**Marketing Questions**

**Where is the social media calendar for this month?**

* This doesn’t live on the intranet. Check the monthly marketing overview email sent to club managers and owners or email kitty.robinson@fernwoodfitness.com.au.

**Can I have help with what to post on social media?**

**Any tips for social media?**

* Check out the Social Media Brand Guidelines document on the intranet

**Where can I find this month's campaign toolkit?**

* The campaign toolkit can be located on the intranet under toolkits and manuals.

**Where can I find the Canva assets for this month's campaign?**

* You can find the Canva assets for the campaign via this link <https://www.canva.com/folder/FAELLmyFo-M.> Please make sure you are logged in so you can access the assets available.

**Where can I find the Canva assets to support my club's local area marketing?**

* You can find assets for local area marketing on Canva via this link <https://www.canva.com/folder/FAEmTJrmhwU> . Please make sure you are logged in so you can access the assets available.

**I need support for a local area marketing activity that my club is running, who can I contact?**

* Please contact the local area marketing manager at NSO – details to be populated from the NSO team directory.

**Who do I contact to opt-out of a campaign?**

* Please contact the Marketing Manager or Campaign Manager

**How can I claim the Marketing Reimbursement Fund?**

* Not a problem at all – please email finance@fernwoodfitness.com.au

**I need support for the issues on the Google Maps and Google Business Profile for Fernwood clubs?**

* Front-end Website Manager

**Membership Admin**

**1. How can a member update her payment details online?**  
  
The below link can be used for **bank card only**.

<https://www.fernwoodfitness.com.au/my-account/update-payment-method>

Bank account details will need to be updated at the club or via Membership Admin.

**2. How would a member make payment of her debt online?**

Please have her use the below link to make payment via our online platform.

<https://fernwood.fitness/3zK9yGX>

She may also contact us directly via reply email or phone on 03 9630 8800 and tell her to be sure to leave a voicemail with her name, return number and club she is a member of, so we may return her call.

**3. Can members pay for their membership fees in advance?**

Yes, they can make payment of their membership fees online via the Fernwood app at any time. Any amount paid will sit as a credit on their account and the direct debit system will take payment from the credit before attempting payment from their nominated account.

**4. How do I put cancellation fees including the notice period on an instalment plan.**

* Process the cancellation with the correct last access date for the member and add the cancellation fee to the payment account.
* Add free time for the notice period e.g., If last access date is 07/08/24 the final two debits notice would be 11/07/24 & 25/07/24 and the free period time would be from 11/07/24 - 07/08/24.
* Add a credit note to the payment account for the cancellation fee. (If the account has a negative balance due to debt or other purchases due, clear the payment account to zero if you wish to include it in the payment plan or any balance remaining will process on the next debit due.)
* Click on the front desk icon, choose "membership fees” from the frequent products menu and use either cancellation or membership fees option (any with the timeclock icon) to set up the instalment plan.
* Tick the override box to change the amount you wish to place on instalment plan, so it includes all fees credited including the notice period reduced by the free time.

**5. How do I explain the freeze gap payment to a member?**

* Work out the daily rate for the members club access fees to 4 decimal points. The daily rate for the freeze fee of $10.00 divided by 14 is $0.7143.
* Calculate the number of days on freeze and the number of club access days for each fortnightly debit period.
* Times the daily rate by the number of days on freeze and do the same for the number of days at club access rate. Add them together and you have the amount the member should have paid for that fortnightly debit period.
* Repeat the above for each debit period queried.
* Compare the amount the member should have paid with the amounts she actually paid on each debit date questioned. You can find this information easily in the “Account” - "Payment Requests” tab in the members person profile on Exerp.
* You can then show the member how the system adjusts any credit or invoice due based on the freeze dates and how they relate to the fortnightly debit payment period. You should find that they match to within a few cents. This method will also allow you to identify any over credit or over invoicing if prior credits or adjustments have been made so you reconcile the account accurately.

**6. How does a member make payment of debt that has been referred to an external collection team?**

* We refer the member to the external collection team to set up an arrangement directly with them
* You can contact your membership administrator for the contact details to provide to the member.
* Any updated contact details you can get at the time you are communicating with the member will also assist us.

7. Can a member rejoin if she has external debt?

* We do not recommend this. We have a duty of care to ensure members do not accrue more debt than they can reasonably afford to pay back.
* You do have the option of reducing or waiving the debt at the collection company as part of the rejoining process if you wish to have the member return quicker. We recommend ensuring all debt has been resolved prior to the membership being reactivated/started in Exerp.

**HYPOXI Questions**

How do I organise a technician for my HYPOXI machine?

* Please email [support@hypoxi.com.au](mailto:support@hypoxi.com.au)

How can I order skirts?

* Please email [support@hypoxi.com.au](mailto:support@hypoxi.com.au)

How can I order a HDC suit?

* Please email [support@hypoxi.com.au](mailto:support@hypoxi.com.au)

How can I order accessories or parts?

* Please email [support@hypoxi.com.au](mailto:support@hypoxi.com.au)

Where can I buy disinfectant?

* Please refer to the HYPOXI Consumables document.

[\_FW\_Hypoxi\_Consumables\_Form.pdf](https://fernwoodfitness.sharepoint.com/:b:/s/Hypoxi/Efz9DeX_c1FOnvxe_Zejz5EBh3KdTevN-C4t3AeNSmzsCg?e=EEsxzb)

Where can I buy Wet Suit Wash for Vac Suits?

* Please refer to the HYPOXI Consumables document.

[\_FW\_Hypoxi\_Consumables\_Form.pdf](https://fernwoodfitness.sharepoint.com/:b:/s/Hypoxi/Efz9DeX_c1FOnvxe_Zejz5EBh3KdTevN-C4t3AeNSmzsCg?e=EEsxzb)

Where can I buy zipper lube?

* Please refer to the HYPOXI Consumables document.
* [\_FW\_Hypoxi\_Consumables\_Form.pdf](https://fernwoodfitness.sharepoint.com/:b:/s/Hypoxi/Efz9DeX_c1FOnvxe_Zejz5EBh3KdTevN-C4t3AeNSmzsCg?e=EEsxzb)

Where can I buy red caps for the HDC and Vac suits?

* Please refer to the HYPOXI Consumables document.
* [\_FW\_Hypoxi\_Consumables\_Form.pdf](https://fernwoodfitness.sharepoint.com/:b:/s/Hypoxi/Efz9DeX_c1FOnvxe_Zejz5EBh3KdTevN-C4t3AeNSmzsCg?e=EEsxzb)

Where can I buy o-rings for the HDC and Vac suit connectors?

* Please refer to the HYPOXI Consumables document.
* [\_FW\_Hypoxi\_Consumables\_Form.pdf](https://fernwoodfitness.sharepoint.com/:b:/s/Hypoxi/Efz9DeX_c1FOnvxe_Zejz5EBh3KdTevN-C4t3AeNSmzsCg?e=EEsxzb)

What heart rate monitors should I purchase for HYPOXI?

* Please refer to the HYPOXI Consumables document.
* [\_FW\_Hypoxi\_Consumables\_Form.pdf](https://fernwoodfitness.sharepoint.com/:b:/s/Hypoxi/Efz9DeX_c1FOnvxe_Zejz5EBh3KdTevN-C4t3AeNSmzsCg?e=EEsxzb)

Where do I buy batteries for the TC Monitors?

* Please refer to the HYPOXI Consumables document.
* [\_FW\_Hypoxi\_Consumables\_Form.pdf](https://fernwoodfitness.sharepoint.com/:b:/s/Hypoxi/Efz9DeX_c1FOnvxe_Zejz5EBh3KdTevN-C4t3AeNSmzsCg?e=EEsxzb)

Do you have cookbooks in stock/where can I order cookbooks from?

* Please log onto the SFM portal to check stock availability and to place an order.

**General/Operations Questions**

1. **What is the minimum age someone can join a Fernwood?**   
   Great question – you will be able to join anyone in Exerp over the age of 12, however there are some guidelines we need to follow.   
   - Any member between the age of 12-16 need to be accompanied to the gym by a parent or guardian.   
   - It is recommended that anyone under the age of 16 only does body weight training in the gym so avoids doing classes such as Body Pump or FIIT30.   
   - Anyone under the age of 18, will need to have their membership agreement signed by their parent/guardian.   
   - Anyone under the age of 18 will not have 24/7 access by default, however it is possible for this to be updated in Exerp in line with your club’s insurance. If you need to change this we can do that for you via the Helpdesk team.

What is my username and password to log on to Canva?

- What is your email/ club / name?

2. What is my username and password to log on to HR Assured

- What is your email/ club / name?

3. What is my username and password to log on to SFM

- What is your email/ club / name?

4. What is my username and password to log on to the Merch Girls

- What is your email/ club / name?

5. What is my username and password to log on Masterclass

- What is your email/ club / name?

6. Can you give me the latest bug report?

7. How do I induct a new staff member?

8. When is the date of the National Conference?

9. When is the date of the February Forum?

10. What is the marketing campaign for November 2024?

11. What is the campaign offer for December 2024

12. What is Fernwood’s transgender policy?

13. What is our policy in accepting children as members?

14. What is our OH&S policy?

15. Where is our privacy policy?

16. Find me a petty cash reimbursement form.

17. What is the travel allowance?

18. Should I pay my staff to attend training?

19. Show me the agenda for the national conference in 2024?

20. What are the criteria for Fernwood National Awards in 2024?

21. How do I set sales targets and incentives for my staff?

22. I want to run an open day to showcase Hypoxi and reformer – can you show me how?

**HelpDesk Questions**

**1. How to reset password?**

If a member needs to reset their password – please send them to this link here: <https://www.fernwoodfitness.com.au/login?action=forgot_password>

You can also do this for them via their profile in Exerp under the Details Tab > Set Password.

**2. How to remove duplicate account?**

Check Mobile number & email address in Exerp when searching for duplicate, then merge into the active Exerp profile.

-Remove account & contact from PMW for duplication if member external ID is registered to a duplicate for the Fernwood app.

-Once the duplicates have been removed resync the Exerp profile & check that PMW has the correct External ID & email address.

-Do a password reset in Exerp.

**3. Member with active membership showing as prospect**

Oopsy – sometimes this happens with our online joins and if we get a sync error. This is an easy fix in club. Simply, block and unblock the membership, if there are future bookings you will need to cancel them rebook once the unblocking of membership is done.

**4. How to change start date of membership?**

Unfortunately, we cannot change the start date of the membership once it is processed. To fix this the membership needs to be deleted and reprocess with the correct start date. If the Delete button is greayed out for you, you made the help of our friendly Helpdesk team.

**5. Staff member not appearing under instructor list**

Not a problem – please see below the steps on how to check this in club:

- Check if the staff profile details are matching in Exerp and PMW

- Make sure there is an email address added to the staff profile

- If there is no email address:

Please remove the staff group: MyWellness Staff Booking

Add the email address

Re-add the staff group: MyWellness Staff Booking

If all details are matching, remove the staff group: MyWellness Staff Booking and re-add it

- Check in PMW if the instructor’s name is showing

**6. A member cannot log into the app. There might be duplicate accounts.**  
Not a problem – please see below the steps on how to check this in club:

- What is the member’s Exerp ID

- What is the member’s email address

- What is the member’s phone number

**7. Can we have a new membership / product?**  
Not a problem – we will need to get the helpdesk team to assist with this one: Please see below the steps on what information we need to get this sorted for you:

- What is your Exerp ID

- What is the name of the membership / product

- What is the price of the membership / product

- How many clips

- Any other relevant information

**7. Can we have a new campaign code:**  
Not a problem – we will need to get the helpdesk team to assist with this one: Please see below the steps on what information we need to get this sorted for you:

- What is your campaign?

- Which products does this need to apply to:

- What code would you like to use:

- What is the date you are running your campaign:

- Any other relevant information

**8. The new lead is not moving along in the CRM**  
Not a problem – we will need to get the helpdesk team to assist with this one: Please see below the steps on what information we need to get this sorted for you:

- What is your Exerp ID

- What is the name of the lead

- What is the name of the CRM

- What is the step we need to move her to

**9. Can we have a new class?**  
Awesome we love hearing about new classes! We will need to get the helpdesk team to assist with this one: Please see below the steps on what information we need to get this sorted for you:

- What is your Exerp ID

- What is the name of the class

- What is the price of the class

- What is the description and picture of the class

- What is the time frequency

- Any other relevant information

**Talkbox Questions**

**1. How to update email/mobile number of member/lead in Talkbox?**

You can update a member/lead’s email address and mobile number in Exerp. Those changes will sync and automatically update in Talkbox.

To do this, go to their details tab in Exerp.

Click the edit button at the bottom left of the page.

Once the changes have been made. Click save.

**2. How to unsubscribe/re-subscribe member to Talkbox communications?**

You can unsubscribe/re-subscribe member’s in Exerp, this will automatically update their profile in Talkbox.

To do this, go to the member’s details tab in Exerp.

Click the edit button at the bottom left of the page.

Once the changes have been made. Click save.

**3. How to send an email/SMS to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ group?**

If the target audience group is not an existing filter in Talkbox. You will need to export a custom spreadsheet from Exerp containing the members/leads external ID.

Once you have exported the spreadsheet, please refer to page 18 in this document on how to upload it to Talkbox -

fernwoodfitness.sharepoint.com/OurTraining/Forms/AllItems.aspx?id=%2FOurTraining%2FTalkBox\_Manual\_Aug2022%2Epdf&parent=%2FOurTraining&p=true&ga=1

**4. Member did not receive an email/SMS?**

Please check the below scenarios to troubleshoot this.

Please check and ensure their phone number/email is correct in Exerp and there are no typos.

Please check and ensure their email inbox is not full.

Please check and ensure they do not have a duplicate profile.

Please check and ensure they are not unsubscribed to email/SMS marketing.

If completing the above checks do not resolve the issue.

What is the member/lead’s full name?

What club is the member/lead from?

What is the member/lead’s external ID?

What is the name of the communication?

What time was the communication sent?

**5. How to send a 2 Way SMS in Talkbox?**

Please refer to page 9 in the Talkbox Manual - <https://fernwoodfitness.sharepoint.com/OurTraining/Forms/AllItems.aspx?id=%2FOurTraining%2FTalkBox%5FManual%5FAug2022%2Epdf&parent=%2FOurTraining&p=true&ga=1>

**Payroll Questions**

**1. What is the broken shift amount payable to an employee?**

An employee working a rostered broken shift must be paid per day $16.67 extra and for excess fares an expense-related allowance of $2.15 per day = $18.82 payable.

**2. Can I have a template to performance manage an employee?**



**3. Can I have a job advertisement for a group fitness instructor?**  
**(we have job ads and position description templates for each position at Fernwood so would be good to have this same flow for each position)**



**4. What are my superannuation obligations?**

The current superannuation rate is 11.5% payable to employees over 18 for all hours worked.   
You only need to pay super for workers under 18 when they work more than 30 hours in a week.

Superannuation should be in the super fund by the due date.

Therefore, if you are using a clearing house we recommend making payments a few days prior the due date so that the clearing house has time to process the payments to the super fund.

When to pay superannuation:

You pay super guarantee (SG) for eligible employees calculated from the day they start with you. You must make the payments at least four times a year, so they are received by your employees superannuation fund by the quarterly due dates.

Quarterly payment due dates:

|  |  |  |
| --- | --- | --- |
| Quarter | Period | Payment due date |
| 1 | 1 July – 30 September | 28 October |
| 2 | 1 October – 31 December | 28 January |
| 3 | 1 January – 31 March | 28 April |
| 4 | 1 April – 30 June | 28 July |

When the due date falls on a weekend or public holiday, it automatically changes to the next business day. If you do not pay an employee's minimum superannuation guarantee amount on time and to the right fund, you must pay the superannuation guarantee charge (SGC). You must also lodge an SGC statement to the ATO.

The SGC is more than the super you would have otherwise paid to the employee's fund and is not tax deductible.

Your accountant can assist in calculating and lodging an SGC statement with the ATO.

**5. Do we have a workplace health and safety policy?**

Yes, we do, here is a copy of the policy.



**Finance Questions**

1. Can I have a chart of accounts template?



2. What are the One Music licence fees?

The AI can respond by providing the One Music guide or give the fees.



Or the fees are an all inclusive $38.91 per member per year. Alternatively, fees can be broken down into a cost per class using either option A 5.98 per class per year or Option B $8.41 for each fitness class with more than 10 participants per year, plus $3.61 per class for each Fitness Class with 10 or fewer participants per year. Cost for background music is $1.49 per member per year.

3. When do I have to submit my profit and loss reports?

The Fernwood Franchise Agreement under clause 17 ‘Record Keeping’ states that the Franchisee must submit monthly profit and loss figures within 30 days of the end of each month. ie: November figures must be received by no later than 31 December.

4. What is the current km reimbursement amount?

88 cents.

5. Can I have a cash flow template?



**Design Questions**

1. Can you create a custom design for an event?   
   Kindly fill out the attached Custom Design request form.   
   [Fernwood Custom Design Request Form](https://fernwoodfitness.sharepoint.com/:b:/s/Marketing/EUQZxkCoHUZEhdJQT9GfbMwBknOj-o7PkGqJIbPAV9wYGQ?e=1fGlUu)
2. Can you create a custom signage for us?  
   Kindly fill out the attached Custom Signage request form.  
   [Fernwood Custom Signage Request Form](https://fernwoodfitness.sharepoint.com/:b:/s/Marketing/EXHGicK-eCxLrzj_LBexEwcBlkxqhbZ1sXkbIeTyniExag?e=9RDWGL)
3. Can this artwork be unlocked/editable on Canva?
4. Can you create an e-signature for a staff member?

**Masterclass Questions**

Q. How do I register a new staff member for Masterclass?

A. Click on the below link, complete the registration form and follow the instructions in the confirmation email

[https://join.fernwoodfitness.com.au/masterclass-registration/](https://url.au.m.mimecastprotect.com/s/6xlGC6XQNqhrXYNZsxnbgD?domain=join.fernwoodfitness.com.au/)

Q. Where do I login to see what my staff have completed on Masterclass?

A. Please use this link- <https://admin.edapp.com/login>

Q. I have a staff member who has registered for Masterclass but isn’t appearing under my analytics.

A. Thank you for your email, if you can please send through the staff members name, club and role we can look into this for you.

Q. I have done a course in Masterclass but it’s not showing as completed?

A. Please ensure you have completed the quizzes and answered the questions correctly.