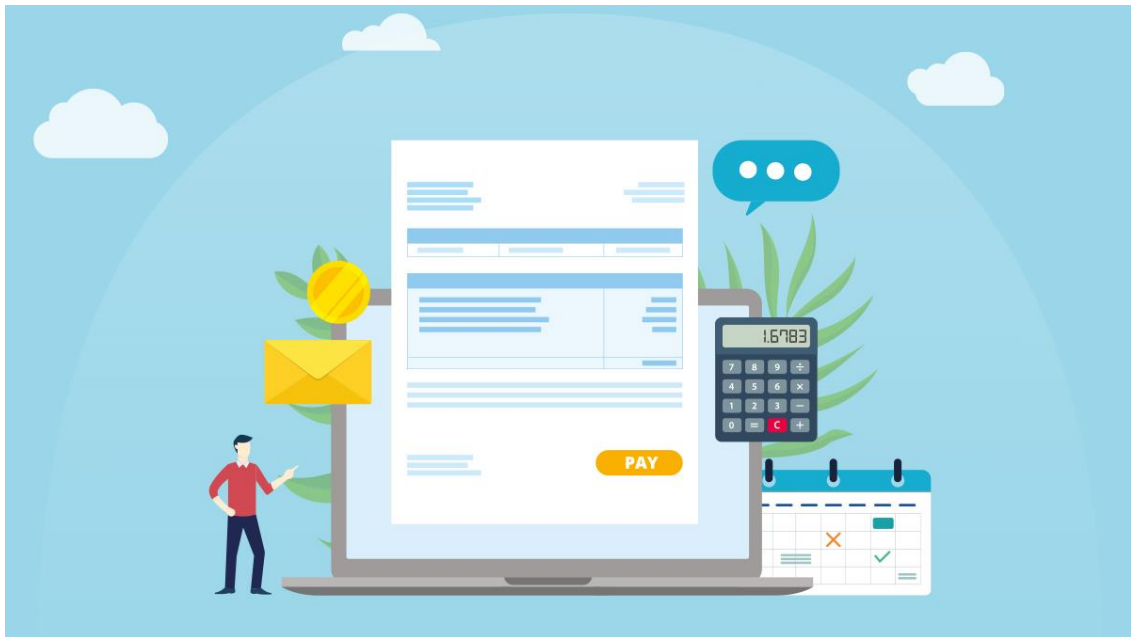


## January 2022 Newsletter



### Happy New Year from everyone at MOR Solutions Ltd

Welcome to our first newsletter of 2022! We hope you managed to have a restful break, and we are sure you were all as relieved as we were when it was confirmed we wouldn't be going into a lockdown straight after the break!! Fingers crossed, this year will be kinder to us than the last two have been.



## Collecting fees

SwimSoft Online contains several elements to manage booking and billing which means that the system can be used in different ways. You can...

- Book and bill for a school term
- Book and bill for a half-term
- Book for a term and bill monthly
- Book for a half term and bill monthly
- Book for a quarter and bill monthly  
(continuous with review points)

There are more options, so if you don't see what you need, please contact us and we can take you through them. All fees can be collected and reconciled online, via Direct Debit (monthly, half-termly, etc), or reconciled manually if fees are transferred directly into your bank account! SwimSoft Online can handle credits and payment schedules too, which means whether you run your courses continuously or in defined blocks SwimSoft Online can help.



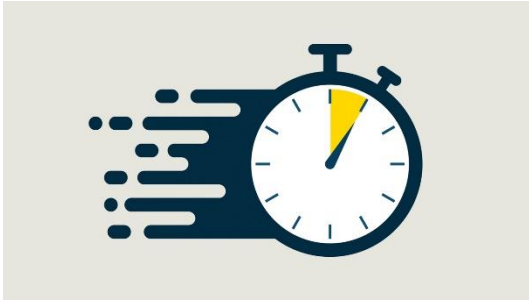
## New Team Member

We would like to welcome Willow to the support team! At MOR Solutions Ltd we pride ourselves on our good, timely customer service and support. Willow has joined the team to ensure we continue to provide the best support we can in 2022 – especially as more swim schools choose SwimSoft Online to manage their swimming lessons. Welcome, Willow!



## Enhancements

In December we were asked to enhance our Direct Debit system so that the “collection date” is automatically set during re-enrolment to the “Payment Required by” date - this work has been completed and is live. Towards the end of the year we also enhanced the location and activities pages (based on feedback) to make them as clear and easy to navigate as possible. We are currently in the final stages of testing some new features which we look forward to announcing next month!



## Crash Courses

Last year we put together a document on how to set up and run a crash course on SwimSoft Online. The feedback we have received from clients who have used this has been very positive! If you are planning to run crash courses this year and either need a little guidance or a refresher, you'll find the crash course instructions in the Knowledge Base (Main Menu – Help – Crash Courses).

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## Helping hand

At MOR Solutions Ltd we have made SwimSoft Online as flexible as we can - this flexibility allowed SwimSoft Online users to pause Direct Debit billing over Christmas. Swim schools did not want to collect fees if the government was going to impose a lockdown, but once we all knew we could swim, collections were made in a few mouse clicks (not cancelled)!



To book a demonstration session, or for more information call our team today on **01264 729292**

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