simple form template:

Creating Microsoft Word® Templates:

1. From the Word menu bar, select File > New.

2. **Select the radio button "Template" and click OK.**
3. **Write the letter as desired, using the Fitness Manager macro to insert (embed) data field tags where needed.**

An example of text that contains embedded data field tags is: "Dear Mr. / Mrs. @*Last Name@*, as of today, your account balance is: @*Current Balance@*." Data field tags are surrounded by the "@" symbol. For this example, they are also italicized. Sample document templates are located in your Fitness/Letters directory.

How to use the Fitness Manager macro in Microsoft Word®:

1. **Place your cursor where you wish to insert a data field.**
2. **Select Insert > Fitness Mgr Fields. If the macro is not available from this menu, it is not installed properly. See "Using the Fitness Manager Macro" for installation instructions.**
3. **Select the field you wish to insert.**
4. **Exit the macro.**

Mail Merge Setup

The Mail Merge Setup window is accessible through the menu bar by selecting Letters > Setup in the Reports Module. In this window, select your local version of Microsoft Word® and other preferences as follows.

Testing the Mail Merge

Before printing hardcopies of your merge results, you may wish to test their appearance. To do so, place a check in the checkbox "Show the document after processing" and remove checks from "Print the document" and "Delete the document after it is printed." When the Mail Merge is processed, you will be able to look at each Word® document created from the selected template. You can edit each file and print as normal.

Direct Printing Mail Merge

Mail Merge can also directly print the created documents. To do so, in the Setup window, uncheck the checkbox "Show the document after processing" and check the boxes "Print the document." To increase computer performance, place a check in the checkbox "Delete the document after it is printed." After member records are selected through the filter process, Word will begin the merge process and directly print each document created.

Letters

The software provides the capability to print custom form letters to send to your members and prospects. The form letter generation is sometimes referred to as "mail merge" though this term is incorrect for the method we use. Mail merge requires you to export a file and then merge it using your word processor. We make it simple! Form letters allows you to set up a letter that includes a common message or information and add information that changes (such as a member's name) to each letter. In this manner you can create your letter one time and sequentially print the same letter to your members right from the program.

You can set up as many form letters as you want, and they can be adapted for whatever situations you require.

The program utilizes Microsoft Word as the editor. You must have Word installed on your computer to utilize the Form Letter capability.

The form letters use Dynamic Data Exchange. DDE is part of the windows environment which makes it possible to exchange data between different windows programs. The dynamical thing about it is that when data is updated in the Aphelion program, it is automatically refreshed in the document.

The Aphelion software modules use merge fields. The merge fields allow you to automatically update your document with current information. If you add an address to your document with the address-merge field from the program, the address is always up to date.

Keywords

A comprehensive list of available keywords is located in the Appendix at the back of this manual. Since the program is constantly upgraded, you may find more keywords in the pull down menu than on the list.

Choosing Members For Your Form Letters

The Aphelion software has the capability to "tag" members. Tagging members allows you to send a form letter to a member or a group of members. Tags are "flags" on a member record that indicate that they've been marked for a special purpose.

Reports act as a filter on the member database and are used to select which members or groups of members are tagged.

The Reports are used to select the subset of the members that will be tagged. When you run a report, you have the option of tagging all of the members that are included in the report. It is useful, for example, to tag all members that have delinquent accounts, or those that just joined the club. To tag members in this manner, run the report that will provide the information that you are looking for, and then select the report option that tags the members (for example new members that have joined since the first of the month).

When the members have been tagged, select Letters > Print Form Letters from the menu. Look in the Aphelion folder for the form letter you want to use.

Sending The Letter

As outlined previously, members can be "tagged" via the reports or via a manual process. Regardless of how you tag the members receiving the letter, you would want to have a form letter previously written. Each form letter will be written specifically for the type of situation required. For example, one type of letter may be a membership letter and another type of letter may be a late fee payment letter.

You choose the specified form letter every time you run the utility to print form letters. The members that are "tagged" will receive the form letter.

Utilities

Utilities are provided to support the convenient operation of the Fitness Manager. Utilities will make recurring work and database maintenance easier, allow you to clear special counters, delete terminated members, update the Pro-Shop selling prices, modify billing dates, and print membership cards.

Select Utilities from the Reports module: Reports > Utilities. Following is an overview of the utilities provided.

Show/Edit Tagged Members

This utility allows the user to browse the member database by last name, barcode ID number or agreement number. Members can be tagged for use in other applications of the program. You have the option of tagging all members or a select few.

Mailing Labels

Use the mailing labels utility to print mailing labels for the names in your database. Printing mailing labels is a two step process. You must first choose the way the labels are sorted when they are printed. Second, you must choose the members you want selected for printed labels. There are various ways to filter your members: standard filters, queries, tags, or none. When you select none, you will get labels for all of the names in your member database.

To Print Mailing Labels:

1. **In the Reports Module, select Utilities > Mailing Labels.**
2. **Select a starting postion. This refers to where the first label will print on the page.**
3. **Select the sort output by: name, barcode or zipcode. Click <OK>.**
   If you choose to sort by name, the labels will be sorted alphabetically. When you sort by barcode or zipcode, the labels will appear in numerical order on the page.
4. **Select a method to filter member names.**
   Standard Filters: Select the members you wish to include in the label output.
   Query: Select a saved query or define a new query.
   Tags: Select members by manually tagging them.
   None: Selects all members in the database.
5. **Select Preview or Print labels. Click <OK>.**

Barcode Labels

Selecting the "Barcode Labels" option from the Utilities menu prints client barcode labels. To print the cards, insert the card stock into the printer.

The label utility will print the barcode identification labels on single column mailing label stock of 15/16 inch (height) by 3 (or 3 1/2) inches wide.

Once you have the printing centered on the labels, the automatic printing can begin. Start the printing process and stop it after approximately 10 labels have been printed. Use the barcode reader to sample the 10 labels printed. If the successful read rate is high, continue printing the labels. It is recommended that you periodically (every 250 labels or so) stop the printing process to check the labels with the barcode wand and make any changes to the Lighter/ Darker adjustment on your printer. Also, this gives the print head a chance to cool.

During label printing you can select the database record you desire to print. Note that you can print an individual barcode, a sequence of barcodes, or all barcodes. Printing can be aborted by pressing the <ESC> key. After pressing this key you must wait while the printer buffer clears before the printing actually stops.

Once you have determined that the labels are working properly, restart the batch printing process. If the labels are not reading properly, you should check several potential problem areas. First, see if the ink is spreading from the dark lines into the white spaces. The print head can be adjusted away from the platen surface (check your printer user's manual). Also, verify that the ribbon is installed properly and that it uses a carbon or black dye based ink.

Membership Cards

Membership cards must be printed with an indelible ink based ribbon.

To print membership cards:

1. **In the Reports Module, select Utilities > Membership Cards.**
2. **Select a starting postion. This refers to where the first card will print on the page.**
3. **Select the sort output by either name, barcode or zipcode. Click <OK>.**
   If you choose to sort by name, the cards will be sorted alphabetically. When you sort by barcode or zipcode, the cards will appear in numerical order when printed on the page.
4. **Select the type of card stock you wish to print the card on. Click <OK>.**
5. **Select a method to filter member names.**
   Standard Filters: Select the members you wish to include in the label output.
   Query: Select a saved query or define a new query.
   Tags: Select members by manually tagging them.
   None: Selects all members in the database.
   Click <OK>.
6. **Select Preview or Print labels. Click <OK>.**

Numbered Barcode Labels

Use this utility to print barcodes when you don't want the member name or other demographic information attached. Choose any number to begin the numbering process. You can also choose a three digit prefix to be added to the number. The starting position refers to where the first label will be printed on the page.

Coupons

Coupons can be printed using two methods. This utility will allow you to print coupons for a single member, a range of members, or a member category. You'll enter the total dollar amount and the number of payments, and the software will print coupons three to a page.

An alternate method to print coupons is available from the Register screen. When you are finished conducting an Account transaction to a member account, you are prompted to print a receipt or alternately, to print coupons.

Batch Change Member Fields

The "batch change member fields" utitlity allows you to change information for several members in one step. For example, you can change the membership status from "OK" to "Freeze" for several of your members with one action.

Batch Change Member Dues

This utility provides a way to change all tagged member's dues to a new amount or change their dues by a percentage.

Batch Change Visit Counts

Use this utility to batch change visit counts for club services.You can change the visit count by adding to the current value or changing the current value.

Check Required Member Information

This utility will allow the user to check the member database for missing and required information. The program requires a minimum amount of data to be present in the member database to operate correctly. This utility checks the member database records for missing information that is required for proper operation. Missing information includes missing credit card numbers, expired billing dates, bank information, categories, etc. You should run this report periodically, and add any information to the member record that may be missing.

Apply Late Fee To Accounts

If you charge a late fee for overdue accounts, this utility will be of service to you. This utility is designed to automatically sort through the member accounting records and detect delinquent accounts. When a delinquent account is found, a late fee is assessed to that account. The late fees can be either a fixed fee or a percentage of the late amount.

To operate, select the report filtering method: default settings or select filters. Choose to "set tags from reports results" and/or "Clear tags before running report". Check the box to "apply late fee." If this box is not checked, late fees will not be applied to the members you designate. Select "fixed amount" or "fixed percentage". If the fixed late fee is selected you must enter the dollar amount of the late fee. Similarly, if a percentage is desired for late fee computation, enter the percentage in the appropriate field. Select a date for "accounts Past Due since" field. Enter a minimum dollar amount for past due accounts. Enter the late fee due date. Enter the late fee description. Click <OK>. Preview or print the report.

Add Charges To Members

This utility will allow the user to manually add charges to all tagged members' accounts. For example, you could apply NSF fees to a group of members by using this utility.

Non-Active Members

Selecting this utility option causes a submenu to appear with further utilities for maintaining your member database with respect to inactive members. Inactive member maintenance is recommended to preserve good performance in the system since unused information tends to clog the computer's throughput.

Terminate Expired Member

This utility will search through the member database records and find members with expired contracts. When a member is found with an expired contract, the member status is set to "Terminate." You can select whether you want the data sorted alphabetically or by barcode ID number. When you use this utility, the program will prompt you for some date parameters to govern the execution of the utility.

Purge Terminated Members

Select this option to delete all members that have their status set to "Terminate."
Members are set to "terminate" by changing the STATUS field in the member's record. This can use the TERMINATE status, rather than deleting your members, so that they can remain in the member database. This will allow you to keep them on mailing lists, etc., without conducting billing.

You can select the order of the listing to be either alphabetical or by member ID number. The parameter field to be entered is the "Terminate before" date. Members will be purged from the database if the termination date in the data record falls before the date entered in this field. This field can be used to purge only those members that have been terminated for an extended period of time by setting this date six months, one year, etc. in the past.

Deleted Expired Prospects

Select this option to delete old/inactive prospects. When entering a Prospect record (in the member database) you can enter an expiration date to support deletion of old prospects. The utility uses this date to look for expired prospects and delete them from the Prospect database. Any prospects that are older than the user set date are deleted.

Choose the listing order, either by member ID or alphabetical by last name. Then enter the reference date for deleting old prospects. Each prospect record will be examined and the expiration date compared to the date entered. If the expiration date in the prospect record is before the date entered in this field the prospect record will be deleted from the database.

Purge

Use this utility to delete check-in data, time-clock data, member notes, and paid transactions. Select the data you wish to purge and then set the date parameters.

List Members w/Duplicate Agreement Numbers

Agreement numbers are entered in the database at the time the sales contract is entered. Any number can be entered into the agreement number field. The "List Members w/Duplicate Agreement Numbers" utility prints a list of the members with duplicate agreement numbers.

Set Values For Blank Member Agreement Numbers

This utility will set all blank agreement numbers from the member's existing barcode IDs. You can choose either "prefix" or "postfix" values to place before and after the barcode ID in the resulting agreement number.

Edit Timeclock Records

If timeclock records were incorrectly entered, or if an employee neglected to clock in or clock out, the records can be changed by the manager. Use this utility to enter the correct clock-in or clock-out time.

Inventory

The inventory utility allows the user to print barcode labels for inventory items. Two options are available: "Quantity update labels" or "Barcode Labels." Choose "Quantity update labels" when you wish to update the number of items in your inventory and print additional barcode labels for those items. You can also change the barcode number on an existing inventory item. The "barcode labels" option allows you to batch print barcode labels for existing inventory items.

DATA EXCHANGE

Overview

The Data Exchange module is designed to allow you to have free access to your data, and to allow the exchange of data from other software programs. This module will move information out of the Fitness Manager program (export) into ASCII files, or move data into the program (import) from ASCII files. Additionally, the software will export data in a format that is unique to other types of programs, including accounting, fitness assessment, and restaurant POS.

The import and export of data can be used to move information between clubs, to send accounting information to your accounting package, and to share information with other fitness related software packages.

The module is organized with an import and export menu. These menus provide for moving data into and out of the databases. A setup menu is also provided to define the format of the date fields

Multiple Site Data Exchange

This section describes the utilities that are available to move data from one site to another and the programs that can be used at the central site.

As new members are added at the clubs, data can be moved from each site to the central site. Billing, membership changes, and accounting can be performed at the central site, and updated information can be moved back to the clubs.

Moving Data

New and changed contracts can be moved between sites without overwriting local changes. While only a subset of the data files handled in Fitness Manager are moved, these files are sufficient for billing purposes. The files available for import/export include member records, member account information, and membership contracts.

The exported files can be transferred between sites via modem or using disks.

The Data Exchange module can be operated interactively, via the menu selections. The program can also be automated, via a scripting language, which will allow the program to automatically move information in and out of the club databases on a schedule.

Setup your sites

Each site should be running the same revision of Fitness Manager and have a copy of the Data Exchange module available. You will want to assign each club a separate "club number", starting from 1. Each site number should be unique. The club number is setup in the Configure program at each club.

(If you set the club number to "0", all records in the database will be displayed.)

Each member record and member payment record is tagged with a club number. When the club adds a new member or accepts payment against a member's account, the club number is stored with the transaction. This will allow the Data Exchange module to distinguish where that data came from when shifting the information between locations.

In order to maintain consistent member information between sites, it is also important that configuration settings are consistent at each location. This would include the member types and billing cycles, and the forms of payment. If you are using activity tracking, make sure that the activities are configured identically.   For prospecting, ensure that the source categories and actions are consistent.

Running The Data Exchange module

This section will explain the operations that the Data Exchange module can perform. The next section will explain how to use these operations to handle various multi-site scenarios.

Exporting data

Select "Export data" to extract data from a local club to move to another location. The following inputs are date fields that will determine which records will be exported. The date labeled "Added since" will filter the records and only export records that have been added on or after the date you set here. The "Updated since" input will restrict any records that have been changed to those before that date. Most likely you will want these dates to be identical, and set to the date value based on the last time you ran the export function at this location.

The "Include Member types" setting is combination box choice, which can be toggled using the space bar. A check mark indicates that prospect records, customer records, or both, should be included in the export.

The customer export allows you to specify which fields are to be included. A list of all exportable fields is displayed on the export screen. You can also limit the records that will be exported, based on either the date the record was first added, or when it was last updated. Leave these fields blank to export all records.

You can specifically choose which member fields will be exported, or you can choose all of the fields. Once you are satisfied with your inputs, select the "OK" button. The program will warn you if any of the inputs are invalid. Once the export process is started, a display will indicate it progress.

Importing data

You will choose to Import data in order to move information from another location into the local club's data. You will need to have the file from the other club that has been exported by the same release of the Data Exchange module.

You must tell the program where the import data should be read from, by setting "import file name".

As the import process is taking place, a screen will show its progress. A file will be created in startup directory, named IMPORT.LOG. This is a text file that will note any errors or conflicts that occurred during the import process. You may want to print or edit this file for a detailed explanation of the import results.

Using The Data Exchange module

There are 3 basic multiple site scenarios that the Data Exchange module is intended to satisfy:

Entering/modifying contracts at a central site and distributing the information down to the club level.

Entering/modifying contracts at local sites and moving the changes to a central site for billing purposes.

Entering/modifying contracts at multiple local sites and distributing changes between them to maintain common sets of members.

Centralized billing

Each club location will add and modify their own member data and post payments. On a regular basis, these sites will export data for their club. All of the exported data will be transferred to the central site where each set will be imported.

The central site will perform the billing for the merged data from all of the clubs.

If account payments are posted at the central site, then member payments should be exported for the remote club locations. The central site should have a unique club number, such as 1. Be sure to export using the club number assigned to the central site.

At the remote club sites, import the data from the central site. You should use this process to update the accounting information at the clubs; thus only account transactions associated with members at that remote clubs should be imported.

Localized data entry & billing

This scenario may apply to where there are multiple clubs in the same area and members are allowed to float between locations. In this case, it may be desirable to maintain a common set of members at each club, and maintain the ability to make changes at each site.

As an example, consider a case with 2 clubs, numbered 1 and 2. Both clubs would be routinely exporting their own club's data and importing the other club's data. This would ensure that new members added at each club would get merged with the other club's members.

If billing will be run at each club, the process will require some additional precautions. You will want to segregate members that will be billed at each location in some way; probably using separate member categories would be the best approach. This would allow each club to export payments posted locally to the other club, but will avoid sending the member multiple bills. It will also allow the member to place pro-shop charges "on-account" at any of the locations.

If the billing will only be run from one of the clubs, you may still want to move each club's new account transactions to the other club. This will allow both clubs to properly identify members with outstanding account balances.

Data Exchange File Formats

Aphelion has standard file import and export functions that are used for data conversions and for moving data between sites running the Fitness Manager software

The files used in the import function must be in standard comma delimited text files formats.   A comma separates each field, with string fields surrounded by double quotes. Each record in the file is ended with a carriage-return line-feed pair.

A following is an example of a 4 record comma delimited file consisting of a string, numeric, and string field:

"John Doe", 34,"713-651-6487"

"Mary Sutton", 42,"   -334-4078"

"Bob Smith",,""

"Al Currey", 14,"123-456-7890"

The fields in the customer import must be defined in the first line of the file, using a "header" record. This line consists of the included field names, in a comma delimited format. The field names should exactly match the allowed field names for the customer file. You can view a list of these in the program under the menu item: "Help | Member Import Field List". In addition, a utility is provided to check the field names in the header of your customer import file, under "Import | Check Member Import File Header". The lines following the header line should include values for the fields included in the header, and in the same order.

The customer import allows you to add new records, update existing records, or delete existing records. You can specify which action the program should take by including a "Record Action" field in each data line. Alternately, if you don't include this field, you can specify a default action on the import options screen. You also specify the location of where the customer data file for import is located. If the file does not exist in that location it will be created. The Record Action is discussed in the next section.

When a "Delete" record action is taken, the program will delete records related to the specified member as well as the main member record. This can include check-in history, account payments, class enrollments, etc. Care should be taken when specifying this option.

The member account transaction import and export requires the comma delimited data in a fixed format. You can view the list of these fields under "Help | Account Transaction Field List". For import, the header field is optional. All included records in the import file will be added to the existing (or newly created) account transaction file.

Both the member and account import functions have a checkbox setting to "Build indexes at end". This can be used to speed up the import function when a large number of records are being imported. However, it is best to only turn on this option when populating a new database.

The program allows you to specify how dates are formatted on import and export. See the "Settings | Field Formatting" menu item. This is particularly important when you are importing data.

Transaction Data Exchange file specifications

Fitness Manager allows details of invoice and payment transactions to be exported from or imported into it's data files. This data exchange utilizes a comma-delimited text file. Fitness Manager uses this same file format to perform data replication services. The following presents a brief overview of the how accounting transactions are represented in Fitness Manager and a detailed specification for the exchange files.

Accounting Transactions in Fitness Manager

Before discussing the specifications of the data exchange format, it is helpful to have a general understanding of how Fitness Manager logically structures its accounting information.

Member account transactions are grouped into invoices and payments. Whenever you sell something, the system creates an invoice. The invoice consists of several parts:

a invoice header containing common information to the invoice, like date and time and information to indicate who (if anyone) that the sale was made to:

one or more invoice detail records, corresponding to each line item in the invoice

one or more invoice charge records, each containing an amount and a due date

Whenever a payment is made against an invoice, whether at the time of sale or at a later date, the system creates a payment. Generally a payment is applied against a single invoice charge, but a payment can also be applied against multiple charges from one or more invoices. Fitness Manager even allows you to create a payment for a member that is not applied against any specific charges. This is referred to as an open or unapplied payment. A payment consists of the following parts:

a payment header containing common information to the payment, similar to the invoice header

zero or more payment detail records, each linking a part of the payment against an invoice charge (an unapplied payment has no details)

In addition to invoices and payments, Fitness Manager also allows a user to create a special credit against an invoice, known as a credit memo. As used in Fitness Manager, a credit memo applies to a specific invoice and represents a credit to that invoice where no actual payment is reflected when running a cash accounting report. For example, a credit memo could be used to eliminate an uncollectable balance against an invoice. Logically a credit memo is represented by a single group of information that is always related to a invoice.

Data Exchange File Formats

As mentioned previously, the data exchange uses a simple text file of lines (or records), each containing multiple fields delimited by commas. The records are arranged in a structured manner which allows certain types of information to be grouped together; for instance an invoice header with it's details and charges.

The exchange file can contain different record layouts for different types of information. For instance an invoice header consists of a different set of fields than an invoice detail. The different record types supported correspond to those discussed in the previous section. Each record type supports a set of fields that can be included; some of which are required and some are optional.

For each type of data record, a header record (not to be confused with the invoice header or payment header term) specifies which fields are included in the data. Special keywords at the beginning of a header or data record identify the record's type. A header line starts with an exclamation character and is followed by the the data type keyword and a list of the included field identifiers. A data line starts with the data type keyword, and is followed by the values for the fields listed in the header.

For example, the following is a simplified representation for an invoice header containing 2 fields:

```
!INVHDR,DATE,TIME
INVHDR,9/30/1997,2:19PM
!ENDINV
```

The INVHDR keyword identifies both the header and data line as corresponding to the invoice header data type. A header record for a specific record type does not need to be repeated in the file. It should always appear earlier in the file than its corresponding type of data record. If the list of included fields for a specific data record or the order of those fields change, then a new header line should be included prior to the newly formatted data record.

Since both invoices and payments are logically represented as groups of information, the data exchange format supports grouping the various types of data records together. An invoice always starts with an INVHDR data record and ends with and !ENDINV record. It would typically contain an invoice header data line as well as multiple details and charges. Similarly, a payment group starts with a PAYHDR (payment header) data record and ends with an !ENDPAY record. A payment group can also be nested within an invoice group to express a payment's relationship to that invoice.

See the Appendix for a list of the data record types and the field identifiers.

The field indentifiers listed in italics are of special importance. These are used to uniquely identify data records and their associated data records. As an example, an invoice header is uniquely identified by a combination of its CLUB and ID fields. When a new invoice is created, the program determines its ID value from the next available number. The CLUB value comes from the value assigned in configuration for the "home" club. In exchanging data between multiple Fitness Manager locations, there can be no collision between this combination of fields as long as the home club numbers are different. An invoice detail is linked to a specific invoice be a combination of its CLUB and INVID fields.

Except for the CLUB field in the invoice header (and a payment header if it is not nested with an invoice group), you only need to specify the ID-related fields under special circumstances:

You need to update a pre-existing transaction. For instance, if you want to update an invoice in the database to a voided status, you can re-import it with the void date and time fields set. Another example, may be that you want to correct the amount of a payment. In each of these cases the ID and CLUB fields would need to be set to the proper value to allow the import program to identify that it is updating an existing transaction.

You need to link a payment to a pre-exisiting invoice. The payment detail CHGID and CHGCLUB fields must be set to associate the detail with a specific charge. If these fields are omitted or assigned zero values the payment will be set up as unapplied.

You need to link a payment to a new invoice. You can either chose to supply the linking fields, or you can nest the payment record within the invoice record.

As an alternative to specifying the ID-related fields to update existing transactions, the import program allows you to clear out all existing transactions originating from a given club. You can choose this option and re-import all of those transactions along with the changes to them.

Detailed Examples

The following examples are typical of the usage of the data-exchange facility in importing account transactions.

Example 1: Importing a new member contract, nesting related transactions

This example shows an invoice consisting of 4 charges due a month apart and totalling $200, with a single payment of $50 by check made against it. There is one line item in the invoice and for a non-database item with the description "New Membership".

This example includes some fields that aren't needed for this case, but would typically be included. For example, the this invoice isn't taxed, but the tax-related fields are included, because a typical file would include some taxable invoices. Also, the invoice detail includes item type and barcode fields. If an inventory-database items was involved, the type would be set to 1, and the barcode to the item's barcode number.

While the example payment header record includes the club number, the customer barcode, and the date, these can be omitted and will get the values from the invoice header data that the payment is nested within.

```
;Comments can be placed anywhere in the file. As long as the line does
not start with a recognizable token, the line is ignored. To improve
readability of your comments, you may want to start them with a stan-
dard character as is done here. All the "header" specifications are placed
at the top of the file in this example.
!INVHDR,CLUB,DATE,CUSTBARCODE,TAXRATE1,AMOUNT,TAX1,ACCNTID
!INVDTL,ITEMTYPE,ITEMBARCODE,DESC,AMOUNT,QNTY,TAXABLE1
!INVCHG,DUEDATE,AMOUNT
!PAYHDR,CLUB,CUSTBARCODE,DATE,DESC,AMOUNT,PAYMETH
!PAYDTL,AMOUNT

INVHDR,1,11/06/1997,"001478",8.0,1
INVDTL,0,"","New Membership",200,1,"N"
INVCHG,11/06/1997,50
INVCHG,12/06/1997,50
INVCHG,1/06/1998,50
INVCHG,2/06/1998,50
PAYHDR,1,"001478",11/06/1997,"Downpayment",50,2
PAYDTL,50
!ENDPAY
!ENDINV
```

Because the payment detail does not include the charge ID field, the program will attempt to apply it. It looks for the charge in the current invoice with the matching amount of the payment detail. If it doesn't locate a match, it then takes the charge due the earliest that has an amount greater than the payment detail. For this case, the $50 payment is simply applied against the earliest charge for $50.

```
!INVHDR,ID,CLUB,DATE,CUSTBARCODE,TAXRATE1,AMOUNT,TAX1,ACCNTID
!INVDTL,ITEMTYPE,ITEMBARCODE,DESC,AMOUNT,QNTY,TAXABLE1
!INVCHG,ID,DUEDATE,AMOUNT
!PAYHDR,CLUB,CUSTBARCODE,DATE,DESC,AMOUNT,PAYMETH
!PAYDTL,CHGID,CHGCLUB,AMOUNT

INVHDR,1016,1,11/06/1997,"001478",8.0,1
INVDTL,0,"","New Membership",200,1,"N"
INVCHG,2100,11/06/1997,50
INVCHG,2101,12/06/1997,50
INVCHG,2102,1/06/1998,50
INVCHG,2103,2/06/1998,50
!ENDINV

PAYHDR,1,"001478",11/06/1997,"Downpayment",50,2
PAYDTL,2100,1,50
!ENDPAY
```

Example 2: Importing a new member contract, using IDs to relate transactions

This example shows the identical invoice to the first example. However, in this case the internal identifiers (transaction Ids and club numbers) are supplied for the invoice headers, and invoice charges. It is not necessary to nest payments within invoices, since the payment detail is directly linked to the associated charge

Import-Export Scripting

The Import-Export program supports a scripting facility to assist you in automating an exchange of data between sites running the Aphelion Windows software.

The syntax for running the program using a script is:

IMPTEXPT /SCRIPT=<complete file name, including path>

The scripts are text files, in a Windows-standard INI format. INI files are divided into sections, with the section name enclosed in square brackets, followed by one or more lines of entries. An entry consists of a setting name, followed by an equal sign and a value. A line starting with a semi-colon is ignored, and can be used for commenting the script. The following is an example of an INI formatted file:

[some section name]

entry=value

another entry=another value

The import-export scripts currently supports 7 different functions:

Member data import

Member data export

Account transaction data import

Account transaction data export

Contract data import

Contract data export

Healthcalc data export

Each of these function groups has its own section in the INI script. The function entries are described below, and are current as of release 2.0 of the program.

Member data import

The following entries are supported:

Source (Required) a valid DOS file name specifying the source data in a delimited ascii format.

Target (Required) a valid DOS path name specifying the location of target Fitness Manager dataset. Any missing tables will be created as necessary.

Default Action (Optional) allowed values are A (add), M (modify), D (delete), or left blank. If left blank, it defaults to M. If the source file contains a "record action" field, this entry is ignored. When the record action is to modify the record, the program will attempt to retrieve a record with the ID Number field from the import file. If the record is found, the fields specified in the import record will update those in the database record. If the matching database record is not found, a new record will be added using the import fields.

Build (Optional) allowed values are Y (yes), N (no), or left blank. If blank, the entry defaults to N. This option determines whether the member database is indexed after the import is process (build value of yes), or on the fly as the records are imported. Setting build to yes can speed up the processing of large import datasets, but should be used with caution. In this case, the import can result in duplicate key values as some testing of the imported data does not occur as the records are processed. If you are relying on the program to test whether to modify or add the records, than be sure that this option is set to no.

Lookup Method (Optional) allowed values are A (agreement number), B (barcode number), or left blank. The default is B. This setting determines how records in the import file are related to any existing member records in the target database. The default behavior is for the program to use the ID Number field from the member import record and search for a matching barcode ID in the member database. If a match is found the member database record is updates; otherwise a new member record is added. If the "agreement" lookup method is specified, the import process use the import agreement number field and looks for a match on the agreement number field in the member database. If you use this method, be sure that each member's agreement number is a unique value. The Fitness Manager program does not enforce this requirement.

Force Barcode Update (Optional) allowed values are Y (yes), N (no), or left blank. If blank, the entry defaults to N. This option is only used when the lookup method is by agreement number. By default, when a mathcing agreement number is found and the member fields are updated, the barcode ID field is not updated. Set this option to Y to force the program to update the barcode field with the barcode value from the import file. The barcode field will always be set from the import value when a record is added.

Field<N> (Optional) Use this entry to limit the which fields from those included in the import file will be used in updating member records. Each entry should consist of the word

"Field" followed by a number and an equals sign, and finally by a valid member field name. The field names are listed in the program from "Member Import field names" under the help menu. Number these entries consecutively, starting from 1. The ordering of the fields in these entries is of no consequence. These entries should be used in conjunction with the Field Handling entry.

Field Handling (Optional) allowed values are I (include), E (exclude), N (none), or left blank. If blank, the entry defaults to N. This option specifies how the Field entries are used. If set to include, then only the specified fields from the Field entries (that are also present in the import file) will be used when updating an existing member record. If set to exclude, then all fields (included in the import file) will be used to update a member, except those specified in Field entries. If set to none, or left blank, and Field entries will be ignored.

Member data export

Entries:

Source (Required) a valid DOS path name specifying the location of the source Fitness Manager dataset.

Target (Required) a valid DOS file name for the exported delimited data file to be created in. Any existing file with this name will be overwritten

Added Since (Optional) specify a date here to limit the exported records to those that have been added ("member since" field) from the specified date forward. The date can be specified in mm/dd/yy or mm/dd/yyyy format. You can also set this entry to a value of LAST or AFTER. A setting of LAST will limit the export to records added from the date of the last member export. A setting of AFTER will limit the export to records added from the date of day after the last member export. The last member export date can be edited from within the import-export program from "Import/Export Dates" under the help menu.

Updated Since (Optional) specify a date here to limit the exported records to those that have been updated from the specified date forward. The LAST and AFTER keywords work here just like in the Added Since entry.

If the above 2 entries are used, they should be used in conjunction. If only one of these is set, all member records will get exported.

Include Prospects (Optional) allowed values are Y (yes), N (no), or left blank. If blank, the entry defaults to Y. Set this to no to exclude exporting prospects.

Included Categories (Optional) this is a list of the member categories for which associated members are to be exported. If left blank or not included all member categories will be included. The list should be the category numbers, separated by commas (e.g. 1,3,4,6).

Club Number (Optional) specify a numeric value here to limit the exported members to those assigned to the specified club number. A blank setting or a value of 0 results in the program not filtering by member club number. The default value is zero.

Field<N> (Optional) Use this entry to limit the set of exported fields. Each entry should consist of the word "Field" followed by a number and an equals sign, and finally by a valid member field name. The field names are listed in the program from "Member Import field names" under the help menu. Number these entries consecutively, starting from 1. Currently, the exported file will contain the fields ordered alphabetically, rather than in the order specified by the list of field entries.

Transaction data import

Entries:

Source (Required) a valid DOS file name specifying the source data in a delimited ascii format.

Target (Required) a valid DOS path name specifying the location of target Fitness Manager dataset. Any missing tables will be created as necessary.

Format (Optional) allowable values are VER1, VER2, or blank. The default is VER2 for the (current) version 2 transaction import format. This tells the program which data format is to be expected. The program still supports the version 1 "payment" import file format, which is much simpler but does not take advantage of some the of new capabilities in the version2 accounting.

Club to Skip (Optional) Specify a numeric value to skip importing payment records with the matching club number. A blank or zero value (the default setting) will not exclude any records.   When a payment is added by Fitness Manager, the club number field is set to the value configured for the club where that payment is added. This entry is used to ensure that payments originating from a club will not be re-imported into that location, resulting a double entry. To avoid this, be sure each location has been configured with a unique club number, and when importing payments, set this field to the local club number.

Club to Clear (Optional) Specify a numeric value to delete account transaction with this club number before the data is imported. If the club number is set to zero, then all existing transactions will be cleared. If the entry is omitted or left blank, no action is taken.

Check for Transaction Member (Optional, version 1 only; if version2 can not locate member, transactions are associated with "cash" customer) allowable values are Y (yes), N (no), or blank. The default is no. Set this to avoid importing transaction records into a database where there is no matching member record.

Build (Optional, version 1 only; ignored for version2) allowed values are Y (yes), N (no), or left blank. If blank, the entry defaults to N. This option determines whether the transaction databases are indexed after the import is process (build value of yes), or on the fly as the records are imported. Setting build to yes can speed up the processing of large import datasets, and unlike importing the member data, is always safe.

Lookup Method (Optional) allowed values are A (agreement number), B (barcode number), or left blank. The default is B. This setting determines how records in the import file are related to any existing member records in the target database. The default behavior is for the program to directly create an account transaction record based on the fields from the import record, treating the BILL TO ID and BILLED FROM ID as member barcode numbers. If the lookup method is set for agreement number, the program treats these import fields as agreement numbers instead. If looks for a database record where the agreement number matches the import BILL TO ID. If found, the transaction is created and linked to this member. If you use the agreement lookup method, be sure that each member's agreement number is a unique value. The Fitness Manager program does not enforce this requirement.

Reject Duplicates (Optional, version 1 only; always yes for version2) allowable values are Y (yes), N (no), or blank. The default is yes. When set to yes, the program checks each import record for a matching record in the target database based on the following field values: BILL TO ID, TRANSACTION DATE, DUE DATE, AMOUNT, and CLUB #. If a complete match is found, the import record is skipped.

Calibrate (Optional, version 1 only) allowable values are Y (yes), N (no), or blank. The default is no. Use a value of yes for this option to import a full set of transaction data. If you have existing data, you will want to also set the "Club to Clear" option to a value of 0 to remove existing data. The calibrate option writes a "Last Post Date" setting the local APHELION.INI file based on the latest TRANSACTION DATE field in the import file. This last post date is used in conjunction with the "Smart Update" option.

Smart Update (Optional, version 1 only) allowable values are Y (yes), N (no), or blank. The default is no. When set to yes, the program will only import records with a "TRANS-ACTION DATE" field greater than the locally stored "Last Post Date" This last post date value is stored in the local APHELION.INI file and is updated by both the "smart update" and "calibration" imports. Note: the smart update and calibrate flags should not be set to yes for a single import. Usually a full set of transaction data should be available for import and either the smart update or calibrate options can be used with it.

Be careful, when importing version 1 payment information, that you do not import the same data more than once. If you do, you can end up with duplicate payment records, resulting in invalid billing information. You can use the "Reject Duplicates" setting to avoid this problem.

Transaction data export

Entries:

Source (Required) a valid DOS path name specifying the location of the source Fitness Manager dataset.

Target (Required) a valid DOS file name for the exported delimited data file to be created in. Any existing file with this name will be overwritten

Added Since (Optional) specify a date here to limit the exported records to those that have been added ("post date" field) from the specified date forward. The date can be specified in mm/dd/yy or mm/dd/yyyy format. You can also set this entry to a value of LAST or AFTER. A setting of LAST will limit the export to records added from the date of the last payment export. A setting of AFTER will limit the export to records added from the date of day after the last payment export. The last payment export date can be edited from within the import-export program from "Import/Export Dates" under the help menu.

The LAST keyword can optionally be followed by an arithmatic modifier in the number of days, as follows:

LAST+10

LAST-2

Included Categories (Optional) this is a list of the member categories for which associated payments are to be exported. If left blank or not included, payments for all member categories will be included. The list should be the category numbers, separated by commas (e.g. 1,3,4,6).

Club Number (Optional) specify a numeric value here to limit the exported payments to those assigned to the specified club number. A blank setting or a value of 0 results in the program not filtering by payment club number. The default value is zero.

Lookup Method (Optional) allowed values are A (agreement number), B (barcode number), or left blank. The default is B. If set to agreement number, the BILLTO ID and BILLED FROM ID fields are populated using member agreement number values rather than barcode

IDs.   If you use the agreement lookup method, be sure that each member's agreement number is a unique value. The Fitness Manager program does not enforce this requirement.

Contract data import

Entries:

Source (Required) a valid DOS file name specifying the source data in a delimited ascii format.

Target (Required) a valid DOS path name specifying the location of target Fitness Manager dataset. Any missing tables will be created as necessary.

Update Existing (Optional) allowable values are Y (yes), N (no), or left blank. If blank, the entry defaults to Y. This option determines whether records which already exist in the target database will be updated by values from the source import file. Set this entry to N to limit the import to only adding new records.

Build (Optional) allowable values are Y (yes), N (no), or left blank. If blank, the entry defaults to N. This option determines whether the contract database is indexed after the import is process (build value of yes), or on the fly as the records are imported. Setting build to yes can speed up the processing of large import datasets, but can result in duplicated records if you import the same data more than once.

Contract data export

Entries:

Source (Required) a valid DOS path name specifying the location of the source Fitness Manager dataset.

Target (Required) a valid DOS file name for the exported delimited data file to be created in. Any existing file with this name will be overwritten

Added Since (Optional) specify a date here to limit the exported records to those that have been added ("member since" field) from the specified date forward. The date can be specified in mm/dd/yy or mm/dd/yyyy format. You can also set this entry to a value of LAST. This will only limit the export to records added from the date of the last contract export. The last contract export date can be edited from within the import-export program from "Import/Export Dates" under the help menu.

Updated Since (Optional) specify a date here to limit the exported records to those that have been updated from the specified date forward. The LAST keyword works here just like in the Added Since entry.

If the above 2 entries are used, they should be used in conjunction. If only one of these is set, all contract records will get exported.

Include Approved (Optional) allowable values are Y (yes), N (no), or blank. The default is yes. Set this value to no to exclude exporting approved contracts.

Include Unapproved   Optional; allowable values are Y (yes), N (no), or blank. The default is yes. Set this value to no to exclude exporting contracts which are not yet approved.

Club Number   Optional; specify a numeric value here to limit the exported contract to those assigned to the specified club number. A blank setting or a value of 0 results in the program not filtering by contract club number. The default value is zero. A contract is assigned a club number based on where it originates.

Healthcalc data export

Entries:

Source (Required) a valid DOS path name specifying the location of the source Fitness Manager dataset.

Target (Required) a valid DOS file name for the exported delimited data file to be created in. Any existing file with this name will be overwritten

Added Since (Optional) specify a date here to limit the exported records to those that have been added ("member since" field) from the specified date forward. The date can be specified in mm/dd/yy or mm/dd/yyyy format. You can also set this entry to a value of LAST or AFTER. A setting of LAST will limit the export to records added from the date of the last member export. A setting of AFTER will limit the export to records added from the date of day after the last member export. The last member export date can be edited from within the import-export program from "Import/Export Dates" under the help menu.

Updated Since (Optional) specify a date here to limit the exported records to those that have been updated from the specified date forward. The LAST and AFTER keywords work here just like in the Added Since entry.

If the above 2 entries are used, they should be used in conjunction. If only one of these is set, all member records will get exported.

Notes and Limitations

Exclusive access to the Fitness Manager database files are required to perform the import and export operations. This means that no users should be accessing the Fitness programs when running the scripts.

Only a subset of the member fields are currently supported by the import-export program. This limits which information can be transferred between clubs when using this mechanism. All of the contract and payment fields are currently included.

The program can only handle 1 function of each type in a single script. For example, only a single member file export will be processed from a script. If you want to export multiple member files (perhaps based on club number), you will need to set up multiple scripts.

For a script with multiples function included, exports will be processed before imports. If you need to process the imports first, set them up in a separate script and excute it first. Specifically, the script functions are processed in the following order:

1)   Member Export

2)   Payment Export

3)   Contract Export

4)   Healthcalc Export

5)   Member Import

6)   Payment Import

7)   Contract Import

If you are using the LAST or AFTER keywords for setting dates in your scripts, there are a number of special precautions you must take. Use LAST if imports and exports are performed before the start of your business day. This ensures that you won't lose any changes made during that day. Use AFTER if you perform the imports and exports at the end of your business day. This ensures that succeeding process doesn't include that day's

changes. Finally, there may be a need to manually reset the last export dates that are picked up by these keywords. You can edit these fields from within the import-export program from "Import/Export Dates" under the help menu.

Compression/Archival Options

The output from export operations can be optionally placed in compressed archive files, allowing for faster transmission of your data between sites. To accomplish this, specify a file name with an extension of LSP for your export Target entries. For example, C:\TEMP\EXPORT.LSP. You can specify the same archive name for multiple export operations in a single script.

For import operations, specify the LSP extent for the Source entries.

For both export to and import from an archive, the intermediate text files which result from the export/import operations will be placed in the same directory as that specified for the archive file. The following filenames are used:

Member Export:	MEMBERS.TXT
Transaction Export:	TRANS.TXT
Contract Export:	CONTRACT.TXT
Healthcalc Export:	HCALC.TXT

```
;Sample script file for IMPTEXPT program
;To use a script, set up the name of the script on the program's command-
line using "SCRIPT=".  For example: IMPTEXPT.EXE
SCRIPT=C:\FITNESS\SCRIPT1.INI

;Include "Import Members" section to specify a member import
;Include "Import Transactions" to import customer account transactions

[Import Members]
Source=A:\CUSTOMER.TXT
Target=C:\FITNESS\DATA\CUSTOMER.DAT

;If "record action" field is not specified in the import file, record will be
;added
Default Action=A

;The following setting tells the program to update the index on the fly
;set to Yes for importing a complete new file
Build=No

;Set the following to limit which fields are used to change existing ;mem-
ber data.  This example never changes a member's status message ;or
birthday, even if that data is included in the import source file.
```

```
Field Handling=Exclude
Field1=Status Message
Field2=Date of Birth

[Import Transactions]
Source=A:\CREDIT.TXT
Target=C:\FITNESS\DATA\CREDIT.DAT

;only set the following to delete payments for a specified club, prior to
;import, otherwise omit or leave blank
Club to Clear=

;set to skip records with the indicated club number this can be used to
;avoid importing your own records back in exchanges between multiple
;clubs
Club to Skip=1

;The following setting tells the program to update the index on the fly set
;to Yes for importing a complete new file
Build=No

[Import Contracts]
Source=A:\CONTRACT.TXT
Target=C:\FITNESS\DATA\CONTRACT.DAT
Build=No

[Export Members]
Source=C:\FITNESS\DATA\CUSTOMER.DAT
Target=A:\MEMBEXPT.TXT

;limit export to new records added after last export date
Added Since=AFTER

;don't export updated members
Updated Since=12/31/2099

;export only members in selected categories
Included Categories=1,4,5

;export a subset of the member fields
Field1=ID Number
Field2=First Name
Field3=Last Name
Field4=Last Updated
```

An additional entry is available for the export sections to support the archival option:

Clear Archive (Optional) allowed values are Y (yes), N (no), or blank. The default is no. Set this value to yes to delete the archive file (if it exists), before export. This can provide an improvement in speed over updating an existing archive.

Sample script file

Quickbooks Export

The Quickbooks accounting program utilizes data structure very similar to the v2.0 Fitness Manager. Therefore, this information can be exported from the Fitness Manager to Quickbooks through specially formatted text files. There are two type of interface to Quickbooks supported in v2.0 of the Fitness Manager, Detail and Summary. The Detail interface exports all sales invoices and payments individually to Quickbooks. The Summary interface exports a single "summary" invoice for each income account. A single merged payment that summarizes all payments received into an income account is also exported to Quickbooks. The choice between these two options depends on the accounting functions you wish to perform in Quickbooks.

Selection of Detail vs. Summary Quickbooks Interface

A combination of your business operations and Quickbooks limitations must be considered when selecting the proper Quickbooks interface. Several factors regarding limitations imposed by Quickbooks should be considered. Also, whether you use a cash or accrual accounting method needs to be factored into the interface selection process.

Quickbooks does not provide the facility to link payments with invoices during the export/ import process. This is a significant limitation because it forces the user to manually apply payments to invoices. Unapplied payments in Quickbooks will disrupt cash accounting methods and inaccurately depict customer account balances in Collections reports. This limitation can be particularly burdensome if the Detail interface is selected and payments that result from a billing process are exported (since a payment will be created for each member). This can create a significant manual process of linking these payments with the membership sale invoice previously exported to Quickbooks. These difficulties are mitigated if an accrual method is used since Quickbooks will read invoices, and not payments, for sales information.

The Summary interface is recommended for most users. This approach will provide accurate financial reports and minimize the amount of manual work imposed by the limitations in the Quickbooks import utility. The Fitness Manager will provide all of the detailed account information for each member. The Detailed interface can be considered if your POS activity is small and you have outsourced your billing function to a third party service company.

Other Quickbooks Import Limitations

Quickbooks can accept invoiced sales for retail inventory items contained in the "Items" list. However, the import utility does not allow for restocking quantities to be added to inventory. Therefore, to maintain proper inventory levels in the Fitness Manager and Quickbooks, restocking values must be entered into both software programs.

Payments from the cash sales at the POS counter are exported in this process. However, these payments must be manually "Grouped with other Undeposited Funds" in Quickbooks for them to appear in the Make Deposits window. This can have significant work impact if a large number of POS sales/payments are exported from the Fitness Manager to Quickbooks.

Export Process

Prior to performing the export/import process, make a current backup of your Quickbooks data.

To export the accounting information from the Fitness Manager to Quickbooks, the Import/ Export utility program must be executed. Select the "Export" menu and highlight the option for "Export to Quickbooks." A window will be displayed that allows you to enter the range of dates for information to exported. Specifying the date range is critically important to accurate information transfer. The importance is derived from the fact that Quickbooks does not recognize duplicate invoices. Therefore, if you overlap the date range with earlier exports, duplicate invoices will be created in Quickbooks resulting in corrupted data files. It is recommended that a specific export frequency (e.g. daily, weekly, monthly, etc.) be used to avoid duplication of data within Quickbooks.

Once the file has been created, start Quickbooks and select the Import function under the File menu. Provide the path and filename for import and process the file. Verify that new invoices, etc. have been imported by running reports over the same date range used when exporting the data from the Fitness Manager.

Detail Interface

This section describes the export/import of Fitness Manager v2.0 information to Quickbooks using the "Detail" interface option.

Members

In the Detail interface, all active members contained in member database file of the Fitness Manager are exported to Quickbooks. Prospects are not included in the export process. Once imported, each member will be in the Quickbooks Customer list.

Inventory Items

All retail inventory items, personal training, membership plans, and activities (sold by visits, such as tanning, etc.) are exported from the Fitness Manager into the Items list in Quickbooks. This allows Quickbooks to properly associate items sold on the invoices with items in Quickbooks. The income account for each item is also transferred to Quickbooks for proper internal association of the item with the Quickbooks income accounts.

Income accounts

The complete list of income accounts from the Fitness Manager is exported for inclusion in the Quickbooks "Chart of Accounts."

Expense accounts

The complete list of expense accounts from the Fitness Manager is exported for inclusion in the Quickbooks "Chart of Accounts."

Invoices

Each sales invoice is exported to Quickbooks. This includes all invoices created during billing processes as well as all POS activity.

Credit Memo

These items are not exported from the Fitness Manager and need to be manually created in Quickbooks using the "Create Credit Memo/Refunds" option in the Activities menu.

Payments

All payments received by the Fitness Manager are exported to Quickbooks. This includes payments applied to invoices as well as payments that are "unapplied." Payments for billing activities as well as POS are included in this export.

Payment Discounts

These items are not exported and will need to be manually applied in Quickbooks through the "Discount" button on the Receive Payments window.

Summary Interface

This section describes the export/import of Fitness Manager v2.0 information to Quickbooks using the "Summary" interface option.

Members

A single customer is created in Quickbooks called "Membership" to represent sales to all members of the club.

Inventory Items

A single inventory item is created in Quickbooks as a "non-inventory part" for each income account. This inventory item represents all items in the Fitness Manager that are associated with that income account.

Income accounts

The complete list of income accounts from the Fitness Manager is exported for inclusion in the Quickbooks "Chart of Accounts."

Expense accounts

The complete list of expense accounts from the Fitness Manager is exported for inclusion in the Quickbooks "Chart of Accounts."

Invoices

A single invoice is created in Quickbooks that summarizes the sale of all items associated with the income account. If no sales are recorded for a given income account, no invoice is created in Quickbooks. The invoice for each income account is sold to the "Membership" customer in Quickbooks.

Credit Memo

These items are not exported from the Fitness Manager and need to be manually created in Quickbooks using the "Create Credit Memo/Refunds" option in the Activities menu.

Payments

A single payment record for each income category is exported to Quickbooks that summarizes all payments received against that income category. The payment is received from the fictitious customer "Membership" created in Quickbooks.

Payment Discounts

These items are not exported and will need to be manually applied in Quickbooks through the "Discount" button on the Receive Payments window.

APPENDIX

General System Information

This chapter is designed to provide you with technical information about the system. The information is this chapter may be useful when troubleshooting the system, or to determine more information about the installation.

Program Version And Installed Options

To determine your program version and installed options, select the Utilities module. Select Utilities | Installed Options. The version number, plus a list of the options that are installed in your software version will be displayed.

Installed Directories

Program files are located in the "Aphelion" directory. Several sub-directories are created when you install the software. The "DATA2" directory contains all "live" club data. Other important directories are: Pictures (if you are using video imaging this directory contains all of you pictures), Sounds (if you are using audio messaging this directory will contain all of your wave files), Letters (any form letters, contracts, etc. written with our word processing will be stored here), Icons (any icons used for the POS buttons will be stored here), Workout (Workout Partner files are stored here).

Networks

The Aphelion software works with all network platforms that support the NETBIOS standard, such as Lantastic, Novell and Microsoft Windows (all versions, 3.xx and above). As was mentioned in the installation guide, the software is fully installed on only the computer acting as the Server, and is only partially installed on the Workstations. If you are using a network system it is highly advisable that you have someone locally that can help maintain your network. There are may times that what appear to be software problems are really network problems and can be fixed very easily. Most computers sold today are provided with Windows95, a very good, stable network platform that is easy to work with.

Video Imaging

Optimum display settings for this function are at least 256 colors at 800 x 600, super VGA. If your video card only supports 16 colors then it will need to be replaced in order to take advantage of the high quality imaging capabilities. Also if you are using one of the new popular "golf ball" cameras, then you will want to make sure that the video mode set for the camera is Video for Windows.

Barcode Scanners

Barcode scanners are usually very reliable. If the scanner has never worked, check to see that you are connecting it properly. Be sure it is properly connected to the computer and keyboard. Scan the Reset barcode in the manual to re-initialize the reader.

If the scanner has been working but suddenly stops, be sure you are reading valid barcodes. Try to scan a barcode from the manual or from a product, rather than from one that you have printed.

If you are using a laser scanner, try placing the scanner on its stand. This type of scanner uses a sensor to determine when a barcode is placed in it's field of view. If the scanner is lying on the counter top, then the sensor may fail to detect the barcode.

Computer Lock Ups

If the computer appears to be locked and not processing data, you should reset the machine. If you are using Windows95, briefly hold down the Ctrl Alt Del keys. An "end task" box on the desktop will be displayed. This box will show all of the programs that are currently running on your machine. Generally, one of the programs will have (in brackets to the right of it) the message "Not Responding". Select that program, then left click on the <end task> button. This will end the particular application and will usually free up the computer. If this continues to happen or you start getting Windows error messages, then a reinstallation of the Windows software may be required.

Demo Mode

If you suddenly get the message that the computer is running in Demo Mode, one of several things may have happened. The most common problem is that you have an older printer plugged into the security key that is provided, and it is either turned off or is off line. If it is turned on, check to see if the printer prints properly. If it does, then go into the Aphelion Utilities Module and select the Utilities | keytest option. If you get the message "No Key Detected", call Aphelion Technical Support.

Mail Merge Keyword Tags

The following tables are a list of available keywords that can be inserted into your Microsoft Word templates for use with the mail merge functions. These keywords are accessible through the Microsoft Word macro in the "keywords.dot" file located in the Aphelion\Letters folder.

Member Fields					
Account Responsible Party	@Account Responsible Party@	Bank Route #	@Bank Route #@	Custom Date 2	@Custom Date 2@
Account Value	@Account Value@	Bank State	@Bank State@	Custom Date 3	@Custom Date 3@
Address	@Address@	Club Zipcode	@Club Zipcode@	Custom Date 4	@Custom Date 4@
Address 2	@Address 2@	Contract Expiration Date	@Contract Expiration Date@	Custom Number 1	@Custom Number 1@
Age	@Age@	Convert Date	@Convert Date@	Custom Number 2	@Custom Number 2@
Agreement #	@Agreement #@	Corporate Message	@Corporate Message@	Custom Number 3	@Custom Number 3@
Bank Account	@Bank Account@	Credit Card #	@Credit Card #@	Custom Number 4	@Custom Number 4@
Bank Account Type	@Bank Account Type@	Credit Card Expiration	@Credit Card Expiration@	Custom Text 1	@Custom Text 1@
Bank Address	@Bank Address@	Credit Limit	@Credit Limit@	Custom Text 2	@Custom Text 2@
Bank City	@Bank City@	Current Balance	@Current Balance@	Custom Text 3	@Custom Text 3@
Bank Name	@Bank Name@	Custom Date 1	@Custom Date 1@	Custom Text 4	@Custom Text 4@

Member Fields (cont.)							
Custom Text 5	@Custom Text 5@		Group Name	@Group Name@		Past Due Current	@Past Due Current@
Custom Text 6	@Custom Text 6@		Height	@Height@		Past Due Days	@Past Due Days@
Custom Text 7	@Custom Text 7@		Home Phone	@Home Phone@		PIF Renewal Amount	@PIF Renewal Amount@
Custom Text 8	@Custom Text 8@		Join Date	@Join Date@		Preferred Name	@Preferred Name@
Custom Text 9	@Custom Text 9@		Last Checkin Date	@Last Checkin Date@		Prenotify	@Prenotify@
Custom Text 10	@Custom Text 10@		Last Contact Date	@Last Contact Date@		Priority	@Priority@
Custom Text 11	@Custom Text 11@		Last Dues Billing	@Last Dues Billing@		Promotion	@Promotion@
Custom Text 12	@Custom Text 12@		Last Name	@Last Name@		Recurring Dues Total	@Recurring Dues Total@
Custom Text 13	@Custom Text 13@		Last Renewal Date	@Last Renewal Date@		Referrals	@Referrals@
Custom Text 14	@Custom Text 14@		Last Update Date	@Last Update Date@		Remaining Thaws	@Remaining Thaws@
Custom Text 15	@Custom Text 15@		Level	@Level@		Renewal Amounts	@Renewal Amounts@
Custom Text 16	@Custom Text 16@		Locker Expiration Date	@Locker Expiration Date@		Salesperson Name	@Salesperson Name@
Data Exchange ID	@Data Exchange ID@		Locker #	@Locker #@		Sent Card	@Sent Card@
Date of Birth	@Date of Birth@		Marital Status	@Marital Status@		Social Security #	@Social Security #@
Driver's License #	@Driver's License #@		Medical Note	@Medical Note@		Source	@Source@
Dues Responsible Party	@Dues Responsible Party@		Medical Risk	@Medical Risk@		Spouse Name	@Spouse Name@
EFT Renewal Amount	@EFT Renewal Amount@		Membership Type	@Membership Type@		Statement Renewal Amount	@Statement Renewal Amount@
Email	@Email@		Middle Name	@Middle Name@		Status Effective	@Status Effective@
Emergency Contact	@Emergency Contact@		Month of Birth	@Month of Birth@		Status Ends	@Status Ends@
Employer	@Employer@		Next Action	@Next Action@		State	@State@
Emergency Phone	@Emergency Phone@		Next Contact Date	@Next Contact Date@		Status	@Status@
First Contact	@First Contact@		Next Dues Billing	@Next Dues Billing@		Status Reason	@Status Reason@
First Name	@First Name@		New to Fitness	@New to Fitness@		Tour Completed	@Tour Completed@
Form of Payment	@Form of Payment@		Occupation	@Occupation@		Tour Date	@Tour Date@
Full Name	@Full Name@		Open-end Membership	@Open-end Membership@		Tour Time	@Tour Time@
Future Balance	@Future Balance@		Past Due 30	@Past Due 30@		Trainer Name	@Trainer Name@
Gender	@Gender@		Past Due 60	@Past Due 60@		Weight	@Weight@
General Notes	@General Notes@		Past Due 90	@Past Due 90@		Work Phone	@Work Phone@
Guest Period	@Guest Period@		Past Due 120	@Past Due 120@		Zipcode	@Zipcode@

Member Lists			
	Dues Services:	@DUES SERVICES LIST@	
	Secondary Members:	@SECONDARY MEMBERS LIST@	
	Interests:	@INTEREST LIST@	
	Status History:	@STATUS HISTORY LIST@	
	Remaining Visit Units:	@VISIT UNITS LIST@	

Table 1: Member Related mail merge fields and lists

Contract Related Fields

Account Responsible Party	@CONT:Account Responsible Party@	EFT Renewal Amount	@CONT:EFT Renewal Amount@	Total Payments	@CONT:Total Payments@
Additional Downpayment	@CONT:Additional Downpayment@	Expiration Date	@CONT:Expiration Date@	Total Proration	@CONT:Total Proration@
Address	@CONT:Address@	Finance Charge	@CONT:Finance Charge@	Total Sale Price	@CONT:Total Sale Price@
Address 2	@CONT:Address 2@	First Name	@CONT:First Name@	Total Tax	@CONT:Total Tax@
Age	@CONT:Age@	FOP Choice	@CONT:FOP Choice@	Void Date	@CONT:Void Date@
Agreement #	@CONT:Agreement #@	Form of Payment	@CONT:Form of Payment@	Weight	@CONT:Weight@
Amount Financed	@CONT:Amount Financed@	Free Extension Months	@CONT:Free Extension Months@	Work Phone	@CONT:Work Phone@
Annual Percentage Rate	@CONT:Annual Percentage Rate@	Full Name	@CONT:Full Name@	Zipcode	@CONT:Zipcode@
Approval Date	@CONT:Approval Date@	Gender	@CONT:Gender@	Billing Account	@PLAN:Billing Account@
Approval Status	@CONT:Approval Status@	Group Name	@CONT:Group Name@	Billing Cycle	@PLAN:Billing Cycle@
Bank Account	@CONT:Bank Account@	Height	@CONT:Height@	Billing Starts	@PLAN:Billing Starts@
Bank Account Type	@CONT:Bank Account Type@	Home Phone	@CONT:Home Phone@	Default Membership Type	@PLAN:Default Membership Type@
Bank Address	@CONT:Bank Address@	Last Name	@CONT:Last Name@	Description	@PLAN:Description@
Bank City	@CONT:Bank City@	Medical Note	@CONT:Medical Note@	EFT Dues Amount	@PLAN:EFT Dues Amount@
Bank Name	@CONT:Bank Name@	Medical Risk	@CONT:Medical Risk@	EFT Terms Amount	@PLAN:EFT Terms Amount@
Bank Route #	@CONT:Bank Route #@	Membership Type	@CONT:Membership Type@	End Date	@PLAN:End Date@
Bank State	@CONT:Bank State@	Occupation	@CONT:Occupation@	Finance Rate	@PLAN:Finance Rate@
Bank Zipcode	@CONT:Bank Zipcode@	Payment First Due Date	@CONT:Payment First Due Date@	FOP Available	@PLAN:FOP Available@
Barcode ID	@CONT:Barcode ID@	PIF Renewal Amount	@CONT:PIF Renewal Amount@	Max. Free Extension	@PLAN:Max. Free Extension@
Barcode ID Label	@CONT:Barcode ID Label@	Recurring Dues Total	@CONT:Recurring Dues Total@	Months in Contract	@PLAN:Months in Contract@
Billing Name	@CONT:Billing Name@	Renewal Amounts	@CONT:Renewal Amounts@	Note	@PLAN:Note@
City	@CONT:City@	Sale Date	@CONT:Sale Date@	Open-end Membership	@PLAN:Open-end Membership@
Credit Card #	@CONT:Credit Card #@	Salesperson Name	@CONT:Salesperson Name@	PIF Terms Amount	@PLAN:PIF Terms Amount@
Credit Card Expiration	@CONT:Credit Card Expiration@	State	@CONT:State@	Proration	@PLAN:Proration@
Date of Birth	@CONT:Date of Birth@	Statement Renewal Amount	@CONT:Statement Renewal Amount@	Start Date	@PLAN:Start Date@
Dues First Due Date	@CONT:Dues First Due Date@	Total Discount	@CONT:Total Discount@	Statement Dues Amount	@PLAN:Statement Dues Amount@
Dues Responsible Party	@CONT:Dues Responsible Party@	Total Downpayment	@CONT:Total Downpayment@	Statement Terms Amount	@PLAN:Statement Terms Amount@
Effective Date	@CONT:Effective Date@	Total Dues	@CONT:Total Dues@	Type	@PLAN:Type@

Contract Related Lists

Member Add-on List:	@CONT:Member Add-on List@	
Member/Service Add-on List:	@CONT:Mbr/Service Add-on List@	
Contract Federal Disclosure:	@CONT:FEDERAL DISCLOSURE@	
Plan Service Add-on List:	@PLAN:Service Add-on List@	

Table 2: Contract Related mail merge fields and lists

Data Exchange Scripting Reference

The following tables document available keywords for Data Exchange scripting purposes.

Invoice Header (INVHDR) keywords			
Field identifier	Required Field	Data type	Description
ID	No	Integer	used to uniquely identify invoice header
CLUB	Yes	Integer	Club number where invoice was posted
DATE	Yes	Mm/dd/yyyy	Invoice post date
TIME	No	Hh:mm [A/P]M	Invoice post time
RCPTNUM	No	Integer	Invoice receipt number
EMPLID	No	String	Employee "assigned" ID
STATION	No	Integer	Station number
CUSTBARCODE	No	String	Member barcode
CUSTAGREE	No	String	Member agreement #
BILLEDBARCODE	No	String	Billed member barcode
BILLEDAGREE	No	String	Billed member agreement #
TAXRATE1	No	Numeric	1st tax rate
TAXRATE2	No	Numeric	2nd tax rate
AMOUNT	Yes	Numeric	Total amount of invoice
TAX1	No	Numeric	Total amount of tax type 1 on invoice
TAX2	No	Numeric	Total amount of tax type 2 on invoice
ACCNTID	No	Integer	Reference # of invoice billing account
FLAGS	No	Integer	(Internal use only)
VOIDDATE	No	Mm/dd/yyyy	Date invoice was voided
VOIDTIME	No	Hh:mm [A/P]M	Time invoice was voided

Table 3: Invoice Header keywords

Invoice Detail (INVDTL) keywords			
Field identifier	Required Field	Data type	Description
ID	No	Integer	used to uniquely identify invoice detail
CLUB	No	Integer	Club number where invoice was posted
INVID	No	Integer	Identifies assoc. Invoice header
ITEMTYPE	Yes	Integer	Item type: 0 = non-database 1 = regular inventory 2 = personal training 3 = visits
ITEMID	No	Integer	Internal identifier which uniquely identifies item of given type
ITEMBARCODE	No	String	Barcode ID which uniquely identifies item of given type
ACCNTID	No	Integer	Reference # of item income account
DESC	Yes	String	Description of line item
AMOUNT	Yes	Numeric	amount for line item (not incl. Tax)
QNTY	Yes	Integer	Quantity of items in line item
TAXABLE1	No	[Y/N]	Charged tax at 1st rate
TAXABLE2	No	[Y/N]	Charged tax at 2nd rate
LINENUMBER	No	Integer	Position of line in invoice

Table 4: Invoice Detail keywords

Invoice Charge(INVCHG) keywords			
Field identifier	Required Field	Data type	Description
ID	No	Integer	used to uniquely identify invoice charge
CLUB	Yes	Integer	Club number where invoice was posted
INVID	No	Integer	Identifies associated Invoice header
DUEDATE	Yes	Mm/dd/yyyy	Date charge is due
AMOUNT	Yes	Numeric	amount for charge
QNTY	Yes	Integer	Quantity of items in line item
FLAGS	No	Integer	(Internal use only)

Table 5: Invoice Charges keywords

Invoice Credit (INVCDT) keywords			
Field identifier	Required Field	Data type	Description
ID	No	Integer	used to uniquely identify invoice credit
CLUB	No	Integer	Club number where payment was posted
DATE	Yes	Mm/dd/yyyy	Invoice credit post date
TIME	No	Hh:mm [A/P]M	Invoice credit post time
POSTDATE	No	Mm/dd/yyyy	User-edited post date
INVID	No	Integer	Identifies associated invoice header
INVCLUB	No	integer	Identifies associated invoice header
AMOUNT	Yes	Numeric	Total amount of invoice
EMPLID	No	String	Employee "assigned" ID
STATION	No	Integer	Station number

Table 6: Invoice Credit keywords

Payment Header (PMTHDR) keywords			
Field identifier	Required Field	Data type	Description
ID	No	Integer	used to uniquely identify payment header
CLUB	Yes	Integer	Club number where payment was posted
DATE	Yes	Mm/dd/yyyy	Payment post date
TIME	No	Hh:mm [A/P]M	Payment post time
POSTDATE	No	Mm/dd/yyyy	User-edited post date
RCPTNUM	No	Integer	Invoice receipt number
EMPLID	No	String	Employee "assigned" ID
STATION	No	Integer	Station number
CUSTBARCODE	No	String	Member barcode
CUSTAGREE	No	String	Member agreement #
AMOUNT	Yes	Numeric	Total amount of invoice
PAYMETH	No	Numeric	Payment method: 1 = cash 2 = check 3 = coupon 4 = gift certificate 5 = discount 11-15 = credit card types corresponding to those configured in Fitness Manager If not supplied, this default to check (2)
REFNUM	No	String	Payment reference # information
FLAGS	No	Integer	(Internal use only)
VOIDDATE	No	Mm/dd/yyyy	Date invoice was voided
VOIDTIME	No	Hh:mm [A/P]M	Time invoice was voided

Table 7: Payment Header keywords

Payment Detail (PMTDTL) keywords			
Field identifier	Required Field	Data type	Description
ID	No	Integer	used to uniquely identify payment detail
CLUB	No	Integer	Club number where payment was posted
PAYID	No	Integer	Identifies associated payment header
PAYCLUB	No	integer	Identifies associated payment header
CHGID	No	Integer	Identifies associated invoice charge
CHGCLUB	No	integer	Identifies associated invoice charge
AMOUNT	Yes	Numeric	amount for charge

Table 8: Payment Detail keywords

	Bill'g	Col-lect	Con-figure	Mbr Sale	Data Entry	Data Exch	Comm Opt	Exp Opt	Fit. Bkup	Front Ctr	Mgr Rpts	Util	Mktg	WO Ptner
Membership Pre-Sales					X	X		X	X	X	X		X	
Membership Sales				X	X	X		X	X	X	X			
Pro-shop Sales						X		X	X	X	X			
Accounting Transactions	X	X			X	X		X	X	X	X			
Setup Personal Training					X									
Setup Classes					X									
Setup Inventory Items					X									
Setup 'Quick-Add' Form			X	X										
Setup Member Types			X											
Setup Paymt Schedules			X											
Setup Services/Visits/Fees			X	X										
Setup Check-in Defaults			X											
Setup Station Hardware			X											
Setup Site-Ckin Fields			X					X						
Setup POS Discounts			X		X					X				
Setup Income Accts			X											
Setup Expense Accts			X											
Setup Billing Categories			X											
Setup/Change Statuses			X		X					X				
Create POS Dept. Keys			X											
Setup Custom Fields			X											
Setup Security Access			X											
Print Guest Pass										X			X	
Print Member Photo											X			
Print Barcodes-ID					X						X			
Print Barcodes-Inventory					X									
Approve Agreement				X		X								
Print Accounting Reports											X			
Custom Rpts-Spreadsht											X			
Query Database					X									
Assign Passwords					X									
Assign Commissions					X	X								
Create Mailing Labels											X			
Create Coupons											X			
Signature Capture				X										
Scheduling Classes etc.										X				
Employee Timeclock										X	X			
Enter Notes (to/from)		X			X			X		X	X		X	
Display picture					X					X			X	
Pop-Up Information					X			X		X				
Set Credit Limits					X									
Apply/Unapply Payments					X					X				
Sales Performance							X	X			X		X	
Setup PT/Commissions					X									
Tag Members	X	X				X					X		X	
Display Graphs & Trends								X		X				X
Interface to Affiliates	X	X				X								
Set Commissions-Items					X	X								
Create Teams						X								
Setup Member Plans				X										
Setup Plan Commission					X	X								
Billing-EFT/Statements	X													
Create Form Letters											X		X	
Create WO Prescriptions														X
Massage Data-Test H/W												X		

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