# REVOLUTION
### SOFTWARE

# Franchise Management System

**Fully-featured, customisable franchisee management system**

**for managing classes, enrolments and online bookings**

## Complete end-to-end solution

Our Franchise Management System provides a complete end-to-end, automated booking process for users and management solution for franchisees and the franchisor. This is an out-of-the-box solution that can be customised to suit your exact requirements.

Primarily aimed at franchised, child class-based businesses, it enables franchisees to manage their whole business, including locations and classes, enrolments and waiting lists, discounts and merchandise.

Having a comprehensive management system in place also helps franchisors to add value to the overall franchisee package, helping to sell further franchises and grow the network.

For users booking a class, the front-end enrolment process is clear, quick and simple to use, with integrated credit card payment systems.

Used by companies in more than 8 countries world-wide, this is a tried and tested system that will improve productivity and enable you to manage and grow your franchise.
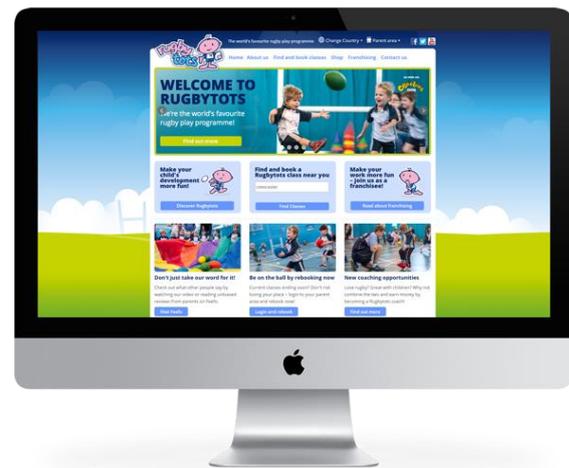
## Front-end website

- Fully bespoke, responsive design that works across all device types – we'll provide a look and feel consistent with your brand
- Search for classes by postcode or name
- Easy 4-step booking process, enabling enrolment of multiple children or classes
- Enrolment on waiting list and taster sessions when classes are full, so you don't lose bookings
- Parent login area to display enrolments, class timetables, booking links
- Opportunity to buy merchandise

## Franchisees

- Management of locations, class, enrolments, waiting lists and taster sessions
- Ability to easily move people between classes
- Management of class discount codes
- Payment online, by phone and manual payments
- Rollovers – when setting up a new term, people enrolled on existing term are automatically 'rolled over' to the new term and marked as unpaid, thereby guaranteeing places for existing clients.
- Mass email and SMS functionality for communication with clients
- Opportunity to buy franchisee-only merchandise

### Franchisors

- Complete oversight of all franchise areas, including all enrolments and transactions
- Full report suite, for transactions, merchandise orders, manual payment made etc
- Management of merchandise and sibling discount codes
- Automatic split of royalty payments

### Coaches and teachers

- Separate login area for coaches and teachers
- Display class registers
- Displays unpaid enrolments
- Highlights new attendees so they can be properly welcomed to the class
- Ability to add notes for each attendee

### Managing a franchise operation

The system enables franchisees to manage their whole business, managing their classes and children within those classes online, to take bookings whilst they are taking classes, and removing the need for huge amounts of paperwork and admin required in running the business, enabling them to expand their franchises quicker.

### Managing enrolments

For franchisees, the system enables them to manage client enrolments and bookings within their area. For instance, they are able to easily move children between classes or age groups, they can move children from a waiting list to a class enrolment if a space becomes available, and they can add children to a taster session if a parent wants their child to just try one class.

The system works on the basis of terms, which can be set to be any length of time required. When setting up a new term, all children in the class on the current term can be automatically 'rolled over' to the new class ensuring no-one loses a place. All these rolled over children will be marked as unpaid, until their parents have logged into the system and booked online.

Should a parent not want a place on the new term, they simply click to decline that space, at which point their child is automatically removed, opening up a space for a child on the waiting list or for a new booking.
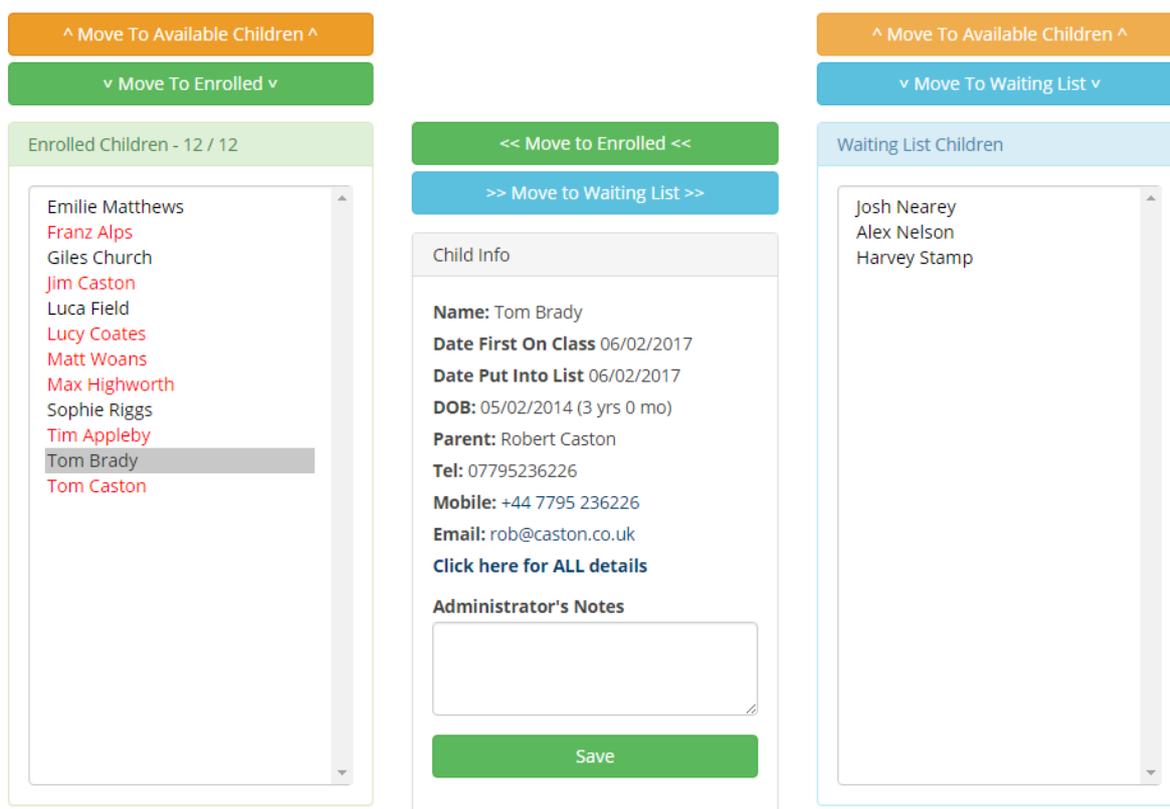
**Figure 1: Management of children within a class**

## Waiting Lists

The system is setup with enrolments, waiting list and taster sessions. If a class is full, a parent can still sign-up their child for a waiting list free of charge. If a space subsequently becomes available, the franchisee can manually move that child from the waiting list to be enrolled and either take an online payment from the parent over the phone, or the parent can login to their account and make the payment. This ensures that children do not miss out on places, but would also help you to get a proper gauge of demand in an area, and organise additional classes where there is demand. Likewise, when moving into a new area, classes can be added as 'coming soon' in which case parents are able to register their interest – again this enables the company to gauge interest before making any firm commitments.

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## Optional manual bookings

The system offers full flexibility for admins or franchisees to take payments over the phone or to manually mark a child as paid.



**Figure 3: Manual Payments**

## Enrolment part way through a term

The system caters for people enrolling their child part way through a term, where a parent only pays for upcoming sessions in the term. The system also allows for dates when classes are not taking place within a term, eg due to half term or holidays etc. The system allows for a note to be added to these dates, giving a reason why these classes are not occurring.



**Figure 3: Parent Account: Viewing a Child's Class Details**

## Bulk emails and SMS messaging

The system includes the ability to send bulk emails and text messages to parents at specific locations, or specific classes. For instance, you can email all parents who have not yet paid for their child's enrolment to chase up payment or email parents with children on the waiting list to let them know when a space in a class has become available.

Text messaging is useful if classes need to be cancelled or changed at the last minute.

☑ Should message *paid* in-class children

☑ Should message *not-paid* in-class children

☐ Should message waiting list children

☐ Should message taster list children

**Subject**

Test email

**Email Message**

New classes are enrolling - please check your parent account to enrol your child for the new term.

**SMS Message**

New classes are enrolling - please check your parent account to enrol your child for the new term.

**Figure 4: Mass Email and Text Messaging Functionality**

## Franchisor

As the franchisor, the system gives complete transparency on all bookings taken and the performance of each franchise. All money from online bookings is taken centrally, so you can rest assured that all franchisee fees and royalties are collected automatically.

### ORDER INFO

**Current Status:** Complete
**Creation Date:** 17 May 2016
**Customer IP:** 127.0.0.1

### ORDERED PRODUCTS

| Name | Qty | Price | Admin Form - Total |
|------|-----|-------|--------------------|
| Jim Caston - Dunottar School - 02/04/2016 to 02/07/2016, ages 2 - 3.5 | 1 | £56.00 | £56.00 |
| 2 - 3 - Welcome Pack - Jim Caston | 1 | £29.99 | £29.99 |
| Tracked 3 - 5 working days (default) | 1 | £0.00 | £0.00 |
| 2.5% - Transaction Fee | 1 | £2.15 | £2.15 |

**Figure 5: Order and Payment Information**

### Royalty payments

The system enables you to set the royalty split for each individual franchise and the reporting functionality will display the royalties to be paid to each franchise on a weekly or monthly basis.

### Merchandise

The system is setup to enable the sale of merchandise and kit to both parents and to franchisees. There is also a separate login for coaches/teachers, to enable them to print/view class registers, to see any unpaid children, to highlight children attending for the first time so they can be welcomed and to add notes for each child as required – notes fields are available for parents to view and separately for the franchisee.

### Payment methods

We currently offer online payments via two providers: PayPal and SagePay.

### Website design

Within the cost of the system we could include the design and implementation of the website and booking pages. The website would be fully responsive to work across all mobile devices.

### Fully tested, robust solution

The system is built using the latest technologies, has been robustly tested and has benefitted and taken into account 8+ years of experience and usage by existing clients. Used by clients in 10+ countries worldwide, it offers the most comprehensive and easy to use franchisee management system available, enabling franchisors to focus on building their business rather than day-to-day operations and management of franchisees.

### Find out more

For more information and a demonstration, please call Rob Caston on 01285 643 496 or email rob@revolutionsoftware.co.uk

## LET'S TALK

If you'd like a coffee and a chat to see how we can help your business, please call us on 01285 643496 or email Rob Caston:

**rob@revolutionsoftware.co.uk**