THE **GO TO**
PEOPLE
EMPOWERING
FITNESS AND
LEISURE
providers
REALISE NEW
HEIGHTS

Centaman – COVID19 Business Processes

JonasLeisure

First Steps:

- If you are using Ezidebit integration with Centaman - Please contact Ezidebit Support to confirm that your primary account is hold.
  We have been working with them to develop a process in regards and they are ready to facilitate.
- Please be advised that we will need to know at least a week in advance of your site going back to normal activities (the specific date would be extremely helpful) so we can prepare an 'onboarding' response that includes both us and Ezidebit to assist with.
- If you are taking sales through POS please continue to close off and process your end of day.

Swim School

1. You will need to leave students from classes and refund where necessary.
   We would highly recommend that you take note of each student currently attached to class before you action this.
2. Think of this as your term ends now and term 2 will start at the usual date (for most sites this sounds like after the first term school holidays)
   At this point, all your classes should have no students in them.
3. Per general practice on a term rollover, you will need to run a Bulk Enrolment from Swimschool.
   The effect of this will generate the new classes – however it **will not** pull across any students – which is why you will need to take note of this.
4. Part of the re-adjustment process when coming back online is to confirm and enroll students as per need.
5. If you do not run bulk-Enroll at your centre – please contact Support through the usual channels as soon as possible so we can assess and facilitate how best to serve your needs.

Memberships:

- Be aware that these steps can be done before or after the Ezidebit account hold – the effect of what you are doing is to make sure the membership status in Centaman is reflected correctly and preparing for re-adjustment back to normal operations.

- We are looking into a process to wipe all schedule at a bulk level – but this can be done within the specific membership within the Member Module when you go to Ezidebit Account Details and then Clear Schedule – if you need assistance please contact Support in regards.

- There are two methods we are going to look at with both pros and cons.
  One is **cancelling/expiring all memberships** and the other is **timestop/suspension**.

Cancelling/Expiring Members

- Select the Utilities button on your Launchpad:
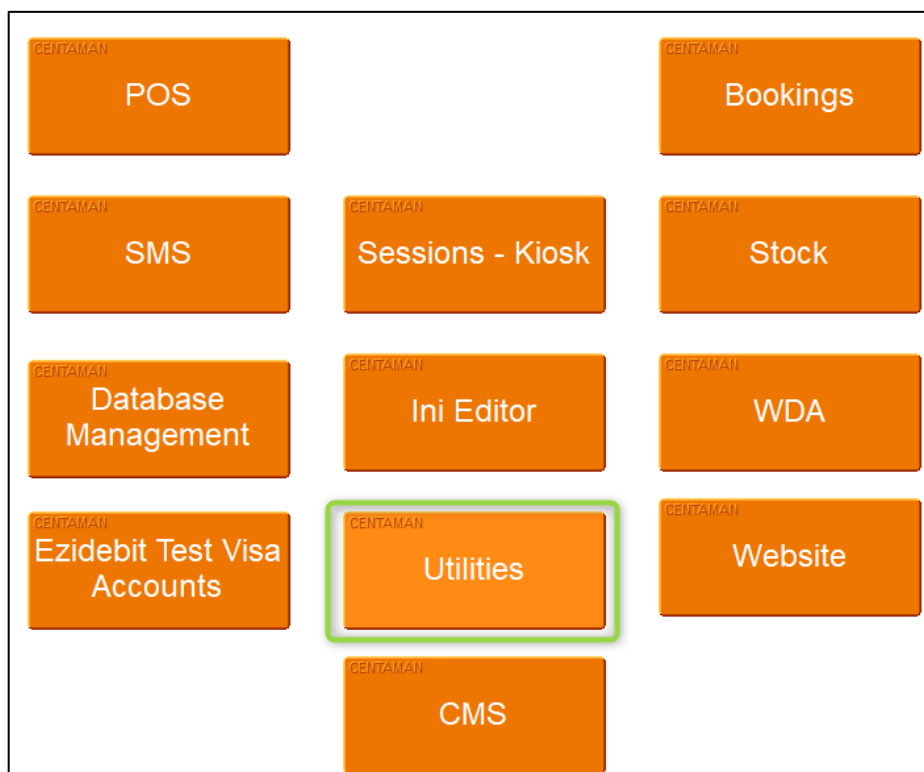
Or run directly from the Centaman folder, usually located in C:\Centaman or C:\CentamanEnterprise:

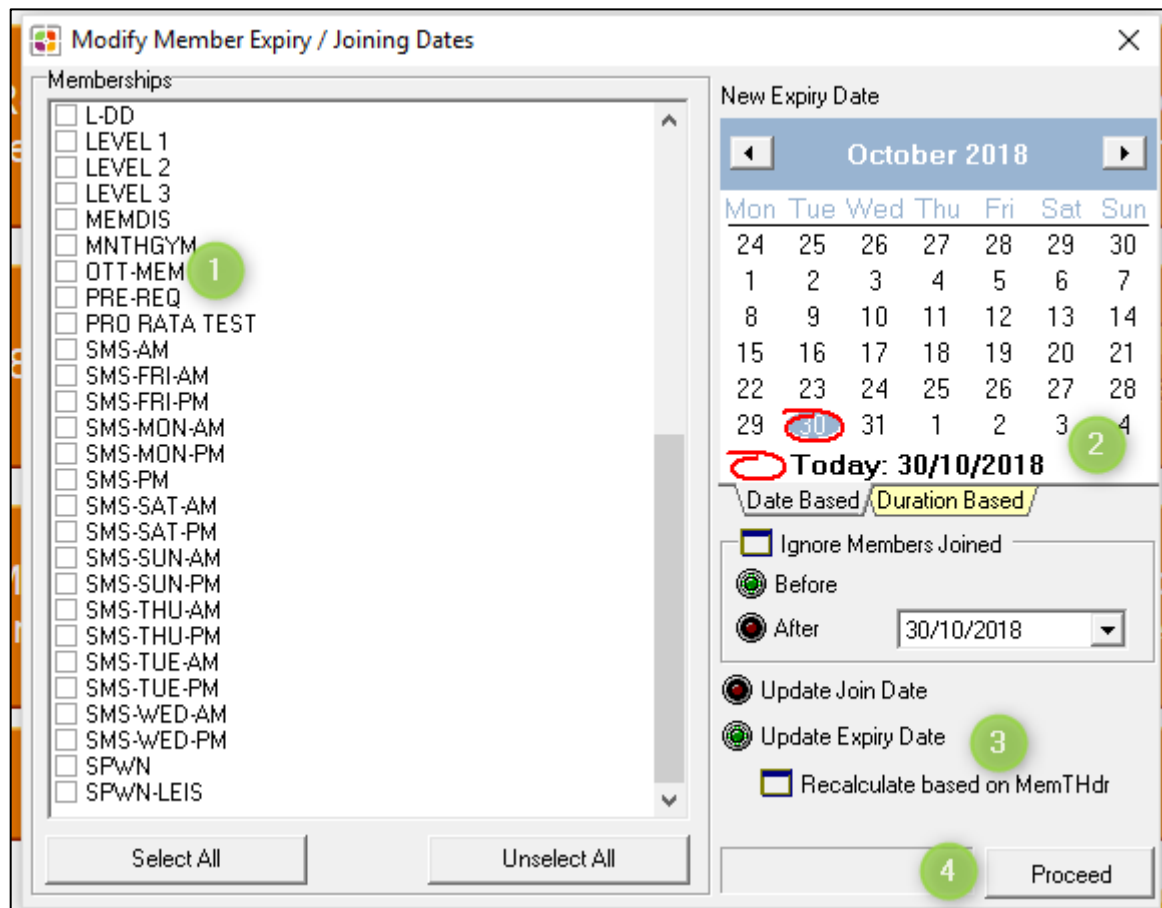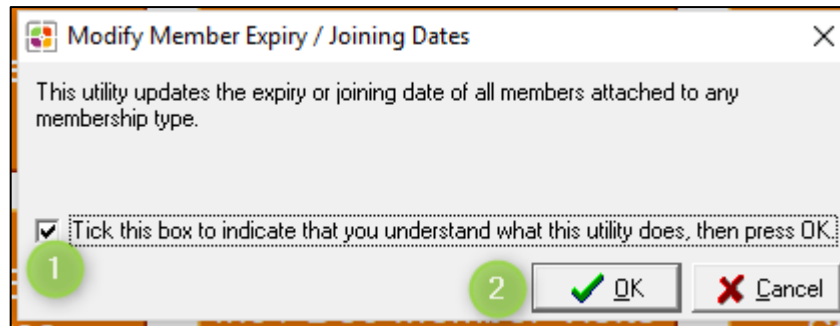|			
CE_sms.zip	09/10/2018 10:53	WinRAR ZIP archive	4,137 KB
CE_sms_Dev_Linkfield.exe	31/05/2018 16:09	Application	11,488 KB
CE_SMS11.5.exe	30/08/2017 13:51	Application	11,490 KB
CE_smsLinkfieldDev.exe	31/05/2018 16:09	Application	11,488 KB
CE_smsLinkfieldDev.zip	24/09/2018 15:08	WinRAR ZIP archive	4,232 KB
CE_Stock 9.9.3.exe	17/09/2014 12:05	Application	10,187 KB
CE_Stock.exe	11/10/2017 14:25	Application	10,205 KB
CE_Stock11.exe	30/08/2017 13:51	Application	10,205 KB
CE_Tms.exe	17/09/2014 12:05	Application	5,378 KB
CE_Tms_Lite.exe	17/09/2014 12:05	Application	4,614 KB
CE_Tms_Remote.exe	17/09/2014 12:05	Application	3,552 KB
CE_Tms_Server.exe	17/09/2014 12:05	Application	5,021 KB
Ce_TMS_ViewerOlder.exe	11/10/2017 14:25	Application	289 KB
CE_Tour.exe	17/09/2014 12:05	Application	9,690 KB
CE_Tpr_Service.exe	17/09/2014 12:05	Application	3,828 KB
CE_TprLastRun.exe	17/09/2014 12:05	Application	3,618 KB
CE_Utils.exe	11/10/2017 14:25	Application	5,847 KB
CE_WDA.application	11/10/2017 14:14	Application Manif...	2 KB
CE_WDA.exe	11/10/2017 14:14	Application	3,572 KB

Click the Right Arrow until you see the Modify Member Expiry Or Joining Dates:

CENTAMAN Systems

CENTAMAN	CENTAMAN	CENTAMAN
Attach / Remove Report Categories to Members Shift F7	**Apply GST to Stock Buttons** Shift F8	**Check Secondary Bookings Integrity** Shift F9
Fix 1899 Dates Shift F10	**Apply GST to BMS Cost Rates** Shift F11	**Lock CENTAMAN Modules** Shift F12
Modify Member Expiry or Joining Dates Ctrl F1 ②	**Inc / Dec Member Visits** Ctrl F2	**Apply / Remove Time Stop to Members** Ctrl F3

<<	>> ①

- Tick the box, and select OK on the warning that pops up:

- Select the Membership Type you want to update.
- Choose what Date you want the Expiry to be.
- Make Sure Update Expiry Date is selected.
- Select **Proceed**

- You should then see the below successful message:
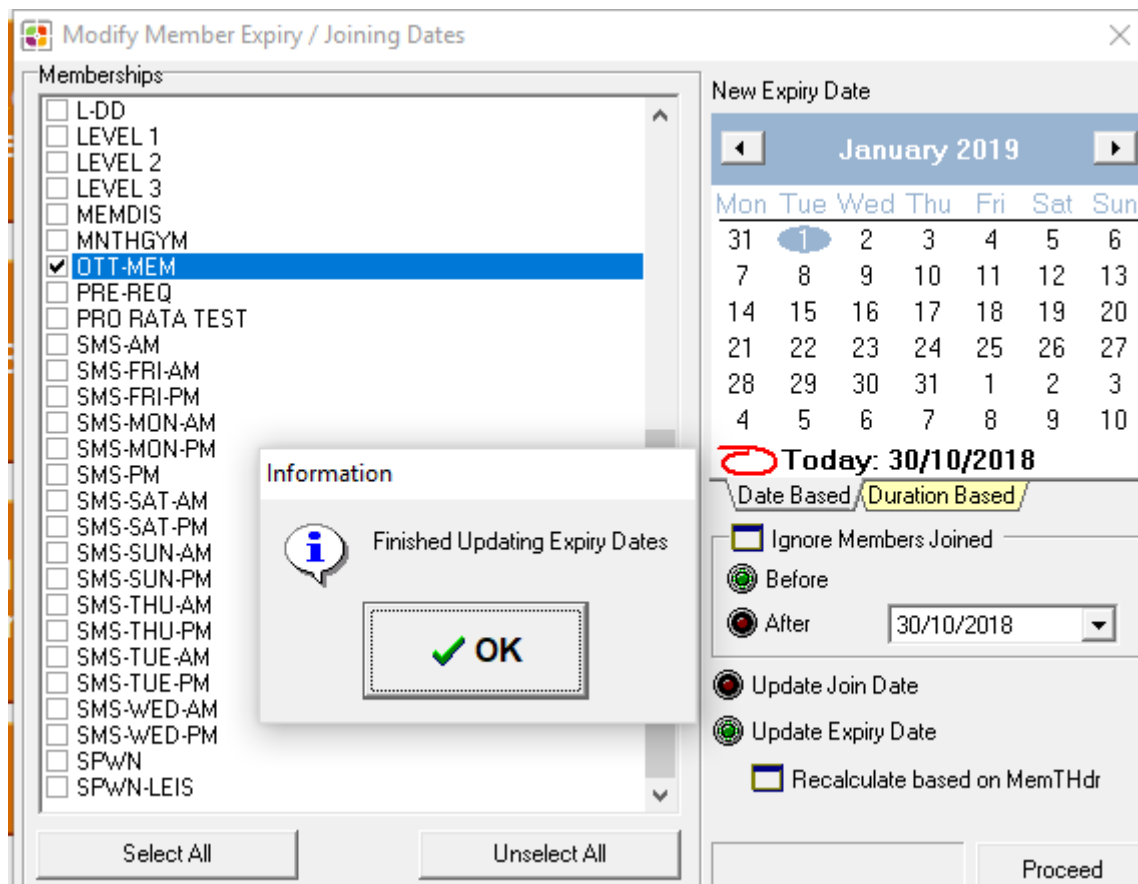
This will process all your memberships to expirel on the specific date you've assigned.

You must be aware that:

- For people to go active again – they will need to be re-joined to the membership.

- If they are direct-debit – this will also set their account from Active to Cancelled and that when re-joining it should re-attach to the existing account.

- Be aware of that any owing amounts and be ready to confirm.

- For upfronts – dependent on your policies it would be best to refund for cost.
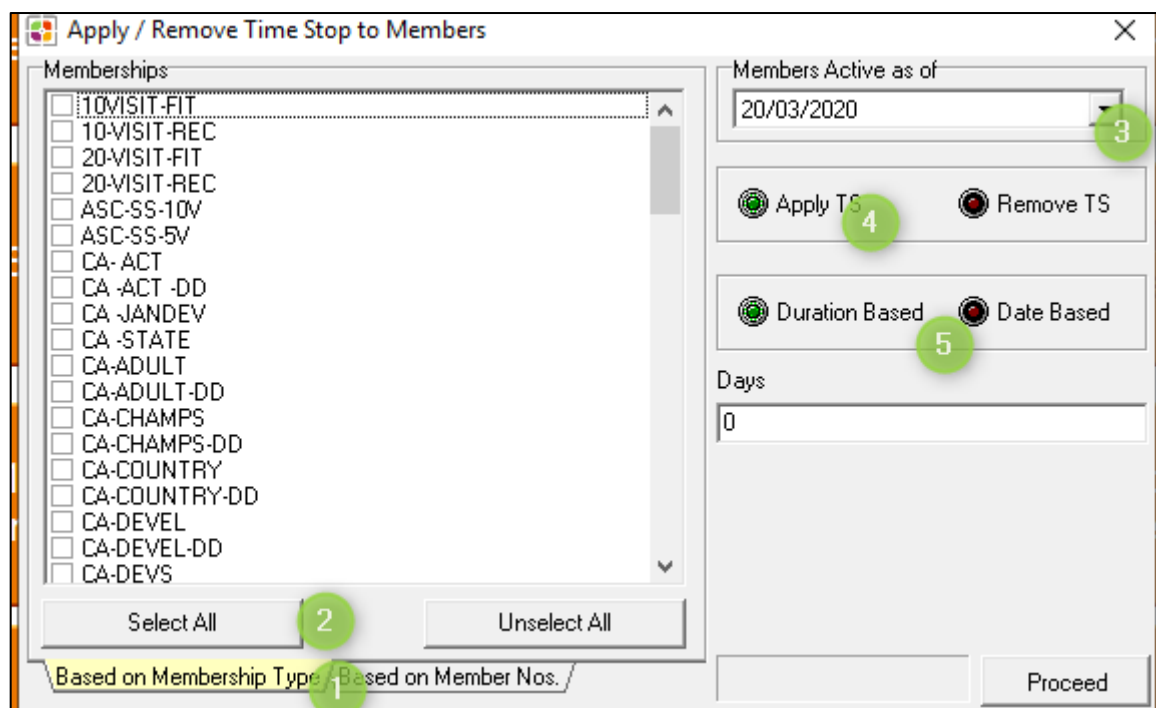
Suspension/ Timestop

1. Follow the same procedure as above to get to Utilities – however choose this option:
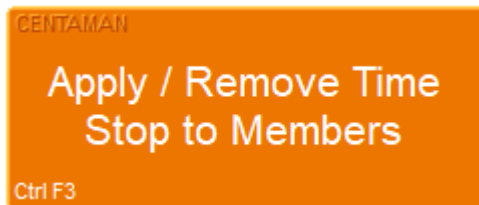
This will take you to this screen:

1.) Select Based on Membership type.
2.) Select All **or** specific membership types.
3.) Select the current day.
4.) Leave Apply TS
5.) With Duration or Date Based – you can select whether you want the TS to be dynamic (i.e the amount of days) or have a fixed (fixed end date of the TS)

  Duration will account for the join date and adjust pro-rata, but may have variable end dates - whereas date-based is a hard fixed date that ignores this, but is a uniform date of return across the board.

6.) Click on Proceed to finalize the process.

Be aware that:

- You will need to run the process and select **Remove TS** if there is a sudden adjust that allows normal operations to begin again.
- For direct-debit – this will change the individual account status from Active to Hold This has no effect when the primary site account is on Hold.