

ADMISSIONS

UPDATING OR CHANGING CUSTOMER'S DETAILS

If a customer needs to update any of their details, i.e. Address or Phone Number you need to look them up in the system; if they have their card with them:

1. Open up MAXIM and go to the **CUSTOMER SEARCH** option
2. Input their card number and click search.
3. When the customer appears on the screen click **EDIT SELECTED CUSTOMER**
 - a. Make the required changes.
 - b. Click **SAVE**, this will save the details to the system.
4. If the customer is **changing their name** (i.e. surname after marriage or divorce) make sure you **print them a replacement card** to ensure their card details are correct.

If the customer **doesn't have their card**, ask for their first and last name and date of birth, THEN FOLLOW THE STEPS ABOVE; **making sure to print a replacement card**.