UAC

GymMaster Class Scheduling, Discount Coding & Stand-Alone Purchases

Department: Operations / Sales / Marketing
Applies To: All UAC Clubs & Franchisees

Purpose: To ensure all clubs follow a consistent, accurate, and member-friendly process when setting up classes, discount codes, and stand-alone purchase options in GymMaster. This standardization guarantees:

- Brand consistency,
- Accurate revenue tracking,
- Smooth member booking experiences, and
- Easy reporting and auditing by HQ.

Scope

This SOP applies to:

- All UAC clubs using GymMaster for scheduling, billing, and sales.
- Centre Managers, Coaches, and Front Desk/Admin staff managing bookings or promo codes.
- UAC HQ (Ops & Marketing) responsible for national campaigns, code distribution, and approval of offers.

Objectives

1. Create uniform class setup & visibility across all clubs.
2. Prevent pricing discrepancies and unauthorized discounts.
3. Streamline manual & online stand-alone purchases.
4. Maintain real-time reporting accuracy in GymMaster.

Systems & Tools

System / Tool	Purpose
GymMaster	Class scheduling, membership management, and payment processing
Kode0 CRM	Campaign management & lead conversion tracking
HQ Discount Register	Record and approval of promo codes
Google Drive – Shared Franchise Folder	Store class templates & schedules
GymMaster App / Web Portal	Member booking & payment platform

Class Scheduling Protocol

A. Creating or Editing Classes

Step	Action	Responsible
1	Log in to GymMaster → Classes → Class Schedule.	Centre Manager
2	Click "Add Class." Input the following:	

- **Class Name:** (e.g., "UAC Strength", "Basketball Academy", "Recovery Session")
- **Coach Assigned:** Select staff profile
- **Room / Area:** e.g., Court / Gym Zone / Sauna | Centre Manager / Admin |

| 3 | Set Class Type:
- Paid Class: Deducts from membership package
- Free Class: Trial or included in membership
- Restricted Class: Only for specific membership plans | Admin |

| 4 | Define Schedule:
- Repeat weekly
- Set time (e.g., Mon/Wed/Fri, 5:00 PM – 6:00 PM)
- Add capacity (limit per class, e.g., 12 max) | Centre Manager |

| 5 | Add Description:
Include class focus, skill level, and required items. | Manager / Coach |

| 6 | Enable App Booking Visibility so members can reserve spots via GymMaster App. | Manager |

| 7 | Save & review in "Class Timetable." | Manager |

Class Management Guidelines
- Coaches must start & finish sessions on time.
- Classes should appear 2 weeks in advance for bookings.
- Cancelled sessions must be updated at least 12 hours prior and notify registered members automatically via app/email.
- Any class addition or removal must be approved by UAC HQ or Franchise Owner.

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Discount Coding Process

A. Discount Code Setup

Step	Action	Responsible
1	Go to GymMaster → Admin → Discounts → Add New	Centre Manager
2	Choose Discount Type:	

- *Percentage (e.g., 10%)*
- *Fixed amount (e.g., $20 off)*
- *First month only | Manager |*

| 3 | Add Discount Code Name: (e.g., "UAC10OFF", "OPENWEEK") | Manager |

| 4 | Select Applicable Products:
- *Memberships*
- *Class packs*
- *Stand-alone items | Manager |*

| 5 | Add Start & End Date of promotion | Manager |

| 6 | Under "Limit Usage" – max 1 per member | Manager |

| 7 | Save & test using a dummy account | Manager / Admin |

| 8 | Report new code to HQ Marketing for registration in the Discount Register Sheet | Manager |

Discount Policy
- *All discounts must be pre-approved by HQ.*
- *No "staff-created" discounts without written approval.*
- *Expired codes are auto-disabled after end date.*
- *Franchisees may create local short-term codes (≤7 days) with HQ notification.*
- *Discounts are non-stackable unless authorized.*

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Discount Tracking

Frequency	Report Type	Responsible
Weekly	Active discounts used	Manager
Monthly	Discount performance report (usage vs. conversion)	HQ Marketing

Stand-Alone Purchases (Non-Membership Items)

- *A. Examples of Stand-Alone Products*
- *Recovery sessions (sauna, ice bath, compression therapy)*
- *Basketball court casual sessions*
- *Apparel or merchandise*
- *Special workshops or one-off events*

How to Create a Stand-Alone Item

Step	Action	Responsible
1	Go to GymMaster → Products / POS → Add New Item.	Admin
2	Input:	

- *Product Name (e.g., "Casual Ice Bath – 30 mins")*
- *Category: Recovery / Casual / Merch*
- *Price: e.g., $25*
- *Tax Rate: GST applicable | Admin |*

| *3* | *Tick "Allow Stand-Alone Purchase"* so it can be bought by non-members. | *Admin* |

4	*Upload relevant photo* or description (optional for web sales).	*Admin*
5	*Test transaction* on POS or App.	*Admin*
6	*Ensure transaction appears* in Sales → Reports → Stand-Alone Purchases.	*Manager*

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Payment & Tracking

- All stand-alone transactions must go through GymMaster POS or Member App.
- Receipts auto-issued via email.
- Staff must not accept cash payments outside the system unless pre-approved.
- End-of-day reconciliation should reflect all stand-alone sales.

Reporting & Review

Report Type	Frequency	Generated By	Reviewed By
Class Attendance Report	Weekly	GymMaster	Centre Manager
Discount Usage Report	Monthly	GymMaster / CRM	HQ Marketing
Stand-Alone Purchase Summary	Weekly	POS Report	Manager
Class Revenue Breakdown	Monthly	GymMaster	Franchise Owner / HQ

Responsibilities

- Centre Manager: Oversee schedule setup, discount usage, and compliance
- Admin / Front Desk: Create products, issue receipts, handle bookings
- Coaches: Update class descriptions, attendance, and cancellations
- HQ Marketing: Approve promotions and track campaign performance
- HQ Operations: Audit class schedules and revenue consistency

Quality Assurance

- All data must be accurate and updated in real-time.
- UAC HQ performs monthly audits on class listings, discount misuse, and duplicate product codes.
- Clubs found with unauthorized price changes or duplicate class codes may face corrective action.

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Quick Reference Summary

Function	Tool	Approval Required?	Notes
Class Scheduling	GymMaster	No	HQ approval for new programs
Discount Codes	GymMaster	Yes (HQ)	Non-stackable
Stand-Alone Sales	GymMaster POS	No	Must go through POS/App
Reporting	GymMaster / CRM	Yes	Submitted monthly

Review & Audit

This SOP will be reviewed every 6 months or whenever a GymMaster feature or HQ policy update occurs.
 Audits include:

- Class accuracy
- Discount misuse
- POS transaction reconciliation

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