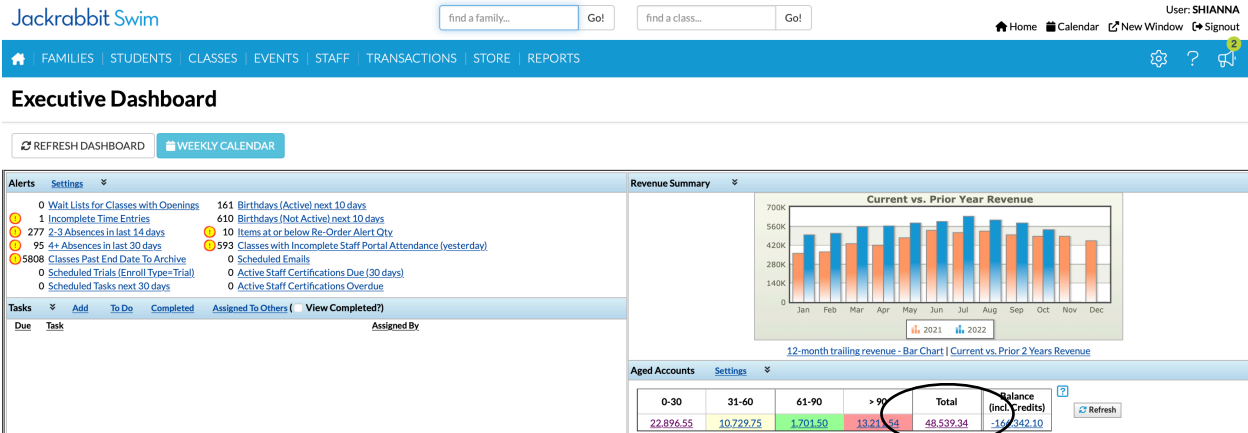


Balance Due

- On the first of every month (or the following business day after a holiday closure, Saturday, or Sunday) a mass batch of tuition is ran for each location by the Administrative Director. An email is automatically sent to all families with a declined transaction. After this initial tuition has been processed, all accounts that did not successfully process are added to the Aged Accounts report under 'Total.' This can be found on the Jackrabbit Dashboard.



- Office On-Site Lead (1) will create a calendar for the month in Google Docs. This calendar will reflect the dates at which contact attempts will be made to families on the Aged Accounts list. Office On-Site Lead (2) & (3) will use this calendar to complete their assigned parts of the balance due process. Inform Meryl that the calendar has been updated.
- Office On-Site Lead (1) will run a new mass batch of those remaining on the Aged Accounts report.
 - Under the 'Transactions' drop down menu, click 'Process ePayments'
 - Edit the settings (See graphic below)
 - Click 'Preview Payments'
 - A new window will open displaying the accounts that will be charged. If there are no concerns, click the 'Process Now' button.

PREVIEW ePAYMENTS

Process Setting Favorites Save Favorites Refresh

Process Now Process Later

Payment Settings

Apply Payments to Newest Fees First Your Payment Partner is: C&H Financial Services

Payment Collection Collect unpaid fees, but do not exceed the balance on account
Collect full amount of unpaid fees, ignore pre-payments/credits on account

Family Criteria

Family Search Begin typing last name...

ePayment Method Credit Card and Bank Account ePayment Schedule 1st of Month

Location Membership Type Automatic Billing

Process families with credit balance
Process inactive families
Process families with declined transactions (last 24 hours)

Transaction Criteria

Transaction Date From Through

Transaction Type Donation (Debit) Gift Certificate (Debit) Late Fee (Debit) Select more values by holding the CTRL key

Transaction Sub-Type Apr Aug critter-blue Select more values by holding the CTRL key

Session November 2022 October 2022 September 2022

Category1 15 min BREAK Achievement Meet Advanced Swimming 1 Category2 Friday Monday Saturday Category3 Huntington Beach Los Alamitos Seal Beach

Classes (select one or more) 11:00am TRYOUT

These settings prevent Charter families from being charged

- 4** On-site Lead (1) will go through the Aged Accounts to determine who needs a hand call and who doesn't need to be contacted. Clients who need to be contacted directly would be Charter families without P.O.s, families who are two months past due, & families who may not have been contacted after enrolling online. On-site Lead (1) should log into any Charters with online databases to determine if the notes on the family's Jackrabbit account are up-to-date. On the Balance Due Google Doc, On-site Lead (1) will leave detailed notes for each needed hand call with the necessary information regarding their past due balance, for example- details on the amount due, on attendance, on previous contact attempts, and a drop deadline. After determining who needs a call and leaving notes, On-site Lead (1) will designate office members to help make these calls. Office members will leave notes on the family's accounts with confirmation of contact attempts. Clients who do not need calls would be Charters who have the proper P.O.s. These drop deadlines should be added the the Google Doc & will be monitored by the Office On-site Lead (2) & (3.)

When to not re-run declined accounts:

Account closed	Expired card
Pick up card	Do not honor
Issuer declined	Transaction not permitted by issuer

- 5** After the second mass tuition batch has processed and the Charters in good standing have been determined, the Office On-site Lead (1) will send the accounts on the Aged Accounts report a mass email & mass Call-Em-All.

Email:

1. Click on the number under 'Total' on the Aged Accounts section of the Jackrabbit Dashboard.
2. Check the 'Email All' box.
3. Uncheck all the Charter families who are in good standing
4. Click the blue 'Email' button.
5. Subject line: Outstanding Balance with Watersafe Swim School
Message: Hello, this is Watersafe Swim School informing you that you currently have an outstanding balance on your account. To avoid a \$10 late fee, you can update your card on file through the Parent Portal by logging in through our website, www.watersafe.com The login button is located on the top right corner of the webpage. Your username will be the email you have on file with us. If you would prefer, you can also update your card by contacting the office at (562) 596-8608. Have a wonderful day!
6. Change the 'Email replies sent to' drop down list to the swimwatersafe email.
7. Click 'Preview List' & 'Send Now.'

Aged Accounts Summary

← RETURN

✉ EMAIL

View 1 - 50 of 135

Page 1 of 3

50

Show All

Print

Export

Refresh

10 columns hidden

Show/Hide Columns

Restore Columns

Family/Account	Billing Contact	Home Phone	Students	Total	Balance	CC on file	ePayment Method	Email All
Altouzarab	Najwa Altouzarab	(714) 331-9414	Zayn, Yahya	135.00	135.00	Yes		☐
Artose	Roxanne Artose	(323) 717-6414	Sadie	135.00	135.00			☐
Barraza	Vivian Barraza	(562) 252-2448	Ethan, Aviva	240.00	240.00	Yes		☐
Becerra	Cristina Becerra	(562) 612-6680	Xavier-Paul	135.00	135.00	Yes		☐
Bejawada	Madhusudean Bejawada	(213) 422-4325	Nayonika, Anish	210.00	103.00	Yes	Credit Card	☒
Bhagwat	Pallavi Bhagwat	(323) 572-6171	Manohar	166.25	135.00	Yes	Credit Card	☒
Bor	Jennifer Bor	(206) 973-6590	Declan, Hudson, Beien, Emiko	2,107.05	729.00	Yes		☐
Boyd	Darlene Boyd	(323) 420-6620 #	Ekasha	270.00	270.00	Yes		☐
Calderon	Maria Calderon	(562) 879-1663	Daisy, Dalton	224.25	135.00	Yes	Credit Card	☒
Carlos-Benitez	Lizette Carlos	(323) 397-8075	Julian	135.00	135.00	Yes	Credit Card	☒
Castaneda	Chelsia Castaneda	(562) 552-1428	Teagan, Harper, Silas, Holland	389.00	270.00	Yes	Credit Card	☒
Castaneda	Jessica Castaneda	(562) 822-7380	Camila, Cataleya	548.56	300.56	Yes	Credit Card	☒
Castillo	Aeriel Castillo	(562) 677-5558	Noah, Maggie	235.00	135.00	Yes	Credit Card	☒
Cecil	Kristen Cecil	(562) 355-0361	Mackie, Gwynneth	689.25	550.00	Yes	Credit Card	☒
Chakkbazian	Monica Chakkbazian	(562) 477-2913	Noah, Liam	293.50	264.50	Yes	Credit Card	☐
Cignoli	Alixandra Cignoli	(781) 820-8619	Caleb, Brady, Beau	162.50	100.00	Yes	Credit Card	☒
Cisneros	Laura Cisneros	(562) 547-5693	Isabelle	194.50	135.00	Yes	Credit Card	☒
Craig	Sean Craig	(310) 944-8868	Daniel	444.00	206.00	Yes	Credit Card	☒
Curtis	Desiree Curtis	(323) 804-6771	Andrew, Olivia	270.00	270.00	Yes		☐
Dver	Thv Dver	(714) 487-3475	Isabella	133.75	133.75	Yes	Credit Card	☒

Call-Em-All

1. After you've gone through each account, export the list into an excel document by clicking on the "export" button.

← RETURN EMAIL

View 1 - 50 of 66 Page 1 of 2 50 + Show All Print Export Show/Hide Columns Restore Columns

Family/Account	Billing Contact	Home Phone	Students	Total	Balance	CC on file	ePayment Method	Email All
Allen	Emily June Allen	(562) 972-9372	Everett, Henry, Russell	357.00	357.00			

2. A pop-up will appear... leave the drop down selection as is and click on "Export Data." The list will move into the downloads section as an excel sheet. Open it to edit.
3. Call-Em-All only requires the first name, last name, and number. To delete the extra columns, click on the letter of the column. Hold down the shift button and click on the other letters to select them all at once. Click on the "Delete" button at the top. After you've deleted the extra columns, you can delete the titles at the top (Family/Account, Billing Contact, ect...) by selecting the number 1 on the left side of the page and clicking delete again. Not all the families on the list will have a phone number, manually add the missing ones.

AgedAcctsrpt-10.xls [Compatibility Mode] Search Sheet

Home Insert Draw Page Layout Formulas Data Review View

Paste Arial 10 Wrap Text General Conditional Formatting Format as Table Cell Styles Insert Delete Sort & Filter Find & Select

D1 X V fx Students

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
1	Family/Account	Billing Contact	Home Phone	Students	Total	Balance	CC on file	ePayment Method												
2	Allen	Emily June Allen	(562) 972-9372	Everett, Henry, Russell	357	357														
3	Anderson	Angela Anderson	(562) 201-0766	Desmond	191	119	Yes	Credit Card												
4	Anyama	Onyi Anyama	(310) 884-4360	Muna, Oluchi	135.3	68.3	Yes	Credit Card												
5	Arzola	Monica Arzola	(213) 446-4198	Kate, Elizabeth	139.5	94	Yes	Credit Card												
6	Ayres	Jessica Ayres	(949) 400-2442	Payton	82	82	Yes	Credit Card												
7	Barfels	Allison Barfels	(714) 609-0042	Grace	838.5	121	Yes	Credit Card												
8	Becerra	Susana Rios		Glenn	119	119	Yes	Credit Card												
9	Bor	Jennifer Bor	(206) 973-6590	Declan, Hudson	400.4	388.5		Credit Card												
10	Calvert	Lori Calvert	(714) 651-2032	Noah, Owen	593.5	535.5														
11	Cannone	Alessandra Cannone	(562) 912-5031	Mia, Maxx	238	238														
12	Cannone	Alessandra Cannone	(562) 912-5031	Mia	117	117														
13	Chamberlain	Kim Chamberlain	(562) 243-4007	Craig, William, Van	415.75	357	Yes	Credit Card												
14	Christensen	Courtney Christensen	(714) 343-7144	Kate, Thomas	92	92	Yes	Credit Card												
15	Clay	Emma Clay	(818) 636-3662	Gabrielle, Liam, Landon	238	238	Yes	Credit Card												
16	Coloma	Karina Coloma	(562) 972-2743	Harmonie	497	497														
17	Coom	Tiffany Coom	(310) 310-1898	Skyler, Wynter	550.26	463.26														
18	Dulay	Sotheavy Dulay	(562) 637-6093	Nyah, Keira	119	119	Yes	Credit Card												
19	Enriquez	Nadine Enriquez	(520) 591-6108	Cruz	82	82	Yes	Credit Card												
20	Ferguson	Kristal Ferguson	(562) 552-6684	Jasmine	288	288														
21	Garber	Traci Garber	(562) 412-1923	Camden	67	67														
22	George	Jennifer George	(949) 280-4437	Emma, Jaxon	714	714														
23	Gutierrez	Yvette Gutierrez		Sallyah, Sarah	370.25	125		Credit Card												
24	Hallfield	Jessica Hallfield	(714) 409-7810	Erica, Gabriela	325	211	Yes	Credit Card												
25	Humphrey	Sam Humphrey	(714) 719-2795	Tommi, Kensington, McClane	595	119	Yes	Credit Card												
26	Hunt	Kristol Hunt	(562) 537-1179	Khloe, Kelsey	486.85	476														
27	Jagger	Helen Jagger	(562) 209-2821	Jamie	202	92	Yes	Credit Card												
28	Kahna	Jodie Kahna	(562) 234-4927	Kellen, Rylee, Austin	31.03	13.03	Yes	Credit Card												
29	Kim	Shar Kim	(562) 370-0820	Khloe	119	119	Yes	Credit Card												
30	Kroeze	Kara Kroeze	(562) 879-7021	Lillian, Addison	293	119														
31	Lusk	Taha Lusk	(310) 435-1783	Ramona	155	119	Yes	Credit Card												
32	Luukkainen	Margaret Luukkainen	(707) 355-0308	Olivia, Levi	194	187.25														
33	McBride	Michelle McBride	(714) 209-3269	Delaney	119	119	Yes	Credit Card												
34	Mohler	William Mohler	(310) 428-0583	Leotie	200	200														
35	Moreno	Mariana Moreno	(714) 856-5224	Lucas	235	119	Yes	Credit Card												
36	Murry	Nathan Murry	(949) 204-8096	Ivan, Eric	8.69	8.69														
37	Munoz	Monica Tolone	(949) 633-9604	Lucas, Jude	200	200														
38	Nares	Andi Nares	(562) 900-6674	Emma	119	119	Yes	Credit Card												
39	Ofrecio	Yasmin Ofrecio	(562) 391-6780	Joaquin, Isabella	94	94	Yes	Credit Card												

AgedAcctsrpt.xls + Average: 442.7327536 Count: 350 Sum: 61097.12 100%

4. Once done, save the file to the desktop and log into Call-Em-All
Username: 5625968608 Password: 8608
5. Click "Create a Broadcast"

Home

Pay-As-You-Go

Balance 20.5

Pending Credits 0

Available Credits 20.5

BUY MORE CREDITS

All Broadcasts 15 + CREATE BROADCAST

↑ Default Size Results

No Parking March 13 32 of 32

Created Mar 11, 2019 1:20 PM

Started Mar 12, 2019 12:00 PM

Completed Mar 12, 2019 12:03 PM

Voicemail 56% | 18 Live Answer 44% | 14

6. Broadcast Name: “(what is the call for, ex: balance due March)”

Message Type: Voice

Start Immediately? ☒ Yes

Broadcast Type: ☒ Announcement

Caller ID: (562) 596-8608

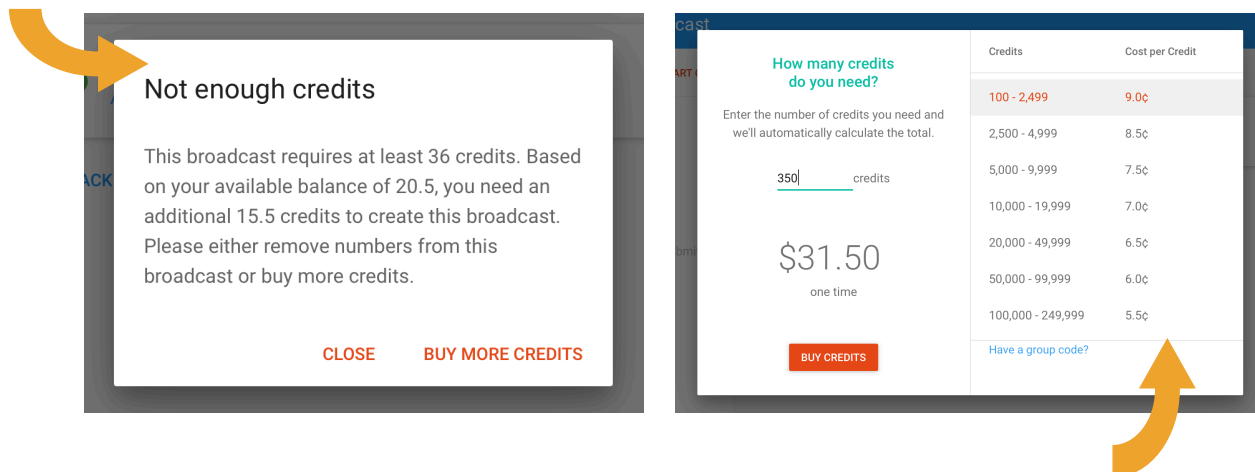
Call Speed: *determine this by the amount of calls you’ll be sending in total, the amount of office staff on hand to help take the returned calls, and the urgency of the message*

I usually set the speed about 1 call a minute.

Click Continue.

7. Click on “Upload a file” and upload your excel sheet. A confirmation of your contacts will appear. If it says all your rows are good, click on ‘Import.’

8. If this window pops up when you click continue, it is because there is not enough credits on the account and you need to purchase more. Click the “Buy More Credits” button. Make sure you purchase enough credits to cover the amount of calls you’re making. The CVN code is 613. Once you’ve purchased all the necessary credits, click continue.



9. Balance due calls already have a pre-saved, generic message in Call-Em-All. To use it, click on the “Select from message library” option. Scroll down to find the most recent Balance Due call message and select it. Click continue.

10. The screen should now show you a review of your settings for the call. If everything looks good, click “Send Broadcast.”

11. the office to let them know that it’s going out.

Following this the Balance Due Schedule in Google Docs, Office On-site Lead (2) & (3) will conduct the remaining balance due contact attempts which includes hand calls, Call-Em-Alls, and having instructors send families to the office. These will be done by location.

6 Office On-site Lead (2) & (3) will generate a report of the remaining client’s on balance due for each location.

1. Under Reports, click ‘Find Reports’

2. On the left, click ‘Transactions/Financials’

3. Click ‘Aged Accounts Summary’ report

4. Select the appropriate location & click ‘Submit’

5. Using this report, OSL (2) & (3) will add students to the Balance Due Schedule in Google Docs for the office staff to reference & highlight students to be sent to the office.
6. During the week to highlight students on the poolside schedule- add “Check Balance Due Doc” to Google Calendar

The screenshot shows the Google Calendar 'Create Event' interface. The event title is 'Check Balance Due Doc', which is circled in black. Below the title, the date range is set to 'Feb 14, 2023 to Feb 26, 2023'. The 'All day' checkbox is checked, and the 'Does not repeat' option is selected from the dropdown menu. Below these fields, there are two tabs: 'Event Details' (selected) and 'Find a Time'. Under the 'Event Details' tab, there are four sections: 'Add Google Meet video conferencing' (with a blue button), 'Add location' (with a location pin icon and a text input field), 'Add notification' (with a bell icon and a text input field), and 'Watersafe SwimSchool' (with a calendar icon, a dropdown menu showing 'Watersafe SwimSchool', and a green circle icon circled in black).

✕ Check Balance Due Doc

Feb 14, 2023 to Feb 26, 2023

☒ All day Does not repeat ▾

Event Details Find a Time

 Add Google Meet video conferencing

 Add location

 Add notification

 Watersafe SwimSchool ▾ 