

## Credits

### Overview

Credits can be issued en-mass via SwimSoft **Group Actions** system or individually through a clients **CDS**. The credit will be available to use when you process your re-enrolment, or you can manually allocate this to an outstanding order.

### Issuing Credits en-mass via Group Actions

Before issuing credits en-mass please be aware.

- If you issue credits using the group action system, they can't be recalled en-mass. They can only be removed one at a time, so ensure you issue credits to the correct clients.
- If a client owes you money, the credit will be attached to the first open order. Ensure your payment system is up to date before issuing credits to prevent credits being applied to the wrong order. This only applies if you use the Create and Allocate button, which will be discussed later in this document.

To issue a credit to many students in one go, start by pressing **Courses** and **Search**.

Now use the **filters** on the left of the screen to show the courses which contain students that need a credit.

Next press **Group Actions** at the bottom left of the page, then select **Credit** from the group action list.

You will now be looking at a list of courses and the students booked on to them, **deselect** any students you don't want to issue a credit to.

Press the green **Credit** button and then **OK**.

Fill in the matrix with the amounts to be credited and the reason for the credit, we recommend adding a date in the reasoning as this will help you keep track of issued credits.

You now have two choices.

To **Create & Allocate** credits, if you press this button Credits will be applied to the **oldest** unpaid invoice. So, this system is generally used to apply a credit to invoices at the end of the re-enrolment process to invoices you have just created.

If you choose to press the **Create** button, the credit will be created but will not be allocated to an invoice. If you use this system, the credit will be added the client's invoice during the next re-enrolment period. This system is used to create credit which are to be added to clients account during the next re-enrolment process. This is the most common way of issuing credits.

### Issuing Credits Individually

Open the Clients Data Sheet and press **Credits** on the left-hand side of the page.

Next press the **New Credit** button, this will bring up the **Create New Credit** box.

Complete the '**Reason**' and the '**Amount**' fields, then press the **Save** button to complete the job.

### Allocated and Unallocated Credits.

An allocated credit is a credit which has been placed onto a specific client order, a client will have an order (or possibly many orders) if they owe money. When you issue a credit. SwimSoft will automatically allocate the credit onto the oldest order pertaining to the student which remains unpaid. If the student does not have any outstanding orders, the system will check to see if any family members have outstanding orders. If they do, the credit will be allocated to the oldest order pertaining to the family which remains unpaid. This only applies if you are using the **Group Action** and select **Create & Allocate**

If the family has no outstanding orders, i.e., their payments are up to date, the credit can't be allocated to an order, so it will remain unallocated, i.e. not connected to a specific order. Unallocated credits will be allocated as soon as an order is generated for any member of the family.

### Managing Unallocated Credits

Open the Clients Data Sheet and press **Credits** on the left-hand side of the page.

Press the **Edit** button in front of the credit that needs to be amended and then modify the '**Reason for Credit**' and or the '**Amount**' fields, then press the **Store** button to complete the job.

If a credit has been issued in error, you can press the **Delete** button found to the right of the credit.

Please note, you are not able to edit or delete Allocated or Used credits. The buttons will not be available to press.

## Correcting Errors

If a credit has either being issued in error; allocated to the wrong family member; or is of the incorrect value, it will need to be corrected. The first step is to remove it from the client's order. Starting from the Students **CDS** press **Invoices** then press **Manage Invoices** at the bottom of the page, next press the **Plus** symbol in front of the order to see the order details. Locate the credit and press the **red cross** found at the start of the row to remove the credit from the order.

**To make the correction follow the [Managing Unallocated Credits](#) instructions above.**

To re apply the credit follow the [Manually Allocating Credits](#) instructions found below.

## Manually Allocating Credits

To allocate a credit to an existing order, start by navigating the order from the **CDS** by pressing **Invoices** then **Manage Invoices**. Next, press the **Plus** symbol in front of the order to see the order details, at the bottom of the order you will see a green cross with the text **Add Item by it**, press it. Next, select the credit required from the list by placing a **'Tick'** by it, then finish off by pressing the **Add to Order** button.

## Viewing All Available Credits

If you would like to view all available credits for your organisation, press **Financials** and **Unused Credits**. This page is best viewed before you process a re-enrolment as any credits that are showing as available will be automatically allocated to the new terms invoice.

Apply the **Credit Status filter** to **Available** and press **Apply**, you will be presented with a list of all your available credits. If credits are no longer required simply press the delete button on the right-hand side of the screen next to the associated credit.