GYMDESK · GYM SOFTWARE SCORECARD

SWITCH-OR-STAY SCORECARD

Tick each sign that's happening. For each one, send your vendor one clear ask in writing and give it 30 days. Only a sign that survives the ask counts toward switching.

Gym: _____

Current software: _____

Date started: _____

HAPPENING?	SIGN, THE FIX TO TRY FIRST, AND WHEN TO SWITCH	ASKED IN WRITING ON	FIXED IN 30 DAYS?	STILL FAILING
BILLING SIGNS				
☐	**Failed payments go unnoticed** Try first: Ask whether automatic retries and failure alerts exist, and turn them on. Switch if: Retries don't exist, or they're a paid add-on.		☐	☐
☐	**Fees you can't explain** Try first: Ask for your effective rate in writing and whether you can bring your own processor. Switch if: The rate won't move and you're locked to their processor.		☐	☐
☐	**Add-ons keep appearing** Try first: Ask for a plan that bundles what you actually use. Switch if: Core tools like waivers and reminders stay paid extras.		☐	☐
WORKFLOW SIGNS				
☐	**Back on paper or spreadsheets** Try first: Ask support how other gyms handle that job in the software. Switch if: The software can't do the job at all.		☐	☐
☐	**Built for a different business** Try first: Ask for examples of gyms like yours on the platform. Switch if: There aren't any, or the workarounds are permanent.		☐	☐
☐	**Too many clicks** Try first: Ask for a training call for you and your staff. Switch if: The five-minute test still fails after training.		☐	☐
VENDOR SIGNS				
☐	**Support doesn't respond** Try first: Escalate one ticket with a deadline. Switch if: The deadline passes with no fix.		☐	☐
☐	**Product stopped improving** Try first: Ask what's on the roadmap for the next two quarters. Switch if: Nothing on it touches your daily work.		☐	☐
☐	**Price went up, product didn't** Try first: Ask for the promised rate, or what the increase pays for, in writing. Switch if: They won't honor it and nothing new shipped.		☐	☐
GROWTH SIGNS				
☐	**Outgrew the setup** Try first: Ask how they handle more members or a second location. Switch if: It means a second account or a second login.		☐	☐

Your score: signs still failing after the ask _____

0	Stay put. Whatever's bugging you is a setup problem, and you just proved it.
1–2	Do the cost math on page 2 before you book a demo. One stubborn sign may not be worth a migration.
3+	Start shopping, and check your renewal date first.

A rough guide, not a formula. One sign that costs you real money every month can outweigh three small annoyances.

The rule: if you can name the sign, you've asked for the fix, and staying costs more than moving, it's time. If you can't name one, fix the setup first and check again in a month.

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STAYING VS MOVING

Weigh the signs against the price of moving. Fill in what you pay now, all in, next to the software you'd move to.

Contract renews: ____/____/_____
Notice needed: _____ days

Monthly cost, all in

LINE	WHAT YOU PAY NOW	THE SOFTWARE YOU'D MOVE TO
Base plan	$	$
Add-ons (waivers, texting, app, extra locations)	$	$
Processing fees (last month's statement)	$	$
Text messages	$	$
Anything else on the bill	$	$
Total per month	$	$

The fee test: add up every fee on last month's processor statement and divide by the money you collected. That's your effective rate. A starting price is a floor; compare totals.

One-time costs of moving

COST	WHAT TO CHECK	AMOUNT
Early-cancellation fee	on the contract you're leaving	$
Export fee	or the hours to clean a messy export	$
Card transfer	weeks of lead time; members re-enter cards only if the old processor won't release them	$
Staff time	learning the new system	$
Total one-time		$

The ask to send first

“Our failed payments aren’t retrying. Can you fix this by the end of the month?” Swap in your sign. Date it. Keep the reply.

Check your renewal date before you book a demo. Miss an auto-renewal and you've bought another year of the software you were trying to leave. Find the date and the notice it needs, then work backward from it.