

LEADERS IN LEISURE TECHNOLOGY



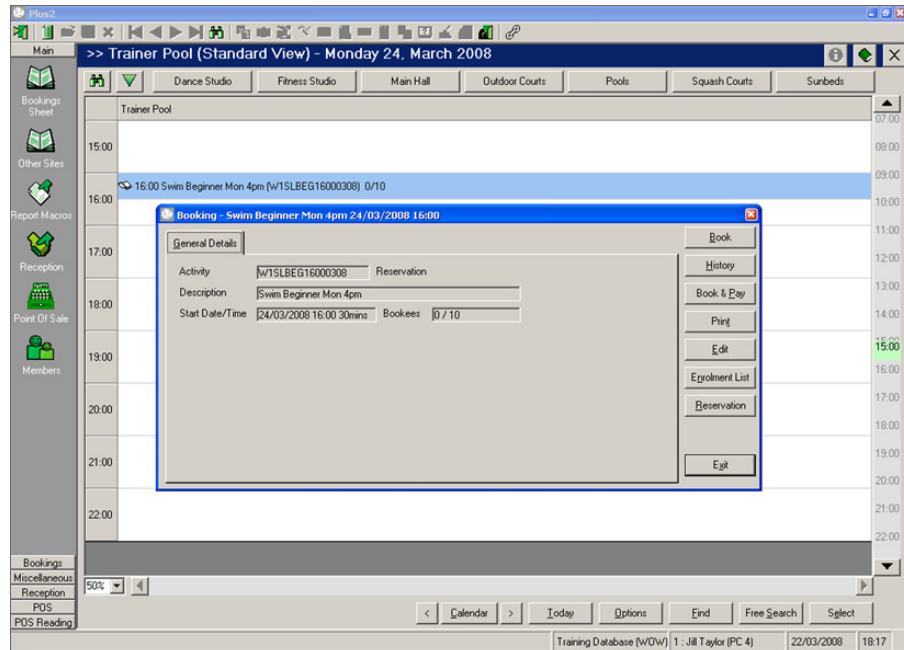
3 Courses – Functionality

www.gladstonemrm.com



NOTES:

Functionality of Courses



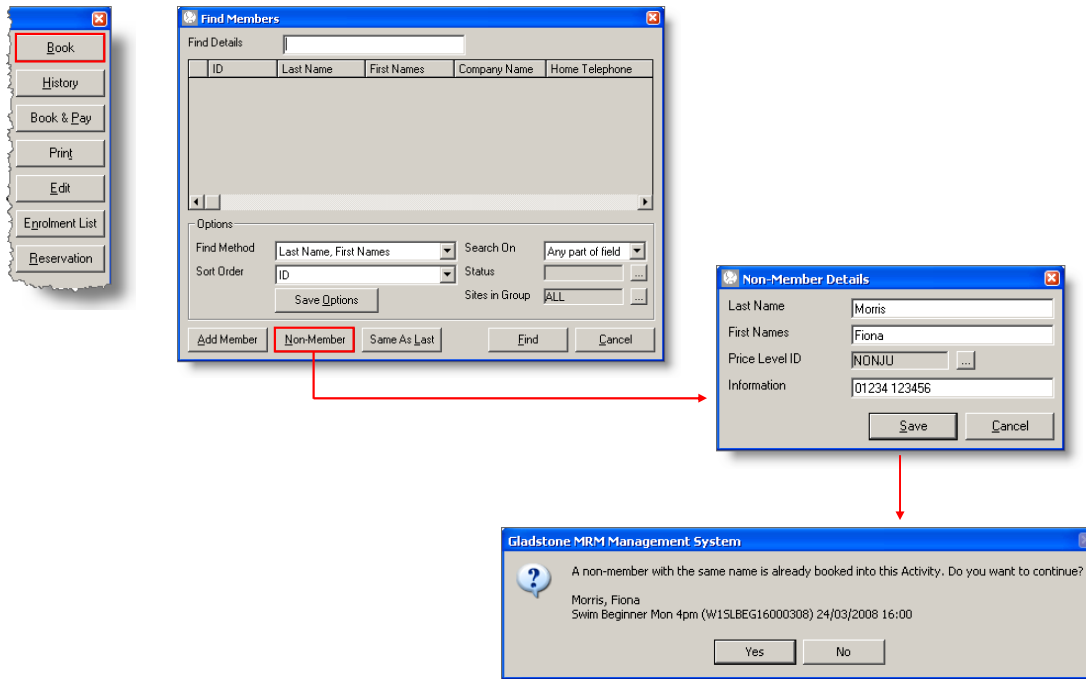
Your Site Configuration

Making a Booking

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

NOTES:

Functionality of Courses



Your Site Configuration

- Step 1 Click on Book
- 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 Course a message will appear

NOTES:

Functionality of Courses

The first screenshot shows a menu with 'Book & Pay' highlighted in red. A red arrow points from this menu to the second screenshot, which is the 'Reservation' window. In this window, the 'Course' checkbox is checked, and the 'Usage Subscription' field contains 'WSWCR1'. A second red arrow points from the 'Find Members' window to the third screenshot, which is the 'Tim Naylor' reservation screen. This screen shows a table of transactions:

| Description | Total | Tax Code ID | Tax |
|----------------|-------|-------------|-----|
| Sale - Booking | £3.00 | | 0 |
| Booking | | | |
| Sale - Booking | £3.00 | | 0 |
| Booking | | | |
| Sale - Booking | £3.00 | | 0 |
| Booking | | | |
| Sale - Booking | £3.00 | | 0 |
| Booking | | | |
| Sale - Booking | £3.00 | | 0 |
| Booking | | | |
| Sale - Booking | £3.00 | | 0 |
| Booking | | | |

Below the table, the total is £30.00, paid is £0.00, and due is £30.00. To the right of the table is a list of items: A Pool Till, B Membership Till, C Class Till, D Activities Till, E Sundries Till, F Salon Till, H Roll Subscription, and I Subscription Search. The price level is CASJU.

Your Site Configuration

The screenshot shows the 'Reservation' window with the 'Course' checkbox checked. The 'Usage Subscription' field contains 'WSWCR1'.

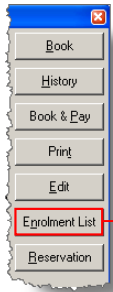
When using the Book & Pay option the user can book a customer into the Course, and pay at the same time. If the configuration of the Course is as above the sales for the whole course will appear on the on screen receipt as a sale for each week but have a cumulative total.

Note:-If the customer books into week 2, as week 1 has past, a pro rated amount of money will appear on the on screen receipt, week 1 will not have been charged for.

NOTES:

Functionality of Courses

Your Site Configuration



Course Enrolment Sheet

W1SLBEG16000308 - Swim Beginner Mon 4pm
 Start Date: 24/03/2018 18:00 End Date: 26/05/2018 18:00
 Class Sizes: Maximum: 10, Minimum: 4

Products
 Beginner/Jun Lessons (M0401)
 Trainer Pool (M2MPS)

Bookee List

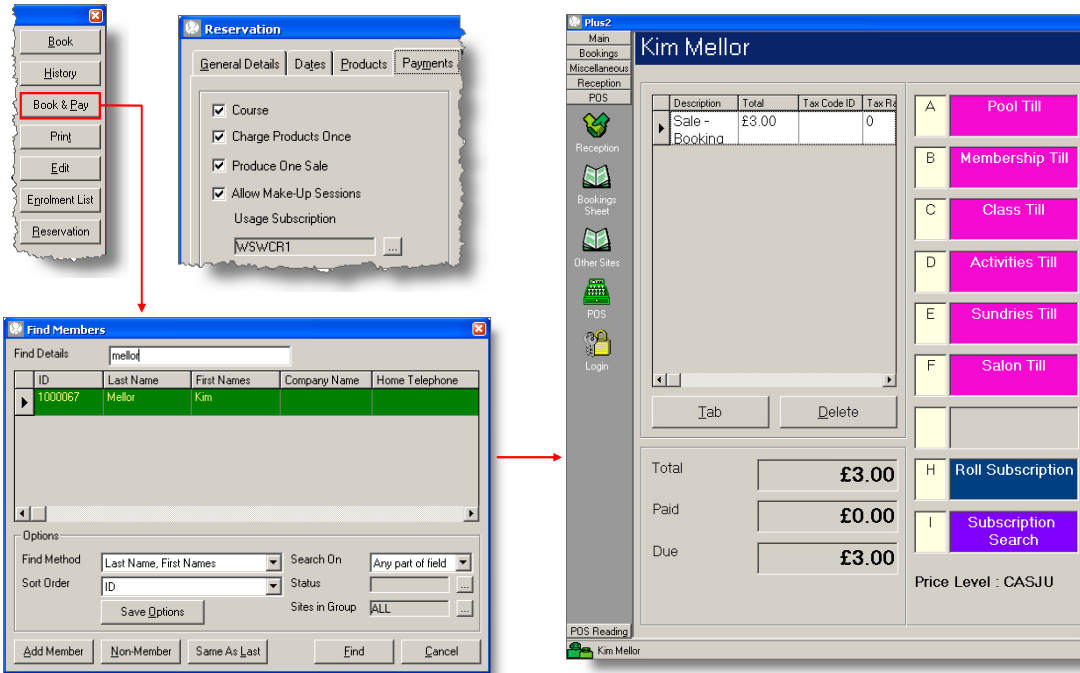
| | 24 Mar | 31 Mar | 7 Apr | 14 Apr | 21 Apr | 28 Apr | 5 May | 12 May | 19 May | 26 May | Bookees Total (All) |
|---|--------|--------|-------|--------|--------|--------|-------|--------|--------|--------|---------------------|
| Fiona Morris (0) Ref: 1000222 01234 123456 | Bk | Bk | Bk | Bk | Bk | Bk | Bk | Bk | Bk | Bk | 10 |
| Tim Naylor (1000038) Ref: 1000223 UF31 - John Naylor UF32 - 01234123456 UF40 - Asthma | P | P | P | P | P | P | P | P | P | P | 10 |
| Bookees Total (Per Session) | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 20 |

An **Enrolment List** can be printed from the Bookings sheet. The user can define what is included in the report within the Enrolment Report Configuration.

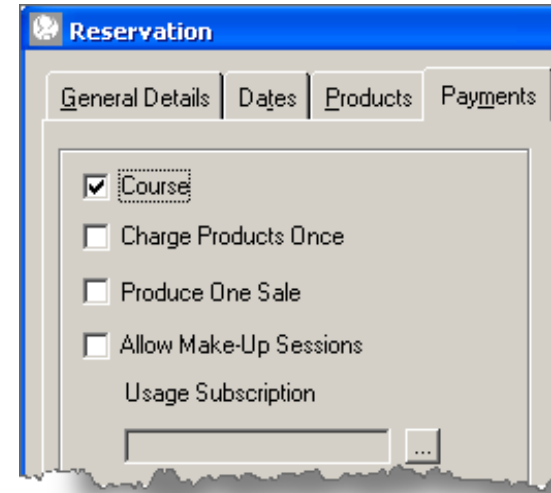
- Step 1 Double click into the Course.
- Step 2 Click once on the Enrolment List button.
- Step 3 Double click to select the Enrolment List report.

NOTES:

Functionality of Courses



Your Site Configuration

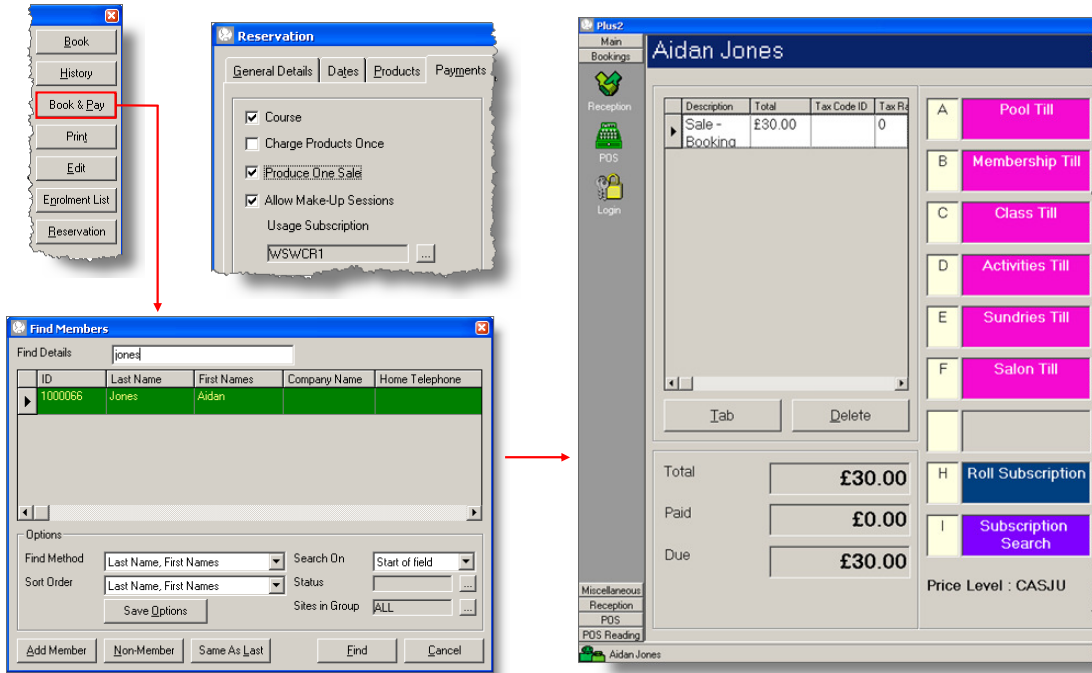


When using the Book & Pay option if the configuration of the Course is as above the sale for the whole course will appear on the on screen receipt as one sale.

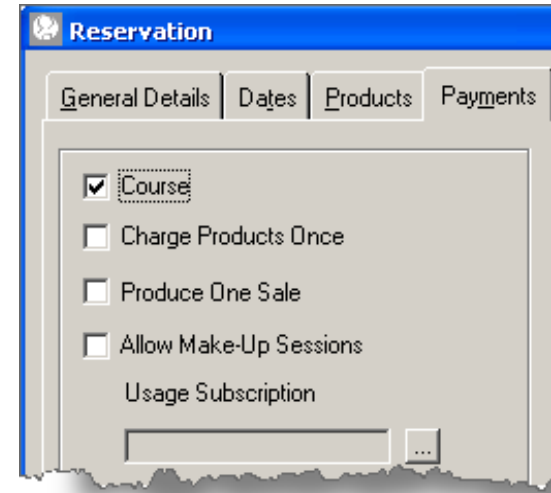
Note:-If the customer books into week 2, as week 1 has past, the whole amount of the course will still be charged on the on screen receipt.

NOTES:

Functionality of Courses



Your Site Configuration

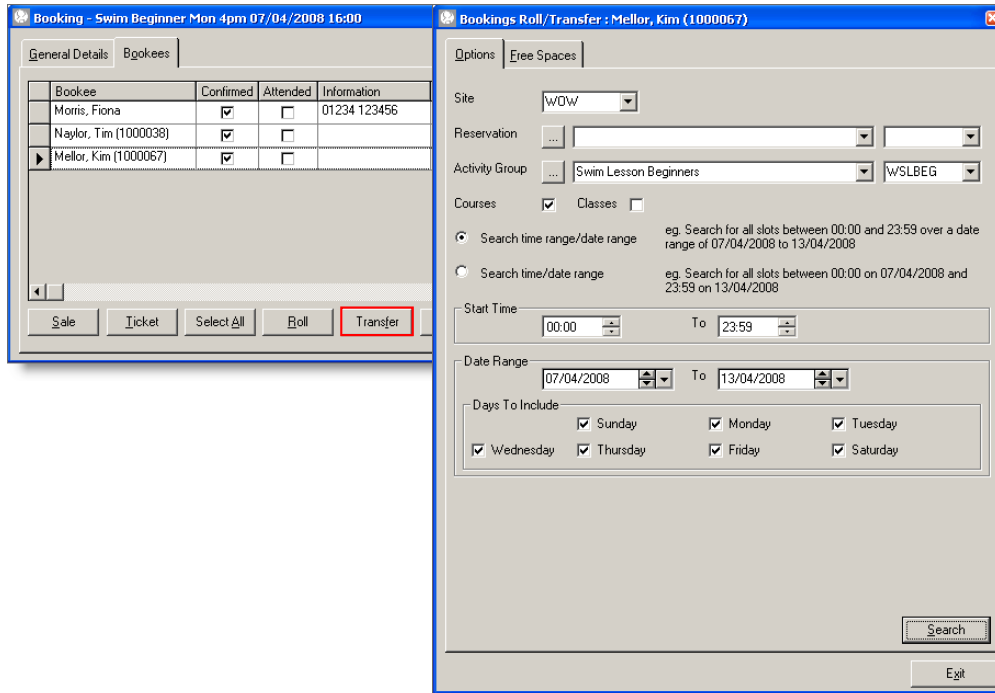


When using the Book & Pay option, if the configuration of the Course is as above, the sale for the whole course will appear. This will charge each session separately, but appear as one sale on the on screen receipt.

Note:-If the customer books into week 2, as week 1 has past, a pro rated amount of money will appear on the on screen receipt, week 1 will not have been charged for.

NOTES:

Functionality of Courses



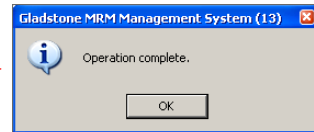
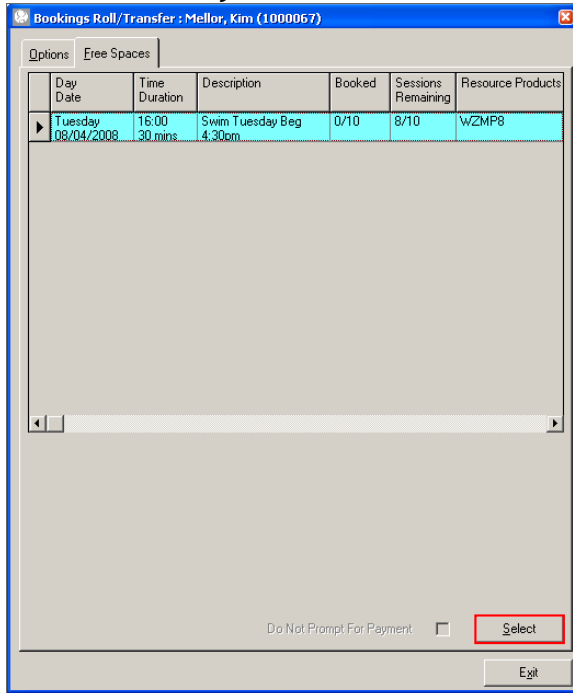
Your Site Configuration

The user can move a customer or number of customers out of one course into another. For example, the user may wish to **Transfer** a customer if they are on a course that is not at the correct level. The associated monies will be adjusted accordingly.

- Step 1 Double click to select the course and click into the Bookees tab
- Step 2 Highlight the customer to Transfer
- Step 3 Click on Transfer, the Bookings Roll/Transfer screen will be displayed.
- Step 4 From the **Options** tab check the activity group, time, dates and days for searching, and amend if necessary.
- Step 5 Click **Search**.

NOTES:

Functionality of Courses



| Date/Time | Description | Table Name |
|---------------------|------------------------|---------------|
| 22/03/2008 20:38:14 | Member Booking made | |
| 22/03/2008 20:38:14 | Member Booking made | |
| 22/03/2008 20:38:14 | Member Booking made | |
| 22/03/2008 20:38:14 | Member Booking made | |
| 22/03/2008 20:38:14 | Member Booking made | |
| 22/03/2008 20:38:14 | Member Booking made | |
| 22/03/2008 20:38:14 | Member Booking made | |
| 22/03/2008 20:38:14 | Member Booking made | |
| 22/03/2008 20:38:13 | Record refunded | Sales Receipt |
| 22/03/2008 20:38:13 | Record voided | Sales Invoice |
| 22/03/2008 20:38:13 | Member Booking deleted | |
| 22/03/2008 20:38:13 | Member Booking made | |
| 22/03/2008 20:38:12 | Record credited | Sales Invoice |
| 22/03/2008 20:38:12 | Record refunded | Sales Receipt |
| 22/03/2008 20:38:12 | Record voided | Sales Invoice |
| 22/03/2008 20:38:12 | Member Booking deleted | |
| 22/03/2008 20:38:12 | Record credited | Sales Invoice |
| 22/03/2008 20:38:12 | Record refunded | Sales Receipt |
| 22/03/2008 20:38:12 | Record voided | Sales Invoice |

Your Site Configuration

- Step 6 The results are displayed on the **Free Spaces** tab.
- Step 7 Highlight the required slot and click **Select**. Alternatively, double-click the required slot. Each customer is transferred.
- Step 9 A message 'Operation Complete' will appear. Click **OK**.

If the sale for the first class or course is unpaid, or if it is paid and the second class or course is more expensive and there is money owing, there is a message 'Do you want to pay for the booking now?' Click Yes. The till screen opens, showing the sale in the on screen receipt, and the customer then pays for the booking in the usual way.

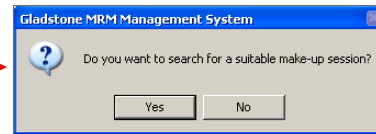
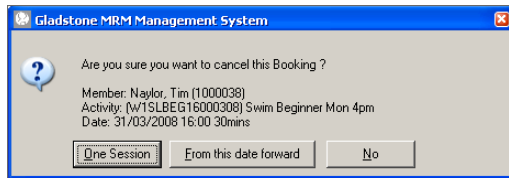
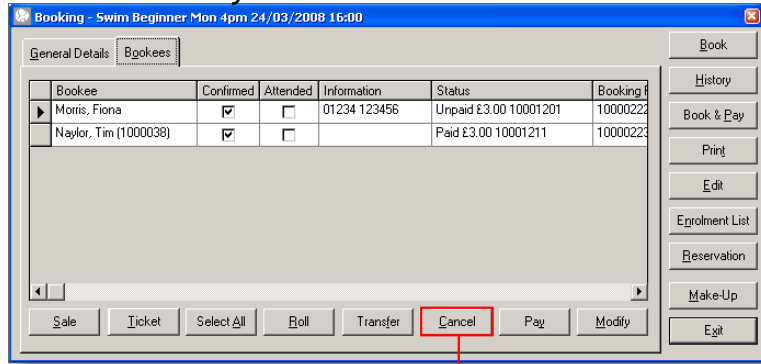
If the second class or course is cheaper and the first booking has been paid, there is a message 'A refund of £??.?? is due on the Standard account for (member name and ID). Do you want to refund it now?' Click Yes to refund and select a payment method from the Refund Payment Methods screen, and select to print a receipt if required. Click OK and there is a message 'Operation Complete'. Click OK.

Events are written to the Event Log.

NOTES:

Functionality of Courses

Your Site Configuration



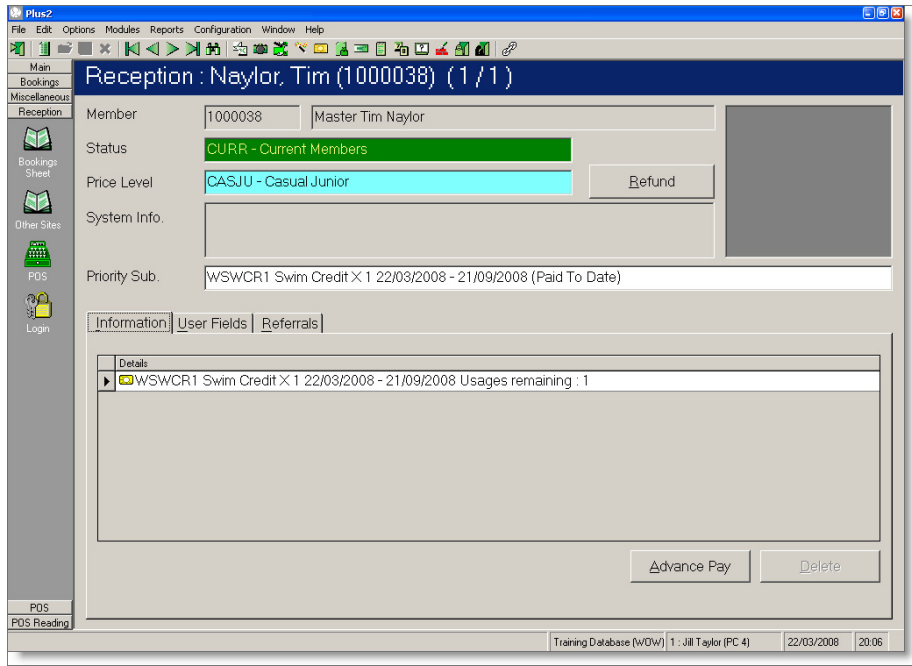
Cancel a Bookee from a Course

- Step 1 Select the customer to be cancelled
- Step 2 Click on 'Cancel'
- Step 3 A message will appear 'Are you sure you want to Cancel this booking?'
One Session - This allows the user to cancel the customer from one week of a course. Through this process the customer will automatically be given a 'Credit' usage subscription to be used as a credit on a future course.
- Step 4 A message will appear asking 'Do you want to search for a suitable make up session?'
- Step 5 Click 'No'.

NOTES:

Functionality of Courses

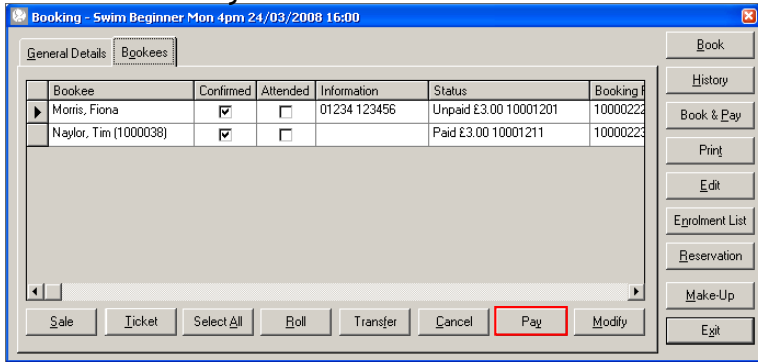
Your Site Configuration



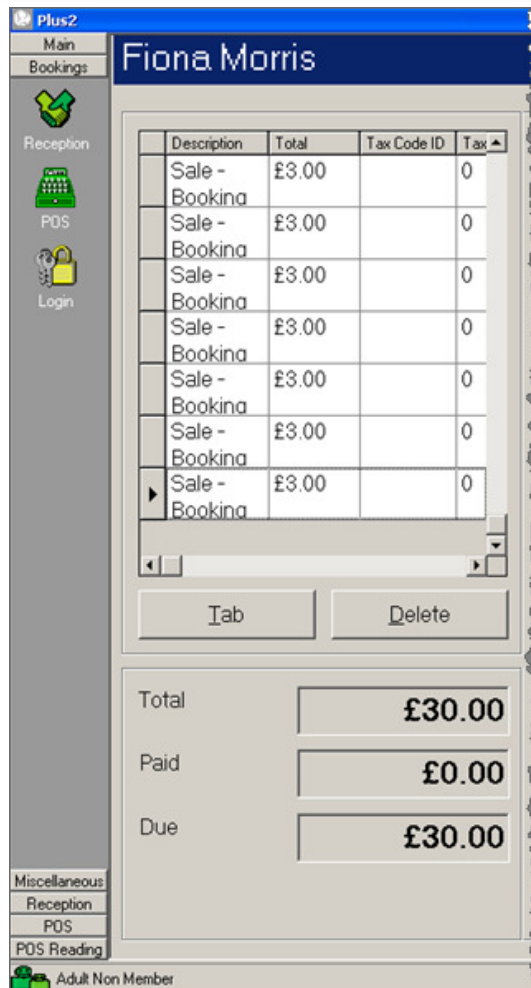
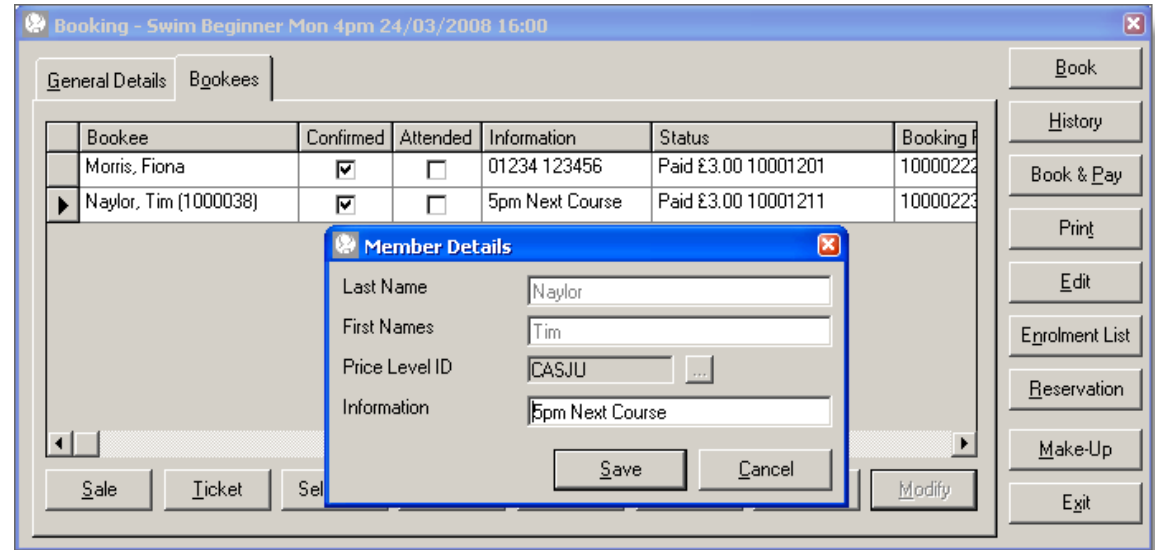
The 'Credit' Usage subscription appears on the customers record.

NOTES:

Functionality of Courses



Your Site Configuration

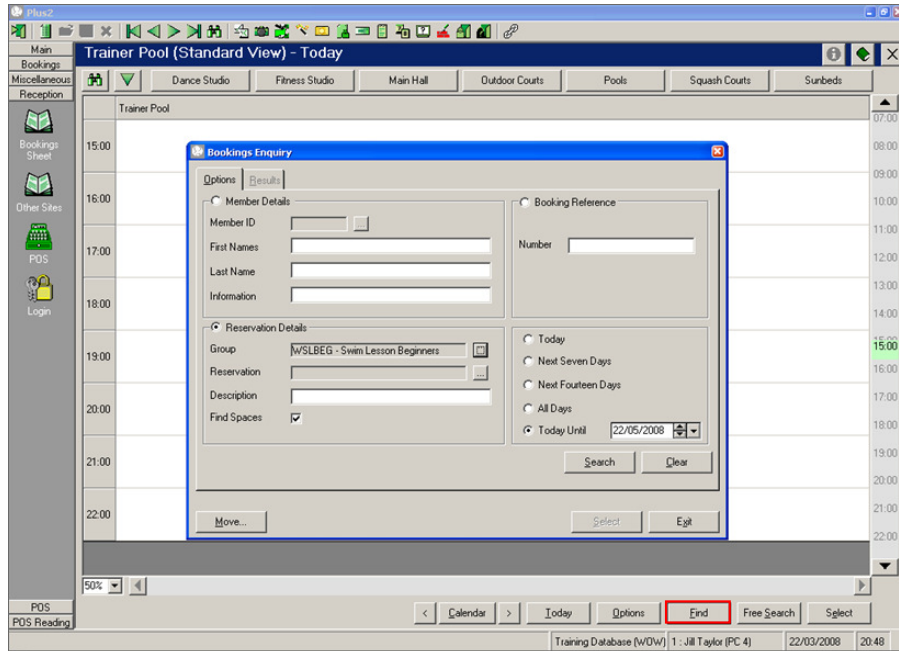


A customer can pay for a course at a later time by selecting the Pay button which will take the money through to the on screen receipt.

A comment can be added into the Information field of the customers details, if needed. Highlight the customer and select Modify. Type in the details and click 'Save'.

NOTES:

Functionality of Courses



Your Site Configuration

The user can use the **Find** button on the booking sheet to find courses that have free spaces available.

- Step 1 Click on the **Find** button.
- Step 2 Tick the **Reservation Details** option
- Step 3 To search for a group of courses, click the **Group** ellipsis choice button and select the activity group.
- Step 4 To search for a specific course, click the **Reservation** ellipsis choice button and select the reservation.
- Step 5 If the user wants to find a course spaces tick the **Find Spaces** check box.
- Step 6 Click 'Search'.

NOTES:

Functionality of Courses

Your Site Configuration

The screenshot shows two windows from the 'Bookings Enquiry' application. The top window displays a list of bookings with columns for Start Date/Time, Description, Booked, Resource Products, Booking ID, and User. The bottom window shows the 'Booking - Swim Beginner Mon 4pm 24/03/2008 16:00' details, including a table of bookees and various action buttons.

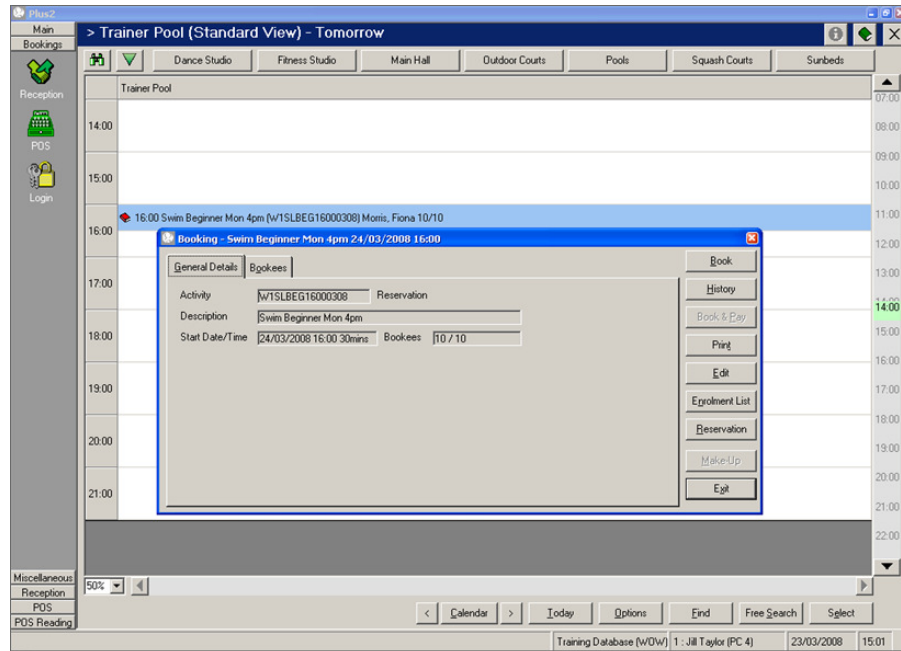
| Start Date/Time | Description | Booked | Resource Products | Booking ID | User |
|-------------------------|-------------------------|--------|-------------------|------------|------|
| 24/03/2008 16:00 30mins | Swim Beginner Mon 4pm | 3/10 | Trainer Pool | 10002726 | 1 |
| 25/03/2008 16:00 30mins | Swim Tuesday Beg 4:30pm | 0/10 | Trainer Pool | 10002756 | 1 |
| 31/03/2008 16:00 30mins | Swim Beginner Mon 4pm | 2/10 | Trainer Pool | 10002727 | 1 |
| 01/04/2008 16:00 30mins | Swim Tuesday Beg 4:30pm | 0/10 | Trainer Pool | 10002757 | 1 |
| 07/04/2008 16:00 30mins | Swim Beginner Mon 4pm | 2/10 | Trainer Pool | 10002728 | 1 |
| 08/04/2008 16:00 30mins | Swim Tuesday Beg 4:30pm | 1/10 | Trainer Pool | 10002758 | 1 |
| 14/04/2008 16:00 30mins | Swim Beginner Mon 4pm | 2/10 | Trainer Pool | 10002729 | 1 |

| Bookee | Confirmed | Attended | Information | Status | Booking ID |
|-----------------------|-------------------------------------|--------------------------|--------------|-----------------------|------------|
| Morris, Fiona | <input checked="" type="checkbox"/> | <input type="checkbox"/> | 01234 123456 | Unpaid £3.00 10001201 | 10000222 |
| Naylor, Tim (1000038) | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | Paid £3.00 10001211 | 10000223 |
| Mellor, Kim (1000067) | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | Paid £3.00 10001236 | 10000228 |

The **Results** tab shows the results of the search performed from the **Options** tab. If the user double-clicks on the highlighted course the Booking screen is displayed. From here the user can book or book & pay the customer into the relevant course.

NOTES:

Functionality of Courses



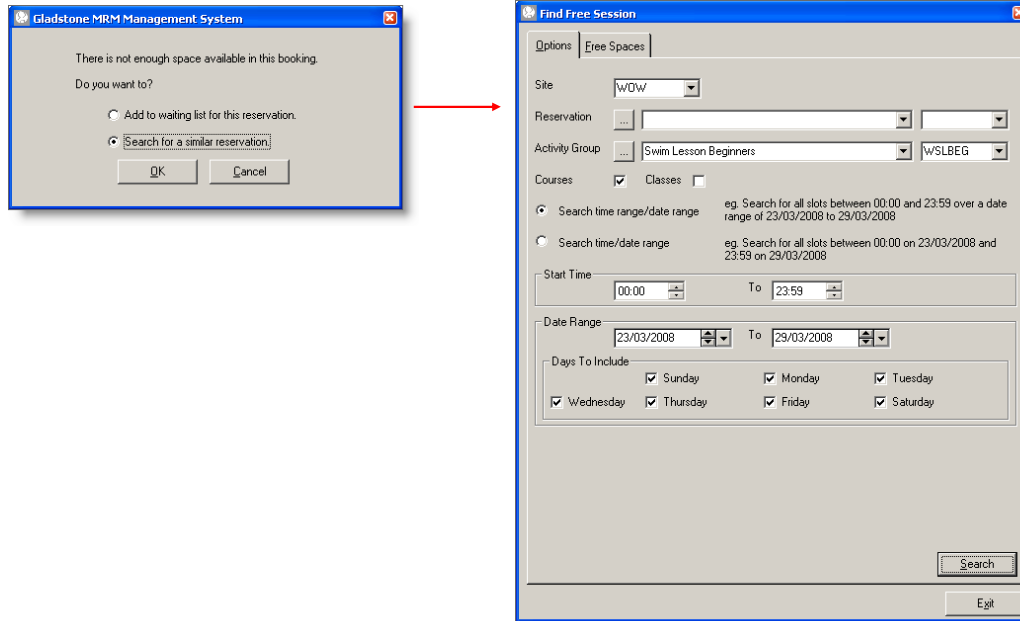
Your Site Configuration

If the user tries to book someone onto a full reservation and the waiting list has been ticked in the configuration, they will be given two options:-

- put the customer onto the waiting list
- search for space on a similar reservation.

NOTES:

Functionality of Courses



Your Site Configuration

The message that appears is 'There is not enough space available in this booking. Do you want to:-

- Add to waiting list for this reservation
- Search for a similar reservation

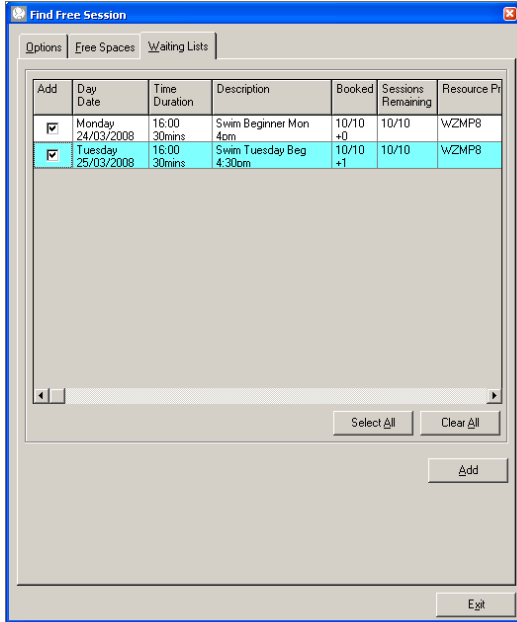
The default is to **Add to waiting list for this reservation.**

The customer at this point can be added to the waiting list for this course.

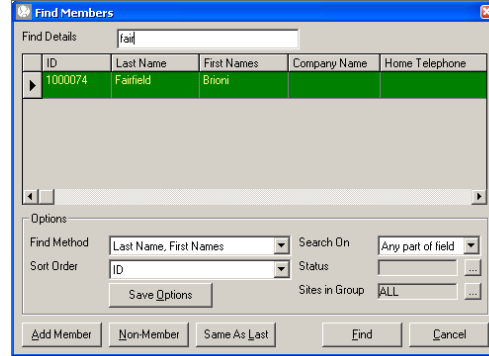
If 'Search for a similar reservation' is selected this will take the user to the Find Free Session screen which enables the user to easily search for free spaces in any course within the same activity group.

NOTES:

Functionality of Courses



Your Site Configuration

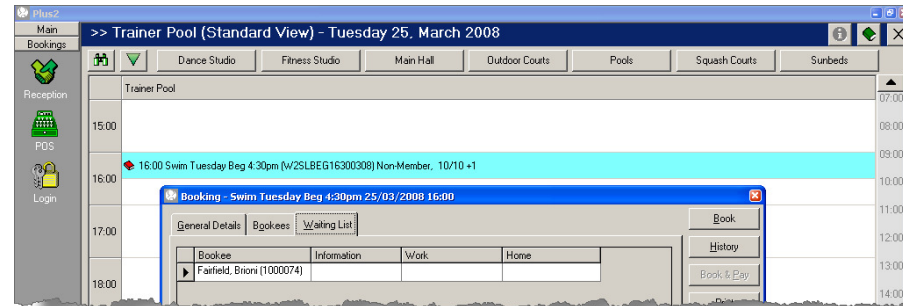
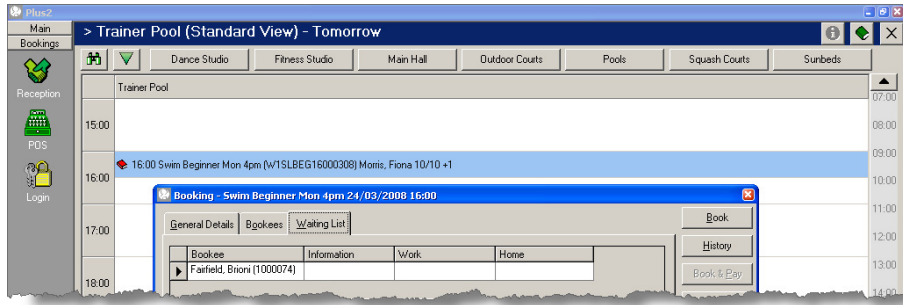


The **Waiting Lists** tab shows any courses that match the criteria entered on the **Options** tab, that are full, but operate waiting lists. From this screen the user can add the customer to the waiting list(s).

NOTES:

Functionality of Courses

Your Site Configuration



The customer now appears on more than one waiting list for a similar course type.

NOTES:
