

UDIO TRAINING

FRONT DESK OPERATIONS



Welcome to Udio's training guide for customer-facing operators.

This handy guide will walk you through Udio's core features that are typically used by reception and front desk staff on a day-to-day basis.

The training guide provides step-by-step instructions as well as visual aids so you can learn at your own pace and refer back to any section as and when you need to.

If you have any questions about the guide or would like to learn more about a certain feature or function, please send us an email at hello@udiosystems.com.

To browse our other manuals, please visit our [training page](#).

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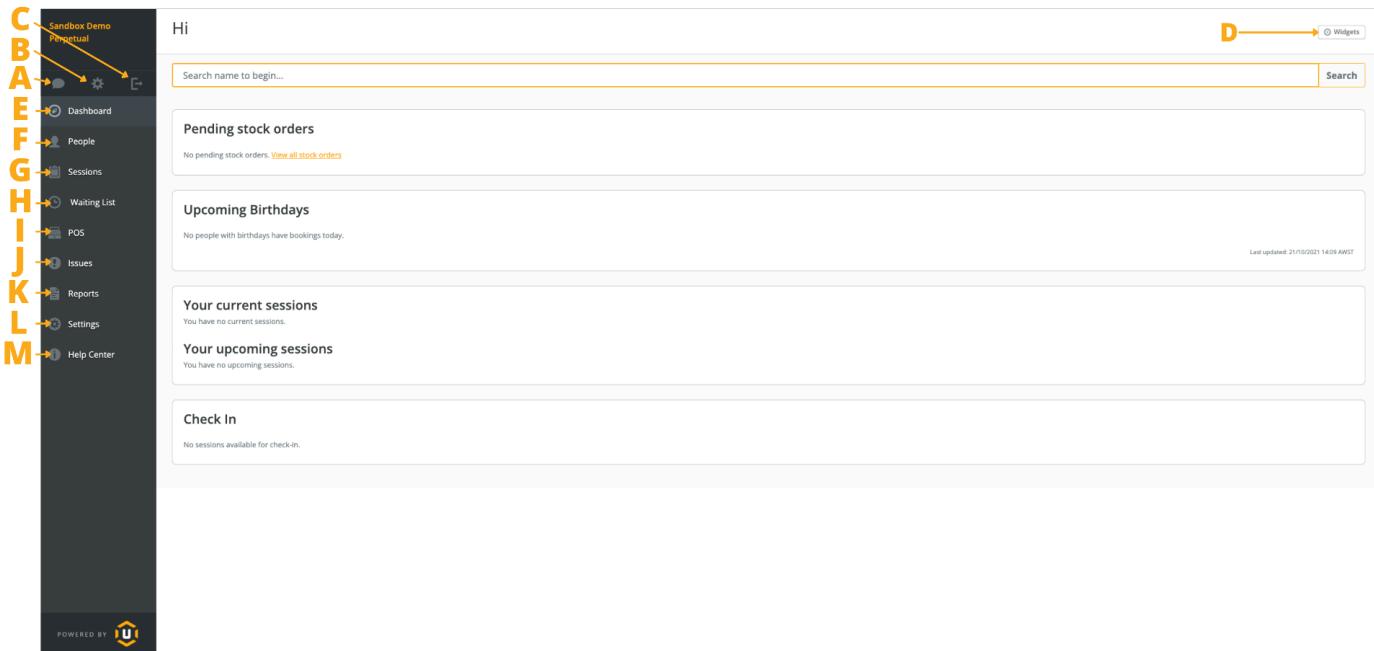


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1. Tour of Udio

Let's start by taking a quick look at the application home screen. Here's a visual snapshot indicating where each button and icon leads:



- A. **Feedback** - let us know how you're finding Udio
- B. **User settings** - edit your user profile, including timezone, language and facility preference
- C. **Logout** of Udio
- D. **Widgets** - select the widgets you want to add to your dashboard
- E. **Dashboard** - provides a snapshot of the upcoming day's events and relevant activity; you can also search for people using the search bar
- F. **People** - search, edit and manage account details of your customers and staff, including names, addresses, health information and any notes; see at a glance what bookings your customer has coming up, as well as their past attendance
- G. **Sessions** - shows active and upcoming sessions, viewable in list, sheet or calendar format; this is also where you'll add bookings and view the occupancy of each session (including how many students are permanently booked in, number of available spots and how many temporary vacancies are available for make ups)



- H. **Waiting list** - shows a list of students you've added to the waiting list; if their requested time becomes available, you can invite them to join the class
- I. **POS** (point of sale) - if you sell products, you can use the POS section to view stock levels and facilitate payments for items sold
- J. **Issues** - identifies any email bounces
- K. **Reports** - a snapshot of the facility/location, its activity and financial information, with easy access to all reports, such as booking statistics and outstanding invoices
- L. **Settings** - configure a range of settings including billing, courses and cancellation rules; *note: the customer portal link is also located in this section*
- M. **Help Centre** - useful articles and step-by-step guides to help you navigate the system

2. Login

- To access Udio, click the link provided via email (please contact hello@udiosystems.com if you need the link resending)
- To set or reset your password, click the prompt on the login page

Staff Login

[Customers Login](#)

Email address:

Password:

[Login](#)

[Set \(or reset\) your password](#)

Not the account you are looking for?
[Login to a different account](#)

- To access the training version (where you can experiment without impacting your actual data) use the sandbox URL provided via email

2.1 First time user

- Once you've reset your password and logged on, update your timezone, language and preferred facility in **user settings** (B in the above visual)

2.2 Changing your password

- Go to user settings in Udio
- Click 'change password' in the top right-hand corner
- Type in your current password, followed by your new one
- Re-enter the new password and click 'confirm'
- A green box will appear indicating that your password has been changed

3. The dashboard

The dashboard gives you an overview of a variety of functions. You can customise what you see on your dashboard by clicking on the 'widgets' button in the top right-hand corner. You can move widgets from 'available' to 'show on dashboard' as well as move the widgets within the dashboard. Here's what each one shows:

3.1 People search

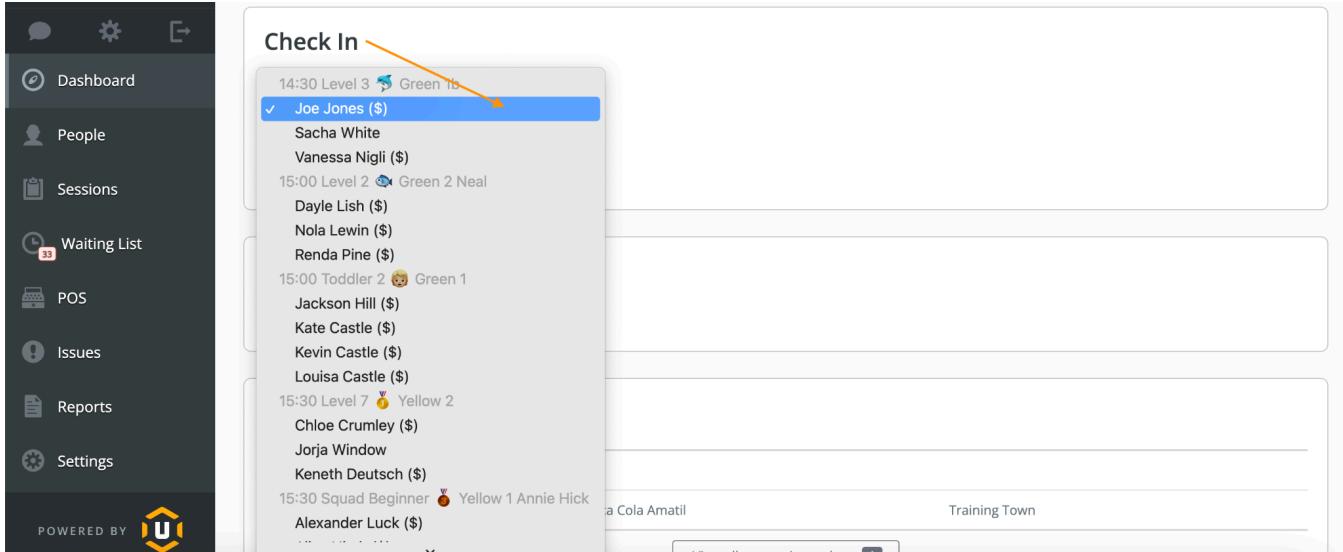
- You can search for a person from the search bar; type in full or partial name, email address or phone number - click 'search' or hit 'enter'



3.2 Check-in

- The check-in widget lets you check customers in as they arrive
- You will also see the resource information, as well as the teacher's name
- If the customer owes money, a (\$) symbol is displayed

- To check someone in, click on the drop-down box, select the student's name and click 'check-in'
- Once checked in, their name will appear in the 'recent people' widget for easy navigation



The screenshot shows the 'Check In' interface. On the left is a sidebar with icons for Dashboard, People, Sessions, Waiting List (with 33 notifications), POS, Issues, Reports, and Settings. The 'People' icon is highlighted. The main area has a title 'Check In' with a dropdown menu. The dropdown menu lists bookings and student names: '14:30 Level 3 Green 1b' (selected, highlighted in blue), 'Joe Jones (\$)', 'Sacha White', 'Vanessa Nigli (\$)', '15:00 Level 2 Green 2 Neal', 'Dayle Lish (\$)', 'Nola Lewin (\$)', 'Renda Pine (\$)', '15:00 Toddler 2 Green 1', 'Jackson Hill (\$)', 'Kate Castle (\$)', 'Kevin Castle (\$)', 'Louisa Castle (\$)', '15:30 Level 7 Yellow 2', 'Chloe Crumley (\$)', 'Jorja Window', 'Kenneth Deutsch (\$)', '15:30 Squad Beginner Yellow 1 Annie Hick', 'Alexander Luck (\$)', and '...'. Below the dropdown is a 'View all processing orders' button. At the bottom of the main area are buttons for 'a Cola Amatil' and 'Training Town'.



This screenshot shows the 'Check In' interface with a different view. The sidebar is identical. The main area has a title 'Check In' with a dropdown menu. The dropdown menu is highlighted with an orange box and contains the text 'Select booking to check-in:' followed by a dropdown menu with 'Joe Jones (\$)' selected. Below the dropdown is a 'Check-in' button. An orange arrow points from the text 'is activated when someone is checked in or people search conducted' in the accompanying text to the 'Check-in' button.

3.3 Recent people

- This is a hot button that you can click on to navigate to a person's people page and is activated when someone is checked in or people search conducted



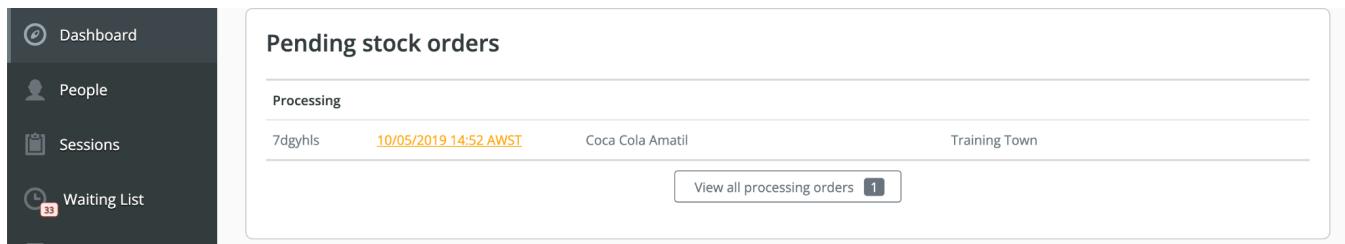
This screenshot shows the 'Check In' interface with a different view. The sidebar is identical. The main area has a title 'Check In' with a dropdown menu. The dropdown menu is highlighted with an orange box and contains the text 'Select booking to check-in:' followed by a dropdown menu with 'Kate Castle (\$)' selected. Below the dropdown is a 'Check-in' button. At the bottom of the main area is a 'Recent people' widget containing buttons for 'Jackson Hill', 'Renda Pine', 'Nola Lewin', 'Dayle Lish', 'Vanessa Nigli', 'Sacha White', and 'Joe Jones'. An orange arrow points from the text 'is activated when someone is checked in or people search conducted' in the accompanying text to the 'Recent people' widget.

3.4 Issues (management only)

- You can add the 'issues' widget to your dashboard to see existing issues at a glance
- Issues are flagged as a result of incomplete/incorrect information entered into Udio
- For example, if Udio tries to email a customer and that email bounces, Udio will raise an issue so you can check and update the email address

3.5 Pending stock orders (management only)

- If you use POS in your business, the 'pending stock orders' section will display orders that have been created, processed, dispatched and received
- Add the widget to your dashboard for an overview of pending orders



The screenshot shows the Udio dashboard with a sidebar on the left containing links for Dashboard, People, Sessions, and Waiting List. The main area is titled 'Pending stock orders' and is currently in the 'Processing' tab. It displays a single order: '7dgyhls' from '10/05/2019 14:52 AWST' to 'Coca Cola Amatil' at 'Training Town'. A button 'View all processing orders' with a count of 1 is visible.

3.6 New, leaving and returning customers

- Widget description - first & returning bookings
- **New** - booked in for their first lesson or new to the level
- **Leaving** - have no further sessions booked in
- **Returning** - customers who have booked in after a period of absence
- Along with the student's name, this section will also display the session and course details they are booked into

New, Leaving and Returning Customers

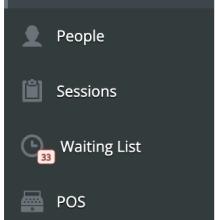
Session	Course	Person	
Fri 17/12/2021 15:00 Level 2  KINN Green 2	Level 2 	Jennifer Parry	first session at training town, level 2  last session in level 2 
Fri 17/12/2021 15:30 Level 7  320i Yellow 2	Level 7 	Evie Lyttle	first session in level 7  returning
Fri 17/12/2021 15:30 Level 7  320i Yellow 2	Level 7 	Jorja Window	first session at training town, level 7 
Fri 17/12/2021 15:30 Squad Beginner  YVSS Yellow 1	Squad Beginner 	Raquel McGovern	first session at training town, squad beginner 
Fri 17/12/2021 15:30 Squad Beginner  YVSS Yellow 1	Squad Beginner 	Dylan Jacka	first session at training town, squad beginner 
Fri 17/12/2021 15:30 Squad Beginner  YVSS Yellow 1	Squad Beginner 	Tom Lewin	first session at training town, squad beginner 

3.7 Upcoming sessions

- Displays the next five sessions assigned to the logged-in user
- Automatically shows current sessions above upcoming

3.8 Today's achievements

- Displays any achievements accomplished by a student on that day, with the most recent achievement showing first



Today's Achievements

Person	Age	Facility	Time	Achievement
Abbey Tornatora <small>See all</small>	None	Training Town	29/10/2021 14:23	Babies 1  : Learning Torpedo
Lilya Katwishi-Ngandwe <small>See all</small>	10 years	Training Town	29/10/2021 14:23	Babies 1  : Freefall 

3.9 Today's course completions

- Shows any course completions (moving up a course) accomplished by a student on that day, with the most recent course completion displayed first

3.10 Today's free bookings

- Displays all free bookings, such as assessments

3.11 Birthdays

- Highlights people who have a birthday that week



- This is also noted at the time of check-in via the widget and via the self check-in terminal

Person	Age	Birthday	Session	Facility
Ronna Shoe	7 years	25/10/2014	Mon 25/10/2021 10:00	Training Town Green 2

Last updated: 25/10/2021 09:45 AWST

3.12 Customer contact

- Highlights customers that have not been contacted (or spoken to in x number of days)
- Helps shift supervisors identify who they need to speak to while on shift

3.13 Notes

- You can set up notes to be visible at a single or multiple facilities
- They are used to relay information to staff who are using Udio and can be found at the bottom of the dashboard

Supervisor Focus
25 October 2021

SAFETY
Freefalls

- Bending forward at waist

Safety message

- Only swim with mum, dad or teacher why we don't dive into shallow water etc.
- No running around pool or on edge of pool
- Not pushing kickboards under water.
- Flippers and boards neat and tidy
- Safe entry – supporting body weight, turning chin to side before lowering into water.
- Correct safe dives including teacher position, holds etc.
- Safe exits
- Counting arm strokes in BK from flags – no hitting heads
- Survival work
- Safe games

- Notes can only be created by people who have been assigned permission to do so - access by going to Settings → Account → Edit notes

The screenshot shows the Udio software interface. On the left is a dark sidebar with various icons and labels: Dashboard, People, Sessions, Waiting List (with 33 notifications), POS, Issues, Reports, Settings, and Help Center. Below the sidebar is a yellow 'POWERED BY' logo with a stylized 'U' icon. The main area is titled 'Udio' and has a 'Account Notes' section. It contains two items: 'Fact Sheet 1' and 'Supervisor Focus'. 'Fact Sheet 1' is dated 25 October 2021 and includes a 'Hold Fee' section with a bulleted list: '• fdfsf', '• fdfdfds', '• fdfdf', '• fdfdfds', and '• fdfdfds'. It also includes a link: https://www.loom.com/share/ea54ba3fd8b4591857466f79ab3d559?sharedAppSource=personal_library. 'Supervisor Focus' is dated 25 October 2021 and includes a 'SAFETY' section with a 'Freefalls' section containing a bullet point: '• Bending forward at waist'. It also includes a 'Safety message' section with a bulleted list: '• Only swim with mum, dad or teacher why we don't dive into shallow water etc.', '• No running around pool or on edge of pool', '• Not pushing kickboards under water.', '• Flippers and boards neat and tidy', '• Safe entry - supporting body weight, turning chin to side before lowering into water.', '• Correct safe dives including teacher position, holds etc.', '• Safe exits', '• Counting arm strokes in BK from flags - no hitting heads', '• Survival work', and '• Safe games'. At the top right of the main area is a 'Add New Note' button.

4. Customer enquiries

4.1 Customer enquiry

When a customer has a question regarding their booking, account or details:

- Go to dashboard or people section to do a search
- Enter either the family name, first and last name of a child/parent, email address or phone number; you can also scan a membership card
- Click search or hit enter
- Select the correct customer; if two customers have the same name, you can identify each by DOB, next booking details, facility or membership card number
- Each person has their own people page containing their information - click on the name to view details (note: the entire family are attached to the same billing account)

From here, you can view all the customers' information such as date of birth, contact details, relationships, current balance, upcoming and previous lessons, achievements and course completion information, health issues and notes. View and add vouchers such as



make up and lap/public swimming. You can also add, move and remove bookings, as well as make a payment.

Member Details

- Date of birth
- Card ID
- Payment Method
- Achievements
- Course Completion
- Personal Results
- Activity

Billing Account 32a6q7y4 [View Billing Account](#)

Current Balance **\$0.00**

No active purchases

Mazie White has no vouchers [Add](#)

Contact Details

- 0404 414 646
- maziewhite@mailinator.com
- [customer accounts](#) [login](#) [change password](#)

Customer Contact

Last Contact: 854 days ago

Relationships

- Lupe White** *Family*
0404 414 646
maziewhite@mailinator.com
Babies, QF17 Babies 1 Tuesday 09:00, Training Town
- Sacha White** *Family*
Learn To Swim, PFFT Level 3 Friday 14:30, Training Town

Health Issues

No health issues.

Qualifications

No qualifications recorded.

Notes

No notes.

4.2 View billing account

To view an individual's billing account:

- Follow the steps above
- Click on 'view billing account' (next to 'billing account') on the people page

You can view the billing account for all the associated people. Remember, a family should be on the same billing account and not individual ones. You can also have more than one bill payer.

Member Details

- Date of birth
- Card ID
- Payment Method
- Achievements
- Course Completion
- Personal Results
- Activity

Billing Account 32a6q7y4 [View Billing Account](#)

Current Balance **\$0.00**

No active purchases

Mazie White has no vouchers [Add](#)

Contact Details

- 0404 414 646
- maziewhite@mailinator.com
- [customer accounts](#) [login](#) [change password](#)

Customer Contact

Last Contact: 854 days ago

Relationships

- Lupe White** *Family*
0404 414 646
maziewhite@mailinator.com
Babies, QF17 Babies 1 Tuesday 09:00, Training Town
- Sacha White** *Family*
Learn To Swim, PFFT Level 3 Friday 14:30, Training Town



4.2.1 Information within the billing account

- View financial activity by going to 'view all activity'
- View the current balance
- Make a payment
- Add credit
- View invoices (you can also email or print out closed invoices)
- View number of make ups and session vouchers
- Purchase information
- Add and view direct debit and billing group information, as well as credits (both outstanding and used)
- View or add notes



Billing Account 32a6q7y4

[Re-Charge](#)

CURRENT BALANCE

\$0.00

 Make Payment

 View Invoices

 Add Credit

Recent activity

[View All Activity](#)

Date & time	Description	Value
01/10/2021 03:17 AWST	Payment (Recurring Payments: Credit Card Visa ...4242 09/2023)	\$95.00
01/10/2021 00:01 AWST	Learn To Swim (October 2021 / Sacha White)	-\$95.00
07/09/2021 10:55 AWST	Payment (Payment taken at Head Office: Payment taken at Head Office)	\$85.00
01/10/2021 00:00 AWST	Babies (October 2021 / Lupe White)	-\$85.00
01/09/2021 03:18 AWST	Payment (Recurring Payments: Credit Card Visa ...4242 09/2023)	\$180.00

Payment Settings Change

Automatic Payments	Allowed
Billing Group	—
Payment Method	Available Manage
Active since:	28/06/2019

Vouchers

[Add New](#)

[View All](#)

No vouchers available.

Purchases

[Add New Purchase](#)

[Add New Charge](#)

Name	For	Created	Active	Last charge	Next charge
Waterbabies Casual, Training Town	Lupe White	01/10/2020	✓	01/10/2020	
SWIMVAC 5 days, Training Town	Sacha White	28/06/2019	✓	01/07/2019	
Learn To Swim, PFFT Level 3 🌊 Friday 14:30, Training Town	Sacha White	28/06/2019	✓	01/10/2021	01/11/2021
Babies, QEI7 Babies 1 🌟 Tuesday 09:00, Training Town	Lupe White	28/06/2019	✓	01/10/2021	01/11/2021

People

[Add person](#)

 **Lupe White** *family*
Babies, QEI7 Babies 1 🌟
Tuesday 09:00, Training Town

 **Mazie White**
*emergency contact
responsible person
family bill payer*

 **Sacha White** *family*
Learn To Swim, PFFT Level 3 🌊
Friday 14:30, Training Town

Credits

Training Town: \$0.00

Notes

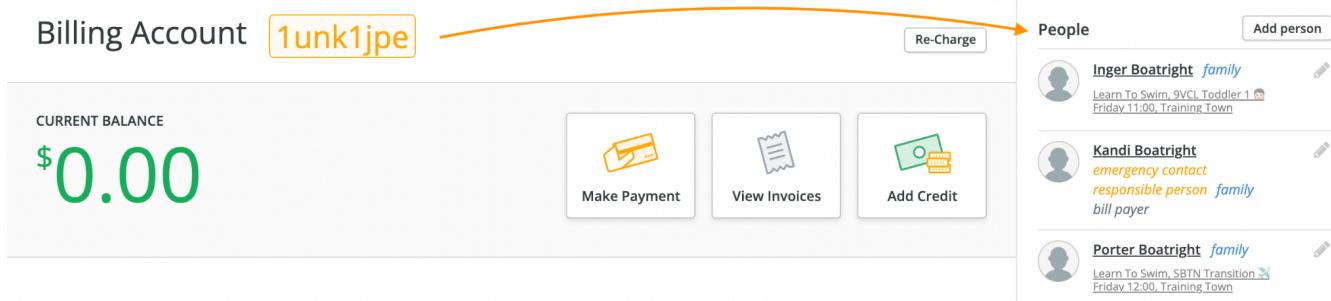
[Add New](#)

No notes.



4.2.2 View people attached to the billing account

- On the right-hand side of the billing account is all the people associated with that account along with their booking information
- Click on the name of the customer and this will take you to their people page



Billing Account **1unk1jpe**

CURRENT BALANCE **\$0.00**

Re-Charge

People

Add person

Inger Boatright *family*
Learn To Swim, 9VCL Toddler 1
Friday 11:00, Training Town

Kandi Boatright *emergency contact, responsible person, family*
bill payer

Porter Boatright *family*
Learn To Swim, SBTN Transition
Friday 12:00, Training Town

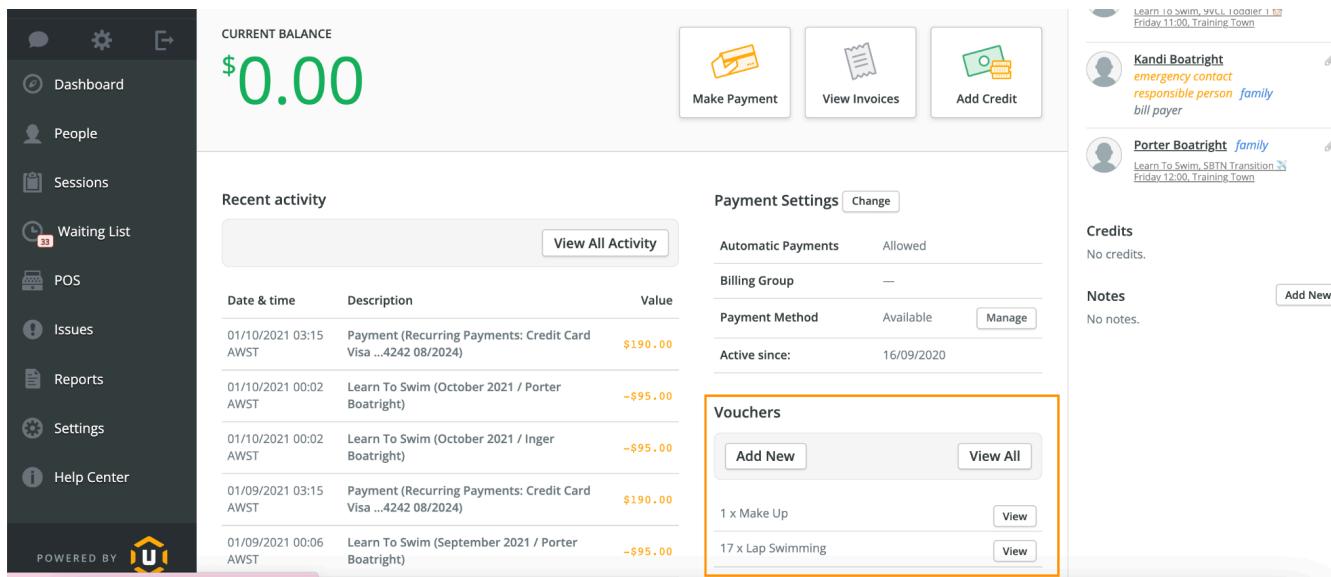
Make Payment

View Invoices

Add Credit

4.2.3 View number of vouchers

- At a glance, you can see how many make up vouchers there are as well as session passes
- Select 'view all' to view all available vouchers as well as closed or expired vouchers; closed vouchers will display which session they were used in



CURRENT BALANCE **\$0.00**

Make Payment

View Invoices

Add Credit

Recent activity

View All Activity

Payment Settings [Change](#)

Automatic Payments Allowed

Billing Group —

Payment Method Available [Manage](#)

Active since: 16/09/2020

Vouchers

Add New

View All

1 x Make Up

17 x Lap Swimming

4.3 Viewing sessions and availability

- Go to 'sessions' in the left-hand menu

- To find information based on the customer enquiry, you can filter by course or courses, weekday, facility or by date and time or staff member as well as permanent or temporary spots
- Note: you don't have to use all filters; you can select whatever filter is applicable
- When entering information, remember you can enter more than one course at a time - this is useful when you have multiple students from the same family looking to get lessons at the same time
- You will see how many have been booked in, how many permanent spots (blue) are available and how many temporary spots (red) are available; you can also use the filters to only view temporary spots
- Click 'view details' for more information about the session, including course type, session time and duration
- If the session has any issues (e.g. you have no students booked in) you will be alerted by a message at the top of the screen

Scheduled sessions

[Add New](#)
[Cancel Sessions](#)
[Sheets](#)
[Calendar](#)

Courses:

Babies 1 🌟
Toddler 1 🧑
*

Code:

Facility:

Weekday:

From date:

From time:

To time:

With spot:

Staff Member:

Staff Booking Type:

Only active sessions:

Only upcoming sessions:

[Reset Filters](#)

[Filter Sessions](#)

Tuesday 26th October 2021

30 mins 07:15 to 07:45

Babies 1 🌟 SNYE
Training Town: Green 1

[View Details](#)

[Add Student 3 Spots](#) 1 of 4 booked

[Add Instructor 1 Spot](#)

[Add Supervisor 1 Spot](#)

30 mins 09:00 to 09:30 (\$)

Toddler 1 🧑 HUBR
Training Town: Green 1

[View Details](#)

30 mins 09:00 to 09:30 (\$)

Babies 1 🌟 QEIZ
Training Town: Green 2, Green 3

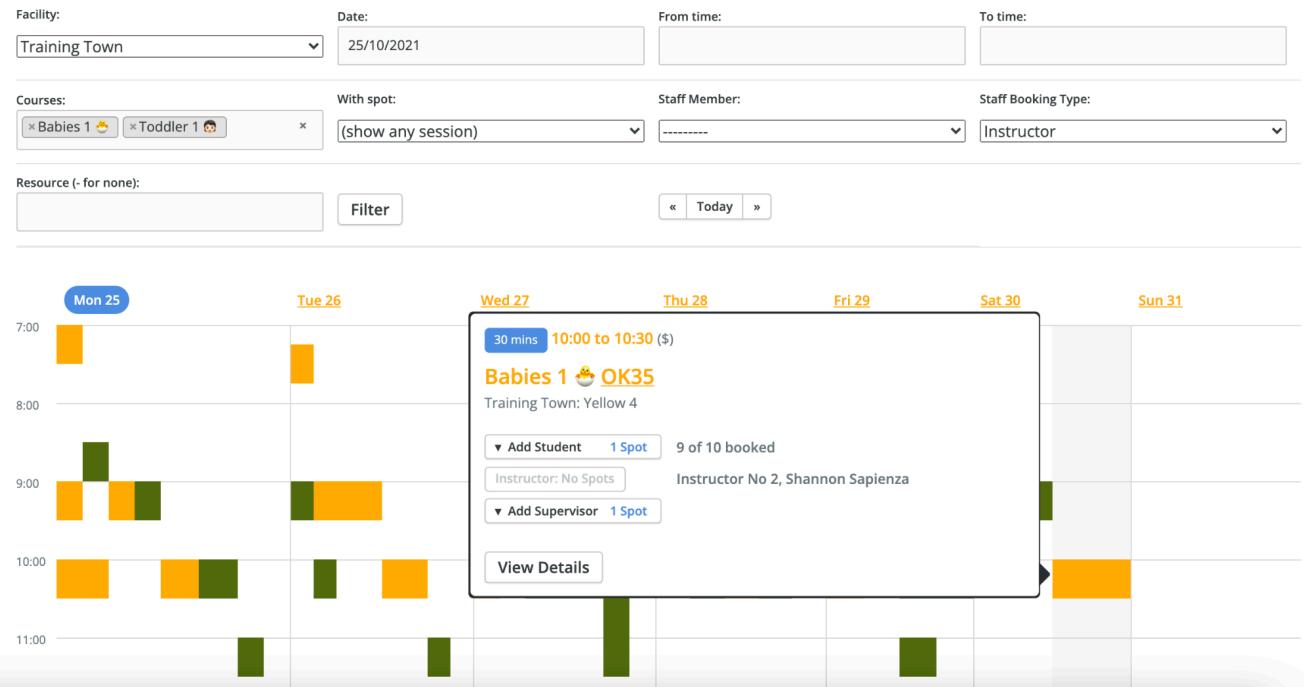
[View Details](#)



4.3.1 Calendar

- Click on the calendar button on the top right-hand side of the sessions page for a calendar view of scheduled sessions
- You have filters for courses and times, with a weekly view as well as daily and expanded day
- Click on each block for a quick snapshot, including session length, course and available spots

October 2021



4.3.2 Sheets

- Sheets (next to calendar in the top right-hand corner) breaks down sessions and highlights attendance, non-attendance, achievements and notes
- Use the key at the bottom of the page to identify attended/achieved, missed and cancelled sessions
- This is also where you can download sheets in Excel or other formats and print



Sheets

Facility:

Date:

Staff Booking Type:

Staff Member:

For courses:

Show:

Pagination:

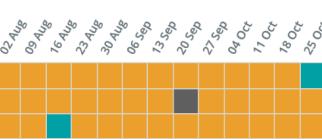
25/10/2021

Monday 08:30 Toddler 1 🧑‍🦰

Instructor: Abigail Sovann

JZWR Yellow 3

Name	Age	Course Start
Adele Towns (\$)	5y 2m	25/03/2019
Bush Bull (\$)	5y 2m	16/07/2018
Josef Keck (\$)	5y 2m	25/03/2019
Ted Burkett (\$)	5y 2m	25/03/2019



Solo Swim with Floats
15m Swim with Floats

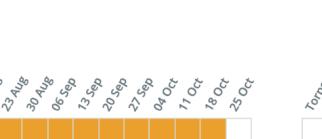
25/10/2021

Monday 12:00 Babies 2 🧑‍🦰

Instructor: —

3G21 Green 1

Name	Age	Course Start
Geneva	2y 8m	—
Hot Franks (\$)	5y 3m	07/09/2018
Na Brant	2y 8m	—



Torpedo 🚣
Freefall
Climbing out of Pool
Jump
Swim

25/10/2021

Monday 12:00 Toddlers 1 🧑‍🦰

Instructor: —

3G21 Green 1

Name	Age	Course Start
Geneva	2y 8m	—
Hot Franks (\$)	5y 3m	07/09/2018
Na Brant	2y 8m	—



Torpedo 🚣
Freefall
Climbing out of Pool
Jump
Swim

4.4 View activity

- If a customer queries something on their account such as movements, booking a regular lesson, raised invoices or an email that wasn't received, you can view all their activity via their people page
- Under member details, click 'view activity'
- You can resend an email or view the activity during a period of time or a type of activity



4.5 Unsubscribe or subscribe to emails

- While customers can unsubscribe from the emails they receive, there might be times when you're asked to do this on the customer's behalf; there may also be times when a customer wants to resubscribe
- Go to the people page (depending on what type of email, it could be the parent or student)
- Next to the customer's email address is a subscription button; click on it and update the emails they do or do not wish to receive

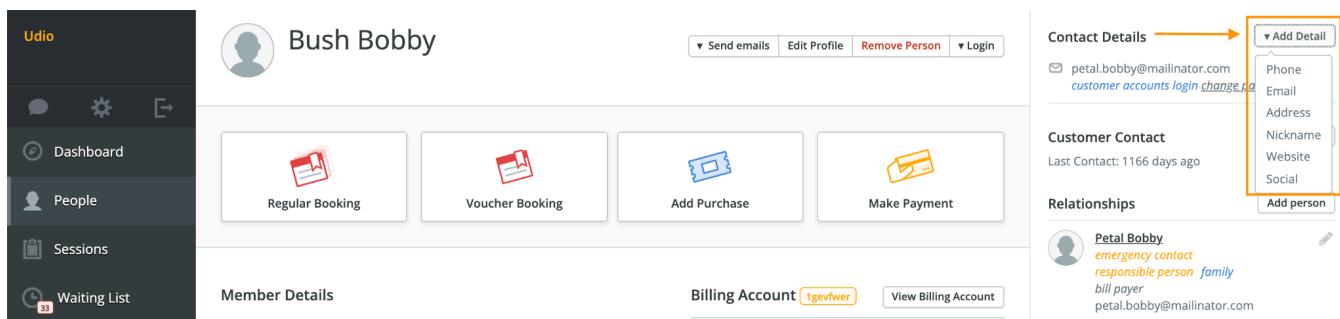
5. Add and edit

To add or change details, go to the people page of the customer you want to update or view.



5.1 Add/edit contact information

- To add contact information, click on 'add detail' next to 'contact details' on the right-hand side of the page, select the contact type and add the information



Bush Bobby

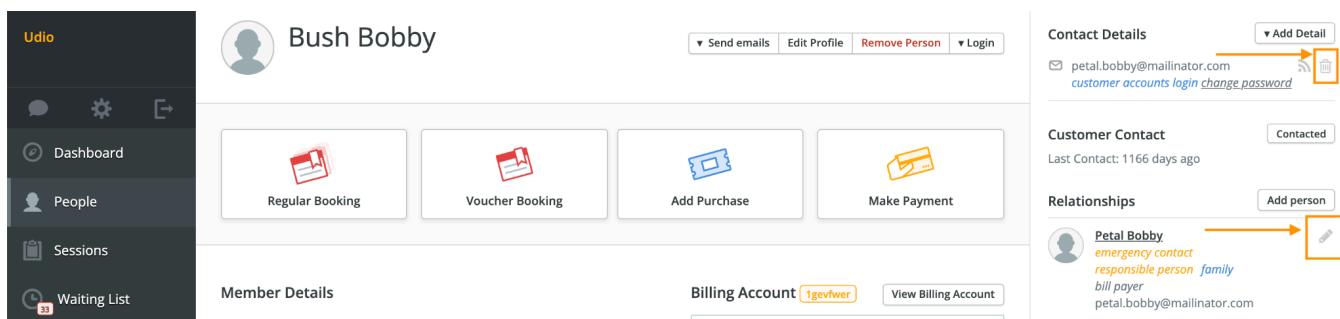
Contact Details

Customer Contact

Relationships

Petal Bobby

- To edit existing information, click on the pen, make the change and click 'confirm'
- To delete, click on the trash can and 'confirm'



Bush Bobby

Contact Details

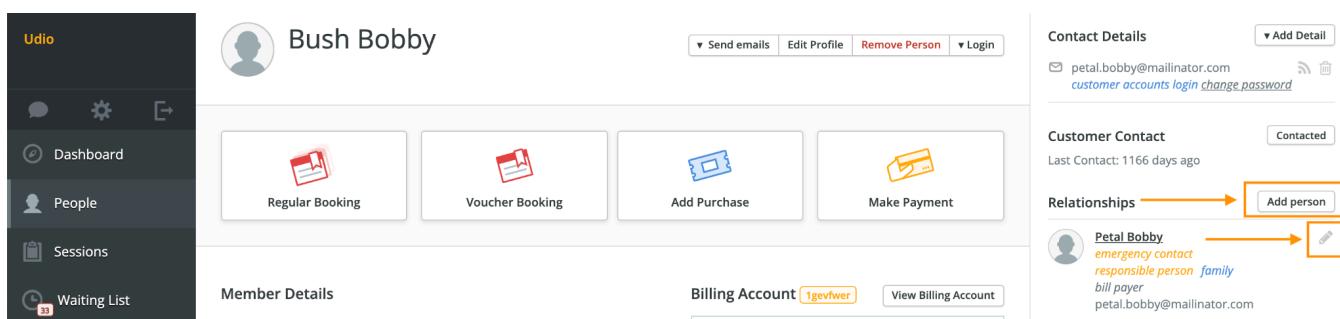
Customer Contact

Relationships

Petal Bobby

5.2 Add/edit relationships

- To add a relationship, click on 'add person', complete the details and click 'confirm' - the related party will be added to the billing account
- You can edit by clicking on the pen and clicking 'confirm'



Bush Bobby

Contact Details

Customer Contact

Relationships

Petal Bobby



People

Add Person to Billing Account 1gevfwer

Existing people: [Buddy Bobby](#), [Bush Bobby](#), [Petal Bobby](#), [Rose Bobby](#)

Title:

Preferred name:

Full name:

Code (optional; external ID, number, etc):

Gender:

Date of birth:

Billing Group:

Family:

Bill Payer:

Responsible Person:

Emergency Contact:

Facility:

How did you hear about us?

Please select one

Image: No file chosen

[Confirm](#)

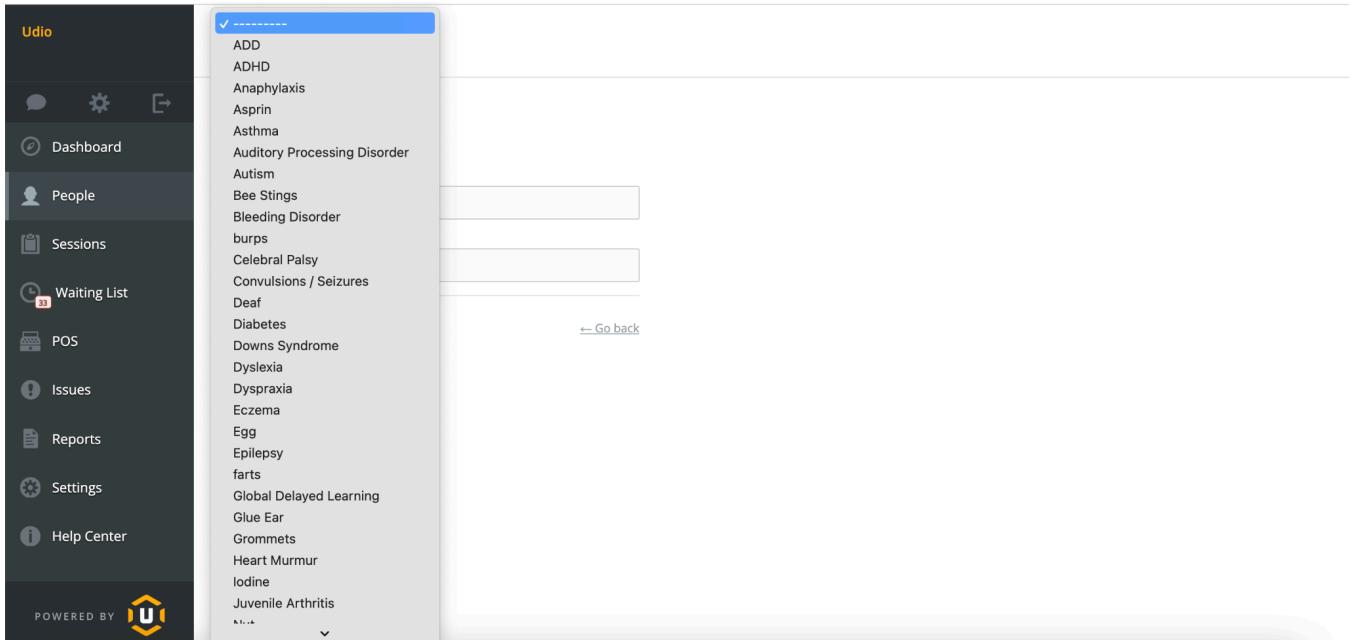
[← Go back](#)

5.3 Add/edit health issues

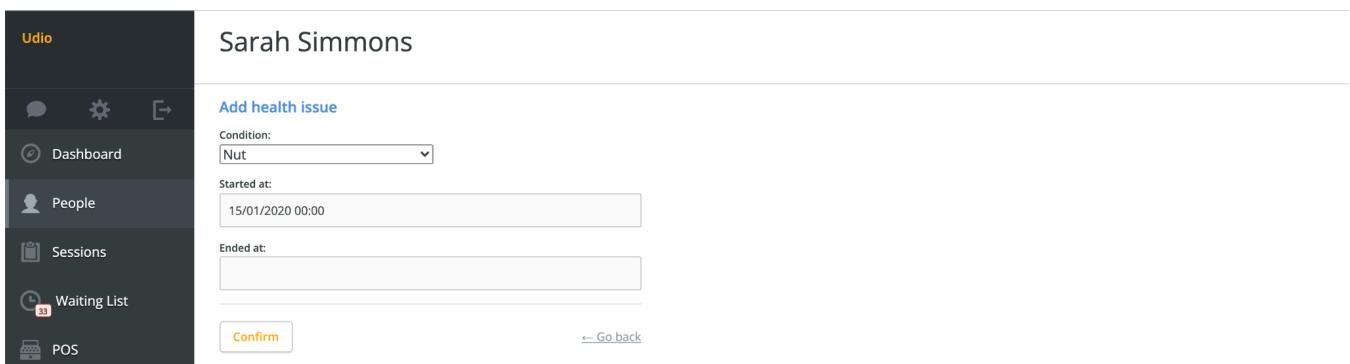
- Click on the 'people' section, search for their name and open their page
- Click on 'add issue', select the condition from the drop-down menu and add a start and end date if required

The screenshot shows the software's navigation bar on the left with options like 'Dashboard', 'People', 'Sessions', 'Waiting List', 'POS', 'Issues', and 'Reports'. The 'People' section is currently selected. On the right, a detailed view of a person's profile is shown. The profile includes a photo, the name 'Sarah Simmons', and the text 'family 9339 4518'. Below this, there are sections for 'Active Purchases', 'Bookings', and 'Health Issues'. The 'Health Issues' section is highlighted with an orange border and contains the text 'No health issues.' with an 'Add Issue' button. Other sections like 'Qualifications', 'Notes', and 'Question answers' are also visible but not highlighted.





The screenshot shows the Udio app's interface. On the left is a dark sidebar with various icons and labels: 'Udio' (highlighted in yellow), 'Dashboard', 'People' (highlighted in blue), 'Sessions', 'Waiting List' (with a red notification badge '33'), 'POS', 'Issues', 'Reports', 'Settings', and 'Help Center'. At the bottom of the sidebar is a 'POWERED BY' logo with a stylized 'U' icon. The main content area has a blue header bar with a checkmark icon and the text '----'. Below this is a list of health issues: ADD, ADHD, Anaphylaxis, Aspirin, Asthma, Auditory Processing Disorder, Autism, Bee Stings, Bleeding Disorder, burps, Cerebral Palsy, Convulsions / Seizures, Deaf, Diabetes, Downs Syndrome, Dyslexia, Dyspraxia, Eczema, Egg, Epilepsy, farts, Global Delayed Learning, Glue Ear, Grommets, Heart Murmur, Iodine, Juvenile Arthritis. There are two empty text input fields below the list. At the bottom right is a link '← Go back'.



The screenshot shows the 'Add health issue' form for 'Sarah Simmons'. The sidebar on the left is identical to the previous screenshot. The main content area has a header 'Sarah Simmons'. Below it is a form titled 'Add health issue' with fields: 'Condition:' (set to 'Nut'), 'Started at:' (set to '15/01/2020 00:00'), 'Ended at:' (empty), and a 'Confirm' button. At the bottom right is a link '← Go back'.

- To edit, click on the pen
- To add an image or PDF, click on the box with the + sign in it, enter the details, name the file and 'choose file' to upload before clicking 'confirm'
- A number indicates a health issue which will change depending on how many health issues are listed
- Health issues are also displayed on the 'sessions' screen
- To delete the issue, click on the trash can and confirm



Health Issues 2

Add Issue

Asthma
allergies



Nut
food From: 15/01/2020



5.4 Add/edit a note

There are two types of notes: course and personal. Course notes show up on the sessions and sheets pages. Personal notes are displayed as a label on the sessions page. You can add or edit a note on either the 'people' page or 'billing account'.

- To add a note, click on 'add note' on the right-hand side of the page
- Complete the note and add an attachment if necessary
- To edit, click on the pen
- To delete, click on the trash can and click 'confirm'
- If you star a personal note, it will appear on the sessions page

Upcoming Bookings

Wed 27/10/2021 09:30
Babies 1 2SXY
Training Town - Student - Yellow 1
Supervisor: Зеленая Корова

Wed 03/11/2021 09:30
Babies 1 2SXY
Training Town - Student - Yellow 1
Supervisor: Зеленая Корова

Qualifications

No qualifications recorded.

Notes

No notes.

Question answers

No answers recorded.

Add Note

Personal Note
Course Note

5.5 Add/edit bill payer

- To add a bill payer, click 'edit profile' at the top of the account, tick the 'bill payer' checkbox and click 'confirm'
- There can be multiple bill payers on an account



Miss Sarah Simmons

Send emails Edit Profile Remove Person Login

Contact Details Add Detail

9339 4518 landline

Edit Person

Title: Miss

Preferred name: Sarah

Full name: Sarah Simmons

Code (optional; external ID, number, etc):

Gender: Female

Date of birth: 09/05/2014

Billing Group: -----

Family:

Bill Payer:

Responsible Person:

Emergency Contact:

New Billing Account:

To move person to another billing account, enter its code here.
Current billing account: cfe21gk

Image: Choose file No file chosen

[Confirm](#) [Go back](#)

5.6 Add/edit/delete membership card

Membership cards can be used at our self check-in terminal as a quicker way for the customer to check-in, as well as at the front desk. A membership card can be added for each person that has a booking or on the bill payer's people page, which checks in all family members with the one card.

Under 'member details':

- Click on 'manage membership cards'
- Select 'add membership card'
- Enter the card number or scan in the details if you have a barcode scanner
- You can also edit or delete details



Member Details

Date of birth

Card ID [Manage Membership cards](#)

Payment Method Unavailable [Manage Payment Methods](#)

Achievements [View Achievements](#)

Course Completion [View Completion Records](#)

Personal Results [View Results](#)

Activity [View Activity](#)

Billing Account 18keg70p [View Billing Account](#)

Current Balance **\$0.00**

No active purchases

Tracy Flynn has no vouchers [Add](#)

5.7 Add achievements and course completions

There are two different sections where you can add achievements and course completions; on the people page of the student or sessions page

- Click on 'view achievements' then 'add new record'
- Select the relevant achievement (you can select multiple at the same time)
- Select the relevant facility
- Amend the date if necessary and click 'confirm'

Member Details

Date of birth

Card ID [Manage Membership cards](#)

Payment Method Unavailable [Manage Payment Methods](#)

Achievements [View Achievements](#)

Course Completion [View Completion Records](#)

Personal Results [View Results](#)

Activity [View Activity](#)

Billing Account 18keg70p [View Billing Account](#)

Current Balance **\$0.00**

No active purchases

Tracy Flynn has no vouchers [Add](#)

Tracy Flynn

[← Go back](#)

Achievement completion records

No achievement completion records to display. [Add new record?](#)

[Add New Records](#)

Tracy Flynn

Add achievement completion records

Add Achievements:

Facility:

Completed at:

[Confirm](#) [← Go back](#)

The same process occurs to add a course completion:

- Click on 'view completion records' and 'add new record'
- Select the relevant course from the dropdown box
- Select the relevant facility
- Amend the date if necessary and click 'confirm'

The screenshot shows the software interface for managing member details and course completion. On the left, a sidebar menu includes: Dashboard, People, Sessions, Waiting List (with 33 notifications), POS, Issues, and Reports. The main area displays 'Member Details' with fields for Date of birth, Card ID, Payment Method (Unavailable), Achievements, and Course Completion. The 'Course Completion' section is highlighted with an orange box and a 'View Completion Records' button. To the right, a 'Billing Account' section shows a balance of '\$0.00' and a message stating 'Tracy Flynn has no vouchers'. A 'View Billing Account' button is also present.

Tracy Flynn

[← Go back to person details](#)

Course completion records

[Add new record](#)

No course completion records to display. [Add new record?](#)



Tracy Flynn

Add course completion record

Course:
Lap Swimming

Facility:
Training Town

Completed at:
25/10/2021 13:33

[Confirm](#)

[← Go back](#)

This information is displayed on your dashboard under 'today's achievements' and 'course completions'.

5.8 Add family to a billing group

- Go to the people page of one of the existing family members
- On the right-hand side of the screen there is a field called 'relationships' – next to that, click 'add person'
- Complete the fields and confirm to add person to the family and billing account

The screenshot shows a software interface for managing people and billing. On the left, a sidebar menu includes: Undo, Dashboard, People (selected), Sessions, Waiting List, POS, Issues, Reports, Settings, and Help Center. The main area displays a profile for 'Inger Boatright' with a photo, a 'Today' section showing an event for 'Toddler 1' on 'Fri 29/10/2021 11:00', and sections for 'Member Details' (Date of birth: 09/12/2016, 4 years 10 months; Card ID: 1unk1jpe, Manage Membership cards; Payment Method: Available, Manage Payment Methods; Achievements: View Achievements; Course Completion: View Completion Records) and 'Billing Account' (Current Balance: \$0.00, View Billing Account; Active Purchases: Learn To Swim, 9VCL Toddler 1, Friday 11:00, Training Town, Next charge on: 01/11/2021). On the right, a 'Relationships' section is highlighted with an orange border, showing 'Kandi Boatright' (emergency contact, responsible person, family, bill payer, 555 1589, boatright@mailinator.com) and 'Porter Boatright' (family, 555 1589, boatright@mailinator.com, Learn To Swim, SBTN Transition, Friday 12:00, Training Town). Buttons for 'Contact Details', 'Customer Contact', and 'Add person' are also visible.



People

Add Person to Billing Account 1hamk8aq

Existing people: [Elisha Seals](#), [Robert Seals](#)

Title:

Preferred name:

Full name:

Code (optional; external ID, number, etc):

Gender:

Date of birth:

Billing Group:

Family:

Bill Payer:

Responsible Person:

Emergency Contact:

Facility:

How did you hear about us?

Image: No file chosen

[Confirm](#)

[← Go back](#)

5.9 Add/edit direct debit information

- Navigate to the person's billing account, ensuring all contact information is updated and correct
- Under 'payment settings' check that 'automatic payments' is set to 'allowed'; if not, click on 'change' and tick 'allow automatic payments'
- Click 'manage'
- Click on 'add new DDR' or 'add credit or debit card' (note: this may differ depending on your payment provider)
- Ensure the facility is correct and click 'proceed'
- Follow the prompts to complete the form



Billing Account **ecsy5**

CURRENT BALANCE **\$ -85.00**

Recent activity

Payment Settings **Change**

Automatic Payments **Allowed**

Billing Group **—**

Payment Method **Available** **Manage**

Active since: 07/11/2013

Vouchers

Add New **View All**

People

Add person

Adam Connolly *family*
Babies, OK35 Babies 1 Saturday 10:00, Training Town

Aisha Connolly *family*

Che Connolly *family*

Samson Connolly *emergency contact responsible person family bill payer*

Credits

Training Town: \$0.00

Notes

No notes. **Add New**

Payment Methods

Billing Account **1ca12ng2**

Payment Method	Facilities
Credit Card Visa ...4242 02/2021	All Facilities

[← Go back](#)

5.10 Add/edit vouchers

- In the billing account, click on 'add new', under vouchers, select the voucher type such as make up or lap swimming, choose the person and add an expiry date if applicable, then click 'confirm'
- To delete, click on 'view all' next to the voucher to be deleted, click 'edit', then 'delete' and 'confirm'



Billing Account 1k20rehm

CURRENT BALANCE

\$ -160.00



Make Payment



View Invoices



Add Credit

Recent activity

[View All Activity](#)

Date & time	Description	Value
25/10/2021 00:00 AWST	Term Based pricing (25/10/2021 - 19/12/2021 / Mazie Alto)	-\$160.00
25/10/2021 00:00 AWST	Term Based pricing (25/10/2021 - 19/12/2021 / Marleen Alto)	-\$160.00
09/08/2021 00:00 AWST	Term Based pricing (09/08/2021 - 26/09/2021 / Mazie Alto)	-\$140.00
09/08/2021 00:00 AWST	Term Based pricing (09/08/2021 - 26/09/2021 / Marleen Alto)	-\$140.00
31/05/2021 00:00 AWST	Term Based pricing / 31 / 05 / 2021 - 01 / 08 / 2021 (Mazie Alto)	-\$180.00

Payment Settings

[Change](#)

Automatic Payments Allowed

Billing Group —

Payment Method Unavailable [Manage](#)

Active since: 18/02/2021

People

[Add person](#)



Marleen Alto *family*

Term Based pricing_18d, Term Based Level 2
Saturday 09:00, Term Based



Mazie Alto *family*

Term Based pricing_M53U Term Based Level 2
Sunday 11:00, Term Based



Tiffany Alto *emergency contact*

responsible person *family* bill payer

Credits

Term Based: \$0.00

Notes

No notes.

[Add New](#)

Vouchers

Add New	View All
1 x Make Up	View
1 x Kickstart Program	View
1 x Private Lessons	View

Add Vouchers

Add Vouchers

Type:

[Lap Swimming](#)

Person:

[Mazie Alto](#)

Expires at:

30/10/2021 00:00

Number:

1

Number of identical vouchers to create

[Confirm](#)

[← Go back](#)

Edit Voucher

Edit Voucher

Type:

[Kickstart Program](#)

Person:

[Mazie Alto](#)

Expires at:

11/01/2022 00:00

[Confirm](#)

[← Go back](#)



6. Attendance

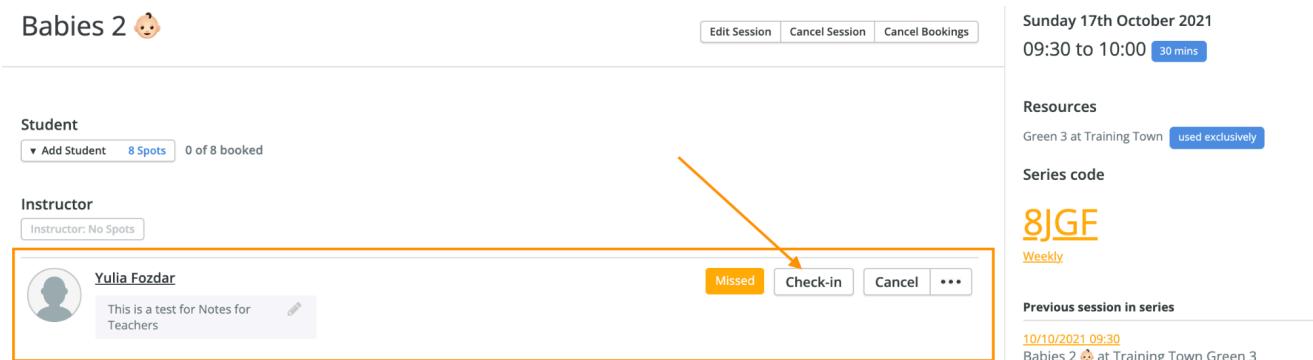
6.1 Checking a customer in

Udio offers a [self check-in module](#) which allows customers to check in independently, freeing up your front desk staff (note - this is an upgraded feature; please email us if you would like to find out more).

Alternatively, you can manually check someone in using one of the following methods:

- Via the check-in widget on your dashboard
- Scanning their customer card in the people search, people tab or dashboard
- Typing their name in the people search and clicking 'check-in' from their profile
- Going to the relevant session screen and clicking on view details, then selecting 'check-in' for the relevant person
- Via sheets in the sessions section

You can go back to a previous session and check someone in from their people page or the sessions page. If someone has been checked in incorrectly, you can cancel the check-in from the session.



The screenshot shows the Udio software interface for a session titled 'Babies 2' on Sunday 17th October 2021, from 09:30 to 10:00 (30 mins). The session is associated with 'Green 3 at Training Town' and is marked as 'used exclusively'. The 'Resources' section shows '8JGF' as the series code. The 'Previous session in series' is listed as '10/10/2021 09:30 Babies 2 at Training Town Green 3'. The main area displays a student profile for 'Julia Fozdar' with a note: 'This is a test for Notes for Teachers'. A red arrow points to the 'Check-in' button in the student details panel, which is highlighted with an orange box. Other buttons in the panel include 'Missed', 'Cancel', and '...'. The top of the screen shows navigation buttons: 'Edit Session', 'Cancel Session', and 'Cancel Bookings'.

6.2 Taking payment and emailing or printing a receipt

To make payment on an account, you don't need the POS module; there is a 'make payment' button on the people page of each family member and in the billing account.

- Once on a person's profile, click 'make payment'

- Select the invoice/s to be paid
- Click 'proceed'
- Select the payment method
- Update the amount if paying in cash or a part payment
- Click 'make payment'
- The amount and change will be displayed, as well as the email information
- Click 'send payment receipt'
- The payment invoice will be displayed and can be printed from here if required

The payment receipt will be emailed directly to the customer.

Master Jackson Hill

Regular Booking Voucher Booking Add Purchase Make Payment

Member Details

Date of birth: 11/07/2013 8 years 3 months

Card ID: HB-00006 Manage Membership cards

Payment Method: Available Manage Payment Methods

Achievements View Achievements

Course Completion View Completion Records

Billing Account: 11ptf601 View Billing Account

Current Balance: \$-190.00

Active Purchases: Learn To Swim, 2MUO Toddler 2 🎉 Friday 15:00, Training Town

Next charge on: 01/11/2021

Customer Contact: Last Contact: 1170 days ago

Relationships: Lydia Hill (emergency contact, responsible person, family, bill payer, 555 1234, lh@mailinator.com), Elsa Hill (family, 555 1234)

Go back to billing account



Udio
Hayley Yager

[Dashboard](#) [People](#) [Sessions](#) [Waiting List](#) [POS](#) [Issues](#) [Reports](#)

Make Payment

Select Payment Method

Amount:

Payment Method:

Cash

EFTPOS

Cheque

Payment taken at Head Office

Payment by Gift Voucher

Credit Card Visa ...4242 09/2023

Change:

Make Payment

[← Change Selected Invoices](#)

Udio

[Dashboard](#) [People](#) [Sessions](#) [Waiting List](#) [POS](#) [Issues](#) [Reports](#) [Settings](#) [Help Center](#)

Payment Has Been Saved

29/10/2021 16:04 AWST

Amount: \$190.00

Email Payment receipt

Existing email

Send to these email addresses:

lh@mailinator.com: Elsa Hill, Jackson Hill, Lydia Hill, Norman Hill, Tester Hill

maziewhite@mailinator.com: Elsa Hill, Jackson Hill, Lydia Hill, Norman Hill, Tester Hill

New email

Email address:

Confirm email address:

Associate with bill payer:

Make this the bill payer's primary email address:

Send to a new email address

Send Payment Receipt [Open Receipt](#) [Print Receipt](#) [← Go back to billing account](#)

Udio

[Dashboard](#) [People](#) [Sessions](#) [Waiting List](#) [POS](#) [Issues](#) [Reports](#) [Settings](#) [Help Center](#)

Payment receipt

[Email receipt](#) [Print receipt](#)

Tax invoice 11ptf601-INV163

Date issued	01/09/2021
Account	<u>11ptf601</u>
Facility	<u>Training Town</u>
ABN 16 775 868 349	

Date	Description	Tax	Amount
01/09/2021	Learn To Swim (September 2021 / Jackson Hill)	n/a	\$95.00
		Total	\$95.00
		Tax	\$0.00

Tax invoice 11ptf601-INV162

Date issued	01/09/2021
Account	<u>11ptf601</u>
Facility	<u>Training Town</u>
ABN 16 775 868 349	

Date	Description	Tax	Amount
01/09/2021	Learn To Swim (September 2021 / Elsa Hill)	n/a	\$95.00
		Total	\$95.00

29/10/2021 16:04 Staff Member
Payment successful
✉ Sent: lh@mailinator.com



6.3 Overpayment of an invoice

A customer may want to add extra funds to their billing account when they pay an invoice.

- When processing the payment, choose the payment method and update amount
- Under 'change', select from the dropdown box 'credit change to billing account as advance payment'
- Click 'make payment'
- Email the payment receipt containing the extra payment information to customer
- The billing account will go into credit and the payments list report will display the full payment amount



Make Payment

Select Payment Method

Amount: 100.00

Payment Method:

- Cash
- EFTPOS
- Cheque
- Payment taken at Head Office
- Payment by Gift Voucher

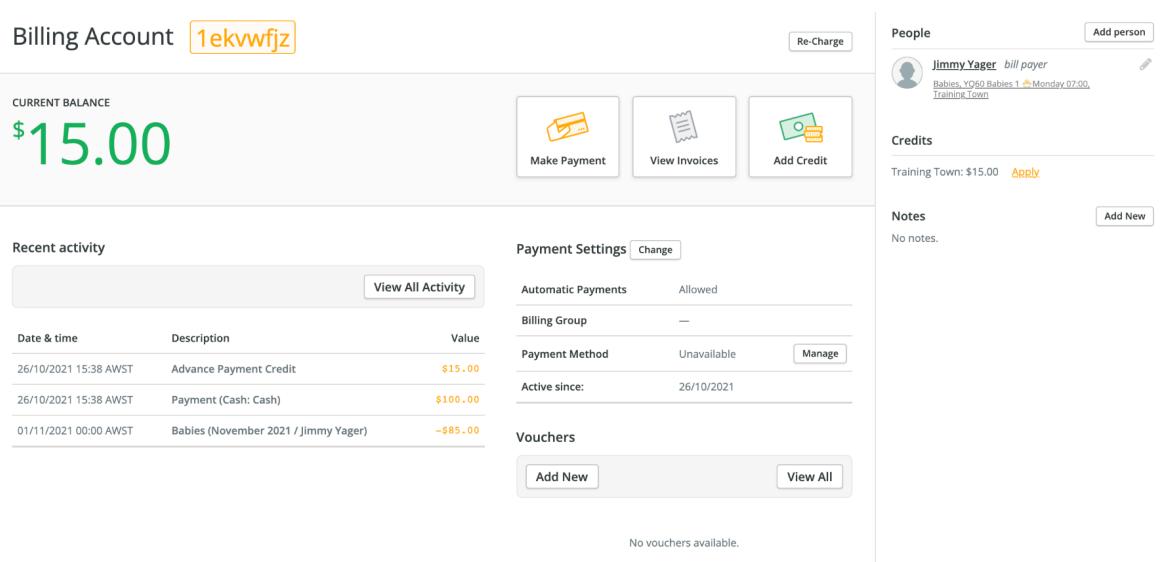
Change:

Give change to the customer

Credit change to Billing Account as advance Payment

Make Payment

← Change Selected Invoices



Billing Account 1ekvwfjz

CURRENT BALANCE \$15.00

Recent activity

Date & time	Description	Value
26/10/2021 15:38 AWST	Advance Payment Credit	\$15.00
26/10/2021 15:38 AWST	Payment (Cash: Cash)	\$100.00
01/11/2021 00:00 AWST	Babies (November 2021 / Jimmy Yager)	-\$85.00

View All Activity

Payment Settings

Automatic Payments Allowed

Billing Group —

Payment Method Unavailable

Active since: 26/10/2021

Vouchers

Add New View All

People

Jimmy Yager bill payer
Babies, YG60 Babies 1 Monday 07:00
Training Town

Credits

Training Town: \$15.00 Apply

Notes

No notes.

6.4 Resend an email

- Go to the people page of the responsible person
- Click 'view all activity' under member details



- Locate the payment email you wish to resend
- Click 'sent: [email address]'
- Click the 'send again' button on the top right-hand corner of the page

You'll also be able to view details of the email, including email address and date/time it was sent.

⌚
Cassie Shoe
Training Town. Bill Payer.

▼ Send emails
Edit Profile
Remove Person
▼ Login

Today

Thu 28/10/2021 09:00
Cancel
Aqua
missed
Check-in

Aqua IKZ5
Training Town - Aqua - Yellow 1, Yellow 2
first session at training town, aqua
last session at training town, aqua

Regular Booking
 Voucher Booking
 Add Purchase
 Make Payment

Member Details

Date of birth

Card ID

Payment Method

Achievements

Course Completion

Personal Results

Activity

Available

[Manage Membership cards](#)

[Manage Payment Methods](#)

[View Achievements](#)

[View Completion Records](#)

[View Results](#)

[View Activity](#)

Contact Details

⌚ 555 1234

✉ cassishoe@mailinator.com [customer accounts](#) [login](#) [change password](#)

🏡 56 Street St Perth WA 6000

Customer Contact

Contacted

Last Contact: 603 days ago

Relationships

[Add person](#)

Gabby Shoe
family

555 1234
cassishoe@mailinator.com

Babies, PK29 Babies 1, Friday 09:00, Training Town

Heel Shoe
family

Learn To Swim, IXUO Level 2, Monday 07:00, Training Town

Ina Shoe
family

555 1234
cassishoe@mailinator.com

Learn To Swim, OBAL Level 1, Tuesday 15:30, Training Town

Merna Shoe
family

555 1234
cassishoe@mailinator.com

Babies, OW2V Babies 2, Monday 09:30, Training Town

Ronna Shoe

Activity

View Activity

Personal Results

View Results

Course Completion

View Completion Records

Achievements

View Achievements

Payment Method

Available

[Manage Payment Methods](#)

Card ID

[Manage Membership cards](#)

Date of birth

Member Details

[View Activity](#)

Activity

[View Activity](#)

Personal Results

[View Results](#)

Course Completion

[View Completion Records](#)

Achievements

[View Achievements](#)

Payment Method

Available

[Manage Payment Methods](#)

Card ID

[Manage Membership cards](#)

Date of birth

Member Details

[View Activity](#)

Activity

[View Activity](#)

Personal Results

[View Results](#)

Course Completion

[View Completion Records](#)

Achievements

[View Achievements](#)

Payment Method

Available

[Manage Payment Methods](#)

Card ID

[Manage Membership cards](#)

Date of birth

Member Details

[View Activity](#)

Activity

[View Activity](#)

Personal Results

[View Results](#)

Course Completion

[View Completion Records](#)

Achievements

[View Achievements](#)

Payment Method

Available

[Manage Payment Methods](#)

Card ID

[Manage Membership cards](#)

Date of birth

Member Details

[View Activity](#)

Activity

[View Activity](#)

Personal Results

[View Results](#)

Course Completion

[View Completion Records](#)

Achievements

[View Achievements](#)

Payment Method

Available

[Manage Payment Methods](#)

Card ID

[Manage Membership cards](#)

Date of birth

Member Details

[View Activity](#)

Activity

[View Activity](#)

Personal Results

[View Results](#)

Course Completion

[View Completion Records](#)

Achievements

[View Achievements](#)

Payment Method

Available

[Manage Payment Methods](#)

Card ID

[Manage Membership cards](#)

Date of birth

Member Details

[View Activity](#)

Activity

[View Activity](#)

Personal Results

[View Results](#)

Course Completion

[View Completion Records](#)

Achievements

[View Achievements](#)

Payment Method

Available

[Manage Payment Methods](#)

Card ID

[Manage Membership cards](#)

Date of birth

Member Details

[View Activity](#)

Activity

[View Activity](#)

Personal Results

[View Results](#)

Course Completion

[View Completion Records](#)

Achievements

[View Achievements](#)

Payment Method

Available

[Manage Payment Methods](#)

Card ID

[Manage Membership cards](#)

Date of birth

Member Details

[View Activity](#)

Activity

[View Activity](#)

Personal Results

[View Results](#)

Course Completion

[View Completion Records](#)

Achievements

[View Achievements](#)

Payment Method

Available

[Manage Payment Methods](#)

Card ID

[Manage Membership cards](#)

Date of birth

Member Details

[View Activity](#)

Activity

[View Activity](#)

Personal Results

[View Results](#)

Course Completion

[View Completion Records](#)

Achievements

[View Achievements](#)

Payment Method

Available

[Manage Payment Methods](#)

Card ID

[Manage Membership cards](#)

Date of birth

Member Details

[View Activity](#)

Activity

[View Activity](#)

Personal Results

[View Results](#)

Course Completion

[View Completion Records](#)

Achievements

[View Achievements](#)

Payment Method

Available

[Manage Payment Methods](#)

Card ID

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Course Completion

[View Completion Records](#)

Achievements

[View Achievements](#)

Payment Method

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[Manage Payment Methods](#)

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Personal Results

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Course Completion

[View Completion Records](#)

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[View Achievements](#)

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Personal Results

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Course Completion

[View Completion Records](#)

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Personal Results

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Course Completion

[View Completion Records](#)

Achievements

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Date of birth

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Course Completion

[View Completion Records](#)

Achievements

[View Achievements](#)

Payment Method

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[Manage Payment Methods](#)

Card ID

[Manage Membership cards](#)

Date of birth

Member Details

[View Activity](#)

Activity

[View Activity](#)

Personal Results

[View Results](#)

Course Completion

[View Completion Records](#)

Achievements

[View Achievements](#)

Payment Method

Available

[Manage Payment Methods](#)

Card ID

[Manage Membership cards](#)

Date of birth

Member Details

[View Activity](#)

Activity

[View Activity](#)

Personal Results

[View Results](#)

Course Completion

[View Completion Records](#)

Achievements

[View Achievements](#)

Payment Method

Available

[Manage Payment Methods](#)

Card ID

[Manage Membership cards](#)

Date of birth

Member Details

[View Activity](#)

Activity

[View Activity](#)

Personal Results

[View Results](#)

Course Completion

[View Completion Records](#)

Achievements

[View Achievements](#)

Payment Method

Available

[Manage Payment Methods](#)

Card ID

[Manage Membership cards](#)

Date of birth

Member Details

[View Activity](#)

Activity

[View Activity](#)

Personal Results

[View Results](#)

Course Completion

[View Completion Records](#)

Achievements

[View Achievements](#)

Payment Method

Available

[Manage Payment Methods](#)

Card ID

[Manage Membership cards](#)

Date of birth

Member Details

[View Activity](#)

Events usl4u0g

[← Go back to Cassi Shoe](#)

Events:	Facility:	From:	Until:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Course:	Origins:	Category:	Person:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

[Filter](#)

Date	Facility	Person	Event	Course	Origin	Actions
26/10/2021 00:07	Training Town	Cassi Shoe	Bookings: Missed 4 Bookings	25/10/2021 12:00	Aqua	Automatic
21/10/2021 19:07	Training Town	Cassi Shoe	Bookings: Missed 3 Bookings	21/10/2021 07:00	Aqua	Automatic
20/10/2021 15:45	Training Town	Cassi Shoe	Financial: Payment successful	\$11.00 Recurring Payments	-	Automatic
20/10/2021 15:45	Training Town	Cassi Shoe	Financial: Invoice Fully Paid	usl4u0g-INV98 -\$11.00	-	Automatic
20/10/2021 12:20	Training Town	Cassi Shoe	Bookings: New Voucher Booking	21/10/2021 07:00	Aqua	Customer
20/10/2021 12:20	Training Town	Cassi Shoe	Bookings: New Regular Booking	Aqua Casual, Training Town	-	Customer

Email

[Send Again](#)

Facility: Training Town
Person: [Cassi Shoe](#)
Event: Financial: Payment successful
[\\$11.00 Recurring Payments](#)
Course:
Result: Sent
Email: cassishoe@mailinator.com
Created: 20/10/2021 15:45
Due: 20/10/2021 15:46
Processed: 20/10/2021 15:46
Subject: Payment Receipt

Payment Receipt

This is where you can insert the address...

Hi Cassi Shoe,

Payment Receipt

Tax invoice usl4u0g-INV98
Date issued 20/10/2021
Account usl4u0g
Facility Training Town

6.5 Print a duplicate receipt

- Go to the billing account of the family and click 'view invoices'
- Tick the box for 'include closed' and select 'filter'



- Click on the code for the date required
- Select the date which is highlighted in orange under payment
- Select 'email receipt' or 'print receipt' in the top right-hand corner

Billing Account 1ekvWFjz

CURRENT BALANCE
\$15.00

Recent activity

Date & time	Description	Value
26/10/2021 15:44 AWST	Advance Payment Credit	\$15.00
26/10/2021 15:44 AWST	Payment (Cash: Cash)	\$100.00
26/10/2021 15:38 AWST	Advance Payment Credit Reversed	\$15.00
26/10/2021 15:38 AWST	Payment (Cash: Cash) Reversed	\$100.00
01/11/2021 00:00 AWST	Babies (November 2021 / Jimmy Yager)	-\$85.00

Payment Settings

Automatic Payments	Allowed
Billing Group	—
Payment Method	Unavailable
Active since:	26/10/2021

Vouchers

Add New View All

No vouchers available.

Billing Account: 1ekvWFjz Invoices

[Back to billing account](#) [Add New Invoice](#)

Include closed: Include cancelled:

Code	Date Issued	Facility	Charges	Total	Amount Paid	Amount Owing
1ekvWFjz-INV1	26/10/2021	Training Town	Babies (November 2021 / Jimmy Yager)	\$85.00	\$85.00	\$0.00

Previous Next Results 1 to 1 of 1 - [Reset filter](#)

Payment receipt

Tax invoice 1ekvWFjz-INV1

Date issued: 26/10/2021
Account: 1ekvWFjz
Facility: Training Town
ABN 16 775 868 349

Date	Description	Tax	Amount
01/11/2021	Babies (November 2021 / Jimmy Yager)	n/a	\$85.00
		Total	\$85.00
		Tax	\$0.00

Payment

Date & time: 26/10/2021 15:44 AWST
Made by: Jimmy Yager
Taken by: Hayley Yager
Amount: \$100.00
Method: Cash
Includes Credit: Advance Payment Credit \$15.00

26/10/2021 15:44 Staff Member Payment successful
Sent: hayleyjane.yager@gmail.com

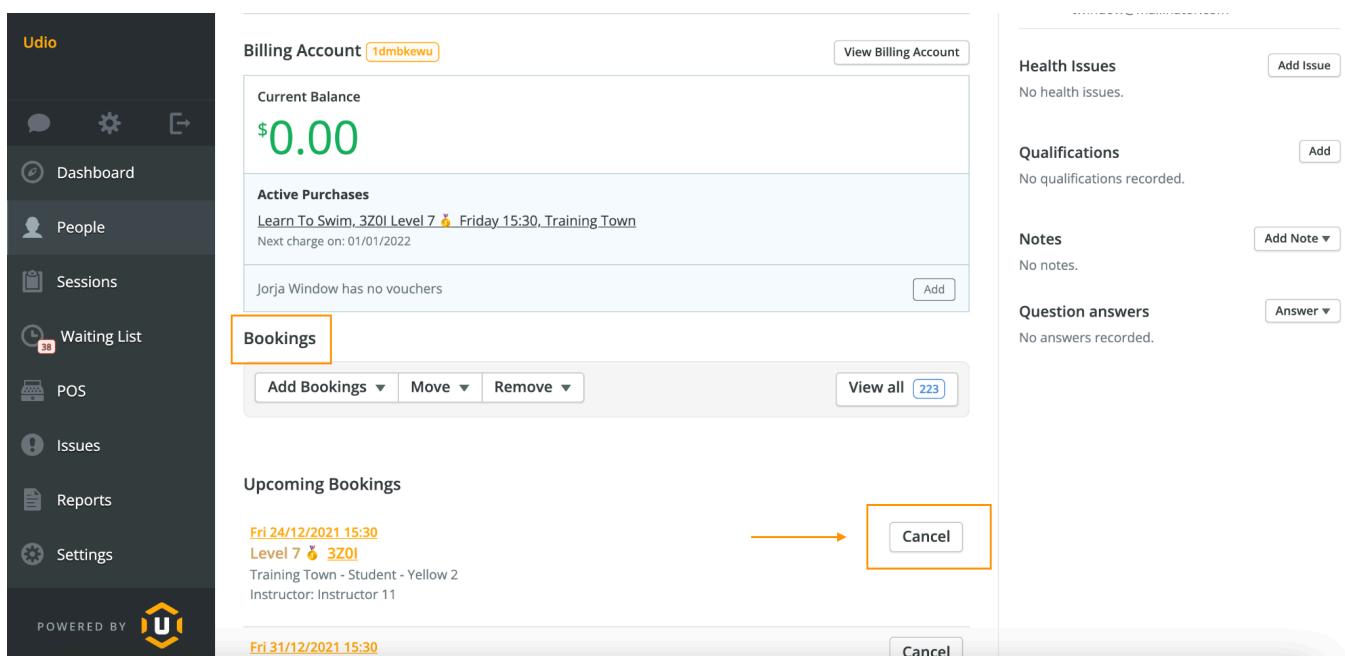


6.6 Cancelling a lesson and issuing make up lesson

If a customer wants to cancel a lesson, a make up lesson will be automatically issued.

- Go to the customer's 'people' page
- Scroll down to upcoming 'bookings'
- Click 'cancel' for the relevant session

*If your business does not have a make up policy, then when you cancel a lesson, there won't be an option to apply a make up.



The screenshot shows the Udio software interface. On the left is a dark sidebar with various icons and labels: 'Udio' (top), 'Dashboard', 'People', 'Sessions', 'Waiting List' (with a red '38' badge), 'POS', 'Issues', 'Reports', 'Settings', and 'POWERED BY' with the Udio logo. The main content area has a light background. At the top, it says 'Billing Account 1dmbkewu' with a 'View Billing Account' button. Below that is a 'Current Balance' section showing '\$0.00' in large green text. Under 'Active Purchases', there is a link to 'Learn To Swim, 3Z01 Level 7' on 'Friday 15:30, Training Town' with a note 'Next charge on: 01/01/2022'. Below that is a note 'Jorja Window has no vouchers' with an 'Add' button. A section titled 'Bookings' is highlighted with an orange box. It contains buttons for 'Add Bookings', 'Move', 'Remove', and 'View all 223'. An orange arrow points from the text 'If a student doesn't attend their lesson and you haven't been notified, they will appear as having missed the lesson; Udio will not assign them a make up' to the 'Cancel' button in this section. Below this, under 'Upcoming Bookings', there is a list: 'Fri 24/12/2021 15:30 Level 7 3Z01 Training Town - Student - Yellow 2 Instructor: Instructor 11' and 'Fri 31/12/2021 15:30'. To the right of the main content area, there are three smaller sections: 'Health Issues' (no issues), 'Qualifications' (no qualifications), and 'Notes' (no notes). Each of these has a 'Add' button.

6.7 Missed attendance

- If a student doesn't attend their lesson and you haven't been notified, they will appear as having missed the lesson; Udio will not assign them a make up

6.8 Payment in advance

Go to the billing account, then under purchases do the following:

- Click on the 'purchase' of the person who wants to pay in advance

- Select 'process next charge' and 'confirm'
- The purchase amount for the next month will appear as an outstanding balance and in the recent activity
- Repeat this process for any other customers in the family
- The balance will increase accordingly
- Click on 'make payment' and tick the invoices to be paid, then click 'proceed'
- Select the payment method and 'make payment'
- Click 'send payment receipt' to email the receipt to the customer

Billing Group

Payment Method	Unavailable	Manage
Active since:	26/10/2021	

Vouchers

Add New	View All
---------	----------

No vouchers available.

Purchases

Name	For	Created	Active	Last charge	Next charge
Babies, YQ60 Babies 1 🐥 Monday 07:00, Training Town	jimmy.Yager	26/10/2021	✓	01/12/2021	01/01/2022

Babies, YQ60 Babies 1 🐥 Monday 07:00, Training Town

← Go back to billing account

Change Day & Time **Process Next Charge** Remove Bookings & Cancel Purchase

Package:	Babies at Training Town
Price:	\$85.00 per month
Next charge due:	01/01/2022 00:00 AWST
Start date:	01/11/2021
Person:	jimmy.Yager

6.9 Printing sheets

You can print off attendance sheets for teachers/staff that require student information for a particular shift. (Note: achievements are displayed on school holiday programs).

- Go to 'sessions' and click 'sheets' in the top right-hand corner
- Click on your facility and date required
- Select the booking type required (this is who will be using the report)
- Filter sessions by:
 - o Courses
 - o Attendance
 - o Achievements
 - o Notes
 - o Medical
- Right click on the page and print or download into an excel or .csv file

The screenshot shows the Udio 'Sheets' page. The left sidebar is dark with orange highlights on 'Sessions' and 'Dashboard'. The main area has a title 'Sheets' and filters for Facility (Training Town), Date (17/11/2021), Staff Booking Type (Instructor), and Staff Member (dropdown). Below these are 'Show' and 'Pagination' filters. A 'Download' button is highlighted with an orange arrow. A context menu is open over the page, with 'Print...' highlighted in blue. The menu also includes 'Save As', 'Cast...', 'Send to DESKTOP-FCNAJ4E', 'Create QR code for this page', 'Translate to English', 'Adobe Acrobat', 'Evernote Web Clipper', 'View Page Source', and 'Inspect'. The background shows a grid of session data and a legend for 'Solo Swim with Floats' and '15m Swim with Floats'.

The screenshot shows a software interface with a dark sidebar on the left containing various icons and labels: Apps, Social media, Udio, Dashboard, People, Sessions, Waiting List, POS, Issues, Reports, Settings, and Help Center. The main area displays a 'Sheets' section with three booking entries for 'Monday 08.30 Toddler 1' on 01/11/2021, each with an 'Abigail Sovann' instructor and 'FSOB Yellow 4' group. The bookings are for 16:57-17:00, 16:57-17:00, and 16:57-17:00. The bottom booking has '(no bookings)' next to it. The right side of the screen shows a 'Print' dialog box with the following settings: Destination: RICOH IM C2000 [583]; Pages: All; Copies: 1; Layout: Portrait; Colour: Colour. A large orange arrow points from the 'Print' button in the dialog box towards the bottom right of the image. The bottom right corner contains a small calendar grid for October and November, with specific dates highlighted in orange: 25 Oct, 01 Nov, 15 Nov, and 29 Nov. The text 'Solo Swim with Floats with photos' is written vertically next to the calendar.

Information on the page

- Day, time and course, along with teacher name and resource
- Attendance, achievements, course/personal notes and medical information
- Name of the student (plus a '\$' if money is owed), age and course start date

6.10 Non-attendance

For reviewing attendance or non-attendance, go to sheets in the sessions section.

- Filter by date and attendance for all courses will be displayed
- You can view attendance for the previous 12 weeks, as well as see if money is owed which is indicated by a \$ symbol next to their name
- The student's name is clickable should you need to navigate to their page for contact information

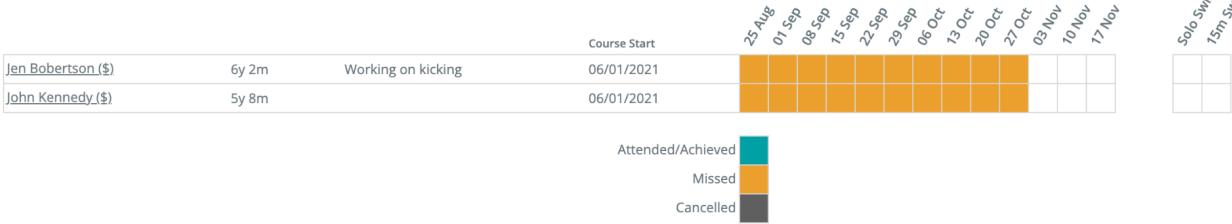


17/11/2021

Wednesday 15:00 Toddler 1

Instructor: Abigail Sovann

K9MZ Yellow 2



7. Bookings

7.1 Adding a new family

- Click on the people or dashboard section
- Type in the name of the parent/responsible person and click 'search'
- Click on 'add family'
- Type in the title of the parent, preferred name, full name (must be first and last name) and gender
- Next, type in the children's name(s) one after the other making sure to include a date of birth
- Add a phone number, email and at least their state and postcode in the address section
- Ask survey question if set up (e.g. how did you hear about us?)
- Click 'add family'
- If you've set up automated welcome emails, the family will receive one once they've been added to the system

7.2 Booking into a session

From the 'sessions' section:

- Find the session the customer wants to book into
- Click 'add student' then 'bookings for series' in the drop-down, then 'find people'
- Search the name of the student and 'select'
- Check the booking information and start date is correct and click 'proceed'
- Select the package type and 'proceed'
- Double-check all details are correct and click 'confirm new bookings'
- You'll be taken to the 'make payment' screen where you can either process the payment now or return to the billing account
- Repeat for any other family members (remember that all family members should have the same billing account and not individual accounts)



- The customer will receive an automated email confirming the level they have been booked into

15:30 17FH from 04/11/2021 Student: 2

Friday
14:30 PFPT from 29/10/2021 Student: 1

Saturday
08:00 71DE from 30/10/2021 Student: 3 Instructor no 4
09:00 3SRX from 30/10/2021 Student: 4 Instructor no 4
10:00 YC92 from 30/10/2021 Student: 4

Sunday
15:30 0QCS from 31/10/2021 Student: 2

Start Date: 04/11/2021

Select Package

Helena Zheng:
 Learn To Swim: \$95.00 per month

Customer Notification:
Notify Customer

Customer will be notified only if appropriate events are setup.

Show Special

Proceed >

7.3 Booking a make up

Make up lessons can be booked into a temporary or permanent session with availability. Temporary places are indicated by red text with the number of places available when looking at the sessions page.

- Click 'sessions' and search for the session the customer wants to be booked into
- Click 'add student' then 'booking for this session' in the drop-down, then 'find people'
- Search the name of the student and 'select'
- Check the booking information and click 'confirm'
- Select the appropriate voucher or package, such as 'use make up' or 'casual'
- Click 'confirm selection & create booking'
- The student's name will appear in the session with a green 'make up' label

If there is no make up voucher on the account, you can select a casual package (if you've set this up for your school).

Scheduled sessions

[Add New](#) [Cancel Sessions](#) [Sheets](#) [Calendar](#)

Courses: Code: Facility: Weekday:

From date: From time: To time: With spot:

Staff Member: Staff Booking Type: Only active sessions: Only upcoming sessions:

[Reset Filters](#) [Filter Sessions](#)

Thursday 4th November 2021

30 mins 10:00 to 10:30 (\$) **Level 3** Training Town: Green 3

Add Student 1 Spot 3 of 4 booked

Bookings for series
Booking for this session

[View Details](#)

Add bookings (per session)
This form adds voucher-based or temporary bookings. [Add regular bookings instead](#)

joanna

Joanna Lee [Deselect](#)

Joanna Rusling [Select](#)

Joanna Santoro [Select](#)

[Previous](#) Results 1 to 3 of 3 [Next](#)

Joanna Lee [Deselect](#)

Student [Notify Customer](#)

Customer will be notified only if appropriate events are setup.

Add bookings (per session)
This form adds voucher-based or temporary bookings. [Add regular bookings instead](#)

Choose voucher or package for this booking

Joanna Lee:

Use Make Up

LTS Week: \$0.00 total

Trial LTS Lesson: \$0.00 total

Frequent Swimmer: \$10.00 total

Telethon: \$15.00 total

SWIMVAC OP Testing Only: \$16.00 total

Learn To Swim Casual: \$23.50 total

LTS 10 Session pass: \$80.00 total

[Confirm Selection & Create Booking »](#)



Made 1 booking

Level 3

Student

Add Student to waiting list **Next regular: 11 Nov** 4 of 4 booked

Freddy Woodruff (\$)

Joanna Lee

South East (\$)

Vera Hedlund

Cancel ...

Cancel ...

Cancel ...

Cancel ...

Q4OJ

Weekly

Resources

Green 3 at Training Town
Used exclusively

Series code

Previous session in series

28/10/2021 10:00
Level 3 at Training Town Green 3

Next session in series

11/11/2021 10:00
Level 3 at Training Town Green 3

7.4 Booking an assessment

You can make assessment bookings using the same process as booking a lesson. Ensure the customer information is entered into Udio prior to booking an assessment.

- Go to 'sessions,' filter by 'assessment' and find the session required
- Click 'add assessment' then 'booking for this session' in the drop-down, then 'find people'
- Search the name of the student and 'select' then click 'confirm'
- The person will appear in the session and can be checked in upon arrival



Scheduled sessions

With spot: **Assessment**

Reset Filters **Filter Sessions**

Thursday 28th October 2021

10 mins 17:30 to 17:40 **Add Assessment 2 Spots** 0 of 2 booked

Assessment LHYA
Training Town: Green 1

View Details

Add bookings (per session)

This form adds voucher-based or temporary bookings. [Add regular bookings instead](#)

Carmen Leong **Select**

Carmen Leong **Select**

Carmen Sherry **Select**

Carmen Wong **Select**

Carmen Leong **Deselect**

Previous Results 1 to 4 of 4 Next

Assessment

Assessment **Add Assessment 1 Spot** 1 of 2 booked: 0 checked in

Carmen Leong 15 years **Check-in** **Cancel** **...**

Supervisor **Add Supervisor 1 Spot**

Session created at 02/08/2021 20:35 AWST by State Swim system user.
Last updated at 28/10/2021 16:15 AWST by State Swim system user.

Thursday 28th October 2021
17:30 to 17:40 10 mins

Resources
Green 1 at Training Town
used exclusively

Series code
LHYA
Weekly

Previous session in series
21/10/2021 17:30
Assessment at Training Town
Green 1

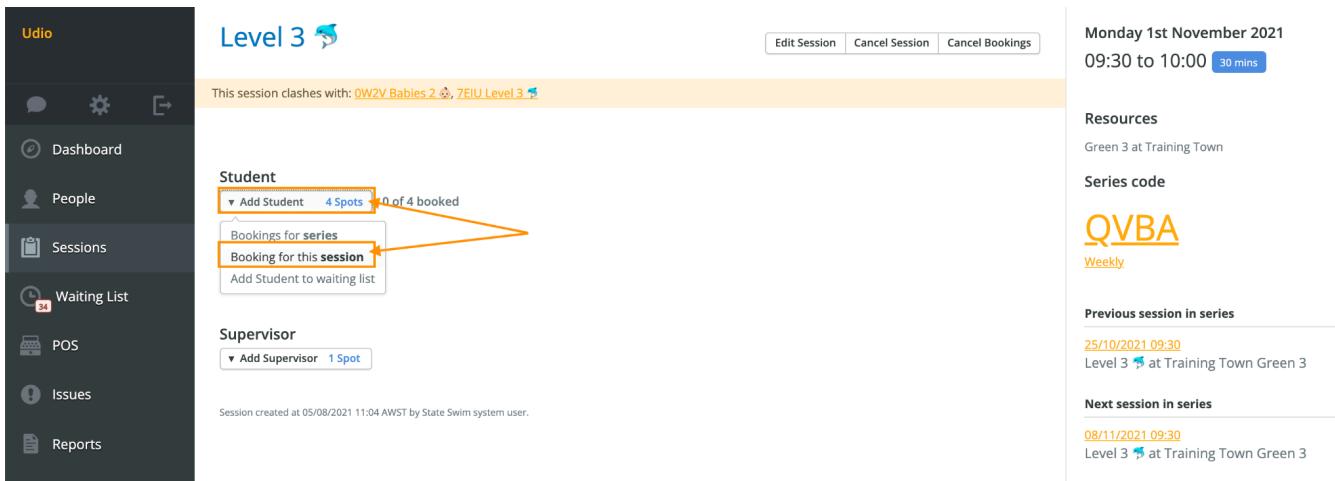
Next session in series
04/11/2021 17:30
Assessment at Training Town



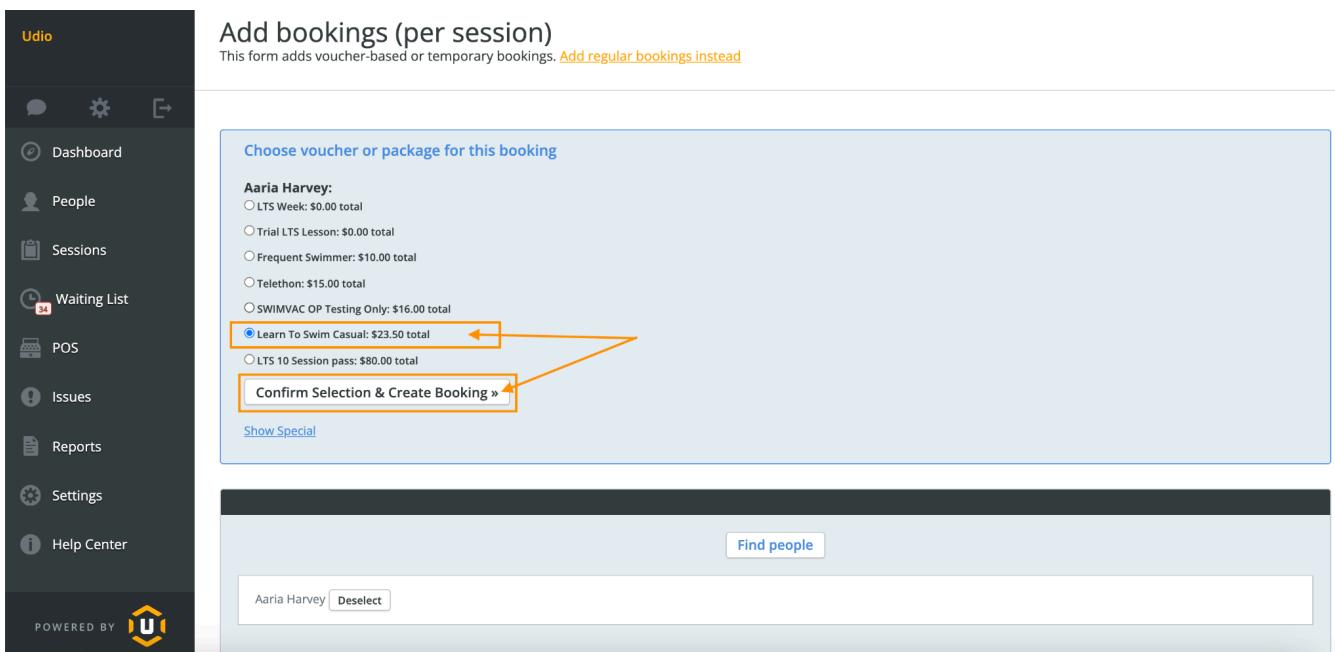
7.5 Booking a casual Lesson

If the person is not yet a customer, you will need to enter their details into Udio.

- Go to 'sessions and pick a session that suits the customer
- Click 'add student' then 'booking for this session' in the drop down, then 'find people'
- Search the student's name and select the correct person
- Check the booking details and click 'confirm'
- Select your casual package then 'confirm selection & create booking'
- You can either take payment or click on 'billing account' to process



The screenshot shows the Udio software interface. On the left is a dark sidebar with navigation links: Udio, Dashboard, People, Sessions (selected), Waiting List, POS, Issues, Reports, and Help Center. The main content area is titled 'Level 3' with a swimmer icon. It displays a message: 'This session clashes with: OW2V Babies 2, 7E1U Level 3'. Below this is a 'Student' section with a dropdown for 'Add Student' and a button for '4 Spots'. A callout arrow points from the '4 Spots' button to a 'Booking for this session' button. The 'Supervisor' section shows a dropdown for 'Add Supervisor' and a '1 Spot' button. To the right, session details are listed: 'Monday 1st November 2021 09:30 to 10:00 30 mins', 'Resources' (Green 3 at Training Town), 'Series code' (QVBA, Weekly), 'Previous session in series' (25/10/2021 09:30, Level 3 at Training Town Green 3), and 'Next session in series' (08/11/2021 09:30, Level 3 at Training Town Green 3). A note at the bottom states: 'Session created at 05/08/2021 11:04 AWST by State Swim system user.'

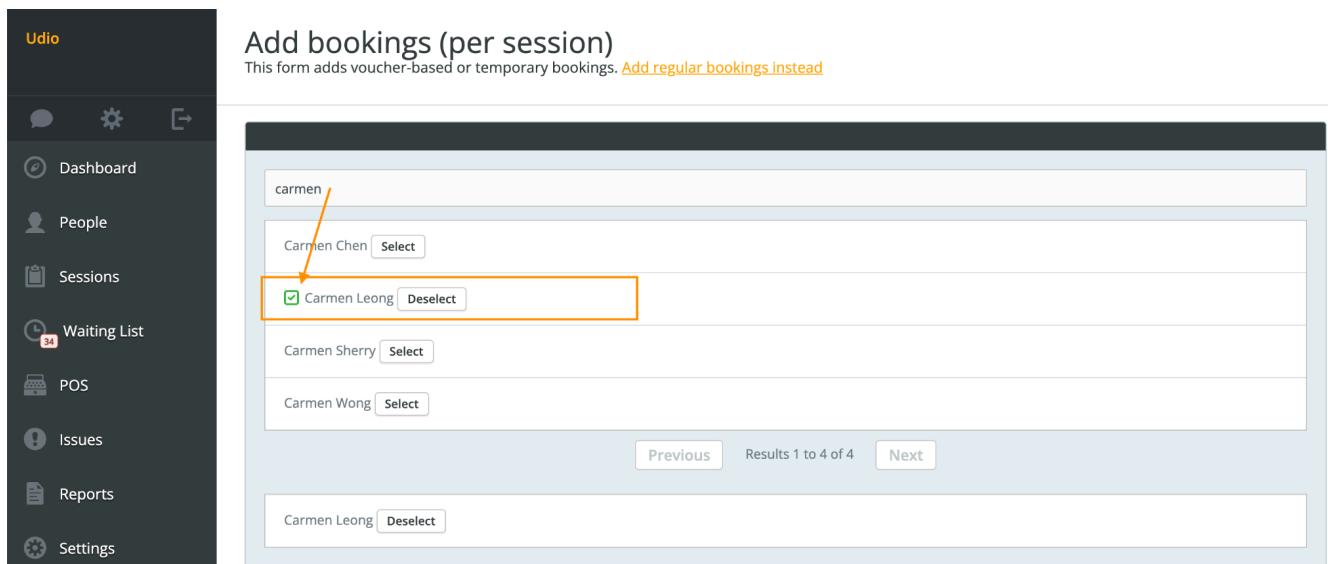
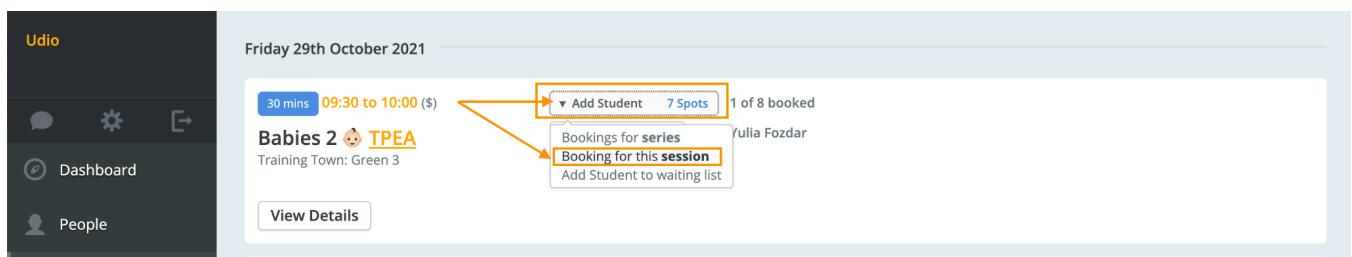


The screenshot shows the 'Add bookings (per session)' form. The sidebar is identical to the previous screenshot. The main form title is 'Add bookings (per session)' with a note: 'This form adds voucher-based or temporary bookings. [Add regular bookings instead](#)'. Below this is a section titled 'Choose voucher or package for this booking' for 'Aria Harvey'. It lists several options with radio buttons: 'LTS Week: \$0.00 total', 'Trial LTS Lesson: \$0.00 total', 'Frequent Swimmer: \$10.00 total', 'Telethon: \$15.00 total', 'SWIMVAC OP Testing Only: \$16.00 total', 'Learn To Swim Casual: \$23.50 total' (which is selected), and 'LTS 10 Session pass: \$80.00 total'. A callout arrow points from the 'Learn To Swim Casual' button to a 'Confirm Selection & Create Booking »' button. At the bottom of the form is a 'Show Special' link. The bottom part of the screen shows a search bar with 'Find people' and a list with 'Aria Harvey' and a 'Deselect' button.



7.6 Booking a complimentary/free trial lesson

- Go to 'sessions and pick a session that suits the customer
- Click 'add student' then 'booking for this session' in the drop down, then 'find people'
- Search the student's name and select the correct person
- Check the booking information and click 'confirm'
- Click 'complimentary lesson' then 'confirm selection and create booking'



Add regular bookings instead'. A section titled 'Choose voucher or package for this booking' shows a list of options for 'Carmen Leong': 'Complimentary Lesson: \$0.00 total (special)' (selected with a blue radio button), 'LTS Week: \$0.00 total', 'Frequent Swimmer: \$10.00 total', 'Telethon: \$15.00 total', 'SWIMVAC OP Testing Only: \$16.00 total', and 'Waterbabies Casual: \$21.00 total'. An orange arrow points from the 'Complimentary Lesson' radio button to the 'Confirm Selection & Create Booking »' button at the bottom."/>

Udio

Dashboard

People

Sessions

Waiting List (34)

POS

Issues

Add bookings (per session)
This form adds voucher-based or temporary bookings. [Add regular bookings instead](#)

Choose voucher or package for this booking

Carmen Leong:

Complimentary Lesson: \$0.00 total (special)

LTS Week: \$0.00 total

Frequent Swimmer: \$10.00 total

Telethon: \$15.00 total

SWIMVAC OP Testing Only: \$16.00 total

Waterbabies Casual: \$21.00 total

[Confirm Selection & Create Booking »](#)

Under 'sessions' and on the 'people' page, the booking will come up as complimentary so the front desk staff, supervisor and teacher know that this is a complimentary lesson. The booking will also appear as the first session at the school and level.

7.7 Booking multiple complimentary/free trial lessons

- Go to the 'people' page and search customer
- Click 'add bookings' then 'add voucher or temporary bookings' and 'find sessions'
- Search on either the course or enter the series code
- Select the number of sessions to match the number of complimentary/free trial lessons – DO NOT select series
- Click 'confirm'
- Click 'complimentary lesson' then 'confirm selection and create booking'

Billing Account 1ekvwwfjz [View Billing Account](#)

Current Balance
\$0.00

Active Purchases
Babies, YQ60 Babies 1 🎉 Monday 07:00, Training Town
Next charge on: 01/02/2022

Vouchers
1 x Complimentary [Add](#) [View All](#)

Bookings

[Add Bookings](#) [Move](#) [Remove](#) [View all 12](#)

[Add Regular Bookings](#) [Add Voucher or Temporary Bookings](#)

Upcoming Bookings

Mon 01/11/2021 07:00
Babies 1 🎉 YQ60
Training Town - Student - Green 1
first session at training town, babies 1 🎉

Course [Any](#) **Code** [pk29](#) **Facility** [Training Town](#) **Weekday** [Any](#)

From date [29/10/2021](#) **To date** **From time** **To time**

Babies 1 🎉 PK29 Friday 29th October 2021 09:00 [Select series](#) [2 Student](#) [1 Instructor](#) [1 Supervisor](#) [Select](#)

Babies 1 🎉 PK29 Friday 5th November 2021 09:00 [Select series](#) [2 Student](#) [1 Instructor](#) [1 Supervisor](#) [Select](#)

Babies 1 🎉 PK29 Friday 12th November 2021 09:00 [Select series](#) [2 Student](#) [1 Instructor](#) [1 Supervisor](#) [Select](#)

Babies 1 🎉 PK29 Friday 19th November 2021 09:00 [Select series](#) [2 Student](#) [1 Instructor](#) [1 Supervisor](#) [Select](#)

Babies 1 🎉 PK29 Friday 26th November 2021 09:00 [Select series](#) [2 Student](#) [1 Instructor](#) [1 Supervisor](#) [Select](#)

[Previous](#) Results 1 to 5 of 13 [Next](#)

Add bookings (per session)
This form adds voucher-based or temporary bookings. [Add regular bookings instead](#)

Choose voucher or package for this booking

Jimmy Yager:

Complimentary Lesson x3: \$0.00 total (\$0.00 x3) (special)

LTS Week x3: \$0.00 total (\$0.00 x3)

Frequent Swimmer x3: \$30.00 total (\$10.00 x3)

Telethon x3: \$45.00 total (\$15.00 x3)

SWIMVAC OP Testing Only x3: \$48.00 total (\$16.00 x3)

Waterbabies Casual x3: \$63.00 total (\$21.00 x3)

[Confirm Selection & Create Bookings »](#)

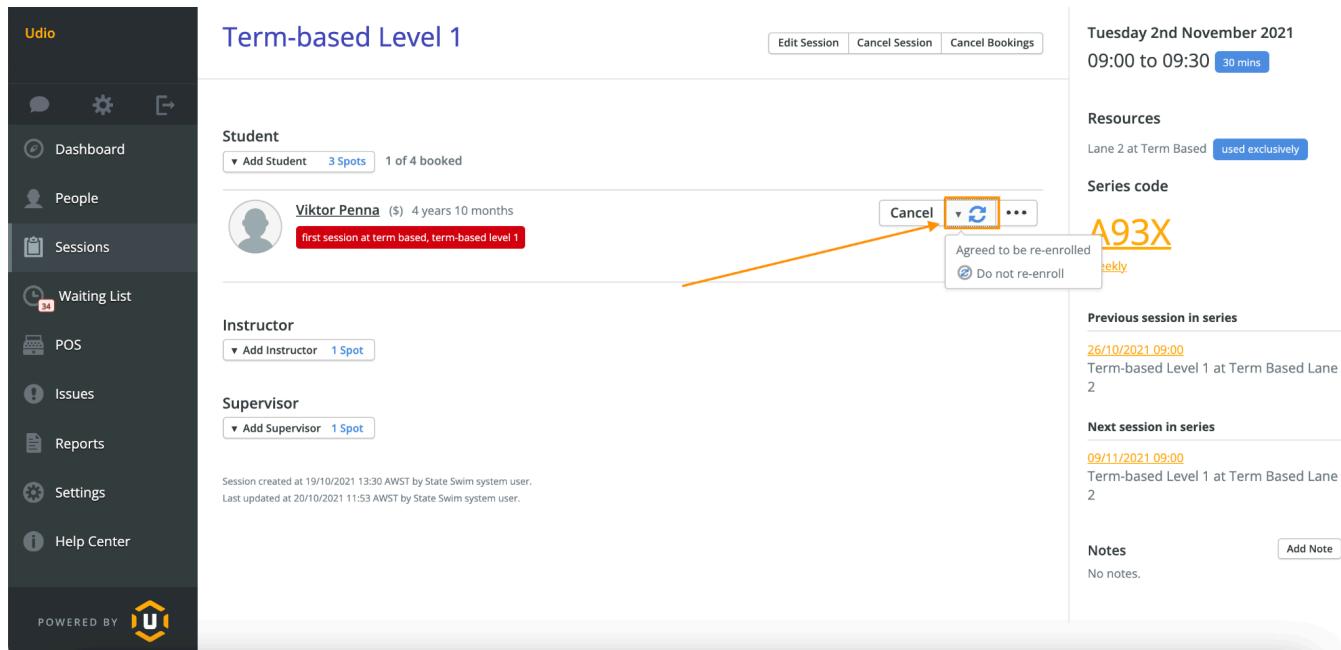


7.8 Re-enrolling a term-based customer

When a customer is booked into a term-based program, they can 're-enroll' or 'not re-enroll' the child before the end of the current term.

- Go to 'people' and search on the name of the student
- Click on the repeat arrow next to the cancel button
- Select 'will be re-enrolled into the next term' or 'do not re-enroll'

Note: Udio defaults to re-enrol



The screenshot shows the Udio software interface for managing term-based sessions. On the left is a dark sidebar with various navigation options: Dashboard, People, Sessions, Waiting List, POS, Issues, Reports, Settings, and Help Center. The main content area is titled 'Term-based Level 1'. It shows a 'Student' section with a list of booked spots, an 'Instructor' section, and a 'Supervisor' section. A note at the bottom states: 'Session created at 19/10/2021 13:30 AWST by State Swim system user. Last updated at 20/10/2021 11:53 AWST by State Swim system user.' On the right, session details are listed: 'Tuesday 2nd November 2021 09:00 to 09:30 30 mins', 'Resources Lane 2 at Term Based used exclusively', 'Series code A93X', and 'Previous session in series 26/10/2021 09:00 Term-based Level 1 at Term Based Lane 2'. A 'Notes' section indicates 'No notes.' A red arrow points to the 'Agreed to be re-enrolled' checkbox in the 'Cancel' dropdown menu, which also includes 'Do not re-enroll'.

7.9 Adding a person to an existing family

When a person needs to be added to an existing family:

- Go to the 'people' page of one of the family members
- Click on 'add person' under relationships on the right-hand side
- Add the information such as name, gender, date of birth, facility and question
- Click 'confirm'

Udio


Gwen Foster

[Send emails](#) [Send SMSs](#) [Edit Profile](#) [Remove Person](#) [Login](#)

[Dashboard](#)
[People](#) People
[Sessions](#)
[Waiting List](#)
POS
[Issues](#)
[Reports](#)
[Settings](#)

POWERED BY 

[Regular Booking](#)
[Voucher Booking](#)
[Add Purchase](#)
[Make Payment](#)

Member Details

Date of birth	01/05/2016	5 years 5 months
Card ID	Manage Membership cards	
Payment Method	Unavailable	Manage Payment Methods
Achievements	View Achievements	
Course Completion	View Completion Records	
Personal Results	View Results	
Activity	View Activity	

Contact Details

0404 414 646	Edit Delete
gregfoster@mailinator.com	Email SMS Edit Delete
customer accounts login change password	

Customer Contact

Last Contact: 1170 days ago

Relationships

[Add person](#)

 **Greg Foster**
*emergency contact
responsible person [family](#)
bill payer
0404 414 646
gregfoster@mailinator.com*

Health Issues

No health issues.

Qualifications

No qualifications recorded.

Notes

[Add Note](#)

People

Add Person to Billing Account e9vh6zx

Existing people: [Greg Foster](#), [Gwen Foster](#)

Title:

Preferred name:

Full name:

Code (optional; external ID, number, etc):

Gender:

Date of birth:

Billing Group:

Family:

Bill Payer:

Responsible Person:

Emergency Contact:

Facility:

How did you hear about us?

Image:

No file chosen

[Confirm](#)

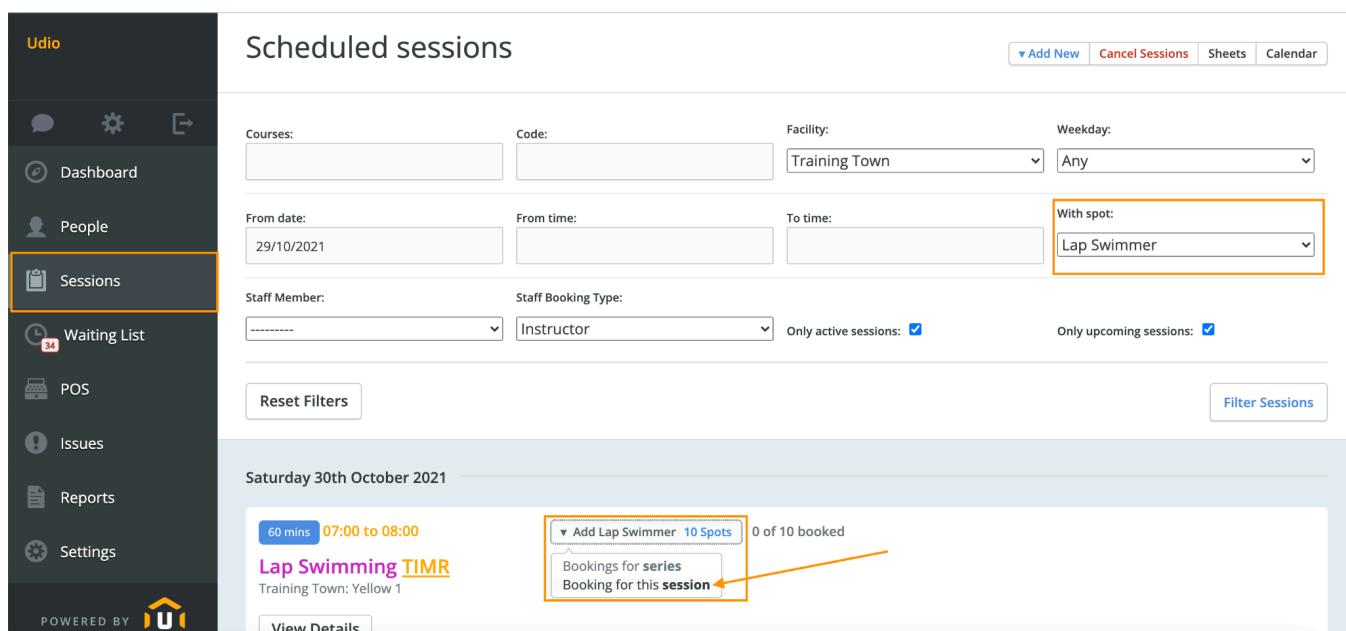
[Go back](#)



7.10 Purchasing session vouchers

Whilst a voucher-based session is not booked into a session, the customer must purchase a session pass to attend.

- If they are a new customer, you'll need to enter their details into Udio
- Locate the session to be booked into
- Click on 'add lap swimmer' or 'add aqua' then select 'booking for this session'
- Click 'find people' then type in the customer's name and 'select'
- Confirm the booking information
- Select the voucher/package, then 'confirm selection & create booking'
- Take payment via the 'make payment' screen



The screenshot shows the Udio software interface for managing sessions. The left sidebar has a 'Sessions' button highlighted with an orange box. The main page title is 'Scheduled sessions'. There are several filter options: 'Courses' and 'Code' (both empty), 'Facility' (set to 'Training Town'), 'Weekday' (set to 'Any'), 'From date' (set to '29/10/2021'), 'From time' (empty), 'To time' (empty), 'With spot' (set to 'Lap Swimmer' and highlighted with an orange box), 'Staff Member' (empty), 'Staff Booking Type' (set to 'Instructor'), 'Only active sessions' (checked), and 'Only upcoming sessions' (checked). Below the filters are 'Reset Filters' and 'Filter Sessions' buttons. The main content area shows a session for 'Saturday 30th October 2021'. The session details are: '60 mins 07:00 to 08:00', 'Lap Swimming TIMR', 'Training Town: Yellow 1'. A callout arrow points to the 'Booking for this session' button in the session details box, which is also highlighted with an orange box. The 'View Details' button is also visible.

Udio

Add bookings (per session)
This form adds voucher-based or temporary bookings. [Add regular bookings instead](#)

lilya

Lilya Katwishi-Ngandwe [Deselect](#)

Previous Results 1 to 1 of 1 Next

Lilya Katwishi-Ngandwe [Deselect](#)

Lap Swimmer

Do not notify Customer

Customer will be notified only if appropriate events are setup.

POWERED BY 

Udio

Add bookings (per session)
This form adds voucher-based or temporary bookings. [Add regular bookings instead](#)

Choose voucher or package for this booking

Lilya Katwishi-Ngandwe:

Lap Swimming Casual: \$15.00 total

Lap Swimming 10 Sessions Seniors: \$58.80 total

Lap Swimming 10 Sessions: \$73.50 total

Lap Swimming 20 Sessions Seniors: \$105.00 total

Lap Swimming 20 Sessions: \$131.25 total

[Confirm Selection & Create Booking »](#)

Udio

Made 1 purchase

Made 1 booking

Make Payment

Select Invoices to Pay

Invoices: [Select](#) [All](#) [None](#)

\$15.00 1gvkrs02-INV3: Lap Swimming Casual (Lilya Katwishi-Ngandwe) Training Town 29/10/2021

[Proceed »](#)

[← Go back to billing account](#)

Udio

Make Payment

Select Payment Method

Amount: 15.00

Payment Method:

- Cash
- EFTPOS
- Cheque
- Payment taken at Head Office
- Payment by Gift Voucher

Change: Give change to the customer

Make Payment

← Change Selected Invoices

7.11 Moving a booking time and day (same course)

- Go to the 'people' page of the person you are moving
- Under 'bookings' click on 'move' and select course
- If the same course, leave and click 'proceed'
- Tick the new day
- Choose the 'from date' and click 'proceed'
- Click '(use current package:)', review the booking and 'confirm purchase & bookings change'

The customer will receive an automated confirmation email with the new booking information.

Udio

Billing Account [1ekvwfjz](#) [View Billing Account](#)

Current Balance
\$0.00

Active Purchases
Babies, YQ60 Babies 1 🎉 Monday 07:00, Training Town
Next charge on: 01/02/2022

Jimmy Yager has no vouchers [Add](#)

Bookings

▼ Add Bookings ▼ Move ▼ Remove [View all \[13\]](#)

Babies, YQ60 Babies 1 🎉 Monday 07:00, Training Town

Upcoming Bookings

Mon 01/11/2021 07:00
Babies 1 🎉 YQ60
Training Town - Student - Green 1
first session at training town, babies 1 🎉

Udio

Change purchase & bookings

Babies, YQ60 Babies 1 🎉 Monday 07:00, Training Town [Jimmy Yager](#)

Select new Day & Time

New Course:
Babies 1 🎉

[Proceed](#) [Go back](#)

Udio

Change purchase & bookings

Babies, YQ60 Babies 1 🎉 Monday 07:00, Training Town [Jimmy Yager](#)

Select new Day & Time

New Course:
Babies 1 🎉

Day and Time:

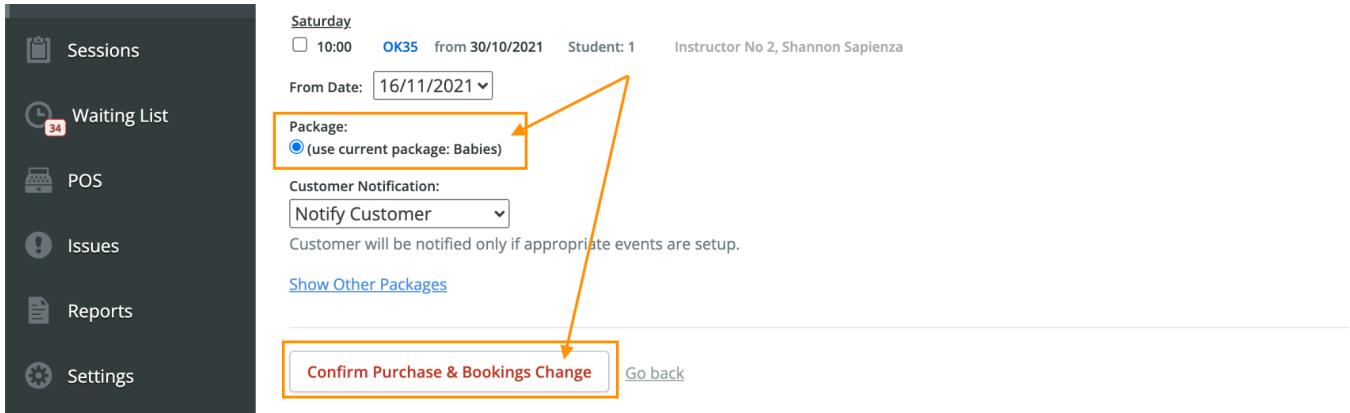
Monday

<input type="checkbox"/> 07:00	YQ60	from 01/11/2021	Student: 3
<input type="checkbox"/> 09:00	5GX1	from 01/11/2021	Student: 5
<input type="checkbox"/> 09:00	XDI9	from 01/11/2021	Student: 6
<input type="checkbox"/> 10:00	SATY	from 01/11/2021	Student: 5
<input type="checkbox"/> 10:00	FSJQ	from 01/11/2021	Student: 6
<input type="checkbox"/> 10:00	VIIQ	from 01/11/2021	Student: 2
<input type="checkbox"/> 18:00	YXWN	from 01/11/2021	Student: 2

Tuesday

<input checked="" type="checkbox"/> 07:15	SNYE	from 02/11/2021	Student: 3
<input type="checkbox"/> 09:00	Y6NV	from 02/11/2021	Student: 3
<input type="checkbox"/> 09:00	QE17	from 02/11/2021	Student: 5

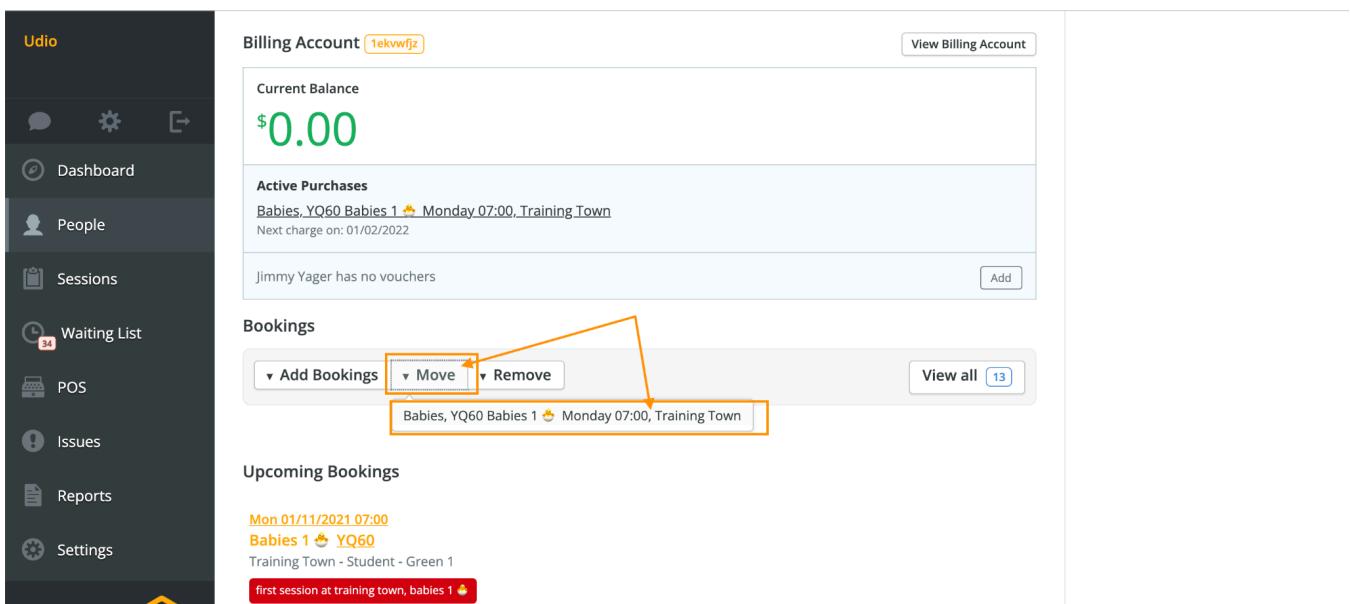


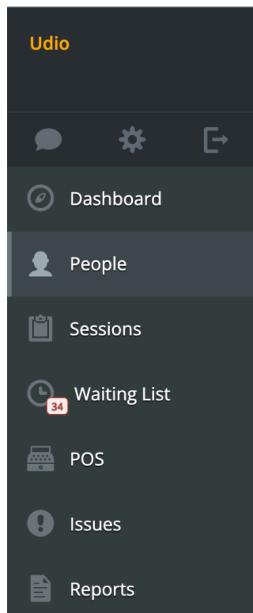


7.12 Moving a booking to another course

- Go to the 'people' page of the person you are moving
- Under 'bookings' click on 'move' and select course
- Select the new course and 'proceed'
- Select the day and time and 'proceed'
- Choose the 'from date' and 'proceed'
- Click '(use current package:)' if moving to a new package and 'proceed'
- Review the booking and 'confirm purchase & bookings change'

The customer will receive an automated confirmation email with the new booking information as well as the recorded course completion.





Change purchase & bookings

Babies, YQ60 Babies 1 🎉 Monday 07:00, Training Town [Jimmy Yager](#)

Select new Day & Time

New Course:

✓ Babies 1 🎉

Babies 2 🧑

Toddler 1 🧑

Toddler 2 🧑

Transition ✈

Level 1 🚀

Level 1/2

Level 2 🐟

Level 3 🐟

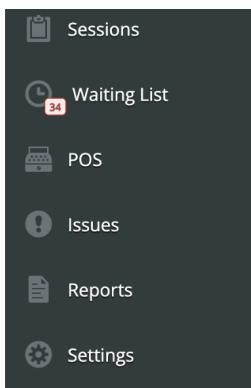
Level 4 🎵

Level 5 🎵

Level 6 🎵

Level 7 🎵

Squad Beginner 🎵



Friday

09:30 TPEA from 05/11/2021 Student: 7 Yulia Fozdar

10:00 CGD6 from 05/11/2021 Student: 7

Saturday

10:00 SWCE from 30/10/2021 Student: 7

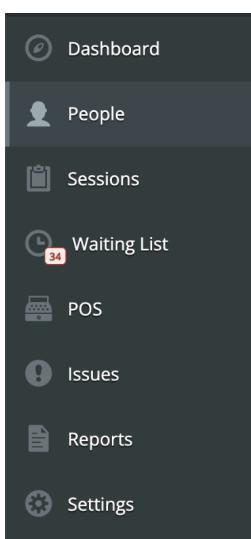
Sunday

09:30 8JGF from 31/10/2021 Student: 8 Yulia Fozdar

10:00 61JO from 31/10/2021 Student: 6 Yulia Fozdar

Proceed

[Go back](#)



Sunday

09:30 8JGF from 31/10/2021 Student: 8 Yulia Fozdar

10:00 61JO from 31/10/2021 Student: 6 Yulia Fozdar

From Date:

Package:

(use current package: Babies)

Babies: \$85.00 per month

Babies Weekend Rate: \$100.00 per month (special)

Customer Notification:

Customer will be notified only if appropriate events are setup.

Course Completion:

Confirm Purchase & Bookings Change

[Go back](#)

7.13 Moving a voucher-based booking such as school holiday program

- Go to the 'people' page of the person you are moving



- Under 'bookings' click 'move' and 'move voucher booking'
- Find booking and select 'series'
- Click 'find session' to find the session you want to move to and 'select series'
- Click Confirm

Activity

Bookings

Upcoming Bookings

Mon 01/11/2021 09:00
SH - Transition Q84D
Training Town - Student - Green 4
first session in sh - transition

Tue 02/11/2021 09:00
SH - Transition Q84D
Training Town - Student - Green 4

Wed 03/11/2021 09:00
SH - Transition Q84D
Training Town - Student - Green 4

Thu 04/11/2021 09:00
SH - Transition Q84D
Training Town - Student - Green 4

Thu 04/11/2021 15:30
Transition G9BQ
Training Town - Student - Green 1

No health issues.

Qualifications

Notes

Question answers

Activity

Facility: Training Town

Code:

Course: Any

Weekday: Any

From date: 01/11/2021

To date:

From time:

To time:

Results:

Student in SH - Transition Q84D Monday 1st November 2021 09:00
Select series Select School Holiday Programme

Student in SH - Transition Q84D Tuesday 2nd November 2021 09:00
Select series Select School Holiday Programme

Student in SH - Transition Q84D Wednesday 3rd November 2021 09:00
Select series Select School Holiday Programme

Student in SH - Transition Q84D Thursday 4th November 2021 09:00
Select series Select School Holiday Programme

Student in SH - Transition Q84D Friday 5th November 2021 09:00
Select series Select School Holiday Programme

Previous Results 1 to 5 of 5 Next

Course: SH - Transition

Code:

Facility: Training Town

Weekday: Any

From date: 01/11/2021

To date:

From time:

To time:

SH - Transition Q84D Monday 1st November 2021 09:00 **Select series** **4** Student **Select**

SH - Transition YTN0 Monday 1st November 2021 10:00 **Select series** **3** Student **Select**

SH - Transition ZAJW Monday 1st November 2021 11:00 **Select series** **4** Student **Select**

SH - Transition Q84D Tuesday 2nd November 2021 09:00 **Select series** **4** Student **Select**

SH - Transition YTN0 Tuesday 2nd November 2021 10:00 **Select series** **3** Student **Select**

Previous Results 1 to 5 of 15 Next

Removed 5, added 5 bookings.

Boo Bam

Send emails | Edit Profile | Remove Person | Login

Today

Mon 01/11/2021 Cancel School Holiday Programme Check-in

SH - Transition Q84D

Training Town - Student - Green 4

Contact Details

555 1234 landline

sue.doncon@stateswim.com.au customer accounts login change password

6000

Customer Contact

Last Contact: 1173 days ago

Relationships

Fred Bam emergency contact responsible person family bill payer 555 1234 bam@mailinator.com

Barney Bam family

7.14 Removing a booking

- Go to the 'people' page of the person whose booking you want to remove
- Under 'bookings' click 'remove' and select course
- Select the 'cancel date' and ask customer the survey question
- Click 'cancel purchase & remove bookings'

You will see the remaining sessions the person is booked into.

Active Purchases

Learn To Swim, JZWR Toddler 1 🧑 Monday 08:30, Training Town

Next charge on: 01/11/2021

Ted Burket has no vouchers [Add](#)

Bookings

▼ Add Bookings ▼ Move ▼ Remove [View all 176](#)

Learn To Swim, JZWR Toddler 1 🧑 Monday 08:30, Training Town

Upcoming Bookings

Mon 01/11/2021 08:30
Toddler 1 🧑 JZWR
Training Town - Student - Yellow 3
Instructor: Abigail Sovann

Mon 08/11/2021 08:30
Toddler 1 🧑 JZWR
Training Town - Student - Yellow 3
Instructor: Abigail Sovann

Mon 15/11/2021 08:30

Learn To Swim, JZWR Toddler 1 🧑 Monday 08:30, Training Town

Are you sure you wish to cancel this purchase?

Cancel Date: Monday 20th December 2021 [▼](#)
All bookings on and after this date will be removed.

Why are you leaving?
Holiday [▼](#)

[Cancel Purchase & Remove Bookings](#)

[← Go back](#)

7.15 Sending an email manually

In Udio, you can automatically send emails to all new customers and when bookings are moved. You can also send these emails out manually.

- Find customer via the 'people' page and click 'send emails' at the top of the page
- Select the email you wish to send and select 'confirm'

Udio

Abbey Tornatora
Training Town. Bill Payer.

▼ Send emails [Edit Profile](#) [Remove Person](#) [▼ Login](#)

Regular Booking Voucher Booking Add Purchase Make Payment

Contact Details [▼ Add Detail](#)
✉ lisapee72@hotmail.com [SMS](#) [Email](#)

Customer Contact [Contacted](#)
Last Contact: 1170 days ago

Relationships [Add person](#)
Sofia Tornatora



Send Email to Abbey Tornatora

Send "Congratulations on your Achievement" email to Abbey Tornatora

Email Address: lisapee72@hotmail.com

Category: General notification Email

Customer is able to opt-out from all categories, except 'Important'.

Opt-Out: Respect Opt-Out

Confirm

← Go back

7.16 Sending link to customer portal

- Find customer via the 'people' page and click 'send emails' at the top of the page
- Select 'customer accounts signup information'
- Confirm email address and click 'confirm'

Abbey Tornatora

Training Town. Bill Payer.

Send emails

Edit Profile Remove Person Login

Account Notification Template 27

Booking Summary

Booking Summary 1

Congratulations on your Achievement

Customer Accounts Signup Information

Design a Team Name and Graphic for your School

Invoice outstanding (14 day)

Contact Details

lisapee72@hotmail.com

Customer Contact

Last Contact: 1170 days ago

Relationships

Sofia Tornatora

Send Email to Abbey Tornatora

Send "Customer Accounts Signup Information" email to Abbey Tornatora

Email Address: lisapee72@hotmail.com

Category: General notification Email

Customer is able to opt-out from all categories, except 'Important'.

Opt-Out: Respect Opt-Out

Confirm

← Go back

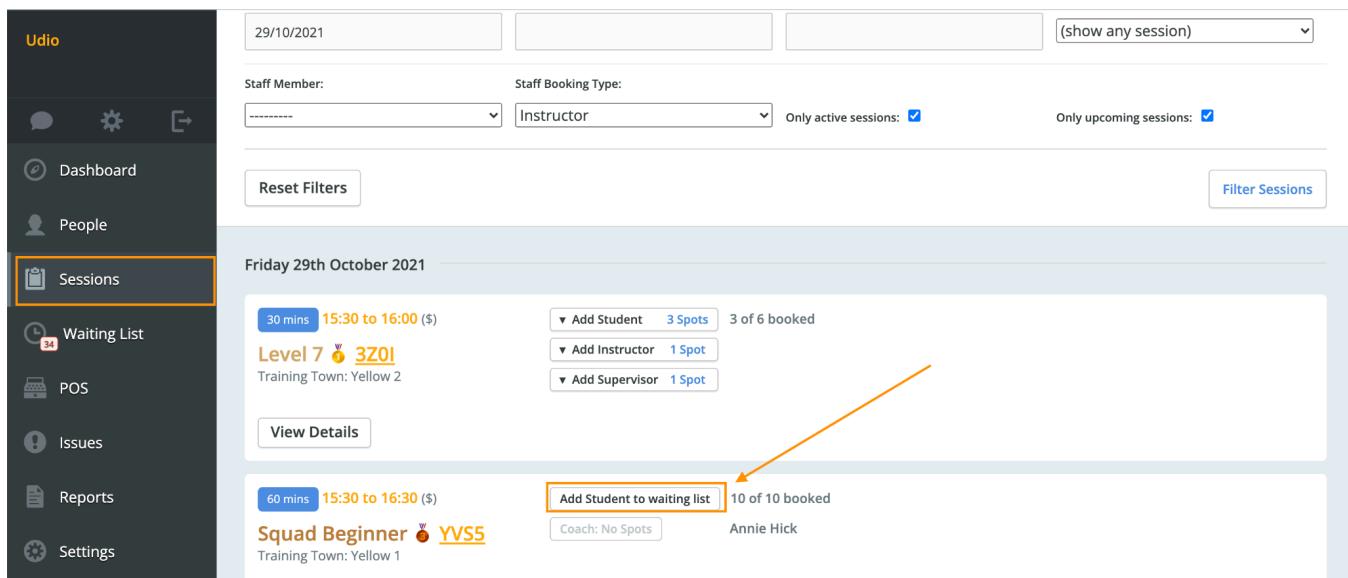
8. Waiting List

If a customer requests a time or day and a spot is not currently available, you can add them to the waiting list in Udio.



8.1 Adding a customer

- In 'sessions', where it usually says 'add student', click 'add student to waiting list' - you'll only see this button if the session is full
- Click 'find person,' select the person to go on the waiting list and 'select purchase'
- If the customer is new, click on 'create new purchase' and 'confirm'
- If the customer is existing, select the existing purchase type and 'confirm'
- The request has now been added to the waiting list
- The 'invite' button will be greyed out and say 'no spots' until one becomes available



29/10/2021 (show any session)

Staff Member: Staff Booking Type: Instructor Only active sessions: Only upcoming sessions:

Reset Filters Filter Sessions

Friday 29th October 2021

30 mins 15:30 to 16:00 (\$) 3 of 6 booked

Level 7 320 Training Town: Yellow 2

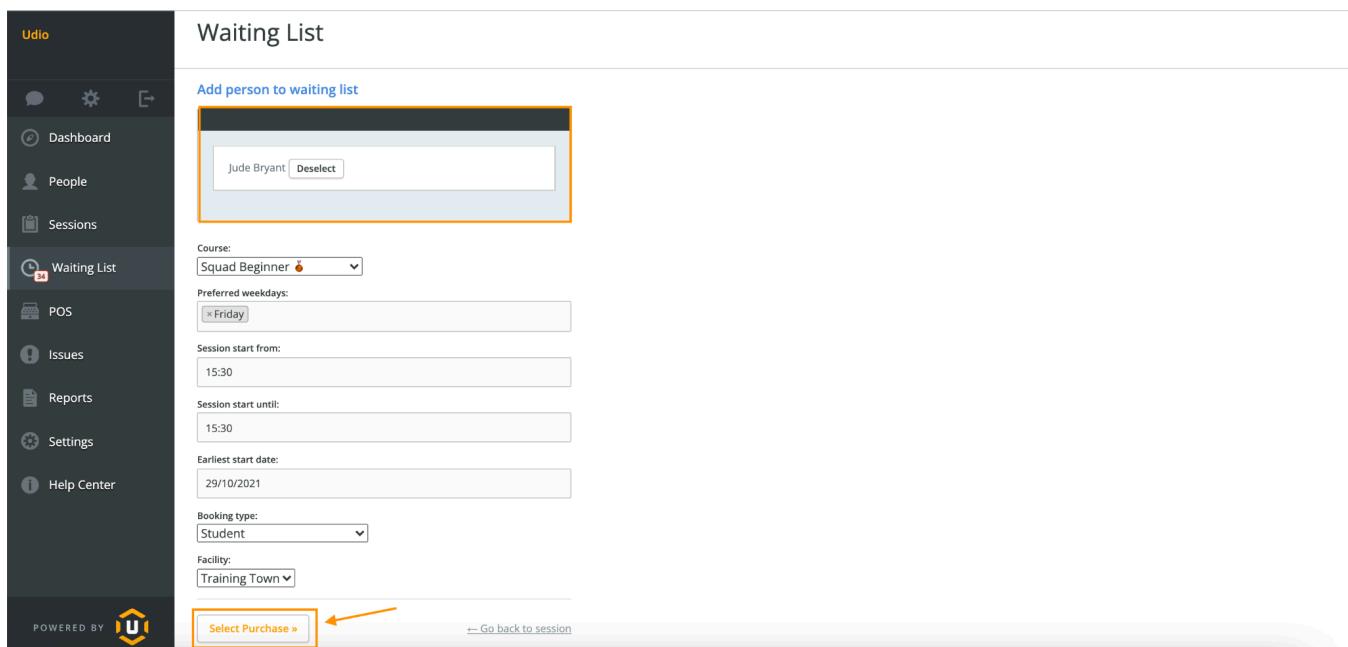
Add Student 3 Spots Add Instructor 1 Spot Add Supervisor 1 Spot

View Details

60 mins 15:30 to 16:30 (\$) 10 of 10 booked

Squad Beginner YVS5 Training Town: Yellow 1

Coach: No Spots Annie Hick



Waiting List

Add person to waiting list

Jude Bryant Deselect

Course: Squad Beginner

Preferred weekdays: Friday

Session start from: 15:30

Session start until: 15:30

Earliest start date: 29/10/2021

Booking type: Student

Facility: Training Town

Select Purchase »

Waiting List Places

Created	Facility	Person	Course	Weekdays	Start Time	End Time	Available From	Status	Booking Type	Actions
19/03/2021 14:03	Training Town	Liam Green	Squad Beginner	Friday	15:30	15:30	19/03/2021	Waiting	Student	<button>No spots</button> <button>Delete</button>
29/10/2021 12:19	Training Town	Jude Bryant new	Squad Beginner	Friday	15:30	15:30	29/10/2021	Waiting	Student	<button>No spots</button> <button>Delete</button>

8.2 Inviting a customer

- On the 'waiting list' section, tick 'with available spots' and click 'filter'
- Under 'actions' click 'invite to [series code]'
- Select the 'package', check all details are correct and click 'invite'
- The sessions screen will show that an invite has been sent and the spot is no longer available
- The customer will receive an email with the invitation and details of the spot requested
- The customer needs to click on the link to accept or decline the invitation which is valid for 24 hours only
- If the customer selects 'wait for another spot,' the spot is declined and will be made available to someone else
- If the customer clicks 'accept and book,' they will be directed to a confirmation page and will receive a booking confirmation email with the new booking information
- The booking will be moved automatically

Waiting List Places

[Add person](#) [Invitations](#)

Courses: Session start from: Session start until: Available from:

Weekday: With available spots: [Filter](#)

Created	Facility	Person	Course	Weekdays	Start Time	End Time	Available From	Status	Booking Type	Actions
19/06/2018 13:26	Training Town	Del Hirsh move	Transition	Tuesday	14:00	14:00	19/06/2018	Last invitation expired on 31/05/2019 12:26	Student	Invite to JUHD Delete
23/11/2018 11:03	Training Town	Errol Cardenas new	Transition	Friday	13:00	13:00	23/11/2018	Last invitation expired on 03/09/2021 11:17	Student	Invite to TQFC Delete

Invite Del Hirsh to Transition

[Select Package for invitation](#)

Package: [Learn To Swim](#)

Invitation Details

Student: Del Hirsh

Course: Transition

Facility: Training Town

Series Code: JUHD

Sessions

21/12/2021 14:00 AWST Transition at Training Town
 28/12/2021 14:00 AWST Transition at Training Town
 04/01/2022 14:00 AWST Transition at Training Town
 11/01/2022 14:00 AWST Transition at Training Town
 18/01/2022 14:00 AWST Transition at Training Town

Previous invitations for Del Hirsh

Course	Facility	Series	Package	Status
Transition	Training Town	JUHD	Learn To Swim	expired

[Invite](#) [Go back](#)

Waiting List Places

[Add person](#) [Invitations](#)

Courses: Session start from: Session start until: Available from:

Weekday: With available spots: [Filter](#)

Created	Facility	Person	Course	Weekdays	Start Time	End Time	Available From	Status	Booking Type	Actions
19/06/2018 13:26	Training Town	Del Hirsh move	Transition	Tuesday	14:00	14:00	19/06/2018	Last invitation invited on 29/10/2021 12:33	Student	Already invited Delete



9. Personal best results and awards

PB milestones are listed under personal results awards. To view this:

- Go to 'reports' then 'people' then 'results awards'
- Update the date filters and facility
- Click 'filter'

The report will show person's name, facility, date of PB and award; it can then be printed or downloaded if required.

The image shows two screenshots of the Udio software interface. The top screenshot is the 'Reports' section of the navigation menu. The 'Reports' icon is highlighted with an orange box. The 'Results Awards' option under the 'People' section is also highlighted with an orange box. Arrows point from the 'Reports' icon to the 'Results Awards' option. The bottom screenshot shows the 'Personal Results Awards' report page. It has a table with three rows of data. The table is highlighted with an orange box. The data in the table is as follows:

Person	Facility	Date	Award
Ira Shoe	Training Town	26/03/2021	Well Done
Isabell Mcleod	Training Town	06/10/2021	Well Done
Raquel McGovern	Training Town	18/05/2018	Bronze Medal

Below the table, there are navigation buttons: 'Previous', 'Next', 'Results 1 to 3 of 3 - [Reset filter](#)', 'Excel file', and 'Download'.

9.1 Viewing personal results

There are two ways to view personal results.

- To view individual people, go to their 'people' page and click on 'view results' under membership details next to 'personal results'

Ina Shoe

Regular Booking Voucher Booking Add Purchase Make Payment

Member Details

Date of birth: 09/04/2016, 5 years 6 months

Card ID: Manage Membership cards

Payment Method: Available, Manage Payment Methods

Achievements: View Achievements

Course Completion: View Completion Records

Personal Results: 5 PBs, View Results

Billing Account: usl4u0g, View Billing Account

Current Balance: \$0.00

Active Purchases: Learn To Swim, OBAL Level 1, Tuesday 15:30, Training Town

Vouchers: 8 x Aquas 40 Sessions, Add, View All

Contact Details: 555 1234, cassishoe@mailinator.com, 56 Street St Perth WA 6000

Customer Contact: Contacted, Last Contact: 529 days ago

Relationships: Cassi Shoe (emergency contact, responsible person, family, bill payer, 555 1234, cassishoe@mailinator.com), Gabby Shoe (family, 555 1234, cassishoe@mailinator.com, Babies, PK2 Babies, Friday 09:00, Training Town), Heel Shoe (family, Learn To Swim, IXUO Level 2, Monday)

Results for Ina Shoe (5y)

Has 5 PBs. Achieved Well Done on 26/03/2021.

Discipline: -----, Filter

Discipline	Date	Age at Result	
50 Backstroke	12/04/2021	5	01:25.30, Edit, Delete
100 Freestyle	26/03/2021	4	01:25.36, PB, BTE, Edit, Delete
50 Backstroke	22/03/2021	4	00:35.28, PB, BTE, Edit, Delete
40 Backstroke	10/11/2020 Squad Night	4	01:12.30, PB, BTE, Edit, Delete
50 Backstroke	28/10/2020 Race Night	4	01:25.30, PB, Edit, Delete
50 Backstroke	18/05/2020	4	01:30.25, PB, Edit, Delete

Previous, Next, Results 1 to 6 of 6 - To download data press 'Filter' above.

- If you wish to view everyone that participated on a certain date or at a certain event, go to 'reports,' 'people' and 'personal results'
- Update the filters to your requirements and click 'filter'
- This report can then be downloaded if required

Reports

People

Birthdays

Course Completions

Achievements

Personal Results

Results Awards

Staff Roster Report

All Activity

Postcode Heatmap

Billing

Fees Report

Billing Accounts List

Credits List

Outstanding Credit

Reversals List

Vouchers

Personal Results

Disciplines:

From date: 15/10/2021

To date: 15/10/2021

Event: Race night

Person	Current Age	Age at Result	Membership Card	Facility	Date	Event	100 Freestyle	100 Freestyle PB/BTE	25 Butterfly	25 Butterfly PB/BTE
Carmen Leong	15	15			15/10/2021	Race night			0:53	BTE
Chase Connolly	13	13			15/10/2021	Race night	2:10	BTE		

Previous Next Results 1 to 2 of 2 - [Reset filter](#) [Excel file](#) [Download](#)

10. Point of sale (POS)

Go to the 'POS' tab on the left-hand navigation menu.

10.1 Purchasing a shop item and paying at time of purchase

This is when a customer wants to buy an item and pay there and then.

- Either scan the barcode or search for the product by typing in the name
- If the customer is purchasing more than one of the same item, either click on the item again or enter the amount
- If they want to buy another item, scan or search again (note: you can add multiple items to the basket)
- The item must have a stock number in Udio for you to be able to sell it
- Once you've entered all the items, click 'checkout'



- Select the payment method; if the payment method is cash, enter the amount given to you by the customer and click 'confirm' - the bottom of the receipt will show the change due back to the customer
- This invoice can be printed if required

The screenshot shows the Udio POS interface. On the left, the navigation bar is visible with 'POS' highlighted. The main area is titled 'Order if7phol' and shows a search bar with 'water' entered. Below the search bar, a 'Categories / Search' section displays a product: 'Water Flavour: Still 951 \$2.00'. To the right, a 'Basket' summary is shown with two items: 'Water Flavour: Still' and 'Paddle Pop'. The total is \$5.00. Buttons for 'Manage Discounts', 'Cancel order', 'Assign Person', and 'Checkout' are at the bottom.

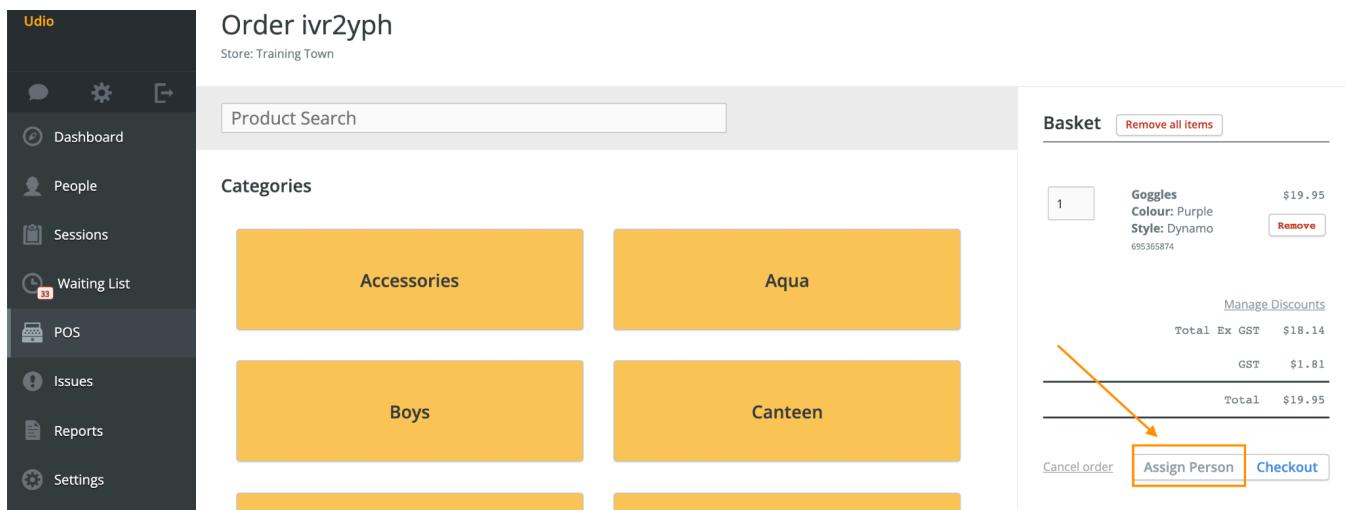
The screenshot shows the Udio POS interface. The navigation bar is visible with 'POS' highlighted. The main area is titled 'Payment receipt' and shows a 'Tax invoice 17im5q-INV188'. It details the transaction: Date issued 29/10/2021, Account 17im5q, Facility Training Town, ABN 16 775 868 349. Below this is a table of items: 2x 9310016400505: Paddle Pop (\$0.28, \$3.00) and 951: Water (\$0.00, \$2.00). The total is \$5.00. The 'Print receipt' button is highlighted with an orange box. At the bottom, the 'Payment' section shows: Date & time 29/10/2021 15:04 AWST, Taken by Holey Yoga, Amount \$20.00, Method Cash, Change \$15.00.

10.2 Paying for fees and purchasing from shop at the same time or adding POS items to billing account

You can pay for fees and shop items in the same transaction.

- Go to the 'POS' section

- Scan or search for the product(s) the customer wants to buy
- Click on 'assign person,' then 'find person'
- Search name and select, then click 'take payment'
- Tick the invoice/s that you wish to pay and click 'proceed'
- Select payment method and click 'confirm'
- If there is an email listed for the customer, you can click 'send payment receipt'

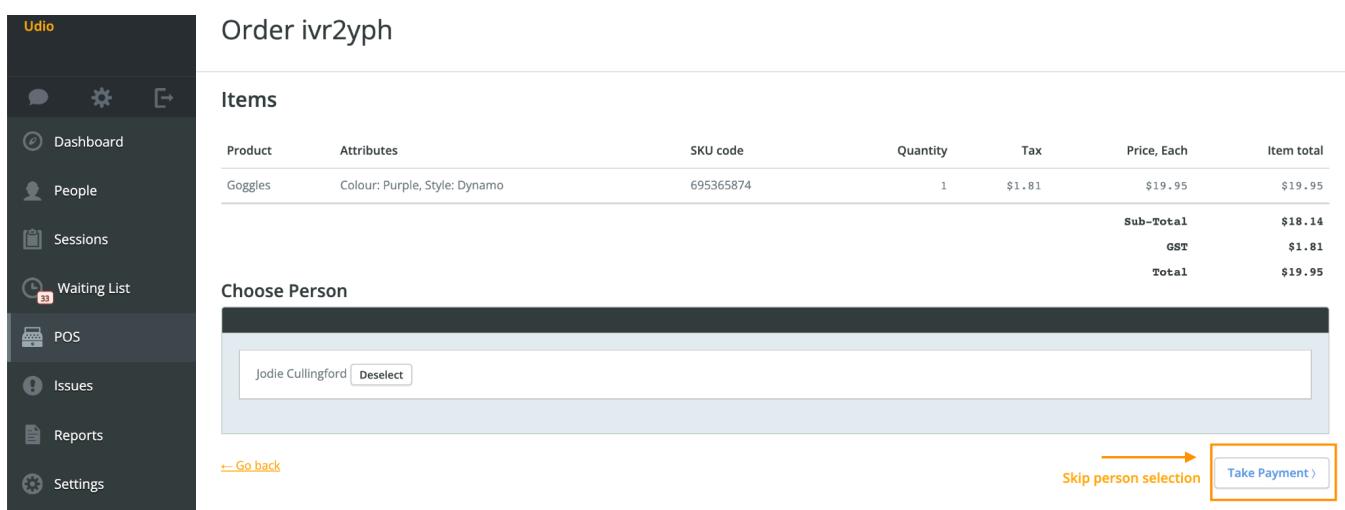


Order ivr2yph
Store: Training Town

Product Search

Basket [Remove all items](#)

	1	Goggles Colour: Purple Style: Dynamo 695365874	\$19.95
Manage Discounts			
Total Ex GST	\$18.14		
GST	\$1.81		
Total	\$19.95		
Cancel order	Assign Person	Checkout	



Order ivr2yph

Items

Product	Attributes	SKU code	Quantity	Tax	Price, Each	Item total
Goggles	Colour: Purple, Style: Dynamo	695365874	1	\$1.81	\$19.95	\$19.95

Sub-Total \$18.14
GST \$1.81
Total \$19.95

Choose Person

Jodie Cullingford [Deselect](#)

[Go back](#) [Skip person selection](#) [Take Payment](#)



Make Payment

Select Invoices to Pay

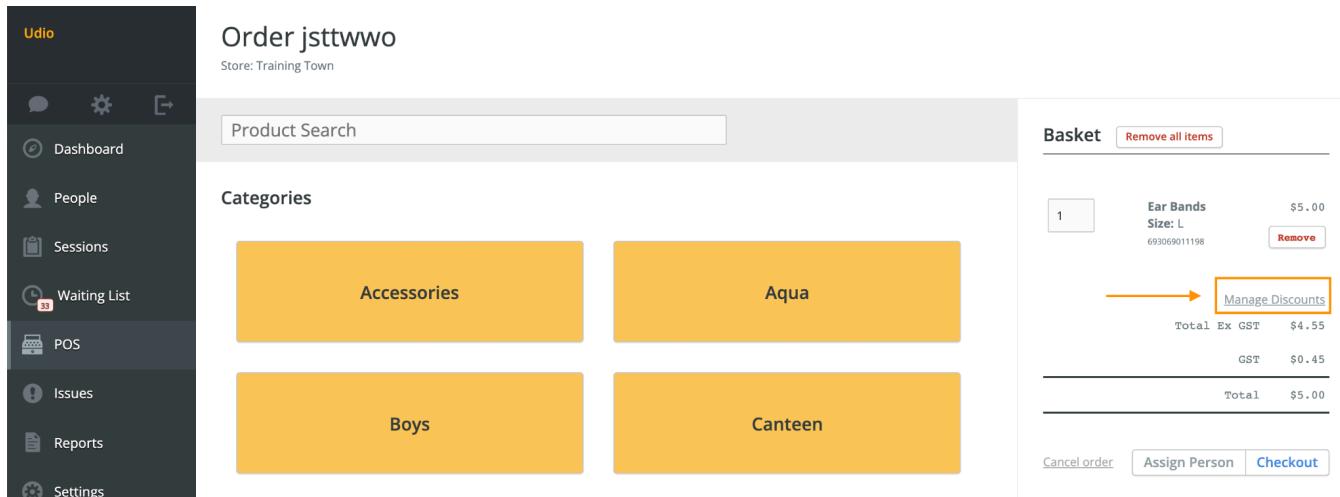
Invoices:	Select	All	None
<input checked="" type="checkbox"/> \$19.95	Select	All	None
<input checked="" type="checkbox"/> \$57.00	Select	All	None

Training Town 29/10/2021

[Proceed »](#) [Go back to billing account](#)

10.3 Adding discount

- Scan or search for the item and click on 'manage discounts', then select the relevant discount from the drop down box
- Click 'checkout' to process the transaction and take payment



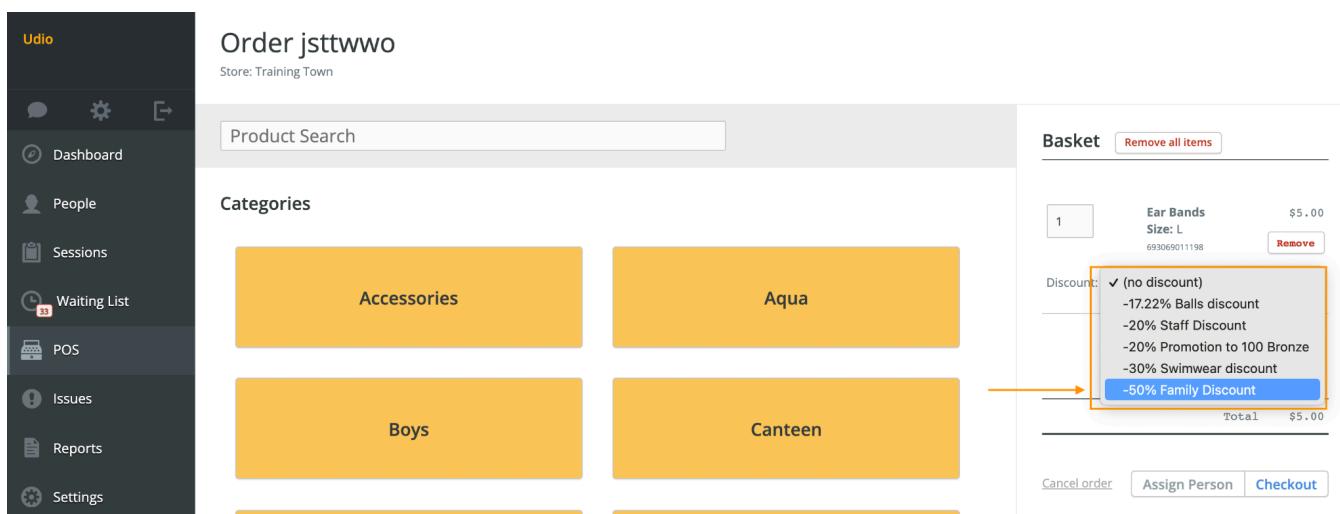
Order jsttwwo
Store: Training Town

Product Search

Basket [Remove all items](#)

1	Ear Bands Size: L 693069011198	\$5.00
Manage Discounts		
		Total Ex GST \$4.55
		GST \$0.45
		Total \$5.00

[Cancel order](#) [Assign Person](#) [Checkout](#)



Order jsttwwo
Store: Training Town

Product Search

Basket [Remove all items](#)

1	Ear Bands Size: L 693069011198	\$5.00
Discount: <input checked="" type="checkbox"/> (no discount) -17.22% Balls discount -20% Staff Discount -20% Promotion to 100 Bronze -30% Swimwear discount -50% Family Discount		
		Total \$5.00

[Cancel order](#) [Assign Person](#) [Checkout](#)