

South Central & South West User Group Meeting Wednesday 20th July 2011 Minutes



Attendees	
Claire Edwards	The West Hants Club (Host)
David Palmer	Active Nation
Pete Griffiths	Christchurch BC
Will Jones	Horizon Leisure Trust
Terry Peterson	Purbeck District Council
Carl Athersuch	University of Portsmouth
Helen Ogilvie	University of Southampton
Diane Cooper	Gladstone
Jonathan Taylor	Gladstone
Tom Vian	Gladstone
Andy Gordon	Gladstone
Leon Houseman	Gladstone

No.	Agenda point	Discussion	Conclusion/Action
1	SSRS - Taylor Made have upgraded their servers so need a date from Gladstone, would be helpful to see a demo - David Palmer - Active Nation	<ul style="list-style-type: none"> Release notes to be sent to David for this Tom Withers to call David to discuss 	<ul style="list-style-type: none"> LH has sent the release notes to David Tom Withers has since spoken to David also
2	Update on Plus2 v10 and Connect 3.2 - David Palmer - Active Nation	<ul style="list-style-type: none"> Tom Vian carried out a demo of Plus2 v10 and Connect 3.2 which answered the questions 	<ul style="list-style-type: none"> No actions
3	Email Marketing - Claire Edwards - The West Hants Club	<ul style="list-style-type: none"> Explained that they did not want to use Outlook Exchange due to the possibilities of being black listed Others in the group using standard bulk emailing services Suggested to have a look at www.briefyourmarket.com as they have recently integrated with Plus2 	<ul style="list-style-type: none"> No actions
4	Soon to be getting Connect & Kiosk, does anyone have any tips? Carl Athersuch - University of Portsmouth	<ul style="list-style-type: none"> Tips came from around the table... Restrict how early you can book to allow you enough time to turn facilities around, 2 hours is a good limit You can contact support to help with the configuration of Connect & Kiosk Ensure your staff know how to generate a PIN as members can lock their accounts No Kiosk upgrades in the pipeline for the 	<ul style="list-style-type: none"> No actions

		time being, just an updated look and feel	
5	Direct Debit for swimming lessons	<ul style="list-style-type: none"> The new Learn2 module we look to offer this feature however it will not be included in phase one release of the product later in the year 	<ul style="list-style-type: none"> No actions
6	Dishonoured Bookings, do people use these? Carl Athersuch - University of Portsmouth	<ul style="list-style-type: none"> Yes, most people around the table are using this Generally run a report to see who has dishonoured and then down to your discretion if you leave the debt on their account 	<ul style="list-style-type: none"> No actions