# eBookingOnline.net

Internet Court Booking &

Club Management Software

# Administration Guide



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

ebookingonline.net

11/16/2026

Version 3.2

# 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 - 2026 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** ..... **17**

**ADD OR MODIFYING COURTS** ..... **17**

ADDING MULTIPLE SCHEDULES TO COURTS ..... 21

**MANAGING COURT ACCESSORIES** ..... **24**

**MANAGING SPECIAL EVENTS** ..... **25**

**MANAGING GROUP EVENTS / CLASSES** ..... **27**

**ADDING MEMBERSHIP TYPES** ..... **30**

**ADDING MEMBER ACCOUNTS** ..... **34**

**MANAGING THE DATABASE** ..... **34**

DATABASE OVERVIEW & STRUCTURE ..... 34
UPLOADING FROM A CSV FILE ..... 41
UPLOADING A MODIFIED OR NEW CSV FILE ..... 43
ADDING & EDITING INDIVIDUAL MEMBERS ..... 45
VIEWING & EDITING MEMBER INFORMATION ..... 47

**USING THE LEAGUE SYSTEM** ..... **50**

OVERVIEW ..... 50
CREATING A NEW LEAGUE ..... 50
ADDING PLAYERS ..... 53
CREATING SCHEDULES ..... 54
PRINTING LEAGUES ..... 55
CLOSING OFF A SCHEDULE ..... 56
ROLLING BACK A SCHEDULE ..... 56

**USING COMPETITIONS** ..... **57**

CREATING A COMPETITION ..... 57
ADDING ENTRANTS ..... 58
COMPILING THE COMPETITION ..... 60
ENTERING RESULTS ..... 61

**ADDING SPONSORSHIP** ..... **61**

**CHECK LIST** ..... **62**

**REPORTS** ..... **64**

CUSTOM QUERIES ..... 64

Creating and Modifying Custom Queries ..... 66

**EMAILING MEMBERS ..... 68**

Integrating email with Mail Chimp ..... 69

**SMS MESSAGING ..... 70**

**CHANGING THE HEADER & THEMES ..... 72**

Headers ..... 72
Limitations ..... 72
Themes ..... 73

**RECORDING PAYMENTS ..... 74**

**MEMBERSHIP RENEWALS ..... 76**

Allow new Members to sign up with automatic payment ..... 78

**THE WAITING LIST ..... 79**

Flow of Membership Application when using the Waiting List Feature ..... 81

**USING STRIPE FOR MEMBERSHIP RENEWALS OR PAYMENTS ..... 82**

Overview ..... 82
Configuring Stripe ..... 82
Keeping your Keys Safe ..... 84
Online Membership Renewals ..... 85
Subscriptions ..... 85
Managing Subscriptions ..... 89
Changing the Cost of a Subscription ..... 94

**COURT FEE BILLING SYSTEM USER SET UP & TESTING ..... 94**

1. Collection through the Club Administrator ..... 95
2. Use of Pre-Paid Vouchers ..... 95
3. Collection Online through a merchant ..... 95

Configure the peak and off-peak costs for all courts ..... 96
Enable the billing system ..... 97
To Make a Manual deposit into a Members Account ..... 98
Using the top-up voucher system ..... 100
Making Online Payments ..... 101

**PUBLIC COURT BOOKINGS – PAY PER PLAY ..... 104**

Configuration ..... 104
Your public Link ..... 107
How this works for Guests ..... 107
How this works for Your Club ..... 107
Disputes ..... 108

# 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 most 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 login screen shown below. Enter your Username (default *admin*) and Password and click on the **Login** button.

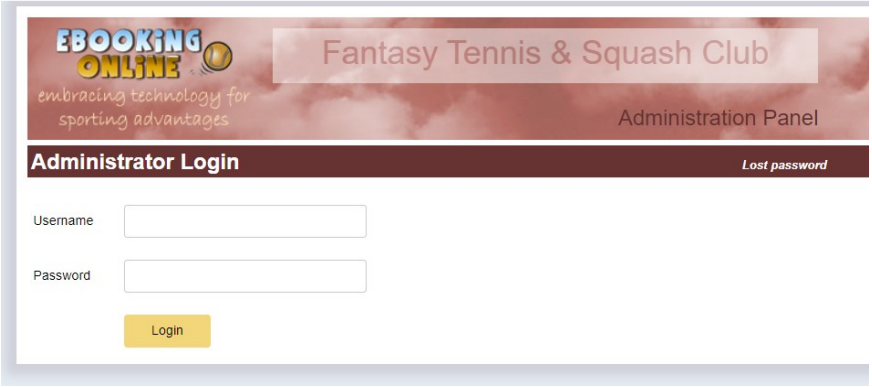



Figure 1 Administration Logon

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 dashboard, if you have just set-up your account this will have no data, but over a short period of time statistics will start to appear. Use the left-hand navigation menu to navigate the Admin Panel, starting with the **Main** menu, shown below.

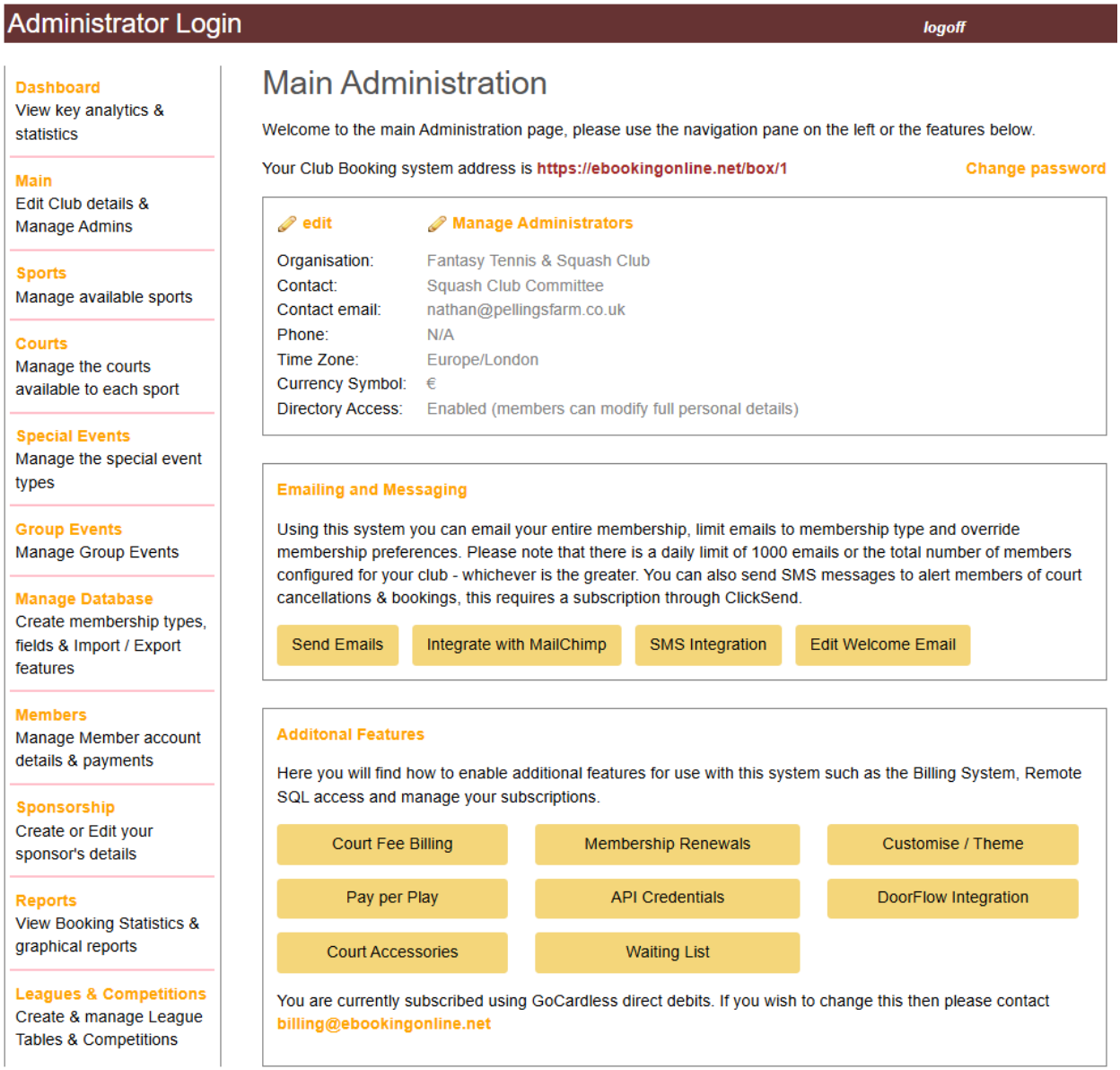



**Figure 2 Administration Main Menu**

# Setting Base Parameters

It is important to understand that the settings on the **Main** configuration screen need to be correct. 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. It is also the main contact that we use to contact you about your service.

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.

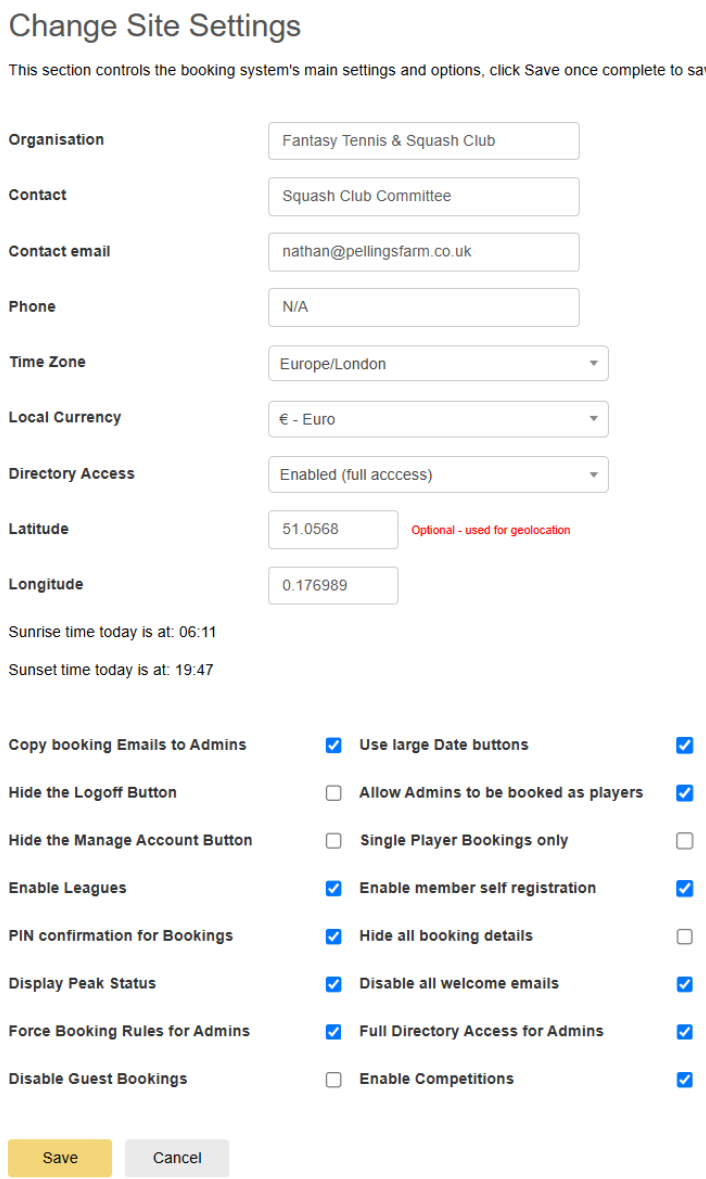



**Figure 3 Modifying Basic Club Settings**

The organisation field is used in identifying your club in emails and notifications and well as the displaying your club's 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 personal 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 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 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. It is also used in the Pay to Play Service so that guests can find your club. This will be required if using the lighting controls for courts where sunset hours need 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 for those administrators that are configured to receive such emails (see Copy Email bookings p.12).

**Use Large Date Buttons**

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, this is a common option chosen by many clubs.

**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.

**Single Player booking only**

When making a booking by default a member can add other members or guests to the booking. When checked this option does not give the member the ability to add anyone else to the booking, only the booking member will be part of the booking.

**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

**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 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. |
| **Disable Guest Bookings** | By default, Guests are allowed to be booked in by members. To disable the Guest feature, check this box. |
| **Enable Competitions** | This is the master switch to enable competitions. Competitions are configured under the 'Leagues & Competitions section. |

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 of the currently logged in user click on the **Change password** link at the bottom of the **Main** 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 and 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** button at the top of the table listing all Admins.

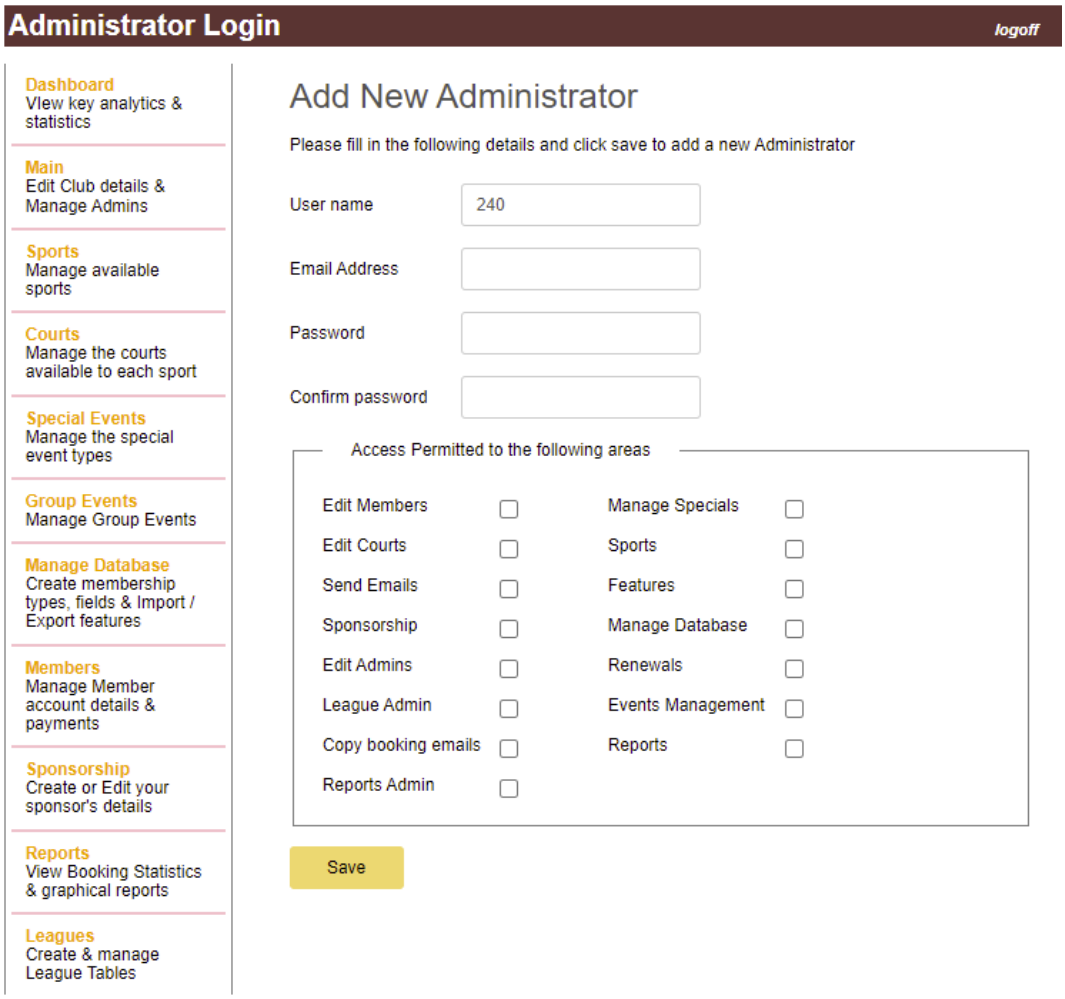



Figure 4 Add a new Administrator

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 |
| **Additional Features** | Allows access to features such as Court Fee Billing, Membership Renewals, Pay per Play and API Access |
| **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 and Competition Sections |
| **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.

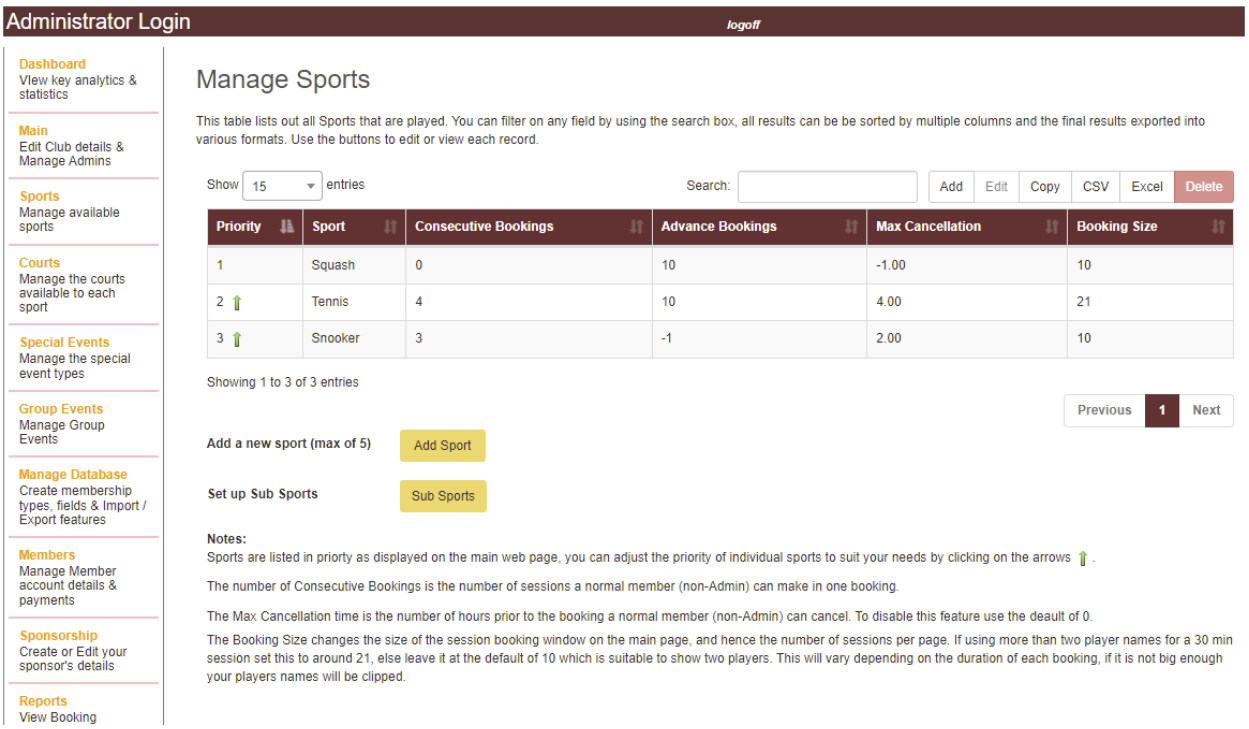



**Figure 5 Managing Sports**

A list of your current sports is displayed. If you wish to modify an existing sport simply highlight the sport and click on the EDIT button at the top of the table or to permanently delete a sport click on the delete button. 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 **Priority** 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.

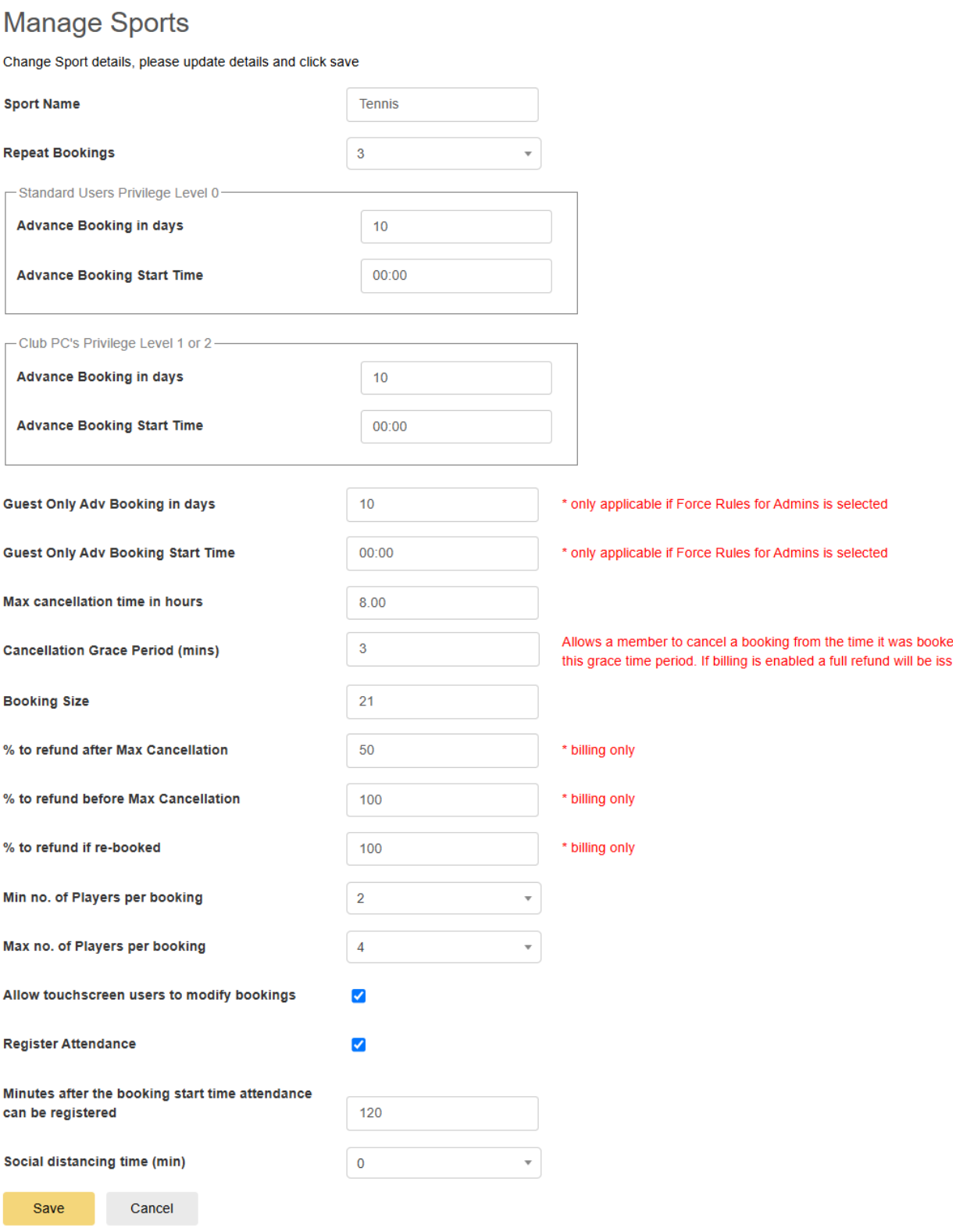



Figure 6 Adding a new sport

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 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.

When a booking is made, you can define a grace period in which the booking can be cancelled, by-passing any cancellation policy. This is useful for when a member makes a booking by mistake that is inside the cancellation policy; effectively not allowing them to cancel the court. The **Cancellation Grace Period** is configured in minutes. E.g. if set to 30 then a booking can be cancelled up to 30 minutes after the booking was made without a penalty.

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.

**Force Max Cancellation** As discussed when billing is enabled it is possible for members to cancel courts up to the start time of the court and will receive any refunds you have determined. To override this feature and enforce the Max Cancellation time when billing is enabled check this box.

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. It is used with the "Minutes after the booking start time attendance can be registered" field. This is especially useful where membership fees are included in a subscription and the club wishes no 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 the configured number of minutes after the booking. Attendance is confirmed by a Dark Green bottom right hand corner of each 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 then 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.

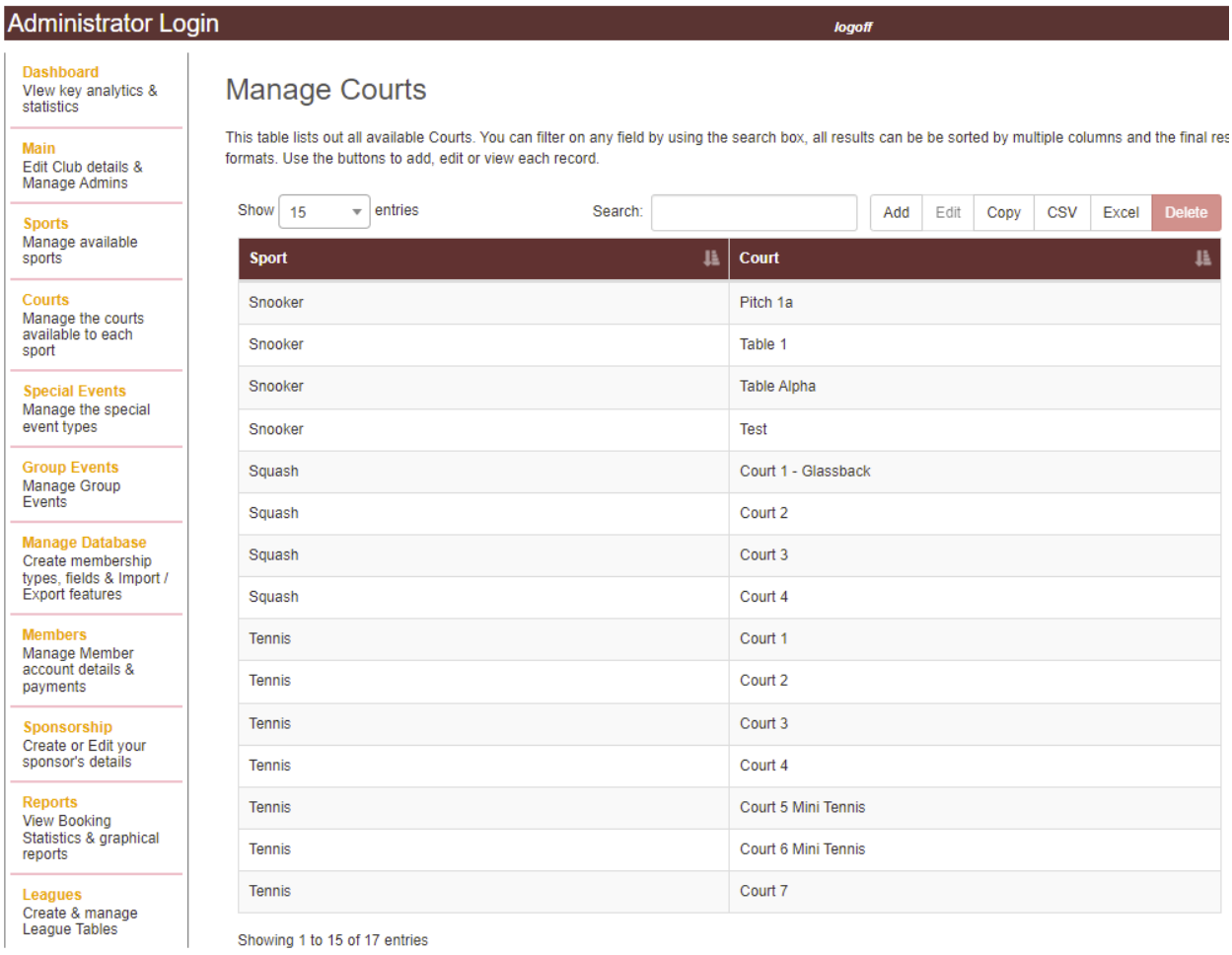



**Figure 7 Managing Courts**

In this section you can 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 select the court and then click on the EDIT button at the top of the table or to permanently delete a court click on the delete Button. 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** button at the top of the table. The following screen will be displayed when adding or modifying a court.

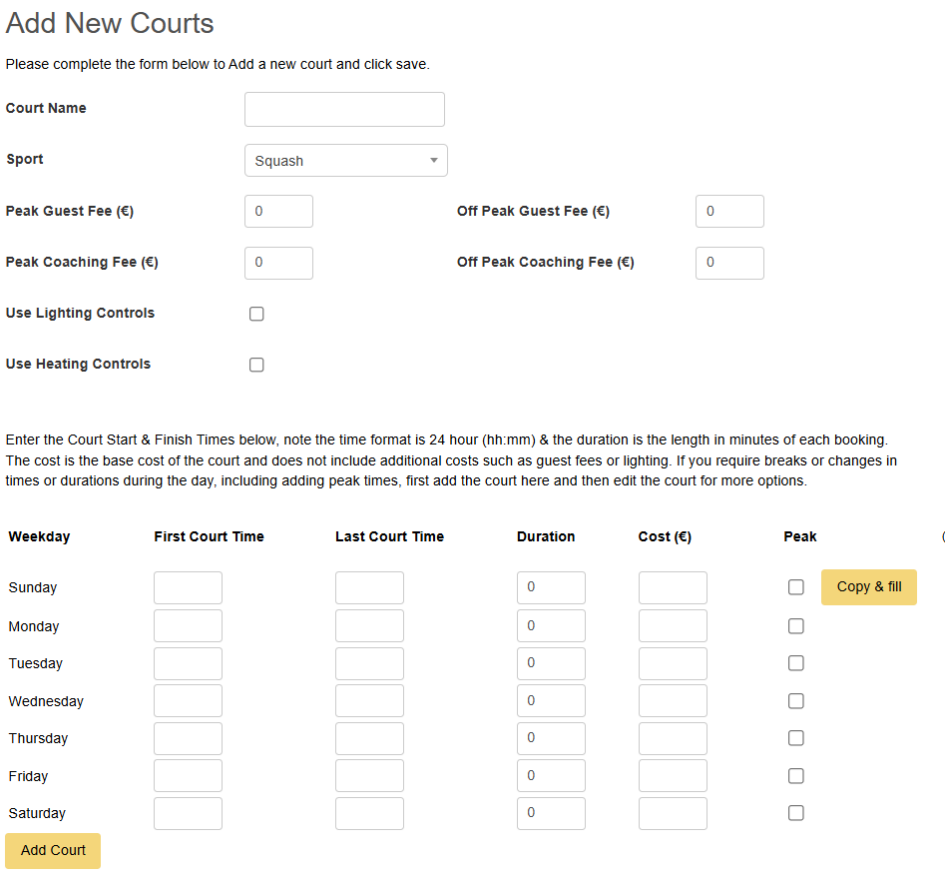



**Figure 8 Adding a Court**

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 display in alphabetical order so you may also wish to consider what courts you want 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 along with a cost and peak status. It is possible to configure these independently for each weekday. Once created you can also edit this court to add more timeslots during the day, adjusting times and costs of slots. 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 **Add Court** 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, first select the court from the table and click on the Edit button at the top of the table. Here you can modify all 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 simply fill in Monday and click **copy & fill** to copy to all other days. This will be of use later if you have membership types that can only book off peak courts.

## Manage Courts

Please complete the form below to configure or update each court and click save.

**Court Name** Court 1 - Glassback

**Sport** Squash

**Peak Guest Fee (€)** 0.00 **Off Peak Guest Fee (€)** 0.00

**Peak Coaching Fee (€)** 0.00 **Off Peak Coaching Fee (€)** 0.00

**Use Lighting Controls** ☑

Lighting Controls

**Controller IP Address** 192.168.0.78

**Controller Password** IO88EWR

**Controller Channel** 1

**Light Offset (min)** 1 **Sunset Offset (min)** 1500 **Night Use Only** ☐ **Disable Night Lights selection** ☐

**Use Heating 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. The cost is the base cost of the court and does not include additional costs such as guest fees or lighting. Booking Limits, as defined in membership types, can be relaxed a configurable number of hours before the slot; this allows unused courts to be fully ulilised if available. 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 | Cost (€) | Light Cost (€) | Peak Time | Relax Limits (hours) | | (hh:mm 24 hr format) |
|---|---|---|---|---|---|---|---|---|---|
| Sunday | 09:00 | 19:30 | 30 | 2.00 | 0.00 | ☐ | | + | Copy & fill |
| | 20:00 | 20:30 | 30 | 1.00 | 0.00 | ☑ | | − | |
| Monday | 09:00 | 12:00 | 30 | 2.00 | 0.00 | ☐ | | + | |
| | 18:00 | 21:30 | 30 | 3.00 | 0.00 | ☑ | | − | |
| Tuesday | 09:00 | 12:00 | 30 | 2.00 | 0.00 | ☐ | 24 | + | |
| | 18:00 | 21:30 | 30 | 3.00 | 0.00 | ☑ | | − | |
| Wednesday | 09:00 | 12:00 | 30 | 2.00 | 0.00 | ☐ | | + | |
| | 18:00 | 21:30 | 30 | 3.00 | 0.00 | ☑ | 12.5 | − | |
| Thursday | 09:00 | 12:00 | 30 | 2.00 | 0.00 | ☐ | 24.1 | + | |
| | 18:00 | 21:30 | 30 | 3.00 | 0.00 | ☑ | 31.5 | − | |
| Friday | 09:00 | 12:00 | 30 | 2.00 | 0.00 | ☐ | | + | |
| | 18:00 | 21:30 | 30 | 3.00 | 0.00 | ☑ | | − | |
| Saturday | 09:00 | 12:00 | 30 | 2.00 | 0.00 | ☐ | | + | |
| | 18:00 | 20:30 | 30 | 3.00 | 0.00 | ☑ | | − | |

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. You can specify the cost of the court and whether it is classed as a peak time, used for restricting certain members.

For each schedule you can also relax any limitations on bookings, such as the number of times a member can play or whether it is off-peak of peak. These limits are set for each membership type. This is useful if you want to make better use of unused courts that could be filled by members already exceeding their limit. The value supplied is the number of hours before the booking that the rules will be relaxed.

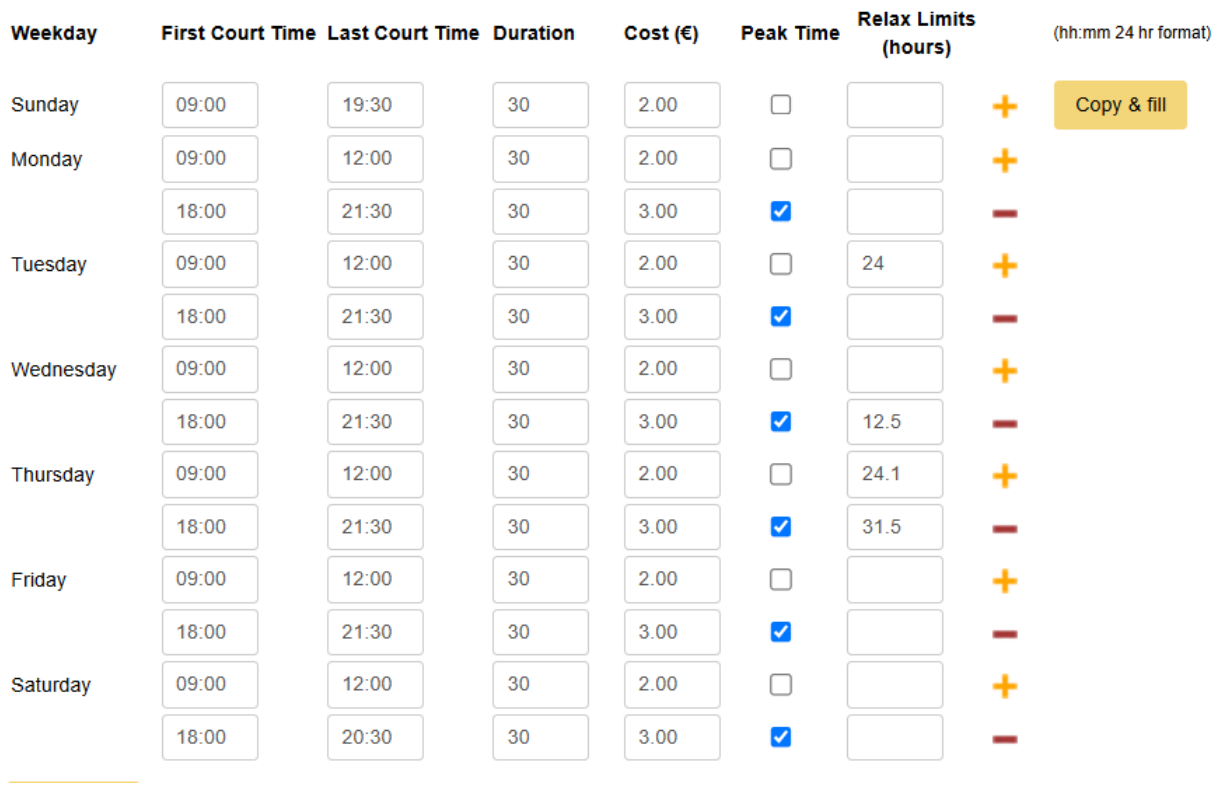
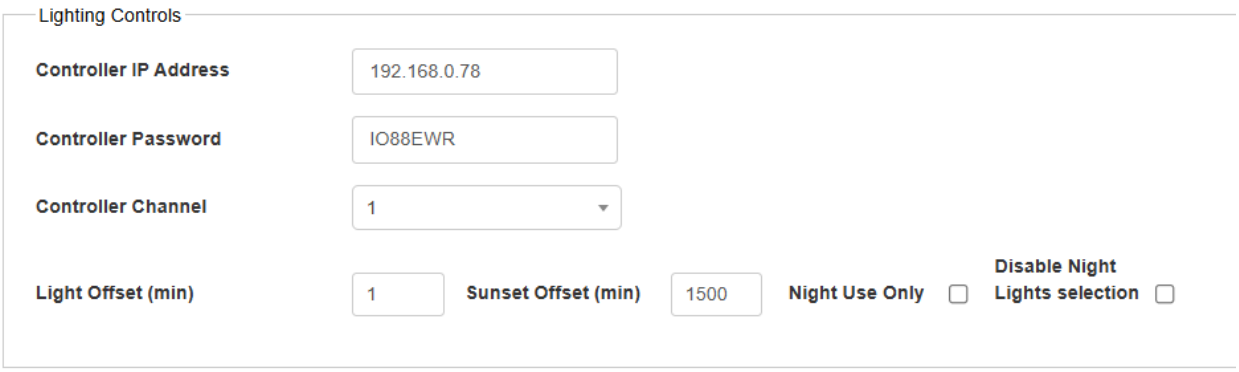



Figure 9 Adding schedules to courts

**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.




The lighting cost is independent of each schedule, this should be configured per schedule. If supplied this will be used in addition to any other court costs to calculate the total cost of the booking.

There are several lighting systems available, for more information on these two systems and how to configure them please reference Tech Note 7 at https://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 can 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.

**Disable Night Lights Selection** By default a member is prompted to select which courts they would like to have lights turned on, when if falls between your offset settings. This is optionally around dusk time and gives a choice. Enabling this option disables the ability for members to select lighting times and turns the lights on based on the Offset and Sunset times. This option has no function with a Nights Use Only court.

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 |

When using a network-based Relay Controller then enter the Controller's IP address, admin password (if applicable) and channel (relay). If using a single channel USR device enter channel 1.

When using the 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 Court Accessories

Court accessories are configurable from the Main Menu > Court Accessories button, under the additional features section. Court accessories may include items such as ball machines, racket hire etc. Each accessory is assigned to a sport. The accessories are optionally added to the booking when the booking is made or modified.

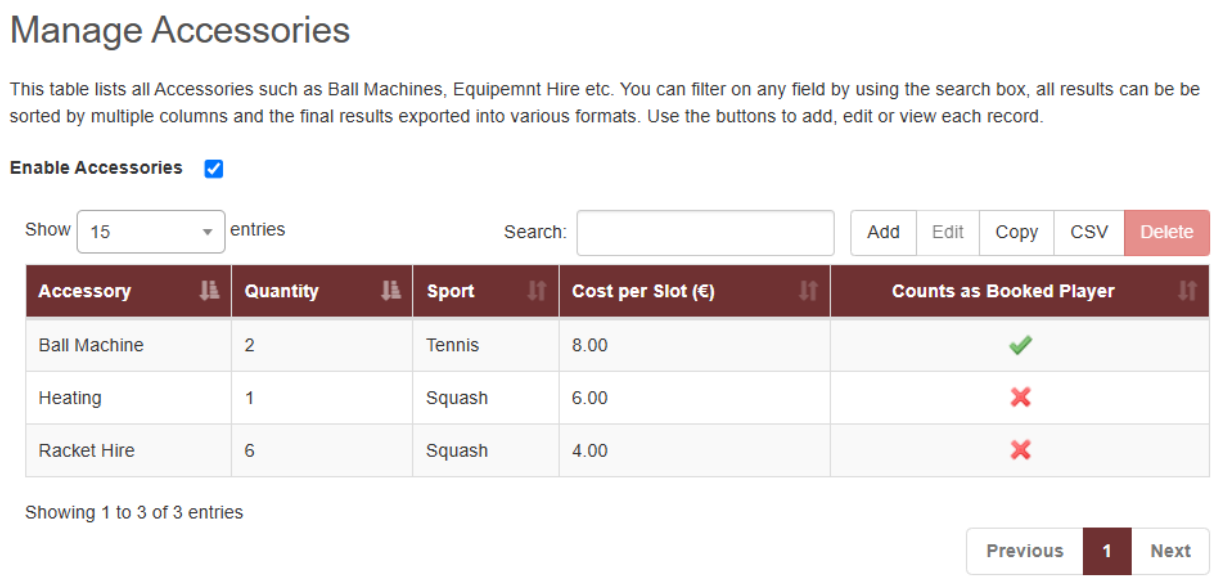



Figure 10 Managing Accessories

If billing is enabled, an associated cost can be added to the accessory. Any cost will be billed to individual members based on billing preferences.

The quantity available shows the total number of accessories available at any one time. When an accessory is booked out it becomes unavailable to other members for the duration of the booking it is assigned to.

Some sports may have had a minimum required number of players e.g. two. If the 'Courts and Booked Player' is checked, the accessory will count towards this minimum requirement. For example, a ball machine could count as a Booked player, allowing a single member to practice on court with a ball machine.

Accessories are available to all members who are allowed to book for the sport the accessory is assigned to.

# 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 80 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) can make bookings for special events.

From then 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.

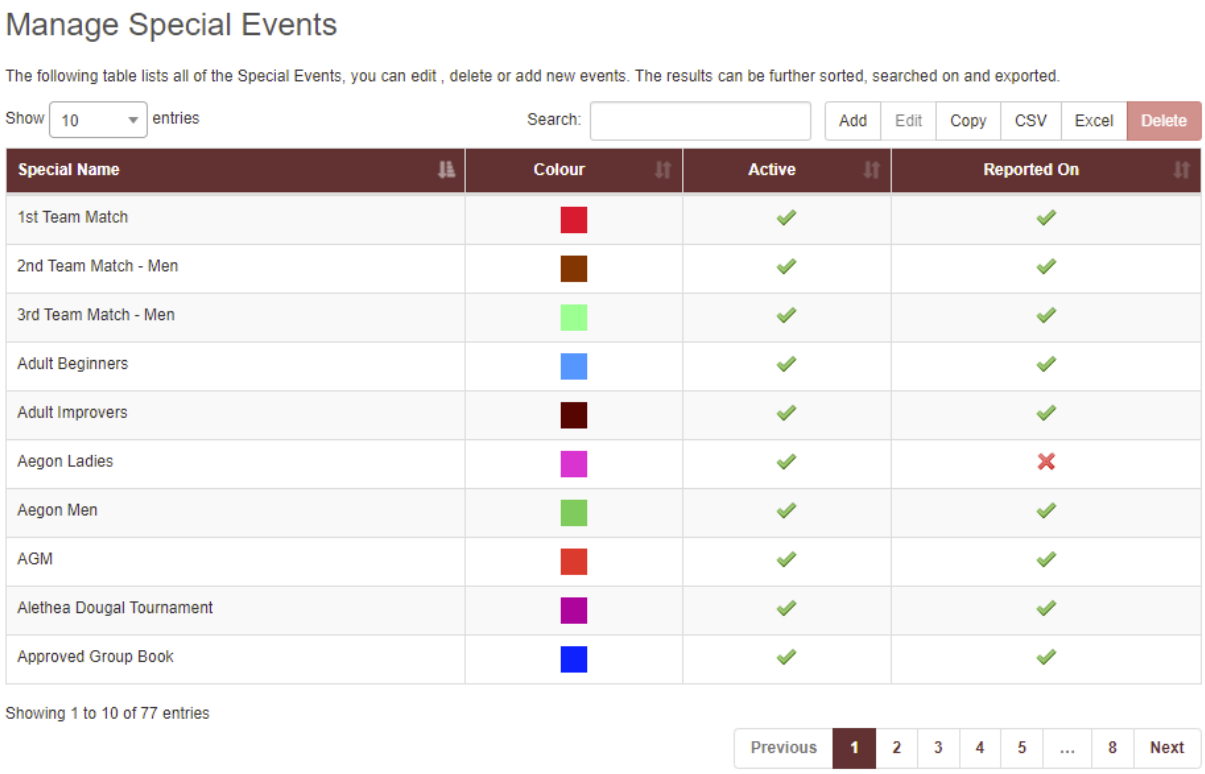



Figure 11 Managing Special Events

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 highlight it and click **Edit** button and to permanently delete a special event, click on the **Delete** button at the top of the table. 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.

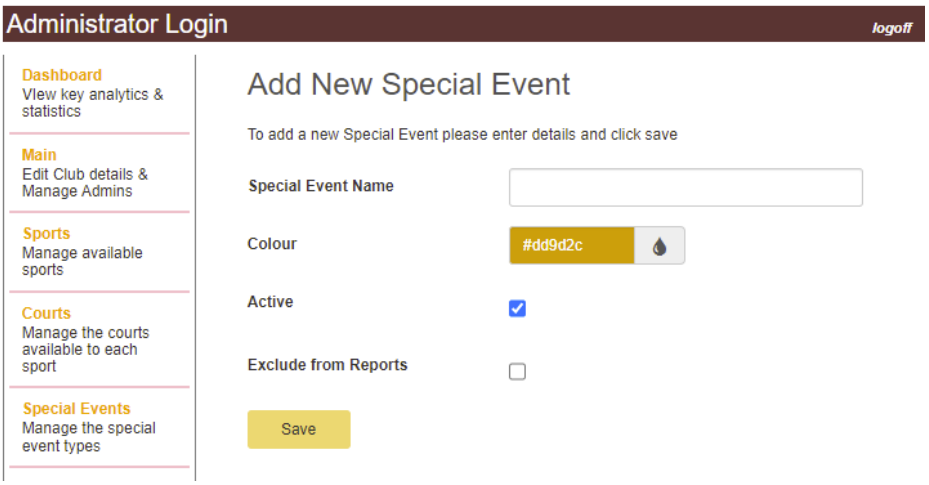



**Figure 12 Adding a Special Event**

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 of for booking out to special functions. If this is the case, then simply check the **Exclude from Report** box.

# Managing Group Events / Classes

Group Events / Classes 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.

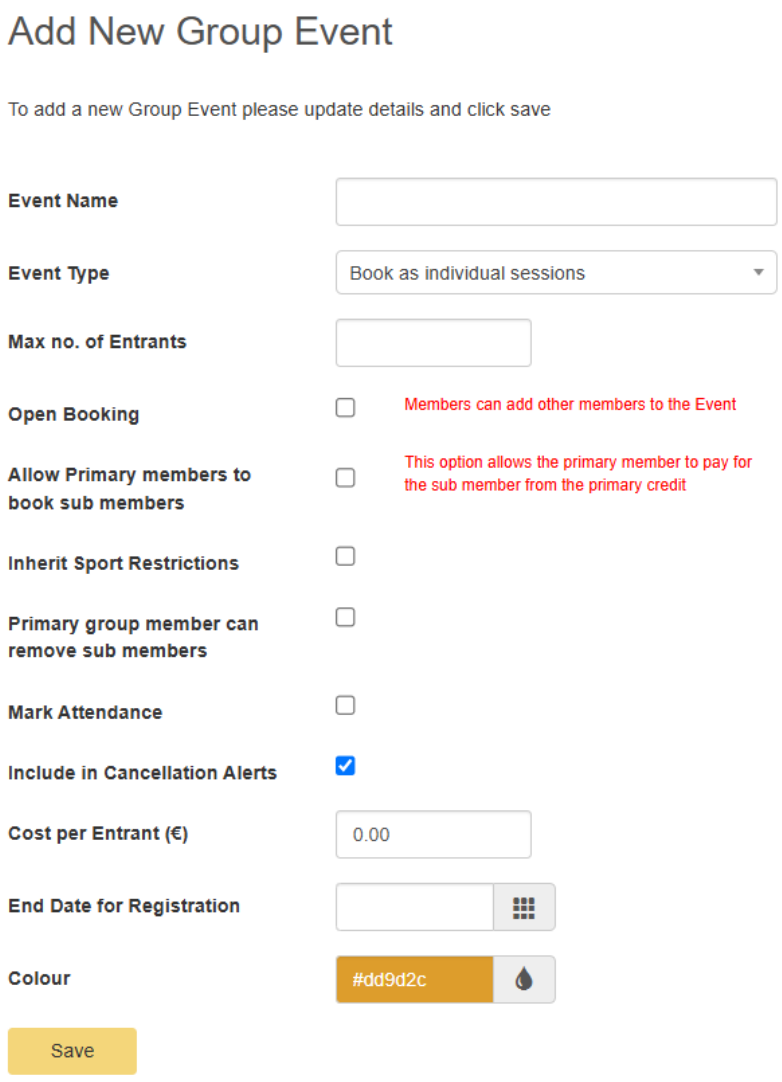



Figure 13 Adding an Event

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

There are 4 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. |
| **All Bookings in a day form a single event** | Similar to above but this option combines all bookings in a single day into one event. |

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

**Open Booking** when checked allows member to add not just themselves but any other member to the event. This may be useful for family bookings or booking in children of parents for events such as “summer class”

**Inherit Sport Restrictions** if checked any restrictions imposed by the membership type will be included for Group Events, e.g. times and number of bookings that can be made

**Primary group member can remove sub members**. This option is used in conjunction with “Open Booking” and allows the primary member of a family group to remove a group member from the Event.

**Mark Attendance** is used so that members can mark their attendance for the Event on a device at the club

**Include in Cancellation Alerts** if checked then members will be alerted if a place becomes available on this Event. These alerts are emails and if enabled, SMS notifications.

The **cost per entrant** is used in notifications and can be marked as paid by an administrator, just as any booking can be.

**End Date for Registration** if you have a cutoff date for registration, please enter it here. Otherwise, this field can be left blank.

**Colour** Here you can select the colour that will be used for your event when displayed on the booking sheet.

# 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 can 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** button or add a new one by clicking **add type**.

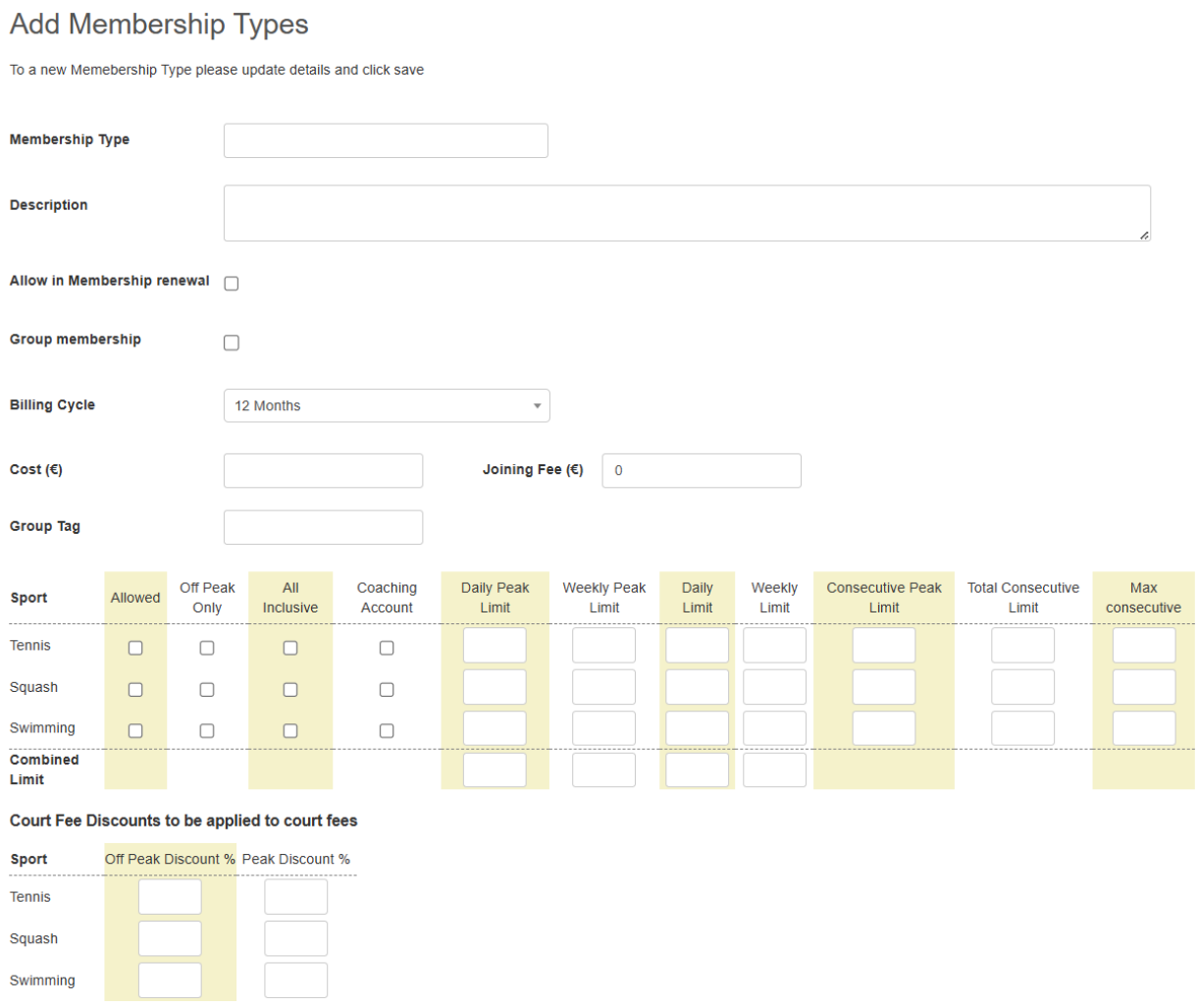



Figure 14 Adding Membership Types

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

**Membership Type** a name that is given to this membership type.

**Description** is a free text description of this type, perhaps showing what it permits. This is also displayed for new members when using the Sign-up Page

**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.

**Joining Fee** This is a one-off joining fee that is added to the standard cost when first joining. This is automatically applied to the checkout when a new member joins using the Sign-up form.

**Limiting court usage**

In the example Figure 14 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 14 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 14 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.

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 court's menu. If this box is not clicked then all playing members share the cost of the court equally.

The final fields allow discounts to be applied by sport against the standard pricing. These discounts can be set for peak and off-peak bookings. An example may be juniors, where they receive a 50% discount for using off peak courts.

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*.

## Manage Membership Types

The following table lists all of the Membership Types, you can edit , delete or add new Types. The results can be further sorted, searched on and exported.

Show 10 entries  Search:  Add | Edit | Copy | CSV | Excel | Delete

| ID | Membership Type | Billing Cycle | Cost (£) | Sync'd in Stripe | Discount Coupon |
|---|---|---|---|---|---|
| 84 | 2018 10 a month | 1 year | 10.00 | ✔ | Percent |
| 96 | 2021 Full | 6 month | 50.00 | ✔ | |
| 35 | ABC | 3 month | 30.00 | ✔ | Dec2018 |
| 80 | Adult 2019 | 1 year | 110.00 | ✔ | |
| 88 | Adult 2019 New | 1 year | 150.00 | ✔ | |
| 89 | Adult 2019 New 2 | 1 year | 160.00 | ✔ | |
| 82 | Adult 2019-3 | 3 month | 300.00 | ✔ | |
| 11 | Adult Open Day | 1 year | 240.00 | ✔ | |
| 29 | Adult Visitor | 1 year | 100.00 | ✔ | |
| 25 | Cancelled | 1 year | 0.00 | ✘ | |

Showing 1 to 10 of 43 entries

Previous 1 2 3 4 5 Next

Figure 15 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.

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.

# 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 you 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 simple use the standard one provided that has most the data fields you would expect.

## Database Overview & Structure

All 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** | Alpha numeric password | × | Password |
| **PIN** | 4 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 Password is used by a member when logging on to the system. This must be an alpha numeric password (minimum of 8 characters with at least one upper case character and one number). The PIN is used by members for basic authentication on a Touch Screen interface, typically a PC at the club. The PIN is used for editing bookings, marking attendance and entering league results into the Club PC. The PIN is a four-digit number between 1000 and 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 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 most 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 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'

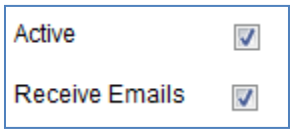
**Drop Down** This is a field where the user makes a choice from a list, this list is preconfigured when creating the field

***Examples***

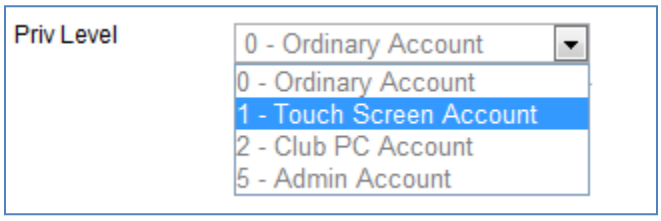
*Text Field*




*Check Boxes*




*Drop Boxes*



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

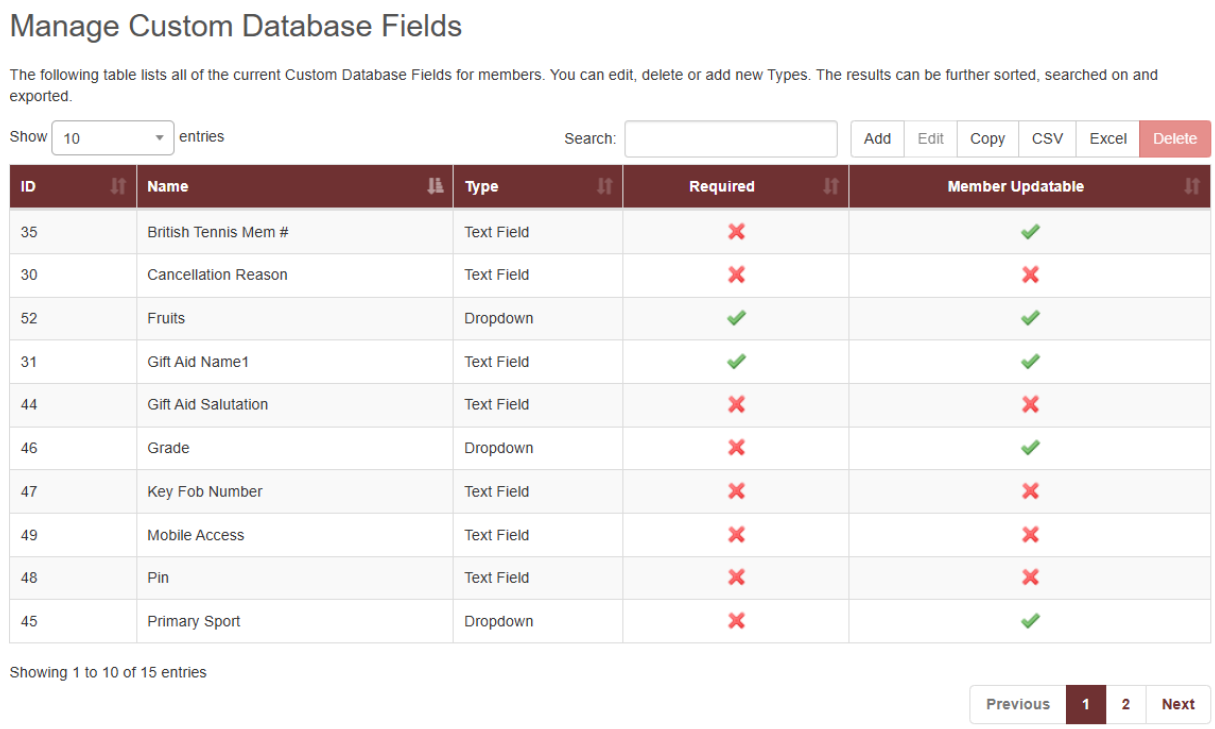



Figure 16 Modifying existing DB fields

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 promoted 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.

The “Required Field” and “Allow members to update” checkboxes, allow members to update these preferences on their Manage Account page. If marked as required a value will need to be entered to save any information.

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
Squash
Padel
Racketball

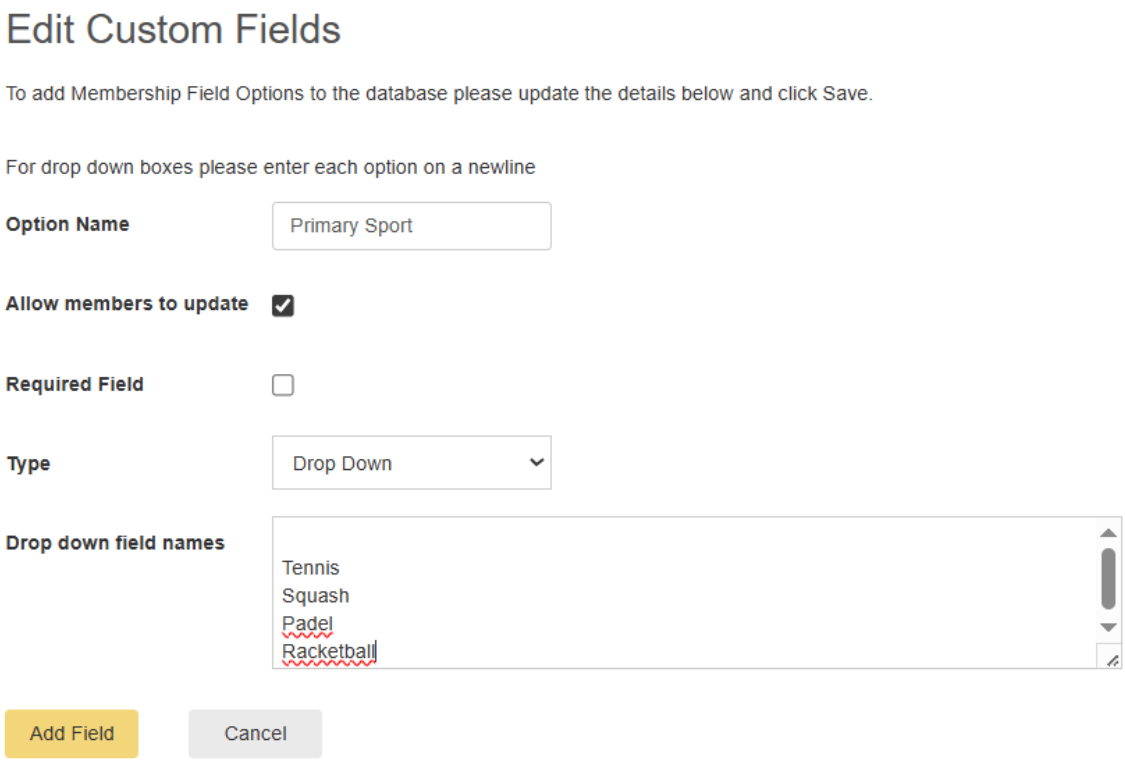



Figure 17 Creating drop down boxes

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’, Squash 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 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 the details just for reference. Then export the FULL database as a CSV file and save this to your local PC. By opening 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**.

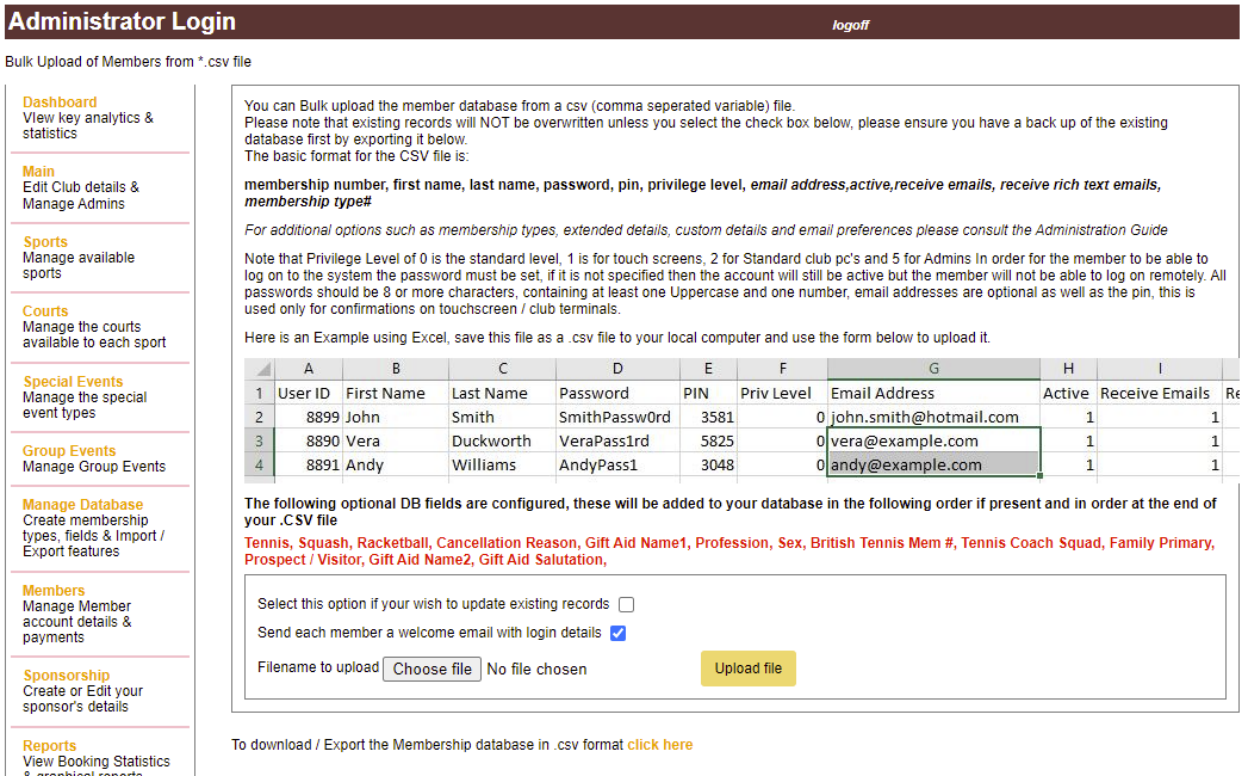



Figure 18 Exporting the Database

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.

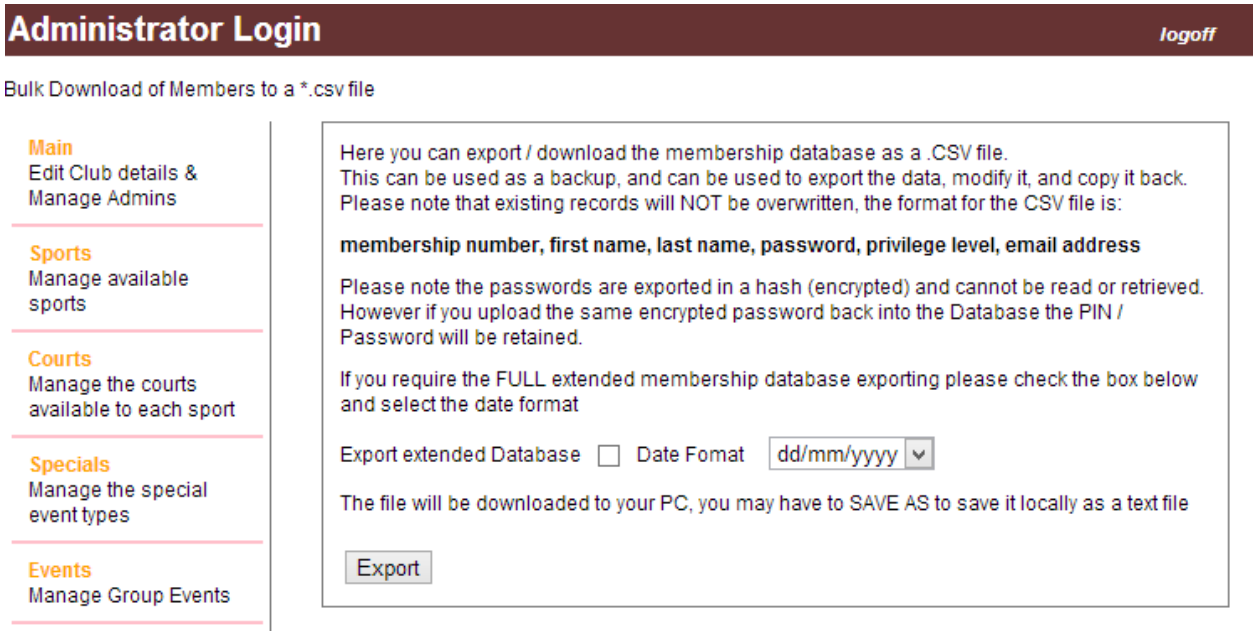



Figure 19 Export Options

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 which 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,PIN,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,da39a3ee5e6b4b0d3255bfef95601890afd80709,1234,0,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,da39a3ee5e6b4b0d3255bfef95601890afd80709,1234,0,m.jones@hotmail.com,1,1,1,1,Mr,"3, Badgers Gardens", Some Place,Somewhere,,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.

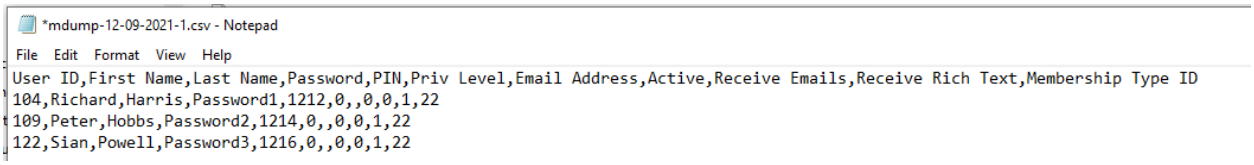
MS Excel is an ideal application for doing this as most existing database structures can export to this format and manipulating data is relatively straight forward.

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

| | A | B | C | D | E | F | G | H | I | J | K | L |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | User ID | First Name | Last Name | Password | PIN | Priv Level | Email Address | Active | Receive Emails | Receive Rich Text | Membership Type ID | |
| 2 | 104 | Richard | Harris | Password1 | 1212 | 0 | | 0 | 0 | 1 | 22 | |
| 3 | 109 | Peter | Hobbs | Password2 | 1214 | 0 | | 0 | 0 | 1 | 22 | |
| 4 | 122 | Sian | Powell | Password3 | 1216 | 0 | | 0 | 0 | 1 | 22 | |
| 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.

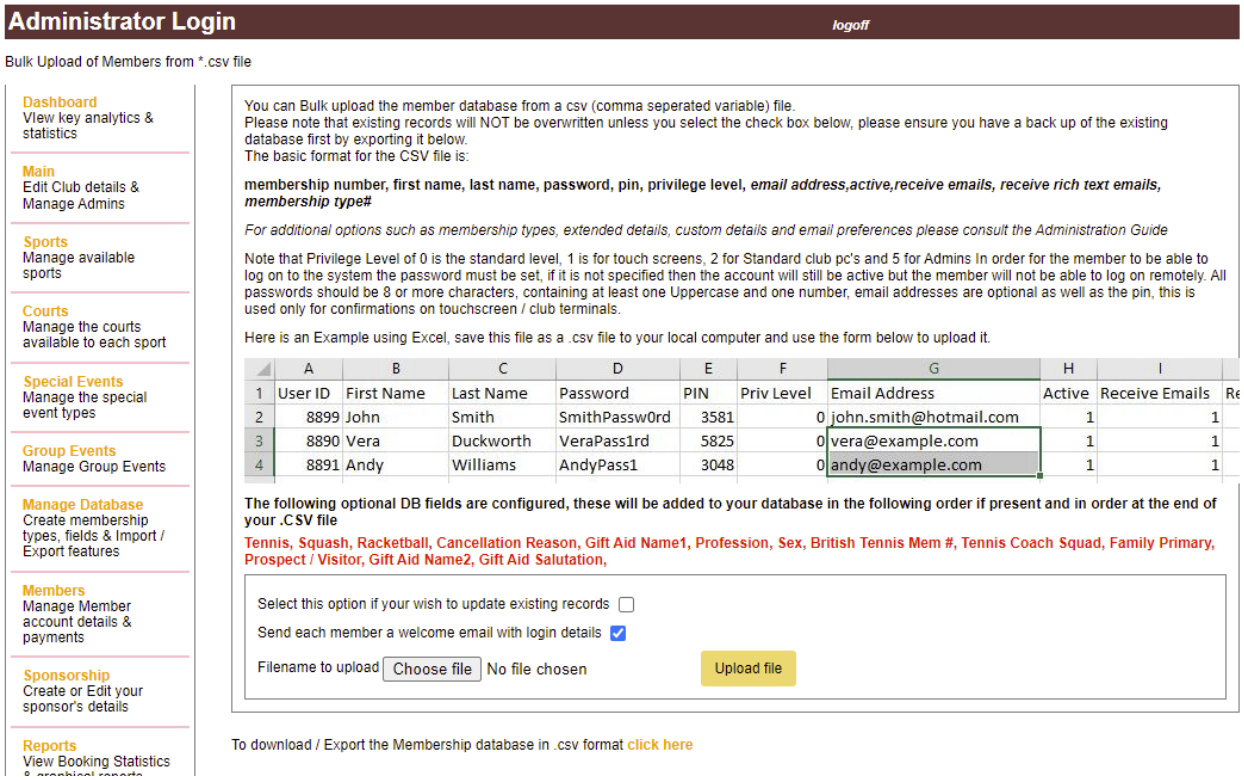



Figure 20 Uploading CSV file to the Database

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 them 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 eBookingOnline we appreciate that this is not an easy task unless you are an expert in databases, Access or Excel. As such eBookingOnline 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://tickets.ebookingonline.net 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.

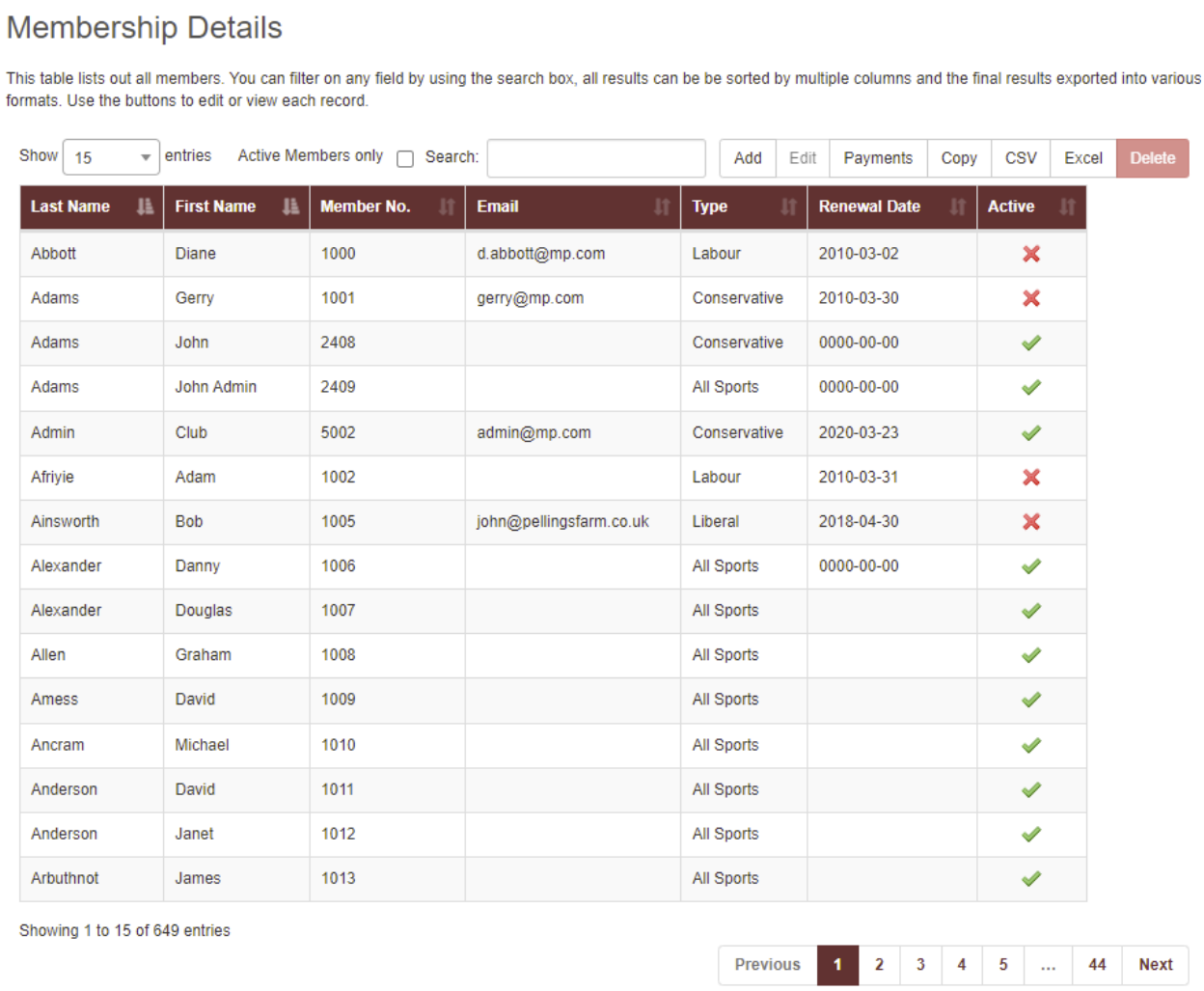



Figure 21 Adding / Editing Individual Members

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 into the SEARCH field, a list of those members matching your search criteria will be displayed.

To edit a member, select the member or double click the member and click on the **Edit** button. This will bring up a dialogue box that enables you to change all the information except the membership number. If you maximise your browser, you should be able to see all 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 Password and PIN by clicking on the **Change Members Password** link.

If you do wish to permanently delete a member, select the member and then click on the **Delete** button. This action cannot be undone.

To add a new individual member click on the **Add** button from the top of the table.

By default, a new member is assigned the next available membership 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 Password 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. If a valid email address is entered the member can also reset their Password by clicking on the ***Forgotten Password*** link of the main login 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 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.

Welcome emails are also sent if a valid email address is given. These emails will contain information on how to access the booking system and the login credentials.

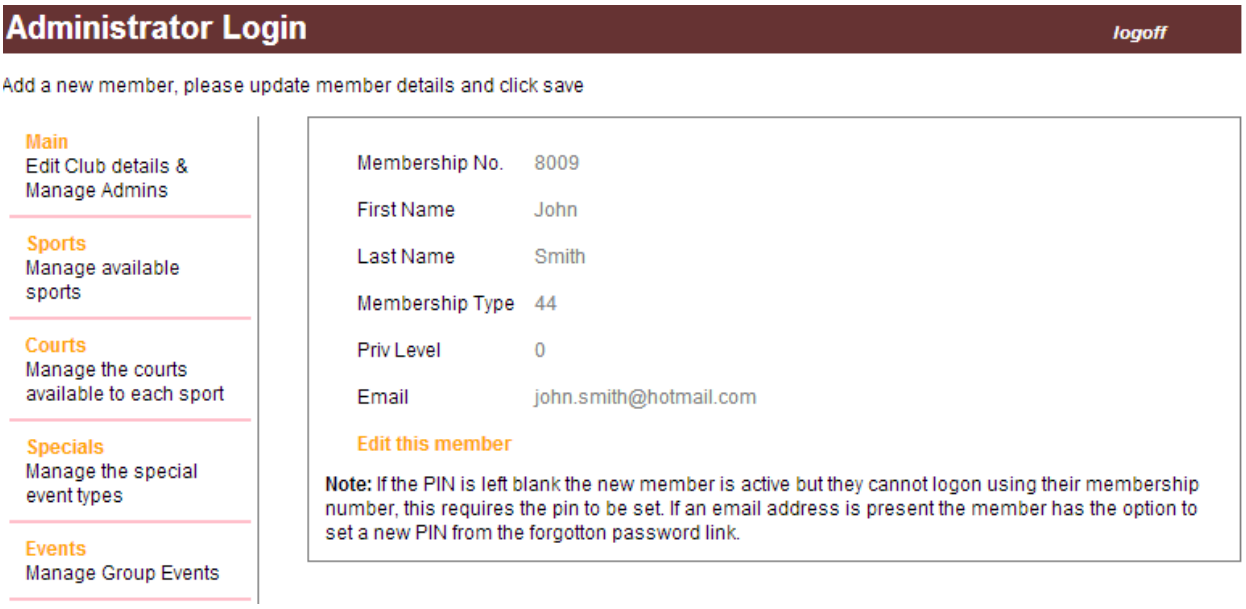



Figure 22 Adding a New Member

## 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** button. This will display all 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.

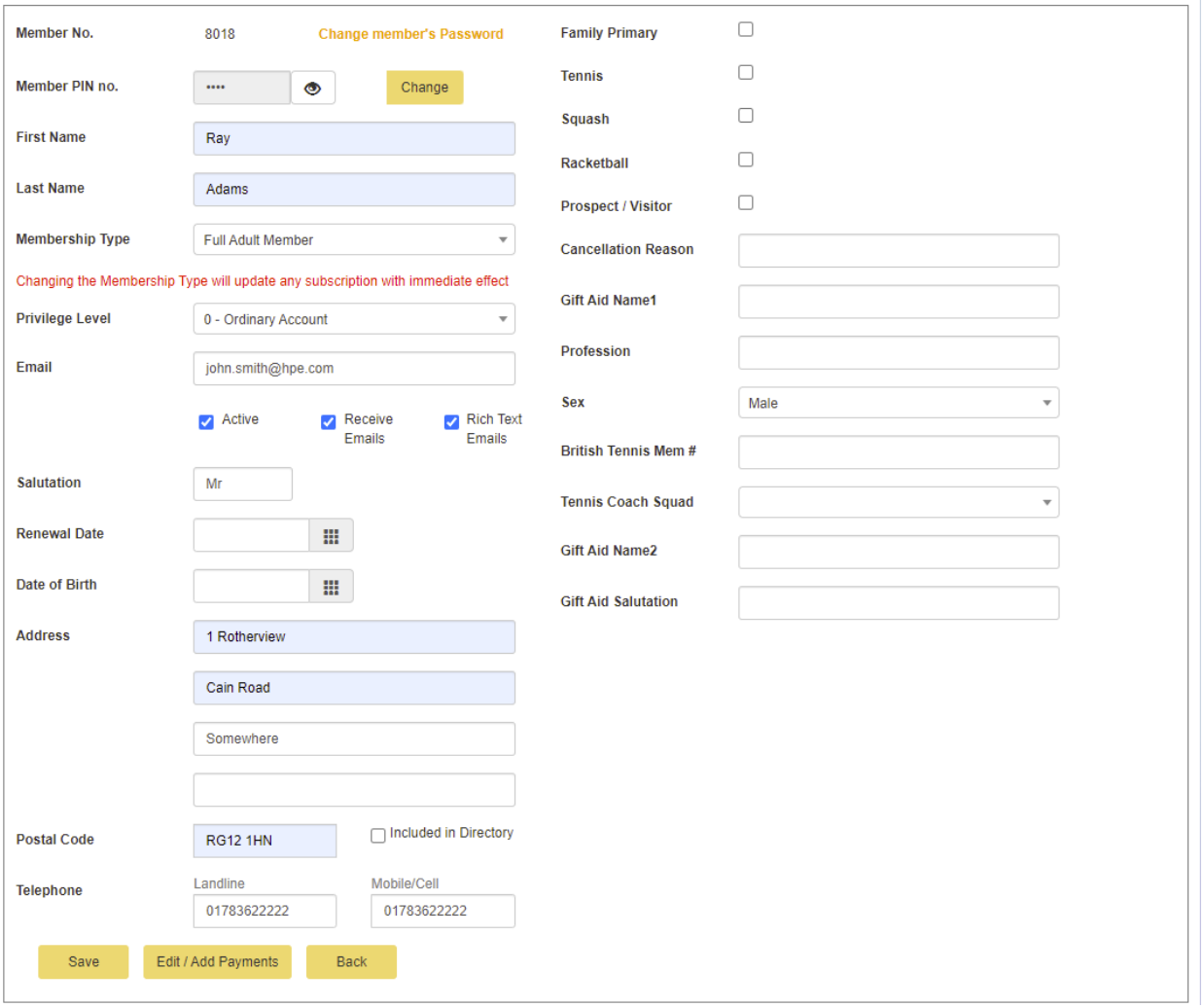



**Figure 23 Editing Individual Members**

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 member 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.

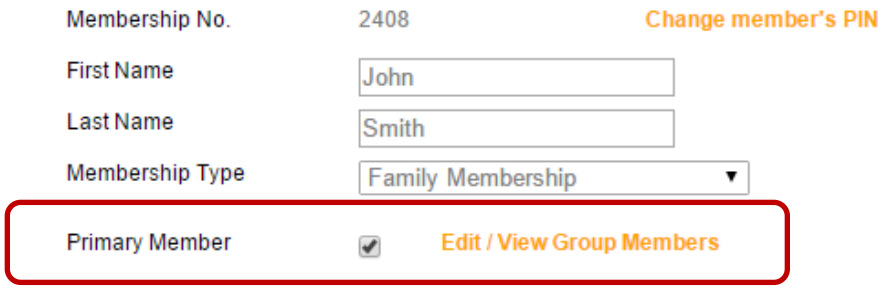



Figure 24 Group Membership Types

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**.

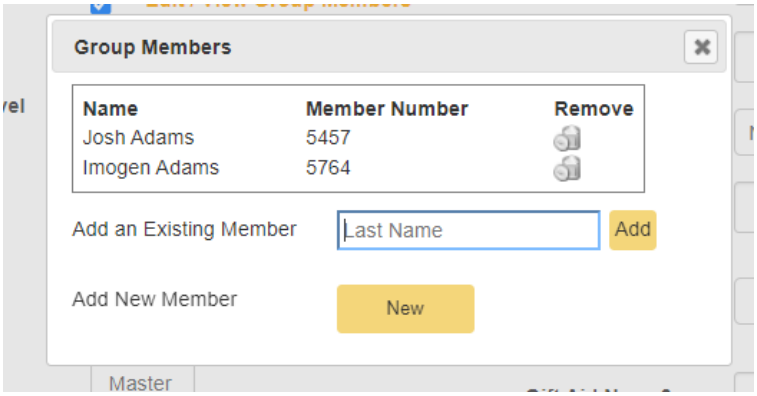



Figure 25 Modifying Group Members

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 defined by the primary account. The sub account also details who the primary member is giving a link to the primary member's details.

If using Stripe to manage Subscription payments, the Membership Type and Primary Member cannot be altered without changing the Subscription. Similarly, if a member has a current Subscription they cannot be added to a group; the subscription must first be cancelled.

# 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.

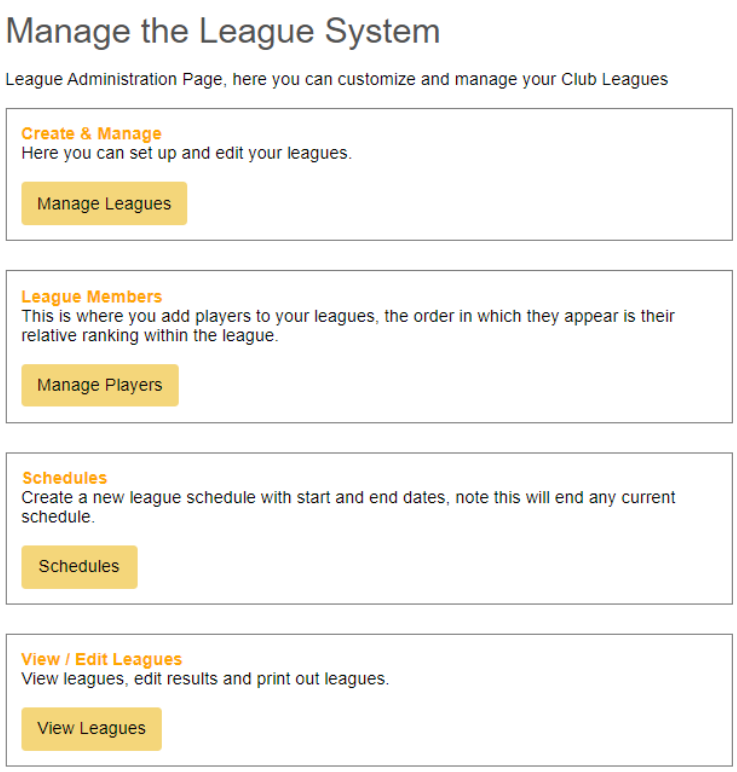



Figure 26 League System Main Menu

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:

| | |
|---|---|
| **League 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. |
| **Points awarded for playing all games** | Should a player play all their league games then these additional points will be added to their current score. |
| **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. |
| **Squash Levels Area** | Should you wish league results to be uploaded to Squash Levels then enable this but selecting the appropriate area of your club. Please note by enabling this feature you automatically agree to share this information with Squash Levels. Individual members can opt in or out of squash levels via the manage account link of the booking system. |

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

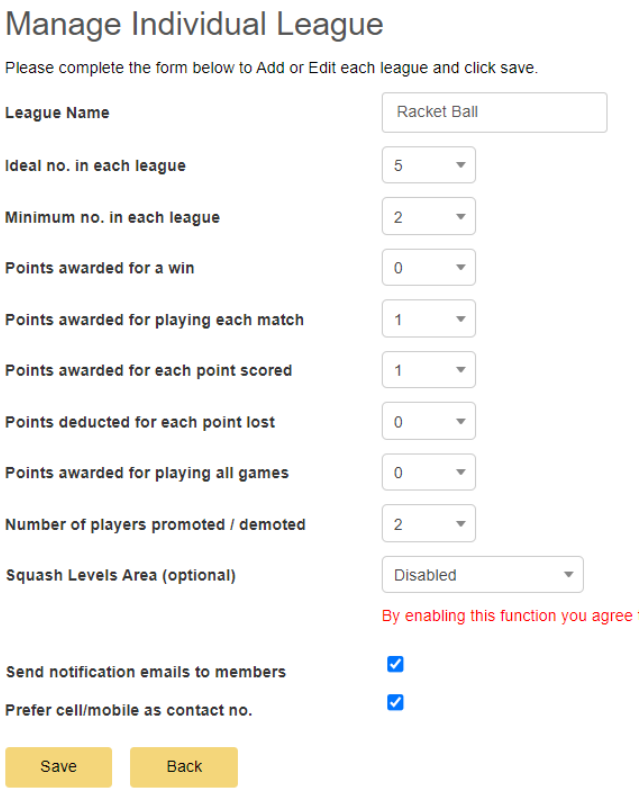



Figure 27 Adding or editing a League Structure

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 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.

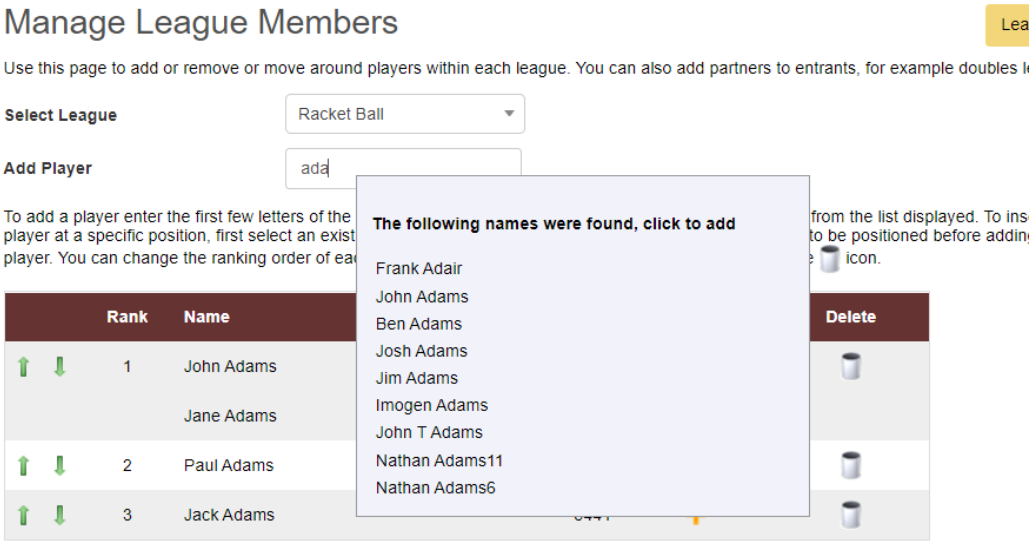


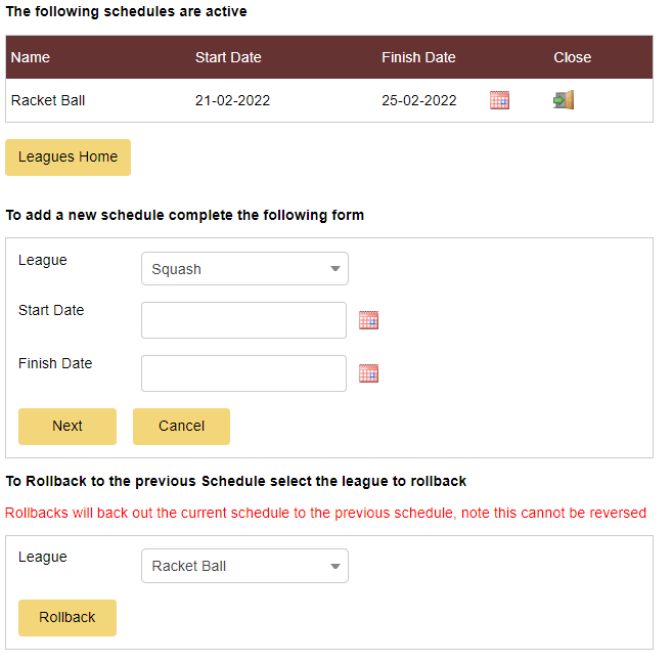

Figure 28 Adding Players to a League

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.

Click **Next** to start the schedule wizard. The next page will show a preview of how the leagues will be created by default based on your settings. These can be adjusted as needed by using the sliders on the righthand side. You can adjust the size of each division or even add and remove divisions, note that the number in each division must add up to the total number of members. Once you're happy just click on **Confirm**.

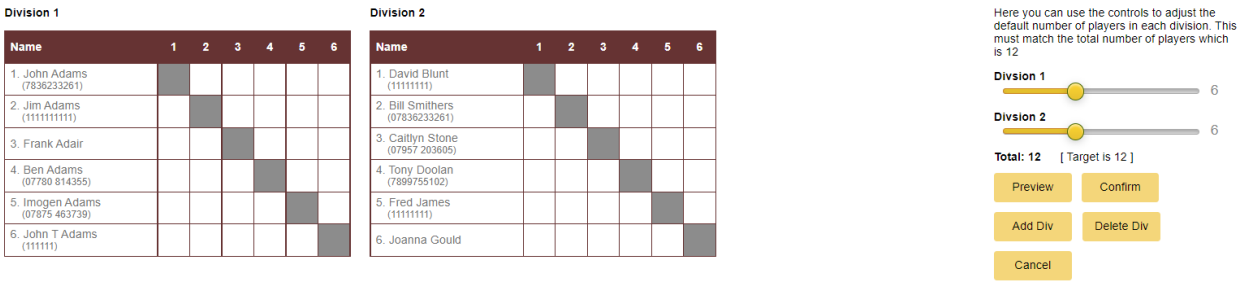



Figure 29 Adjusting the size of each division

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

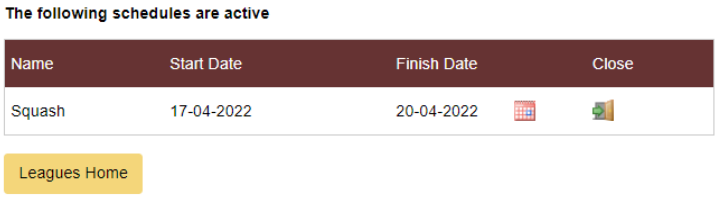



Figure 30 List of active League Schedules

By now clicking on **View Leagues,** from the Leagues Home page, 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.

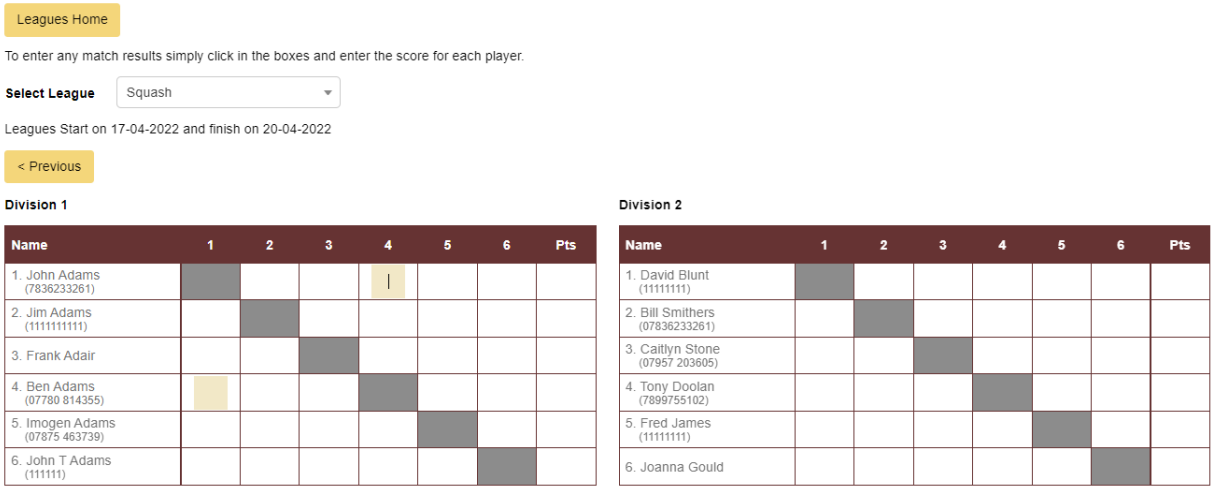



Figure 31 View of Leagues

## Printing Leagues

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.

## 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. You can though rollback the schedule to the previous version.

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.

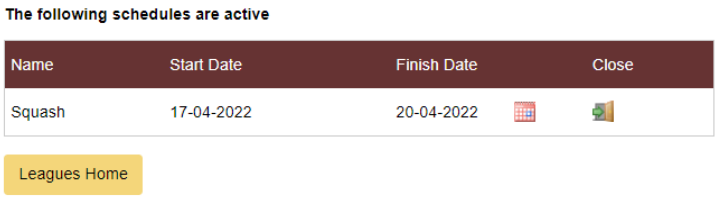



Figure 32 Closing a Schedule

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.

## Rolling Back a Schedule

Should you want to revert to the previous schedule, for instance a mistake was made or alterations need to be made, then it is possible to go to the previous league schedule by selecting the **Rollback** option. Please note that all information for the current schedule will be deleted and cannot be recovered. Once rolled back the schedule can be edited as needed.

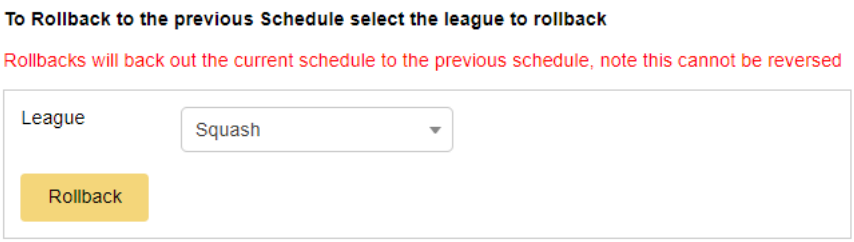



Figure 33 rolling back a schedule

# Using Competitions

To create competitions, from the main menu select Leagues and Competitions and then at the bottom of the page click on Manage Competitions. If this is the first time you will be asked to enable competitions, please select YES to do so.

## Creating a Competition

A list of existing competitions will be displayed in a table. To add a competition, click on the add button.

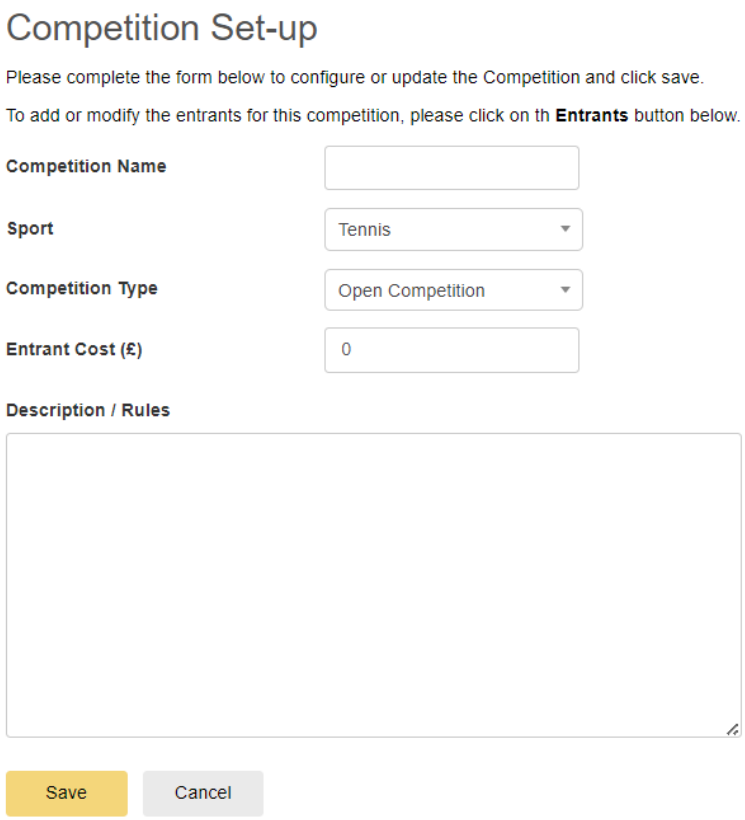



Figure 34 Adding a Competition

First, name your competition and select the sport that this applies to. The Competition Type can be either Open, Closed or Handicapped. At the time of writing these are just labels for future use. It is up to the admin if they want to allow Guests to the competition when adding individuals.

The Cost of the Competition is also just for information. Future versions of this will deduct competition fees from the members digital wallet / account balance.

The Description field is a free text field giving additional information about this competition to entrants.

Once saved your base competition has now been created. You can change the above settings at any time by selecting the competition and clicking on the **edit** button.

When editing the competition, additional fields are now available. This includes any dates assigned to each round of the competition and the status of the competition.

Until the number of entrants is determined, the number of rounds and hence dates cannot be known. Once you have stopped taking entrants and defined each round, then you can enter the dates for each round.

The default status of a competition is **open** meaning that members can join, and admins can add either members or guests to the competition. Members can join a competition either through the desktop site or the mobile webapp. See below for more information on this.

Published means that the competition is now closed to new entrants and that members can pay their matches and enter results for each round.

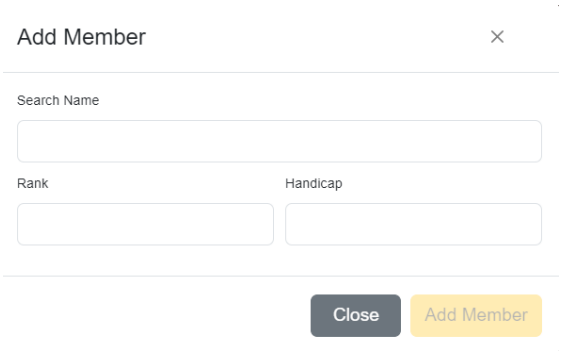
Closed means that the competition is close and no further results can be entered. The competition results can still be viewed.

Archived is the same as closed but the results / competition can no longer be viewed by members.

## Adding Entrants

Entrants can be added by clicking on the entrant's button either when editing the competition or when listing all competitions from the table. Members can add themselves to competitions using the competitions section of the booking system or they can be added by an admin of the booking system.

To add a **member** click on Add Member, a dialogue will be presented:




Typing the first few characters of a name will produce a dropdown list of members to add. Select the member you would like to add. The rank and handicap fields have no relevance and will be used for future

releases of the software. **Click add member** to add the member. You can continue to add more members here, once finished click on close to return to the entrant's page.

Guests can be added in a similar way by clicking on the **Guest** button. The name is a free text field to enter their name.

Once finished the basic two rounds of a competition are displayed with empty slots for each place. Two rounds are shown as they may have to include byes if the number of entrants is not 8, 16, 32 etc., so that by round 3 there should be no byes.

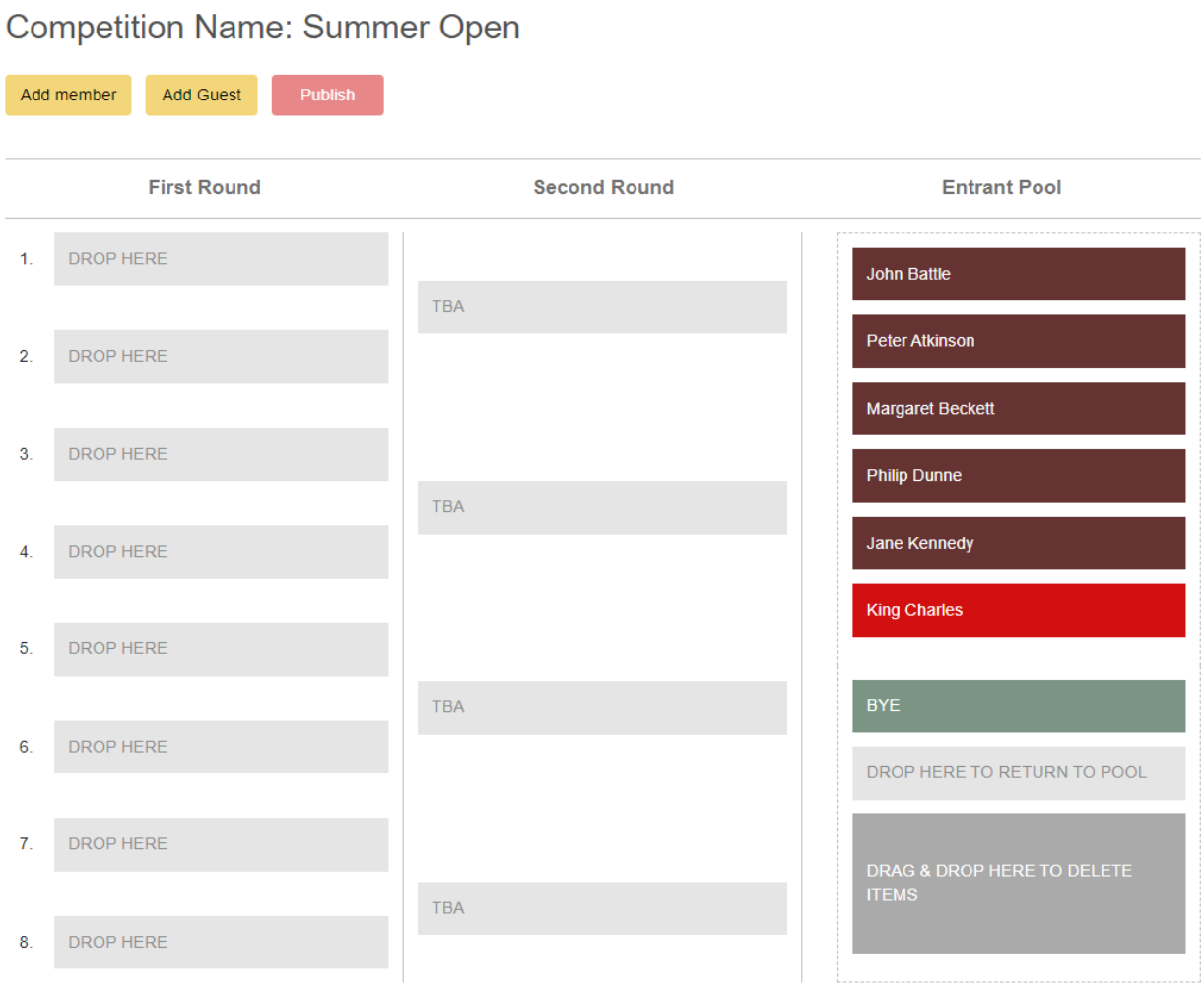



Figure 35 Basic Competition Entrants

## Compiling the Competition

Once you have added the entrants, or entrants have added themselves to the competition, you can now compile the competition. This is very easy to do by dragging and dropping each entrant, guest or bye to the position you want. You can also move entrants back to the POOL by dragging them back to the Return to Pool Box. You can also remove entrants by dragging their name to the DELETE ITEMS box.

Where a bye is selected the opponent will automatically be selected for round 2. Once all positions are filled you will notice that the publish button turns a dark red. If you're happy with how the competition looks clicking this sets the status to published. Entrants are colour coded: members are orange, guests red and bye a light green.

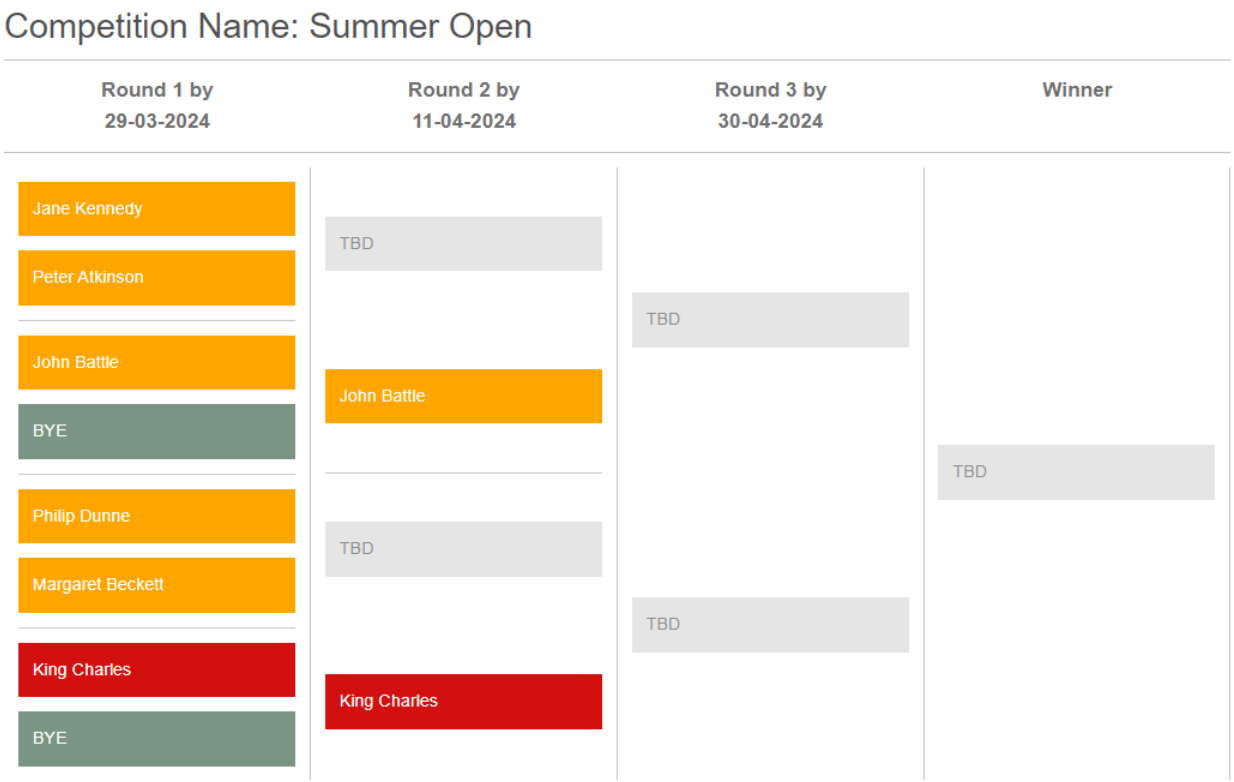



Figure 36 Competition ready to be published

The competition is now published and displayed as a member would see it. At this point, now that the number of rounds is determined, you can go back to edit the competition and add dates to each round. This is optional.

### Entering results

The winner of each round is simply dragged and dropped by either the admin or one of the players in each round to the next stage. Admins can enter all results, but members can only record their own matches. The results can only be changed by an admin or by the winning member by dragging their name back to the previous round.

Once a competition is finished it would be best to set the status to closed and then after a while set old competitions to archived.

## Adding Sponsorship

If you would like to acknowledge any sponsors to your Court Booking System you can do so in two ways. Firstly, you can place you 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.

By clicking on the **Sponsorship** menu of the left-hand side of the screen you will bring up the following screen.

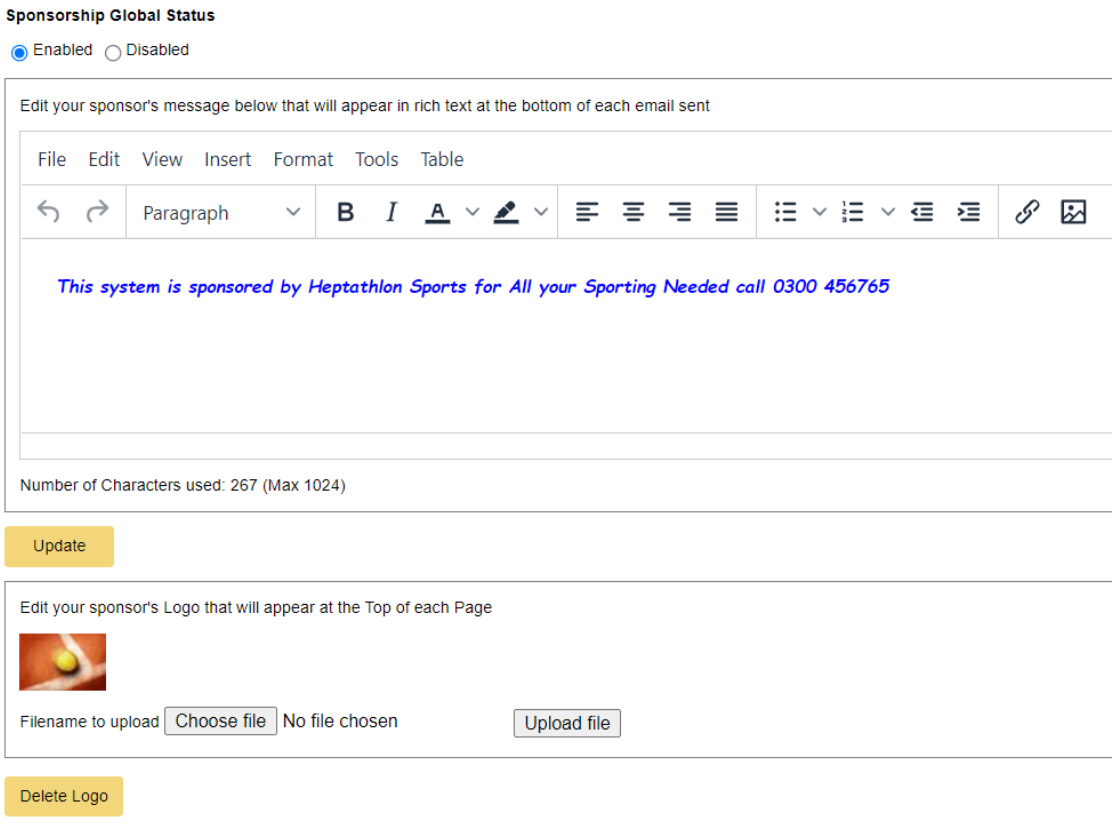



Figure 37 Adding Sponsorship

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.

To change the Status, select enabled or disabled and click on **update**

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 a 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 a thing 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 you image will appear clipped or squashed. The upload size of your image is also limited to a file size of 75k. If you 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 display 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

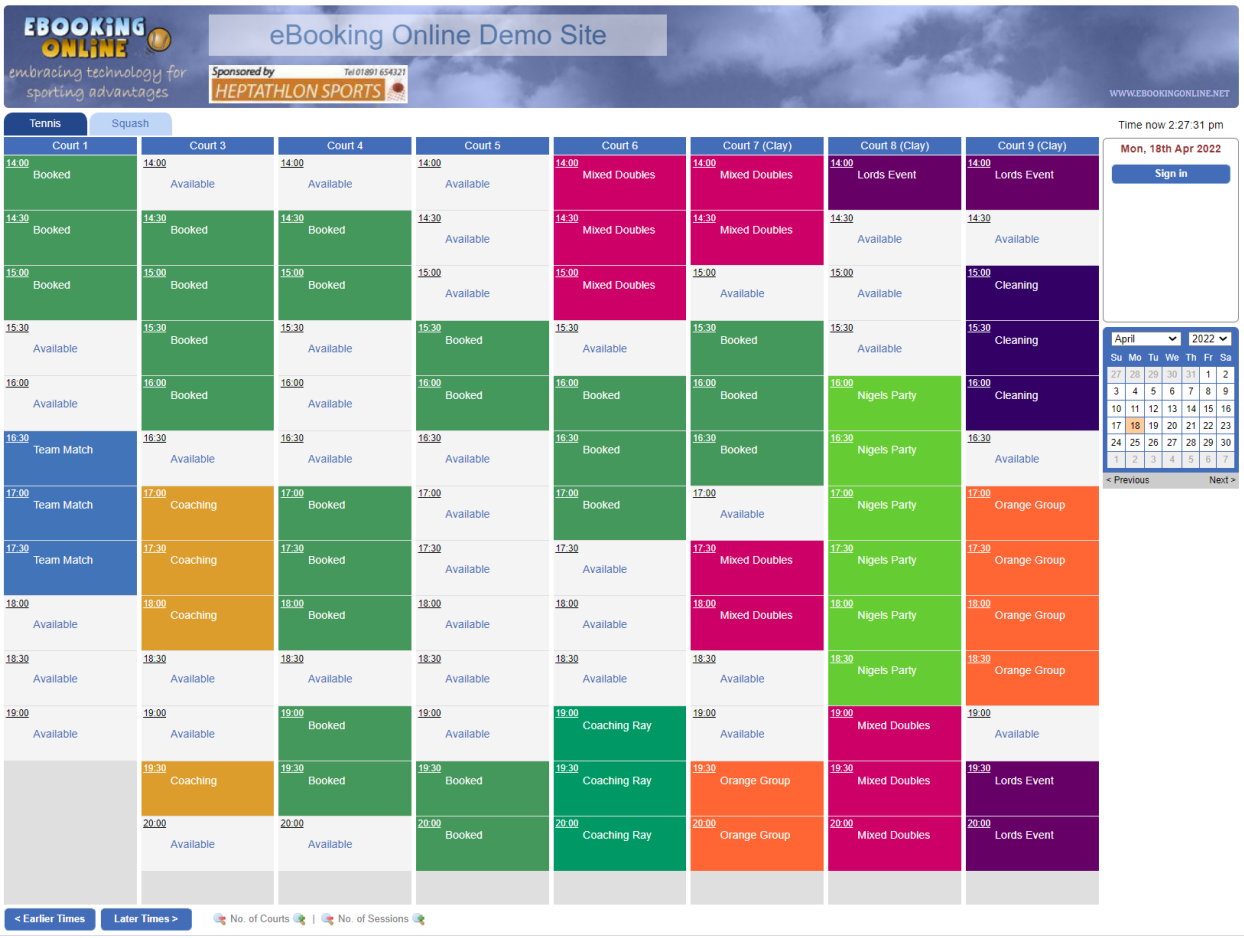



Figure 38 The final Booking Page

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*** | Configured from the **Members** menu |
| ***Club Night events with custom colour*** | Configured from the **Special Events** menu |

# Reports

There are several 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 using the API 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.

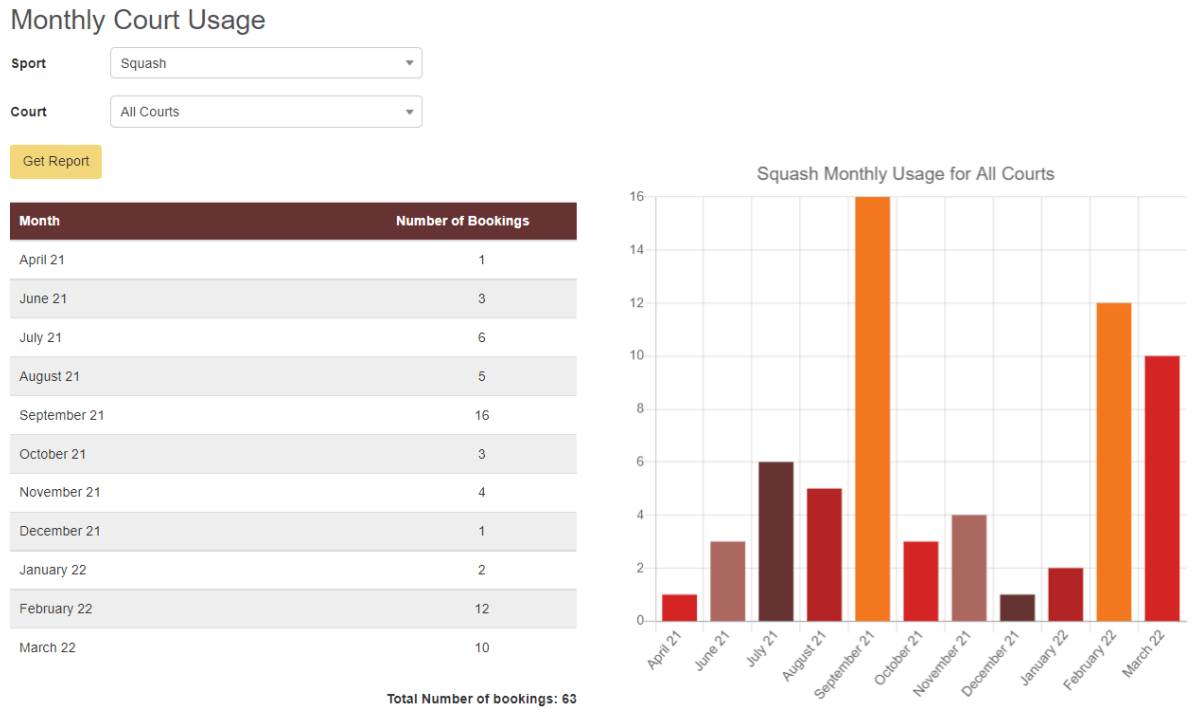



Figure 39 Displaying Reports

## 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 can 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 report's administrator.

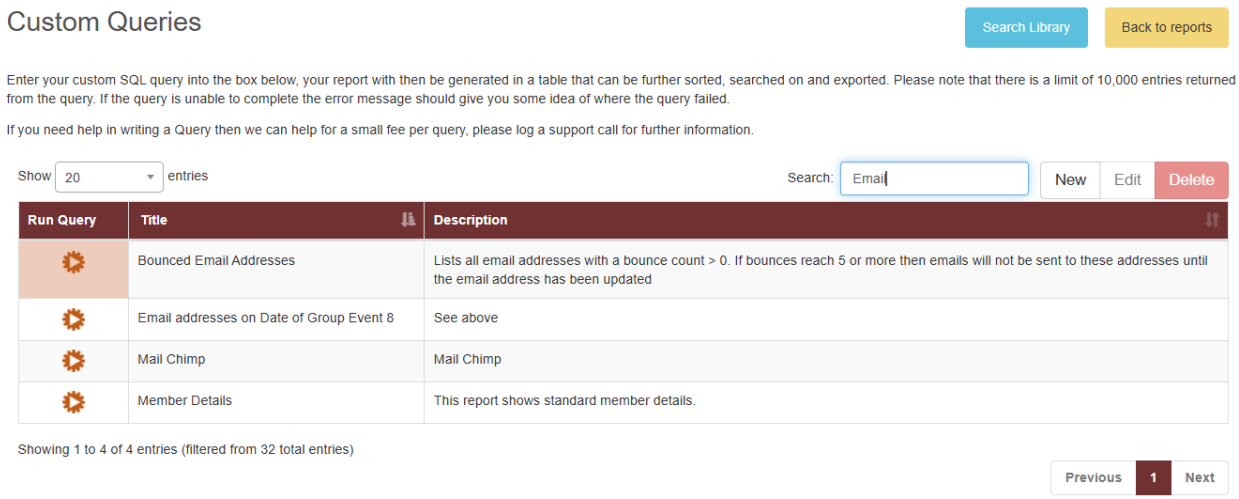



Figure 40 Custom Queries

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.

There are a number of Custom Queries pre-written that can be viewed and run by clicking on the blue "Search Library' button. A similar view is displayed where the report can be run directly, or copied to your own custom reports folder for further editing.

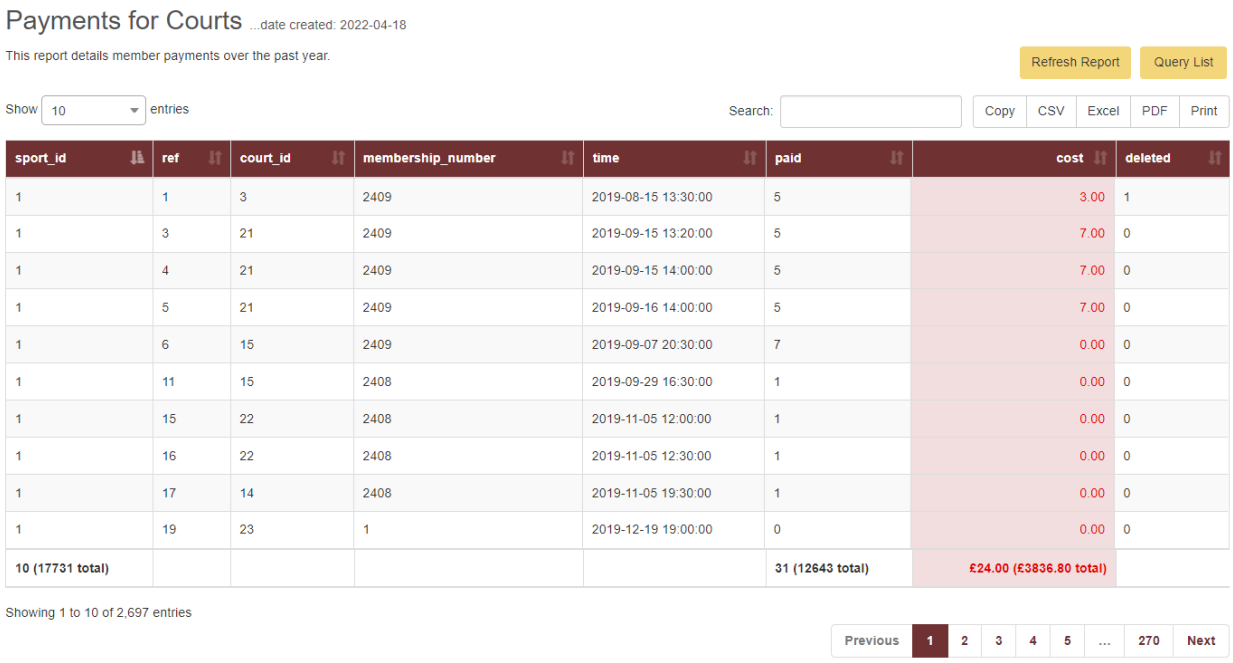



Figure 41 Custom Query Report

## 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.

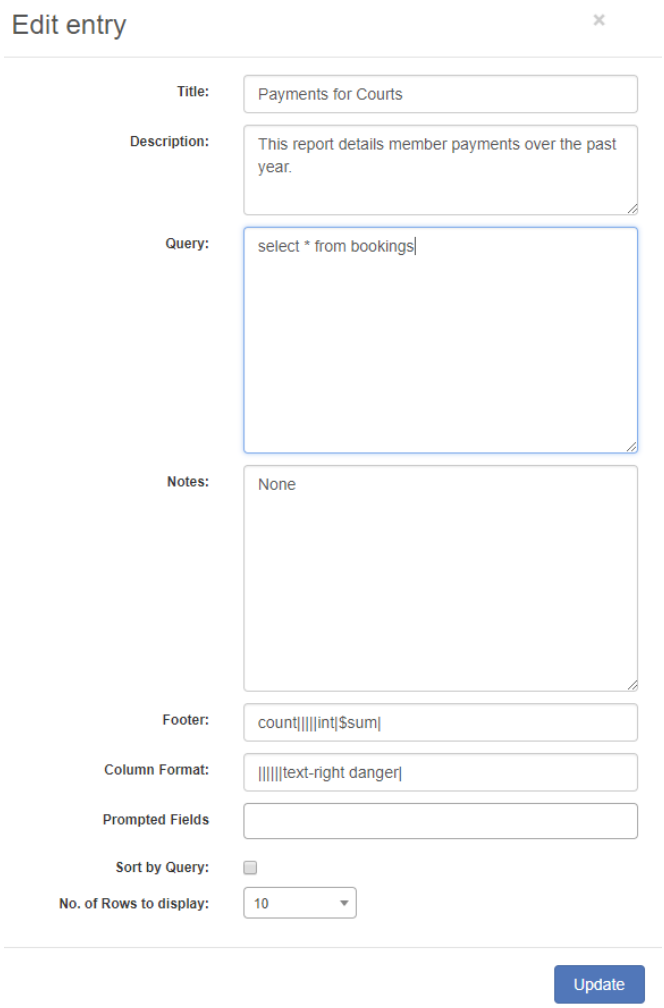



Figure 42 Create or Edit Custom Query

| | |
|---|---|
| **Title** | This is a short description of what the report doers 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 not 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 type 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:<br><br>https://getbootstrap.com/docs/4.0/getting-started/introduction/<br><br>Each columns 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 you 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. |

# Emailing Members

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 the emails that have been sent. Emails can be saved as templates and edited and re-sent later. 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 and 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.

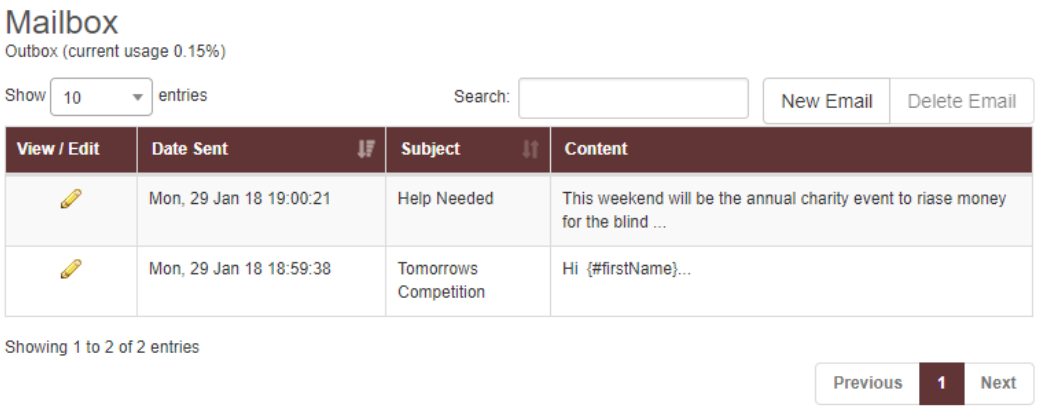



Figure 43 Email Outbox

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

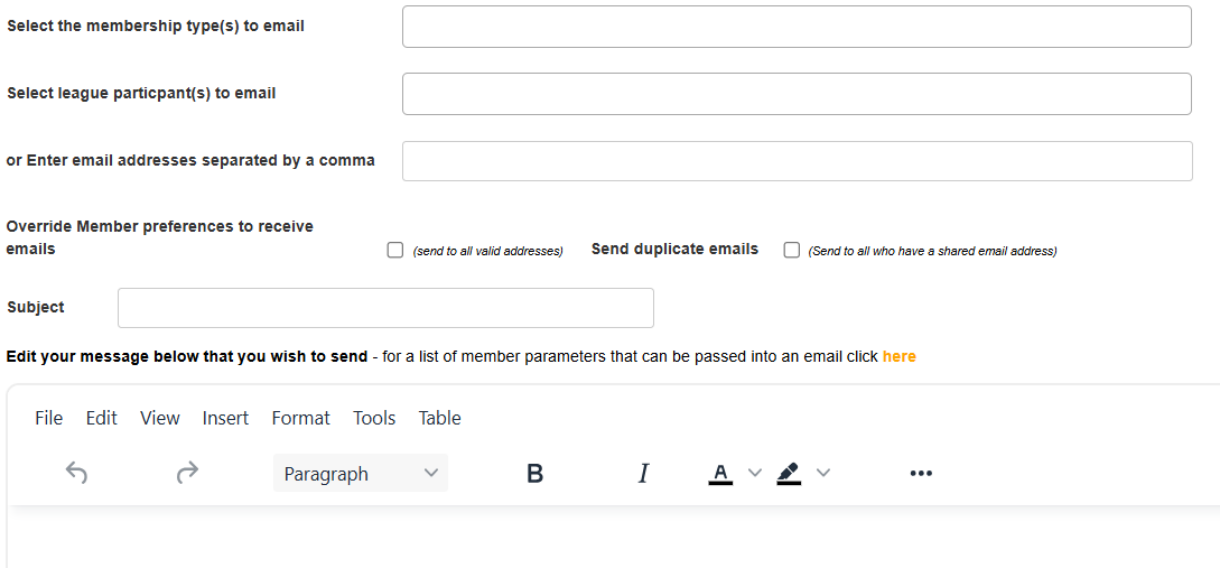



Figure 44 Sending Emails

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.

By default, if the same email address is used by more than one member, only one copy will be sent. If you have specific member information in the message, such as membership number or name, then by checking the **Send Duplicate Emails** checkbox the email will be delivered to each member at the same email address.

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.

## Integrating email with Mail Chimp

To have greater control over mailing lists we have integrated our system with MailChimp. This allows you to create custom mailing lists and allow members to join or leave lists through the eBooking System. Admins can also add members to mailing lists as well. Emails are then sent to your membership through Mail Chimp to the relevant mailing lists.

To complete this integration, you'll need to find or generate your MailChimp API Key. This is obtained from the Mail Chimp dashboard. From Mail Chimp click on the **Account** Icon at the bottom of the menu and then select **Extras** and **API Keys**. Simply follow the instructions to generate a new key and then copy this to the clipboard.

Within the eBooking Admin Panel select **Main** from the left-hand menu, then click on the **Integrate with MailChimp** button.

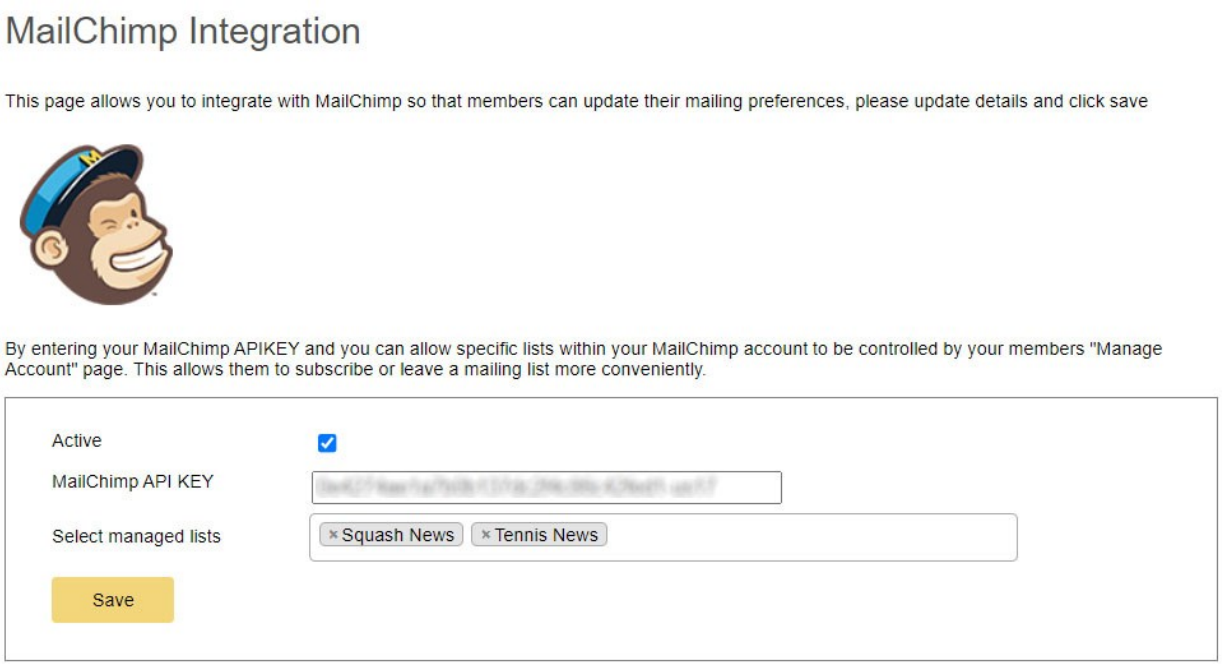



Figure 45 Integrating with MailChimp

Enter or copy your API key into the API KEY field and click **Save**. Once connected to MailChimp click on the Select managed sites list box and a list of your mailing lists will be displayed; this also verifies your API key. Select the mailing lists that you want members to be able to join / leave and click **Save** again. When a member now visits their Manage Account page, they will also be able to manage the mailing lists they belong to.

## SMS Messaging

SMS messages can be sent to members requesting Alerts when courts become available. To use SMS messaging, you must use the SMS provider ClickSend (https://clicksend.com)

Once you have signed up for an account and added some funds to pay for the SMS messages you can start sending messages. SMS is enabled by clicking on **SMS Integration** from the MAIN menu.

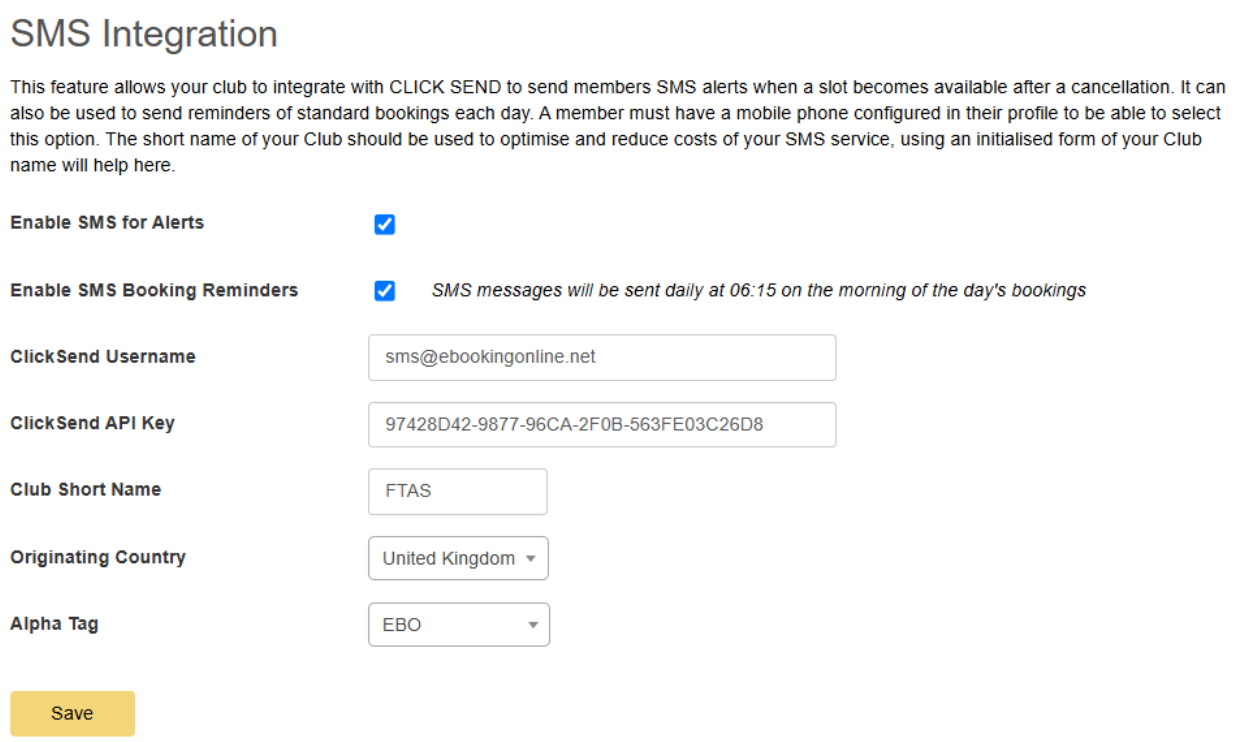



Figure 46 SMS Configuration

To enable SMS messages to be sent to members requesting to be alerting of cancellations, enable the checkbox **Enable SMS for Alerts**. SMS messages will be sent upon any cancellation immediately on the requested day.

To enable SMS messages to be sent to members reminding them of their booking, enable the checkbox **Enable SMS for Booking Reminders**. SMS messages will be at 06:15 local time each day to members who have the following:

- Are part of a standard booking for the current day
- Have a valid mobile/cell number in the database
- Have the personal option set to Opt-in for SMS alerts.

If a booking is part of a series, i.e. two or more slots booked at the same time, then only one SMS will be sent with the court time specified as the first court time in the series.

Enter your **ClickSend Username** used to login to ClickSend. To obtain your API key, open the ClickSend dashboard and navigate to Developers. From there click on API credentials, here you will see your API key.

The Club Short name is used for clubs that have long names. When shortened or abbreviated it will ensure that the SMS message length will fit into a single message reducing costs. In this example FTAS is used as an abbreviation for Fantasy Tennis and Squash Club.

Please enter your country as this is used to send out SMS messages locally to you.

Finally, we would strongly suggest you use the Alpha Tag feature from ClickSend. This will appear as the Sender Name in the SMS and will not have an option to reply to. If not used, then a shared SMS number will be used, which may be confusing for your members. To create Alpha Tags within the ClickSend Dashboard click Sender IDs and then Manage Senders. Then create an Alpha TAG. Once complete this should be visible in the dropdown list in the Admin Panel. Please note these TAGs need to be authorised manually by ClickSend. Once you've received confirmation you can enter the tag in the Admin Panel.

# Changing the Header & Themes

The header and colours (Theme) of each page can be customised to match your on club branding.

## Headers

From the main page of the Admin Panel click on the *'customise header / Theme'* 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 your unique club id. When referencing these images in any html code the full relative path would be for example.... **<img src="../box/custom/a3.jpg" alt="my image"/>** 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 ***HTML 5 compliant*** 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

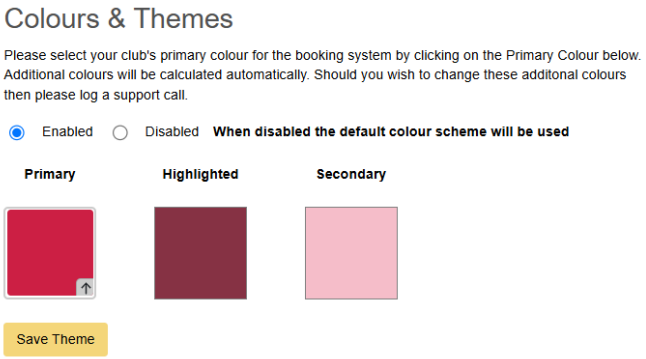
Up to three jpg images can be uploaded.

Each image can be up to 75k is 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.

## Themes




There are 3 main colours associated with each page. They are adjusted by clicking on the Primary Colour, the Highlighted and Secondary colours will automatically be balanced. Once happy with the colours selected, the custom theme is enabled by selecting the Enabled option.

When disabled the default colour scheme will be used.

If you'd like more control over individual colours, please log a support call with the Hex colour codes you would like.

# 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.

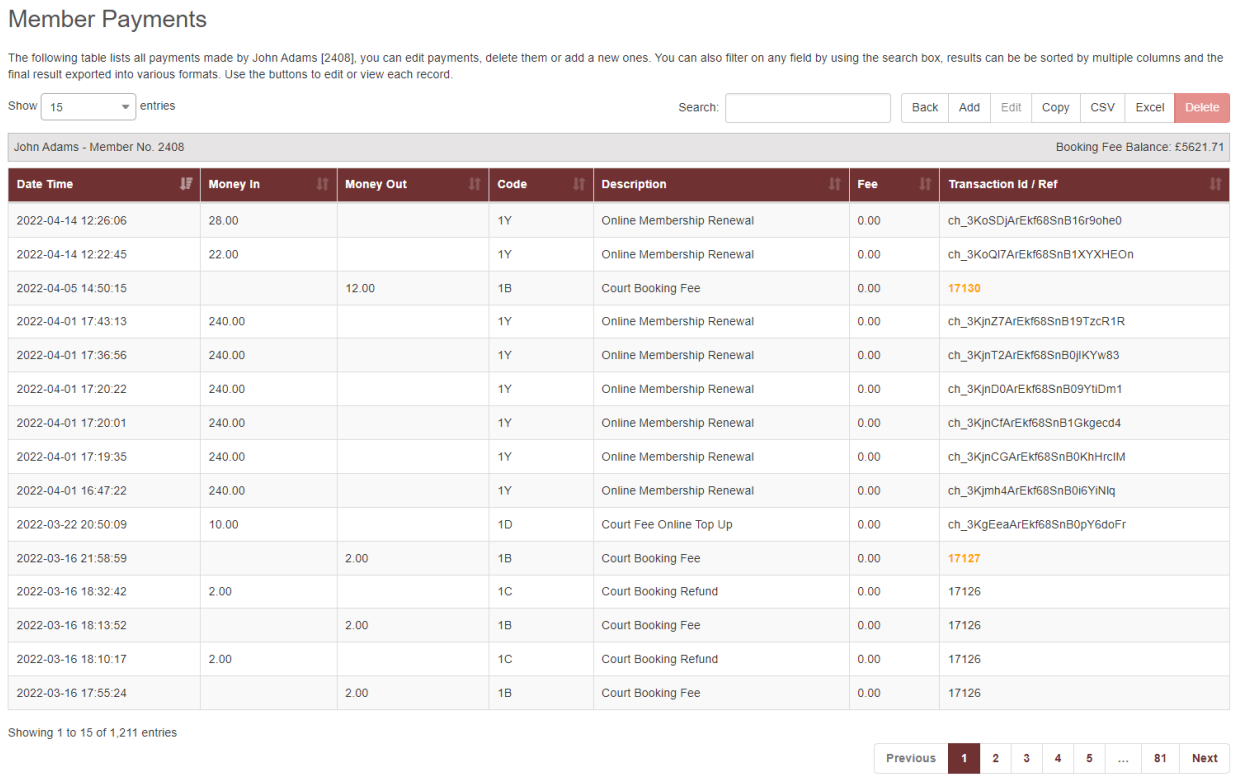



**Figure 47 Member Payments**

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

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 member's 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.

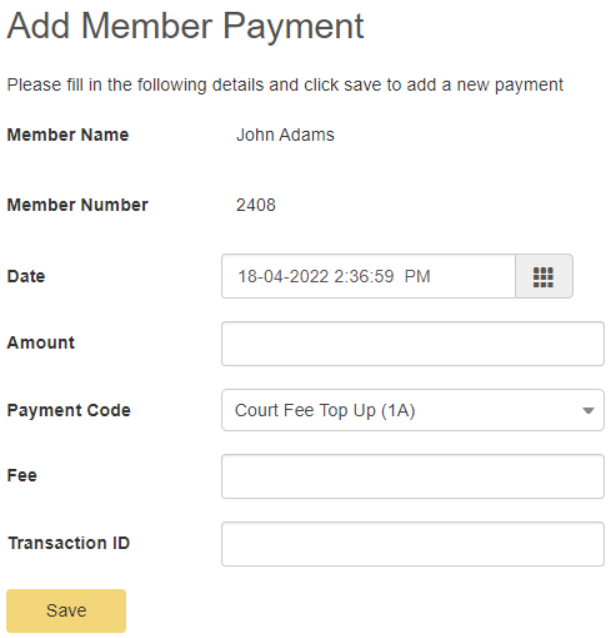



Figure 48 Add Payments

# 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, you can easily allow your members to renew their membership online as well. To enable this feature click on the **Main** option from the lefthand menu and then click on the **Membership Renewals** Button.

At eBookingOnline.net we support the following merchants:

- World Pay (deprecated)
- 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 your online merchant to make their payment securely, this payment is then credited directly to your merchant account and recorded in the ledger system and the membership renewal date updated appropriately.

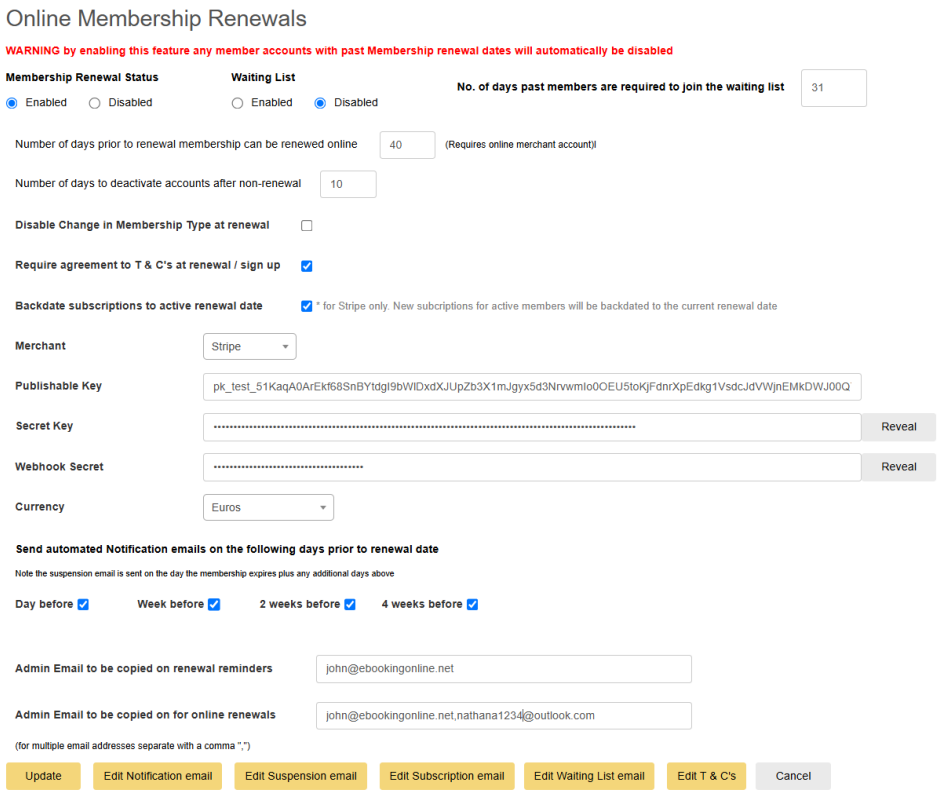



**Figure 49 Membership Renewals**

**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 your Merchants payment system to make payments directly to your organisation.

If you have a grace period after the membership expires, this 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.

You can also add custom Terms and Conditions of membership. These terms are displayed when signing up or renewing membership for the first time. The terms are configured by selecting the **Edit T & C's** button at the bottom of the page. You can also check the box **Require agreement to T & C's at renewal / sign up** to display a required field that the member must check to agree to the T& C's before being accepted.

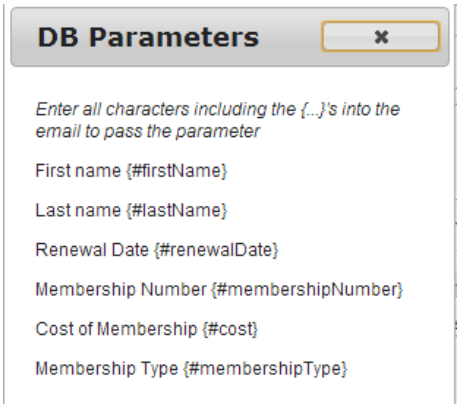
For online payments add the Merchant Account information, this will vary depending on the merchant selected, your local currency you want to receive payments in and if using a merchant's test system, check the appropriate checkbox or enter Test API Keys.

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 three email templates that you will need to create, one to warm members that the membership is to be renewed, the second to advise them that their account is now suspended and finally, if using Stripe, an email to inform members that an upcoming payment will be made automatically on the renewal date. To edit these templates, click on the Edit notification, Suspension email or Edit Subscription 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:




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

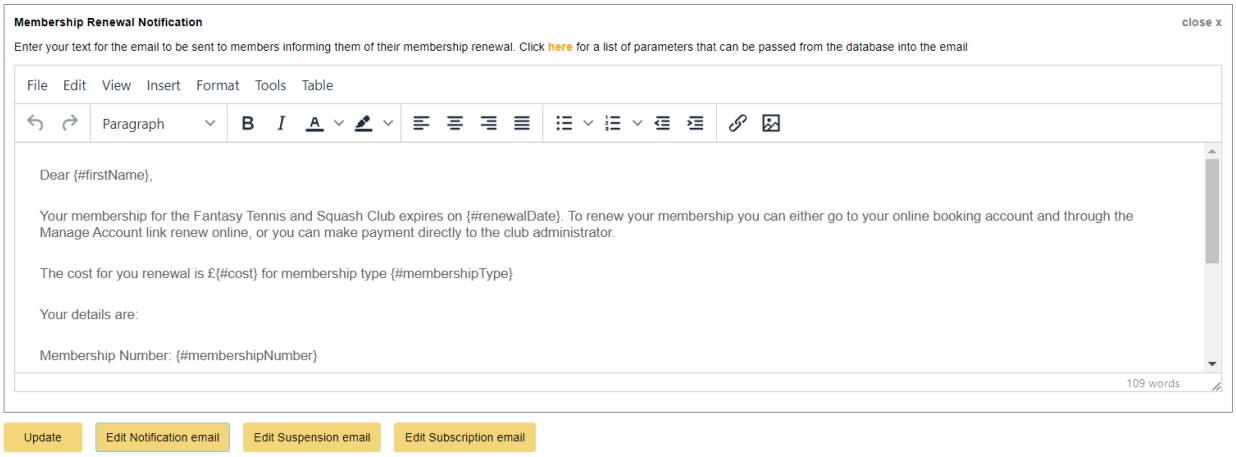



Figure 50 Notification email templates

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

## Allow new Members to sign up with automatic payment

If you have enabled both Membership Renewals with an online merchant AND the **New Member** sign up option (see Figure 3 Modifying Basic Club Settings) then payment will be collected when a New Member signs-up. After filling the New Member form, they will be asked to make the appropriate payment for their new membership. This membership will then be automatically approved and enabled.

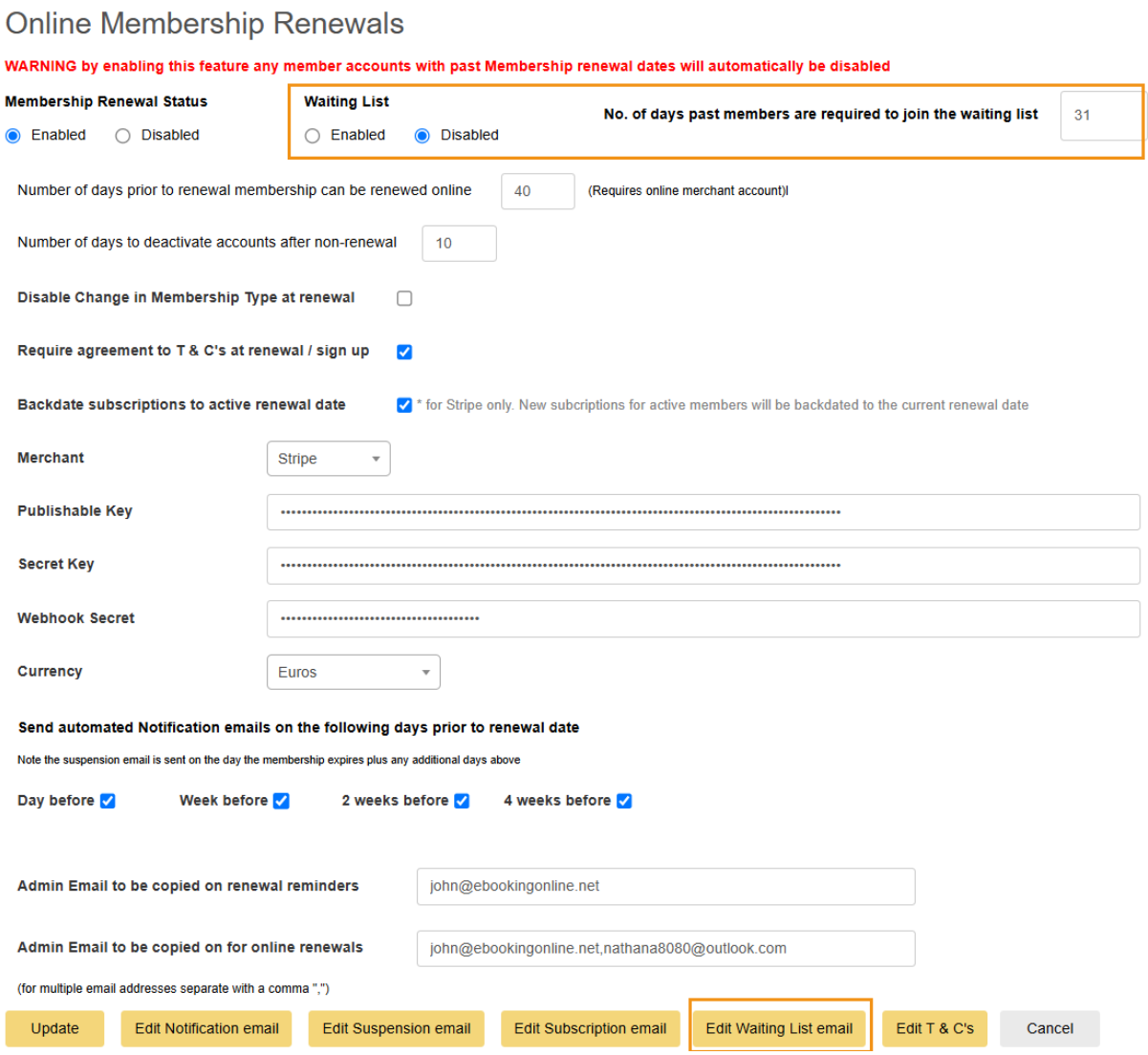
# The Waiting List

As part of the membership renewal process and online sign up to become a member of your club, it is also possible to incorporate a Waiting List feature.

The waiting list is enabled through the Membership Renewals page, accessed from the Main Page of the Admin Panel.

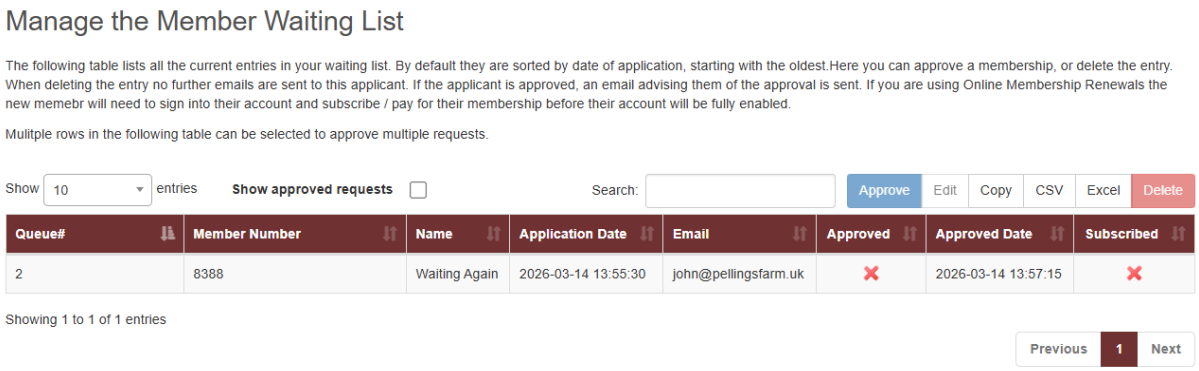
To enable this feature:

- Select / Enable the waiting list
- Edit the Waiting List email template
- Set the No of days past members are required to re-join using the waiting list
-



The email template will default to a standard template which can be customised or replaced. The same database fields are available to be inserted into this template with the addition of the {#password} field. It is recommended that the email template includes instructions on how to login to the booking system, along with their membership number and password. It is not possible to retrieve passwords once this email is sent; other than performing a password recovery.

Once the waiting list feature is enabled and new Waiting List button will appear at the bottom of the MAIN page. Selecting this will display a table of waiting list entries, ordered by oldest first.




**Options available are:**

**Approve** – Approve all selected entries. This transitions the members into an approved state enabling them to sign into their account to subscribe as a member. It is at this point that the email template is sent out. ***Multiple Rows can be selected to Approve multiple entries***

**Edit** – Navigates to the Edit Member Page.

**Copy, CSV, Excel** – Used for exporting table data

**Delete** – Deletes the entry and deletes all member data from the database.

Useful fields show when the application was made and when it was approved, along with status' for approved and subscribed. With the use of the "Show approved requests" check box this allows an administrator to see how many entries are in the queue, those that have been approved but not yet subscribed and those that have subscribed.

When a member from a Group Membership Application joins the waiting list only the primary member is notified and shown in the waiting list table. However, when the primary member is selected for Approval any group members are also shown.

## Approve New Member

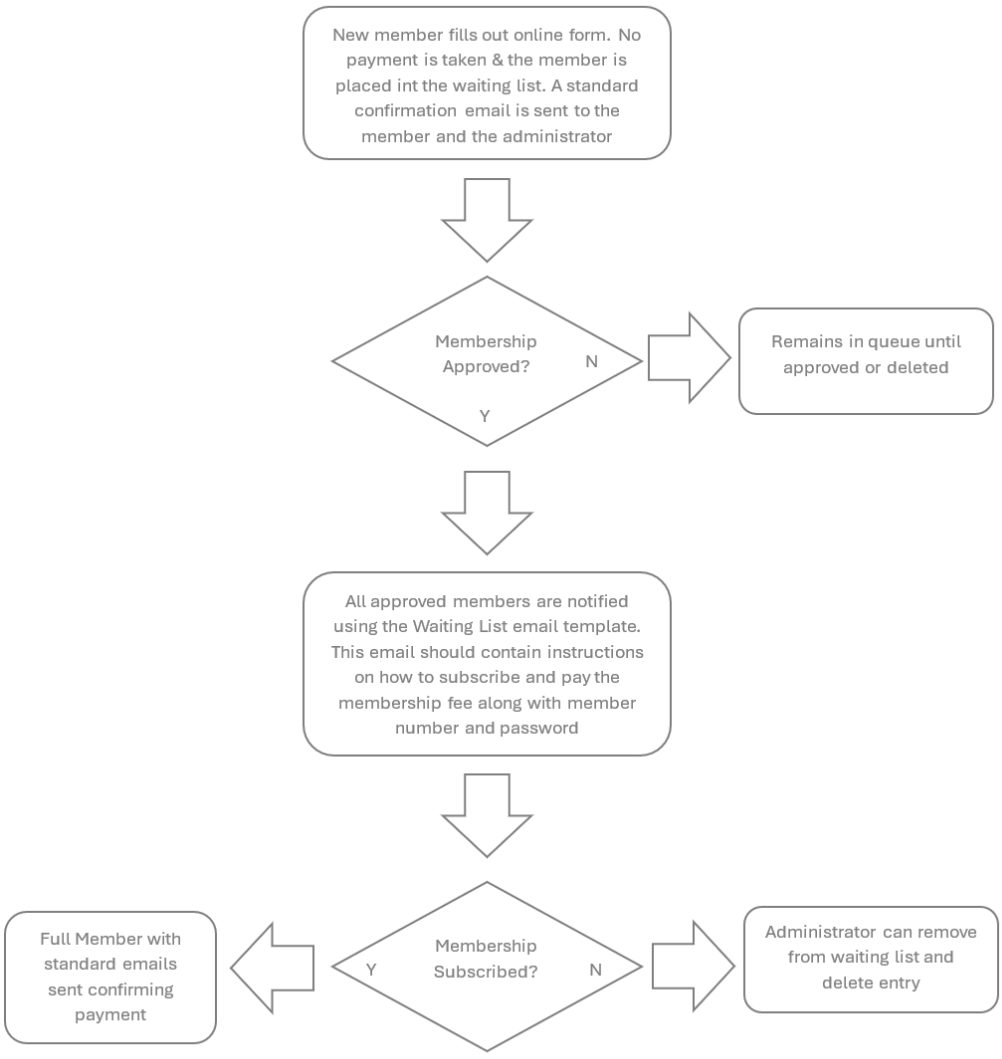
To approve the table of members below, along with any group members, click on the Approve button. Members will then be notified by email of their approv
provide login details. They will be required to change their temporary password when first signing in.

If you are using Online Payments to collect membership fees, the member will need to go to the Manage Account section of their new account to subscribe

| Member # | Name | Email Address | Membership Type | Date of Application |
|---|---|---|---|---|
| 8388 | Waiting Again | john@pellingsfarm.uk | 3 Stripe | 14-03-2026 13:55 |

Approve Cancel

## Flow of Membership Application when using the Waiting List Feature



# Using Stripe for membership renewals or Payments

## 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.

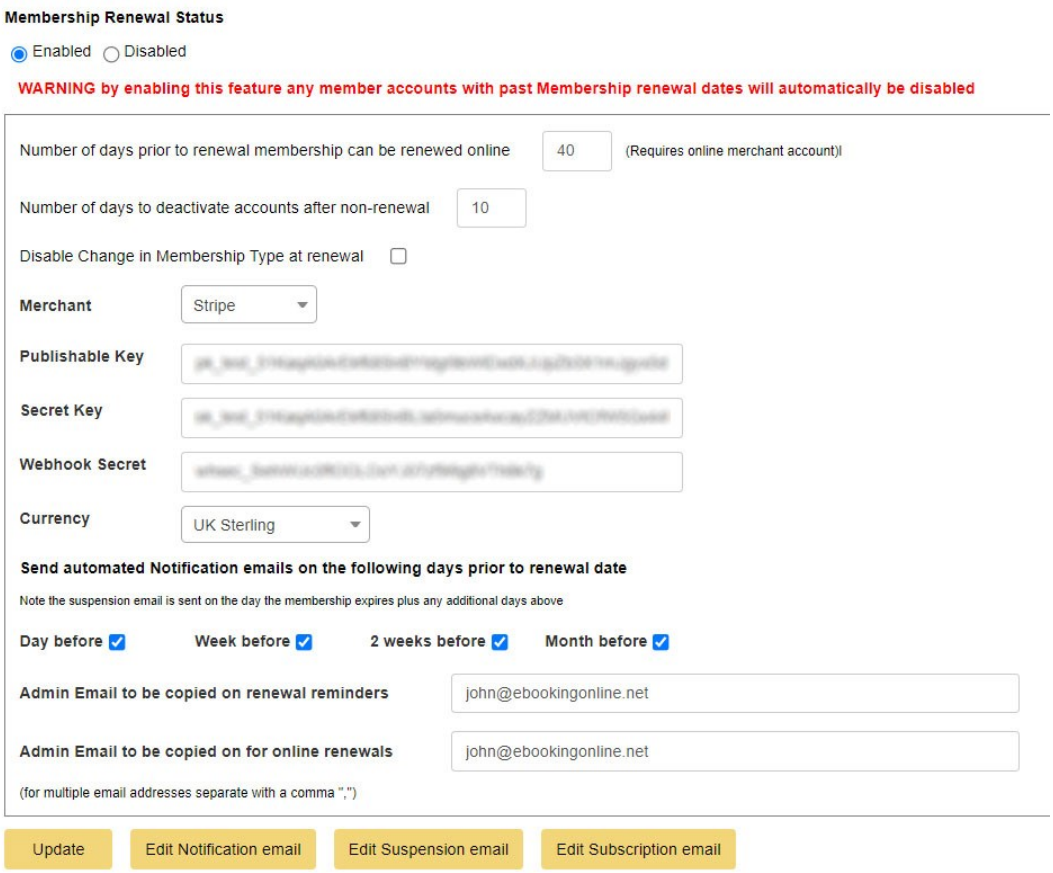
Our system does not store or transmit any credit card data; it uses the Stripe Checkout facility which will minimise your requirements for PCI compliance. You will though have to complete a basic declaration with Stripe to cover basic PCI compliance.

## 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:

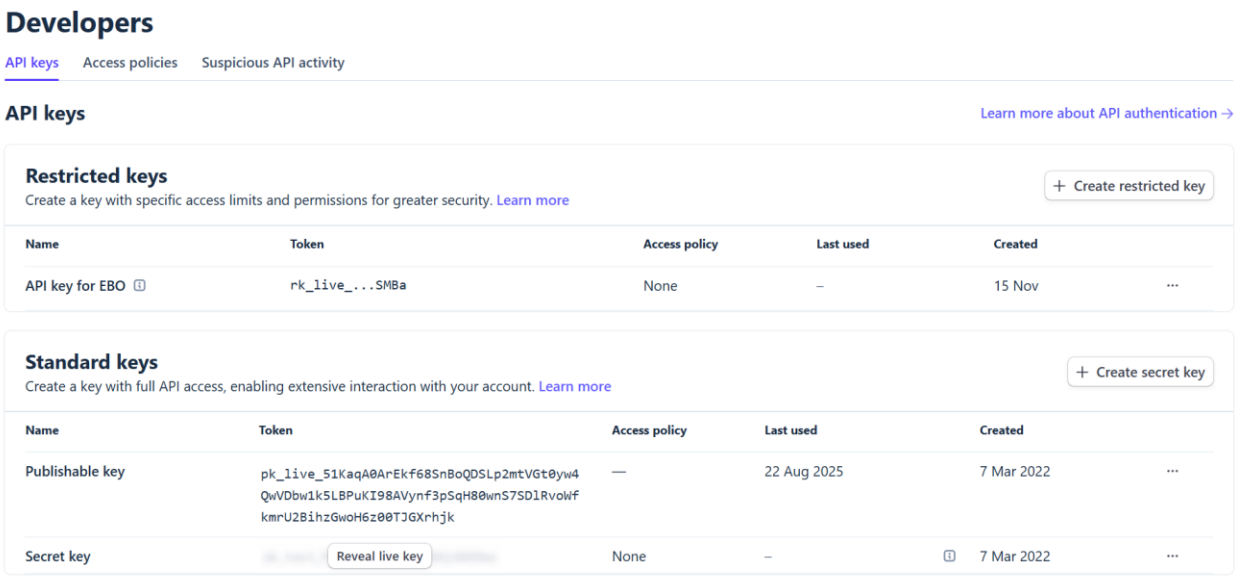
- Publishable Key
- Secret Key
- Webhook Secret




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 DEVLEOPERS link on the bottom left-hand section of the dashboard and click on API Keys
2. The Publishable key should be visible, simple copy and paste this into the ADMIN PANEL as the Publishable Key
3. In the latest version of Stripe the SECRET KEY is only available during creation. To create the SECRET KEY click on the "+ Create Restricted key" button. In the following dialogue:
    a. Select "Providing this key to a third party application" and Continue
    b. Enter a name such as ebookingonline.net and our web address https://ebookingonline.net, do Not check the box for customise permissions for this key and click on "Create restricted key"
    c. At this point you may be asked to confirm your identity through email verification and/or multi-factor authentication. Please follow the steps to authenticate yourself.
    d. Your Restricted key is now created, make a note of this key.
4. Enter the key from step 3d into the SECRET key field in the Admin Panel.




5. To obtain the webhook key click on the Developer link (bottom left-hand corner and then select "Webhooks" from the menu.
    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. Enter a description for you to recognise this as the EBO webhook
    d. Click SELECT EVENTS and enter the following events:
        i. customer.deleted
        ii. customer.subscription.deleted
        iii. customer.subscription.created
        iv. customer.subscription.updated
        v. invoice.payment.succeeded
        vi. invoice.payment_failed
        vii. charge.succeeded
        viii. charge.updated
        ix. refund.created
        x. refund.updated
        xi. refund.failed
    e. Click on "Add Events" and then "Add Webhook"
    f. Click on the Webhook that you have just created an towards the top of the screen there should be a REVEAL link to reveal the SIGNING SECRET, click on this and copy in the ADMIN PANEL as the Webhook Secret
6. Finally SAVE the information on the ADMIN PANEL for membership renewal.

## Keeping your Keys Safe

It is very important to keep the secret key safe. This key can be used to make refunds and charges. When stored in the Admin Panel, it is fully encrypted and should only be visible to administrators of the Admin Panel who require access to the Membership or Billing sections.

Along with Stripe's guidelines, the secret key should be rotated on a regular basis, or when there is a change in administration. The key can be safely rotated, as both the new and old keys remain valid for a short while, giving you the opportunity to update the admin panel with the new key.

To rotate the key:

a. Click on the Developers Link in the bottom left-hand corner and select API KEYS
b. Select the 3 Dots to the right of the Restricted Key created for eBookingOnline and select Rotate Key
c. Select an expiration date for the Old Key, a period you are comfortable with that the Admin Panel can be updated by.
d. Click Rotate key.
e. You new and old keys will be visible, along with the expiration date of the old key.
f. Copy your new key to the clipboard by clicking on it.
g. Edit the Membership Renewal page in the EBO Admin Panel and update the secret key with your new key. (This must ben done before the expiration of the old key – failure to do so will result in payment failures)

*If you use the same key for Billing / Adding Credit to member accounts for court fees, you must also update the Billing secret key with the same new key.*

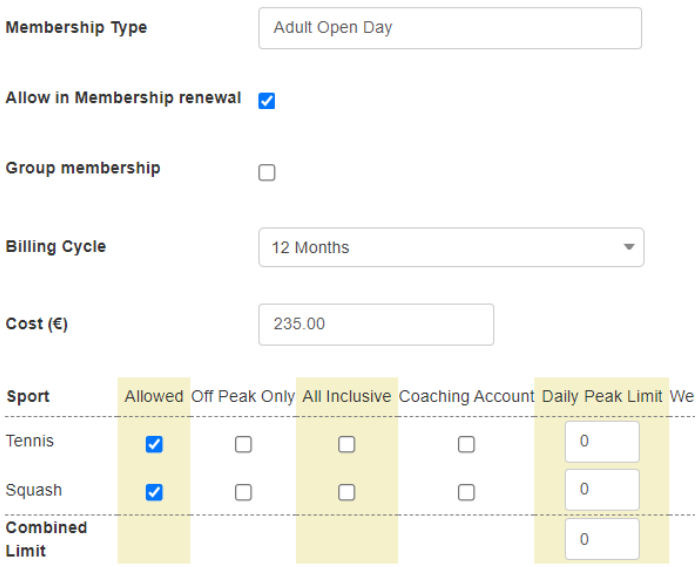
### Online Membership Renewals

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

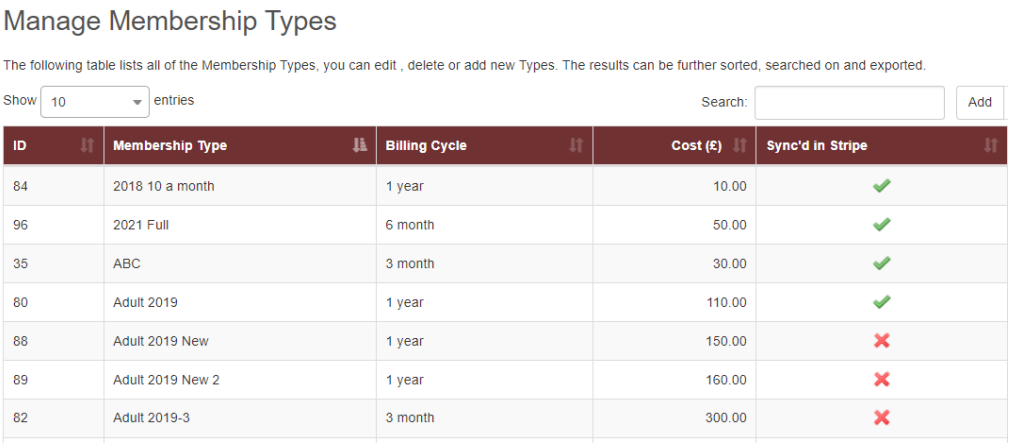
Each member in the EBO database will need to have the correct renewal date entered for their membership. This is set when editing or adding a new member. They will also have an initial membership type, though this type can be changed during the initial subscription. The membership type will contain the 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.




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 view the list of membership types in the Admin Panel those sync'd with Stripe will have a Green Check mark.




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.

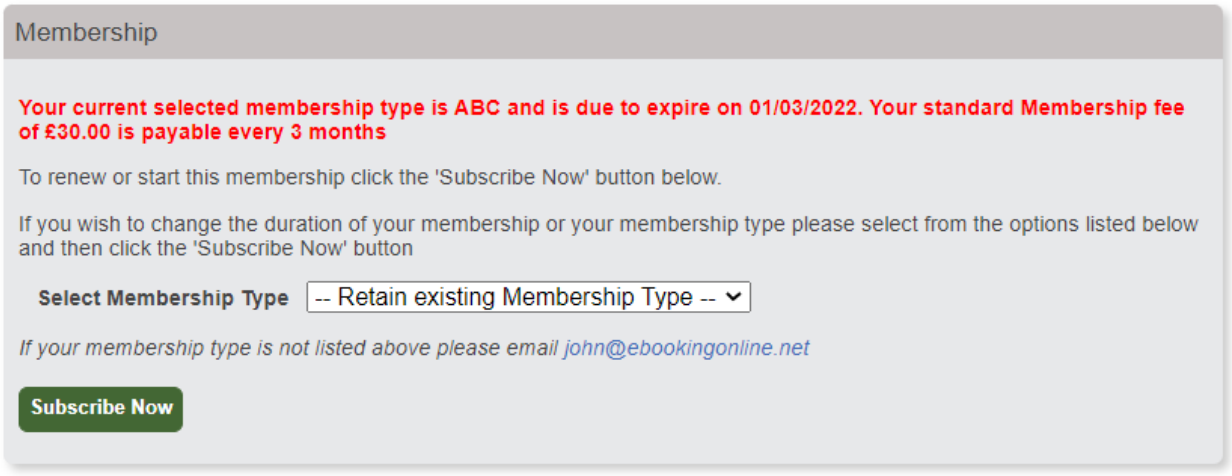
You can also offer initial discounts to new members. These are set up as COUPONS in the stripe dashboard giving discount rates over predefined durations. E.g. $10 off each payment for the first 6 months. If you

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.

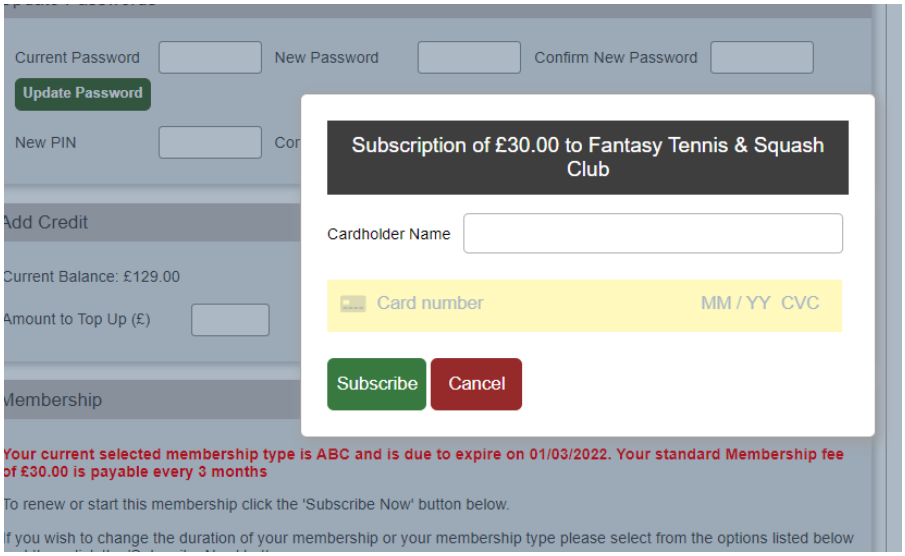
A member subscribes to your club by logging onto the booking system and clicking on the MANAGE ACCOUNT link. The following is an example of what they may see under membership renewal.




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.

If you do not want to allow members to change their subscription type at renewal, then you can disable this option under the General Membership Renewals Section. See Figure 49 Membership Renewals

When clicking on Subscribe they will be prompted for their credit card details.




After successfully entering their details, 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 server 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)

## Managing Subscriptions

Subscriptions cannot be cancelled or modified by members. Only the administrator of the system can change subscriptions through the Admin Panel. When a member has a Stripe subscription set up, the membership type cannot be changed for that member in the normal way. The membership type will be disabled when editing a member and replaced with a **Manage Subscriptions** button.

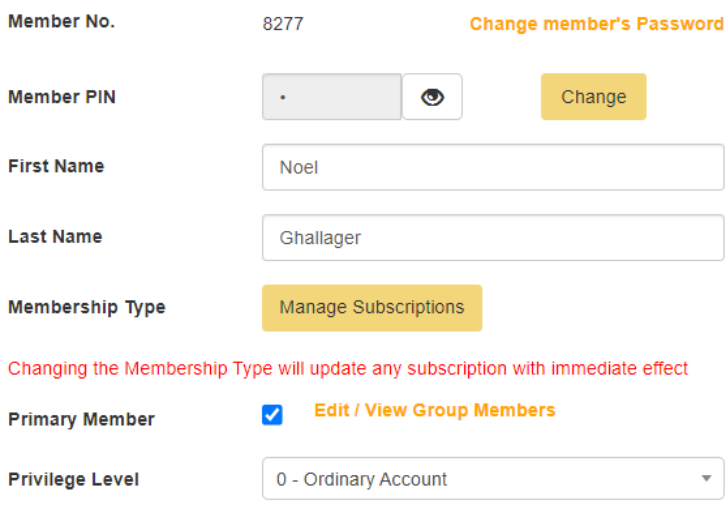



Figure 51 Manage Subscriptions Button

Clicking on this button will produce a page that enables the admin to cancel the subscription immediately, cancel the subscription at the end of the term and change the subscription at a future date, also known as a phase.

This page will display the subscription information that is stored for the member in the EBO database at the top of the page. This shows the current status, customer number and subscription number as stored in Stripe along with the current Membership Type. At the bottom of the page a table that shows the retrieved subscriptions from Stripe, the subscription ID should tally with both.

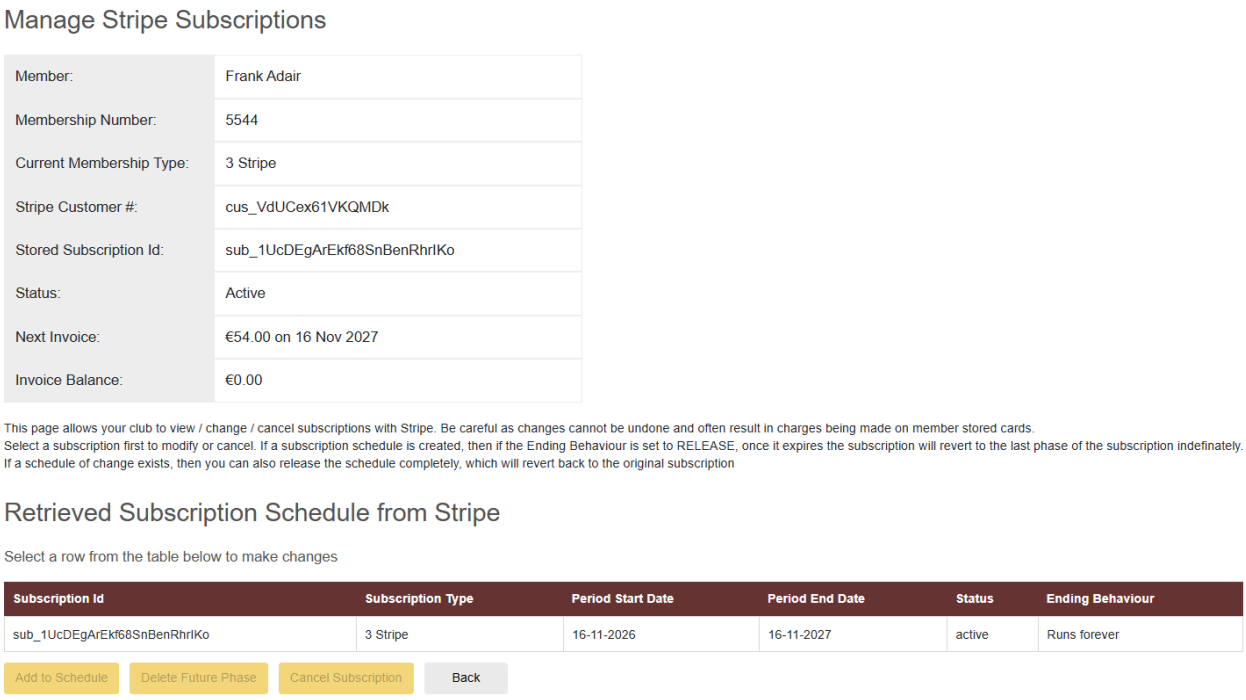



Figure 52 Managing Subscriptions

Stripe manages the Subscriptions as a 'schedule' and this schedule has phases, the current phase being the current state of the subscription.

## *Changing a Subscription Plan*

To change the current subscription, first highlight the active schedule in the table (usually the only entry) and click on the **Add to Schedule** button. This will bring up the following dialogue.

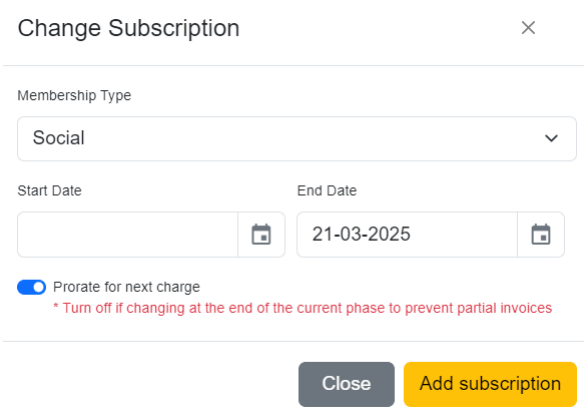



Figure 53 Modifying a Schedule

Select the new subscription / membership type for the member an select a Start date for this change. This can be any future date starting with tomorrow's date. The end Date is prepopulated with the current renewal date. If you were upgrading or downgrading a subscription mid-term you would typically leave this end date as the current renewal date. In such as case also leave the Prorate for next change button enabled. This will mean that the member is charged the extra in their subscription immediately. If they are reducing their subscription, then a credit will be applied to their account and used at the next time they renew.

To change a subscription at the end of current phase, enter the start date as the end of the current phase and the end date that would be the new renewal date. If using annual subscriptions this would be 1 year from the start date. As Stripe calculates subscriptions by the second it may be confusing for both the admin and the members to see charges that are not the same as the membership type. To overcome this, ensure that the Prorate button is **disabled**. This will mean that there is no credit enabled for a few minutes or hours and only the full amount of the new membership will be charged on the renewal date.

Once a phase has completed the membership will rollover to the last phase of the subscription and continue to run perpetually.

Once added the table will be updated with the future phase.

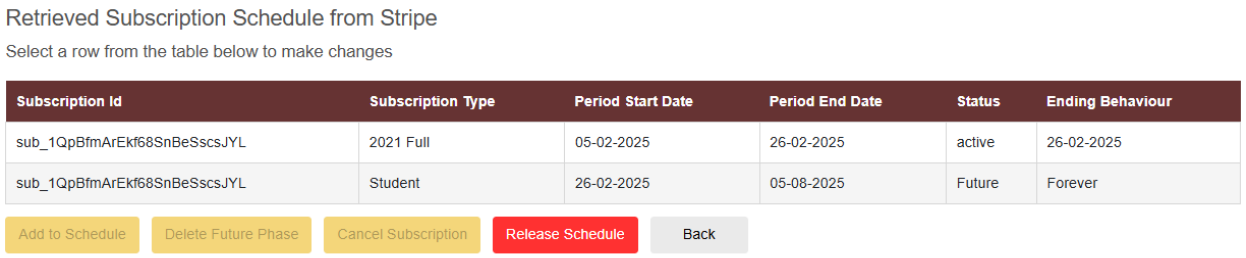



**Figure 54 Future phase added**

At this point the future phase can be cancelled by selecting the phase and clicking on **Delete Future Phase**. The subscription will automatically rollover on the Period Start Date and update the EBO system automatically.

Alternatively, the whole subscription schedule can be 'released' by clicking on the red "Release Schedule" button. This will remove all future scheduled changes and revert to the original subscription.

### *Cancelling a Subscription*

To cancel a subscription, first highlight the subscription in the table and then click on Cancel Subscription. The following dialogue will be displayed.

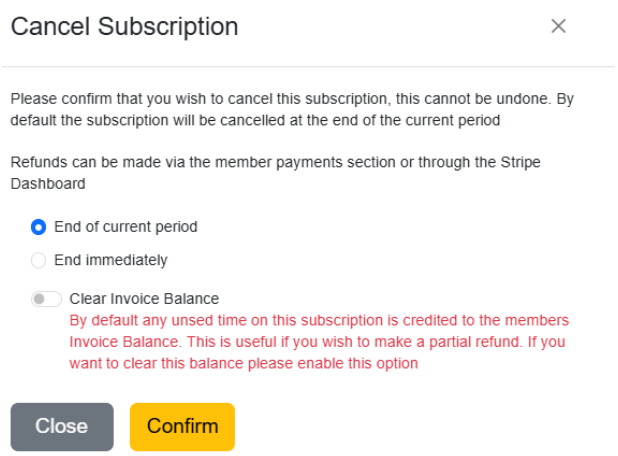



**Figure 55 Cancelling a Subscription**

There are two options. Cancelling at the end of the current period means that the subscription will continue to run until the current renewal date (end date). After this the subscription will be cancelled and the member's account placed inactive. If the member wishes to re-join at a later date they would just to login, go to the Manage Account section of the booking system and create a new subscription.

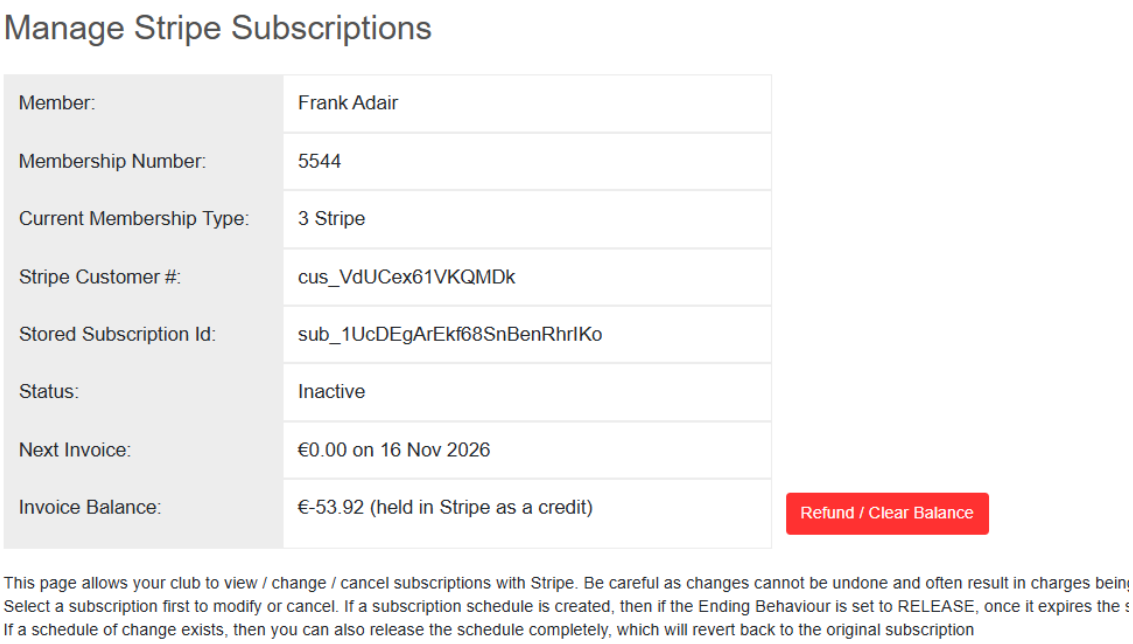
The second option, to end immediately, cancels the subscription with immediate effect and places the member inactive. This cannot be reversed.

By default, when a subscription is cancelled, any unused time on the subscription will be credited to the member account. The same is true if the subscription is downgraded to a lesser subscription amount. This is useful if you wish to let Stripe calculate the cost of the remaining time for a future refund. This credit is not refunded to the member; it remains as a simple credit to their account and is visible in the Admin Panel as the **Invoice Balance**. If the member were to start another subscription, then this credit would be used on their next payment. The value of any credit can also be seen on the member's Manage Subscription screen. If you wish to cancel any credit on Stripe, simply turn on the button the CLEAR INVOICE BALANCE.

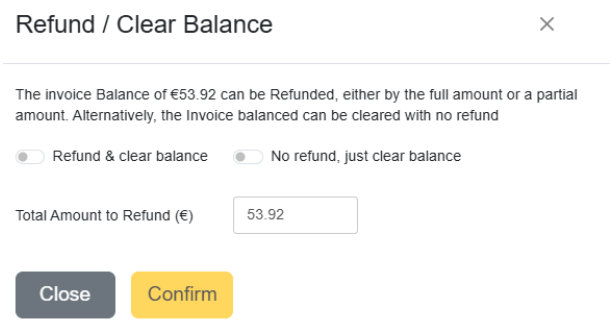
### *Making a Refund for a Subscription Payment*

If the subscription is cancelled mid-term or downgraded and a credit is noted in the members Stripe Invoice Balance, then the option to make a refund is available using the EBO Admin Panel. Any amount up to the invoice balance can be refunded.

In such cases a red button will appear next to the Invoice Balance amount, allowing you to refund or clear the balance. Please note that when refunding, even for a partial amount, the Invoice Balance is always set to zero. This allows you to make partial refunds to deduct admin charges.




Clicking on the red button will bring up the following dialogue box.




The amount to refund is auto populated with the invoice balance, this can be changed to any value up to the value of the Invoice Balance.

If the option to issue no refund but clear the balance is selected, only the balance is cleared and no refunds are made.

Once confirmed a refund will be issued, this can take up to 5 days for the banks to process but in most cases the refunds are made within a few minutes. The members account will be updated with a refund amount and an email sent indicated the amount refunded.

### 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 dashboard.

1. The PLAN in the Stripe dashboard 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.

## Court Fee Billing System User Set up & Testing

The eBookingOnline court reservation system contains a billing system whereby court fees and lighting 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. 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 all 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. 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 member's 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 password. 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 the 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.**

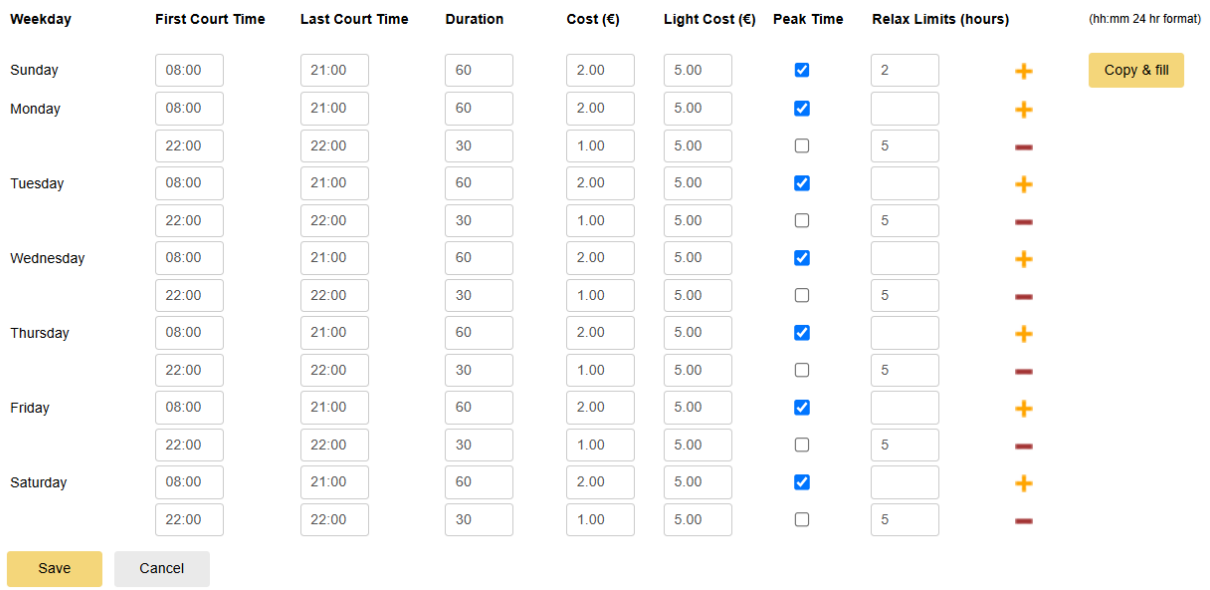
To enable the billing system the following tasks need to be completed.

- **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.

With the correct currency selected you will need to ensure that the court fees for each court are correct for each slot. These are configured by editing individual courts by clicking on the **Courts** link on the left-hand navigation menu and then selecting each court in the table and the **edit** button. This will then display your slots with associated costs including lighting costs. Each slot can also be designated as a Peak Slot. Peak slots are only used to limit the number of peak / non-peak slots over a period of time.

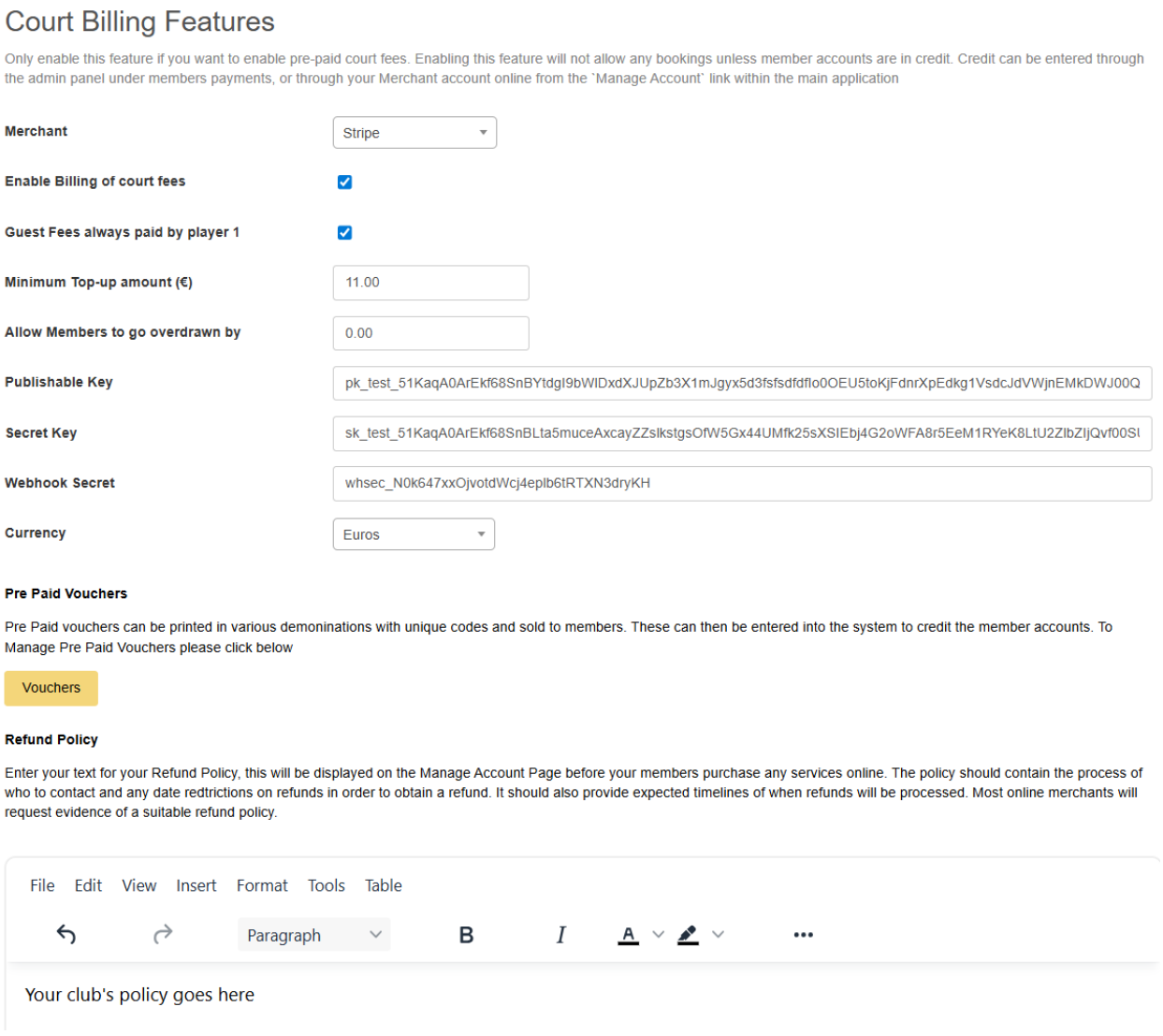


It is also possible to set a relax limits, meaning that any imposed limits are relaxed before the booking. This allows any unused courts to be booked by members who have exceed their limits, maximising court usage.

## 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 the **Court Fee Billing** button and the following screen will be displayed:



The screen above may vary depending on the type of Merchant selected, in this example we are using Stripe. To enable the billing system, check the **enable billing of court fees** box, select your preferred currency to be billed, the overdraft allowance and then enter your organisations API Keys; *See the membership renewal section for specifics on obtaining and configuring these keys*.

You can allow members to have an overdraft facility. By default, all fees are split equally between all playing members of the booking. As such all members must have credit in their accounts. If the **Guest Fees always paid by player 1** checkbox is checked then any Guest Fees will be paid by Player 1 (the booking member) all other fees such as court fees or lighting fees will be distributed between the playing members proportionally, i.e. if there is one guest and 3 playing members with a guest fee of €10, a court fee of €8 and lighting fee of €4 then the booking member would pay €10 + (8 + 4)/2 = €16, the remaining 3 members would be charged (8 + 4)/4 = €3.

The minimum amount for any top-up can be set (**Minimum Top-up amount**), this is the minimum amount you will accept as an online payment. The default is 10 units of your chosen currency.

Initially you may want to test this against your Merchants test site, this is possible either by using TEST API keys and credit cards or a developers Sandbox site such as PayPal.

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 member you wish to add credit to and then click **Edit / Add Payments**.

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

## Member Payments

The following table lists all payments made by John Adams [2408], you can edit payments, delete them or add a new ones. You can also filter on any field by using the search box, results can be be sorted by multiple columns and the final result exported into various formats. Use the buttons to edit or view each record.

Show 15 entries  Search:  Back | Add | Edit | Copy | CSV | Excel | Delete

John Adams - Member No. 2408  Booking Fee Balance: £5621.71

| Date Time | Money In | Money Out | Code | Description | Fee | Transaction Id / Ref |
|---|---|---|---|---|---|---|
| 2022-04-14 12:26:06 | 28.00 | | 1Y | Online Membership Renewal | 0.00 | ch_3KoSDjArEkf68SnB16r9ohe0 |
| 2022-04-14 12:22:45 | 22.00 | | 1Y | Online Membership Renewal | 0.00 | ch_3KoQI7ArEkf68SnB1XYXHEOn |
| 2022-04-05 14:50:15 | | 12.00 | 1B | Court Booking Fee | 0.00 | 17130 |
| 2022-04-01 17:43:13 | 240.00 | | 1Y | Online Membership Renewal | 0.00 | ch_3KjnZ7ArEkf68SnB19TzcR1R |
| 2022-04-01 17:36:56 | 240.00 | | 1Y | Online Membership Renewal | 0.00 | ch_3KjnT2ArEkf68SnB0jIKYw83 |
| 2022-04-01 17:20:22 | 240.00 | | 1Y | Online Membership Renewal | 0.00 | ch_3KjnD0ArEkf68SnB09YtiDm1 |

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

## Add Member Payment

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

**Member Name** John Adams

**Member Number** 2408

**Date** 18-04-2022 8:59:47 PM

**Amount**

**Payment Code** Court Fee Top Up (1A)

**Fee**

**Transaction ID**

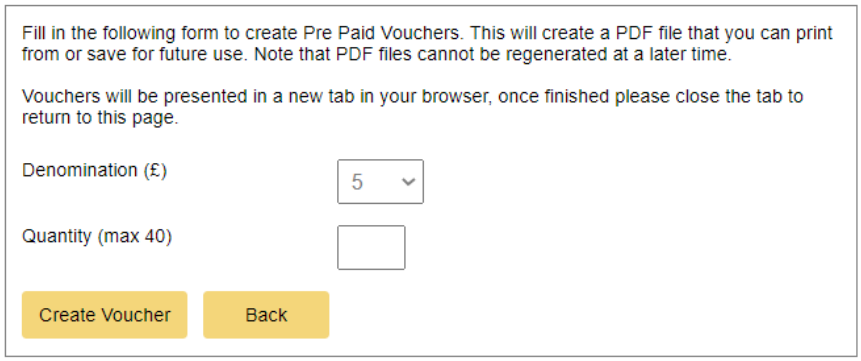
Save

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

Create and print vouchers before using the voucher system. From the main page of the Admin Panel select "**Court fee billing**" and the 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.

Click the "Create" button at the top right of the screen to generate vouchers; a dialog box will then appear.

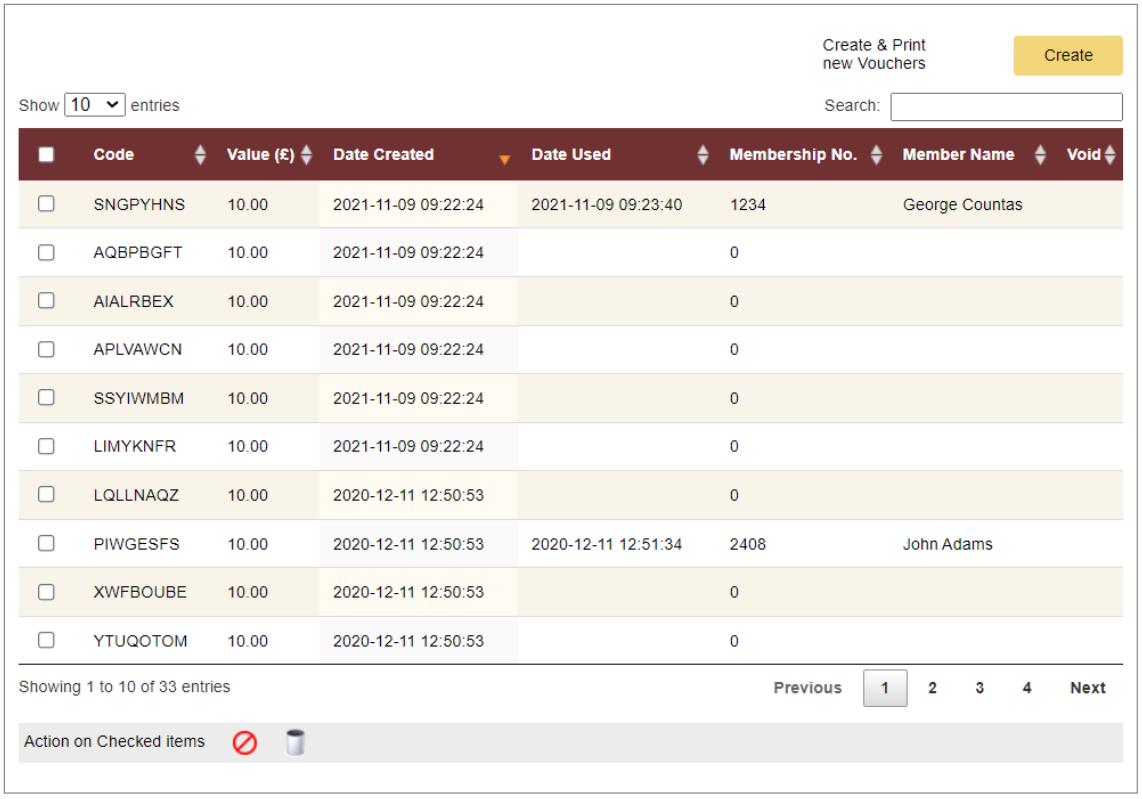



To create your vouchers simply select the denomination (5,10,20,50,100) and the quantity that you would like to create, then click on the "**create voucher**" button. The system will then open a new tab and automatically open a pdf file containing the vouchers. From here you can print or save the pdf 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 information and each column can be sorted by clicking on the sort arrows. For more than one sort press the shift key before clicking.



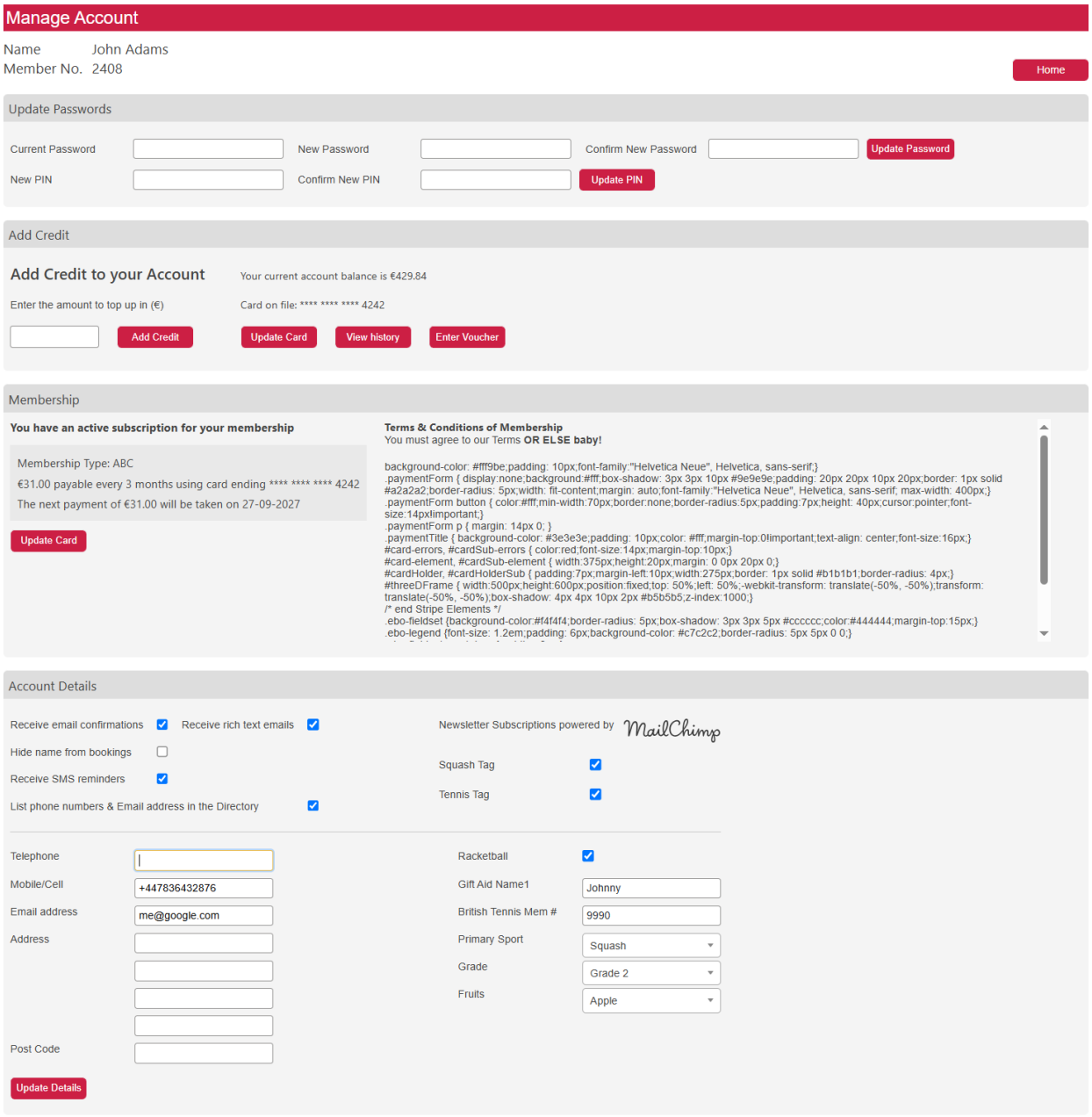

Vouchers can be marked as void, for example when the printed vouchers are lost or cannot be accounted for. In this state they cannot be redeemed but a record of them is maintained. Vouchers can also be deleted from the system entirely where no record remains. Deleting vouchers that have been redeemed 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 of 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

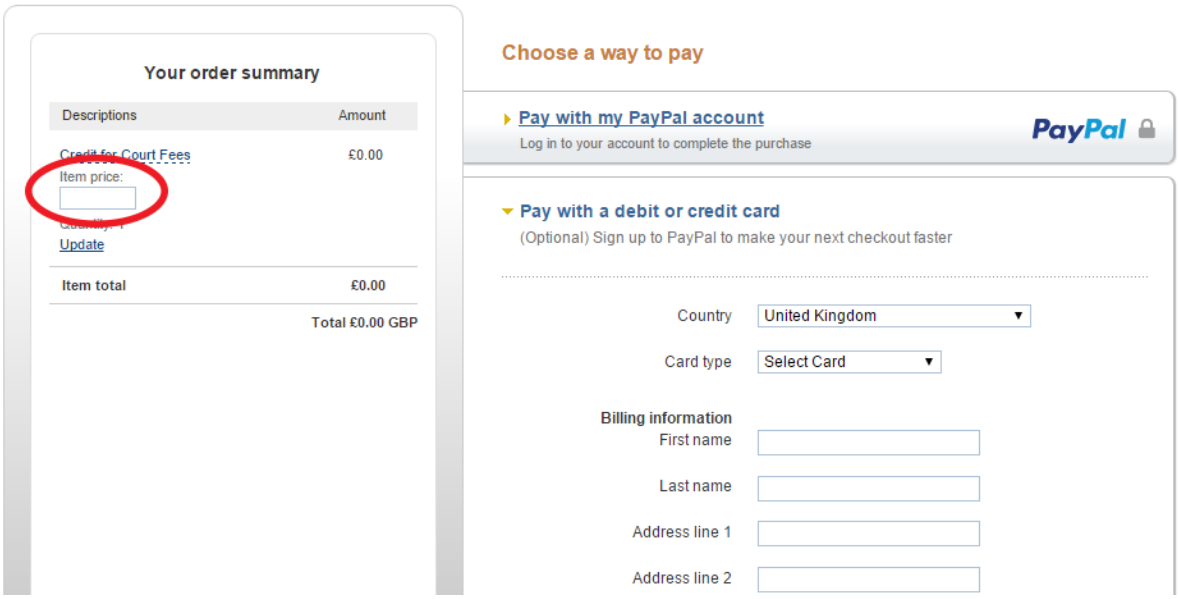
When a member is logged on they can click on the Manage Account icon and be taken to the following screen. Here they can view their balance, view the history of transactions and add credit. They can also add credit from the View History page as well, but the process is the same.




In this case there is a balance of €429.84, 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.




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.

# Public Court Bookings – Pay per Play

In partnership with findacourt.online, your club can make available courts to the public to Pay as they Go. Members of the public can search for available courts near them and then book and pay for them online. You also have the option to add direct links to your own websites, that takes a perspective guest directly to your club. This is presently a free to use service, however starting in 2025 a small booking fee with be attached to the cost of the booking.

Enabling Pay per Play involves configuring some extra parameters for your club and setting which courts are available, times and the costs for each court. These costs are independent of your existing billing structure, allowing you to charge different rates for times and courts. All the configuration is performed in the EBO Admin Panel.

Currently the only merchant that is integrated with findacourt.online is Stripe. Whilst you can use the same Stripe Account as you may be using for billing, we recommend using a separate sub-account with its own API keys. This keeps a clear demarcation between the two and makes life easier to see where your income is derived from. Like EBO, guest credit card payments are deposited directly into your Stripe Account after merchant fees are deducted.

## Configuration

First create your Stripe account (or recommended sub-account) and then obtain the API keys and Create the Webhook.

1. Click on the DEVLEOPERS link on the bottom left-hand section of the dashboard and click on API Keys
2. The Publishable key should be visible, simple copy and paste this into the ADMIN PANEL as the Publishable Key
3. In the latest version of Stripe the SECRET KEY is only available during creation. To create the SECRET KEY click on the "+ Create Restricted key" button. In the following dialogue:
    a. Select "Providing this key to a third party application" and Continue
    b. Enter a name such as findacourt.online and the web address https://findacourt.online, do Not check the box for customise permissions for this key and click on "Create restricted key"
    c. At this point you may be asked to confirm your identity through email verification and/or multi-factor authentication. Please follow the steps to authenticate yourself.
    d. Your Restricted key is now created, make a note of this key.
4. Enter the key from step 3d into the SECRET key field in the Admin Panel.
5. Next select Webhooks from the top menu and click **+ Add endpoint**
6. In the Endpoint url field add: **https://findacourt.online/hooks/stripe.php**
7. Optionally you can add a description here.
8. Add the two events to listen for by clicking on + Select Events and adding
    a. charge.refunded
    b. payment_intent.succeeded
9. Click on Add Endpoint

10. Click on the newly created webhook ensuring that it is enabled and then click on the Reveal link to show the Webhook signing secret key, make a note of this.

From the **main** menu of the Admin Panel select **Pay per Play** under the Additional Features section. The first step is to configure the PPP options by clicking on the button.

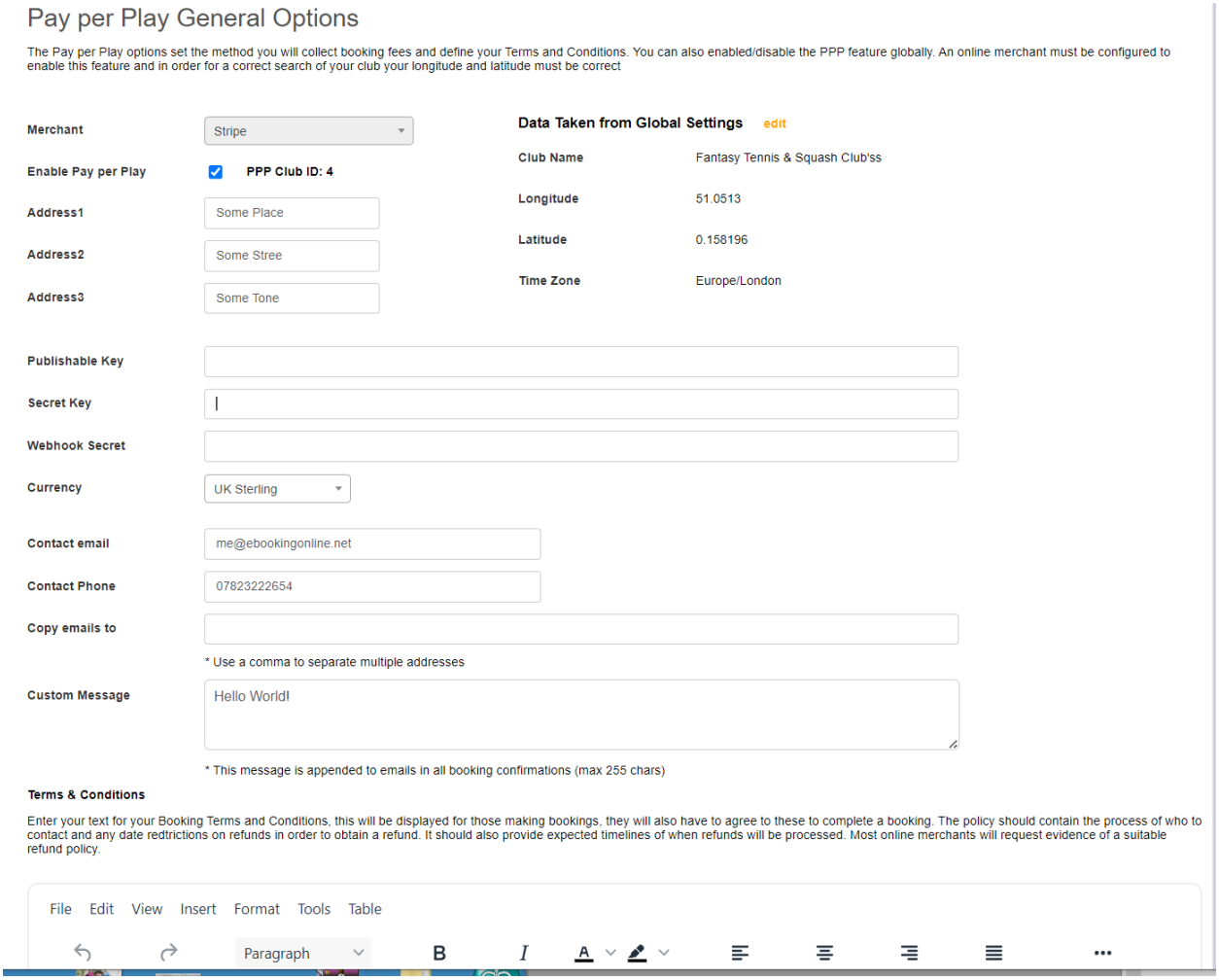



**Figure 56 Pay per Play Configuration**

When you enable Pay to Play using the checkbox, the Terms of Use are display, which need to be agreed to fully activate this feature.

Some of the settings for this page are taken from your global configuration. If these are incorrect, please leave this page, configure the global options correctly and come back here. The Longitude and Latitude are important as these are used for guests to search geographically for your club.

Your full address is required so that guests know how to find you.

Next add the 3 keys that you obtained from your Stripe account.

Add the currency that you will collecting payments in, along with contact information. Any confirmation emails will also be copied to admins, please enter these separated with a comma.

The custom message will appear in the confirmation email. This may contain any additional information that you wish to add, such as instructions of what to do when the guest arrives at the club.

Finally, you will need to configure your Terms and Conditions for the booking. This is free text but should also include your cancellation and refund policy. Once a booking is made it can only be cancelled by the club admin and at this time a refund can be made. More on this later.

Click on **Save** to save your options. If you revisit this page again you will now see that you have been assigned a findacourt.online club id. Please make a note of this, it will never change but is used for you to create some direct links.

On the Pay per Play configuration page an empty table will be show for the courts and time that you wish to make available to the public. Click on **Add** to add your first entry.

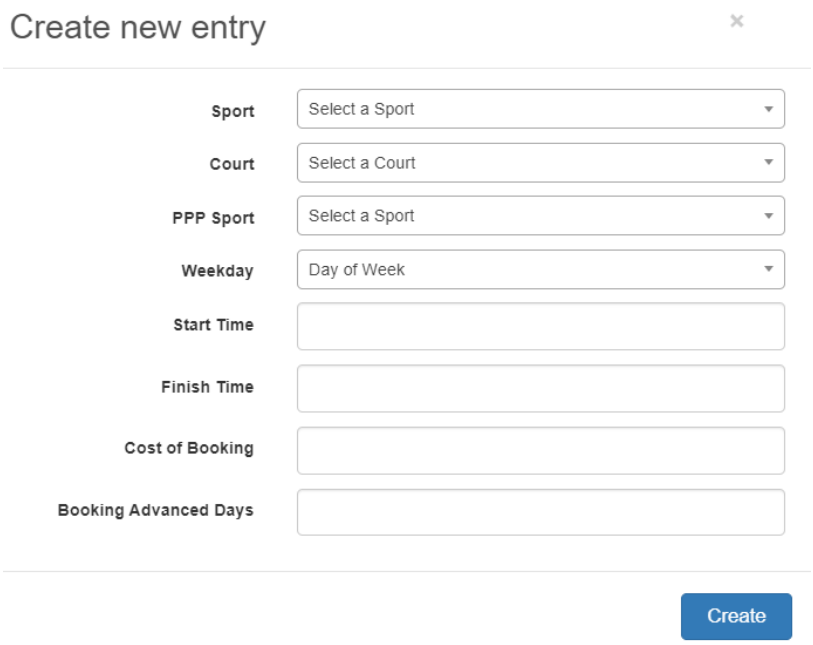



Figure 57 Adding available Courts

The form here is self-explanatory and very granular in what you offer. The advance booking in days overrides your member advance booking in days, meaning that you can set this for a longer period of time, allowing your members first choice. The cost of the booking is the price that the guest will pay. This includes Stripe merchant fees and any future booking fee that may apply through findacourt.online.

This table does allow you to select multiple lines when editing, so if you want to change the cost for example of all your offerings, select all the table rows and then EDIT.

You can enable / disable the availability of courts under the PPP options with a single toggle of the service if needed.

### Your public Link

Your direct link for your club to findacourt.online will be:

https://findacourt.online.net/?clubId=X

Replacing X with your club ID from findacourt.online (this will be different to your EBO club ID)

### How this works for Guests

Guests would either visit your directly link (above) or they would search for courts in their local area using the main site at https://findacourt.online. This is why your geolocation is so important.

After selecting a court for booking, users are directed to the confirmation page to complete their reservation. If they are new to this system, they will have to create a basic account with findacourt.online, which is simple to do.

The guest would then need to agree to the terms and conditions and then confirm the slot they would like and enter their card details.

If successful, the slot will be booked and the EBO system updated with the court booked as a Guest Only booking. An email is sent confirming the booking, which will be copied to your selected admins. This email also contains your specific message, along with the Terms and Conditions that have been agreed to.

The guest can view their bookings, payments and request cancellations through findacourt.online.

### How this works for Your Club

When the booking is made the slot is booked as a Guest Only booking, specific to findacourt.online. The payment will also be recorded in the EBO payment section as a Pay Per Play transaction code 1P. The merchant fee will also be recorded with the payment.

If the guest requests a cancellation then the admin of the booking system (priv level 5 user) can click on the slot, as you would to edit any other booking, and the following dialogue will be displayed.

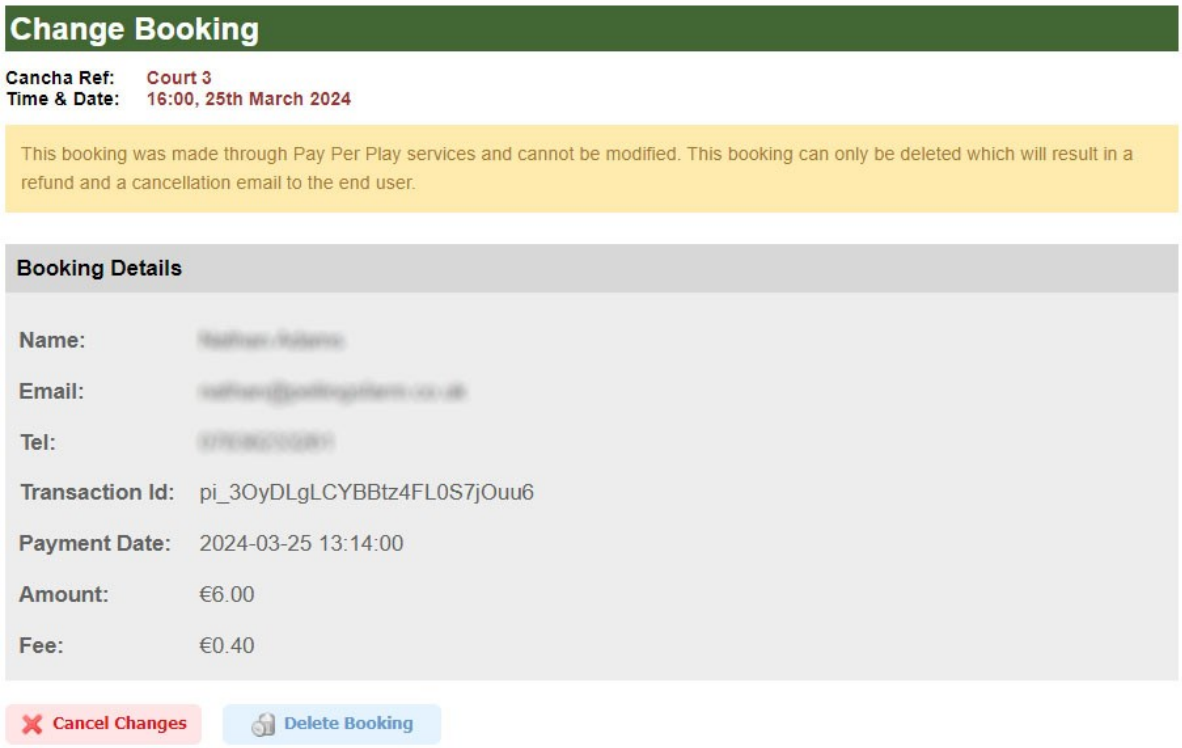



Figure 58 Modifying a PPP Booking

The booking cannot be modified as this is controlled by Pay per Play and can only be cancelled. It provides the relevant booking information and costs. The admin can delete the booking, when selected they will also be prompted for the amount to refund. This is discretionary and will be determined by your own policies.

If you are cancelling the booking due to your own reasons a full refund should be issued. When a booking is cancelled the guest will receive an email confirmation of this and their card refunded the amount set.

Cancellation payments are also recorded in the EBO system as well as findacourt.online for the guest account.

## Disputes

The booking is a direct contract between the club and the guest. Findacourt.online and ebookingonline.net only process the transaction. In the event of a dispute this should be settled between the club and the guest directly. Findacourt.Online cannot make any refund directly as they do not have authority to do so. In the event a dispute cannot be resolved, Findacourt.Onlne may be asked to review the dispute. If it finds that the club has acted in appropriately or does not have a clear policy for refunds / cancellations it may, at its discretion, suspend the service it offers to the club with immediate effect with no responsibility for any loss. This is part of the Terms and Conditions agreed to at the time of enable this service.

**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://tickets/ebookingonline.net**