Account Types

Introduction

Account Types provide a simple way to group families according to how they pay for their swimming lessons. This makes it easier to manage payments and filter families within SwimSoft.

For example, a swim school may offer:

1. **Pay in Full** – the full amount is paid in advance.
2. **Monthly** – fees are paid in monthly instalments.

By assigning an Account Type such as **Pay in Full** or **Monthly** to a family, you can easily identify and filter families according to their agreed payment arrangement.

Quick start

If you simply want to collect all outstanding fees from your clients, there is nothing you need to set up. SwimSoft comes with a default Account Type called **Pay in Full**. You only need to create *additional* Account Types if you have more complex billing arrangements, such as instalments, payment plans or prepayment arrangements.

Defining Account Types

If you are allowing some or all parents to pay in instalments, you need to set up one or possibly more 'Account Types'.

Below are a few suggestions

Account Types (Examples)	Abbreviation	Use
Pay In full	PIF	Clients pay for all lessons in advance.
Fifty Fifty	FF	Clients pay half now and half later.
3 Payments	3P	The payment will be split into three parts.
Bespoke	Bes	You have agreed a random payment plan.

These are only suggestions. You can create your own Account Types to suit the way your swim school operates.

When creating an Account Type, you will need to:

1. Give it a Name
2. Define its abbreviation
3. Set the 'Top Up' value*
4. Decide whether to enable **Order Binding***

*Items 3 and 4 are covered below.

Top Up

This account should be topped up to...

The **Top Up** setting tells SwimSoft how much money you want a client's account to have available.

If you operate on a termly or block-booking basis, you will usually set this value to **£0.00**, particularly if you are collecting the full lesson fee in advance.

However, the Top Up feature can also be useful for swim schools operating continuously, as it can help protect you from unpaid lessons and give you advance notice when a client is planning to leave.

How Top Ups Work

When clients pay monthly, there is always a risk that they may cancel their Direct Debit or simply stop making payments. This can result in:

- Lessons being delivered before they have been paid for.
- A client leaving with little or no notice.
- A lesson space becoming available at short notice, giving you little time to fill it.

The Top Up system is designed to help prevent these situations. It allows you to collect payment in advance, creating a financial buffer on the client's account. This means you can avoid delivering lessons without payment and, importantly, have some notice if a client stops paying.

Example

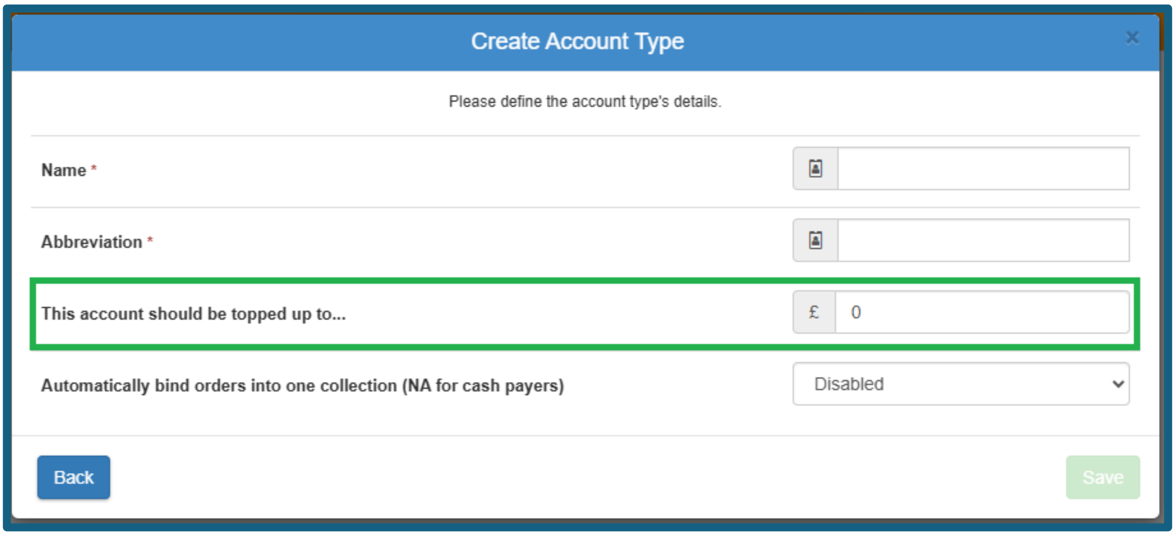
1. Decide how much you want the client to have paid in advance. We recommend approximately 7 weeks of lessons.
2. Enter this amount into This account should be topped up to...
3. The client makes the initial payment.
4. You allocate lessons to the client. The cost of these lessons is deducted from their account.

5. On an agreed date, SwimSoft calculates the amount required to bring the account back up to the agreed Top Up value.
6. You then collect this amount from the client.

The beauty of the Top Up system is that...

1. If the client does not pay, they will still have a few lessons in hand, they can't just go and leave you without you knowing they are planning to go.
2. You will have a chance to contact them and make a collection, you're not chasing debt, you're looking to see if they want to continue.
3. You will know a place will be becoming free in a few weeks, giving you time to fill it.
4. The system helps you maximise revenue and reduce bad debt
5. You can use the system with termly or block booking too, by explaining to a client that they are paying for this terms lessons plus a down payment on next term's too.

For example, if the Top Up value is **£140** and the client's account has reduced to **£100** after lessons have been allocated, SwimSoft can identify that **£40** is required to bring the account back up to £140.



Why Use a Top Up?

The Top Up system provides several benefits:

1. **Protection against missed payments**
   If a client stops paying, they will still have a financial balance covering some future lessons.

2. **Time to contact the client**
   Rather than immediately chasing a debt, you have an opportunity to contact the client and establish whether they intend to continue.
3. **Advance notice of a vacancy**
   If a client is no longer paying, you have time to establish what is happening and, if necessary, prepare to fill their lesson space.
4. **Reduced bad debt**
   Collecting payment in advance can reduce the risk of delivering lessons that are never paid for.
5. **Improved cash flow**
   You can maintain a financial buffer rather than relying entirely on payments being made immediately before or after lessons are delivered.

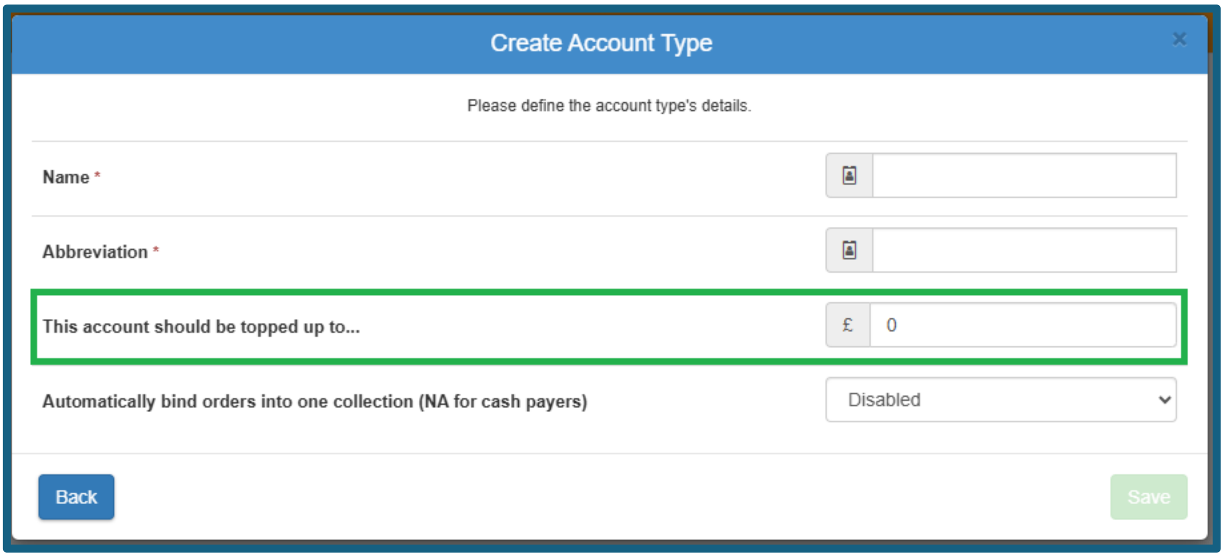
Can I Use Top Ups for Termly or Block Lessons?

Yes. Although Top Ups are particularly useful for continuous swimming programmes, they can also be used for termly or block bookings.

For example, you could explain to a client that their payment covers:

- The lessons they are currently attending; **plus**
- A payment towards their next block or term.

This creates a financial buffer for the swim school. However, if you operate termly or in blocks, you may find that **Deposits** are a more suitable solution.



Automatically Bind Orders into One Collection (NA for cash payers)

Order Binding allows SwimSoft to combine amounts owed by a family into a single collection.

For example, a family may have:

- Two children attending swimming lessons.
- A badge purchase.
- Another charge on their account.

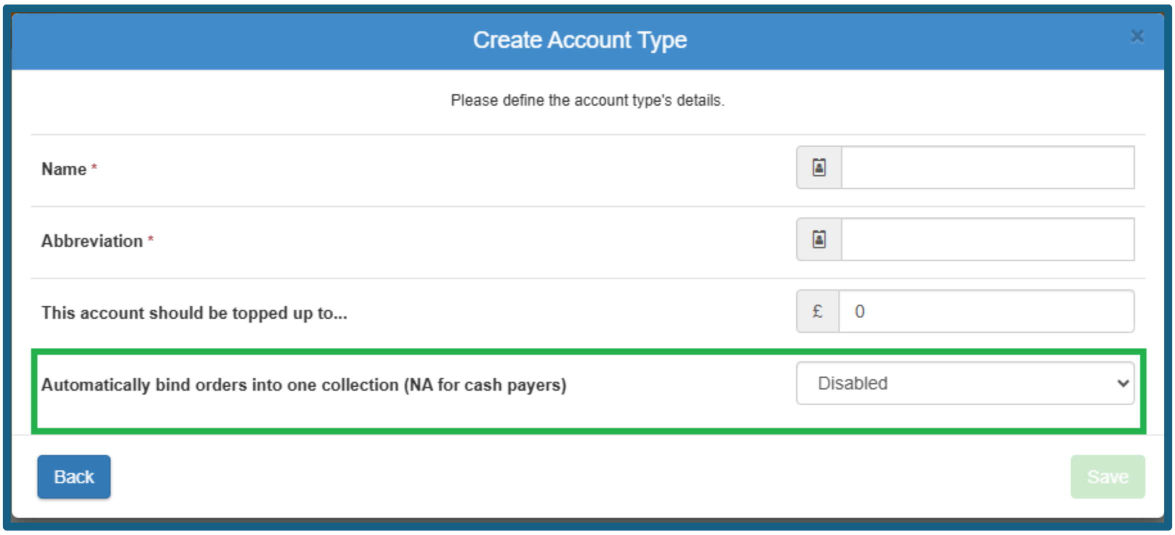
With Order Binding enabled, SwimSoft can combine these amounts and prepare **one collection invoice** rather than creating separate collection requests.

When Should Order Binding Be Enabled?

Enable this option if you want SwimSoft to automatically calculate the total amount owed by a client and prepare a single collection for that amount.

When Should Order Binding Be Disabled?

Leave this option **Disabled** if clients are paying by instalments and you need to manage their payments separately.



Summary

When setting up an Account Type, consider the following:

Setting	What it does
Name	Identifies the payment arrangement.
Abbreviation	Provides a short code for the Account Type.
Top Up	Sets the financial balance you want to maintain on the client's account.
Order Binding	Combines outstanding amounts into one collection.

If you are simply collecting all fees in advance, the default **Pay in Full** Account Type may be all you need.

If you offer instalments or continuous payments, Account Types and the **Top Up** system can give you much greater control over how and when your clients pay.