

eBookingOnline.net

Internet Court Booking &

Club Management Software

Administration Guide



*Embracing technology...
...for Sporting Advantages*

www.ebookingonline.net

1/28/2018

Version 2.6

Proprietary Notice

The information contained in this document is subject to change without notice.

eBookingOnline.net makes no warranty of any kind with regard to this document, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. eBookingOnline.net shall not be liable for errors contained herein or direct, indirect, special incidental or consequential damages in connection with the furnishing, performance, or use of this material.

© Copyright 2009 - 2018 eBookingonline.net

This document contains information, which is protected by copyright. All rights are reserved. Reproduction, adaptation, or translation without prior written permission is prohibited, except as allowed under the copyright laws.

Table of Contents

GETTING STARTED	5
SETTING BASE PARAMETERS.....	7
ADDING ADDITIONAL ADMINISTRATORS.....	11
ADDING, MODIFYING OR DELETING SPORTS.....	13
SUB SPORTS.....	16
ADD OR MODIFYING COURTS	16
ADDING MULTIPLE SCHEDULES TO COURTS.....	20
MANAGING SPECIAL EVENTS	23
MANAGING GROUP EVENTS	25
ADDING MEMBERSHIP TYPES	27
ADDING MEMBER ACCOUNTS	30
MANAGING THE DATABASE.....	30
DATABASE OVERVIEW & STRUCTURE	30
ADDING CUSTOMISED FIELDS	35
UPLOADING FROM A CSV FILE	38
UPLOADING A MODIFIED OR NEW CSV FILE.....	40
ADDING & EDITING INDIVIDUAL MEMBERS	43
VIEWING & EDITING MEMBER INFORMATION.....	46
USING THE LEAGUE SYSTEM	48
OVERVIEW	48
CREATING A NEW LEAGUE	48
ADDING PLAYERS	51
CREATING SCHEDULES.....	52
PRINTING LEAGUES.....	53
CLOSING OFF A SCHEDULE.....	54
ADDING SPONSORSHIP	55
CHECK LIST.....	56
REPORTS.....	58
CUSTOM QUERIES	59
CREATING AND MODIFYING CUSTOM QUERIES	60
EMAIL BROADCASTS	63
RECORDING PAYMENTS.....	65
MEMBERSHIP RENEWALS	67
USING STRIPE FOR MEMBERSHIP RENEWALS	70

OVERVIEW	70
CONFIGURING STRIPE.....	70
ONLINE MEMBERSHIP RENEWALS	72
CANCELLING SUBSCRIPTIONS	75
CANCELLING A CUSTOMER	76
CHANGING A SUBSCRIPTION FOR A MEMBER.....	76
CHANGING THE COST OF A SUBSCRIPTION	77
CHANGING THE HEADER	77
LIMITATIONS	78
COURT FEE BILLING SYSTEM USER SET UP & TESTING	78
1. COLLECTION THROUGH THE CLUB ADMINISTRATOR	78
2. USE OF PRE-PAID VOUCHERS.....	79
3. COLLECTION ONLINE THROUGH A MERCHANT.....	79
CONFIGURE THE PEAK AND OFF-PEAK COSTS FOR ALL COURTS.....	80
ENABLE THE BILLING SYSTEM.....	82
TO MAKE A MANUAL DEPOSIT INTO A MEMBERS ACCOUNT	83
USING THE TOP-UP VOUCHER SYSTEM	84
MAKING ONLINE PAYMENTS	86
USING PAYPAL'S TEST SITE	88
TESTING FROM A MEMBERS ACCOUNT	88

Introduction

This manual is concerned with the administration of the eBookingOnline™ Court Booking System. To gain access to the Administration Panel you will have received a URL in your welcome email that directs you to the main login screen of the administration panel, your email will also have included the default username (admin) and your unique password. We recommend that you change your admin password as part of the installation and setup.

Please note you will not be able to use the Court Booking System until basic information is entered through the Administration Panel.

Getting Started

The administration panel is accessed through a standard web browser, you will need to have session cookies and JavaScript enabled for this to function correctly. Session cookies and JavaScript are enabled by default on all browsers therefore this should not present any issues to the vast majority of users.

If you cannot access the Administration Panel please check your internet connection and personal firewall if applicable. If you cannot connect to any other web sites check your Internet connection, if you can connect to well-known web sites please check your personal firewall application to allow all connections to ebookingonline.net.

To access the Administration Panel enter your unique URL supplied in your registration email, you will then be presented with the logon screen shown below. Enter your Username (default *admin*) and Password and click on the **Login** button.



Figure 1 Administration Logon

If you have lost your password you can reset it by clicking on the **lost password** link.

Once logged on you will be presented with the main configuration menu. You can return to this page at any time by clicking on the **Main** link on the left hand side navigation pane.

Administrator Loginlogoff

Your Club Booking system address is <https://ebookingonline.net/box/1> [Change admin password](#)

Main
Edit Club details &
Manage Admins

Sports
Manage available
sports

Courts
Manage the courts
available to each sport

Specials
Manage the special
event types

Events
Manage Group Events

Manage Database
Create membership
types, fields & Import /
Export features

Members
Manage Member
account details &
payments

Sponsorship
Create or Edit your
sponsor's details

Reports
View Booking Statistics
& graphical reports

Leagues
Create & manage
League Tables

edit
Organisation: Fantasy Tennis & Squash
Contact: John Smith
Contact email: billing@ebookingonline.net
Phone: 1 1234 5678
Time Zone: Europe/London
Currency Symbol: \$
Directory Access: Enabled (members can modify full personal details)

Manage Administrators

Emailing Members
Using this system you can email your entire membership, limit emails to membership type and override membership preferences. Please note that there is a daily limit of 1000 emails or the total number of members configured for your club - whichever is the greater.
[Send Emails](#)

Additional Features
Here you will find how to enable additional features for use with this system such as the Billing System, Remote SQL access and manage your subscriptions.
[Remote DB Access](#) [Court Fee Billing](#) [Membership Renewals](#)
Customise Header
After the initial 3 months you must subscribe to the online monthly subscription by clicking on the link below, selecting the level of service you require, this is based on your current court and sport usage, failure to do so will make your account inactive. Prices and features can be found on our web site [here](#)
Gold : \$95.00USD - monthly
[Subscribe](#)

Figure 2 Administration Main Menu

Setting Base Parameters

It is import to understand that the settings on the **Main** configuration screen are very important. Initially these will have been configured for you using the information that was given during registration. These settings are used in displaying information about your organisation, how your members contact you, and setting the correct time zone for your part of the world.

You can change the values displayed at any time by clicking on the **edit** link shown in **Figure 2** Administration Main Menu to display the screen shown below.

Administrator Login

Main Administration Page, your Club Booking system address is <http://ebookingonline.net/box/1>

- Main**
Edit Club details & Manage Admins
- Sports**
Manage available sports
- Courts**
Manage the courts available to each sport
- Special Events**
Manage the special event types
- Group Events**
Manage Group Events
- Manage Database**
Create membership types, fields & Import / Export features
- Members**
Manage Member account details & payments
- Sponsorship**
Create or Edit your sponsor's details
- Reports**
View Booking Statistics & graphical reports
- Leagues**

Organisation

Fantasy Tennis & Squash Club

Contact

Squash Club Committee

Contact email

billing@ebookingonline.net

Phone

07710143804

Time Zone

Pacific/Auckland

Local Currency

\$ - Dollar

Directory Access

Enabled (full access)

Latitude

52.5175

Optional - used for geolocation

Longitude

-7.89152

Sunset time today is at: 06:13

Copy Email bookings to Admin

☐

Enable Date Buttons for std user

☒

Hide Logoff Button

☐

Allow Admins to be booked as players

☒

Hide Manage Account Button

☐

Players can only book for themselves

☐

Enable Leagues

☒

Enable member self registration

☒

PIN confirmation for Bookings

☐

Hide booking details

☐

Display Peak Status

☒

Disable all welcome emails

☐

Force Booking Rules for Admins

☒

Full Directory Access for Admins

☐

Save

Figure 3 Modifying Basic Club Settings

The organisation field is used in identifying your club in emails and notifications and well as the displaying your club name in the header on all web pages. Please take care to get this correct as it will alter the look and feel of each page, if the name is clipped when viewing web pages try using a shorter name or with abbreviations.

The contact information is used to direct your users to you when they run into difficulty.

The time zone is very important. Our servers run on Greenwich Meantime (GMT 0). To ensure that your booking times are correct please adjust this from the drop down list. Failure to do so will cause inaccurate bookings.

Change the currency symbol to suit your local currency, this is used when using costs to associate membership fees or court booking charges.

You can change the status of the Directory. The Directory enables you to list members' contact telephone numbers to other members. Please note if enabled members will have the option to list or not to list their numbers in the directory by editing their personal profile. There are three options for the directory:

- | | |
|------------------------------|---|
| Disabled | The Directory will not be available to any member and members will not be able to change their preference or contact details. |
| Enabled | The Directory listing is now available and members' names will be listed, this requires the user to be logged onto the system. The member can modify their contact numbers and preference to be listed in the directory through their unique logon. |
| Enabled (full access) | The Directory listing is now available and members' names will be listed, this requires the user to be logged onto the system. The member can modify their contact numbers and preference to be listed in the directory through their unique logon, in addition members can also modify their address information if given in the membership database. Note, addresses are not listed in the directory. |

The longitude and latitude parameters are optional. This is to provide geo location information for your club so that local information, such as Sunset can be calculated. This will be required if using the lighting controls for courts where sunset hours needs to be calculated for turning on or off lights. If set the page will also display the current sunset time for today, this is to validate that the correct co-ordinates are entered. The longitude and latitude of your club can be obtained using Google Maps.

Finally there are some system wide options you can enable or disable in the check boxes:

Copy Email Bookings to Admin

This is useful function when you are first starting out if you wish to confirm that emails are being sent out or if troubleshooting emails. When enabled all emails will be copied to *the contact email* address shown on this web page.

Enable Date Buttons for Std user

The default method of choosing the date using a touch screen is to use BIG BLUE buttons that make selection easier with the fingers. For standard users the date selection is through the calendar picker. Check this box if you want ALL users to use the big blue buttons.

**Hide Logoff Button
Hide Manage Account Button**

If you access the booking system from another web page where you are previously logged on then you may want to hide these two buttons to prevent any user confusion, these are buttons available to users once logged on to the main system.

Allow Admins to be booked as players

By default users or admins configured with a privilege level of more than 1 cannot be booked as players. If your admins want to use their same logon IDs for ADMIN functions and as players check this box

Players can only book for themselves

In certain environments you may only want a player to be able to book a court for themselves and not have the choice to select opponents. When used with billing all costs will be associated with the player making the booking.

Enable Leagues

If using the integral Leagues System then this check box needs to be checked for them to be displayed from the main booking system. Unchecking this box is useful when first creating the leagues so that the administrator can verify the correct settings.

Enable Member Self registration

This feature allows members without a logon to register for an account from the main logon page of the booking system. When a registration request is made an email is sent to the main site admin email address shown on this page. The administrator then needs to authorise this account and enable it with information given in the email. Once enabled the registering member will receive an email confirming their registration.

Pin Confirmation for Bookings

When using communal screens for bookings such as the touchscreen in the clubhouse any person can make a booking. By checking this box when a booking is made on such a screen a pop up is displayed asking for a pin confirmation. A pin number from any playing member will be accepted to validate the booking.

Hide Booking Details

Checking this field will prevent other standard members from seeing who has made other bookings, special events and events are always visible to all members.

Display Peak Status

Checking this option displays a “Star” icon in the top right hand corner of each slot on the main booking page. This allows a member to have a visual indicator for peak and off peak courts.

Disable all welcome emails

Checking this fields will disable any sending of the welcome emails that a member would normally receive when they are added to the system.

Force Rules for Admins

By default a Privilege 5 admin can make any booking in the future and bypasses the rule set for advance bookings. When setting this option the advance booking rules are observed for all admins only for member bookings. When booking special Events or Group Events advance booking rules are still ignored allowing future bookings to be made.

Full Directory Access for Admins

By default Privilege Level 5 administrators of the booking system will have full access to the directory. If this is to be restricted then this checkbox should be unchecked.

When all changes have been made simply click on the **Save** button, to cancel any changes click on the **Main** link in the navigation menu.

To change the Admin password click on the **Change Admin password** link at the bottom of the page.

Adding additional Administrators

Additional administrators of the system can access the admin panel and the areas that can be accessed can be configured on an individual need. To add or modify an existing administrator from the **main menu** click on the **Manage Administrators** link toward the top of the page. A list of existing administrators will be shown. New admins can be added or an existing one edited or deleted. To add a new admin click on the **Add Admin** button.

Administrator Login

[logoff](#)

Please fill in the following details and click save to add a new Admin

Main
Edit Club details & Manage Admins

Sports
Manage available sports

Courts
Manage the courts available to each sport

Special Events
Manage the special event types

Group Events
Manage Group Events

Manage Database
Create membership types, fields & Import / Export features

Members
Manage Member account details & payments

Sponsorship
Create or Edit your sponsor's details

User name

Email Address

Password

Confirm password

Access Permitted to the following areas

Edit Members	<input type="checkbox"/>	Manage Specials	<input type="checkbox"/>
Edit Courts	<input type="checkbox"/>	Sports	<input type="checkbox"/>
Send Emails	<input type="checkbox"/>	Features	<input type="checkbox"/>
Sponsorship	<input type="checkbox"/>	Manage Database	<input type="checkbox"/>
Edit Admins	<input type="checkbox"/>	Renewals	<input type="checkbox"/>
League Admin	<input type="checkbox"/>	Events Management	<input type="checkbox"/>
Copy booking emails	<input type="checkbox"/>	Reports	<input type="checkbox"/>
Reports Admin	<input type="checkbox"/>		

Figure 4 Add a new Administrator

Simply fill out the form with a name, password and email address and the areas that this user is allowed to access through the administration panel and click **Save**. Details of each option are shown in the following table. If Copy Emails to Admin is checked in the main options [Figure 3 Modifying Basic Club Settings] then individual admins can also opt in or out to receive these emails by individually checking the 'Copy booking emails'.

Edit Members	Allows access to edit member details and payments
Manage Specials	Allows access to the Special Sections
Edit Courts	Allows access to Edit Courts and Times Sections
Send Emails	Admins can send emails to the membership through the eBookingonline mail servers
Features	Allows access to features such as remote DB Access, Court Billings
Sponsorship	Allows access to the Sponsorship Sections
Manage Database	Allows access to the change the structure of the Database and add membership types and payment codes.
Edit Admins	Allows access to edit admin privileges. This should only be checked for full system admins
Renewals	Allows access to the Membership Renewal Section
League Admin	Allows access to the Leagues Section
Events Management	Allows access to the Event Manage Section
Copy booking emails	If Copy Emails to Admin is checked in the main options [Figure 3 Modifying Basic Club Settings] then individual admins can also opt in or out to receive these emails by individually checking the 'Copy booking emails'.
Reports	Allows Access to the Reports section including running custom reports
Reports Admin	The option allows access to create and edit custom reports

Adding, modifying or deleting Sports

Your club may be a single sporting entity or may have many sports. The eBookingonline system allows you to set up to 5 individual sports which should be more than enough for most organisations. To create or modify a sport click on the **sports** link on the left hand navigation pane of the Administration panel, this will bring up the following screen.

Administrator Login

logoff

The following table lists all of the available sports, you can edit individual sports, delete them or add a new sport

Pri	Edit	Del	Sport	Consecutive bookings	Advance bookings	Max cancellation	Booking Size
1			Squash	1	7	0.50	10
2			Tennis	4	10	0.00	21

Add a new sport (max of 5)

Add Sport

Set up Sub Sports

Sub Sports

Notes:

Sports are listed in priority as displayed on the main web page, you can adjust the priority of individual sports to suit your needs by clicking on the arrows .

The number of Consecutive Bookings is the number of sessions a normal member (non-Admin) can make in one booking.

The Max Cancellation time is the number of hours prior to the booking a normal member (non-Admin) can cancel. To disable this feature use the default of 0.

The Booking Size changes the size of the session booking window on the main page, and hence the number of sessions per page. If using more than two player names for a 30 min session set this to around 21, else leave it at the default of 10 which is suitable to show two players. This will vary depending on the duration of each booking, if it is not big enough your players names will be clipped.

Main

Edit Club details & Manage Admins

Sports

Manage available sports

Courts

Manage the courts available to each sport

Specials

Manage the special event types

Events

Manage Group Events

Manage Database

Create membership types, fields & Import / Export features

Figure 5 Managing Sports

A list of your current sports is displayed. If you wish to modify an existing sport simply click on the icon or to permanently delete a sport click on the delete icon next to the sport you wish to change. Please note that once a sport is deleted the bookings for that sport cannot be recovered.

You can change the order in which sports are displayed on the main booking system. The highest **PRI**ority value will be listed first. To change or bump up the priority click on the green arrow.

To add a new sport simply click on **Add Sport** button and you will be taken through the following screen.

Administrator Login

logoff

Change Sport details, please update details and click save

<p>Main Edit Club details & Manage Admins</p> <hr/> <p>Sports Manage available sports</p> <hr/> <p>Courts Manage the courts available to each sport</p> <hr/> <p>Special Events Manage the special event types</p> <hr/> <p>Group Events Manage Group Events</p> <hr/> <p>Manage Database Create membership types, fields & Import / Export features</p> <hr/> <p>Members Manage Member account details & payments</p> <hr/> <p>Sponsorship Create or Edit your sponsor's details</p> <hr/> <p>Reports View Booking Statistics & graphical reports</p> <hr/> <p>Leagues Create & manage League Tables</p>	<p>Sport Name <input type="text" value="Squash"/></p> <p>Consecutive Bookings <input type="text" value="0"/></p> <p>Standard Users Privilege Level 0</p> <div> <p>Advance Booking in days <input type="text" value="10"/></p> <p>Advance Booking Start Time <input type="text" value="00:00"/></p> </div> <p>Club PC's Privilege Level 1 or 2</p> <div> <p>Advance Booking in days <input type="text" value="10"/></p> <p>Advance Booking Start Time <input type="text" value="00:00"/></p> </div> <p>Guest Only Adv Booking in days <input type="text" value="0"/> * only applicable if Force Rules for Admins is selected</p> <p>Guest Only Adv Booking Start Time <input type="text" value="00:00"/> * only applicable if Force Rules for Admins is selected</p> <p>Max cancellation time in hours <input type="text" value="0.00"/></p> <p>Booking Size <input type="text" value="10"/></p> <p>% to refund after Max Cancellation <input type="text" value="0"/> * billing only</p> <p>% to refund before Max Cancellation <input type="text" value="100"/> * billing only</p> <p>% to refund if re-booked <input type="text" value="0"/> * billing only</p> <p>Min no. of Players per booking <input type="text" value="1"/></p> <p>Allow touchscreen users to modify bookings <input checked="" type="checkbox"/></p> <p>Register Attendance <input checked="" type="checkbox"/></p> <p>Minutes after the booking start time an attendance can be registered <input type="text" value="60"/></p> <p>Save</p>
---	---

Figure 6 Adding a new sport

First give your sport a name, this name will be displayed on the main page of your web site and will be used for members to select which sport they require.

The **consecutive bookings** field allows you to set the maximum number of courts a member may book one after the other in a single booking, this is also known as a series. For example you may use shorter timeslots of 30 minutes for each court and allow up to 3 courts to be booked for a 90 minute session. In this case enter 3 in the Consecutive bookings field. If you do not want this function then enter the default of 0.

You can specify the maximum number of days in advance that a standard member and a Club PC user can book a court separately, this does not apply to administrators (privilege level 4/5) unless the option is set to override this (see section Setting Base Parameters Page 7). Enter the number of days in the **No. of days for Advance bookings** field. By default the start of a valid day is at 00:00, if a specific time on that day is required as the earliest start time then enter this in the **Advance Booking Start Time** fields. There are

separate advance booking times for guest only bookings. These can only be made by a Priv Level 5 admin and only come into effect if the override option is selected.

The **bookings size** is basically a way for you to adjust the size of the box in each court booking as it appears on the main user booking screen. The shorter the time period of each booking the smaller it will appear on the main screen. Short court bookings may not be big enough to actually display all the names of those players that have booked the court. It may also be the case that if you want to display up to four players per booking (e.g. doubles) then the size of the box will need to be even bigger.

Generally if you have a sport with bookings of 30mins or so and want to display 2 players then the default of 10 is a good starting point, for 4 players try around 21. If you find that the boxes are too large and you want more bookings to appear on a single page then decrease this value, if you find that players' names are clipped then increase this value.

The **Max Cancellation Time** is used for creating a policy on how late standard members can cancel courts. It is also used in the billing system to determine at what point to offer varying refunds. This time is measured in hours, if you want 30 minutes then enter 0.5. To disable this feature and allow members to cancel up to the last minute enter the default of 0. Please note that this function does not affect club administrators and by default the system does not allow standard members to modify or cancel courts that are in the past.

If **BILLING** is enabled, that is you charge for the courts through this system, then you can stipulate how much of the booking fee is refunded if the member cancels after **Max Cancellation Time**. Simple enter a percentage in the '*% to refund of after Max Cancellation*' field. For example if a court costs \$10 and you want to refund \$4 enter 40. This will encourage your members to cancel courts freeing them up for other members. Similarly if you only want to refund a percentage of the booking fee before Max Cancellation Time enter a percentage, the default is 100% allowing a full refund if the booking is cancelled before Max Cancellation Time. Once this booking has been cancelled it is placed into a pool of cancelled bookings made available for other members to book. The system also offers the members an option to be emailed if there are any court cancellations on a specific day. If a cancelled court is rebooked then you can specify how much of the remaining court fee (in our case \$6) is further refunded to the original members. Again enter a percentage of this remaining balance in the '*% to refund if rebooked*' field. Email notifications will be sent to each member notifying them of any refund to their accounts as well as their current balance.

The **Min no. of Players per booking** creates a rule stipulating how many individual players must be entered when a booking is made. The default is a single member, but there may be sports where you require a minimum of 2 or more players to complete the booking. Guests, if used, are treated as a qualifying member.

The check option **Allow touchscreen users to modify bookings** allows members using a club PC (touch screen or normal monitor) to modify their bookings. Normally the club PC will be logged on as a generic

user allowing courts to be booked without having the inconvenience of users having to logon and off every time. If a member wishes to modify their booking with this option enabled (by default) they simply select or touch their booking and they will be prompted for their own unique PIN to make the changes.

The second check option **Mark Attendance** allows administrators to check and report on whether a booking was attended. This is especially useful where membership fees are included in a subscription and the club wishes to monitor 'no shows'. With this feature enabled members can confirm their attendance by selecting their booking and confirm with their PIN, this feature is not allowed through the standard logon (for obvious reasons) though Admin level users can also modify these settings on a booking basis. By default attendance can only be marked in a window of 30 minutes prior to the booking and 30 minutes after the booking, the time after a booking to still be able to register attendance can be modified. Attendance is confirmed by a Green Check in the Booking on the main booking system.

Once the form is filled out click the **save** button, this will take you back to the main Sports page where your new sport will be listed.

Sub Sports

You can add **Sub Sports** as well. Sub Sports are typically used where multiple sports are played on the same courts, for example squash and racket ball. If you configure a sub sport then when a booking is made the user will be prompted for which sport they are intending to play. The sport played will be recorded so that reports can be generated on individual sports for usage.

Add or modifying courts

Once you have set up your sports you can now add courts to that sport. From the navigation pane on the left hand side of the administration panel click **Courts** this will take you to the following screen where you can add, modify or delete courts for all sports.

Administrator Login

[logoff](#)

The following table lists all of the configured courts, you can edit individual courts, delete them or add a new court

</

Add a new court

Add Court

Figure 7 Managing Courts

In this section you are able to add, modify or delete courts. Each court is associated with a predefined sport, individual start and finish times, duration of each session, start and stop times for peak use as well as peak and off-peak fees.

A list of your current sports is displayed use the **next** or **previous** links to show more courts if necessary. If you wish to modify an existing court simply click on the icon or to permanently delete a court click on the delete icon next to the court you wish to change. Please note that once a court is deleted the bookings for that court cannot be recovered.

To add a court simply click on the **Add Court** button at the bottom of the screen. The following screen will be displayed when adding or modifying a court.

Administrator Login

logoff

Change Court details, please update details and click save

Main

Edit Club details & Manage Admins

Sports

Manage available sports

Courts

Manage the courts available to each sport

Specials

Manage the special event types

Events

Manage Group Events

Manage Database

Create membership types, fields & Import / Export features

Members

Manage Member account details & payments

Sponsorship

Create or Edit your sponsor's details

Reports

View Booking Statistics & graphical reports

Leagues

Create & manage League Tables

Court Name

Court 1 - Glassback

Sport

Squash ▾

Peak Court Cost (£)

3.00

Off Peak Court Cost (£)

2.00

Peak Guest Fee (£)

0.50

Off Peak Guest Fee (£)

0.50

Peak Coaching Fee (£)

0.20

Off Peak Coaching Fee (£)

0.15

Using Lighting Controls

☐

Enter the Court Start & Finish Times below, note the time format is 24 hour (hh:mm) & the duration is the length in minutes of each booking. If you require breaks or changes in times or durations during the day use the + or - selectors to add more times to the day.

Caution: Changing these times can remove existing bookings, use with care.

Weekday	First Court Time	Last Court Time	Duration		(hh:mm 24 hr format)
Sunday	09:20	22:00	40	+	Copy & fill
	23:05	23:05	30	-	
Monday	08:00	22:40	40	+	
Tuesday	08:00	22:00	40	+	
Wednesday	08:00	22:00	40	+	
Thursday	08:00	22:00	40	+	
Friday	08:00	22:00	40	+	
	23:00	23:00	30	-	
Saturday	08:00	22:00	40	+	

Save

Edit Peak Times

Figure 8 Adding a Court


The **court name** is very important as this will be the name displayed on the main booking page, try to refrain from using just numbers, a description of Court 1, or Court 3 will look a lot better. Courts are displayed in alphabetical order so you may also wish to consider what courts you want to list first.

Next select the sport from a dropdown list defined in the previous section you want to associate this court with.

You do not need to use the full billing features to enter costs for the courts. These will appear in email notifications and on the booking confirmation screens and is useful information if you charge for courts. Enter any costs in the appropriate fields. Costs for coaches are defined as membership types with the coaching option selected. This is discussed later under membership types.

The court will require times for the first court of the day, the last court of the day and the duration in minutes and the times in 24 hour format. It is possible to configure these independently for each weekday. To help fill this form the first row (Sunday) can be entered and then if the **Copy & Fill** button is clicked all other days will be filled with the same times as Sunday.

To finish click on the **Save** button on the bottom of the page. If the court is successfully added you will be taken back to the main Courts screen where you will be able to view your recently added court.

To modify a court click on the  icon next to the court you wish to modify. Here you can modify all of the court details added in the previous section, and you can also define peak and off peak times by clicking on **Edit Peak Times**, if your courts have the same time or each day you can simple fill in Monday and click **copy & fill** to copy to all other days. This will be of use later on if you have membership types that can only book off peak courts.

Administrator Login

[logout](#)

Change Peak Time details, please update details and click save

Main
Edit Club details &
Manage Admins

Sports
Manage available
sports

Courts
Manage the courts
available to each sport

Specials
Manage the special
event types

Events
Manage Group Events

Manage Database
Create membership
types, fields & Import /
Export features

Members
Manage Member
account details &
payments

Sponsorship
Create or Edit your
sponsor's details

Court 2 Peak Times

Edit the peak start and finish times below and click save.
Leave the fields blank if you do not want to specify any peak times.
Please note all times are in 24 hour format hh:mm

Weekday	Peak Start Time	Peak Finish Time	
Monday	<input type="text" value="18:00"/>	<input type="text" value="21:20"/>	Copy & fill
Tuesday	<input type="text" value="18:00"/>	<input type="text" value="21:20"/>	
Wednesday	<input type="text" value="18:00"/>	<input type="text" value="21:20"/>	
Thursday	<input type="text" value="18:00"/>	<input type="text" value="21:20"/>	
Friday	<input type="text" value="18:00"/>	<input type="text" value="21:20"/>	
Saturday	<input type="text" value="18:00"/>	<input type="text" value="21:20"/>	
Sunday	<input type="text" value="18:00"/>	<input type="text" value="21:20"/>	

Save Details**Edit Court**

Enter peak start and finish times for each day in 24 hour format and click **Save Details**.

Adding multiple Schedules to Courts

Most of the time courts will following a standard start time, finish time and duration for a booking. If changes are needed to any of these parameters during the day then additional schedules can be added. For example on Tuesday 08:00 through to 17:00 are configured as 30 minute slots but at 17:00 to 21:00 they change to 40 minutes. To configure this type of behaviour edit the court in the standard way and click on the **+** icon for Tuesday and a new line will appear to add your second schedule of 17:00 to 21:00 at 40 minutes slots. If you wanted to remove a schedule then click on the associated **-** icon.

Caution: Changing these times can remove existing bookings, use with care.

Weekday	First Court Time	Last Court Time	Duration		(hh:mm 24 hr format)
Sunday	<input type="text" value="10:00"/>	<input type="text" value="22:00"/>	<input type="text" value="40"/>	+	Copy & fill
Monday	<input type="text" value="08:40"/>	<input type="text" value="22:00"/>	<input type="text" value="40"/>	+	
Tuesday	<input type="text" value="08:00"/>	<input type="text" value="17:00"/>	<input type="text" value="30"/>	+	
	<input type="text" value="17:00"/>	<input type="text" value="21:00"/>	<input type="text" value="40"/>	-	
Wednesday	<input type="text" value="08:00"/>	<input type="text" value="22:00"/>	<input type="text" value="40"/>	+	
Thursday	<input type="text" value="08:00"/>	<input type="text" value="22:00"/>	<input type="text" value="40"/>	+	
Friday	<input type="text" value="08:00"/>	<input type="text" value="22:00"/>	<input type="text" value="40"/>	+	
Saturday	<input type="text" value="08:00"/>	<input type="text" value="22:00"/>	<input type="text" value="40"/>	+	

Figure 9 Adding schedules to courts

CAUTION PAY PARTICULAR ATTENTION TO THE CHANGES YOU MAKE. IF THE BOOKING TIMES CHANGE ANY EXISTING BOOKINGS THAT ARE NO LONGER VALID WILL BE CANCELLED. EMAILS WILL BE SENT TO EACH BOOKING MEMBER INFORMING THEM THAT THEIR BOOKING HAS BEEN CANCELLED DUE TO COURT RE-STRUCTURING.

After clicking on the **Save** button the number of bookings that will be lost due to re-structuring will be displayed and you are required to confirm that these changes are to proceed. Once proceeded these bookings cannot be recovered.

If lighting controls are required for this court then enable the checkbox **Using Lighting Controls**, this will then present the following additional fields.

Lighting Controls

Lighting cost (£)	<input type="text" value="5.00"/>
X10 Lighting Code	<input type="text" value="A1"/>
WiFi Lighting IP Address	<input type="text" value="192.168.0.81"/>
WiFi Lighting Password	<input type="text" value="admin"/>
WiFi Lighting Channel	<input type="text" value="1"/>
Light Offset (min)	<input type="text" value="3"/>
Sunset Offset	<input type="text" value="600"/>
Night Use Only	<input type="checkbox"/>

The lighting cost is optional, if supplied this will be used in addition to any other court costs to calculate the total cost of the booking.

There are two lighting systems available, X10 and Wifi. For more information on these two systems and how to configure them please reference Tech Note 7 at <http://ebookingonline.net/support.html>

There are a few configurable parameters that can be used when to enable the lights, varying the time against the booking time.

Light Offset This is the time in minutes that the lights will be switched on *before* the time of the booking. This may be useful for outdoor lighting when the lights need to warm up first, or for staggering lighting start up times to reduce power surges.

Night Only Check this box if lights are only to be used after sunset, typically this is required for outdoor lighting. This requires the longitude and latitude of your location to be configured in the global system configuration. Having these co-ordinates, the system is able to calculate the local sunset time and will offer the option for members at booking time to select whether or not to use the lights. Bookings that have an end time later than local sunset will be given this option. For special events the lights will be selected by default.

Sunset Offset This option is used in conjunction with night only. The default behaviour for night only is to allow the use of lights after sunset. This offset allows the selection of lights to be adjusted in minutes before sunset.

The following is an example to explain this further.

Local Sunset time 19:23

Light Offset is 8 minutes

Sunset Offset is 30 mins

Each court is configured for 30 min slots on the hour and half hour

Court Booking Time	Time Lights will be allowed	Lights Offered	Lights switched on at
18:00 – 18:30	19:23 – 30 mins = 18:53	✗	
18:30 – 19:00	19:23 – 30 mins = 18:53	✓	18:30 – 8 = 18:22
19:00 – 19:30	19:23 – 30 mins = 18:53	✓	19:00 – 8 = 18:52

The X10 lighting code is to control court lights and or heating when using X10 automation controls. If lights are to be controlled by the USR Wifi / Ethernet System then enter the Wifi controller's IP address, admin password and channel. If using a single channel USR device enter channel 1.

When using either the X10 or Wifi lighting controls an offset can be set for each court so that the lights turn on '*offset*' minutes before the booking starts. This can be useful when using external lighting that takes several minutes to warm up to temperature.

For further information on Lighting please refer to Tech Note #7 on our support pages or log a support call.

Managing Special Events

Special events are events such as coaching or team training or any event where you would like the court booked out but do not want to book the court out to an individual. The online court booking system allows you to create up to 60 different special booking types and you can individually colour code each one so that they are easily recognisable on the main court booking system screen. Please note that only administrators (privilege level 4 and above) are able to make bookings for special events.

From the navigation pane on the left hand side of the administration panel click **Specials** this will take you to the following screen where you can add, modify or delete specials for all sports.

Administrator Login
Logout

The following table lists all of the Special Events, you can edit, delete or add new events

Main
Edit Club details & Manage Admins

Sports
Manage available sports

Courts
Manage the courts available to each sport

Specials
Manage the special event types

Events
Manage Group Events

Manage Database
Create membership types, fields & Import / Export features

Members
Manage Member account details & payments

Sponsorship
Create or Edit your sponsor's details



Reports
View Booking Statistics & graphical reports

Edit	Del	Event	Colour	Swatch	Active	Reported
		1st Friday Mix In ab	#00ff33		✓	✓
		1st Team Match - Men	#333366		✓	✓
		2nd Team Match - Men	#3300cc		✓	✓
		3rd Team Match - Men	#33ff99		✓	✓
		Abba won the worldwi	#003399		✓	✓
		Adult Beginners	#3399ff		✓	✓
		Adult coaching	#663399		✓	✓
		Adult Improvers	#ff6600		✓	✓
		AGM	#ff3333		✓	✓
		Beacon School	#cc0033		✓	✓
		Cardio Tennis	#0000cc		✓	✓
		Cleaning	#dd9d2c		✓	✗
		Closed	#cc0000		✓	✗
		Club Afternoon	#0066ff		✓	✓
		Club Night to ABCDE	#af76b3		✓	✓
		Coaching - AJ	#dd9d2c		✓	✓

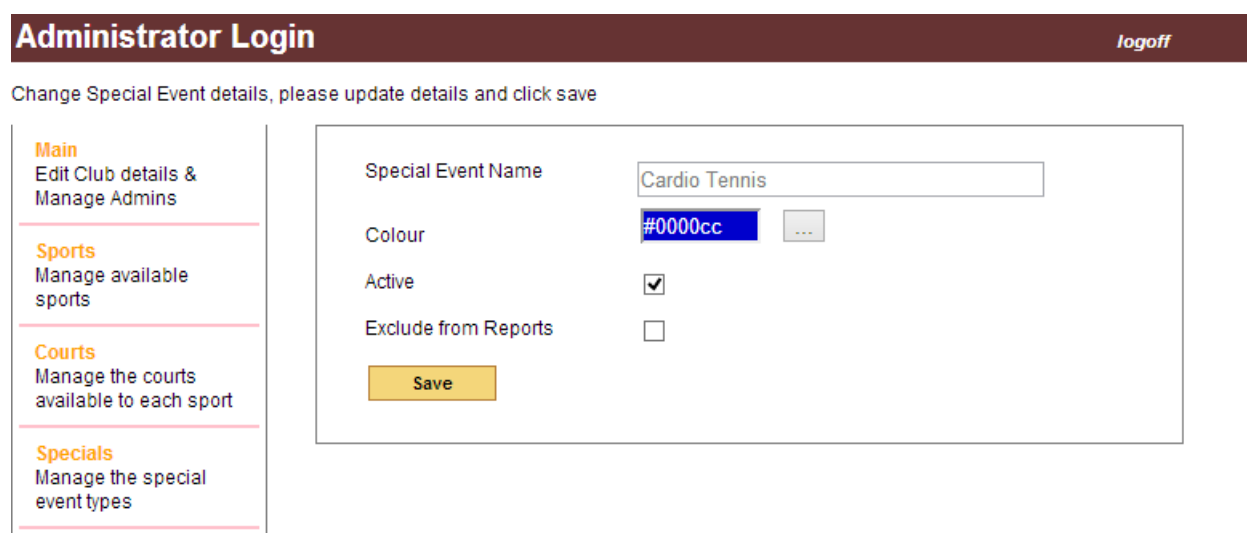
Page 1 of 5 [Next](#)

Add a new special event Add Event

Figure 10 Managing Special Events

A list of your current special events is displayed use the **next** or **previous** links to show more events if necessary. If you wish to modify an existing entry simply click on the  icon and to permanently delete a special event click on the delete  icon next to the event you wish to change. Please note that once an event is deleted the bookings for that event cannot be recovered, it is therefore advisable to disable the event by modifying it.

To add a special event simply click on the **Add Event** button at the bottom of the screen. The following screen will be displayed when adding or modifying a special event.



Administrator Login logout

Change Special Event details, please update details and click save


Main
Edit Club details &
Manage Admins

Sports
Manage available
sports

Courts
Manage the courts
available to each sport

Specials
Manage the special
event types

Special Event Name


Colour 

Active ☒

Exclude from Reports ☐

Save

Figure 11 Adding a Special Event

Special events are easy to add, they simply require a name that will be displayed on the main booking screen, and an associated colour. You can select one of the pre-defined colours from the  icon, or you can manually enter any colour using the hexadecimal colour standard (i.e. #ffffff representing white and #000000 representing black) However please note that when viewing special events a white font is used so you will need to use darker background colours for the text to be easily visible. Also note that the colours do not have to be unique, all coach types for example could be one colour, it's up to you.

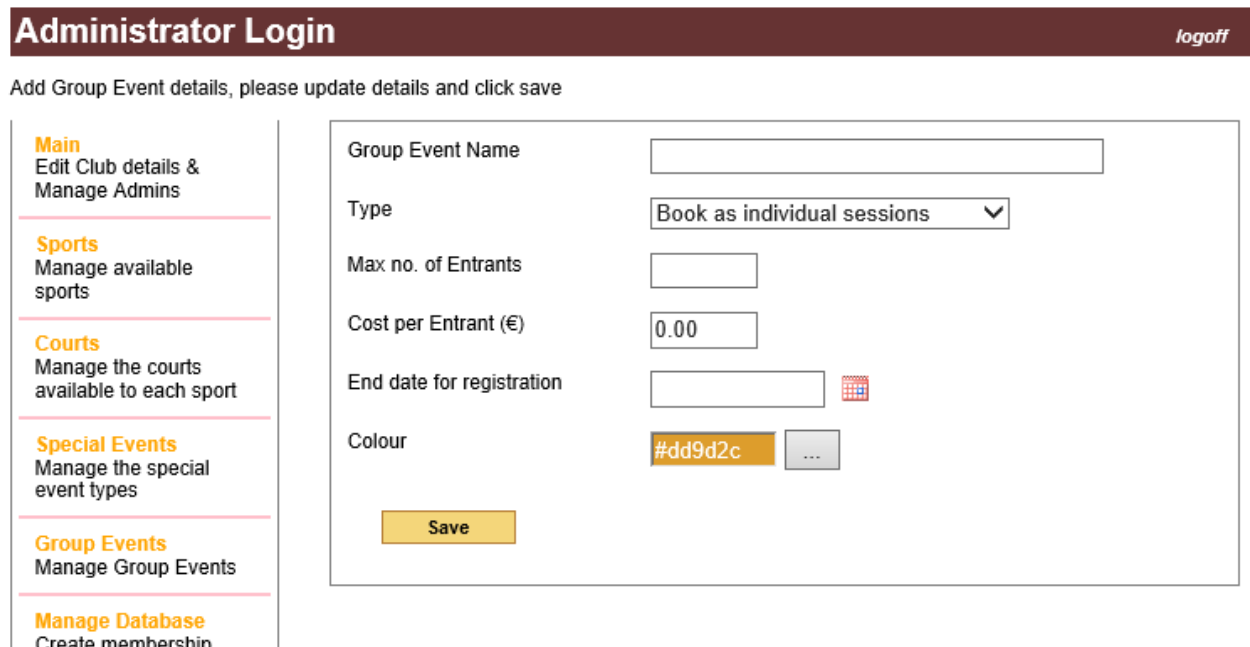
The active box is useful when you no longer want to use the special event but want to retain past events in the database. To disable the event untick the Active box. You can finally delete the event from the main screen in Figure 9 when you are ready.

Finally you may have special events that you do not want to run reports against, for example court maintenance, cleaning, repairs or for booking out to special functions. If this is the case then simply check the **Exclude from Report** box.

Managing Group Events

Group Events are very similar to special events, they differ in that members can register for these events. For example it may be a fitness class repeated over a 3 month period, or a group coaching session or even a club competition.

To add an Event of this type click on the **Group Events** link on the left hand menu and then click **add**. The following screen will be displayed.



The screenshot shows the 'Administrator Login' interface. At the top, there's a dark red header with the text 'Administrator Login' on the left and a 'logout' link on the right. Below the header, a message says 'Add Group Event details, please update details and click save'. On the left side, there's a vertical menu with five categories: 'Main' (Edit Club details & Manage Admins), 'Sports' (Manage available sports), 'Courts' (Manage the courts available to each sport), 'Special Events' (Manage the special event types), and 'Group Events' (Manage Group Events). The 'Group Events' option is highlighted. To the right of the menu is a form for adding a group event. The form contains the following fields: 'Group Event Name' (text input), 'Type' (dropdown menu with 'Book as individual sessions' selected), 'Max no. of Entrants' (text input), 'Cost per Entrant (€)' (text input with '0.00'), 'End date for registration' (calendar icon and text input), and 'Colour' (color picker showing '#dd9d2c' and a '...' button). A yellow 'Save' button is at the bottom of the form.

Figure 12 Adding an Event

First enter a name for your event, this will be the name displayed on the booking slots.

There are 3 different types of events.

Book as individual sessions

When an Event is booked each session is regarded as a separate session, even if the administrator repeats the booking. When registering a member will only be registering for a single timeslot.

Book as series of sessions

Using this option allows an administrator to book a series of sessions as one event. This is done by repeating the booking at the time of making the booking. E.g. Fitness Training repeated every Thursday for the next month for two 30 min bookings from 19:00 – 20:00. When a member

registers for this they will be registering for all of the Training sessions.

All Bookings form a single event

This type of event is useful for competitions or similar. The event will span multiple courts and sessions, as such a member can register for the event by clicking on any of the slots booked for this event.

The **max number of entrants** is useful for classes to restrict the number of participants. If there is no restrict then leave this blank or enter zero.

The **cost per entrant** is used in notifications and can be marked as paid by an administrator, just as any booking can be. IF the billing system is enabled then by default if there are funds in the members account these are used to pay for the event. If there are insufficient funds then the member is registered but marked as not paid. A member can top up their account and pay ant any time in the future.


The end registration date gives a cut off day when registration needs to be made by. Leaving this field blank disables this feature.

Finally, select the colour for your event with the colour picker and click **Save** to complete the event.

Like Special Events, only administrators can make event bookings through the main booking system and these can be repeated as required. Administrators can also register members for events, mark payments and change attendees etc. Standard members can only register themselves and cannot change the payment unless billing is enabled and sufficient funds are in their account.

Adding Membership Types

Before adding members to your system you may want to add membership types. Membership types define the privileges a member has in terms of the sports they are able to book and an associated cost for that membership. The latter will be useful if you wish to generate automated renewal notices.

By default there is a type named *all sports* that allows all sports to be booked, this type does not have a cost associated with it and cannot be modified. To create your own membership types select **Manage Database** from the left-hand navigation menu and then click **membership types**. A list of all existing types is shown you can either edit existing types with the edit icon  or add a new one by clicking **add type**.

Membership Type:

Allow in Membership renewal ☒

Group membership ☐

Billing Cycle

Cost (\$)

Discount Code

Sport	Allowed	Off Peak Only	All Inclusive	Coaching Account	Daily Peak Limit	Weekly Peak Limit	Daily Limit	Weekly Limit	Active Peak Limit	Total Active Limit	Max consecutive
Tennis	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="4"/>
Squash	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="2"/>
Combined Limit					<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>			

Notes:

Entering limits of 0 disables this function and allows unlimited bookings. To disallow bookings use the check boxes.

All inclusive members are not charged any courts fees if the billing system is enabled.

If billing is enabled Coaching Accounts will be billed the coaching fees configured for each court.

Save

Figure 13 Adding Membership Types

The membership type has a number of options and limit on the number of bookings possible. The initial options are:

Allow in Membership Renewal If online renewal of membership is enabled then this member type will be made available to members. During online renewal it is possible for members to change their membership type and associated cost. At renewal time only membership type checked here will be given to members as options. If Stripe.com is used as the online merchant then this will also cause the membership type to be added as a PLAN in Stripe.

Group Membership Group Memberships are typically assigned to family members. With this checkbox selected any member assigned to this type will have the option to be the primary member for the account.

It is the primary member who is considered the primary contact for the account and charged for membership renewals. Primary members can also have other members such as spouse and children assigned to the same account so that when the account is renewed all members to the group are renewed. By adding a member to a group the membership type will always be re-assigned to the parent membership type.

Billing Cycle This field is used in conjunction with the Cost of membership field and is essentially the term of the membership type. It is also used in online renewals to recalculate the new membership renewal date for each account.

Cost This is the cost of the membership for each billing cycle. This field is only used in membership renewals.

Limiting court usage

In the example Figure 13 Adding Membership Types, the two sports of Tennis and Squash have been configured, and the associated courts configured with peak and off-peak times. To add a new type enter a name and a cost. The cost is to record the cost of the membership and can be used in receiving membership renewals and recording payments to the club; this field is optional. Then select the sports and times that a member of this type is allowed to book. If a membership type does not permit a sport then all members associated with that type will not be able to book a court for that sport. Optionally you can also, limit how many courts can be booked by an individual in any combination of daily or weekly rates (Monday to Sunday) and / or peak times. In the example Figure 13 we are limiting a member to a single peak court per day and no more than a total of 12 slots in any week. If this is not required simply enter a zero or leave the field blank. Additionally you can also limit the max number of concurrent bookings that can be made per sport by entering a value in the *MAX Consecutive* field.

In addition to weekly limits the number of active bookings for peak / total can also be set using the *Active Peak Limit* and *Total Active Limit* fields. This is used to limit players' peak and off peak usage for any bookings in the future. E.g. setting a value of 6 would limit a player to having only 6 future bookings.

If your club has more than one sport you can also limit the total number of bookings in the combined fields. For example, if squash has a daily peak limit of 1 and tennis also had a peak limit of 1, you may want a rule that states only one peak squash or one peak tennis is allowed a day. In such a case enter 1 in the Combined Limit row under Daily Peak Limit, as shown in the example Figure 13 Adding Membership Types

If the membership account is considered all-inclusive of any court fees then click this box. When courts are booked the cost associated for this member will be zero for the booking, though any guest fees are still applied.

Finally, if coaches book courts and the costs for the court are to be borne by the coach and not the member, check the **coaching account** box. The costs for coaches are configured on an individual court

basis through the courts menu. If this box is not clicked then all playing members share the cost of the court equally.

Once the new type is created the table will list all membership types and the associated ID for each type. This ID is assigned to a member to identify their membership type and is mentioned in detail in the section covering the Structure of the Database. Please note if you delete a type then any members associated with this type will be defaulted back to *all sports*.

Administrator Login
[logoff](#)

The following table lists all of the Membership Types configured, you can edit , delete or add new types

<p>Main Edit Club details & Manage Admins</p> <hr/> <p>Sports Manage available sports</p> <hr/> <p>Courts Manage the courts available to each sport</p> <hr/> <p>Specials Manage the special event types</p> <hr/> <p>Events Manage Group Events</p> <hr/> <p>Manage Database Create membership types, fields & Import / Export features</p> <hr/> <p>Members Manage Member account details & payments</p> <hr/> <p>Sponsorship Create or Edit your sponsor's details</p>	<table border="1"> <thead> <tr> <th>Edit/View</th> <th>Delete</th> <th>Membership Type</th> <th>Cost (\$)</th> <th>ID</th> </tr> </thead> <tbody> <tr> <td>n/a</td> <td>n/a</td> <td>All Sports</td> <td>n/a</td> <td>0</td> </tr> <tr><td></td><td></td><td>Adult Open Day</td><td>235.00</td><td>11</td></tr> <tr><td></td><td></td><td>AIC</td><td>0.00</td><td>29</td></tr> <tr><td></td><td></td><td>Cancelled</td><td>0.00</td><td>25</td></tr> <tr><td></td><td></td><td>Coach</td><td>0.00</td><td>27</td></tr> <tr><td></td><td></td><td>Coaching Only</td><td>0.00</td><td>21</td></tr> <tr><td></td><td></td><td>Concession</td><td>59.00</td><td>9</td></tr> <tr><td></td><td></td><td>Country</td><td>118.00</td><td>20</td></tr> <tr><td></td><td></td><td>Deceased</td><td>0.00</td><td>8</td></tr> <tr><td></td><td></td><td>Family Membership</td><td>470.00</td><td>12</td></tr> <tr><td></td><td></td><td>Family Membership Concession</td><td>118.00</td><td>13</td></tr> <tr><td></td><td></td><td>Family Open Day</td><td>470.00</td><td>24</td></tr> <tr><td></td><td></td><td>Full Adult Member</td><td>300.00</td><td>22</td></tr> <tr><td></td><td></td><td>Honorary</td><td>0.00</td><td>14</td></tr> <tr><td></td><td></td><td>Junior 12+</td><td>70.00</td><td>19</td></tr> <tr><td></td><td></td><td>Juniors 9-11</td><td>41.00</td><td>18</td></tr> <tr><td></td><td></td><td>Mini Juniors 7</td><td>10.00</td><td>16</td></tr> </tbody> </table> <p>Page 1 of 2 Next</p> <p>Add a new Membership Type Add Type</p>	Edit/View	Delete	Membership Type	Cost (\$)	ID	n/a	n/a	All Sports	n/a	0			Adult Open Day	235.00	11			AIC	0.00	29			Cancelled	0.00	25			Coach	0.00	27			Coaching Only	0.00	21			Concession	59.00	9			Country	118.00	20			Deceased	0.00	8			Family Membership	470.00	12			Family Membership Concession	118.00	13			Family Open Day	470.00	24			Full Adult Member	300.00	22			Honorary	0.00	14			Junior 12+	70.00	19			Juniors 9-11	41.00	18			Mini Juniors 7	10.00	16
Edit/View	Delete	Membership Type	Cost (\$)	ID																																																																																							
n/a	n/a	All Sports	n/a	0																																																																																							
		Adult Open Day	235.00	11																																																																																							
		AIC	0.00	29																																																																																							
		Cancelled	0.00	25																																																																																							
		Coach	0.00	27																																																																																							
		Coaching Only	0.00	21																																																																																							
		Concession	59.00	9																																																																																							
		Country	118.00	20																																																																																							
		Deceased	0.00	8																																																																																							
		Family Membership	470.00	12																																																																																							
		Family Membership Concession	118.00	13																																																																																							
		Family Open Day	470.00	24																																																																																							
		Full Adult Member	300.00	22																																																																																							
		Honorary	0.00	14																																																																																							
		Junior 12+	70.00	19																																																																																							
		Juniors 9-11	41.00	18																																																																																							
		Mini Juniors 7	10.00	16																																																																																							

Figure 14 Membership Types detailing ID

Adding Member Accounts

One of the most important tasks to complete and maintain is the member database. Initially you most likely will want to import the list of members from an existing system such as a spreadsheet or database. The Administration Panel allows you to do this through the **Manage Database** link on the left hand Navigation Pane under **Import / Export**. Here you will be able to add membership types, add user defined fields to your database and upload a Comma Separated Variable (CSV) file containing your user accounts and export existing database information again in a CSV file.

To add, edit or delete existing member account details on an individual level the **members** link can be used, this will be discussed later in this document.

If you have your existing member database stored in Excel, Access or another type of database it is most likely that you will be able to export the data directly into a CSV file. This is a flat ASCII file with records contained within each line, with fields separated with commas. This may sound confusing and daunting but it is very simple to edit or even create your own CSV file directly and is made even easier if you use a spreadsheet application such as MS Excel to edit the data.

The following section describes in full the structure of the database and how to create your user database. In its most simple form you only need to create a members list that contains only the required fields detailed in Part I of the Database Overview & Structure.

If you are having problems or need assistance in producing your members list then please log a support call at <http://ebookingonline.net/support.html>, we will be only too willing to help you through this the most complex part of the installation.

Managing the Database

This section details how the database is built and customised to your own unique settings. It is possible to create your own fields and structure so that it meets your full requirements. The following sections give you an overview of the structure so that you can create your own bespoke membership database, or you can simply use the standard one provided that has most of the data fields you would expect.

Database Overview & Structure

All of your data is held in a secure SQL database. This database consists of three parts.

Part I

To operate the standard court booking system only the standard database needs to be configured. The following table shows the available fields for members' details.

Field Name	Type	Required	Description
User ID	Integer 100-9999	✓	User ID / Member No.
First Name	Characters (20)	✓	First Name
Last Name	Characters (20)	✓	Second Name
Password	Four digit number	✗	PIN
Privilege Level	Integer 0 to 5	✓ defaults to 0 (normal)	Privilege Level
Email Address	Characters (40)	✗	Email Address
Active	Boolean (1 or 0)	✓ defaults to active (1)	Account enabled
Receive Emails	Boolean (1 or 0)	✓ defaults to 1 (set)	Member received emails
Receive rich text emails	Boolean (1 or 0)	✓ defaults to 1 (set)	Member receives emails in rich text
Membership Type ID	Integer *	✓ defaults to 0 (all sports)	Membership Type

* the membership_type ID is obtained when listing the membership types through the Administration Panel.

Notes:

PIN / PASSWORD

The PIN number is their password and once again would be used when logging on to the system. This must be a four digit number between 1000 and 9999. If you are using Excel you can place the following function into each cell to generate a random number for each PIN.
[=RANDBETWEEN(1000,9999)]

PRIVILEGE LEVEL

There are 5 levels available. Level 0 is the basic level and should be used for all members. Level 0 users can only book, edit or cancel courts for themselves and only within a pre-configured number of days. Level 1 is reserved for touch screen logons, this user is the same as Level 0 only courts can be booked for any player. Level 2 is the same as Level 1 and can be used as an alternative for Clubs using a mouse rather than a touch screen display for the Club PC, the only difference is the use of a Calendar rather than a date picker. Level 4 users are members of staff or perhaps coaches that need to make multiple repeat bookings or special bookings. The main difference between level 4 and level 5 users is that level 4 users can only modify or delete their own bookings. Finally Level 5 is reserved for ADMINS or Staff of your club, these users can make, edit and cancel any booking at any time, make special event bookings such as team matches or coaching and block book courts.

Note only Priv level 0 user can actually be part of a booking. If a member of staff is also a playing member of the club they will need two accounts or the global option enabled to allow admins to book courts. For the vast majority of users this field should be set to 0.

Part II

The second part of the database allows additional fields for the members' details. We have added a number of additional standard fields that will be common for most users, all of these however are optional for you to use. These fields are:

Field Name	Type	Required
Salutation	Characters (8)	✗
Address Line 1	Characters (30)	✗
Address Line 2	Characters (30)	✗
Address Line 3	Characters (30)	✗
Address Line 4	Characters (30)	✗
Postal Code	Characters (20)	✗
Telephone	Characters (20)	✗
Mobile	Characters (20)	✗
Date of Birth	Date (dd/mm/yyyy)	✗
Renewal Date	Date (dd/mm/yyyy)	✗
Release_phone	Boolean (1 or 0)	✗ defaults to 0 (no release)

If set the **release_phone** field will list the member's telephone details in the Club Directory.

Part III

The final structure of the database is the ability for you to add your own fields for members. We understand that “one size does not fit all...” as such you can add your own fields. These fields are added to your database using the Administration Control Panel Web Interface, this process is described below.

There are three types of Fields that can be added:

Text Fields These are fields that compose of a string of text (up to 50 characters)

Check Box This is a Check Box that is clicked to select it, it is either ‘on’ of ‘off’

Drop Down This is a field where the user makes a choice from a list, this list is preconfigured when creating the field

Examples

Text Field

First Name	<input type="text" value="John"/>
------------	-----------------------------------

Check Boxes

Active	<input checked="" type="checkbox"/>
Receive Emails	<input checked="" type="checkbox"/>

Drop Boxes

Priv Level	<div>0 - Ordinary Account ▼</div> <div>0 - Ordinary Account</div> <div>1 - Touch Screen Account</div> <div>2 - Club PC Account</div> <div>5 - Admin Account</div>
------------	---

The following section will describe how to create custom fields using the Administration Panel

Adding Customised Fields

If you require database fields that are not already part of the standard or extended database then you can add customised fields to suit your needs. First open you Administration Panel, then select **Manage Database** from the left hand menu.

Administrator Loginlogout

Main Administration Page, here you can customize and manage your database

Main Edit Club details & Manage Admins	Membership Types Here you can set up varying membership types with associated costs, types may be configured to play any combination of available sports. Membership Types
Sports Manage available sports	Database Fields Using this system you can customize your database by adding fields unique to your needs. These can be in the form of checkboxes, dropdown boxes or simple text fields. Edit DB fields
Courts Manage the courts available to each sport	Payment Types Create your own payment types for use in your organisation. These are used to record payments made to or from members and recorded in each member account. Types can either be set up as credits or debits. Payment Types
Specials Manage the special event types	Import / Export Here you can import or export the database using Comma Separated Variables (CSV). Directly from your PC. Import/Export
Events Manage Group Events	
Manage Database Create membership types, fields & Import / Export features	
Members Manage Member account details & payments	
Sponsorship Create or Edit your sponsor's details	
Reports View Booking Statistics & graphical reports	

Figure 15 Add customised fields

It is worth familiarizing yourself with the Membership Types Section. When the database is uploaded or downloaded as a Comma Separated Variable (CSV) file, then the 'Membership Type Field' is populated with the membership ID rather than the text equivalent. This ID value is automatically assigned and cannot be changed.

To add a custom field to your database click on the '**Edit DB Fields Button**', a list will then be displayed of all your custom fields.

Administrator Login

[logoff](#)

The following table lists all of the Custom Options Fields in the Database, you can edit, delete or add new types

</

Figure 16 Modifying existing db fields

You can modify or delete existing entries here, but please note when deleting a custom field not only will the field be removed from the database but also the associated data for each entry. In addition you cannot modify the type of field (i.e. checkbox, text, dropdown) once it is created as this could potentially cause inconsistencies in your data, only the name can be changed using the edit function.

To add a new Custom Field click on the **Add Type** button.

You will then be prompted for the Field Name. This is the name that will appear next to your field when you view the database in the Administration Panel and the name in the *header row* when downloading the CSV file.

Next select the type of field you require, this will be either a checkbox, text field or dropdown box. If you select a dropdown box then you will be prompted for the list of options that will appear in the dropdown box when it is clicked.

In the following example we will create a drop down box for a new field called 'Primary Sport'. This field will have five options

Blank (or not set)
Tennis
Racket Ball
Squash
Table Tennis

The screenshot shows the 'Administrator Login' page. On the left is a sidebar menu with links: Main (Edit Club details & Manage Admins), Sports (Manage available sports), Courts (Manage the courts available to each sport), Specials (Manage the special event types), and Events (Manage Group Events). The main content area is titled 'To add Membership Field Options to the database please update the details below and click Save.' It contains a form with the following fields: 'Option Name:' with the value 'Primary Sport', 'Type' with a dropdown menu set to 'Drop Down', and 'Drop down field names:' with a text area containing 'Tennis', 'Racket Ball', 'Squash', and 'Table Tennis'. An 'Add Field' button is located below the text area.

Figure 17 Creating drop down boxes

Note the blank line to start with, if you do not want to have a blank option in the list then this itself is optional but if you do want a blank it is best to put this at the beginning of this list; this gives the user the option of not setting this field.

When data is entered into the database, and exported as CSV's, the value for text fields will be the text entered, for a checkbox it will be '1' if checked otherwise it will be '0' or blank for unchecked and for a dropdown box it will be a number relating to the list. In the previous examples the blank would be '0', Tennis would be '1', Racketball would be '2' and so on.

This concept is important to understand when importing data from CSV files as discussed in the following sections.

Uploading from a CSV file

For many administrators manually entering all of the membership information for the first time may become a tiresome task, especially if the data already exists in another application. This section details how to create a CSV that is compatible with the booking system database.

The best starting point is to build the database with your custom fields as described so far that you require and perhaps fill in one member with all of the details just for reference. Then export the FULL database as a CSV file and save this to your local PC. By opening up the CSV file in a TEXT editor or EXCEL you will be able to see the format that is used including your custom fields.

To export the database select **Manage Database** from the main menu of the Administration Panel and then select **import/export**.

Administrator Login

[logoff](#)

Bulk Upload of Members from *.csv file

Main

Edit Club details &
Manage Admins

Sports

Manage available
sports

Courts

Manage the courts
available to each sport

Specials

Manage the special
event types

Events

Manage Group Events

Manage Database

Create membership
types, fields & Import /
Export features

Members

Manage Member
account details &
payments

Sponsorship

Create or Edit your
sponsor's details

Reports

View Booking Statistics
& graphical reports

You can Bulk upload the member database from a csv (comma separated variable) file. Please note that existing records will NOT be overwritten unless you select the check box below, please ensure you have a back up of the existing database first by exporting it below. The basic format for the CSV file is:

membership number, first name, last name, password, privilege level, email address

For additional options such as membership types, extended details, custom details and email preferences please consult the Administration Guide

Note that Privilege Level of 0 is the standard level, 1 is for touch screens, 2 for Standard club pc's and 5 for Admins. In order for the member to be able to log on to the system the password must be set, if it is not specified then the account will still be active but the member will not be able to log on remotely. All passwords should be four digits between 1000 and 9999 and email addresses are optional.

Here is an Example using Excel, save this file as a .csv file to your local computer and use the form below to upload it.

	A	B	C	D	E	F	G	H
1	2408	John	Smith	1234	0	john.smith@hotmail.com		
2	2001	Mike	Miller		0	mike@aol.com		

The following optional DB fields are configured, these will be added to your database in the following order if present and in order at the end of your .CSV file

Tennis, Squash, Racketball, Cancellation Reason, Gift Aid Name1, Profession, Sex, British Tennis Mem #, Tennis Coach Squad, Family Primary, Prospect / Visitor, Gift Aid Name2, Gift Aid Salutation,

Select this option if your wish to update existing records ☐

Filename to upload No file chosen

To download / Export the Membership database in .csv format [click here](#)

Figure 18 Exporting the Database

At the bottom of the page you will find a link (click here) to export the current database. Click this and the following screen will be displayed.

Administrator Login logout

Bulk Download of Members to a *.csv file

Main
Edit Club details &
Manage Admins

Sports
Manage available
sports

Courts
Manage the courts
available to each sport

Specials
Manage the special
event types

Events
Manage Group Events

Here you can export / download the membership database as a .CSV file.
This can be used as a backup, and can be used to export the data, modify it, and copy it back.
Please note that existing records will NOT be overwritten, the format for the CSV file is:

membership number, first name, last name, password, privilege level, email address

Please note the passwords are exported in a hash (encrypted) and cannot be read or retrieved.
However if you upload the same encrypted password back into the Database the PIN / Password will be retained.

If you require the FULL extended membership database exporting please check the box below and select the date format

Export extended Database ☐ Date Format dd/mm/yyyy

The file will be downloaded to your PC, you may have to SAVE AS to save it locally as a text file

Export

Figure 19 Export Options

There are two options you can select before you start exporting. To enable the export of the extended and customised database select the checkbox, without this checked only the standard fields are exported. Next to it you will see an option for selecting the correct date format that you wish to use. Once you have made your choices click **Export**. Please note that this will not affect any of your existing data. Depending on the browser you are using you will then be prompted what to do with the newly created CSV file, normally you would save this to your local PC in my documents or the desktop.

The header line of the CSV file shows the order of the standard, then extended and finally customised fields. In our customised example with our test user we have the following two lines.

[First Line – Header]

User ID,First Name,Last Name>Password,Priv Level,Email Address,Active,Receive Emails,Receive Rich Text,Membership Type ID,Salutation,Address1,Address2,Address3,Address4,Postcode,Tel,Mobile,Date of Birth,Renewal Date,Release_phone,Gift Aid,Primary Member,Main Sport

[Second Line – Data]

9209,Michael,Jones,da39a3ee5e6b4b0d3255bfef95601890afd80709,0,m.jones@hotmail.com,1,1,1,1,Mr,3 Badgers
Gardens,Some Place,Some Where,,EE77 9UY,0208 3535251,07655433921,15/03/1980,31/12/1969,1,Mike Jones,,2

The standard and extended fields follow the syntax described in the beginning of this section. If they are optional and omitted in the data section of the CSV file then the default value will be applied to the entry.

Please note if using a comma within the data of a variable then this needs to be escaped in double quotes, this is the standard operation for most CSV aware applications such as Access and Excel. For example if address line was 3, *Badgers Gardens*, then the entry would look like.

9209,Michael,Jones,da39a3ee5e6b4b0d3255bfef95601890afd80709,0,m.jones@hotmail.com,1,1,1,1,Mr,"3, Badgers
Gardens",Some Place,Some Where,,EE77 9UY,0208 3535251,07655433921,15/03/1980,31/12/1969,1,Mike Jones,,2

Note that in the last of the customised fields section [Main Sport] the data value given is 2. As this is a dropdown box then this would be the third entry in the list (including the blank line) i.e. 0,1,2. In our example 2 was Racket Ball as seen on page 27 of our member Michael Jones. When populating custom dropdown fields you will always need to enter the corresponding line number for your CSV file.

Uploading a Modified or New CSV File

As discussed earlier it would be best to create your Database Structure with any customised fields and then export the database to your local PC so that you can verify the structure and build your new CSV locally. We would recommend keeping your original database as a backup and for future reference.

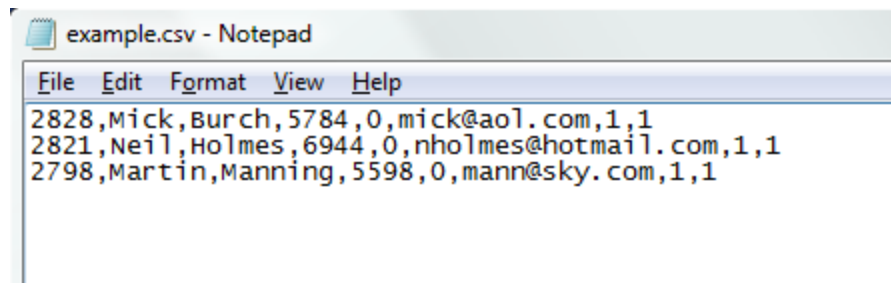
MS Excel is an ideal application for doing this as most existing database structures have the ability to export to this format and manipulating data is relatively straight forward.

If you only require the basic requirements for the system the base structure will look like the following shown in Excel and flat text file

Example CSV file edited with Excel and random numbers for PINS

	A	B	C	D	E	F	G	H
1	2828	Mick	Burch	5784	0	mick@aol.com	1	1
2	2821	Neil	Holmes	6944	0	nholmes@hotmail.com	1	1
3	2798	Martin	Manning	5598	0	mann@sky.com	1	1
4								
5								

The same file in raw ASCII format which can be edited using notepad.



Once the new CSV file is created on your local PC it can be uploaded to the Online Database by selecting **manage database** on the left hand navigation menu and then **import / export** button.

Administrator Login

[logoff](#)

Bulk Upload of Members from *.csv file

Main

Edit Club details &
Manage Admins

Sports

Manage available
sports

Courts

Manage the courts
available to each sport

Specials

Manage the special
event types

Events

Manage Group Events

Manage Database

Create membership
types, fields & Import /
Export features

Members

Manage Member
account details &
payments

Sponsorship

Create or Edit your
sponsor's details

Reports

View Booking Statistics
& graphical reports

You can Bulk upload the member database from a csv (comma separated variable) file. Please note that existing records will NOT be overwritten unless you select the check box below, please ensure you have a back up of the existing database first by exporting it below. The basic format for the CSV file is:

membership number, first name, last name, password, privilege level, email address

For additional options such as membership types, extended details, custom details and email preferences please consult the Administration Guide

Note that Privilege Level of 0 is the standard level, 1 is for touch screens, 2 for Standard club pc's and 5 for Admins In order for the member to be able to log on to the system the password must be set, if it is not specified then the account will still be active but the member will not be able to log on remotely. All passwords should be four digits between 1000 and 9999 and email addresses are optional.

Here is an Example using Excel, save this file as a .csv file to your local computer and use the form below to upload it.

	A	B	C	D	E	F	G	H
1	2408	John	Smith	1234	0	john.smith@hotmail.com		
2	2001	Mike	Miller		0	mike@aol.com		

The following optional DB fields are configured, these will be added to your database in the following order if present and in order at the end of your .CSV file

Tennis, Squash, Racketball, Cancellation Reason, Gift Aid Name1, Profession, Sex, British Tennis Mem #, Tennis Coach Squad, Family Primary, Prospect / Visitor, Gift Aid Name2, Gift Aid Salutation,

Select this option if you wish to update existing records ☐

Filename to upload No file chosen

To download / Export the Membership database in .csv format [click here](#)

Figure 20 Uploading CSV file to the Database

By default if a membership number (USER ID) already exists then the data will NOT be overwritten when uploading a CV file and any errors when uploading will be displayed at this time. If however you wish to update existing members' information then check the box **Select this option to update existing records.**

Next click the **Choose File** button to select your local CSV file then click **Upload file**.

Your file will now be uploaded and entries added / updated to the database. Please note any errors that occur during this process. All errors will detail the line number of your CSV file and why that particular record failed. With this information revisit your CSV file and make any changes necessary and upload the file again.

Creating your Database can be a daunting task, and it is only a task that you should complete once. At eBooking Online we appreciate that this is not an easy task unless you are an expert in databases, Access or Excel. As such eBooking Online offer a free service to help you get your database loaded from an existing source. Please feel free to log a call using the ticketing system at <http://ebookingonline.net/osticket> and we will help in getting you up and running.

Adding & Editing Individual Members

Once your database is populated you can edit, delete or add more users on an individual basis. From the left hand navigation pane of the Administration Panel click on the **Members** link to bring up the following screen.

Administrator Login logoff

Change membership details, enter the first 2 or 3 letters of the surname or the Member number to refine the search

Main
Edit Club details & Manage Admins

Sports
Manage available sports

Courts
Manage the courts available to each sport

Specials
Manage the special event types

Events
Manage Group Events

Manage Database
Create membership types, fields & Import / Export features

Members
Manage Member account details & payments

Sponsorship
Create or Edit your sponsor's details

Last Name / Member No.

Search
Add Member

Edit	Del	Last Name	First Name	Member No.	Priv Level	Active
		Adair	Frank	5544	0	X
		Adams	Ben	5456	0	✓
		Adams	Dominic	1488	0	X
		Adams	Holly	5557	0	X
		Adams	Jack	5441	0	✓
		Adams	Jane	673	0	✓
		Adams	John	2408	0	✓
		Adams	John ADMIN	2409	5	✓
		Adams	Josh	5457	0	✓
		Adams	Katherine	1158	0	X
		Adams	Paul	1003	0	✓
		Adams	Peter	1004	0	✓
		Adams	Sam	8008	0	✓
		Alexander	Angus	5187	0	X

Page 1 of 63 [Next](#)

Figure 21 Adding / Editing Individual Members


A tabular list of members is displayed, the **next** and **prev** links at the bottom of the page can be used to navigate through the list.

To find a member to change either enter their membership number or the first 2 or 3 characters of their last name and then click on the **SEARCH** button, a list of those members matching your search criteria will be displayed.

To edit a member click on the icon next to the member you wish to change. This will bring up a dialogue box that enables you to change all of the information except the membership number. If you maximise

your browser you should be able to see all of the data fields on one visible page, this will allow you to enter the full details of your member including your custom fields. You can also disable the account here which is regarded as a better option than deleting the account. Disabled users cannot book any courts or logon to the system, but their past booking information can be recalled from the database.

You cannot retrieve a member's password once it is entered, this is because it is stored in a one way encryption hash. It is however possible to reset a member's PIN by clicking on the **Change Members PIN** link.

If you do wish to permanently delete a member click on the corresponding  icon next to the member to be deleted.

To add a new individual member click on the **ADD MEMBER** button from the **Members** page.

By default a new member is assigned the next available number in series of the existing membership. You can however overwrite this and enter any number that is unique i.e. is not currently in use. Again by default the membership account will be enabled, if you do not want this account to be enabled un-tick the box.

Next enter the members Name, Membership Type (defaults to *all sports*), privilege level and email address (optional).

If the PIN field is left blank then court bookings can be made for this member but the account details cannot be used to log on to the system. This is a good way of disallowing access for a particular user or group of users. However in most cases you will want all members to have access so please make a note of their PIN. If a valid email address is entered the member can also reset their PIN by clicking on the **lost password** link of the main logon screen of the Court Booking System.

Continue adding all of the member's details including the optional fields such as address, and of course your customer fields.

When all of the information has been entered click on the **SAVE** button to save the information. If there are any errors these will be listed in red, please correct the errors and select the **SAVE** button.

Note: By default all member accounts added in this way will be enabled, receive email confirmations and prefer rich text emails by default. These settings can be modified individually when editing the member account.

Administrator Login

[logoff](#)

Add a new member, please update member details and click save

Main

Edit Club details &
Manage Admins

Sports

Manage available
sports

Courts

Manage the courts
available to each sport

Specials

Manage the special
event types

Events

Manage Group Events

Membership No. 8009

First Name John

Last Name Smith

Membership Type 44

Priv Level 0

Email john.smith@hotmail.com


[Edit this member](#)

Note: If the PIN is left blank the new member is active but they cannot logon using their membership number, this requires the pin to be set. If an email address is present the member has the option to set a new PIN from the forgotten password link.

Figure 22 Adding a New Member

Viewing & Editing Member Information

Once the structure of your database is set up as required using the standard, extended and custom fields, you can start to populate or expand data into it.

From the Administration Panel select the **members** link from the left hand menu, and select **Add Member** or modify an existing member by clicking on the edit icon . This will display all of your data fields, including any custom fields that have been added, expanding or maximising your browser you should be able to view all fields on a single page as shown below.

Administrator Login logout

Change membership details, please update member details and click save

<div style="background-color: #f9f9f9; padding: 2px; margin-bottom: 5px;">Main Edit Club details & Manage Admins</div> <div style="background-color: #f9f9f9; padding: 2px; margin-bottom: 5px;">Sports Manage available sports</div> <div style="background-color: #f9f9f9; padding: 2px; margin-bottom: 5px;">Courts Manage the courts available to each sport</div> <div style="background-color: #f9f9f9; padding: 2px; margin-bottom: 5px;">Specials Manage the special event types</div> <div style="background-color: #f9f9f9; padding: 2px; margin-bottom: 5px;">Events Manage Group Events</div> <div style="background-color: #f9f9f9; padding: 2px; margin-bottom: 5px;">Manage Database Create membership types, fields & Import / Export features</div> <div style="background-color: #f9f9f9; padding: 2px; margin-bottom: 5px;">Members Manage Member account details & payments</div> <div style="background-color: #f9f9f9; padding: 2px; margin-bottom: 5px;">Sponsorship Create or Edit your sponsor's details</div> <div style="background-color: #f9f9f9; padding: 2px; margin-bottom: 5px;">Reports View Booking Statistics & graphical reports</div> <div style="background-color: #f9f9f9; padding: 2px;">Leagues Create & manage League Tables</div>	<table style="width: 100%;"> <tr> <td>Membership No.</td> <td>8009</td> <td style="color: orange;">Change member's PIN</td> <td>Family Primary</td> <td><input type="checkbox"/></td> </tr> <tr> <td>First Name</td> <td><input type="text" value="John"/></td> <td></td> <td>Tennis</td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>Last Name</td> <td><input type="text" value="Smith"/></td> <td></td> <td>Squash</td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>Membership Type</td> <td><input type="text" value="All Sports"/></td> <td></td> <td>Racketball</td> <td><input type="checkbox"/></td> </tr> <tr> <td>Priv Level</td> <td><input type="text" value="0 - Ordinary Account"/></td> <td></td> <td>Prospect / Visitor</td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>Email</td> <td><input type="text" value="john.smith@hotmail.com"/></td> <td></td> <td>Cancellation Reason</td> <td><input type="text"/></td> </tr> <tr> <td>Active</td> <td><input checked="" type="checkbox"/></td> <td></td> <td>Gift Aid Name1</td> <td><input type="text"/></td> </tr> <tr> <td>Receive Emails</td> <td><input checked="" type="checkbox"/> Rich Text Emails <input checked="" type="checkbox"/></td> <td></td> <td>Profession</td> <td><input type="text"/></td> </tr> <tr> <td>Bounce Count</td> <td><input type="text" value="0"/></td> <td></td> <td>Sex</td> <td><input type="text" value="Male"/></td> </tr> <tr> <td>Salutation</td> <td><input type="text" value="Mr"/></td> <td></td> <td>British Tennis Mem #</td> <td><input type="text"/></td> </tr> <tr> <td>Renewal Date</td> <td><input type="text" value="01/12/2013"/></td> <td></td> <td>Tennis Coach Squad</td> <td><input type="text"/></td> </tr> <tr> <td>D.O.B.</td> <td><input type="text" value="22/03/1960"/></td> <td></td> <td>Gift Aid Name2</td> <td><input type="text"/></td> </tr> <tr> <td>Address</td> <td><input type="text" value="Some Place"/></td> <td></td> <td>Gift Aid Salutation</td> <td><input type="text"/></td> </tr> <tr> <td></td> <td><input type="text" value="Some Where"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td><input type="text" value="Some Area"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td><input type="text"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Postal Code</td> <td><input type="text" value="Some Code"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Tel</td> <td><input type="text" value="123456789"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Mobile/Cell</td> <td><input type="text" value="987654321"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Include in the Directory</td> <td><input checked="" type="checkbox"/></td> <td></td> <td></td> <td></td> </tr> </table> <div style="margin-top: 10px;"> <input type="button" value="Save"/> <input type="button" value="Edit / Add Payments"/> <input type="button" value="Back"/> </div>	Membership No.	8009	Change member's PIN	Family Primary	<input type="checkbox"/>	First Name	<input type="text" value="John"/>		Tennis	<input checked="" type="checkbox"/>	Last Name	<input type="text" value="Smith"/>		Squash	<input checked="" type="checkbox"/>	Membership Type	<input type="text" value="All Sports"/>		Racketball	<input type="checkbox"/>	Priv Level	<input type="text" value="0 - Ordinary Account"/>		Prospect / Visitor	<input checked="" type="checkbox"/>	Email	<input type="text" value="john.smith@hotmail.com"/>		Cancellation Reason	<input type="text"/>	Active	<input checked="" type="checkbox"/>		Gift Aid Name1	<input type="text"/>	Receive Emails	<input checked="" type="checkbox"/> Rich Text Emails <input checked="" type="checkbox"/>		Profession	<input type="text"/>	Bounce Count	<input type="text" value="0"/>		Sex	<input type="text" value="Male"/>	Salutation	<input type="text" value="Mr"/>		British Tennis Mem #	<input type="text"/>	Renewal Date	<input type="text" value="01/12/2013"/>		Tennis Coach Squad	<input type="text"/>	D.O.B.	<input type="text" value="22/03/1960"/>		Gift Aid Name2	<input type="text"/>	Address	<input type="text" value="Some Place"/>		Gift Aid Salutation	<input type="text"/>		<input type="text" value="Some Where"/>					<input type="text" value="Some Area"/>					<input type="text"/>				Postal Code	<input type="text" value="Some Code"/>				Tel	<input type="text" value="123456789"/>				Mobile/Cell	<input type="text" value="987654321"/>				Include in the Directory	<input checked="" type="checkbox"/>			
Membership No.	8009	Change member's PIN	Family Primary	<input type="checkbox"/>																																																																																																	
First Name	<input type="text" value="John"/>		Tennis	<input checked="" type="checkbox"/>																																																																																																	
Last Name	<input type="text" value="Smith"/>		Squash	<input checked="" type="checkbox"/>																																																																																																	
Membership Type	<input type="text" value="All Sports"/>		Racketball	<input type="checkbox"/>																																																																																																	
Priv Level	<input type="text" value="0 - Ordinary Account"/>		Prospect / Visitor	<input checked="" type="checkbox"/>																																																																																																	
Email	<input type="text" value="john.smith@hotmail.com"/>		Cancellation Reason	<input type="text"/>																																																																																																	
Active	<input checked="" type="checkbox"/>		Gift Aid Name1	<input type="text"/>																																																																																																	
Receive Emails	<input checked="" type="checkbox"/> Rich Text Emails <input checked="" type="checkbox"/>		Profession	<input type="text"/>																																																																																																	
Bounce Count	<input type="text" value="0"/>		Sex	<input type="text" value="Male"/>																																																																																																	
Salutation	<input type="text" value="Mr"/>		British Tennis Mem #	<input type="text"/>																																																																																																	
Renewal Date	<input type="text" value="01/12/2013"/>		Tennis Coach Squad	<input type="text"/>																																																																																																	
D.O.B.	<input type="text" value="22/03/1960"/>		Gift Aid Name2	<input type="text"/>																																																																																																	
Address	<input type="text" value="Some Place"/>		Gift Aid Salutation	<input type="text"/>																																																																																																	
	<input type="text" value="Some Where"/>																																																																																																				
	<input type="text" value="Some Area"/>																																																																																																				
	<input type="text"/>																																																																																																				
Postal Code	<input type="text" value="Some Code"/>																																																																																																				
Tel	<input type="text" value="123456789"/>																																																																																																				
Mobile/Cell	<input type="text" value="987654321"/>																																																																																																				
Include in the Directory	<input checked="" type="checkbox"/>																																																																																																				

Figure 23 Editing Individual Members

Simply make any changes you want and click on the **Save** button at the bottom of the page

Group Membership

If the membership type selected for the user is a type with the Group Membership checked then there will be an additional checkbox **"Primary Member"**. Enabling this field selects this members as the primary member for membership renewals. Changing the active status or membership renewal date will change the fields for all associated members of this group.

Membership No.	2408	Change member's PIN
First Name	<input type="text" value="John"/>	
Last Name	<input type="text" value="Smith"/>	
Membership Type	<input type="text" value="Family Membership"/>	
Primary Member	<input checked="" type="checkbox"/>	Edit / View Group Members

Figure 24 Group Membership Types

To view, add or remove members to the group simply click on the link [Edit / View Group Members](#) and a pop up window will list will display current sub members. You can add existing members to this group by typing the first few characters of their name in the [Add Existing Member](#) field, or you can add a new member from here by clicking the [New](#) button. Note when adding a new member in this method the postal address and home phone numbers are copied from the primary account, these can be modified if necessary.

To remove a member from the group click on the trash icon next to the member under [Remove](#).

Group Members

Name	Member Number	Remove
Ben Adams	5456	
Peter Adams	1004	

Add an Existing Member

Add

Add New Member

New

Figure 25 Modifying Group Members

Please note that any members added to the group will have their membership type and renewal date changed to the values of the primary member. If a member is removed from the group then their membership type remains the same but they are no longer a sub member or primary member.

When viewing a sub member account the fields for Membership Type and Renewal Date cannot be changed as these are tied to the primary account. The sub account also details who the primary member is giving a link to the primary member's details.

Using the League System

Overview

Once the member database is completed you can then take advantage of the inbuilt league system. Typically this where organisations have internal leagues where players play against each other in divisions.

The system works on a ranking order of players, best being ranked higher, that is the best player being '1'. Leagues are then created based on your preferences of league size, by assigning players to individual divisions; this is known as a schedule that has a beginning and end date. Match results are then recorded on the system and at the end of the schedule the administrator closes off the schedule. In doing this results are calculated and points awarded based on your preferences, players are then re-ranked promoting and demoting players, again based on your preferences. The administrator can at this time view the new ranking order and add new players or remove players before creating a new schedule.

Match results can be entered by individual members, though they can only enter their own results, or by a club admin with a privilege of 5, or by the system or league administrator using the Administration Panel. To enter results simply type them into the boxes – what could be easier.

Creating a New League

To enable the leagues feature simply select **Leagues** from the left hand navigation pane and then click on **manage leagues**. The first time you click on this you will be prompted to enable the league system. This will create the necessary database tables and enable the league system. To disable the league system go to the main page of the admin panel click **edit** and change the system preferences by un-checking the leagues option.

Administrator Login[logoff](#)

League Administration Page, here you can customize and manage your Club Leagues

Main Edit Club details & Manage Admins	Create & Manage Here you can set up and edit your leagues. Manage Leagues
Sports Manage available sports	League Members This is where you add players to your leagues, the order in which they appear is their relative ranking within the league. Manage Players
Courts Manage the courts available to each sport	Schedules Create a new league schedule with start and end dates, note this will end any current schedule. Schedules
Specials Manage the special event types	View / Edit Leagues View leagues, edit results and print out leagues. View Leagues
Events Manage Group Events	
Manage Database Create membership types, fields & Import / Export features	
Members Manage Member account details & payments	
Sponsorship Create or Edit your sponsor's details	
Reports View Booking Statistics & graphical reports	

Figure 26 League System Main Menu

Once enabled you must begin by first creating a League, such as Tennis, Squash or Ladies Tennis.

You can then add or edit your leagues, by entering the following setting:

Name	This is the name by which your league will be known as e.g. Ladies Tennis
Ideal no.	This is the ideal number of players in each division, this will always be attempted first.
Minimum no.	This is the minimum number of players in each league. Using these ideal and minimum values the number of leagues and number of players in each will be calculated honouring these two rules.
Points for win	When calculating the results this is the number of points awarded for a match win.
Points for Playing each game	The number of points awarded for just playing a game
Points for each point scored	The number of points awarded for each point scored, e.g. if the result for player A vs. B was 3:2, the player A would receive 3 x {entered value}, typically this value is 1.
Number of players promoted / demoted	When the schedule is closed off all points are calculated in each division. The highest will be promoted and the lowest demoted in the ranking order.

Click **Save** to create or edit your league

League Name	<input type="text" value="Squash"/>
Ideal no. in each league	<input type="text" value="5"/>
Minimum no. in each league	<input type="text" value="4"/>
Points awarded for a win	<input type="text" value="0"/>
Points awarded for playing each game	<input type="text" value="1"/>
Points awarded for each point scored	<input type="text" value="1"/>
Number of players promoted / demoted	<input type="text" value="2"/>
<input type="button" value="Save"/>	
<input type="button" value="Back"/>	

Figure 27 Adding or editing a League Structure

Click **League Home** to go back to the main leagues page.

Adding Players

Once the league(s) have been created you can add players from the member database into each league. It is best to add them in order of ranking but it is very easy to change this as and when required. To start adding players click **Manage Players**.

If there are any players assigned to this league then they will be listed otherwise you will be prompted to add some. Adding players is easy, just start typing either their first or last name and a list of matching players will be displayed, then simply click on the player you want to add.

Select League: Squash

Name: Leagues Home

To add a player enter the first few letters of the first or last name of the player and click the member from the list displayed

To insert the new player at a specific position, first click on the player in the list below the new player is to be positioned before adding a new player. You can also use the ↑ ↓ arrows or delete a player using the 🗑️ icon.

The following names were found, click to add

- Paul Adams
- Pauline Arscott
- Paul Astill
- Paul Cattermole
- Paul Chapman
- Paul Credland
- Paul Howlett
- Paul Millman
- Paul Roberts
- Paul Seaton

Rank	Name	
↑ ↓ 1	John Davies	
↑ ↓ 2	Jane Clark	
↑ ↓ 3	Mark Childs	
↑ ↓ 4	Neil Ashby	
↑ ↓ 5	Dominic Hartley	
↑ ↓ 6	Jason McCarthy	
↑ ↓ 7	Paul Millman	
↑ ↓ 8	Kelly Dowling	4003 🗑️
↑ ↓ 9	Paul Adams	1003 🗑️

Figure 28 Adding Players to a League

You will soon be building up an ordered list of players, this forms the ranking. Players can be moved up or down the rankings simply by clicking on the green up and down arrows. If you want to add a new player at a particular place in the ranking then first click on the existing player that will be directly above where the new player is to be positioned before adding the new player.

Players can also be removed from the league by clicking on the trashcan.

Once finished click on **Leagues Home** to go back

Creating Schedules

To create a schedule (or to close one off) click on **Schedules**. Select the league that you want to schedule and enter start and finish dates. Please note that match results can only be entered between these dates unless you are an administrator.

To add a new schedule complete the following form

League	<input type="text" value="Squash"/>	
Start Date	<input type="text"/>	
Finish Date	<input type="text"/>	
<input type="button" value="Create"/>		<input type="button" value="Cancel"/>

Click Create to start a schedule. A list of active schedules will then be displayed and your leagues are now active. Click on **Leagues Home** to go back.

By now clicking on View Leagues you can select a league to view, this is the same view that a member will see when logging on through the user interface. You can also look at passed league schedules but once closed off these cannot be modified. To enter results just click

where you want to enter the result, this will highlight the box and the corresponding box.

To enter any match results simply click in the boxes and enter the score for each player.

Select League

Leagues Start on 07-03-2012 and finish on 28-03-2012

Printer Friendly

Division 1

Name	1	2	3	4	5
1. Mark Childs 0		3			
2. Kelly Dowling 0					
3. Neil Ashby 0					
4. Dominic Hartley 0					
5. John Davies 0					

Division 2

Name	1	2	3	4
1. Jane Clark 0				
2. Jason McCarthy 0				
3. Paul Millman 0				
4. Paul Adams 0				

Figure 29 View of Leagues

Printing Leagues

This is probably the trickiest part of the league system. Web content and browsers are not really optimised for printing as the web content is largely unknown and many web pages would produce bad pages if printed directly.

There is a **Printer Friendly** link when displaying divisions, this takes you to a similar page but with the divisions shown and in black and white.

When printing you will need to change three settings so that what you see on the screen is what you get. Please note that only Internet Explorer and Firefox support these functions, Google Chrome does not allow these.

For Internet Explorer first open the **Printer Friendly** Page. By default web printing does not print solid colours such as those in the League Headers, to enable this select **File>Page Setup** on the IE window. Set your printing orientation and paper size and make sure the **Print Background Colors and Images** box is set, additionally you do not want to see any Header or Footer information so set all of these boxes to – Empty-, finally set your margins to around 10mm, you can adjust these to get more divisions on a page. Then click on OK

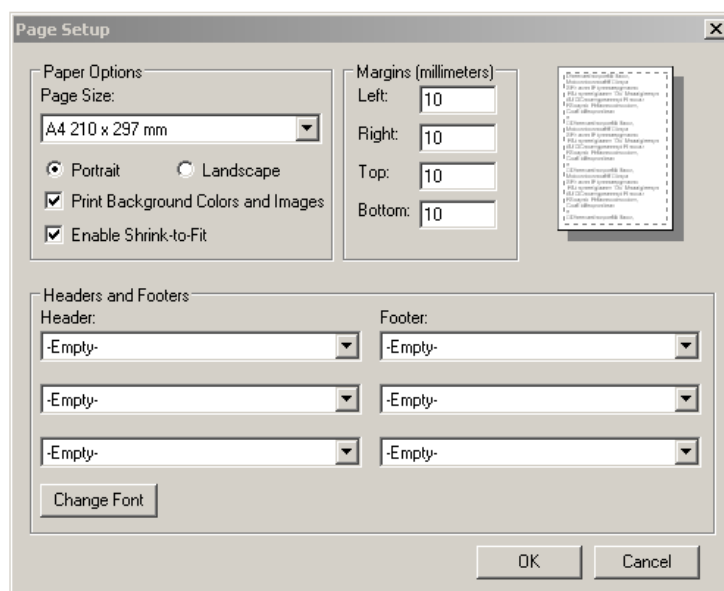


Figure 30 Printer Settings

Now click on File>Print Preview and you should see a good layout and format for printing. You can also adjust margins and other page settings here, before finally clicking on the Printer icon to print the pages.

Closing off a Schedule

Once the end date of a schedule is passed only the league administrator can enter or edit results. It is therefore important to review the current results before closing off a schedule. Once a schedule is closed off it cannot be re-opened.

If all of the results are in order as viewed on the Administration Panel, then go to **Leagues > Schedules** and you will see a list of active schedules. Simply click on the close icon to close off the schedule.

Administrator Loginlogoff

Main
Edit Club details &
Manage Admins

Sports
Manage available
sports

Courts
Manage the courts
available to each sport

Specials
Manage the special
event types

Manage Database
Create membership
types, fields & Import /
Export features

Members
Manage Member
account details &
payments

Sponsorship
Create or Edit your
sponsor's details

Reports
View Booking Statistics
& graphical reports


Leagues
Create & manage
League Tables

To create a new schedule / session select the sport and start and finish times, note existing schedules must be closed off before a new schedule can be created.

Closing off a schedule will automatically calculate the points based on your preferences, you can then manually edit the member list to add or remove members before creating a new schedule.

Note: After closing a schedule you will be taken to the member list to manage players in this league.

The following schedules are active

Name	Start Date	Finish Date	Close
Squash	07-03-2012	28-03-2012	

Leagues Home

Figure 31 Closing a Schedule

You will need to confirm that you want to close off this schedule by clicking OK. You will then be taken to the members' page showing the newly calculated ranking order. You can adjust this manually, or add and delete players. Once this is satisfactory then a new schedule can be created.

If you would like to acknowledge any sponsors to your Court Booking System you can do so in two ways. Firstly you can place your sponsor's logo on the header of each page, and secondly a custom sponsor message can be appended to each confirmation email sent with each booking.

Administrator Login

logoff

To enable and configure sponsor information please complete the following forms

Main

Edit Club details & Manage Admins

Sports

Manage available sports

Courts

Manage the courts available to each sport

Specials

Manage the special event types

Events

Manage Group Events

Manage Database

Create membership types, fields & Import / Export features

Members

Manage Member account details & payments

Sponsorship

Create or Edit your sponsor's details

Reports

View Booking Statistics & graphical reports

Sponsorship Global Status

☒ Enabled
 ☐ Disabled

Edit your sponsor's message below that will appear in rich text at the bottom of each email sent

↶

↷

B

I

U

≡

≡

≡

≡

Formats ▾

Paragraph ▾

Font Family ▾

Font Sizes ▾

≡

≡

≡

<>

↺

↻

A ▾

A ▾

This System os Sponsored by Heptathlon Sports for all your Sporting Needs

7 High St. Walthenham, Tel 01891 654321 or visit our web site at heptathlon.com

p

Words: 23

Number of Characters used: 708 (Max 1024)

Update

Edit your sponsor's Logo that will appear at the Top of each Page

Booking.com

Filename to upload

Choose File

No file chosen

Upload file

Delete Logo

The first thing to note is the Global Status, by default this will be disabled the first time you visit this screen. When the Sponsorship is disabled neither the sponsor's logo will appear on the top of the screen nor will any custom message be displayed with emails.

55 Administration Guide | www.ebookingonline.net

The default format for the sponsor's message in emails is rich text (html). Here you can use the standard buttons to change the colours and styles of fonts and add links to web pages using the link icon (second to last) by first highlighting the text you want to appear as a link. If you are familiar with HTML code you can also edit the message directly by clicking on the **html** button. To save any changes click on **update**.

If emails are sent in plain text format you don't have to change anything the system will automatically convert the rich text message into standard plain text.

Finally, the sponsor's logo can be added to the head of each web page. Your logo should be 42px by no more than 315px or within a ratio of 7.5:1 (height x width), the system will automatically resize the image to these proportions based on height if it can, if not your image will appear clipped or squashed. The upload size of your image is also limited to a file size of 75k. If your image does not meet these requirements a warning message will be displayed. Simply select the name of your local file with the **browse** button and then **upload**, your image will automatically appear on the screen and when you visit your main Court Booking pages.

Check List

By now your site should be operational, the URL for which is displayed on the **Main** page of the Administration Panel shown in Figure 2.

To re-cap the following needs to be configured:

Main Club Details

- Configure the Member Database either manually or by uploading a CSV file

- Configure the Sports for your club

- Configure the Courts within each sport

- Configure Special Events (optional)

The final page of your page of your web site can now be viewed



Figure 33 The final Booking Page

Please note the following configured from the Administration Panel from Top to Bottom.....

Fantasy Tennis & Squash Club

Configured from the **Main** menu

Sponsors logo (Heptathlon Sports)

Configured from the **Sponsorship** menu

Tabs for Sports Squash & Tennis

Configured from the **Sports** menu

Court Names, Court 1, Court 2 etc

Configured from the **Courts** menu

Size of each court booking field

Configured from the **Sports** menu

Members John Adams & Claire Pardo

Configured from the **Members** menu

Club Night events with custom colour

Configured from the **Special Events** menu

Reports

There are a number of fixed reports that can be generated using the Admin Panel's report functions. If you require bespoke reports then you can either obtain remote database access and perform your own queries or you can request eBookingOnline to create a new report by logging a support call.

When running a report you will be presented with the results in two forms. A table detailing the results and a graphical bar chart that requires Adobe Flash. If your browser does not have Adobe Flash loaded then a link will be presented for you to download this piece of free software.

You can remove items from the graph by clicking on their corresponding part of the legend. Click again to re-enable the full view. You can also right click on the main graph and display the graph in full screen mode or print off the graph directly to your printer.

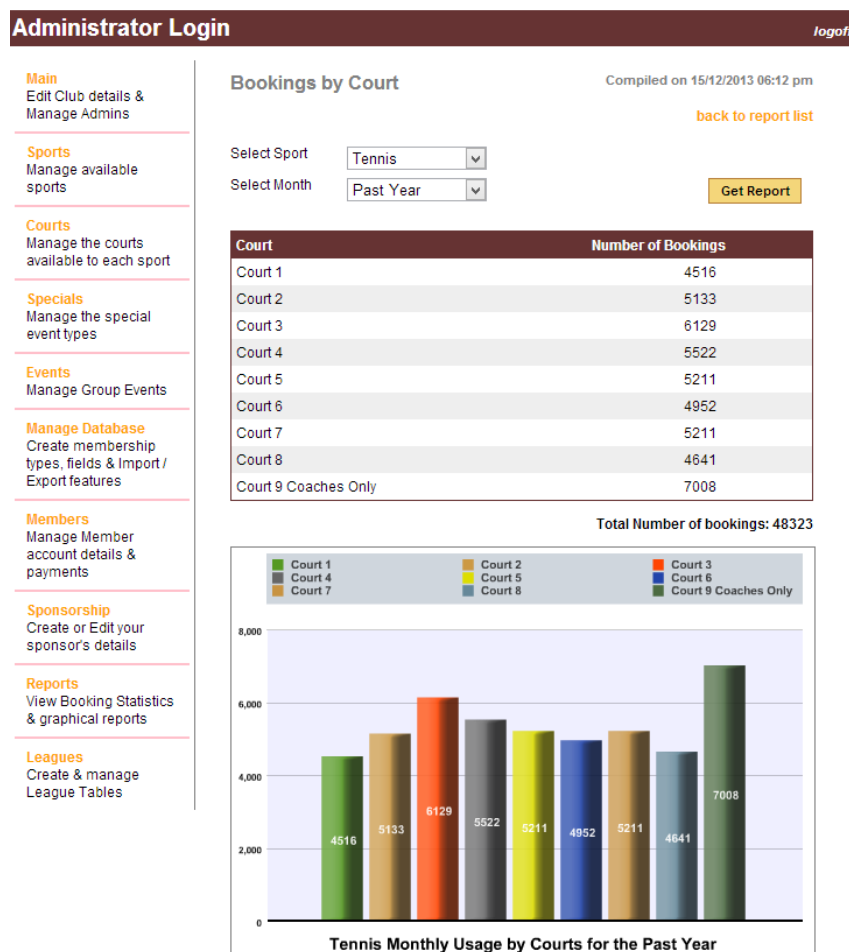


Figure 34 Displaying Reports

Custom Queries

You can make any customised query to your database using read only statements such as SELECT By clicking on the **custom query** report. If you are an administrator of the reporting section you are able to create, edit and delete existing reports. If you only have access to the reports section then you can only run predefined reports created by the reports administrator.








Custom Queries

[Back to reports](#)

Enter your custom SQL query into the box below, your report will then be generated in a table that can be further sorted, searched on and exported. Please note that there is a limit of 10,000 entries returned from the query. If the query is unable to complete the error message should give you some idea of where the query failed.

If you need help in writing a Query then we can help for a small fee per query, please log a support call for further information.

Show entries Search: [New](#) [Edit](#) [Delete](#)

Run Query	Title	Description
	Mail Chimp	Mail Chimp
	Member List	Non
	Members	Members Table
	Payments	PPayments
	Payments for Courts	This report details member payments over the past year.
	Select all from buddy_dates	Testddd
	Show All Databases	This query should be barred

Showing 1 to 7 of 7 entries

[Previous](#) **1** [Next](#)

Figure 35 Custom Queries

To run a query simply click on the run icon in the first column next to the query to be run. Once run the query can be sorted, searched upon and exported to common formats such as Excel, CSV, PDF.

Payments for Courts

This report details member payments over the past year.

This report details member payments over the past year.

Show10entries

Search:

Copy

CSV

Excel

PDF

Print

sport_id	ref	court_id	membership_number	time	paid	cost	deleted
2	143	21	1	2017-01-02 18:40:00	0	13.00	0
2	144	21	1	2017-01-07 18:40:00	0	13.00	0
2	446	21	2409	2017-08-04 21:20:00	1	13.00	0
2	453	21	2409	2017-08-05 18:40:00	1	13.00	0
2	126	21	1	2017-01-01 22:00:00	0	8.00	0
2	145	21	1	2017-01-07 22:00:00	0	8.00	0
2	169	21	2408	2017-03-22 22:00:00	1	8.00	0
2	343	21	1	2017-04-21 20:00:00	0	8.00	0
2	441	21	2409	2017-08-04 15:20:00	1	8.00	0
2	442	21	2409	2017-08-05 12:00:00	1	8.00	0
10 (470 total)					5 (800 total)	\$100.00 (\$409.00 total)	

Showing 1 to 10 of 339 entries

Previous

1

2

3

4

5

...

34

Next

Figure 36 Custom Query Report

Creating and Modifying Custom Queries

To create / Edit a query select the NEW or EDIT buttons from the Custom Query main page. This will display the following form.

Edit entry

×

Title:

Payments for Courts

Description:

This report details member payments over the past year.

Query:

select * from bookings|

Notes:

None

Footer:

count|||||int|\$sum|

Column Format:

|||||text-right danger|

Prompted Fields

Sort by Query:

☐

No. of Rows to display:

10 ▾

Update

Figure 37 Create or Edit Custom Query

Title

This is a short description of what the report does and is displayed as the main title when the report is run

Description

This is a more detailed description of the report and is displayed under the title in smaller text when the report is run.

Query

This is the actual query itself. Please note that it is not checked for correct syntax until run time. The query should not exceed 10,000 rows as this is the limit of the system. If larger reports are required then these will need to be broken up using the LIMIT command. The query may also contain special fields that are substituted at run time see *prompted fields*.

Notes

This is a more detailed description of the report and is displayed under the report itself. This can include any free text including HTML.

Footer

Should you wish to add totals at the footer of columns in the report then select the type of total for each column separated by a '|'. There are four types of totals: 1) \$sum – The sum to two decimal places with your currency symbol. This can be used for costs. 2) sum – the same as \$sum but without a currency symbol. 3) int – a summation of the column as an integer. 4) count – the count of non-zero rows displayed as an integer.

Column Format

Here you can add your own styling to each column, this is based on bootstrap styling. For more information visit:

<https://getbootstrap.com/docs/4.0/getting-started/introduction/>

Each column's formatting is separated by a '|'.

Prompted Fields

If you want the report to be based on variable dates then you can add either Month, Year or Both to the report. When the report is run the user will be prompted for these fields. These prompted fields will be inserted into the query replacing {month} with the month and {year} with the year. E.g. `select *, from_unixtime(date) as Date from`

```
payments where year(from_unixtime(date)) = '{year}'
```

Sort by Query

By default the report allows sorting on any column once displayed. If you wish to disable this and sort on your own column then select this checkbox and ensure that the ORDER BY clause is used in the SQL statement.

No. of Rows to display

By default the report will display 10 rows with correct pagination for more rows. If you want the default number of displayed rows to be anything more select it here.



Email Broadcasts

The Admin Panel can also be used to send out emails to your membership. To send emails select the **Main** menu and then click on **Send Emails**. On the opening page a table shows all of the emails that have been sent. Emails can be saved as templates and edited and re-sent at a later date. The table also shows the current usage as a percentage. If the Outbox becomes full then no further emails can be sent until space is freed up by deleting old or unwanted emails.

To create a new email click on the **New Email** button. To Edit an email click on the Edit icon in the first column of the email you wish to edit. To delete an email first select the row or rows that you wish to delete and then click on the **Delete Email** button.

Mailbox

Outbox (current usage 0.15%)

Show	10	entries	Search:		New Email	Delete Email
View / Edit	Date Sent		Subject		Content	
	Mon, 29 Jan 18 19:00:21		Help Needed		This weekend will be the annual charity event to raise money for the blind ...	
	Mon, 29 Jan 18 18:59:38		Tomorrows Competition		Hi {#firstName}...	

Showing 1 to 2 of 2 entries

Previous 1 Next

Figure 38 Email Outbox

When editing or creating a new email the following dialogue will be presented.

Select the membership type(s) to email

Override Member preferences to receive emails ☐ (send to all valid addresses)

Subject

Edit your message below that you wish to send - for a list of member parameters that can be passed into an email click [here](#)

B
I
U
[List Icons]
Formats ▾ Paragraph ▾ Font Family ▾ Font Sizes ▾

[Cut Copy Paste Icons]
[List Icons]
[Undo Redo Icons]
[Link Unlink Icons]
[Clock Eye Icons]
A ▾ A ▾

[Table Icon]
- I_x x₂ x² Ω ☺ [Print] [Fullscreen]

p Words: 0

Send Test Email Only ☐ To :

Figure 39 Sending Emails


Emails can be sent either to all members or to individual membership types by selecting the top drop down box, here multiple membership types can be selected. By default emails are only sent to those members who specify they want to receive emails, this can be overridden by checking the 'Override Member Preference' checkbox. Please also note that members with a high bounce rate will also not be emailed. These are email addresses that have been returned undeliverable in the past and generally indicate that the email address is incorrect.

Enter a subject for your email and then enter your message. Emails will be sent in rich text format and the type of text and colours can be varied to produce a professional email. You can also pass custom parameters to the email such as First Name, Last Name etc., for a full list please click on the link to display available options. E.g. {firstName} will be replaced by the member's first name.

Finally, you can send just a single test email by checking the bottom box and selecting a member's email.

Recording Payments

The eBookingOnline database also has a ledger for recording payments made to your organisation. These can be for absolutely anything from court fees, membership fees to coaching with each member's account having their own ledger showing payments received. If court billing is enabled it will also show credits for payments in and debits for each booking fee. If the membership renewal system is enabled any online payments received will also be recorded in the ledger.

To access and make or edit payments first select the member account that you wish to change by clicking on the Edit  icon of the member list (see Figure 19), then select **Edit / Add Payments** (see Figure 21).

A list of payments will then be listed for that member. These payments can neither be edited or deleted using the associated icons.

Administrator Login
logout

The following table lists all of the payments made by John Adams [2408], you can edit payments, delete them or add a new ones. You can also view current court bookings by clicking on the REF column, please note that this does not apply to cancelled bookings.











































<div style="background-color: #f0f0f0; padding: 2px; margin-bottom: 5px;">Main</div> <div style="padding: 2px; margin-bottom: 5px;">Edit Club details & Manage Admins</div> <hr/> <div style="background-color: #f0f0f0; padding: 2px; margin-bottom: 5px;">Sports</div> <div style="padding: 2px; margin-bottom: 5px;">Manage available sports</div> <hr/> <div style="background-color: #f0f0f0; padding: 2px; margin-bottom: 5px;">Courts</div> <div style="padding: 2px; margin-bottom: 5px;">Manage the courts available to each sport</div> <hr/> <div style="background-color: #f0f0f0; padding: 2px; margin-bottom: 5px;">Specials</div> <div style="padding: 2px;">Manage the special event types</div>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #4b2d2d; color: white;"> <th>Edit</th> <th>Del</th> <th>Date</th> <th>Money in</th> <th>Money out</th> <th>Code</th> <th>Description</th> <th>Fee</th> <th>Txn ID / Ref</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td>17/01/2013</td> <td>225.00</td> <td></td> <td>MRCB</td> <td>Renewal Card</td> <td>0.00</td> <td></td> </tr> <tr> <td></td> <td></td> <td>31/12/2011</td> <td>215.00</td> <td></td> <td>MRCQ</td> <td>Renewal Cheque</td> <td>0.00</td> <td></td> </tr> <tr> <td></td> <td></td> <td>07/01/2011</td> <td>206.00</td> <td></td> <td>MRCQ</td> <td>Renewal Cheque</td> <td>0.00</td> <td></td> </tr> <tr> <td></td> <td></td> <td>14/01/2010</td> <td>206.00</td> <td></td> <td>MRCQ</td> <td>Renewal Cheque</td> <td>0.00</td> <td></td> </tr> <tr> <td></td> <td></td> <td>05/01/2009</td> <td>200.00</td> <td></td> <td>MRCQ</td> <td>Renewal Cheque</td> <td>0.00</td> <td></td> </tr> <tr> <td></td> <td></td> <td>02/01/2008</td> <td>190.00</td> <td></td> <td>MRCQ</td> <td>Renewal Cheque</td> <td>0.00</td> <td>101383</td> </tr> <tr> <td></td> <td></td> <td>02/01/2007</td> <td>185.00</td> <td></td> <td>MRCQ</td> <td>Renewal Cheque</td> <td>0.00</td> <td></td> </tr> </tbody> </table> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> Add a new Payment Add Payment </div>	Edit	Del	Date	Money in	Money out	Code	Description	Fee	Txn ID / Ref			17/01/2013	225.00		MRCB	Renewal Card	0.00				31/12/2011	215.00		MRCQ	Renewal Cheque	0.00				07/01/2011	206.00		MRCQ	Renewal Cheque	0.00				14/01/2010	206.00		MRCQ	Renewal Cheque	0.00				05/01/2009	200.00		MRCQ	Renewal Cheque	0.00				02/01/2008	190.00		MRCQ	Renewal Cheque	0.00	101383			02/01/2007	185.00		MRCQ	Renewal Cheque	0.00	
Edit	Del	Date	Money in	Money out	Code	Description	Fee	Txn ID / Ref																																																																	
		17/01/2013	225.00		MRCB	Renewal Card	0.00																																																																		
		31/12/2011	215.00		MRCQ	Renewal Cheque	0.00																																																																		
		07/01/2011	206.00		MRCQ	Renewal Cheque	0.00																																																																		
		14/01/2010	206.00		MRCQ	Renewal Cheque	0.00																																																																		
		05/01/2009	200.00		MRCQ	Renewal Cheque	0.00																																																																		
		02/01/2008	190.00		MRCQ	Renewal Cheque	0.00	101383																																																																	
		02/01/2007	185.00		MRCQ	Renewal Cheque	0.00																																																																		

Figure 40 Member Payments

To add a payment (or refund) click on the **Add Payment** button at the bottom of the page.

The following screen will be displayed. By default the current date is displayed but this can be modified. Enter the amount and code from the drop down list. There are a few codes automatically configured for the billing system and membership renewals, to add more from the **main** menu click on **manage database** and then **payment types**. Here a list will be displayed to which you can add or edit existing payment types.

The final fields when adding a payment are optional. There is a fee field for any charges that may be incurred in processing this transaction so that the real amount received can be recorded, and a transaction field to record any unique number associated with this payment such as a Cheque Number.

Click **save** to record this traction. Please note that if the *Billing System* is enabled then each members account will also have an associated balance. This balance is only adjusted when a payment is recorded as a Payment Type associated with the billing system i.e. Codes 1A,1B,1C or 1D, these are explained later.

Administrator Login

[logout](#)

Please fill in the following details and click save to add a new payment

Main

Edit Club details &
Manage Admins

Sports

Manage available
sports

Courts

Manage the courts
available to each sport

Specials

Manage the special
event types

Events

Manage Group Events

Member Name John Adams

Member Number 2408

Date (dd/mm/yyyy)

Amount (£)

Code

Fee

Transaction ID

Figure 41 Add Payments

Membership Renewals

Managing membership renewals is a simple process, all that is needed is the correct membership type assigned to each member, a valid membership renewal date, a cost associated with that membership type and if you want members to receive notification emails a valid member email address. If you are using an online merchant then you can easily allow your members to renew their membership online as well. To enable this feature simply click on the **Membership Renewals** Button from the **Main** menu.

At eBookingOnline.net we support the following merchants:

- World Pay
- Stripe.Com (recommended for max flexibility with renewals see later section)
- PayPal

If using the optional online membership renewal Members can make their renewals simply by clicking on the renew **Membership Button** when logging on to the system through their **Manage Account** link. From here they will be taken to PayPal to make their payment securely, this payment is then credited directly to your PayPal account and recorded in the ledger system and the membership renewal date updated appropriately.

Membership Renewal Status

☒ Enabled ☐ Disabled

Note by enabling this feature any member accounts with past Membership renewal dates will automatically be disabled

Number of days prior to renewal membership can be renewed online	<input type="text" value="30"/>	(Requires online merchant account)
Number of days to deactivate accounts after non-renewal	<input type="text" value="10"/>	
PayPal Account email Address	<input type="text" value="fts@paypal.com"/>	(optional) this allows members to renew online via PayPal
Use Paypal Sandbox for testing	<input checked="" type="checkbox"/>	
PayPal Currency	<input type="text" value="Pound Sterling"/>	
Send automated Notification emails on the following days prior to renewal date		
Note the suspension email is sent on the day the membership expires plus any additional days above		
Day before	<input checked="" type="checkbox"/>	Week before <input checked="" type="checkbox"/> 2 weeks before <input checked="" type="checkbox"/> Month before <input checked="" type="checkbox"/>
Admin Email address to be copied on renewal notices	<input type="text" value="admin@fts.com"/>	
(for multiple email addresses separate with a comma ",")		
<input type="button" value="Update"/>	<input type="button" value="Edit Notification email"/>	<input type="button" value="Edit Suspension email"/>

Successfully Updated Information

Figure 42 Membership Renewals

Please note that by enabling this system any members with an out of date membership will be marked as inactive and will no longer be able to use the system. Membership renewals are processed each evening shortly after midnight local time, it is during this time that notification emails are sent and any lapsed memberships disabled.

If using the online membership renewal option set the option **Number of days prior to renewal membership can be renewed online** to how many days before the membership expires a member has the option to renew. During this period an additional 'renew membership' option is available under their **manage account** link, simply clicking on it will take them to PayPal to make payments directly to your organisation.

If you have a grace period after the membership expires in which allows a lapsed member to continue to use the system enter the **Number of days to deactivate accounts after non-renewal** otherwise leave this as zero. These number of days will be added to the membership renewal date to calculate the suspension date of the account.

For online payments add the Merchant Account information, this will vary depending on the merchant selected, your local currency you want to receive payments in and if using a merchants test system such as developer.paypal.co, check the appropriate checkbox.

Notification emails are completely customisable and you can also stipulate when they are sent. This can be any combination of a day before, week before, 2 weeks before and a month before just by selecting the relevant checkboxes.

All emails are cc'd to an admin email address. You can enter multiple recipients by separating them with a comma.

There are two email templates that you will need to create, one to warn members that the membership is to be renewed and the second to advise them that their account is now suspended. To edit these templates click on the Edit notification or suspension email button at the bottom of the screen. This will then bring up a separate box with your templates.

When creating your templates you can add html code, links and email addresses using the editor. You can also insert database fields into the emails by encapsulating the, in curly brackets {}. The following fields are available to use:

DB Parameters x

Enter all characters including the {...}'s into the email to pass the parameter

First name {#firstName}

Last name {#lastName}

Renewal Date {#renewalDate}

Membership Number {#membershipNumber}

Cost of Membership {#cost}

Membership Type {#membershipType}

An example template is shown below using links and database fields.

Membership Renewal Notification close x

Enter your text for the email to be sent to members informing them of their membership renewal. Click [here](#) for a list of parameters that can be passed from the database into the email

File Edit Insert View Format Table Tools

↶ ↷

B *I*

☰ ☷

A ▾ A ▾

<>

Dear {#firstName},

Your membership for the Fantasy Tennis and Squash Club expires on {#renewalDate}. To renew your membership you can either go to your online booking account and through the Manage Account link renew online, or you can make payment directly to the club administrator.

The cost for you renewal is £{#cost} for membership type {#membershipType}

Your details are: Membership Number: {#membershipNumber} Last Name: {#lastName}

If your details re incorrect or you have any questions concerning your renewal please contact the club admin at admin@fts.com.

For up to date information on the club please visit fts.com/news

To logon to your online account please visit ebookingonline.net/box/x

p

Words: 106

Update

Edit Notification email

Edit Suspension email

Figure 43 Notification email templates

Once all of your information is entered **Update** to complete the membership renewals option.

Customising the Web Page Header

The standard header for all user pages consists of the eBookingOnline logo, your organisation's name and any sponsor logo that you may have added under the sponsorship section of the Admin Panel. It is always at the top of the screen and occupies a space of 112px by the width of the screen.

It is possible to completely rewrite this header so that it can have the same look and feel as your organisations branding, and you can add additional advertising space if required. Please note by modifying the standard header

any sponsorship logos uploaded will no longer be displayed. If this is to be retained then it will need to be added in the customised html of the new header.

Using Stripe for membership renewals

Overview

Stripe.com is an online merchant that has a wide global reach. Stripe connects your bank account to your members' credit / debit cards so that payments can be collected online for both membership renewals and top ups for online bookings. Stripe is our recommended merchant for online renewals as it allows subscriptions to be altered without the need for members to re-subscribe at each renewal. Stripe also allows for introductory offers and integrates with our system with the Sign up Form for new members, instantly creating their membership and charging the correct fees with or without any offers.

The eBookingonline (EBO) system is integrated with your stripe.com account so that any payments are recorded in the eBookingonline database and any actions such as updating a member's membership type are updated. Whilst Stripe will charge for each transaction (varied on your currency and country) eBookingonline offer this service included in the monthly subscription. All transactions are completed directly between your members and Stripe.com and of course from Stripe.com to your bank account.

Our system does not store or transmit any credit card data, it uses the Stripe Checkout facility which will minimise your requirements for PCI compliance. You will though have to complete a basic declaration with Stripe to cover basic PCI compliance.

Configuring Stripe

The EBO System needs to be sent messages from Stripe and to be able to configure parameters within your Stripe account such as PLANS.

To do this the EBO system uses the Stripe API and requires the keys of your account to be configured within the Admin Panel under the Membership Renewals section. You will need to set up 3 keys as shown below:

- Publishable Key
- Secret Key
- Webhook Secret

Membership Renewal Status

☒ Enabled ☐ Disabled

Note by enabling this feature any member accounts with past Membership renewal dates will automatically be disabled

Number of days prior to renewal membership can be renewed online	<input type="text" value="30"/>	(Requires online merchant account)
Number of days to deactivate accounts after non-renewal	<input type="text" value="10"/>	
Merchant	<input type="text" value="Stripe"/>	
Publishable Key	<input type="text" value="pk_test_*****"/>	
Secret Key	<input type="text" value="sk_test_*****"/>	
Webhook Secret	<input type="text" value="whsec_*****"/>	
Currency	<input type="text" value="UK Sterling"/>	
Send automated Notification emails on the following days prior to renewal date		
Note the suspension email is sent on the day the membership expires plus any additional days above		
Day before <input checked="" type="checkbox"/>	Week before <input checked="" type="checkbox"/>	2 weeks before <input checked="" type="checkbox"/> Month before <input checked="" type="checkbox"/>
Admin Email to be copied on renewal reminders	<input type="text" value="john@hotmail.com"/>	
Admin Email to be copied on for online renewals	<input type="text" value="john@hotmail.com"/>	
(for multiple email addresses separate with a comma ",")		
<input type="button" value="Update"/>	<input type="button" value="Edit Notification email"/>	<input type="button" value="Edit Suspension email"/>

Stripe offers you a test environment and a live environment. Please note that the keys for each are different. Please use the corresponding keys for your needs.

To obtain these keys from the Stripe dashboard:

1. Click on the API section of the left hand menu anywhere within the dashboard.
2. The Publishable key should be visible, simple copy and paste this into the ADMIN PANEL as the Publishable Key
3. For the secret key click the "Reveal Key Token" link and copy the key into the ADMIN PANEL as the Secret Key

API **Webhooks**

Version Changelog →

i You're using API version 2017-08-15 **LATEST**

API keys TEST DATA Learn more about API authentication →

i Viewing test API keys, toggle to view live keys Viewing test data

Standard API keys

NAME	TOKEN		LAST USED	CREATED
Publishable key	[REDACTED]	<i>i</i>	Dec 9, 2017	Nov 9, 2017 ***
Secret key	[REDACTED] Reveal test key token	<i>i</i>	Dec 9, 2017	Nov 9, 2017 ***

Restricted API keys + Create restricted key

NAME	TOKEN	LAST USED	CREATED
No restricted keys			

4. To obtain the web hook key click “Webhooks” towards the top of the page next to API.
 - a. Click ADD ENPOINT for “endpoints receiving events from your account”
 - b. In the url field enter <https://ebookingonline.net/admin/stripe.php?id=X> [please replace X with your club ID number]
 - c. Leave all other options as default
 - d. Click Add endpoint
 - e. Click on the Webhook that you have just created
 - f. Click on the “Click to Reveal” button for the signing secret key and copy this in the ADMIN PANEL as the Webhook Secret
5. Finally SAVE the information on the ADMIN PANEL for membership renewal.

Online Membership Renewals

Stripe.com is a merchant that offers the greatest flexibility with membership renewals. It has a subscription service that can be tailored to meet the most demanding of requirements. The following sections detail where eBookingonline has fully integrated with the subscription service and how this varies with other merchants.

Subscriptions

Each member in the EBO database will need to have the correct renewal date entered for their membership. This is set when editing or adding a new member. They will also have an initial membership type, though this type can be changed during the initial subscription. The membership type will contain the cost for each payment and the frequency of each payment. E.g. \$20 a month, or \$40 for 3 months.

The membership types that you intend to use for membership renewals (by selecting the *Allow in Membership renewal* check box) need to be synchronised with the PLANS within Stripe.

Membership Type:

Allow in Membership renewal ☒

Group membership ☐

Billing Cycle

Cost (£)

Discount Code

Sport	Allowed	Off Peak Only	All Inclusive	Coaching Account	Daily Peak
Tennis	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="0"/>
Squash	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="0"/>
Combined Limit					<input type="text" value="0"/>

The synchronisation is controlled by the EBO system, that is any new membership type or modifications to existing membership types have to be made on the EBO Admin Panel, this will then update your Stripe.com PLANS within the stripe dashboard. **Under no circumstances should you edit these PLANS directly in the Stripe dashboard.**

When you create your first membership types for renewal you should check that these have been replicated in the Stripe dashboard. A failure here would indicate that the system has not been set up correctly with incorrect keys.

You can also offer initial discounts to new members. These are set up as COUPONS in the stripe dashboard giving discount rates over predefined durations. E.g. \$10 off each payment for the first 6 months. If you want to offer these discounts then the Discount Code first needs to be configured in the stripe dashboard, the name of this coupon then needs to be added to the membership type associated with this discount in the EBO Admin Panel.

Please note that existing members will not have these discounts applied when switching subscriptions. It is only new members that will receive discounts on new subscriptions.

The start date of the subscription will be the configured renewal date in the EBO database or the current date, whichever is the latest. That is you cannot start a subscription in the past.

A member subscribes to your club by logging onto the booking system and clicking on the MANAGE ACCOUNT link. The following is an example of what they may see under membership renewal.

Membership Renewal

Your current selected membership type is ABC and is due to expire on 09/03/2018. Your Membership fee is £20.00

To renew this membership click the 'Renew Membership Online' button below.


If you wish to change the duration of your membership or your membership type please select from the options listed below and then click the 'Subscribe Online' button

Select Membership Type

If your membership type is not listed above please email nathan@pellingsfarm.co.uk

Subscribe Now

At this point they can either change their membership type or simply click on the “Subscribe Now” button. They will then be prompted to enter their card details with the amount to be billed each cycle.



Fantasy Tennis & Squash...
ABC

☒ Email

☒ Card number

☒ MM / YY ☒ CVC

☐ Remember me

Pay £20.00

After entering details successfully the following will occur:

1. A new customer will be created in Stripe, the customer reference and details is also recorded in the EBO database along with a tokenized value of the credit card information. (This can be used for future online payments)
2. A new subscription will be created against the customer reference and visible in the Stripe dashboard.
3. A payment schedule will also be created based on the subscription, any discounts and the frequency of the Plan will be applied.
4. The EBO database will be updated with the correct membership type selected and the next payment date.

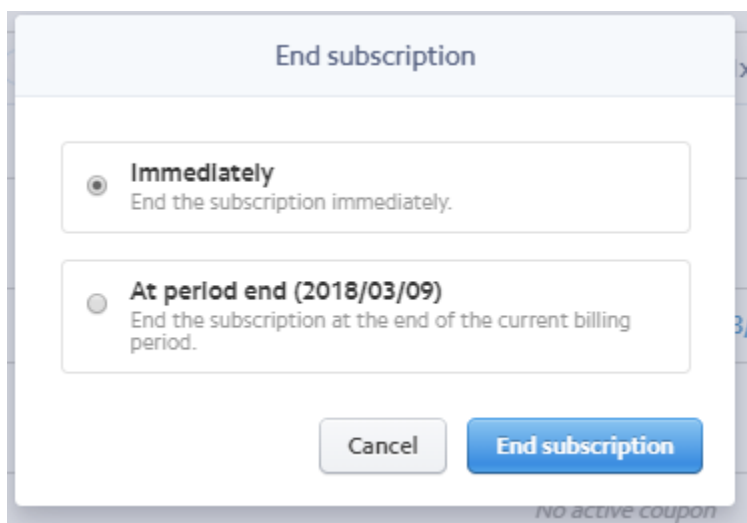
When a payment is due Stripe will automatically create a payment and attempt to charge the credit card. If for example the subscription was created on the due date then this will be immediately after the subscription has been created.

Upon successful completion of the payment Stripe will send the EBO servers messages to reflect this using the Webhook. This will cause the EBO System to:

1. Record a payment in the members ledger for Membership Renewal (Code 1Y)
2. Update the next payment due date for the specific member
3. Activate their account in the case where it has been de-activated due to late payments.
4. Send an email to the member confirming that payment was successful. (These emails can be copied to specific admin emails addresses if required)

Cancelling Subscriptions

Subscriptions cannot be cancelled by members. Should they want to cancel their membership then the subscription should be cancelled through the Stripe dashboard. There are two options available when cancelling subscriptions as shown below.



The screenshot shows a modal dialog box titled "End subscription". It contains two radio button options: "Immediately" (selected) and "At period end (2018/03/09)". Below the options are two buttons: "Cancel" and "End subscription".

End subscription

☒ **Immediately**
End the subscription immediately.

☐ **At period end (2018/03/09)**
End the subscription at the end of the current billing period.

No active coupon

If immediately is selected the EBO system will set the Renewal Date for the members account to the current date. This will then cause the account to be disabled due to non-renewal based on your membership renewal options in the EBO Admin Panel. There is no automatic refund given by Stripe.

You can also choose the second option which basically lets the subscription continue until the end of the current period. After which an end of subscription message is sent to the EBO servers.

It is up to the administrator of the Stripe dashboard to issue a refund under the payments section. This should ideally also be included in your Refunds Policy.

Cancelling a Customer

If you cancel a customer in the Stripe dashboard then the following will occur:

1. The customer is removed from Stripe and any subscriptions cancelled immediately.
2. No refunds are generated
3. The customer information and subscription is removed from the EBO database.
4. The member account will be set to expire on the current date and will be deactivated within the time limits set in the membership renewals section of the EBO Admin Panel.

If the same customer were to re-join or subscribe again they would appear as a new customer and as such would be eligible for any configured discounts.

Under normal conditions it would be best to remove the subscription first and then after a period of time age out old customer information. This would be best practice for most Data Protection Acts and for PCI compliance.

Changing a Subscription for a member

As previously stated a member cannot change an active subscription or cancel one. They could request through an Admin of the Stripe Dashboard to have the subscription cancelled and ask for a refund and then re-subscribe to a new membership type. Any new subscription would not be entitled to any discounts as the customer reference is retained.

Alternatively the EBO administrator can change the Membership Type in the ADMIN PANEL. In doing so the following will happen:

1. The existing subscription is cancelled and the member will be credited an amount proportionate to the number of days remaining.
2. A new subscription is created and a charge made for the difference in the subscription (upgrade or downgrade). If the new subscription is a downgrade then the member will receive a refund and charged the new amount at the next billing period.
3. If the billing cycle is the same e.g. every month then the payment dates will remain the same.

4. If the billing cycle is different then the existing subscription will be ended immediately and the new subscription started on the current date.

Changing the Cost of a Subscription

It is quite feasible that every year subscription rates will be revised by your club. Changing the rate of a subscription is possible using Stripe. When the cost of a subscription is changed in the EBO Admin Panel the following will occur: **DO NOT CHANGE OR MODIFY ANY PLAN details in the Stripe dash board**

1. The PLAN in the Stripe dash board is updated with the new cost
2. Each subscription associated with the changed PLAN will be cancelled.
3. A new subscription will be created for each member assigned to the PLAN with the new rate.
4. The existing next payment date will be retained.
5. Members will not be charged the new amount until the next billing period
6. Existing discounts applied will be retained.

Please note it is not possible to change the billing cycle of an existing PLAN. PLANS should never be changed in the Stripe dashboard, all PLAN parameters need to be controlled by the EBO application for correct synchronisation.

Changing the Header

From the main page of the Admin Panel click on the '*customise header*' button under features, this will bring up the main custom screen. The first thing to note is whether this function is enabled or not, a new header can be created and viewed without enabling this feature which may be useful to first validate your new header. When the feature is disabled the standard header will be displayed. When changing the header any existing users logged on to the system will not see the changes until they logoff and re-logon.

Up to three jpg images can be loaded using the relevant buttons to upload these from your local computer. The size limit for each image is 75k and they will be named a#.jpg, b#.jpg and c#.jpg where # is you unique club id. When referencing these images in any html code the full relative path would be for example.... **** for club id 3's first image.

The HTML editor can be used to form basic headers using the standard buttons, but to create more sophisticated headers this will need to be edited using standard html code by clicking on the HTML button of the editor.

All html code can be used here, including javascript and of course any inline CSS styling. A word of caution though when editing html code if it is not **XHTML 1.0 Transitional** then the web pages may not appear correct in all browsers. All of our pages have been validated using the W3C service at <http://validator.w3.org/>, after modifying your header we strongly recommend that you validate you page using this service to ensure that all of your users have the same look and feel and that there is no potentially bad html code that could affect your system. The HTML editor will pick up on common coding mistakes and will by default strip out any bad html tags or tags missing closing tags.

Limitations

Up to three jpg images can be uploaded.

Each image can be up to 75k in size

ID and name elements are not supported and will be stripped from the html code

The height of the header is 112px, any additional information outside of this window will not be displayed.

Court Fee Billing System User Set up & Testing

The eBookingOnline court reservation system contains a billing system whereby court fees can be processed at the time of booking a court. The following merchants are supported for the collection of Court Booking Fees

- Stripe.com
- World Pay
- PayPal

The Billing System works on a **credit basis**, whereby each member's account records a balance which is derived from credits and debits made. A credit being a deposit made either through the club administrator or online through your merchant account, a debit is the individual cost of each booking. Sufficient credit to cover the cost of a court booking needs to be present in each member's account when a booking is made, the total cost of the booking is equally split between all playing members, so for example if the total cost of a booking is £8 and there are four playing members, then each member will require a minimum of £2 credit in their account for the booking to be made. When a guest player is selected then the cost of the court is split equally between all playing members. There is also a configurable overdraft limit that can be enabled so that members are allowed to be booked when there is not enough credit available; this may be useful for the initial period when starting billing as members' will not have had the opportunity to add credit to their account.

The eBookingonline.net system does not collect any funds for credits it merely keeps track of any transactions that occur so that an accurate balance for each member's account is maintained. The exchange of any funds is directly between the club and its members. The following shows how funds can be collected in 3 different forms.

1. Collection through the Club Administrator

Using the Administrator Panel the club manager can manually enter financial transactions to a member's account ledger by clicking on the 'Edit' icon of a particular member then clicking on edit / add payments. Here a list of all transactions is displayed, the manager has the capabilities to edit any of these as well as add new ones. For example should a member wish to top-up their account by £30 at the club then after payment to the manager the manager can add a payment (credit) to the account for £30. We have created

two codes for you to use but these can be customised, code 1B is for a court booking and code 1C for a refund. Please note then when a court is cancelled or a player is removed from the booking a credit / refund will be made to that member's account.

2. Use of Pre-Paid Vouchers

Using the administration panel vouchers for varying denominations can be created and printed out. Each voucher has a unique one time code. When passed to a member this code can be entered either through the club touch screen or through a members PC to credit the member's account immediately. This method is useful if wanting to sell vouchers at the club where access to the admin panel is limited.

3. Collection Online through a merchant

To collect money online your organisation will require a verified merchant account, this account will be used to receive and record funds received from members wishing to top-up their accounts online. The following sections will show how to set this up. For security never disclose your account details to anyone, the only information that is required by the eBookingOnline billing system will be listed in the form to set up Court Fee billing, this is dependent on the merchant used.

An individual member can manage and view their account transactions through their account by clicking on the '**Manage Account**' button after logging on to the eBookingOnline System using their member ID and pin. Here they will be able to view their current balance, all transactions made and be able to make payments directly into your organisation's account. To make a payment the member only requires a credit or debit card, but if they wish they can also use their PayPal account to make payments. By clicking on the '**Add Credit**' button from their logon under '**Manage Account**' the member will be taken securely to the merchant's website to make a deposit directly into 'Your Organisation's' account, at no point during this process will eBookingonline.net receive or handle any financial transaction, this is directly between your member and the club's merchant account.

The Billing System does however record the transaction and updates the database with the amount received into your merchant account so that this is reflected in the members balance and list of transactions. This process is instant, so if a member were to find that they cannot book a court due to insufficient funds they could top-up their account online, see their new balance and continue to book courts.

It is important at this stage to understand that eBookingOnline.net do not take or receive any funds for court payments or credits, the database is simply used to record these transactions and determine whether a court can or cannot be booked. The exchange of credits or debits is directly between your members and your organisation. For example if you wanted to refund a credit this would have to be made through your organisation's Merchant account.

To enable the billing system the following tasks need to be completed.

- **Configure the peak and off-peak costs for all courts**
- **Enable the billing system**

Configure the peak and off-peak costs for all courts

Before setting up the system you will need to check that you have the correct currency enabled for your site. This is configured and displayed from the Administration Panel on the main page once you have logged on, to change the currency click on the 'edit' link, in the following example USD is shown. If your currency is not listed please let us know and we can easily add this to our system.

Administrator Login

[logoff](#)

Your Club Booking system address is <https://ebookingonline.net/box/9> [Change admin password](#)

Main
Edit Club details &
Manage Admins

Sports
Manage available
sports

Courts
Manage the courts
available to each sport

Specials
Manage the special
event types

Events
Manage Group Events

Manage Database
Create membership
types, fields & Import /
Export features

Members
Manage Member
account details &
payments

Sponsorship
Create or Edit your
sponsor's details

Reports
View Booking Statistics
& graphical reports

Leagues
Create & manage
League Tables

edit

Manage Administrators
Organisation: Crowborough Tennis & Squash Club
Contact: Administration Officer
Contact email: crowtensq@btconnect.com
Phone: +44 1892 652618
Time Zone: Europe/London
Currency Symbol: £
Directory Access: Enabled (members can only modify phone details)

Emailing Members
Using this system you can email your entire membership, limit emails to membership type and override membership preferences. Please note that there is a daily limit of 1000 emails or the total number of members configured for your club - whichever is the greater.

[Send Emails](#)

Additional Features
Here you will find how to enable additional features for use with this system such as the Billing System, Remote SQL access and manage your subscriptions.

[Remote DB Access](#)
[Court Fee Billing](#)
[Membership Renewals](#)

Customise Header
After the initial 3 months you must subscribe to the online monthly subscription by clicking on the link below, selecting the level of service you require, this is based on your current court and sport usage, failure to do so will make your account inactive. Prices and features can be found on our web site [here](#)

Gold : £60.00GBP - monthly

[Subscribe](#)

With the correct currency selected you will need to ensure that the court fees for each court are correct for both peak and off peak times. These are configured by editing individual courts by clicking on the **Courts** link on the left hand navigation menu and then clicking on the **edit** icon for each court. This will then display your costs for each court for peak and off-peak times.

Administrator Login

[logoff](#)

Change Court details, please update details and click save

Main

Edit Club details &
Manage Admins

Sports

Manage available
sports

Courts

Manage the courts
available to each sport

Specials

Manage the special
event types

Events

Manage Group Events

Manage Database

Create membership
types, fields & Import /
Export features

Members

Manage Member
account details &
payments

Sponsorship

Create or Edit your
sponsor's details

Reports

View Booking Statistics
& graphical reports

Leagues

Create & manage
League Tables

Court Name	<input type="text" value="Court 1 - Glassback"/>
Sport	<input type="text" value="Squash"/>
Peak Court Cost (£)	<input type="text" value="3.00"/>
Off Peak Court Cost (£)	<input type="text" value="2.00"/>
Peak Guest Fee (£)	<input type="text" value="0.50"/>
Off Peak Guest Fee (£)	<input type="text" value="0.50"/>
Peak Coaching Fee (£)	<input type="text" value="0.00"/>
Off Peak Coaching Fee (£)	<input type="text" value="0.00"/>
X10 Lighting Code	<input type="text"/>

Enter the Court Start & Finish Times below, note the time format is 24 hour (hh:mm) & the duration is the length in minutes of each booking. If you require breaks or changes in times or durations during the day use the **+** or **-** selectors to add more times to the day.

Caution: Changing these times can remove existing bookings, use with care.

Weekday	First Court Time	Last Court Time	Duration		(hh:mm 24 hr format)
Sunday	<input type="text" value="09:20"/>	<input type="text" value="22:00"/>	<input type="text" value="40"/>	+	Copy & fill
Monday	<input type="text" value="08:00"/>	<input type="text" value="22:00"/>	<input type="text" value="40"/>	+	
Tuesday	<input type="text" value="08:00"/>	<input type="text" value="22:00"/>	<input type="text" value="40"/>	+	
Wednesday	<input type="text" value="08:00"/>	<input type="text" value="22:00"/>	<input type="text" value="40"/>	+	
Thursday	<input type="text" value="08:00"/>	<input type="text" value="22:00"/>	<input type="text" value="40"/>	+	
Friday	<input type="text" value="08:00"/>	<input type="text" value="22:00"/>	<input type="text" value="40"/>	+	
Saturday	<input type="text" value="08:00"/>	<input type="text" value="22:00"/>	<input type="text" value="40"/>	+	

Save

Edit Peak Times

You should also confirm that the start and stop times for Peak times are correct by clicking on the **Edit Peak Times** button, this will ensure that when a booking is made that the correct fee is charged.

Enable the billing system

Once the Billing System is enabled bookings can only be made when the member is in credit, it is therefore important that member's accounts are topped up prior to this or allowed to have a negative balance, similar to a Bankers Overdraft.

To enable the Billing System from the main page of the Administration Panel click **Court Fee Billing** button and the following screen will be displayed:

Administrator Login [logout](#)

Change Pre-Paid Court Booking feature

Main
Edit Club details &
Manage Admins

Sports
Manage available
sports

Courts
Manage the courts
available to each sport

Special Events
Manage the special
event types

Group Events
Manage Group Events

Manage Database
Create membership
types, fields & Import /
Export features

Members
Manage Member
account details &
payments

Sponsorship
Create or Edit your
sponsor's details

Reports

Billing of Court Fees
Only enable this feature if you want to enable pre-paid court fees. Enabling this feature will not allow any bookings unless member accounts are in credit. Credit can be entered through the admin panel under members payments, or through your Merchant account online from the 'Manage Account' link within the main application

Merchant

PayPal

Enable Billing of court fees

☒

Currency

Pound Sterling

Allow Members to go overdrawn by:

20

Email Address /ID of Merchant

john@pp.com

Use Test Account

☐

Save

Pre Paid Vouchers
Pre Paid vouchers can be printed in various demoninations with unique codes and sold to members. These can then be entered into the system to credit the member accounts. To Manage Pre Paid Vouchers please click below

Vouchers

The screen above may vary depending on the type of Merchant selected, in this example we are using PayPal. To enable the system check the **enable billing of court fees** box, select your preferred currency to be billed to PayPal, and overdraft allowance and then enter your organisations PayPal email address; this is the email address associated with your PayPal account into which funds will be deposited.

Initially you may want to test this against PayPal's test site at developer.paypal.com, also known as Sandbox. By checking this option all traffic will be sent to sandbox.paypal.com, see the section 'Using PayPal's Test Site.'

Click **save** and your system is now enabled for Billing of Courts.

To Make a Manual deposit into a Members Account

You may allow members to make cash deposits into their account through an Administrator. To do this simply select the member's account through the **members** link in the navigation pane, then click on the **edit** icon and then click **Edit / Add Payments**.

A list of credits and debits will be shown as well as their current account balance.

Administrator Login
logoff

The following table lists all of the payments made by John Adams [2408], you can edit payments, delete them or add a new ones. You can also view current court bookings by clicking on the REF column, please note that this does not apply to cancelled bookings.

Edit	Del	Date	Money in	Money out	Code	Description	Fee	Txn ID / Ref
		17/01/2013	225.00		MRCB	Renewal Card	0.00	
		31/12/2011	215.00		MRCQ	Renewal Cheque	0.00	
		07/01/2011	206.00		MRCQ	Renewal Cheque	0.00	
		14/01/2010	206.00		MRCQ	Renewal Cheque	0.00	
		05/01/2009	200.00		MRCQ	Renewal Cheque	0.00	
		02/01/2008	190.00		MRCQ	Renewal Cheque	0.00	101383
		02/01/2007	185.00		MRCQ	Renewal Cheque	0.00	

Add a new Payment
Add Payment

Administrator Login
logoff

Please fill in the following details and click save to add a new payment

Main
Edit Club details & Manage Admins

Sports
Manage available sports

Courts
Manage the courts available to each sport

Specials
Manage the special event types

Events
Manage Group Events

Member Name

John Adams

Member Number

2408

Date (dd/mm/yyyy)

Amount (£)

Code

Fee

Transaction ID

Save

Existing credits can either be amended or deleted here if required using the Edit or Delete icons.

Administrator Login
logoff

Please fill in the following details and click save to add a new payment

Main
Edit Club details & Manage Admins

Sports
Manage available sports

Courts
Manage the courts available to each sport

Specials
Manage the special event types

Events
Manage Group Events

Member Name

John Adams

Member Number

2408

Date (dd/mm/yyyy)

Amount (£)

Code

Fee

Transaction ID

Save

To make a payment simply click on Add Payment, and complete the following form. You should specify the code of 1A – Court Top Up fee for each transaction and record any other information such as cheque number etc. can be recorded in the transaction field, click **save** to save the credit.

Using the top-up voucher system

To use the voucher system first vouchers need to be created and printed off. From the main page of the Admin Panel select “**Court fee billing**” and then select the “**vouchers**” button. This will display a list of all vouchers and whether or not they have been redeemed, by who or if they have been voided. Managing vouchers is discussed later in this section.

To first create some vouchers click on the “Create” button on the top right of the screen, the following dialogue will be displayed.

Fill in the following form to create Pre Paid Vouchers. This will create a PDF file that you can print from or save for future use. Note that PDF files cannot be regenerated at a later time.

Vouchers will be presented in a new tab in your browser, once finished please close the tab to return to this page.

Denomination (€)

Quantity (max 40)

To create your vouchers simply select the denomination (5,10,20,50,100) and the quantity that you would like to create, then click on the “**create voucher**” button. The system will then open a new tab and automatically open a pdf file containing the vouchers. From here you can print or save the pdf file. Here is an example of a €20 voucher.



When finished please close the current tab to return to the admin panel. **Please note that unless the pdf file is saved vouchers cannot be re-printed from the Admin Panel.**

Vouchers are managed from the table as shown below, this displays various fields on the status of each voucher. The use of the search field can be used to find any particular information and each column can be sorted by clicking on the sort arrows. For more than one sort press the shift key before clicking.

[Create & Print new Vouchers](#) [Create](#)

Show entries Search:

<input type="checkbox"/>	Code	Value (€)	Date Created	Date Used	Membership No.	Member Name	Void
<input type="checkbox"/>	XOEWKNOX	20.00	2016-03-05 13:56:40		0		
<input type="checkbox"/>	VPKHAXWQ	20.00	2016-03-05 13:56:40		0		
<input type="checkbox"/>	AZSYFBHV	20.00	2016-03-05 13:56:40		0		
<input type="checkbox"/>	MRECPPXN	20.00	2016-03-05 13:56:40		0		
<input type="checkbox"/>	FWNJUFNC	100.00	2016-02-29 14:24:31		0		
<input type="checkbox"/>	TMNTFPSD	100.00	2016-02-29 14:24:31	2016-02-29 14:59:25	2408	John Adams	
<input type="checkbox"/>	ENLQWBOT	100.00	2016-02-29 14:24:31		0		
<input type="checkbox"/>	LRFDTHNY	20.00	2016-02-28 10:17:42	2016-02-28 10:29:33	2408	John Adams	
<input type="checkbox"/>	OIRTRWUY	20.00	2016-02-28 10:17:42		0		
<input type="checkbox"/>	EWQVNHV	20.00	2016-02-28 10:17:42		0		

Showing 1 to 10 of 17 entries
[Previous](#)

[2](#)
[Next](#)

Action on Checked items

Vouchers can be marked as void, for example when the printed vouchers are lost or cannot be accounted for. In this state they cannot be redeemed but a record of them is maintained. Vouchers can also be deleted from the system entirely where no record remains. Deleting vouchers that have been redeemed does not change any member account balances. To change any vouchers select the check box next to the voucher(s) you wish to change and click either the delete or void icons at the bottom of the screen.

For members to redeem their voucher they can either enter the code through the “Top Up voucher” link on the touchscreen system, entering their name and voucher code, or they can use their own account through the Manage Account link to add the voucher. Once entered successfully the account is credited immediately and a confirmation email sent with the current balance.

All transaction can also be reviewed under the Manage Account section or through the Admin Panel under the members’ payment details.

Making Online Payments

When a member is logged on they can click on the Manage Account icon and be taken to the following screen. Here they can view their balance, view the history of transactions and add credit. They can also add credit from the View History page as well, but the process is exactly the same.

Manage Account

NameJohn Adams

Member Number2408

Home

Change PIN

Current Pin

New Pin

Confirm Pin

Update PIN

Online Account

Current Balance: €513.00

View history

Add credit

Enter Voucher

Membership Renewal

Membership Renewal Date: 28/02/2017

Account Details

Email address

Receive email confirmations☒Receive rich text emails☒

List phone numbers in the Directory☒

Telephone

Mobile/Cell

Address

Post Code

Update Details

In this case there is a balance of €513, but we will add as an example €20. By clicking on the **Add Credit** button this will take your member to PayPal's website to make a secure payment directly to your PayPal account [the email address specified when configuring the billing system in the Admin Panel]. If using other merchants the following screens will change dependant on merchant used. For illustration purposes PayPal has been used.

First the member needs to enter the amount they wish to add to their account and click on “**Update**”, then they can either place the order with a credit or debit card, or alternatively if the member has a PayPal account then they can enter their email address and password and make the payment from their PayPal funds. Members do not need a PayPal Account to make payments.

The screenshot displays the checkout interface. On the left, the 'Your order summary' section contains a table with two columns: 'Descriptions' and 'Amount'. The table lists 'Credit for Court Fees' with an amount of '£0.00'. Below this, the 'Item price' is shown in a text input field, which is circled in red. An 'Update' link is positioned below the input field. The summary also shows an 'Item total' of '£0.00' and a 'Total £0.00 GBP' at the bottom. On the right, the 'Choose a way to pay' section offers two options: 'Pay with my PayPal account' (with a PayPal logo and a link to log in) and 'Pay with a debit or credit card' (with a note to sign up for faster checkout). The card payment section includes dropdown menus for 'Country' (set to 'United Kingdom') and 'Card type' (set to 'Select Card'). Below these are input fields for 'Billing information', including 'First name', 'Last name', 'Address line 1', and 'Address line 2'.

Once the member has confirmed their card details or PayPal account, payment is made directly to your organisations account. Any transactions fees are deducted from the payment and your member will have €20 added to their account, the amount transferred to your organisations account will be €20 minus the transaction fees, this will depend on your type of PayPal account the amount that you transfer in.

eBookingOnline is notified of this transaction and records this in the member payments. Details that are stored are:

- Date
- Amount
- Fees
- Transaction ID

These can be viewed through either the Admin Panel or through the Members online account.

Finally, the member will receive an email confirmation from PayPal that the payment has been made and an email from eBookingonline to state that the payment has been received and the new credit of their online account. This normally happens instantaneously, in some rare cases payment authentication from PayPal can be delayed by 20 mins.

As an organisation you will also receive an email from PayPal for your records detailing the transaction received.

Using PayPal's Test Site

PayPal has a test site called Sandbox, this is available free of charge through their developer site at <http://developer.paypal.com>. To login to this site you use your standard PayPal account credentials.

The beauty of this test site is that it is exactly the same as the live site but no money actually exchanges hands. Dummy bank accounts, credit cards and PayPal accounts can be created for both your organisation and members for testing. All of the supported merchants have test sites or test keys and can be used in a similar way for testing if required.

If you want to use this facility you will need to do the following:

- Use your existing club PayPal account credentials to login to the developer.paypal.com web site.
- Create accounts for a member and the club.
- Configure the Billing System to Use Sandbox.

Use the following process to create a test account for the club and a member:

1. Login to developer.paypal.com
2. On the top of the screen select **dashboard**
3. On the left hand menu under Sandbox select **Accounts**
4. Click on the **Create Account** button
5. Fill in the form creating the two accounts selecting a Personal Account for a member and a Business Account for the club. Add some funds to each account, say 1000 of whatever your local currency is. Selecting Bank verified.
6. These accounts settings can be reviewed including test credit card numbers if the option was included when creating accounts.
7. Login to the eBookingOnline Admin Panel and from the main page select the **Court Fee Billing** button.
8. Change the merchant type to PayPal, check the **enable billing of court fees** check box, select the same currency as your test accounts, enter the merchant email address created in step 5 and most importantly check the **Use Test Account** check box. Finally click the **save** button.

Testing from a members account

To test the system from a member's perspective and to top up their account, login to the main booking system as a member, if you want to see the emails generated ensure that this user has an email address configured. Once logged in click on the **manage account** link and click **add credit**. You will then be taken to the sandbox test site. Ensure that the URL in your web browser is pointed at www.sandbox.paypal.com.

Enter an amount to top up in the **Item Price** field and click on the **update** link as described in "To Make a Manual deposit into a Members Account". To pay by PayPal account enter the email address and

password of the personal account created in step 5, or click on the link to Pay with a debit of credit card, entering the test credit card details associated with the personal account. Click Pay to make payment. If using a credit card to test the system enter 111 in the CSC field for the credit card.

Once complete you can click on the “return to your club’s Test Store”, this will take you back to the eBookingOnline.net booking system, in particular to the member’s manage account page.

To view the recent transaction click on the **View History** button. The latest top up will appear as the first entry of the table. Similarly this transaction can also be viewed through the admin panel under the member’s account details.

To check that payments have been made and received into the sandbox accounts, simply login to <https://www.sandbox.paypal.com> using the credentials created in step 5 above. Your member account will see a payment being made and your merchant account showing a payment received.

Don’t forget to when you are finished testing to uncheck the PayPal Sandbox check box under the Billing configuration section of the Admin Panel so that all transactions are routed through PayPal’s live account for real transactions.

eBookingOnline offer a free setup service for the Billing System with testing. If you would like to take advantage of this then please log a support call at <http://ebookingonline.net/osticket>