Client Accounts

Introduction

The Family Account page provides a complete view of a client's financial account. Once an account is created, all Invoices, Payments and Credits are recorded here, giving you an up-to-date account balance.

MOR Money keeps the account balance aligned with changes to bookings and payments, so students can be moved between classes, even while a collection is in progress, without needing to manually recalculate what the client owes.

What can you do from the Family Account?

- View all family invoices, regardless of activity, location or term.
- Create invoices for miscellaneous items such as hats, goggles and swim nappies.
- View planned and in-flight collections.
- Create, view and manage credits.
- Create payment requests and send supporting documentation.
- Release collection requests to GoCardless.
- Create bespoke collection schedules.
- Record payments.
- Email statements to clients.
- Export account data.

The following How do I...? section explains the most common tasks.

The Page

The Family Account is divided into four sections. Sections 1–3 only appear when there is relevant information to display.

Section 1 - Shows Collection Invoices

Shows collection invoices (requests for payment) that have not yet been settled or, for Direct Debit clients, have not yet been released to GoCardless.

Collection requests can be released to GoCardless from this section.

Section 2 – Collection Invoices in Flight

Shows collection invoices that have been released to GoCardless and are awaiting collection.

Note: To cancel an in-flight collection, log into GoCardless and cancel it there.

Section 3 – Orders Awaiting Transfer

During re-enrolment, invoices are created before a student's final placement is confirmed. These invoices are held here rather than immediately being added to the Family Account.

Once the student's placement is finalised, you can review the invoice and **transfer it to the Family Account**.

This prevents the account becoming cluttered with invoices that may later be amended or deleted during re-enrolment.

Section 4 – Transactional Data

The main area of the page, showing all account transactions, including:

- Transaction type
- Date and time
- User who performed the transaction
- Key financial information

How do I...?

...Move students?

Move students in the same way as usual, but now, there is no need to worry about collections already in progress.

MOR Money automatically recalculates the family account when a student is removed from one course and added to another.

Important: Payment requests are independent of bookings and orders, so students can be moved at any time.

...Issue a credit?

In addition to the credit systems found within SwimSoft, credits can also be issued from the Family Account page by pressing **Issue credit**.

Credits issued anywhere within SwimSoft are automatically transferred to the Family Account, ensuring the account balance remains accurate.

...Correct a credit?

Credits cannot be edited. If a credit has been issued incorrectly, it must be **contraed** and a new credit issued.

1. Press **Create Invoice**.
2. Set the description to **Credit Correction – Re Credit Ref [credit reference]**.
3. Enter the **full amount of the original credit**.
4. Create the invoice.
5. Issue the correct credit.

The credit reference can be found on the Family Account page or in the **Credits** section of the CDS.

...Record a payment?

Press **Record Payment** and enter the **amount** and **payment date**.

Important: Payments cannot be recorded for a future date. The exception is a payment received over a weekend, which can be recorded as the following Monday (the next banking day).

Payments also cannot be recorded before the family's **Opening Date**.

...Create an order for a miscellaneous item?

Use **Create Order**.

1. Enter the **Description**.
2. Enter the **Amount**.
3. Press **Create**.
4. To send an invoice by email, find the new order on the Family Account and press **Invoice**.

...Create an order for several miscellaneous items?

Use **Create Order**.

1. Enter the **Description** and **Amount**.
2. Press **Insert**.
3. Repeat for each additional item.
4. Press **Create**.
5. To email an invoice, find the new order on the Family Account and press **Invoice**.

...Create a Collection Invoice (Payment Request)?

Press **Create Collection**.

1. Enter the **DD Collection Date** if the client has authorised Direct Debit. This is the date the funds will be collected.
2. Enter the **Payment Due Date**.
3. Enter a **Payment Description**, e.g. *May's Account Settlement*.
4. Enter the **amount to collect**. By default, MOR Money calculates the amount required to settle the account in full.
5. If required, use **Edit** to amend the collection or **Cancel** to remove it.
6. Once created, you can create, view and send the invoice email or save it to send later.
7. For Direct Debit clients, press **Release** to send the collection request to GoCardless.

...Create multiple Collection Requests?

Repeat the **Create Collection** process for each request, using the required collection dates.

Multiple requests can be sent to GoCardless for the same client with different collection dates.

Note: GoCardless only actions collection requests approximately **6 days before the collection date**, so the client will normally receive notification a few days before the collection rather than when the request is initially released.

...Automatically create Collection Invoices?

MOR Money can automatically create a Collection Invoice for the full amount outstanding when the family's **Account Type** has automatic collection enabled.
To configure this:

Main Menu - MOR Money - Account Types – Help

Then assign the appropriate Account Type in:

CDS - Financial - Account Settings

...Create a statement?

Press **Statement**. The statement will be created for the **month selected**.

...Apply a late payment fee?

1. Press **Create Order**.
2. Create an order for the late payment fee, e.g. **Late Payment Fee**.
3. Cancel the original Collection Invoice.
4. Create a new Collection Invoice including the late payment fee.

...Create a promotional voucher?

Promotional vouchers are treated as **credits**. Follow the instructions for **Issue a Credit** above.