



3 Classes – Functionality

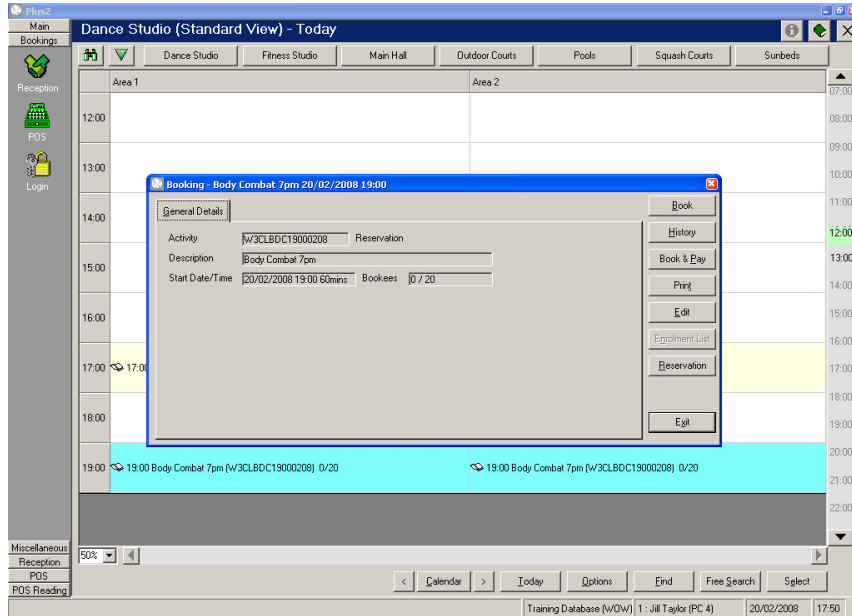
www.gladstonemrm.com



NOTES:

Functionality of Classes

Your Site Configuration

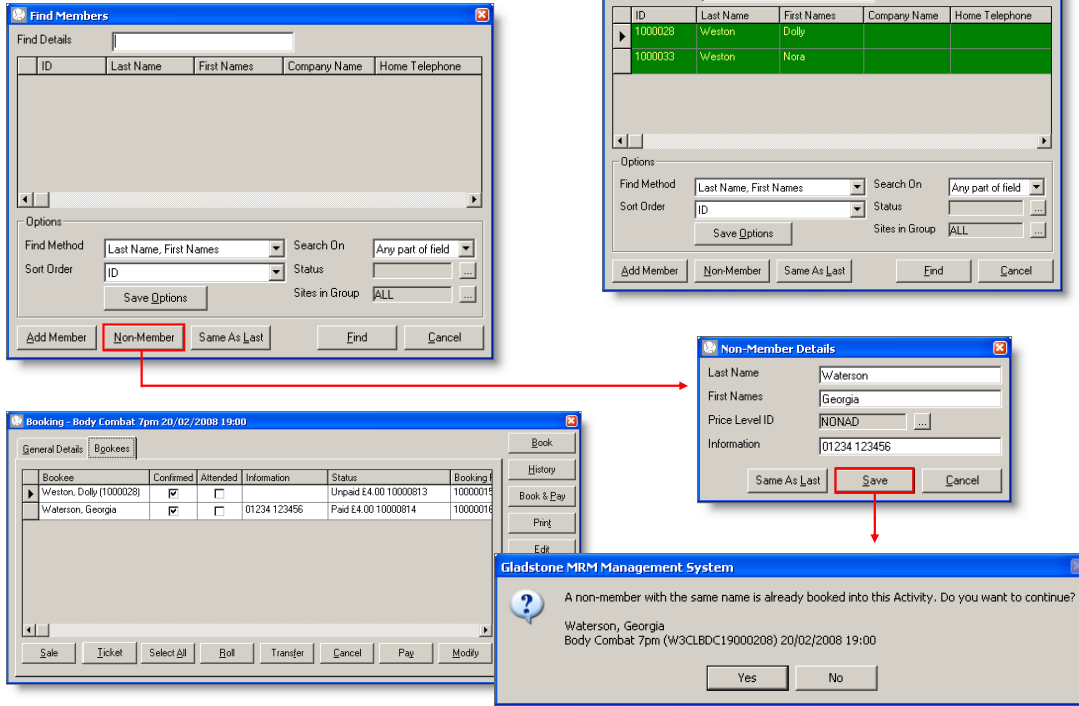


Making a Booking

- Step 1 Click once onto the Class to highlight it
- Step 2 Double click onto the Class to bring up the above screen

NOTES:

Functionality of Classes



Your Site Configuration

- Step 1 Click on either Book or Book & Pay
 - Step 2 If it is a Member booking either Swipe the Members Card or type in the members Last Name, First Name in the 'Find Details' field.
 - Step 3 If it is a Non Member booking click on the Non Member Button at the bottom of the screen
 - Step 4 When the Non Member Details box appears fill in the:-
 Last Name field
 First Name Field
 Price Level (check - change if required)
 Information field - usually the phone number
 - Step 5 Click 'Save'
- Note:- If a Non Member of the same name has already been booked onto the Class a message will appear

NOTES:

Functionality of Classes

Booking - Body Combat 7pm 20/02/2008 19:00

Bookee	Confirmed	Attended	Information	Status	Booking #
Weston, Dolly (1000028)	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Unpaid £4.00 10000813	10000018
Waterson, Georgia	<input checked="" type="checkbox"/>	<input type="checkbox"/>	01234 123456	Paid £4.00 10000814	10000018

Gladstone MRM Management System

Are you sure you want to Cancel this Booking?

Member: Weston, Dolly (1000028)
Activity: (W3CLBDC19000208) Body Combat 7pm
Date: 20/02/2008 19:00 60mins

Yes No

Booking Cancellation

Late Booking Cancellation
Cancellation Reference: 10000004

Member: Weston, Dolly (1000028)
Activity: Body Combat 7pm
Resource/s: Body Combat Wed 7pm, Area 1, Area 2

Start Date and Time: 20 February 2008 19:00
Duration: 60 mins No Charge

Cancellation Comments:
Had to pick her children up from the Childminder

Print OK

Event Log

Member	Date/Time	Description	Del
Mrs Dolly Weston (1000028)	20/02/2008 18:11:47	Member Booking deleted	100
Adult Non Member (0)	20/02/2008 17:53:52	Member Booking made	100
Mrs Dolly Weston (1000028)	20/02/2008 17:52:13	Member Booking made	100

Booking - Body Combat 7pm 20/02/2008 19:00

Bookee	Confirmed	Attended	Information	Status	Booking #
Waterson, Georgia	<input checked="" type="checkbox"/>	<input type="checkbox"/>	01234 123456	Paid £4.00 10000814	10000018

Your Site Configuration

Cancel a bookee from a Class -

- Step 1 Select the bookee to be cancelled
- Step 2 Click on 'Cancel'
- Step 3 A message will appear 'Are you sure you want to Cancel this booking', click 'Yes'
- Step 4 If Dishonour rules have been configured saying 'Yes' to the above will show the Late Booking Cancellation screen where the reason for cancellation can be written
- Step 5 Click 'OK'

NOTES:

Your Site Configuration

Booking - Body Combat 7pm 20/02/2008 19:00

General Details | **Bookees**

Bookee	Confirmed	Attended	Information	Status	Booking ID
Weston, Dolly (1000028)	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Unpaid £4.00 10000813	10000015
Waterson, Georgia	<input checked="" type="checkbox"/>	<input type="checkbox"/>	01234 123456	Paid £4.00 10000814	10000016

Buttons: Book, History, Book & Pay, Print, Edit, Enrolment List, Reservation, Exit

Buttons: Save, Ticket, Select All, Roll, Transfer, Cancel, Pay, Modify

Event Log

Member	Date/Time	Description	Detail	From	To	User ID	PCID
Adult Non Member (0)	20/02/2008 17:53:52	Member Booking made	10000016 W3CLBDC19000208			1	4
Mrs Dolly Weston (1000028)	20/02/2008 17:52:13	Member Booking made	10000015 W3CLBDC19000208			1	4

Bookee List

Print Options

Bookees and Waiting List

Bookees Only

Waiting List

Sort Order

Name

Booking Order

Membership Number

Extra Information

Telephone Number

Information

Company Name

Membership Number

Age

Booking Reference

Buttons: Print, Cancel

Bookings Allocation

General Details | **Members** | Products | Subscriptions

Activity ID: W3CLBDC19000208 - Body Combat 7pm

Start Date/Time: 20/02/2008 19:00 60mins

Bookees: 2 / 20

Booking ID: 10002320

Activity Comments: INSTRUCTOR = Molly
Not recommended for the complete beginner.
Please bring water and a small towel.

Booking Comments:

Buttons: Save, Cancel

- Configuration
- Add Session
- Delete This Session
- Delete From This Day Forward

NOTES:

Your Site Configuration

Booking - Body Combat 7pm 20/02/2008 19:00

Bookee	Confirmed	Attended	Information	Status	Booking #
Weston, Dolly (1000028)	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Unpaid £4.00 10000813	10000019
Waterson, Georgia	<input checked="" type="checkbox"/>	<input type="checkbox"/>	01234 123456	Paid £4.00 10000814	10000016

Booking - Body Combat 7pm 20/02/2008 19:00

Non-Member Details

Last Name: Waterson
 First Names: Georgia
 Price Level ID: NONAD
 Information: 01234 123456

Buttons: Same As Last, Save, Cancel

Sale: Weston, Dolly (1000028)

Sale ID: 10000813, Type: Booking
 Raised Date: 20/02/2008 17:52:13
 Status: Sale Unpaid
 Payment Method: CASH
 Due Date: 20/02/2008
 Reference: W3CLBDC19000208
 Pro Forma:

Product Total	£4.00	Gross Total	
Adjustments	£0.00	NET Total	
Discount	£0.00	TAX	
Total Paid	£0.00		
Total Refunds	£0.00		
Total Credits	£0.00		
Total Unpaid	£4.00		

 CLASS DATE

 NAME OF BOOKEE: Dolly Weston

Gladstone MRM Management System

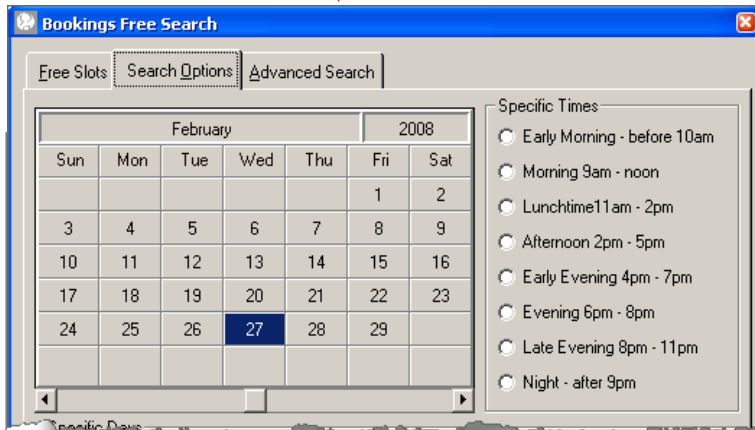
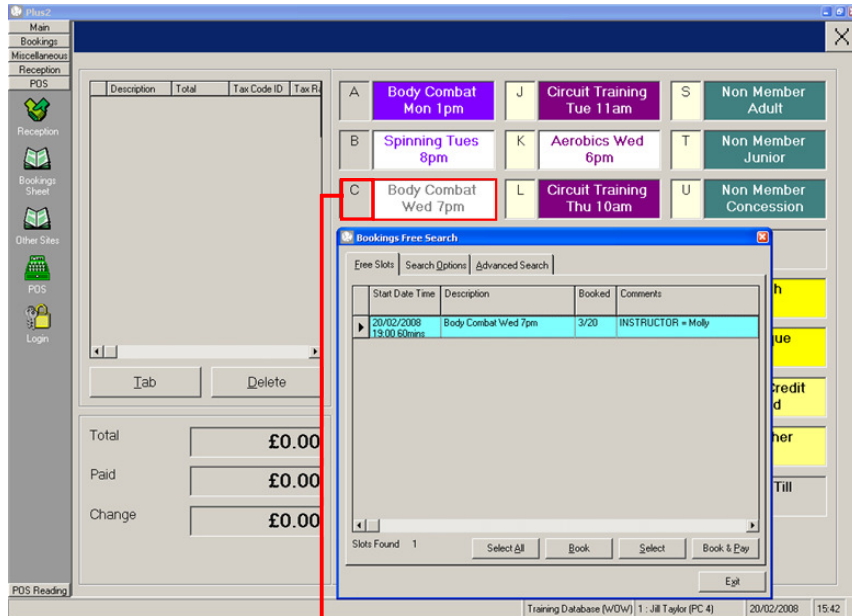
Are you sure you want to Cancel this Booking?

Member: Weston, Dolly (1000028)
 Activity: (W3CLBDC19000208) Body Combat 7pm
 Date: 20/02/2008 19:00 60mins

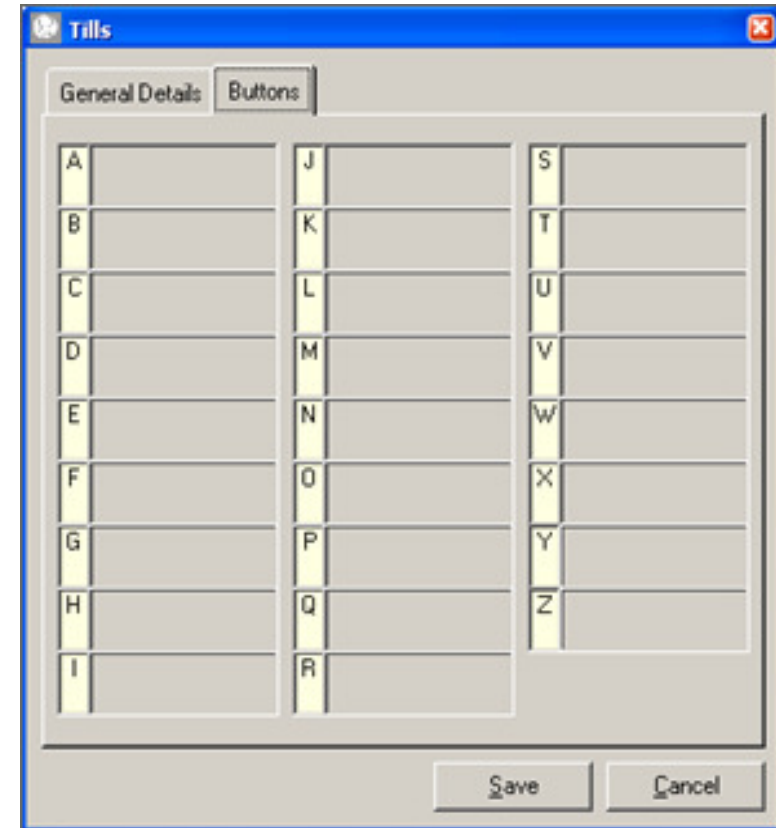
Buttons: Yes, No

NOTES:

Functionality of Classes



Your Site Configuration

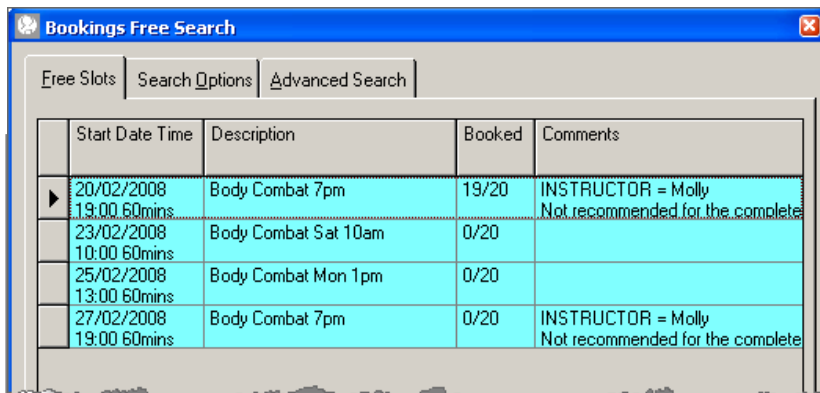
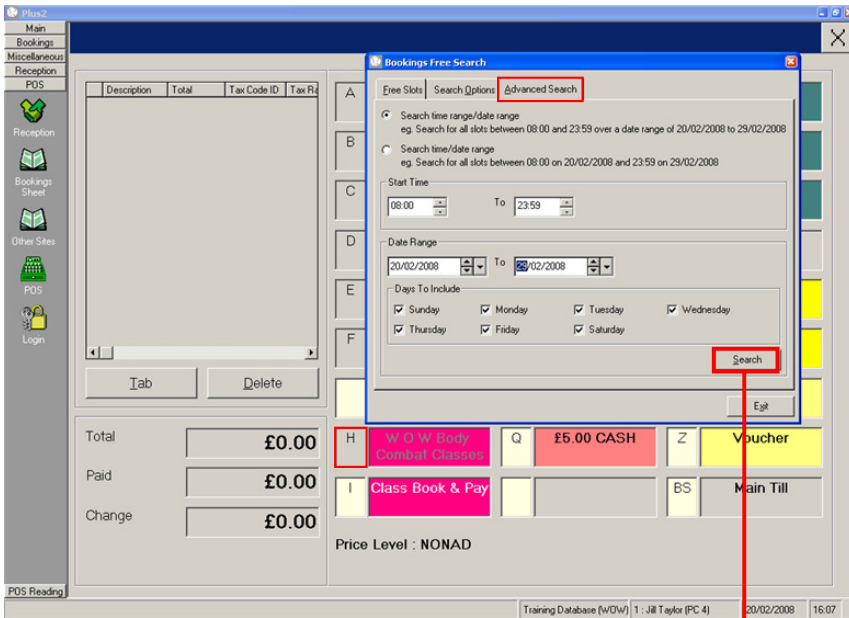


NOTES:

A Class can be sold through the till by clicking on the Class Description button, this will show the current weeks class. Choose either Book or Book & Pay.

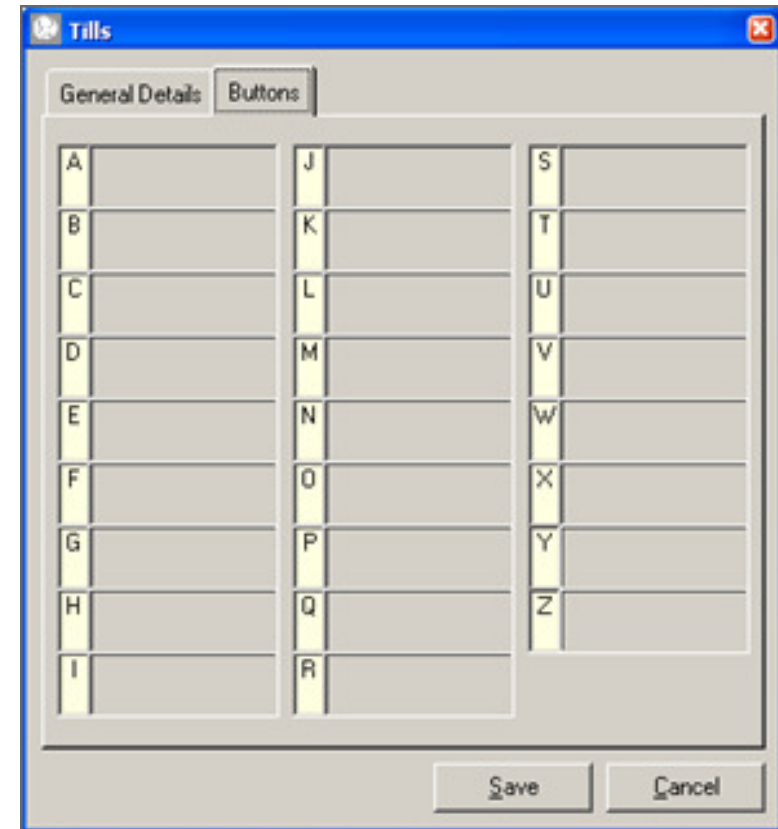
A Class can be booked in advance through the till by clicking on the letter next to the Class Description button. The Bookings Free Search screen will automatically show the Search Options tab displaying the calendar. Click on next weeks date which will allow the user to book next weeks class for the customer.

Functionality of Classes

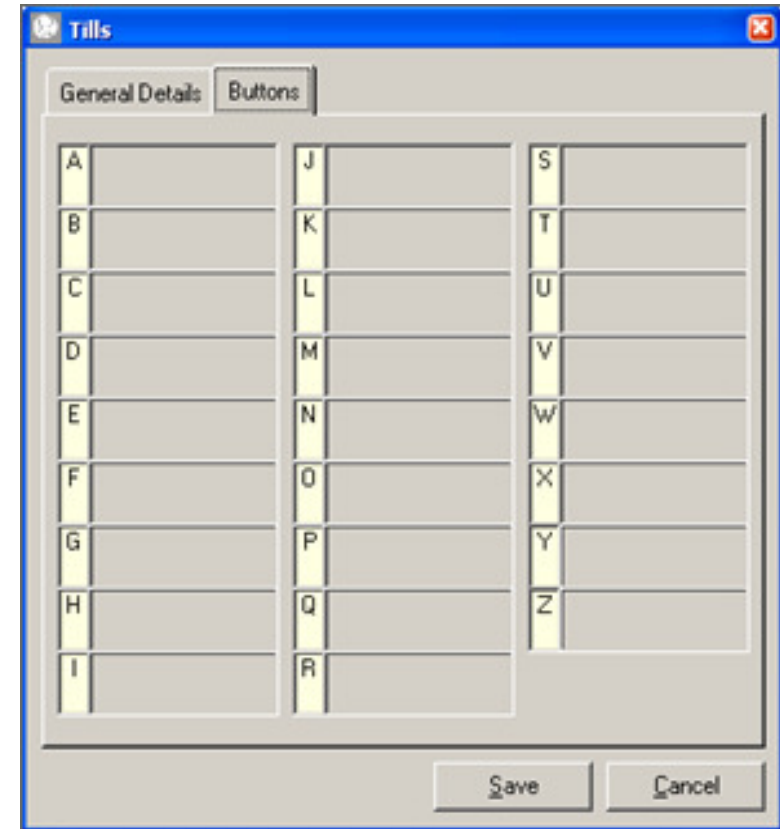
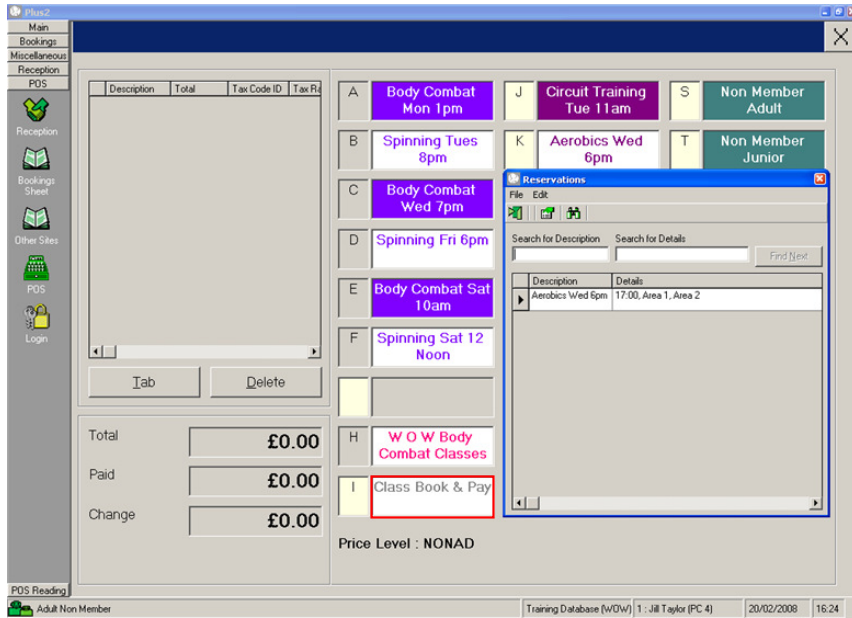


If a customer would like to book a group of classes the user can use the Advanced Search on the Bookings Free Search screen. This allows the user to search for available slots by date range, time range, and specific days. Click on 'Search' which will show all available classes within the search criteria. Select the classes the customer wishes to book.

Your Site Configuration



NOTES:



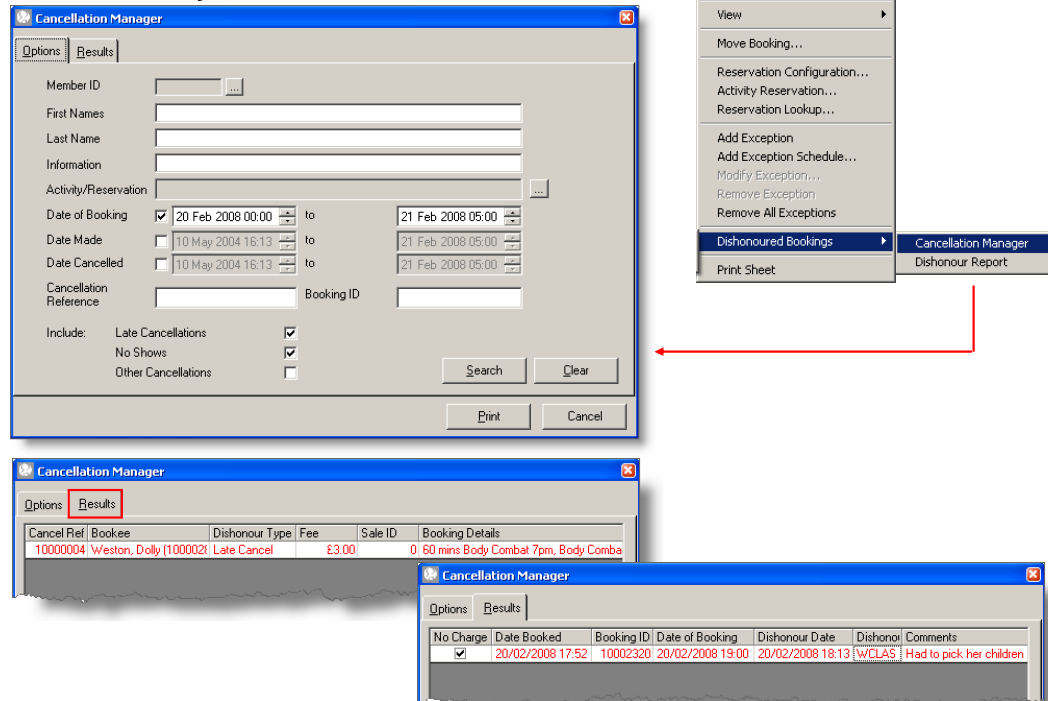
Class Book & Pay

This allows the user to book a class for a customer through the till.

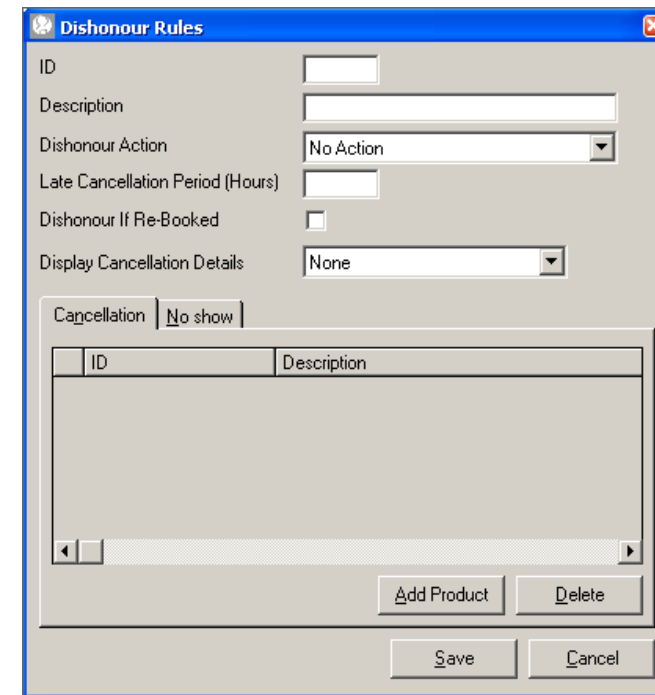
- Step 1 Swipe the customer through to the till.
- Step 2 Click the **Class Book & Pay** till button. The classes with spaces available that are due to start are listed. Classes that have started but not yet finished may also be listed.
- Step 3 Double click to select the class to be booked.
- Step 4 The money will appear on the on screen receipt.
- Step 5 Cash off the transaction.

NOTES:

Functionality of Classes



Your Site Configuration

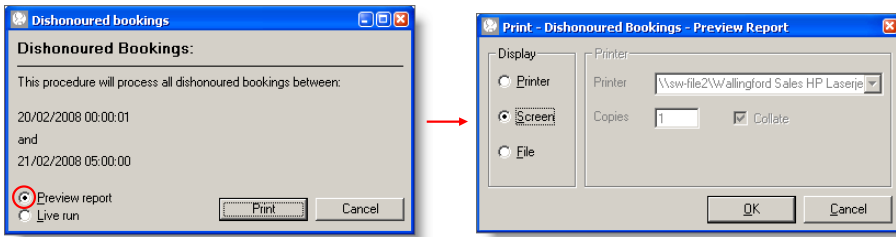


Running Dishonour Bookings

- Step 1 Right mouse click on the booking sheet or click on the 'Options' button at the bottom of the booking sheet
- Step 2 Select Dishonour Bookings then Cancellation Manager
- Step 3 Click 'Search'
- Step 4 This will produce a report of all Cancellations and No Shows for the chosen date range. Late Cancellations are shown in red, No Shows are shown in Black
- Step 5 If you want to waive the dishonour fee for any member you can select the No Charge check box
- Step 6 Once happy with the report, a Dishonour Preview Report can be run by selecting the Dishonour Report from the Options/Dishonour Bookings menu

NOTES:

Functionality of Classes



Your Site Configuration

It is advised a Preview Report to be run prior to the Live Dishonour run

NOTES:

Functionality of Classes

Your Site Configuration

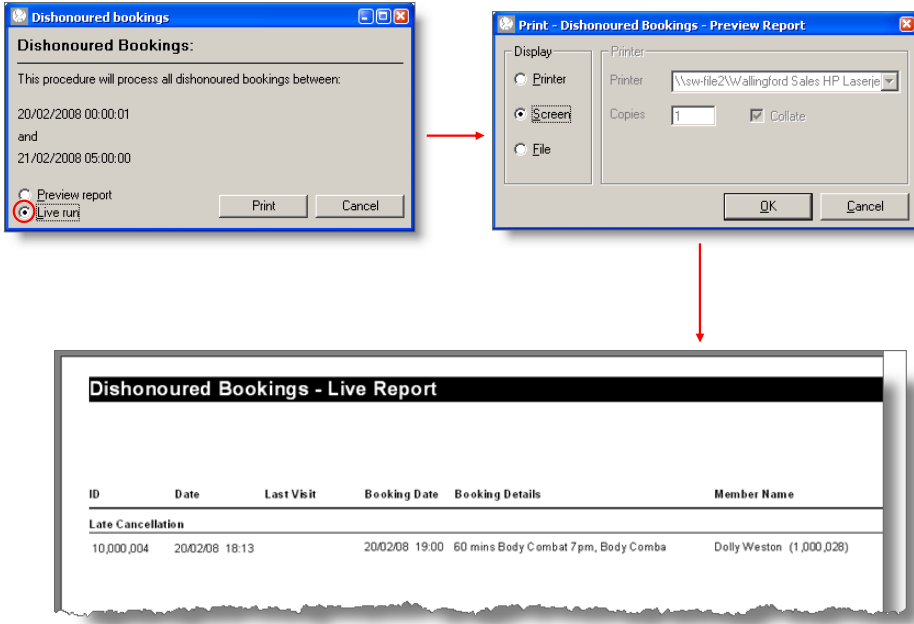
ID	Date	Last Visit	Booking Date	Booking Details	Member Name
10,000,004	20/02/08 18:13		20/02/08 19:00	60 mins Body Combat 7pm, Body Comba	Dolly Weston (1,000,028)

		Charges		
Member Name	Cancellation Comments	Report Only	No Charge	Charge
nba Dolly Weston (1,000,028)	Had to pick her children up from the Childminder.	£0.00	£3.00	£0.00
Sub-Total		£0.00	£3.00	£0.00

This will display the charges that will be applied to which bookees, this can be run as many times as is necessary

NOTES:

Functionality of Classes



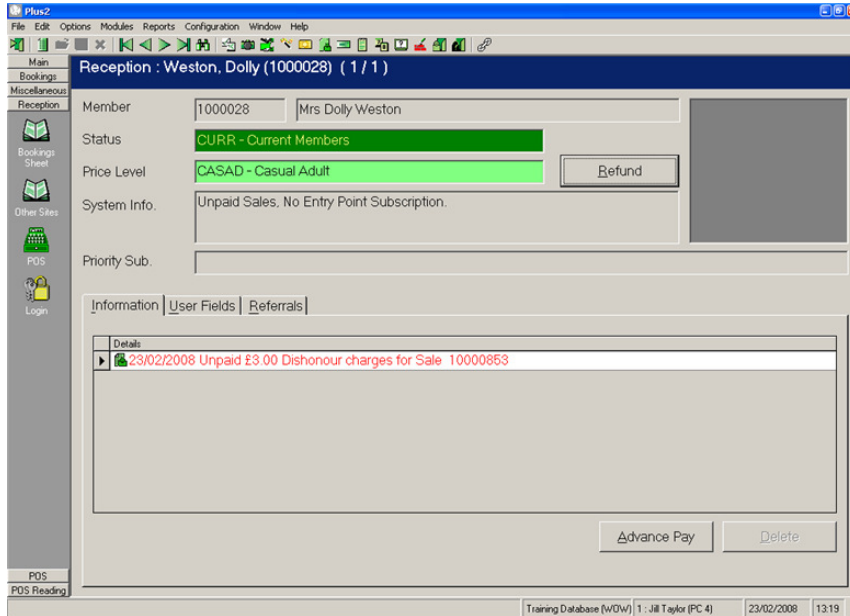
Your Site Configuration

The Live Run can now be run, this will raise monies against each bookees account
 Note:- The Live Run can be set to automatically run at the Start of Day. This is set through the System Configuration settings

NOTES:

Functionality of Classes

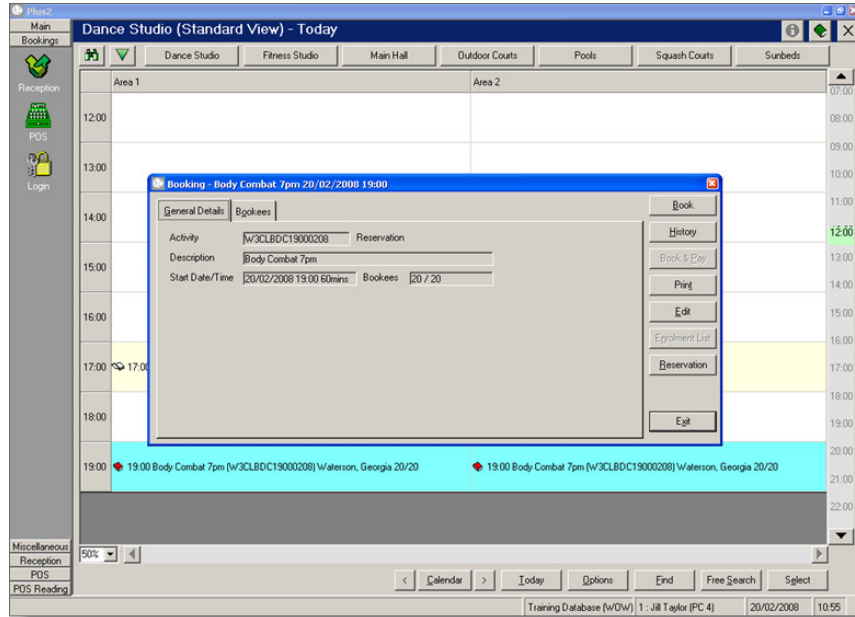
Your Site Configuration



The Live Dishonour Run produces monies against the customers record therefore when next swiping the customer will be asked for the monies due

NOTES:

Functionality of Classes



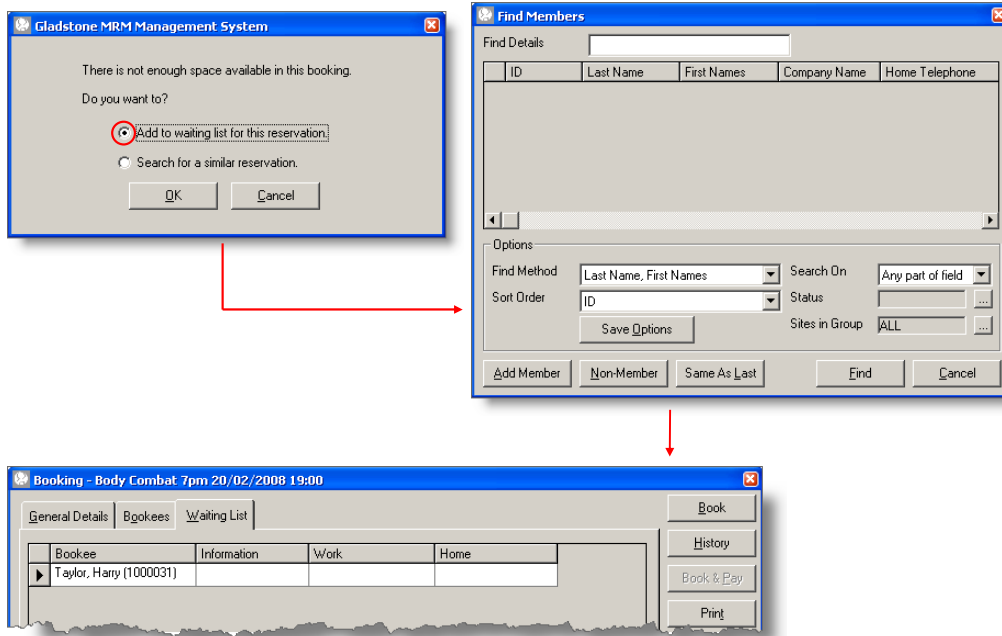
Your Site Configuration

Waiting List

If a class is full, a customer wishing to attend the class can be placed on the waiting list.
The Book and Pay option is not available therefore Book is the only option.

NOTES:

Functionality of Classes



Your Site Configuration

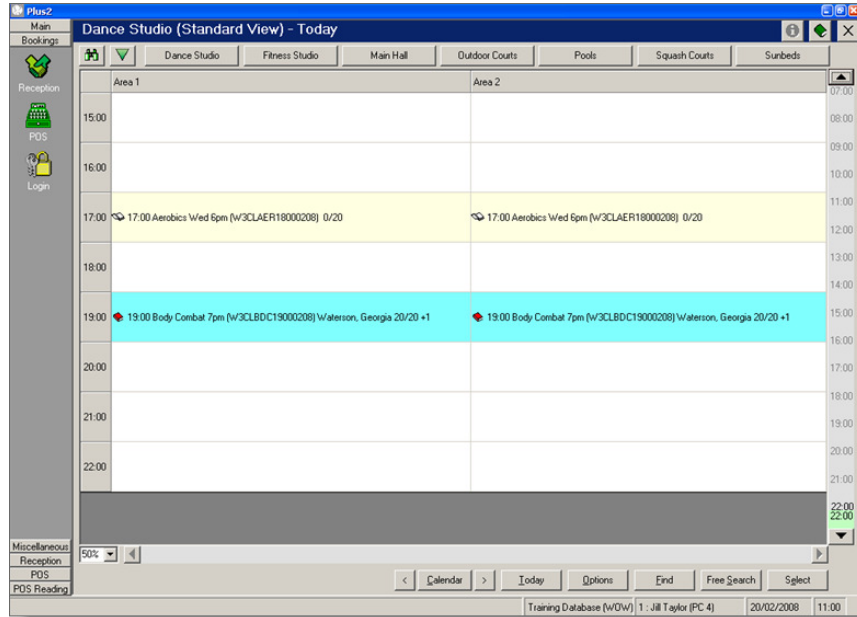
There are two options available

- Option 1 'Add to waiting list for this Reservation', which will place the customers name onto the current classes waiting list
- Option 2 'Search for a similar reservation', which will open a search screen to find a new Reservation

Click 'OK'

NOTES:

Functionality of Classes



Your Site Configuration

The display on the Booking Sheet of the Class through 'Standard View' will show the full number of bookees in the class and the number of bookees on the waiting list

NOTES:

Functionality of Classes

Your Site Configuration

Booking - Body Combat 7pm 20/02/2008 19:00

General Details Bookees Waiting List

Bookee	Confirmed	Attended	Information	Status	Bookin
Waterson, Georgia	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	01234 123456	Paid £4.00 10000814	10000
Waterson, Georgia	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	01234 123456	Unpaid £4.00 10000816	10000
West, Sally (1000027)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Paid £4.00 10000819	10000
Weston, Nora (1000033)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Paid £4.00 10000820	10000
Dawson, Jilly (1000030)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Paid £4.00 10000822	10000
Brown, Milly (1000034)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Paid £4.00 10000823	10000
Taylor, Noel	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	01234 123456	Paid £4.00 10000824	10000
Dawson, Kelly	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	01234 123456	Paid £4.00 10000825	10000

Buttons: Sale, Ticket, Select All, Roll, Transfer, Cancel, Pay, Modify, Book, History, Book & Pay, Print, Edit, Enrolment List, Reservation, Exit

Gladstone MRM Management System

Are you sure you want to Cancel this Booking?

Member: Waterson, Georgia
 Activity: (W3CLBDC19000208) Body Combat 7pm
 Date: 20/02/2008 19:00 60mins

Yes No

Booking Cancellation

Late Booking Cancellation
 Cancellation Reference: 10000007

Member: Waterson, Georgia (0)
 Activity: Body Combat 7pm
 Resource/s: Body Combat Wed 7pm, Area 1, Area 2

Start Date and Time: 20 February 2008 19:00
 Duration: 60 mins No Charge

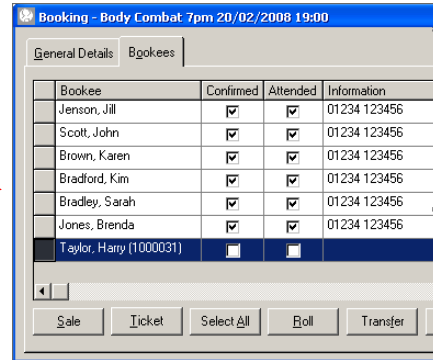
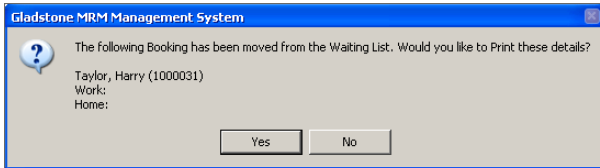
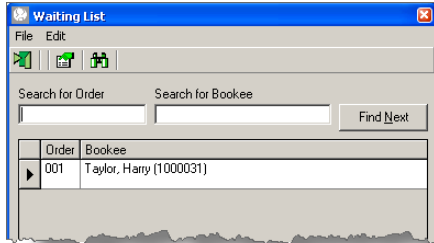
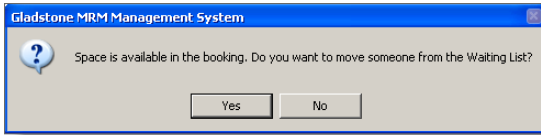
Cancellation Comments:

Print OK

The Waiting List can only be used once a booker has been cancelled off the main Bookees list

NOTES:

Functionality of Classes



Your Site Configuration

- Step 1 A message will appear showing 'Space is available in this booking. Do you want to move someone from the Waiting List?'
- Step 2 Click 'Yes'
- Step 3 By double clicking, choose the bookee to be moved
- Step 4 Click 'Yes' to print out the details of the bookee. These will be used to phone the bookee to inform them of the action
- Step 5 The Bookee will be placed on the main Bookee List as unconfirmed. Once confirmed by the bookee the confirmed check box will need to be ticked

NOTES:
