



MyCourts

User guide



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MyCourts

We hope these pages will help you to use MyCourts to it's full potential.

MyCourts is designed to help you manage your club's facilities and avoid missed or double bookings .

Help has been divided into several sections corresponding to the layout of the program.

We are always keen to develop the program further so if there are other functions or improvements that will help you with your Club's booking and reservations management then please let us know by sending an email to support@mycourts.com.au

This Help file is up to date for Version 15.5.0.0



Welcome

We hope these pages will help you to use MyCourts to it's full potential.

MyCourts is designed to help you manage your club's facilities, avoid missed or double bookings and provide a convenient Point of Sale system for accounting purposes.

MyCourts has been developed to make your total Club Management experience more enjoyable whilst generating great productivity benefits and provide a professional feel and experience.

Help has been divided into several sections basically corresponding to the layout of the program.

We are always keen to develop the program further so if there are other functions or improvements that will help you with your Club's booking and reservations management then please let us know by sending an email to support@mycourts.com.au.

You can also [visit our website](#) where further technical help as well as user forums are available to help you and request features not yet available in this version of MyCourts.

Extensive on-line support is also available through our [Knowledgebase](#).

The images in this help file are all 75% of full size.

This Help File is up to date for MyCourts version 15.5.0.0 .



Overview



MyCourts provides you with the ability to quickly record a facility booking, check availability of a facility, lookup who owns the booking, keep track of regular users, record POS data, print and view reports and more.

You can configure up to 48 individual facilities to manage as well as group those facilities into up to 20 configurable groups.

The program is easy to learn and use and gives a professional edge to your Clubs facilities time and usage management.

MyCourts provides extensive membership usage tracking and database management.

MyCourts also looks ahead to make sure that your bookings don't overlap.

When the program opens, you are presented with a grid view of today's facility schedules. The empty cells in the grid indicate that the facility is available for hire or usage whereas the cells that contain the image (or the hirer's name) are already booked.

To make a booking, simply click inside the cell of the first booking period (periods are in half-hour blocks) and a booking window will open enabling you to book the facility for the desired time, record the hirers name, collect the fee etc.

To see the details of the booking, click any image (or hirer's name) cell and a details window will open up giving you full details of the booking. If you have enabled POS, this window will also give you the opportunity to accept payment for an unpaid booking or reprint the receipt if required.

Recording bookings and keeping track of facility hire is a breeze and you will be up and running in minutes. MyCourts also offers a myriad of configurable options as well as extensive reporting facilities including exporting of reports to other formats, pdf, html and even csv files.

MyCourts also provides an off-line and online [Web Interface](#) for your members benefit.

Should you ever need help or support then please do not hesitate to contact us via our Email Support window.



Security/Passwords

MyCourts has the ability to store sensitive data including Credit Card information which should not be allowed to fall into the hands of anyone outside of your business. This is a matter you need to give consideration to as most countries have severe penalties for breach of Privacy Laws.

All Credit Card data and passwords are encrypted within MyCourts database making it almost impossible for anyone to decipher them without great technical difficulty. Nevertheless, you should always make sure that access to the database is physically restricted to authorized personnel only.

Passwords are case sensitive which means that upper case and lower case are not the same. 'PaSsWord' is not the same as 'password'.

MyCourts ships with the password set as 'password'. You should change this to whatever you chose - to change the password go to [MCA Setup - Other](#).

Should you forget the password then you will need to forward your database file to us so that we can decipher the password for you using the 'master' key. To do this, please use the Email Support option found in the [Help Menu](#) of the main screen. Don't forget to manually attach the database file - the location of the database file will be included in the text of the email message generated by MyCourts.

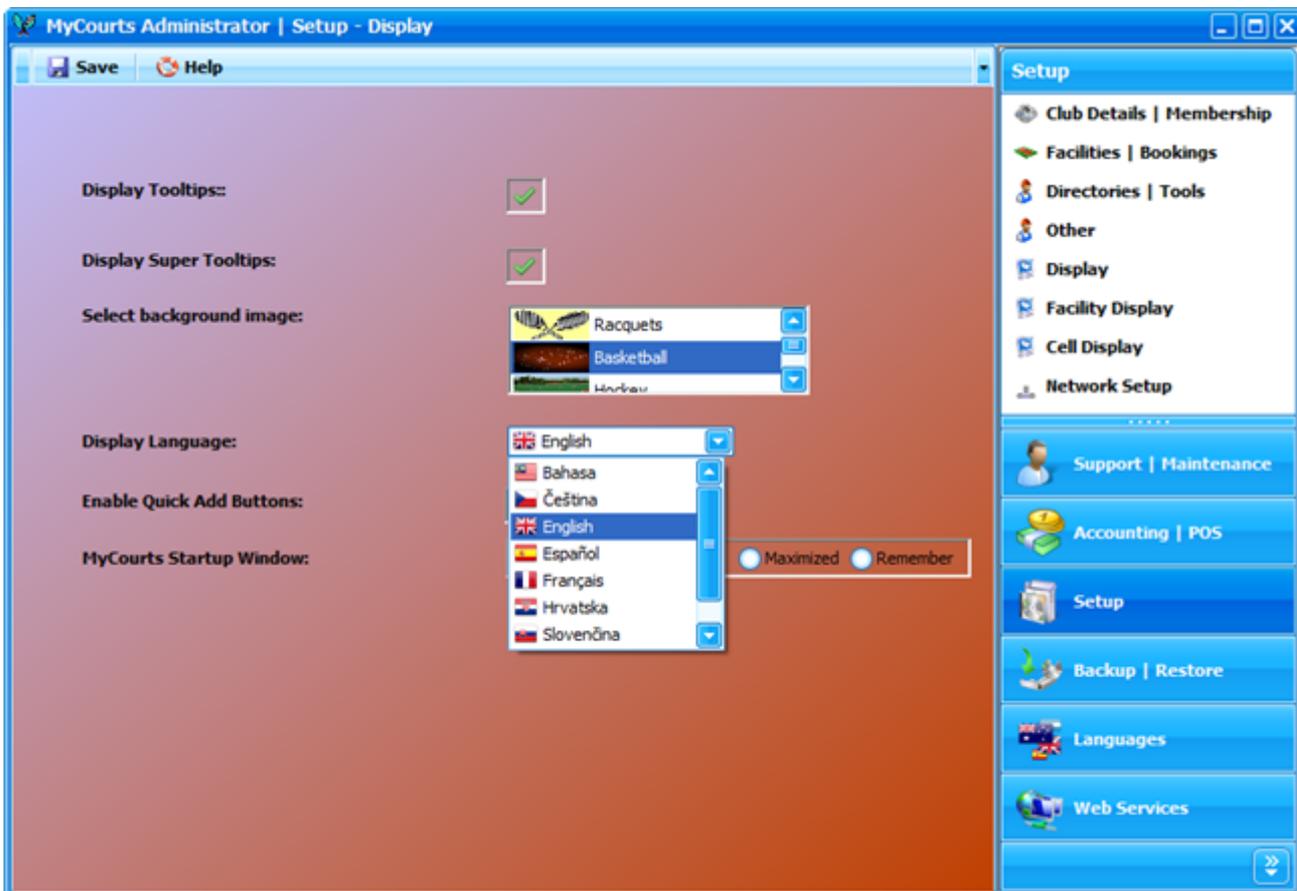


Languages

MyCourts can be translated into almost any language however there is work required on the part of the user to help with the actual translation. In essence, all the text interfaces you view can be translated however additional work is also required to ensure that the translated text will fit in the same space available in the particular window.

You can edit the translations in [MyCourts Administrator](#).

Support is also generally only available in English however if you are not fluent in English you can use [Google - Translate](#) and we can normally get by via that format.





Getting Started

The program comes predefined for 8 facilities and immediate usage, including booking start and finish times as well as default paths for backing up the database, location of the database etc.

Whilst easy to use and intuitive, we recommend that you read through this help program so you can obtain the best experience from the program. There are some step-by-step guides to help you under the [Operations](#) window.

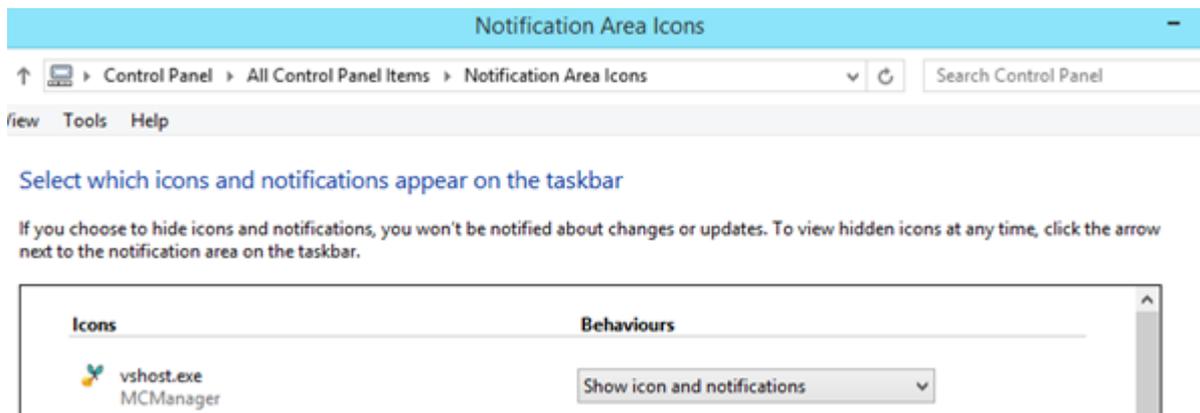
The majority of the setup and configuration is undertaken by utilizing the [MyCourts Administrator](#) [MCA] program.



MCManager

MyCourts Manager (also referred to as MCManager) is your main interface to the MyCourts program and its ancillary components.

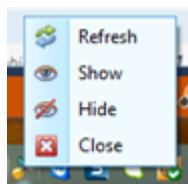
A shortcut to MCManager  is created on your desktop when you install MyCourts. You can also manually create shortcuts to each of the programs and bypass MCManager if you prefer. You can also move the tiles within the MCManager window to suit your needs. To start MCManager, click the shortcut. When running, MCManager's icon may be hidden in the System Notification Tray. We recommend you change its settings as follows:



This will ensure the shortcut icon will always be visible in the System Tray.

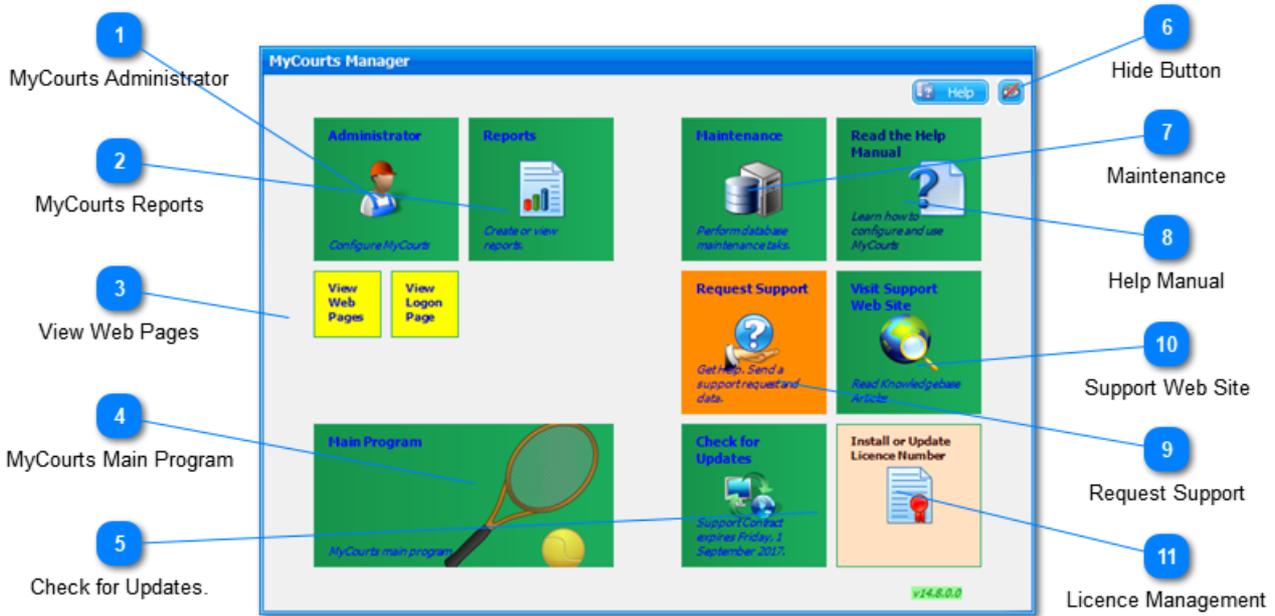


Left clicking the icon will alternately show or hide the main MCManager window. You can also right click on the icon to access the following menu:



You can close down MCManager as well as Show or Hide the main window. You can also Refresh the main window's tile locations so they revert to their default location or display them again if you have hidden them.

Here's the actual window:



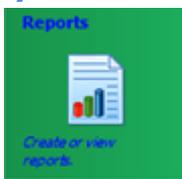
1 MyCourts Administrator



[MyCourts Administrator](#) is used to setup and configure all of MyCourts global functions. Functions that can change between each installation of MyCourts, for example Printer Setup are located in MyCourts main program.

This tile is not available on Client Installations.

2 MyCourts Reports



[MyCourts Reports](#) gives you access to the specialized reporting functions. These reports are in addition to the various reports, charts and graphs that can be printed or displayed from the various data grids available throughout MyCourts and MyCourts Administrator.

3 View Web Pages



Click to view today's bookings table visible to your internet users.



This tile is not displayed on Client installations.

4 MyCourts Main Program



Opens the main [MyCourts](#) program.

5 Check for Updates.



If your Support Contract is valid, check here often to ensure MyCourts is fully up-to-date.

6 Hide Button



Click this button to hide the main MCMManager window. To show it again, click the icon in the System Notification Tray.

7 Maintenance



MyCourts Maintenance compacts and optimizes your database as well as cleans up your database directory of out-of-date files and logs etc.

This tile is not available on Client Installations.

8 Help Manual



Access and search the Help Manual.

9 Request Support



Complete this wizard to send all the details of your problem to MyCourts Support. If you want your problem resolved quickly, use this wizard.

This tile is not available on Client Installations.

10 Support Web Site



If you are still uncertain after reading the Help Manual, try our support website where we have endeavored to elaborate on the most common areas where problems can arise.

11 Licence Management

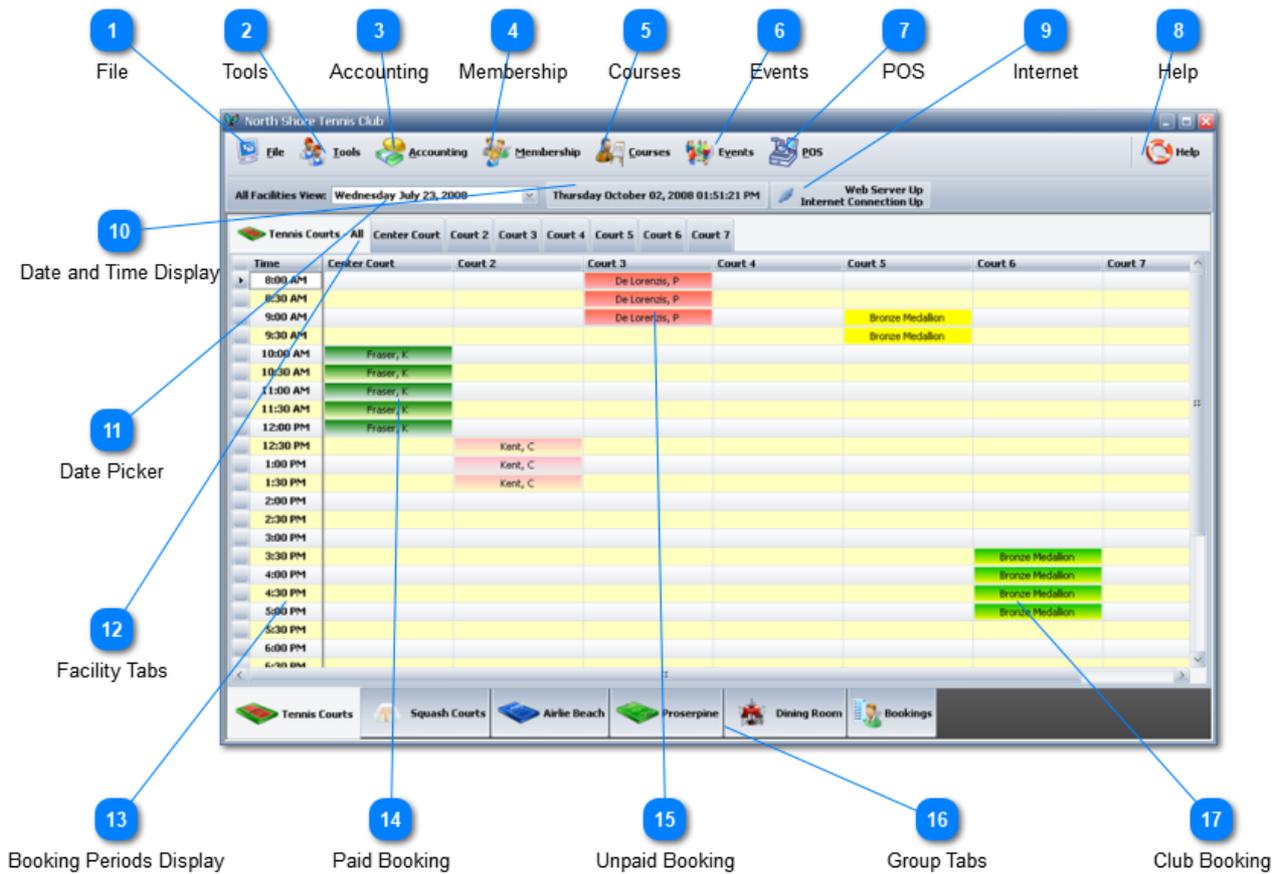


When you purchase or renew your MyCourts Licence, click here to enter your registration codes.



Main Window

The program's main window immediately displays all bookings for today and exposes almost all the commonly used functionality of MyCourts in one screen.



1 File



The [File Menu](#) has options for backing up as well as exiting the program.

2 Tools



The [Tools Menu](#) provides access to the Tools available to you as well as Setup and Configuration.

3 Accounting



Access the [Accounting Interface](#) from here.



4 Membership



Access the [Membership Interface](#) from here.

5 Courses



MyCourts can manage your Courses, Coaching Clinics, Training Sessions etc. Access the [Courses Interface](#) from here.

6 Events



Click here to access the [Events Management](#) window.

7 POS



POS or [Point of Sale](#) is accessed from here.

This button will not be displayed if you have disable POS in the [Setup](#).

8 Help



Access the [Help Functions](#) available top you from here.

You can also access Help by pressing the F1 key.

9 Internet



Icon changes indicating whether you are currently connected to the internet.

Every 30 seconds MyCourts checks to ensure your connection to the internet is current and MyCourts web server is running.

This is only displayed when the [Web Interface](#) is active.

10 Date and Time Display



Displays the current Date and Time.

11 Date Picker



Selects the days bookings to view in the [All Facilities tab](#).



The program defaults to displaying today's bookings but you can select another day to view here.

12 Facility Tabs



These [Tabs](#) display information for each Facility.

The text of the tab is customizable and reflects the name of each facility that you hire out.

Your facilities are configured in the [Customize Facilities](#) window.

13 Booking Periods Display

Time	C
8:00 AM	
8:30 AM	
9:00 AM	
9:30 AM	

Displays all the booking periods for all the courts available for hire.

Empty cells indicate the court is available for hire whilst cells with the name displayed are already booked out. You can customize the display into names or images.

To make a booking, click on the first empty cell when the booking is required and a booking window will open. To view details of a booking, click any of the names or images to open the details window.

14 Paid Booking

Fraser, K

The cell containing the hirers name background colour or image indicates that the period is booked and has been paid for in full.

The image (not shown) is also customizable from the [Display Options](#) window.

15 Unpaid Booking

De Lorenzis, P
De Lorenzis, P
De Lorenzis, P

The cells background colour indicates that the period has been booked however has not yet been paid in full.

The name format or image displayed is customizable by you if you wish at the [Displays Option](#) window.



16 Group Tabs

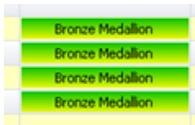


All your facilities can be grouped into categories that you define.

Select the Group Tab you require and all the facilities belonging to that group will appear in the above pane.

Groups are defined in the [MCA Setup Facilities](#) window.

17 Club Booking



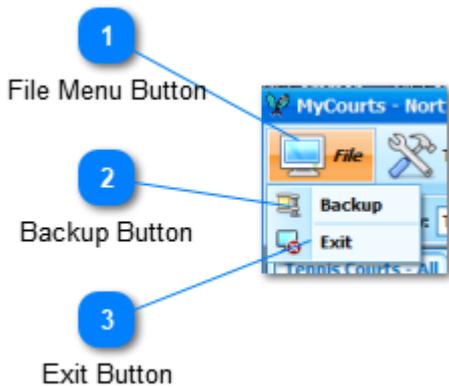
Clubs own booking - coaching lessons.



File Menu

The File Menu contains selections for [Backup](#) and Exit.

As all operations, bookings etc are made in real time, there is no need to take any extra steps to Save your work.

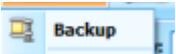


1 File Menu Button



Opens the dropdown menu.

2 Backup Button



Click the [Backup](#) Button to make an immediate backup of your database and log files to your predefined backup directory.

3 Exit Button



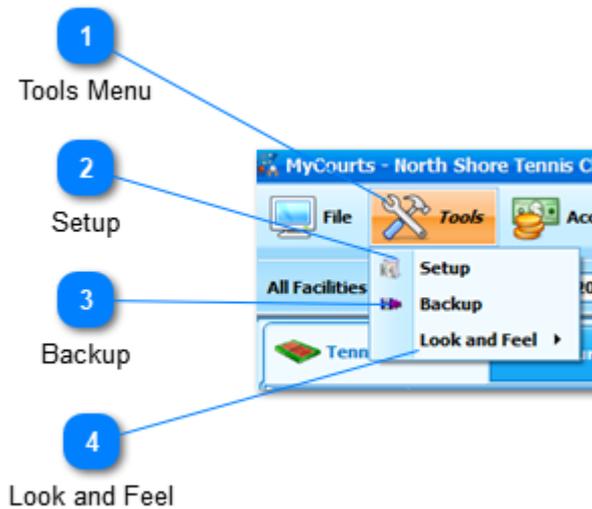
The Exit Button, when clicked, will close the program down.

You can also exit the program at any time by clicking the "X" button in the top right hand corner of the main window.



Tools Menu

Selecting this will drop down a new menu where you can use or select several Tools.



MyCourts Setup and Configuration is completed in [MyCourts Administrator](#).

1 Tools Menu



The Tools Menu Button displays several menu items to help you administer and monitor MyCourts..

2 Setup



Click here to open the Setup window where you can configure MyCourts options that relate to this instance of MyCourts only.

3 Backup



Selecting [Backup](#) makes an immediate backup of your database in the directory you have selected in the Setup window.

We recommend you make regular backups at least every 2 or 3 days.

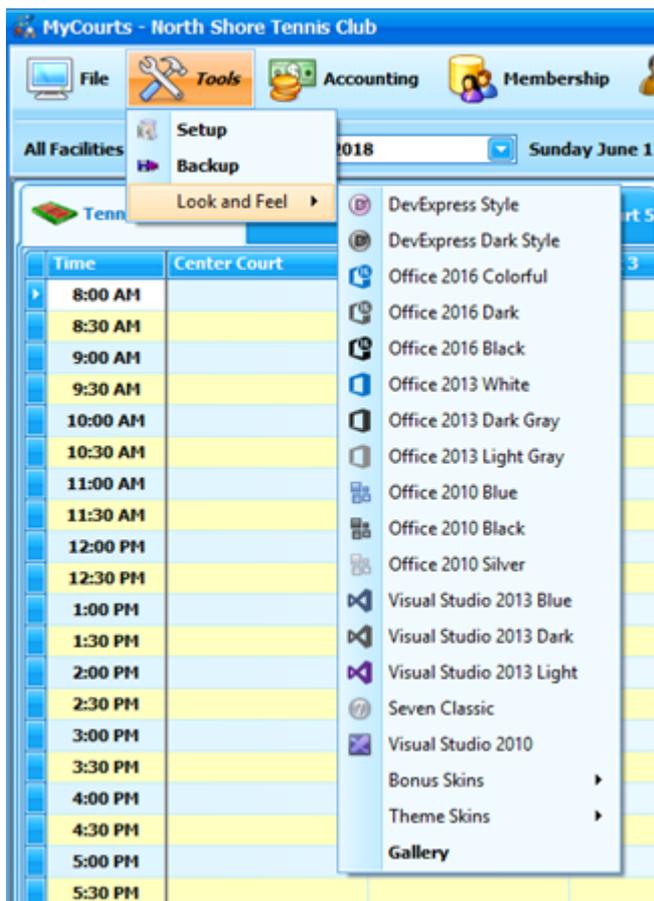


This button is also available from the File Menu to help remind you to backup before closing down the program.

4 Look and Feel



Allows you to change the Look and Feel of MyCourts.



Any changes you make will be automatically saved for use next time.



Setup - Local

This window allows you to configure options that will only apply to the instance of MyCourts running on this computer. You can therefore have different setups/options for each computer running on your LAN.

The screenshot shows the 'Local Configuration | KATOOMBA' window with the following settings and callouts:

- 1: Default Printer (Snagit 11)
- 2: Auto Print Receipt (Print Receipt by Default: No)
- 3: Use POS Printer (Use POS Printer: No)
- 4: Default Receipt (Default Receipt Format: A5 Size, Landscape, preprinted paper)
- 5: Default Invoice (Default Invoice Format: A5 Size, Landscape, Basic Layout)
- 6: Use Letterhead (Use own letterhead: No)
- 7: Local Currency Name (Australian Dollar)
- 8: Backup Directory (C:\MyCourts\BUPTest\)
- 9: Usage Alert (Unpaid Usage Alert: 1 minutes)
- 10: Tooltips (Display Tooltips: Yes)
- 11: Super Tooltips (Display Super Tooltips: Yes)
- 12: Clear Menu States (Clear Saved Menu States button)
- 13: Startup Position (MyCourts Startup Window: Default)
- 14: Cash Drawer (Use POS Cash Drawer: No)
- 15: Scanner (Use scanner: No)
- 16: Pole Display (Use Line or Pole display: No)
- 17: Bar Code Scanner (Use Bar Code Scanner: No)

1 Default Printer

Default Printer: Snagit 11

Select the printer to use as the default printer for statements and receipts from the drop down list of printers installed for use on this computer.

2 Auto Print Receipt

Print Receipt by Default: No

When saving sale details you can automatically print a receipt by enabling this option.

3 Use POS Printer



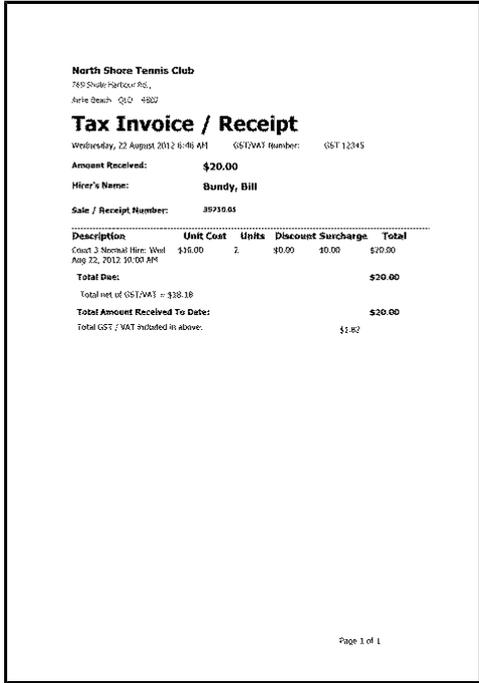
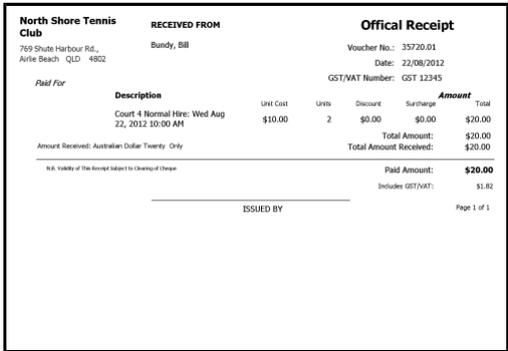
Use POS Printer: No

If there is a POS printer discovered on your computer it will normally be used for printing receipts. You can disable the POS printer for this computer by toggling this item off.

4 Default Receipt

Default Receipt Format:

MyCourts ships with at least two Receipt formats for you to chose from. The receipts will be printed from the Point of Sale window either automatically or on a selective basis as configured in MyCourts Administrator. If the bill has been fully paid, a receipt will issue. Otherwise an Invoice will issue.

A4 Size Portrait	A5 Size, Landscape, preprinted paper																																																																
 <p>North Shore Tennis Club 769 Shute Harbour Rd., Airlie Beach QLD 4802</p> <p>Tax Invoice / Receipt Wednesday, 22 August 2012 8:46 AM GST/WAT Number: GST 12345</p> <p>Amount Received: \$20.00</p> <p>Hirer's Name: Bundy, Bill</p> <p>Sale / Receipt Number: 35720.01</p> <table border="1"> <thead> <tr> <th>Description</th> <th>Unit Cost</th> <th>Units</th> <th>Discount</th> <th>Surcharge</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Court 3 Normal Hire: Wed Aug 22, 2012 10:00 AM</td> <td>\$10.00</td> <td>2</td> <td>\$0.00</td> <td>\$0.00</td> <td>\$20.00</td> </tr> <tr> <td>Total Due:</td> <td></td> <td></td> <td></td> <td></td> <td>\$20.00</td> </tr> <tr> <td>Total net of GST/WAT = \$38.18</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Total Amount Received To Date:</td> <td></td> <td></td> <td></td> <td></td> <td>\$20.00</td> </tr> <tr> <td>Total GST / WAT included is above:</td> <td></td> <td></td> <td></td> <td>\$1.82</td> <td></td> </tr> </tbody> </table> <p>Page 1 of 1</p>	Description	Unit Cost	Units	Discount	Surcharge	Total	Court 3 Normal Hire: Wed Aug 22, 2012 10:00 AM	\$10.00	2	\$0.00	\$0.00	\$20.00	Total Due:					\$20.00	Total net of GST/WAT = \$38.18						Total Amount Received To Date:					\$20.00	Total GST / WAT included is above:				\$1.82		 <p>North Shore Tennis Club 769 Shute Harbour Rd., Airlie Beach QLD 4802</p> <p>RECEIVED FROM Bundy, Bill</p> <p>Official Receipt Voucher No.: 35720.01 Date: 22/08/2012 GST/WAT Number: GST 12345</p> <p>Paid For</p> <table border="1"> <thead> <tr> <th>Description</th> <th>Unit Cost</th> <th>Units</th> <th>Discount</th> <th>Surcharge</th> <th>Amount</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Court 4 Normal Hire: Wed Aug 22, 2012 10:00 AM</td> <td>\$10.00</td> <td>2</td> <td>\$0.00</td> <td>\$0.00</td> <td>\$20.00</td> <td>\$20.00</td> </tr> <tr> <td>Total Amount:</td> <td></td> <td></td> <td></td> <td></td> <td>\$20.00</td> <td>\$20.00</td> </tr> <tr> <td>Total Amount Received:</td> <td></td> <td></td> <td></td> <td></td> <td>\$20.00</td> <td>\$20.00</td> </tr> </tbody> </table> <p>Amount Received: Australian Dollar Twenty Only</p> <p>PAID AMOUNT: \$20.00 Includes GST/WAT: \$1.82</p> <p>ISSUED BY _____</p> <p>Page 1 of 1</p>	Description	Unit Cost	Units	Discount	Surcharge	Amount	Total	Court 4 Normal Hire: Wed Aug 22, 2012 10:00 AM	\$10.00	2	\$0.00	\$0.00	\$20.00	\$20.00	Total Amount:					\$20.00	\$20.00	Total Amount Received:					\$20.00	\$20.00
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Total Amount:					\$20.00	\$20.00																																																											
Total Amount Received:					\$20.00	\$20.00																																																											

We will be happy to design a layout to suit your needs.

5 Default Invoice

Default Invoice Format:

MyCourts ships with at least two Invoice formats for you to chose from. The invoices will be printed from the Point of Sale window either automatically or on a selective basis as configured in MyCourts Administrator. If the bill has not been fully paid, an invoice will issue. Otherwise a Receipt will issue.

A4 Size, Portrait, Pre-printed letterhead	A5, Landscape basic
--	----------------------------



North Shore Tennis Club
709 Skene Harbour Rd.,
Cahle Beach QLD 4802

INVOICE
Number: JS730.01
Date: 22/08/2012
Terms: 30 Days
GST/VAT Number: GST 12245
Page 1 of 1 Pages

Invoiced To:
Bill Binally
117 Gurnat Street,
Katoomba 2780
NSW

Acc. No. 20033

Description	Unit Cost	Units	Discount	Surcharge	Total
Court 8 Normal Hire: Wed Aug 22, 2012 08:00 AM	\$10.00	2	\$0.00	\$0.00	\$20.00
Total Amount:					\$20.00
Total Amount Received:					\$0.00

Amount Due: Australian Dollar Twenty Only
Total Amount Due: **\$20.00**
Includes GST/VAT: \$1.80

Authorized Signature _____

North Shore Tennis Club
709 Skene Harbour Rd.,
Cahle Beach QLD 4802

INVOICE
Number: JS740.01
Date: 22/08/2012
Terms: 30 Days
GST/VAT Number: GST 12245
Page 1 of 1 Pages

Invoiced To:
Bill Binally
117 Gurnat Street,
Katoomba 2780
NSW

Acc. No. 20033

Description	Unit Cost	Units	Discount	Surcharge	Total
Court 8 Normal Hire: Wed Aug 22, 2012 08:00 AM	\$10.00	2	\$0.00	\$0.00	\$20.00
Total Amount:					\$20.00
Total Amount Received:					\$0.00

Amount Due: Australian Dollar Twenty Only
Total Amount Due: **\$20.00**
Includes GST/VAT: \$1.80

We will be happy to design a layout to suit your needs.

6 Use Letterhead

Use own letterhead: No

Tick this box and MyCourts will suppress the Club's name and address details from the invoice or receipt. This is required if you use pre-printed stationary that has this information already printed on it.

7 Local Currency Name

Local Currency Name:

MyCourts will occasionally include the amount written in English. The name of your currency will be obtained from your Windows operating system however you can override that name with a name you specify here.

Leave this field blank to use the operating systems default region setting.

8 Backup Directory

Backup Directory:

Select a directory where you would like to store any backups you create. This setting is compulsory and is required however you can change it at a later time.

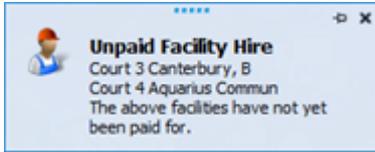
9 Usage Alert

Unpaid Usage Alert minutes.

MyCourts will display a popup warning window during any period whilst a reservation is in progress and the reservation has not been paid for. You can select the period between popup's here. **Selecting 0 will disable this option.**



An example popup alert:



10 Tooltips



Tooltips are prompts to remind you what a particular control will do or achieve. They are intended primarily for the new user and can be disabled by clicking here. Moving your mouse over the control will display the tooltip if they are enabled.

11 Super Tooltips



Super Tooltips are more detailed tooltips and are designed to give you a brief description of how to use a MyCourts feature and how it works. Moving your mouse over the text associated with a control, or the control itself, will show the Super Tooltip if there is one associated with the control. The experience MyCourts operator may chose to disable these Super Tooltips by toggling this option off.

12 Clear Menu States



Menu's and navigation controls can be configured for your own personal use. Clicking this button will revert all controls to their default state and configuration for the logged in current user only.

13 Startup Position



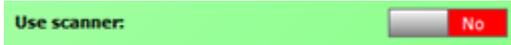
MyCourts will normally startup in a small window in the centre of your screen. This is the default startup position. You can change the startup position to Minimized (that is to the Task Bar), Maximized or full screen or Remember. Remember will reopen MyCourts at the same position and size as it was closed in.

14 Cash Drawer



If MyCourts discovers a cash drawer attached to the computer, it will open the draw whenever access to the draw is required. You can disable the use of the cash drawer by toggling this option off.

15 Scanner





If MyCourts discovers a scanner attached to the computer, it will automatically use it. You can disable the use of the scanner by toggling this option off.

16 Pole Display

Use Line or Pole display: No

If MyCourts discovers a Pole (or Line) Display attached to the computer, it will automatically use it. You can disable the use of the Pole Display by toggling this option off.

17 Bar Code Scanner

Use Bar Code Scanner: No

If you wish to use your bar code scanner, tick this box.

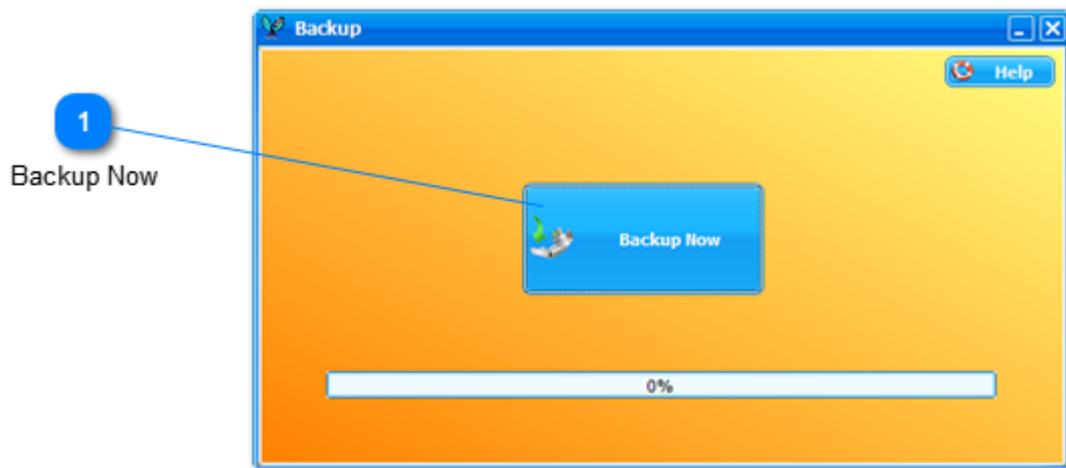


Backup

Clicking the Backup button from the [Tools Menu](#) displays the Backup window.

Using this tool is intended to provide a quick method for the front-line staff to make a quick backup of the database and its directory.

Please refer to [MyCourts Administrator](#) for full information on backing up your database and program directory.



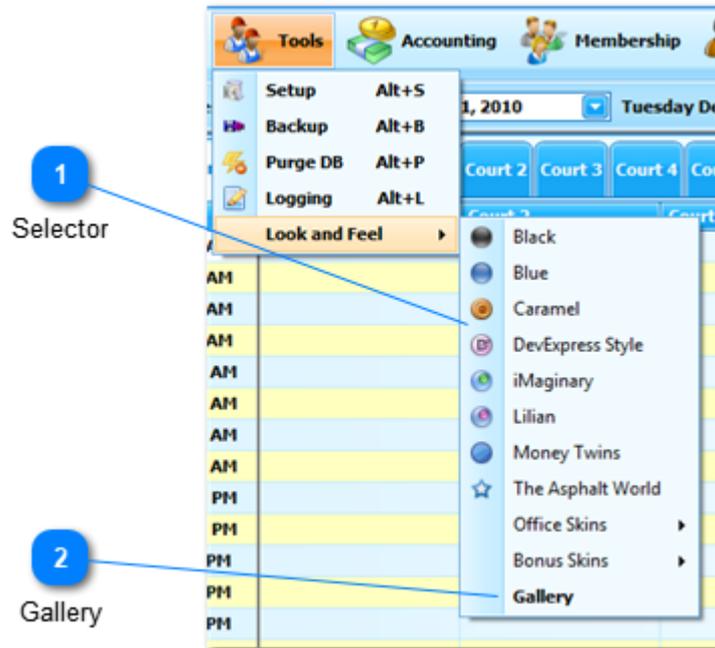
1 Backup Now



Click to commence the backup process.

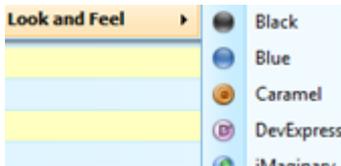


Look and Feel



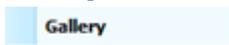
MyCourts ships with an extensive collection of skins and themes allowing you to make your use of MyCourts as pleasurable as possible.

1 Selector

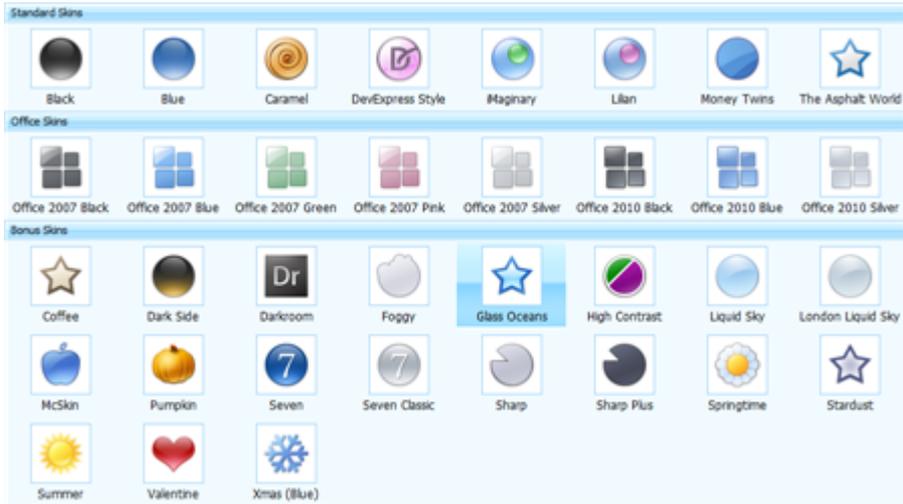


Clicking on Look and Feel opens the skins and themes selector. You can select a skin or theme of your choice and it will be immediately applied to MyCourts and MyCourts Administrator.

2 Gallery



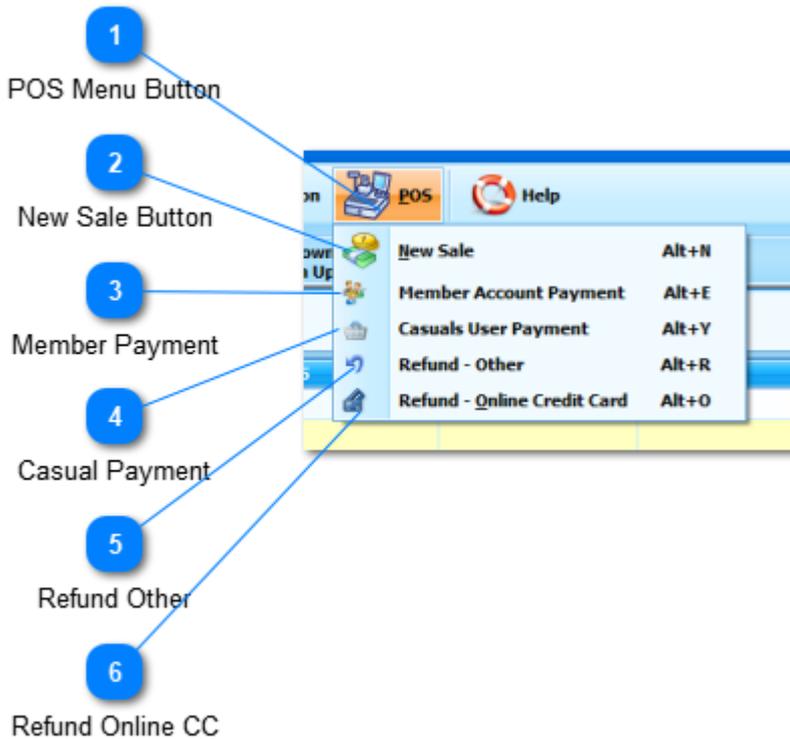
Click this button and you can make your selection of the available skins and themes from the gallery of available skins and themes:





POS Menu

The POS Menu drop down contains the items related to the [Point Of Sale](#) capabilities of MyCourts. If you have disabled POS in the [MCA POS Setup Window](#) then this Menu Item will be disabled and unusable.



1 POS Menu Button



Click here to drop down this menu.

2 New Sale Button



Click here to record a [new sale](#). A new window will open allowing you to select items from your inventory.



NOTE: This button is not used to record sales relating to bookings. Recording of sales for bookings is made at the time of the booking. If your client wishes to pay for a recurring booking, click on the actual booking in either the All Facilities Tab or the respective Facility Tab will open up the new POS window with the booking details and charges calculated for you.

3 Member Payment





Clicking here will open the [Member Selection](#) window allowing you to select the member concerned and will in turn open the [Members Payments Window](#):

If the member does not have an account, accept payment either via clicking on the appropriate booked cell in the corresponding Facility Tab OR use the [Membership menu](#).

4

Casual Payment

 Casuals User Payment

For non-member payments of outstanding accounts, click here to open the [Casuals Payment](#) window.

5

Refund Other

 Refund - Other

Click to open the [Refund - Other window](#).

Refunds for non-facility bookings (for example: towel hire, pro-shop purchases etc) are made using this window.

Refunds for paid bookings will be processed during the [Cancel Booking](#) process.

6

Refund Online CC

 Refund - Online Credit Card Alt+O

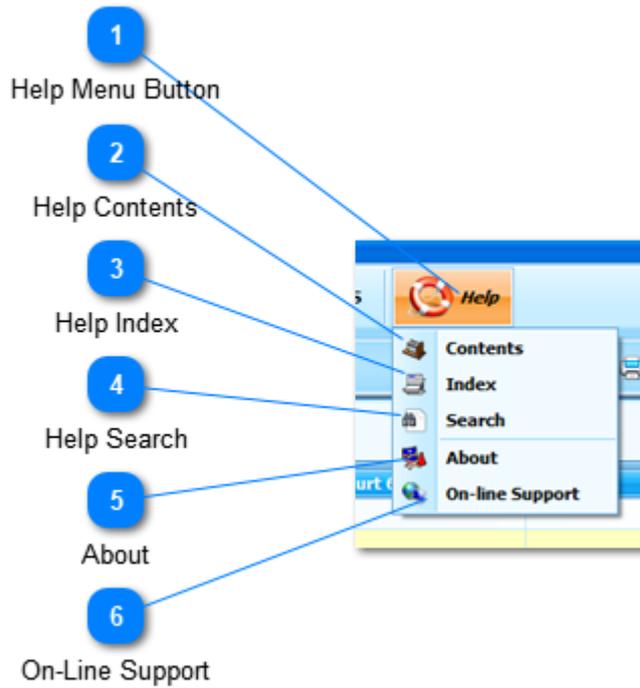
Select this item to process a [credit card payment refund](#) or reversal made via your online Credit Card gateway.

 Note: This relates to online credit card processing. Not credit cards accepted or processed via a normal POS Credit Card terminal.



Help Menu

The Help Menu item expands to give you choices of how to open the help file as well as view details of version, registration etc.



1 Help Menu Button



Click to drop down this menu.

Help is available throughout MyCourts either by selecting the Help button or using the F1 key.

2 Help Contents



Opens the Help file at the Contents page.

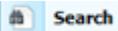
3 Help Index



Opens the Help file at the Index page.



4 Help Search



Search

Opens the Help file at the Search page.

5 About



About

Opens up a separate [About Window](#) giving details of registration, MyCourts version number, help and support contact details etc.

6 On-Line Support



On-line Support

[On-Line Support](#) is available by clicking here. You will be taken to our [dedicated support web pages](#).



Tabs

Access to the main areas of the program is by way of Tabs.

When you click on a Tab, that tab's window is revealed allowing you to view, add or edit data as required.

Display of the various Group and Facility Tabs is controlled by the configuration in the [MCA Setup Facilities and Bookings](#) window.



All Facilities Tab

The All Facilities Tab displays all the bookings for each facility for the selected day.

When you open the program, the chosen date defaults to today however you can change the selected day to view by making your selection from the [Day Selector](#) on the Main Screen Menu Bar.

You can only make "once only" bookings using this window. If you wish to make a recurring booking then you will need to use the Tab page for the Facility that you wish to book.

Annotations:

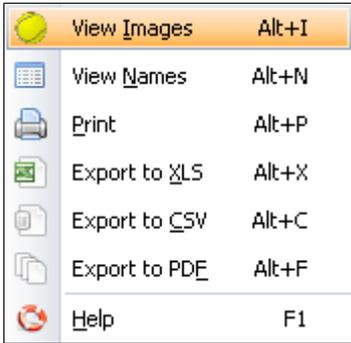
- 1 Time
- 2 Facility Names
- 3 Booked Period
- 4 Available Period
- 5 Scroll Bar
- 6 Paid Booking
- 7 Unpaid Booking

Time	AB Court 1	AB Court 2	AB Court 3	AB Court 4	AB Court 5	AB Court 6
8:00 AM					Harvy, D	
8:30 AM				Hoad, L	Harvy, D	
9:00 AM				Hoad, L		
9:30 AM					Fraser, K	
10:00 AM	Harvy, D				Fraser, K	
10:30 AM	Harvy, D					
11:00 AM	Harvy, D					
11:30 AM	Harvy, D				Hoad, L	
12:00 PM	Harvy, D				Hoad, L	
12:30 PM						
1:00 PM						
1:30 PM					Myer, J	
2:00 PM		Myer, J			Myer, J	
2:30 PM		Myer, J				
3:00 PM					Sash, M	
3:30 PM					Sash, M	
4:00 PM					Sash, M	
4:30 PM						
5:00 PM		Ladd, A			Hoad, L	
5:30 PM		Ladd, A			Hoad, L	
6:00 PM						
6:30 PM						
7:00 PM						
7:30 PM	Conn, J	Fraser, K				
8:00 PM	Conn, J	Fraser, K				
8:30 PM		Fraser, K				
9:00 PM		Fraser, K				



The colour of the image shown reflects the status of the booking. A green background indicates it has been paid for whereas a red background indicates payment is still outstanding.

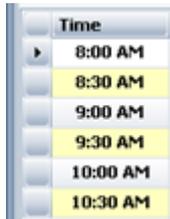
You can also configure MyCourts to hide time columns or rows as well as display up to 4 hirers names in each cell.



You may also chose to display the name of the hirer instead of an image. You may do this by either toggling the display by right clicking your mouse and selecting the desired display or changing it from the [Setup Menu](#). The cell will be highlighted in red or green depending whether payment has been made or not.

This popup menu is available by right clicking your mouse in any of the facility windows.

1 Time



Booking periods for the day are divided into half-hour blocks.

The total number of these blocks is governed by the number of blocks between the First Booking Period for the day and the Last Booking Period for the day.

That information is entered via the [Setup](#) window.

2 Facility Names



Across the top of the window are the columns for the Time and each Court or Facility that is available for hire.

If your Club has less than 8 facilities then the columns displayed will reflect this.

3 Booked Period



Harvy, D	
	Myer, J
	Myer, J

When a period has been booked, the booking period will be filled in by the appropriate image. This image can be customized by yourself. Alternatively you can fill the cell with a [customized colour scheme](#).

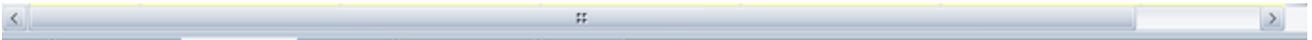
If you click on the period another window will open with the actual [details of the booking](#).

4 Available Period

If there is no booking for the period then the booking period block is empty.

Clicking on a block will open up a window allowing you to [record a booking](#) that is to commence at that time. Once you enter the booking, all those booked periods will be changed to show the booking.

5 Scroll Bar



If there are more booking periods available on any given day that won't fit into the available window, you can scroll up or down to reveal the extra periods.

6 Paid Booking

Fraser, K
Fraser, K
Fraser, K
Fraser, K

If the background is green then the booking has been paid in full.

This may also be an image if you configure images instead of names.

7 Unpaid Booking

Hoad, L
Hoad, L

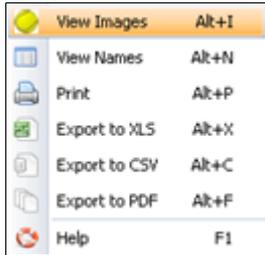
If the background is red then the booking has been paid in full. This may also be an image if you configure images instead of names.



Facility Tab

Each Facility has it's own Tab.

You can view what's happening on each facility for each day in the coming selected period. You select the number of days ahead to view in Setup. You also use this window when you wish to record a booking that is required for more than one week although you can also make a "once only" booking here as well.



In this screen capture we have displayed the bookings by the hirer's name rather than show a graphic. You may toggle this view style by right clicking your mouse anywhere inside the window and selecting the desired display from the popup menu.

You can also set the default view style in the [Setup Menu](#).

A red background in the cell denotes that the booking has not yet been paid for.

All Facilities	Center Court	Court 2	Court 3	Court 4	Court 5	Meeting Rooms	Squash 1	Squash 2	Bookings		
Day	Date	8:00 AM	8:30 AM	9:00 AM	9:30 AM	10:00 AM	10:30 AM	11:00 AM	11:30 AM	12:00 Noon	12:30 PM
> Sunday	16 December					Hoad, L	Hoad, L	Hoad, L	Hoad, L	Hoad, L	Hoad, L
Monday	17 December										
Tuesday	18 December			Egan, C	Egan, C	Egan, C	Egan, C	Egan, C	Egan, C		
Wednesday	19 December										
Thursday	20 December										
Friday	21 December										
Saturday	22 December										
Sunday	23 December										
Monday	24 December										
Tuesday	25 December			Egan, C	Egan, C	Egan, C	Egan, C	Egan, C	Egan, C		
Wednesday	26 December										
Thursday	27 December										
Friday	28 December										
Saturday	29 December										
Sunday	30 December										
Monday	31 December										
Tuesday	01 January			Egan, C	Egan, C	Egan, C	Egan, C	Egan, C	Egan, C		
Wednesday	02 January										
Thursday	03 January										
Friday	04 January										
Saturday	05 January										
Sunday	06 January										
Monday	07 January										
Tuesday	08 January			Egan, C	Egan, C	Egan, C	Egan, C	Egan, C	Egan, C		
Wednesday	09 January										
Thursday	10 January										
Friday	11 January										



1 Day

Each row represents one days booking. The day and date are displayed here.

2 Booking Period

These columns represent the start time of each booking period for that day.

3 Booked

When highlighted in this fashion it shows that period as having been already booked.

Clicking on the highlighted cell will show the [details window](#) for the booking.

4 Available

If the grid cell is empty then that period is available for booking.

Select the starting period for the requested booking by left clicking your mouse. The [booking window](#) will then open.

5 Time Scroll Bar

Allows you to scroll through the various booking periods available for each day.

The number of available booking periods is set using the [Setup Window](#).

6 Day Scroll Bar

Enables you to scroll through all the available days that you wish displayed as setup by you in the [Setup Window](#).



Bookings Tab

This Tab will display all the bookings recorded in the database.

By default, only bookings that are current are displayed when first entering this window.

The screenshot shows the 'Bookings Tab' window for the North Shore Tennis Club. The window title is 'North Shore Tennis Club' and the date is 'Wednesday March 26, 2008 11:39:08 AM'. The 'All Facilities View' is set to 'Saturday March 29, 2008'. The main area is a table with columns: Last Name, First Na..., Mem..., Phone, Facil..., Date Book..., Start Date Time, Periods, Wee..., Comment, and Cancelled. The table contains 20 rows of booking data. Callout 1 points to a 'Group Items' panel at the top left. Callout 2 points to the column headers. Callout 3 points to a comment icon in the 'Comment' column. Callout 4 points to the 'View Selector' at the bottom left. Callout 5 points to the 'Cancel Booking' button. Callout 6 points to the 'Print' button. Callout 7 points to the 'Edit Filter' button at the bottom right.

Last Name	First Na...	Mem...	Phone	Facil...	Date Book...	Start Date Time	Periods	Wee...	Comment	Cancelled
Harvy	David	4563	49462134	Squash 2	Mar 21, 2008	Mar 31, 2008 08:00 AM	4	1		
Fraser	Ken	56	5554499	AB Cou...	Mar 24, 2008	Apr 05, 2008 09:00 AM	2	1		
Fraser	Ken	56	5554499	AB Cou...	Mar 24, 2008	Apr 05, 2008 08:00 AM	2	1		
Fraser	Ken	56	5554499	AB Cou...	Mar 24, 2008	Apr 12, 2008 08:00 AM	2	1		
Sash	Mill	45632	4445 3421	AB Cou...	Mar 24, 2008	Apr 05, 2008 08:00 AM	2	1		
Fraser	Ken	56		AB Cou...	Mar 21, 2008	Mar 21, 2008 08:00 AM	2	4		
Myer	Jock	7349	5555655	AB Cou...	Mar 24, 2008	Apr 05, 2008 09:00 AM	2	1		
Myer	Jock	7349	5555655	AB Cou...	Mar 24, 2008	Mar 29, 2008 02:00 PM	2	1		
Hoad	Lou	23	76894329	AB Cou...	Mar 24, 2008	Mar 29, 2008 08:30 AM	2	1		
Myer	Jock	7349	5555655	AB Cou...	Mar 24, 2008	Apr 05, 2008 08:00 AM	2	1		
Hoad	Lou	23	76894329	AB Cou...	Mar 24, 2008	Apr 05, 2008 08:00 AM	2	1		
Sash	Mill	45632	4445 3421	AB Cou...	Mar 24, 2008	Apr 05, 2008 09:00 AM	2	1		
Harvy	David	4563	49462134	AB Cou...	Mar 24, 2008	Apr 05, 2008 10:00 AM	2	1		
Emerson	Jack	2347	66554433	AB Cou...	Mar 24, 2008	Apr 05, 2008 11:30 AM	2	1		
Harvy	David	4563	49462134	AB Cou...	Mar 24, 2008	Mar 29, 2008 08:00 AM	2	1		
Fraser	Ken	56	5554499	AB Cou...	Mar 24, 2008	Mar 29, 2008 09:30 AM	2	1		
Hoad	Lou	23	76894329	AB Cou...	Mar 24, 2008	Mar 29, 2008 11:30 AM	2	1		
Myer	Jock	7349	5555655	AB Cou...	Mar 24, 2008	Mar 29, 2008 01:30 PM	2	1		
Sash	Mill	45632	4445 3421	AB Cou...	Mar 24, 2008	Mar 29, 2008 03:00 PM	3	1		
Hoad	Lou	23	76894329	AB Cou...	Mar 24, 2008	Mar 29, 2008 05:00 PM	2	1		
Harvy	David	4563	49462134	AB Cou...	Mar 26, 2008	Mar 29, 2008 10:00 AM	5	1		
Ladd	Alan	0	5552345	AB Cou...	Mar 26, 2008	Mar 29, 2008 05:00 PM	2	1		
Conn	John	0	87347766	AB Cou...	Mar 26, 2008	Mar 29, 2008 07:30 PM	2	1		
Fraser	Ken	56	5554499	AB Cou...	Mar 26, 2008	Mar 29, 2008 07:30 PM	4	1		

1 Group Items This panel allows you to drag and drop columns from the table onto it.

If you click on a column header, hold down the left mouse key and drag the column header to this panel, then the table will be rearranged and grouped by that column. This can be done a number of times allowing you to drill into the specific information you are seeking.

It is best for you to experiment with this very powerful feature.



To undo or change your view, right click anywhere in the panel and select the option you wish.

2 Columns

These columns give you various information in relation to individual bookings. Clicking on any one of these column names and you can sort all the information in the window in that order. You can also filter the rows to view by clicking on the column cell and then clicking on the small filter icon contained within the cell.

We suggest you experiment with this very powerful feature.

3 Comments

Comments can be added for each booking. You can use these comments as you wish. They are accessible in almost all windows and locations where the booking is displayed. If there is no  at the bottom of the icon then a Comment already exists for that booking.

Bookings made via the internet will have a comment generated by MyCourts recording the date and time the booking was received.

4 View Selector

You can use this button to select which bookings you would like to view.

You can chose to view ALL bookings (including expired and cancelled bookings) or just view the Current bookings.

5 Cancel Button

If you wish to Cancel a booking, click on the booking in the list and it will be highlighted for you. Then click this button and you can delete that booking.

You can select more than one booking for cancellation if you wish.

6 Print Button

Clicking here will open the print preview of the above grid.

From this window you can print the report, save it to disk, export it to pdf, html or even csv files.

You can create individual specialised reports yourself using the Group Panel facilities prior to selecting Print.

7 Edit Filter

Select this button to enter the Filter Selection criteria that will allow you to search (or filter) records using a multitude of selection criteria.



Reservations Bookings

Making a Reservation

All individual reservation information is entered into one simple window to make it easier for you.

To make a reservation you need to open the [Reservation Window](#). You do this by clicking on the empty grid cell corresponding to the first booking period requested on the appropriate Facility Tab for which you wish to make a reservation. This can be the Tabs for Facility 1 to 48 OR the "All Facilities" Tab.

"Once Only" reservations can be made on any of the Facility Tabs including the ["All Facilities Tab"](#) however recurring or Weekly Bookings must be made on the Facility Tab for the specific facility that has been requested.

If a Weekly Booking is requested and there is a conflicting booking sometime in the weeks ahead you will be notified of the conflict including the date and time of when the conflict will occur. You will need to change the Facility to one that is available for the requested time each week into the future OR you can chose to make several bookings to meet your customers requirements. Another alternative would be to cancel or move the already conflicting booking and create another booking that will replace the conflicted booking. The choice is up to you.

Once you have completed the reservation form, click Save and you will be taken to the [POS Window](#) to complete payment arrangements.

Viewing Reservation Information

Viewing information regarding a reservation is quick and easy. You can click on the reservation in any of the facility tables and the [Reservation Details](#) will be displayed.

Alternatively, more detail of all reservations can be made by clicking on the [Bookings Tab](#).

Canceling a Reservation.

Click on the reservation in the Facility window and then select Cancel. Alternatively you can cancel the reservation from the Bookings Tab.

In either case, after clicking on Cancel, if a payment has been made you will be prompted with the option to make a refund.

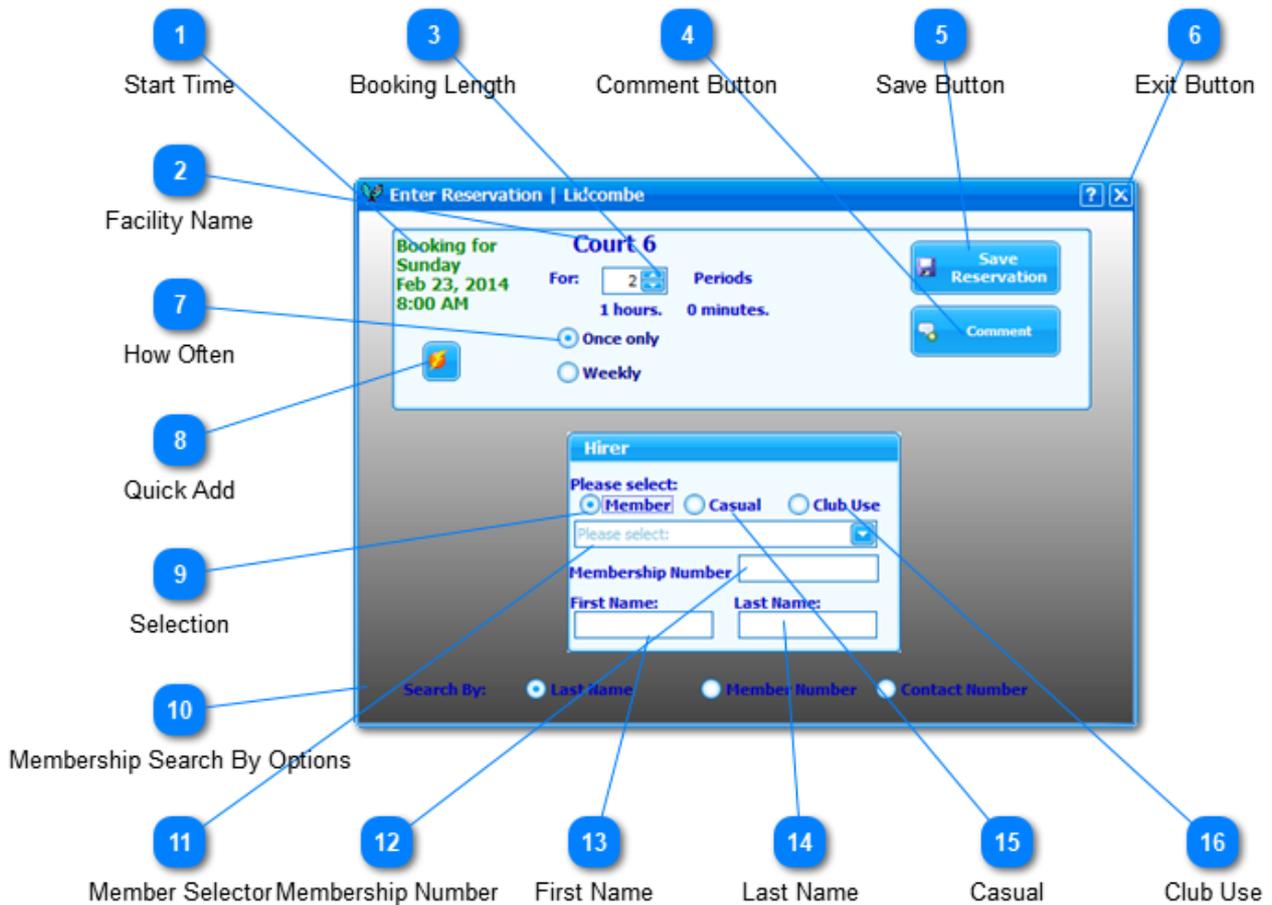


Reservation Window

The Reservation Window is where you record all the details you need to make the booking.

This screen capture shows the layout of the window when you have chosen to use the database of members. If you do not use a database then the option to select a Member or Non-Member will not be displayed.

Hirer Panels for Player's 2, 3 and 4 will be displayed if you configure MyCourts to record the names of up to 4 players or you chose to charge each player individually. You set these options in MyCourts Administrator. If you do chose those options, you will need to enter the player/hirer's details in each of the respective Hirer Panels.



1 Start Time



This is when the booking will start. The information comes directly from the booking period cell that you selected from the Courts Tab page.



2 Facility Name

Court 6 The name of the facility being booked. You can setup the facility name in the [MCA Setup Facilities](#) window.

3 Booking Length

Select here how long the booking is for. You can set a minimum booking period [in 15, 20, 30, 45 or 60 minute increments] in the [MCA - Setup - Facilities and Bookings](#) Page.

The initial period will default to the minimum booking period however you can change it by selecting the time from the drop down menu of choices. The minimum booking period is not enforced by default so that staff may override this if they wish. You can force the minimum booking period by choosing that option in the MCA - Setup Page.

Holding own the left mouse button on the arrows will shift the selection more rapidly than multiple clicks.

4 Comment Button



Click this button to view or add a comment to this booking.

If you have configured MyCourts to record 4 players names, the names of the additional players as well as their contact numbers will be automatically added as a comment at the time of the booking.

5 Save Button



Click here to Save the booking details in the database.

If you have enabled the POS Integration then you will be shown the [POS Sale window](#) already completed with the details and cost of the booking. If you don't use MyCourts POS, then the booking will be saved immediately.

6 Exit Button



Click here to exit this window without saving the booking information.

7 How Often

Select one of these radio buttons - either for a "once only" booking or for a regular weekly booking. If you select the Weekly radio button another drop down selector will appear asking you for how many weeks you wish to record the booking for.



 NOTE: These radio buttons will not be displayed if you set a minimum period before a booking can be made.

8 Quick Add



The Quick Add button allows you to quickly add a new member and is displayed after you click on the Member Button and if enabled in [MCA - Setup - Other](#). Clicking the button displays the [Quick Add](#) window.

9 Selection

If integrated with a membership database, select whether the booking is for a Member or Casual [Walk-in].

10 Membership Search By Options

The [Member Selector](#) will accept input from the keyboard so you can quickly lookup or search for a specific member. You can choose what data to search for by selecting one of the three options. MyCourts will remember your selection for use next time. You can change your search criteria at any time. These options will only become available when you select the Member option for the player's selection.

11 Member Selector

When choosing 'Member' from the above selector, this drop down selection box will open allowing you to easily select the Member wishing to make the booking.

If you start typing in the last name of the member in this box, the drop down list will display all members whose last name commences with whatever you have typed so far. Once you have typed enough letters to identify that member, the box will fill with that member's details. Alternatively, you may click the dropdown icon and scroll through the list of members and select the member.

You will also notice immediately above "Please select:" a new button will appear when you choose

"Member". If you click this button  the new member [Quick Add](#) window opens allowing you to quickly add a new member.

12 Membership Number

When you integrate MyCourts with a membership database, this information will be entered for you when you select the member from the Member Selector box above. Alternatively, enter the membership number here. If you are not using a member database, then simply enter a contact phone number here.



13 First Name

When you use a member database, this information will be entered for you when you select the member from the Member Selector or the Membership Number boxes above. If not a member, enter the First Name of the hirer here.

14 Last Name

When you use a member database, this information will be entered for you when you select the member from the Member Selector or the Membership Number boxes above. Otherwise, enter the Last Name of the person in whose name the booking is to be

made.

15 Casual

 Casual

If you select a Casual (or 'Walk-in') the 'Membership Number' number field can be any number you like. It should be a contact phone number. The First Name and Last Name fields must also be completed.

16 Club Use

 Club Use

To record a reservation that will be used by the Club for any reason, select this option. MyCourts will record a booking designated as 'Club Use'.

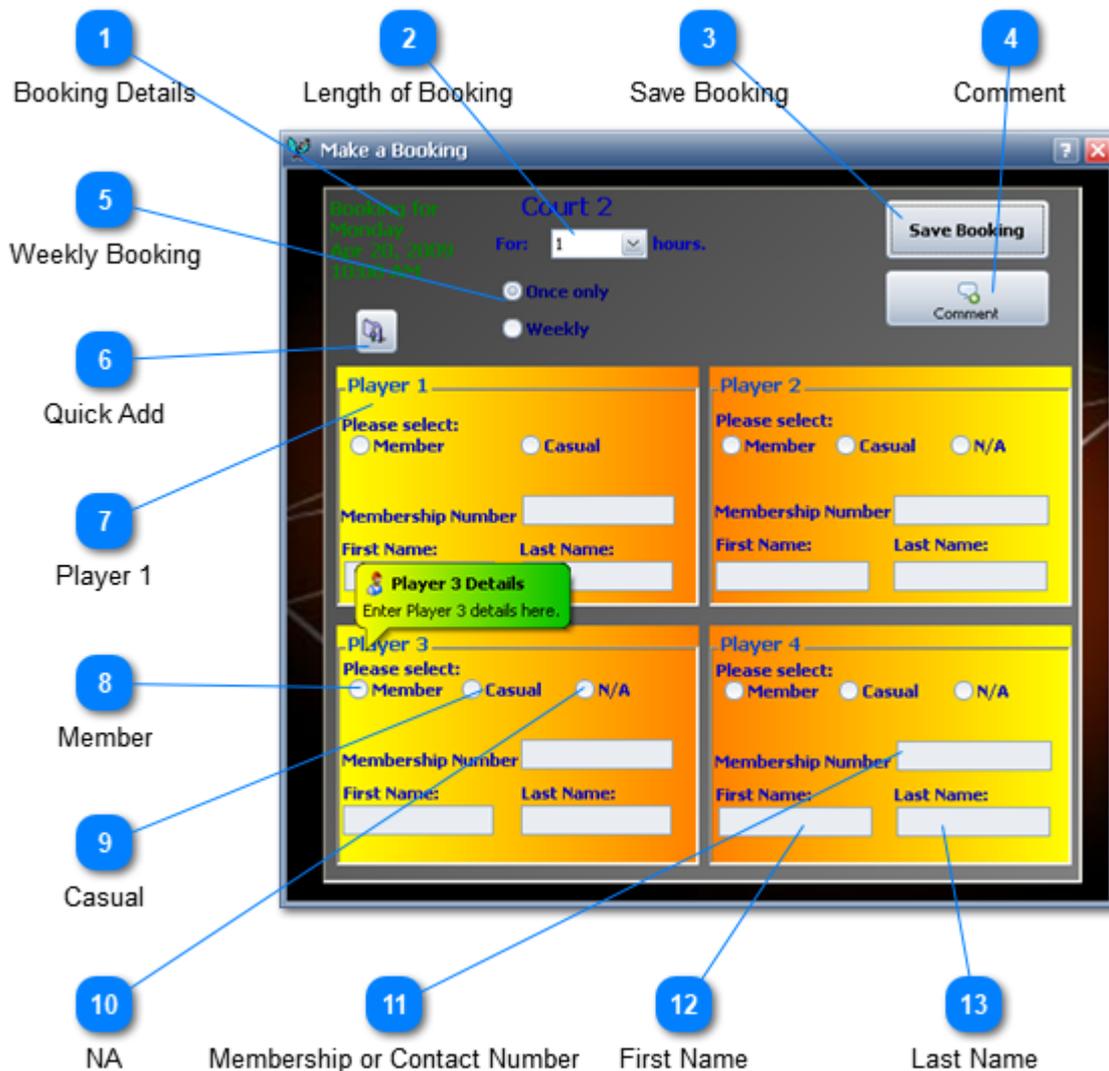


Reservation Window - Charge per Hirer

The Booking Window - Charge per Hirer Window is displayed when you have chosen to use the [Charge per Hirer Model](#) in MyCourts Administrator.

The window contains 5 main sections. The first being related to the booking as a whole and the other 4 sections for each possible hirer. All the items have Tool Tips so moving your mouse over an item will give you help in completing the item.

Player information must be entered in Player Number order - you cannot complete details for Player number 2 before Player number 1 and so on. Player Panels will only be displayed for the number of players/hirers configured in MyCourts Administrator.



- 1 Booking Details** The date and time the booking commences are displayed here.



2 Length of Booking
Select the length (in half-hour blocks) of the booking.

3 Save Booking
Once you have completed all the relevant information, click here to save the booking.

The form will be checked for inaccuracies prior to proceeding and you will be advised of any obvious errors.

4 Comment
Click here to add a freeform text comment that will be stored in the database for this booking.

5 Weekly Booking
Select either 'Once Only' or 'Weekly' as required for the frequency of the booking.

If you chose a Weekly Booking the following selector will be displayed enabling you to select the number of weeks that the booking is required for:

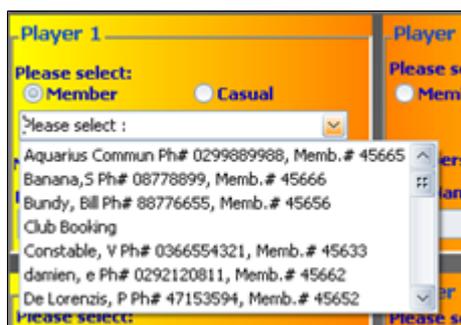


6 Quick Add
If enabled, the [Quick Add](#) button will be displayed enabling you to quickly add a new member to your database.

7 Player 1
As a minimum, the details in this section must be completed.

The information required is the same as the other Player sections except the the N/A option.

8 Member
Select this radio button option and the Member Selection drop down will be displayed:



You can click the drop down indicator and select from the list OR start typing the members last name and the drop down will present you with a filtered option list to select from.

Once you select the member, the Membership Number, First Name and Last Name will be filled in for you.



9 Casual
Select this radio button if the Player is not a member. You will need to enter the player's contact number, first name and last name manually.

10 NA
The N/A radio button will allow you to clear any information already entered for this player. If selected, this hirer will not exist
ie N/A = "No Hirer".

11 Membership or Contact Number
You must enter a number here. MyCourts will only accept numbers [0 thru 9] and not letters.

12 First Name
The players first name.

13 Last Name
The players last name.



Reservation Details

The Reservation Details window is displayed when you click on any cell in a Facility table that has a booking recorded. It displays a summary of all the information regarding the reservation.

1 Facility and Time

2 Hirers

3 Date Reserved

4 Comment

5 Exit Button

6 Bill Button Print Receipt

7 Replace Hirer

8 Cancel Booking

	First Name	Last Name	Contact Number
M	Susan	Banana	08778899
M	Janice	Condor	8887765
M	Vicky	Constable	0366554321
C	Kathy	Freeman	078866512

Date Booked: Saturday, 15 August 2009 4:55 PM

Save / Update Comment

Players:
45666 Susan Banana
45668 Janice Condor
45633 Vicky Constable
078866512 Kathy Freeman

1 Facility and Time



The details of the booking including the Facility description, time the reservation commences and the length of the reservation.

2 Hirers

	First Name	Last Name	Contact Number
M	Susan	Banana	08778899
M	Janice	Condor	8887765
M	Vicky	Constable	0366554321
C	Kathy	Freeman	078866512

If you have configured MyCourts to record the names of 4 players, the names of the each player will appear here in addition to the details of the hirer. The name of the person that has hired the facility will appear first as well as their contact numbers.

Members are denoted by an 'M' icon [] whereas Casuals will have a 'C' icon [].



3 Date Reserved



Date and time the original reservation was recorded.

4 Comment



You can view or add a comment to this reservation here.

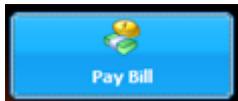
If you have configured MyCourts to record 4 players names, the names of the additional players as well as their contact numbers will be automatically added as a comment at the time of the booking.

5 Exit Button



Click this button to Exit this window.

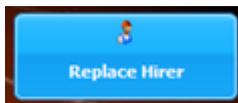
6 Bill Button Print Receipt



If the court hire as not yet been paid for, this button will be shown. Clicking it will open the POS Window with the details of the booking as well as the charges already calculated.

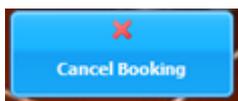
If the court hire has already been paid, this button will change giving you the option to reprint the receipt.

7 Replace Hirer



Click here to replace a hirer. This will display the [Replace Hirer](#) window.

8 Cancel Booking



Clicking on this button will cancel this booking after confirmation.

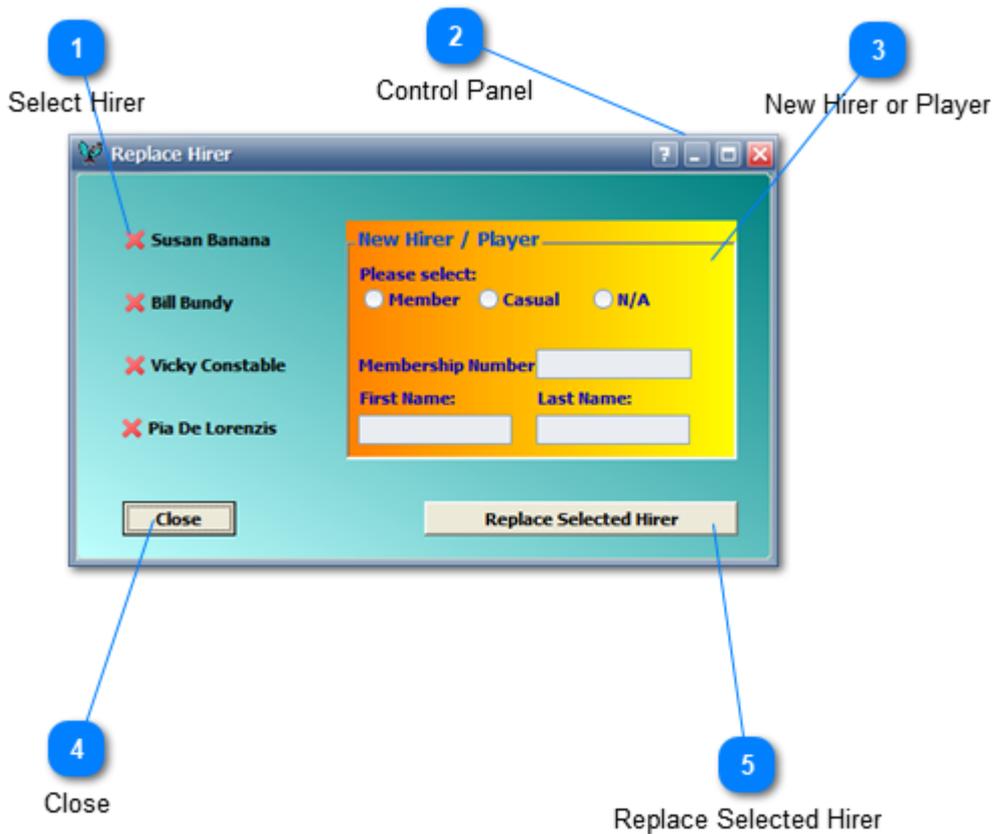
You can cancel this booking only or, if it is part of a weekly booking you will be asked if you wish to delete this booking only or all subsequent bookings.

If a payment has been made for the booking, you will be prompted to give a refund via the [Refund Window](#).



Replace Hirer

Replace Hirer allows you to replace or substitute another player or hirer for a selected booking.



1

Select Hirer

 Susan Banana

Select Hirer allows you to select the hirer to replace or substitute.

All hirers are listed here and you select one by clicking their name. Initially no hirers are ticked so you need to select the hirer to replace first. Once selected a tick [✓] will appear against their name.

You can only replace one player at a time.

2

Control Panel



You can get Help, Minimize, Maximize or Close this window.

3

New Hirer or Player



Use this area to select or add details of the new player or hirer.

If you select Member the Member Selection drop down list will be displayed. Selecting Casual will allow you to fill in the players Contact Number, First Name and Last Name. Selecting N/A will replace the player with nobody.

 You cannot replace the first named hirer with nobody as the booking is recorded in that name.

4 Close



Click to Close this window.

5 Replace Selected Hirer



Click this button to replace the selected hirer.

If the hirer being replaced has paid for their booking you will be shown the [Refund Window](#) enabling you to grant a refund to the player being replaced.

On completion you will be returned to the Booking Details window where you can replace another player or return to the Facility Window.

 If the booking was previously fully paid for you will need to display the Booking Window again to make a further payment for the newly recorded player. Another option you may consider is to not grant a refund in this window but process any refunds via the Membership window for the affected member.



Refunds - Paid Bookings

If any payments have been received, details will be advised to you when you cancel a booking from the [Booking Details](#) window.

Refunds need to be applied for each hirer separately. You use this window to apply a refund that you decide to give to each hirer. You do not need to grant a refund.

The screenshot shows the 'Refunds' window with the following elements and callouts:

- 1** Details: Points to the 'Details are:' section above the table.
- 2** Hirers Name: Points to the 'Hirer's Name' column header.
- 3** Amount: Points to the 'Amount Received' column header.
- 4** Process Refund: Points to the 'Process Refund' column header.
- 5** Refund Amount: Points to the '\$20.00' value in the 'Amount Received' column for Susan Banana.
- 6** Open Cash Draw: Points to the 'Open Cash Draw' button.
- 7** No Refund: Points to the 'No Refund' button.
- 8** Refund Method: Points to the 'Cash or Other refund type:' dropdown menu.
- 9** Process Refund: Points to the 'Process Refund' button.

Hirer / Player	Member Number	Amount Received	Payment Method
Susan Banana	45666	\$20.00	Cash
Vicky Constable	45633	\$20.00	Cash
Jock Myer	7349	\$20.00	Cash
Terry Scott	2354	\$20.00	Cash

Amount of refund: \$20.00

Cash or Other refund type: Cash, Credit Card, Credit Memb. Account, Cheque, PayPal, Other

Note: Refunds for "Other Purchases" are made via the [Refund - Other](#) window.

- 1** **Details**
A list of all payments received for this booking will be listed here.



Column	Description
Hirer / Player	The hirer or players name.
Member Number	The players membership number. If not a member, their contact number.
Amount Received	The amount received so far towards the cost of hire.
Payment Method	The method of original payment. If more than one method then the majority method will be shown here.

2 Hirers Name

Hirer's Name
Susan Banana
Vicky Constable

If there is more than one hirer their name will be listed here.

3 Amount

Amount Received
\$20.00
\$20.00

The total amount paid by the hirer is summarized here.

4 Process Refund

Process Refund
✓
✗

This will be ticked if there is only one hirer. If there is more than one hirer, select which hirer you wish to grant a refund to.

You can only process a refund for a one hirer at a time. If there is more than one hirer with an amount that can be refunded, you will be returned to this window to continue processing as required.

5 Refund Amount

Amount of refund: \$20.00

Enter the amount of refund you wish to grant here. It will default to the total amount received from this hirer.



NOTE: You may enter any amount you wish however it should not exceed the amount of money received specifically for the cost of the booking only.



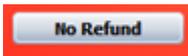
6 Open Cash Draw



The Open Cash Draw button will be visible to you if you have POS for .Net installed and a cash drawer attached to your POS Printer.

If a refund is granted and you have selected Cash as the type of Refund, the draw will automatically be opened when you select Process Refund however you can also open the draw by clicking this button.

7 No Refund



If you decide not to give a refund to any hirer, click this button and cancellation of the booking will be finalized.

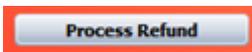
8 Refund Method

A yellow rectangular box with a red border containing a list of refund methods. Each method is followed by a radio button. The 'Cash' option is selected, indicated by a filled radio button. The other options are 'Credit Card', 'Credit Memb. Account', 'Cheque', 'PayPal', and 'Other', each with an empty radio button.

Cash	<input checked="" type="radio"/>
Credit Card	<input type="radio"/>
Credit Memb. Account	<input type="radio"/>
Cheque	<input type="radio"/>
PayPal	<input type="radio"/>
Other	<input type="radio"/>

The primary source (if there is more than one method of payment) will be selected for you. You may change this as you wish.

9 Process Refund



Click to process the refund. If there are no further refunds to be granted, the booking will be cancelled.



Move Booking

To move a booking first select the booking by moving your mouse over the booking and holding down the left mouse key. Moving the mouse whilst holding down the left mouse key will make the cursor change to that shown in the image.

	Time	Center Court	Court 2	Court 3	Court 4	Court 5	Meeting Rooms	Squash 1
	8:00 AM							
	8:30 AM				●			●
	9:00 AM				●			●
	9:30 AM				●			●
	10:00 AM				●			●
▶	10:30 AM		●					●
	11:00 AM		●					
	11:30 AM		●					
	12:00 PM		●					
	12:30 PM							
	1:00 PM							
	1:30 PM							
	2:00 PM							
	2:30 PM							

The mouse cursor has changed to show the drag and drop feature is enabled.

Drag the mouse pointer to the vacant cell in the facility grid that represents the new starting time for the booking you wish to move. Release the left mouse button whilst the mouse pointer is in the desired cell and the booking will be transferred for you.

You may change the date and time of the booking in any of the facility windows for that facility. If you wish to change the facility as well, you may do this in the "All Facilities" window for the date concerned.

For example: To move a booking from 30th January Court 2 to 5th February Court 3....

- Step 1: Go to the facility window for Court 2 and move the booking to any available time slot for 5th February.
- Step 2: Go to the All Facilities window, select February the 5th and move the booking to Court 3.

You could also chose to move the booking using the All Facilities window first.

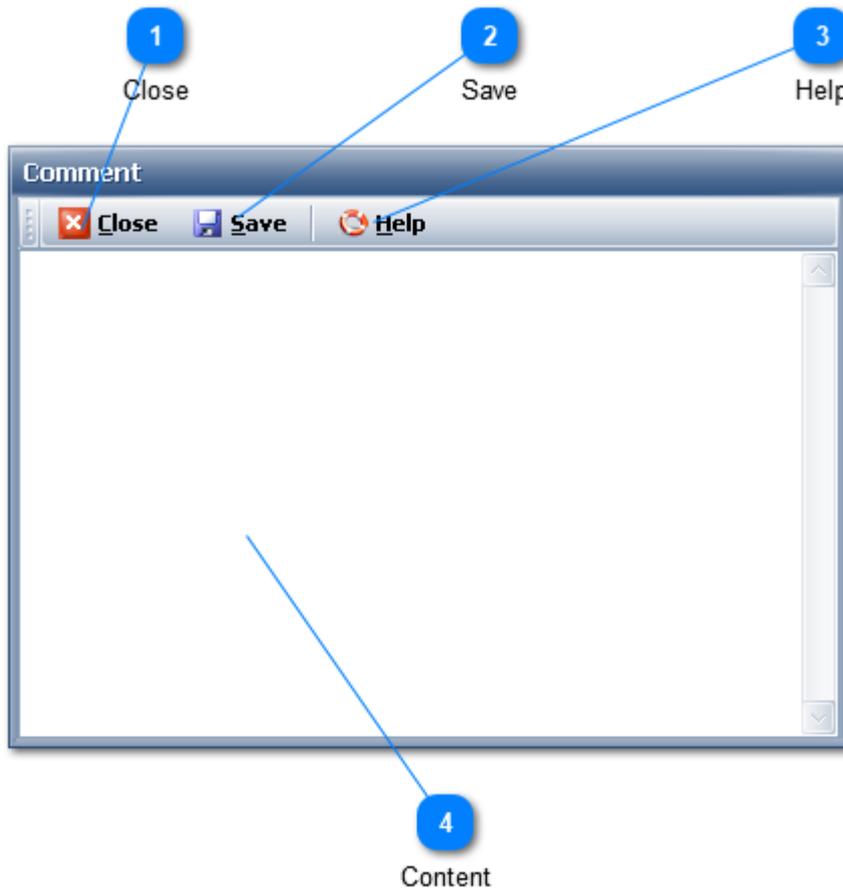
If there is a conflicting booking, the transfer will be cancelled without loss of data.

You may only move a booking for bookings occurring within the range of dates that you have chosen to view in Setup. If you wish to move a booking outside of this range of dates then you will need to cancel it and then enter a new booking.



Comments

Comments are free form text containing up to 250 characters that you can use as you wish. They are accessible from almost all Booking related windows and are attached to either the Booking or if there is no booking, then to the Sale itself.



- 1 Close**
Click to close this window.
- 2 Save**
Click to save any changes you have made.
- 3 Help**
Get this Help window.
- 4 Content**
You may add any free form text as you wish. Most formatting will be retained. You may only save up to 500 characters. You will be advised if you are exceeding that limit.



Point of Sale

MyCourts Point of Sale facilities are designed to be easy to use whilst giving you the ability to keep accurate financial records.

Entering and recording sales is a matter of a couple of mouse clicks away with court hire fees being accurately calculated and inserted into sales transactions automatically.

There are excellent reporting tools available to you with a myriad of customizable reports being able to be printed or saved in a host of formats.

The csv capabilities of the reports makes transfer of data from MyCourts to your accounting program easy.

Bookings are normally paid for by Casual Hirers at the time of the booking and hence you will be taken directly to the POS window as soon as the booking has been accepted by MyCourts. If the payment is deferred, then normally payment will be made at the time of play. Clicking on the booking in the [Facility Window](#) (it will have a red background if it is unpaid) will allow you to quickly accept and record the payment.

Alternatively, outstanding accounts for members can be viewed and paid for from the [Membership Window](#) whilst payments from outstanding Casual bookings can be made either from the [Facility Window](#) itself or the [Payments Window](#).



Sale Window

The POS Window is displayed after saving a booking or when clicking the New Sale button from the [POS Menu](#).

POS Transaction for Janice Condor

Register:

Total Due: \$49.00

Description	Units	Discount	Surcharge	Total
Court 3 Normal Hire: Wed Jun 13, 2012 08:00 AM	3	\$0.00	\$0.00	\$30.00
Ball hire	1	\$0.00	\$0.00	\$7.50
Racquet Hire	1	\$0.00	\$0.00	\$11.50
		\$0.00	\$0.00	\$49.00

Items

Item	Description	Group	Price	Quantity
10176	Ball hire	Default	\$7.50	1
10179	NewItem555	Default	\$15.00	0
10175	Racquet Hire	Default	\$11.50	1
10173	Sports Bag - Executive	Default	\$49.50	0
10171	Tennis Balls - Yellow - A1	Default	\$7.50	0
10172	Tennis Racquet - Mens Special XL	Default	\$123.40	0
10177	Test item	Default	\$15.00	0
10180	Test Item 10180	Default	\$1.00	0
10120	Towel Hire	Default	\$5.00	0
10174	Unlisted Item	Default	\$0.00	0

Payment:

Cash: \$0.00
 Cheques: \$0.00
 Credit Card: \$0.00
 Charge Account: \$0.00
 Other: \$0.00
 Total Received: \$0.00

Discount: \$0.00
 Apply Discount

Surcharge: \$0.00
 Apply Surcharge

Receipt: No Receipt
 Rate: Normal

Enter
 Unconfirmed Reservation Only
 VOID
 Open Cash Draw
 Comment



NOTE:

If you have chosen the [Charge per Hirer Model](#):

All items (apart from the cost of the facility hire itself) purchased using this form are recorded under the name/account of Player Number 1. If other players are making a purchase at the same time as the booking you should enter those purchases separately under the POS Menu.

If any one of the players is a casual, [Credit Policy](#) as it applies to Casuals will apply to the sale.

1 Total Due

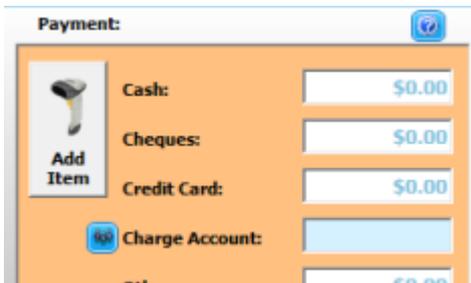
Total Due: \$49.00

This is the Total Amount due from your client as calculated by MyCourts and taking into account the [Credit Policy](#) you have set in MCA.

The amount is recalculated when you add an item to the sale by clicking on the button in the "Enter" column.

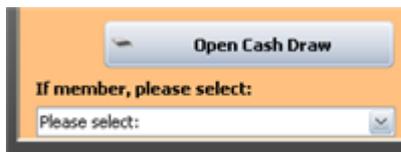


2 Payment Panel



The Payment Panel is used to group all the required information when recording the sale.

If you are not recording a sale related to a specific booking, you are able to record the sale in the name of a member by choosing the appropriate member from the dropdown selector as in the following image:



3 Bar Code Scanner



This button will be displayed when you have enabled the Bar Code Scanner option in Tools -> Setup.

Once you have enabled the Bar Code Scanner, you can use the scanner to add items to the list.

If you need to remove an item from the list, click this button and scan the item. It will be removed from the list.

The button will revert to 'Add Item' after each scan.

4 Amount Received



Cash:	<input type="text" value="\$0.00"/>
Cheques:	<input type="text" value="\$0.00"/>
Credit Card:	<input type="text" value="\$0.00"/>
Charge Account:	<input type="text"/>
Other:	<input type="text" value="\$0.00"/>
Total Received:	<input type="text" value="\$0.00"/>

Enter in the appropriate box the amount received from the client. The Total Received value will be calculated for you.

If a source of funds is not available (eg you don't accept credit cards, the Member does not have an account) the corresponding box will be disabled.

5 Hire Details

Description	Units	Discount	Surcharge	Total
Court 3 Normal Hire: Wed Jun 13, 2012 08:00 AM	3	\$0.00	\$0.00	\$30.00

If you have entered a court booking, the facility details, amount due for the hire etc will be calculated and entered for you. If the booking covers both Peak and Non-Peak periods, the individual fees will be displayed.

Description	Units	Discount	Surcharge	Total
Court 4 Normal Hire: Monday, 2 November 200...	4	\$0.00	\$0.00	\$40.00
Ball hire - new Spaldings	1	\$0.00	\$0.00	\$7.50
Racquet Hire	2	\$0.00	\$0.00	\$23.00
				\$70.50

You can also edit the Description of the item which will be saved when recording the sale.

6 Other items

Ball hire	1	\$0.00	\$0.00	\$7.50
Racquet Hire	1	\$0.00	\$0.00	\$11.50

As you add other purchase items to the bill, they will be added here.

You can also edit the Description of the item which will be saved when recording the sale.

7 Multiple AC Charge

Charge Account:

If you have enabled staff to charge multiple member accounts for sales via [Credit Policy](#), this button will be displayed.



The button is displayed whether the sale is being made in the name of a member who has an account or not.

You can therefore charge a sale for one member to another member's account.

To select the members and amounts, click the button and the [Multiple Account Window](#) will be displayed.

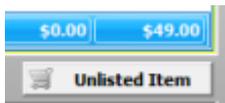
8 Charge Account



Enter the amount that you wish to charge to the members account here.

If the member does not have an account, this text box will be grayed out (as in this screen capture). You can still click on the Multiple AC Charge button if you wish to charge another account.

9 Unlisted Item Buttons



These buttons become visible if you have configured MyCourts to allow for 'Unlisted Items' to be sold.

Please refer to [Unlisted Items](#) for full details.

10 Items List

Items	
Drag a column header here to group by that col	
Item	Description
10176	Ball hire
10179	NewItem555
10175	Racquet Hire

The list of items, sorted alphabetically that you have configured for sale.

You can scroll through the list or use the list's column's names to either resort the list or filter it. You can also enable the option of grouping the list of items if you have grouped them in the [Accounting - Stock Control](#) section..

11 How Many



Use the arrows to select how many of each item you have sold.

To add the item to the list of purchased items, after choosing the number of items purchased, select another cell away from the Quantity column.

12 Discount

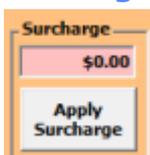


If you have enabled Staff to give discounts in [Credit Policy](#) then the POS Window will display a box where you can enter the amount of any discount you will give as well as a button that you will need to click to apply the discount to the sale.

If you wish to apply a discount for any item first select the item in the Register window , then enter the amount in the Discount box and click the Apply Discount button.

To adjust the amount of discount, enter the amount of the adjustment and then click the 'Apply Discount' button.

13 Surcharge



If you wish to charge a Surcharge for any item first select the item in the Register window , then enter the amount in the Surcharge box and click the Apply Surcharge button.

To adjust the amount of surcharge, enter the amount of the adjustment and then click the 'Apply Surcharge' button.

14 Payment Methods



The Enter and Void buttons will always be available to you. The 'Unconfirmed Reservation Only' button may not be visible if you do not accept unpaid bookings (See [Credit Policy](#)).

15 Receipt



You may chose to print a receipt for this transaction or not.

A receipt will be printed to the [default printer](#) automatically. If you have both a Receipt Printer and a normal printer, the Receipt Printer will be used. If printing a receipt for multiple bookings you will also be given the opportunity of printing the receipt to the default printer as the receipt will contain more detail.

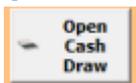
The choice as to the default setting of this radio button is configured in the [MCA POS General](#) window.

16 Rate



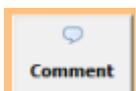
The rate applicable to this member or sale will be shown here. You may select a different rate and the hire charges will be recalculated using the selected rate.

17 Open Cash Draw



The Cash Drawer (if installed) will open each time a cash transaction is made however you may click here to open it at other times.

18 Comment Button



Click here to view or add a comment.



Casual Payment

1 Grouping Panel

2 Transaction Details

3 Pay Bill

The screenshot shows the 'Casuals Payment' window. At the top, there is a 'Please select:' section with a 'Grouping Panel' (1) that allows users to drag a column header to group by that column. Below this is a table of transactions (2) with columns: Hirer Name, Transaction Date, Transaction Number, Description, Amount, Amount Received, Amount Outstanding, and Pay Bill (3). The table lists various hirers and their transactions, all with an amount outstanding of \$20.00 or \$40.00 and a 'Pay Bill' status of 'X'. At the bottom of the window, there is a summary section (4) showing 'Total amount selected for payment: \$0.00' and 'Total amount tendered:' with a green input field. Below this are two buttons: 'Cancel' and 'Record Payment' (5).

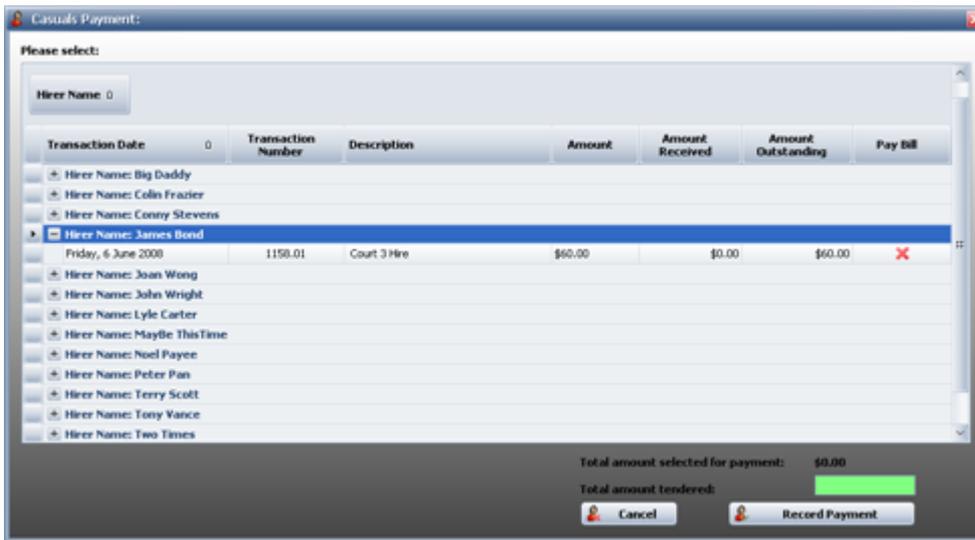
Hirer Name	Transaction Date	Transaction Number	Description	Amount	Amount Received	Amount Outstanding	Pay Bill
Conny Stevens	Thursday, 26 June 2008	1204.03		\$20.00	\$0.00	\$20.00	X
Conny Stevens	Thursday, 26 June 2008	1204.04		\$20.00	\$0.00	\$20.00	X
Tony Vance	Thursday, 26 June 2008	1205.02	Court 7 Hire: Thursday, 26 June...	\$20.00	\$0.00	\$20.00	X
Tony Vance	Thursday, 26 June 2008	1205.03	Court 7 Hire: Thursday, 26 June...	\$20.00	\$0.00	\$20.00	X
	Thursday, 26 June 2008	1199.01	Court 4 Hire: Thursday, 26 June...	\$20.00	\$0.00	\$20.00	X
Maybe ThisTime	Friday, 27 June 2008	1211.02	Court 6 Hire: Friday, 27 June 2008	\$20.00	\$0.00	\$20.00	X
Maybe ThisTime	Friday, 27 June 2008	1211.03	Court 6 Hire: Friday, 27 June 2008	\$20.00	\$0.00	\$20.00	X
Two Times	Friday, 27 June 2008	1212.02	Court 7 Hire: Friday, 27 June 2008	\$40.00	\$0.00	\$40.00	X
Two Times	Friday, 27 June 2008	1212.03	Court 7 Hire: Friday, 27 June 2008	\$40.00	\$0.00	\$40.00	X
Two Times	Friday, 27 June 2008	1212.04	Court 7 Hire: Friday, 27 June 2008	\$40.00	\$0.00	\$40.00	X
Two Times	Friday, 27 June 2008	1212.05	Court 7 Hire: Friday, 27 June 2008	\$40.00	\$0.00	\$40.00	X
Terry Scott	Friday, 27 June 2008	1216.03	Center Court Hire: Friday, 27 Ju...	\$30.00	\$0.00	\$30.00	X
Big Daddy	Friday, 27 June 2008	1217.01	Court 5 Hire: Friday, 27 June 2008	\$20.00	\$0.00	\$20.00	X
Noel Payee	Friday, 27 June 2008	1221.01	Court 2 Hire: Friday, 27 June 2008	\$20.00	\$0.00	\$20.00	X
Lyle Carter	Friday, 27 June 2008	1225.01	Court 5 Hire: Friday, 27 June 2008	\$20.00	\$0.00	\$20.00	X

4 Amount Tendered

5 Record Payment

The Casuals Payment window shows all the outstanding amounts and invoices owing by non-members. It is similar in layout to the [Members Outstanding](#) window.

1 Grouping Panel



Almost all grids in MyCourts are able to be grouped by dragging the column's header to this region which can greatly assist in searching for specific data. In the above example, we have dragged the Hirer Name column header to the panel and then expanded one of our casuals to view the details of outstanding amounts.

2 Transaction Details
All the details of each transaction are available to you enabling you to quickly find the outstanding amounts.

3 Pay Bill
Once you have located the outstanding account to be paid, click here to toggle the cross to a tick.

4 Amount Tendered
Type in the amount that your client wishes to pay here.

5 Record Payment
Once you have selected each account to be paid, click here to be taken to the [POS Payment](#) window where you can complete the transaction, including printing of a receipt if requested.



Refund - Other

The screenshot shows a software window titled "Refund: Other Purchase". It contains the following elements:

- 1** Sale Number: A text input field containing "100".
- 2** Refund Amount: A text input field containing "\$0.00".
- 3** Lookup Invoice: A button labeled "Lookup Invoice".
- 4** Refund Reason: A large text area for entering the reason for the refund.
- 5** Cash or Other: A list of refund methods: Cash, Credit Card, Credit Memb. Account, Cheque, PayPal, and Other, each with a radio button.
- 6** Process Refund: A button labeled "Process Refund".

Other visible elements include a "Cancel" button, a "NOTE: Refunds for Facility Booking Fees should be made via the Cancel Booking Process", and window control buttons (help, close).

Refunds for a purchase other than a payment for a facility booking can be made via this window.

Making a refund does not cancel a booking. If you wish to make a refund of a facility booking fee, use the [Cancel Booking](#) window. You will be prompted with the [details of the facility booking refund](#) in that window.

- 1 Sale Number** Enter the original sale number. If you do not know the sale number you can look it up by clicking the "Lookup Invoice" button and search for the relative transaction.

Once you enter the receipt or transaction number, details of the transaction will be displayed in the window:



Select the method of refund.

Purchase was made on Friday, 2 January 2009 8:15 AM
Source of payment was: Cash ... \$60.00

Total paid for all items purchased was: \$60.00

2 Refund Amount
Enter the amount of the refund you are giving here.

3 Lookup Invoice
Click here to open a window allowing you to search for the original sale:

Search for the relative transaction by using the date.

Sale Number	Sale Date	Sale Total	Total Received	Member Number	Comment
1580.01	Tuesday, 6 January 2009 1:36:21 PM	\$30.00	\$0.00	2347	
1582.01	Tuesday, 6 January 2009 10:16:37 PM	\$20.00	\$20.00	45652	
10622009	Tuesday, 6 January 2009 10:16:37 PM	\$57.00	\$57.00	45652	

4 Refund Reason
Enter a short description of why you are giving a refund.

These comments will be saved to the Comment for this sale if there is already one OR a new comment will be opened.

5 Cash or Other
Where ever possible, MyCourts will select the appropriate refund method for you. It should correspond to the method of original payment. You may change it if you wish.



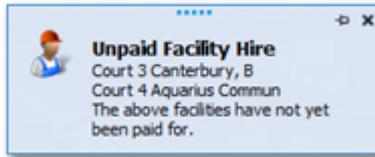
6

Process Refund

Click to process the refund.



Popup Alert

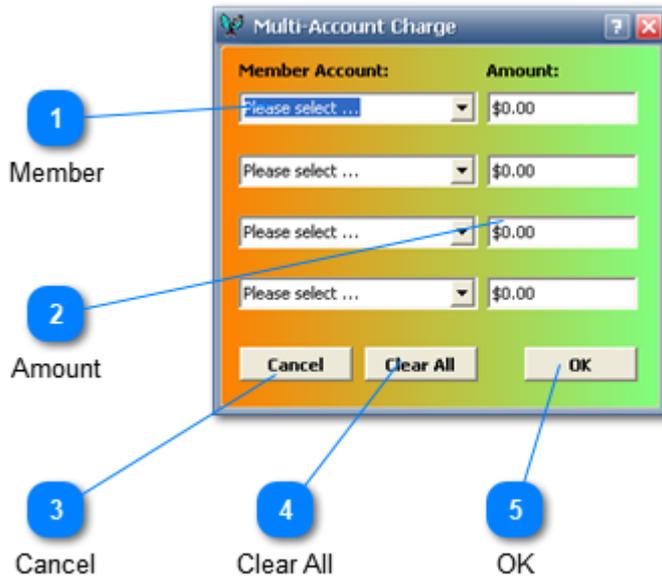


To help you keep track of outstanding payments for facility hire, you may configure an alert that will popup and remind you when a facility hire is in progress and the booking has not been paid for.

The frequency of the popup appearing is configured in the [MCA POS General window](#).



Multi-Account Charge



If enabled in [Credit Policy](#), staff are able to charge other member accounts for sales. This enables you to charge individual players (if they are members and have an account) for specified amounts or even to charge another account altogether. For example, children may charge their parents account or employee's may take advantage of their employers account.

The button allowing you to access this window is displayed in the POS window at time of the sale or payment.



- 1 Member**
Select the member's account that you wish to debit.

You can select the account by either clicking on the drop-down button and selecting from the list or alternatively, start typing the last name of the account holder.

 **NOTE:** The list of member accounts will only contain those members who have an account.

- 2 Amount**
Enter the amount to charge to the members account.

- 3 Cancel**
Click to cancel any changes entered and exit this window.

- 4 Clear All**
Click to clear all Member Accounts and Amounts.



5

OK

Click to accept the changes you have made.

MyCourts will then check if each member has sufficient credit in their account to meet the charge. If there is insufficient credit, the amount will be highlighted enabling you to change the amount or you may accept the excess.



Member AC Payment

The screenshot shows a window titled "Payment from Susan Banana : Amount required \$10.00". It contains several input fields for payment methods: Cash, Cheques, Credit Card, Charge Account, Write Off, and Total. Below these fields are two radio buttons for "Receipt" and "No Receipt", and a "Record Payment" button. Three callouts are present: 1 points to the "Write Off" field, 2 points to the "Receipt" radio button, and 3 points to the "Record Payment" button.

The Member Account Payment window is accessed from the [POS Menu](#) after selecting the member from a popup list OR from the Account Payment button on the [Membership Account Details](#) window.

Enter the source of the payment in the text box and the total will be calculated for you. Then select whether the member wishes a receipt or not and the click the Record Payment button.

The funds will be credited to the member's account or applied to the outstanding sales as appropriate

1 Write Off

This control will only be displayed if you have selected the Write Off option in the relative payment window.

You can of course record a partial write off as well by combining this value with the other available options above.

2 Print Receipt

You can select whether to print a receipt or not. It will default to the value selected in MyCourts Administrator.



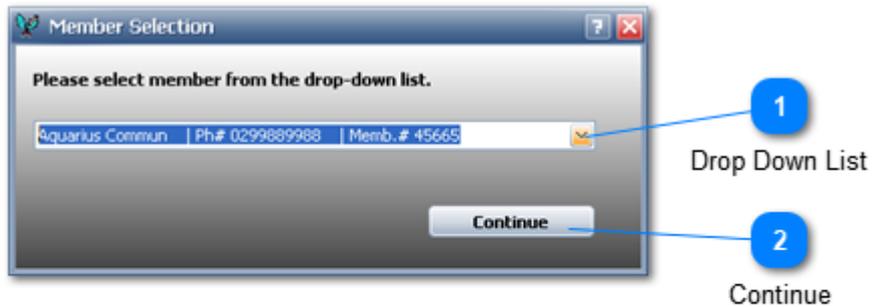
3 Record Payment



Click to record the payment.



Member Selection



The Member Selection window is displayed whenever you need to select the member's account you need to view or operate with.

1 Drop Down List

Click the drop-down arrow and then select the member you wish to access.

The list consists of:

The ShortName | The members phone number | The members membership number.



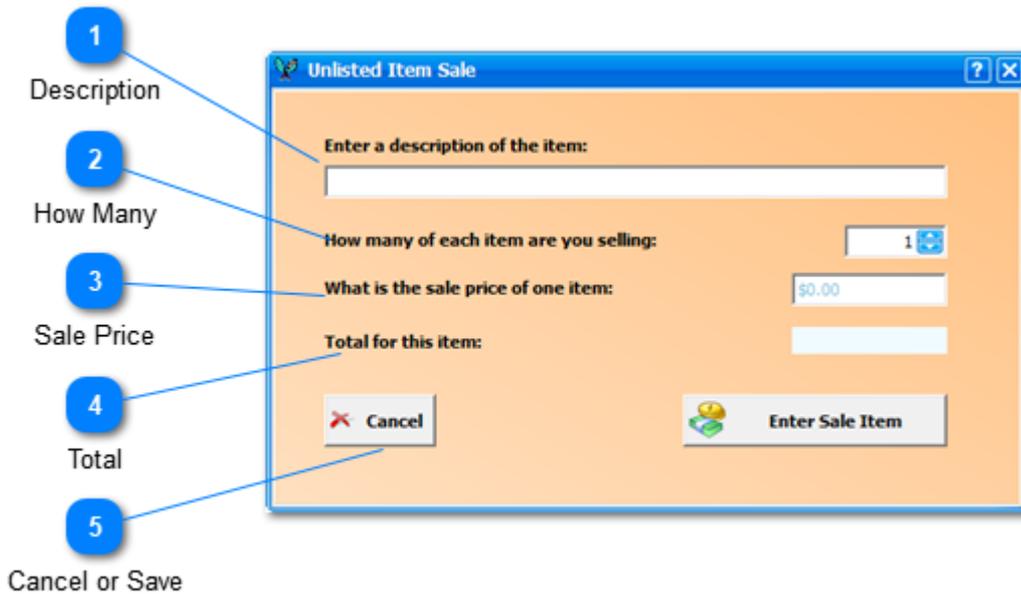
NOTE: The list only includes those members that you can select from. For example, if you need to select from a list of members who have an account, then only members that have an account will be listed.

2 Continue

After selecting the required member, click here to continue.

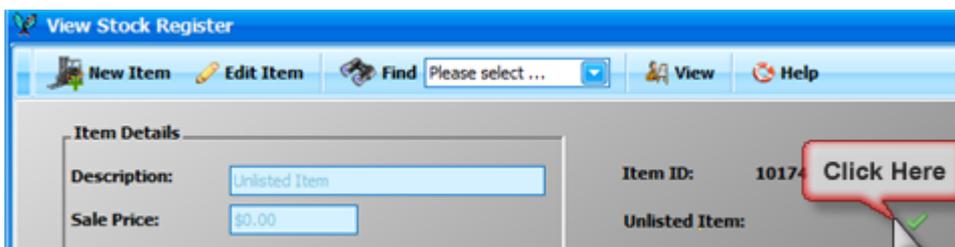


Unlisted Item



An Unlisted Item is an item or a service that you sell that has not been recorded as an Inventory or Stock item in the [Stock Register](#).

To make use of this feature, first create a Stock Item in the Stock Register and toggle the Unlisted Item to true. You need to do this to define which department and other data that applies to the actual sale itself.



Having defined an Unlisted Item, the appropriate buttons will be displayed in the Point of Sale window.



Note that the Cancel Item button is only displayed when an Unlisted Item has been selected in the grid.

To add an Unlisted Sale Item, click the Unlisted Item button. To delete an Unlisted Sale Item, first select the item in the grid and then click the Cancel Item button.



1 Description

Enter a description of the item:

Enter a description of the item or service here. It will be recorded in MyCourts as well as any receipts issued.

2 How Many

How many of each item are you selling:

How many items are you selling. It defaults to one.

3 Sale Price

What is the sale price of one item:

Enter the sale price of each item.

4 Total

Total for this item:

The total is calculated by MyCourts for you.

5 Cancel or Save

Click the appropriate button to proceed.



Refund Online Card Payment

Full or partial refunds for Credit Card payments made online must be processed via the online gateway. Details of the original credit card are not required as your gateway will securely store this data and retrieve it when the refund request is received.

You need to select the transaction that was used to process the original payment via this window. The actual selection is achieved by clicking anywhere within the specific details however we recommend you chose the left most selection indicator.

After you have selected the transaction that you wish to apply the refund to, click the Process Refund button.

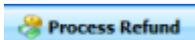
The screenshot shows the 'Refund Credit Card Online' window. It features a 'Process Refund' button at the top left. Below it is a table of transactions for the date 16/06/2011. One transaction is selected. A 'Sale Details' sub-window is open, showing details for a specific transaction. Another transaction in the sub-window is selected. Numbered callouts 1-4 point to these elements.

Transaction Type	Sale Number	Trans ID	Trans Amount	Trans Approved	Bank Transac...	Card Number
Trans Date: 16/06/2011						
Payment	34040.01	1318	\$20.00	Yes	270604	444433...111
Payment	34030.01	1317	\$20.00	Yes	270520	444433...111
Payment	34020.01	1316	\$20.00	Yes	270480	444433...111

Sale Date Time	Total Received	Sale Total	Hirer Name	Play Date Time	Cancelled DT
Thursday, 16 June 2011 2:10 PM	\$20.00	\$20.00	David Harvy	Thursday, 16 June 2011 1:30 PM	

Payment	34010.01	1315	\$20.00	Yes	270460	444433...111
Payment	34000.01	1314	\$30.00	Yes	270453	444433...111
Refund	33940.01	1313	\$30.00	Yes	270379	444433...111
Refund	33930.01	1312	\$30.00	Yes	270281	444433...111
Payment	33960.01	1311	\$20.00	Yes	270275	444433...111
Payment	33950.01	1310	\$20.00	Yes	270273	444433...111
Payment	33940.01	1309	\$30.00	Yes	270272	444433...111

1 Process Refund



Click this button to process the selected refund.

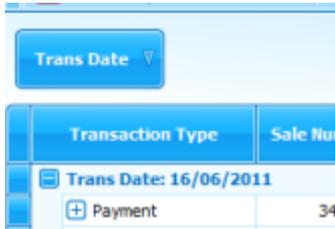
The following window will open:

The dialog box is titled 'Online Credit Card Refund | David Harvy'. It contains the text: 'Refund will be applied to the Credit Card that was originally charged.' Below this is a text box for 'Amount of refund:' with the value '\$20.00' entered. At the bottom are 'Cancel' and 'OK' buttons.



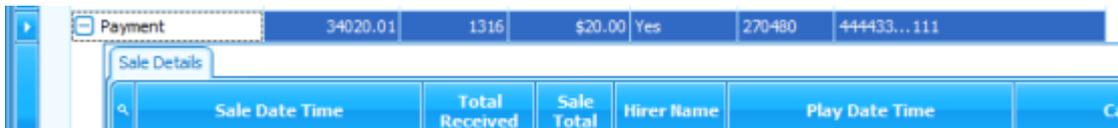
Clicking OK will process the refund for you. You can alter the amount refunded in the Amount of Refund box. You can also refund a partial amount more than once however your online gateway will advise you if you attempt to refund more than what was originally charged.

2 Grouping



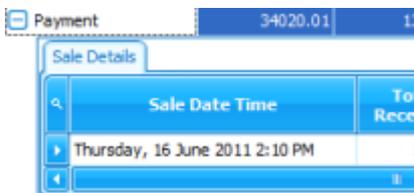
In this screen shot, we have chosen to group all the transactions by Transaction Date so we can locate the specific transaction quicker.

3 Selected Payment



You need to select the original payment so that you can apply either a partial or full refund.

4 Sale Details



Click the '+' next to the Transaction Date and you can view the specific details of the Sale that was originally paid for online via the Credit Card facility.



Membership Management

MyCourts comes with a powerful membership database system.

This provides you with a number of features including automatic recording of Names and Contact number, Mail Merge as well as the ability to set differing membership levels or categories, hire rates to be charged to individual members as well as granting credit facilities. It also allows you to use the detailed reporting features of MyCourts to analyse and if necessary export data from MyCourts with regards to Members usage, billing etc.

The following pages will assist you to become familiar with MyCourts membership configuration and management.



Membership Window

The screenshot shows the 'Membership' window in MyCourts. It contains a form for entering member details, a list of members on the right, and a sidebar with management options. Numbered callouts identify the following elements:

- 1: Filter button
- 2: Search button
- 3: Member Picker (dropdown menu)
- 4: Last Name field
- 5: Membership Number field
- 6: Active field (checkbox)
- 7: Short Name field
- 8: Membership Category dropdown
- 9: Rate Category dropdown
- 10: Internet field (checkbox)
- 11: Type dropdown
- 12: Member Notes text area
- 13: Phone Contact field
- 14: Image Location field
- 15: Notes field
- 16: Navigation Bar
- 17: Send SMS Message button
- 18: Manage Membership button
- 19: Member Details button

The Membership Window is used to manage your membership database as well as view the individual members account, past booking history and other relative data.

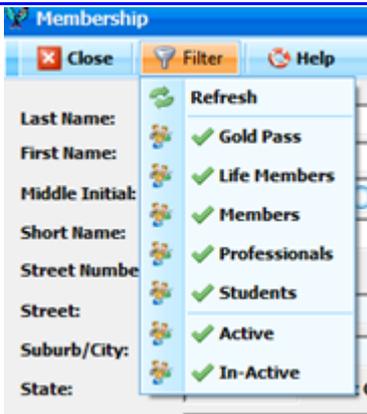
You also use this window to access the tasks and tools associated with your membership base, eg Mail Merge.

Most of the items and functions available from this window are only available in the Enterprise Version. Only the basic items are available in the Standard Version.

The information required in the various text boxes, drop down lists etc are largely self explanatory and accordingly we have only provided notes on those items that are not explained elsewhere or are not self-explanatory.

If you need to refer to a member's account in Reports you may need to include your own AC-Code in [MyCourts Administrator](#).

1 Filter



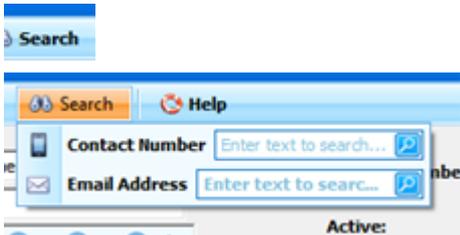
The drop down menu selector control allows you to select which categories of membership you wish to view as well as whether you wish to view active or inactive members.

To include or exclude the categories of membership in the table, tick the item by clicking your left mouse button on the category. As you add categories, they will be automatically included in this list of available selections.

When you delete a member, they are marked as inactive. If you would like to view those members, tick the Inactive category.

MyCourts remembers your selection from session to session. Once you have made your selections, click the Refresh button.

2 Search

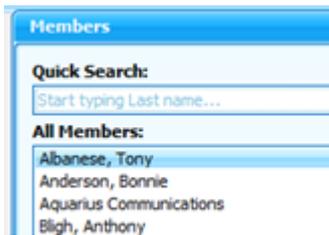


Enter at least part of the required member's contact number OR email address in the respective search box and then press the search button.

The members displayed will then be those meeting your search criteria.

To clear the search and see all the filtered members, press the clear button which will be displayed in the respective search box after you enter some search criteria.

3 Member Picker



Quick Select:

Click in this text box and start typing in the member's Last Name (or Business Name if it's a business) and the view will change to match the typed in text.

OR

Quick Select 2:

Use this list of members to either scroll through your list of members or quickly find the member's details that you wish to display.

Note: You will only be able to locate members that are included in the Filter list. If you know a member exists but their record is not being displayed, ensure you have included all the possible categories in the Filter list.

4 Last Name



This is a normal text box where you type in the members Last Name.



5 Membership Number

Member Number:

Each member must have a unique membership number.

MyCourts will automatically enter the next highest number but you may change it here if you wish.

The membership number can only contain numbers and cannot be changed at a later time.

6 Active

Active: Yes No

Active toggle.

Click this icon to mark the member as Active or Inactive.

7 Short Name

Short Name:

The Short Name field is the name that is displayed in the various booking windows as well as when selecting the member. It is also used to sort members.

When creating a new member, this field is automatically filled in with the Last Name followed by a comma and then the first initial of the person (or second word in the case of a Business Membership). You can change it to whatever suits your circumstances.

 When choosing a Short Name, please remember that in some places (drop-down member pickers etc) the Short Name is used to sort your membership database.

8 Membership Category

Member Category:

Select the Membership Category that this member will belong to.

Membership Categories are setup and configured in [MyCourts Administrator](#).



Membership Categories and Rate Categories are NOT the same.

9 Rate Category

Rate:

Select the Rate Category that will apply to this member.

See [Rate Categories](#) for more details.

10 Internet



Username:
 Password:
 Email Address:
 Send Email: No Yes
 Confirmed: No Yes

The Internet section comprises the following components:

Username	Username is the name for this member to logon to the web service. This must be unique and cannot be duplicated with another member's logon name.
Password	The members password for the web service access.
Email Address	The member's email address. This must be unique for each member.
Send Email	Toggle if this member wishes to receive email circulars etc. Toggling this option does not send an email to your member.
Confirmed	<p>You may toggle this On or Off once you have confirmed the member's email address is correct.</p> <p>When a new member signs up for internet access using the MyCourts web service an email is automatically sent to them by MyCourts. When they respond to that email, this setting is automatically updated.</p> <p>If the member's email address has not been confirmed then they will not be sent email.</p> <p> NOTE: If a member's email address has not been confirmed and this item is not "Yes", the member will not be able to logon to the online web interface.</p>

11 Type

Type: Personal Business

MyCourts supports two types of membership. Either a Personal Membership or a Business Membership.

The Personal Membership window is displayed above. If you chose the Business Membership type then the options are changed slightly as in this image:

A screenshot of a web-based form titled 'Membership'. The form has a blue header with the title and three buttons: 'Close', 'View', and 'Help'. Below the header, there are three input fields: 'Business Name' with the value 'Aquarius Communications', 'Business Number' which is empty, and 'Short Name' with the value 'Aquarius Commun'.

Do not confuse Membership Type with Membership Category. You can have as many Membership Categories as you chose to configure.

12 Member Notes



Click here to add or edit the Membership notes applicable for this member.

13 Phone Contact

A screenshot of a form section for phone contact. It contains three rows: 'Home Number' with an empty text box and a radio button to its right; 'Contact Number' with the value '99887766' and a radio button to its right; and 'Use SMS:' with a dropdown menu showing 'No' and a blue arrow to its right.

Provision is made to enter two telephone numbers, a Home number as well as a regular Contact number.

If you enable the SMS function for this customer, MyCourts will allow you to send them SMS messages including reservation confirmations, reminders etc.

When you enable SMS, you will need to select one of the radio buttons to the right of the respective numbers. The radio button selection defines which number will be used as the destination number when sending the SMS message.

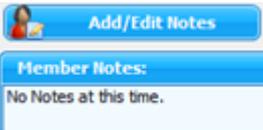
14 Image Location

A screenshot of a form section for image location. It contains one row: 'Image Location' with a text box and a blue arrow to its right.

You select and record the image you wish to display in the picture window here.

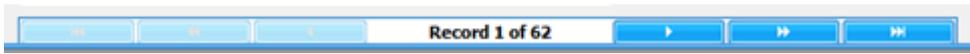
You can select the default location for your images from the [Setup Window](#).

15 Notes



The notes that you have made in regards to this member will be shown here.

16 Navigation Bar



This is a standard navigation bar that you can use to navigate or scroll through your membership database.

17 Send SMS Message



Click this menu item to send the currently selected member an SMS text message. A new [Send SMS window](#) will open allowing you to enter the required message text.

18 Manage Membership



Select Manage Members to expand the [Manage Members](#) navigation window:

19 Member Details



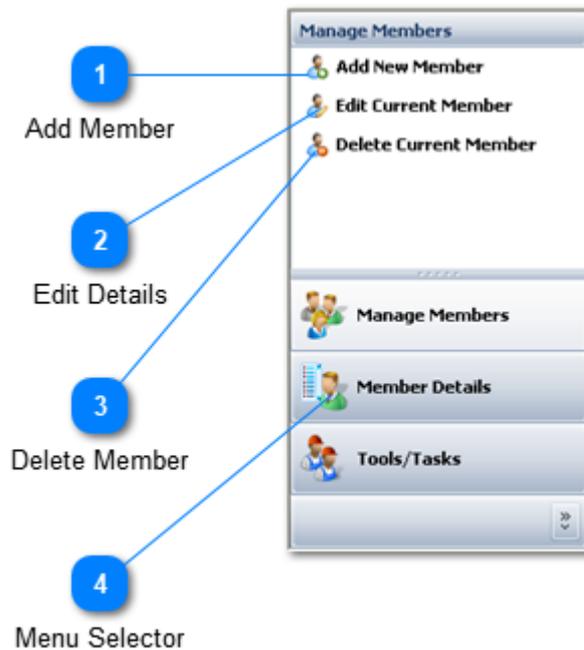
Select this menu navigation bar to expand the Member Details navigation window:

- Reservations History
- Reservations/Sales Payments
- Charge Account
- Outstanding Sales Report
- View Online Web History

Select Booking History to view the member's bookings history, Bookings/Sales Payments to view the amounts paid or outstanding for the member's bookings or other purchases or select Account Details to view the details of the member's own account.



Manage Members



The Manage Members window allows you to add edit and delete member's individual details. You access this window from the [Membership Window](#).

- 1 Add Member** To add a new member, click this menu item and the fields will be cleared allowing you to add the required information to the database.

You must complete the following fields as a minimum:

- Last Name
- First Name
- Membership Number (or accept the default)
- Contact Number

- 2 Edit Details** To enable you to edit the displayed member's details, click this menu item.

- 3 Delete Member** Click this menu item to delete the currently displayed member.

 **NOTE:** Delete does not remove the member from the database. Deleting a member marks the member as inactive and hence preserves your records for future reference purposes.

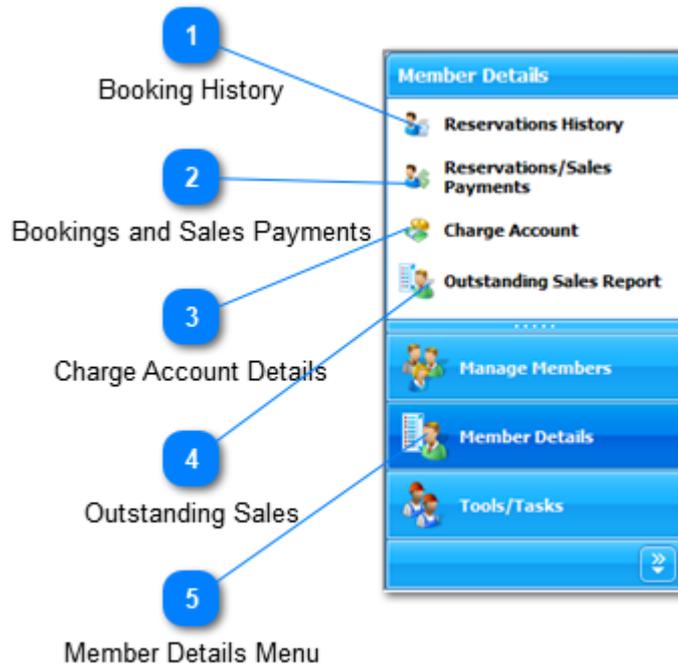
- 4 Menu Selector** Click this menu item to view the displayed options for Manage Members.



This is also the default menu selection for the Membership window.



Member Details



The Member Details Menu is accessed from the [Membership Window](#) and allows you to view various items relating to the currently viewed member.

1 Booking History

Reservations History

Click this menu item to view the [Members Bookings Window](#) containing the list of all the bookings made by this member.

2 Bookings and Sales Payments

Reservations/Sales Payments

Click this menu item to view the [Bookings / Sales Payments](#) window for a detailed list of all the sales made for this member.

You may also use the [User Payments Window](#) to pay for any or all outstanding accounts.

3 Charge Account Details

Charge Account

The [Member's Charge Account](#) details for the selected member are accessed via this menu item.

4 Outstanding Sales

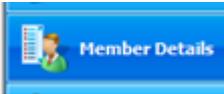
Outstanding Sales Report

Outstanding Sales Report provides you with a list of all outstanding invoices for this customer.



5

Member Details Menu



Select this item to expand the Member Details navigation window.



Reservations History

1 Date Made 2 Facility 3 Start Time 4 Periods Booked 5 Date Cancelled 6 Weeks Booked 7 Booking Number 8 Comment

Date Made	Facility	Start Time	Periods Booked	Date Cancelled	Weeks Booked	Booking Number	Comment
Saturday, 29 June 2008	Court 5	Saturday, 29 June 2008 5:30 PM	2		1	1248	
Sunday, 29 June 2008	Center Court	Sunday, 29 June 2008 11:00 AM	2		1	1259	
Sunday, 29 June 2008	Court 4	Sunday, 29 June 2008 12:00 PM	2		1	1260	
Sunday, 29 June 2008	Court 2	Sunday, 29 June 2008 9:30 PM	2		1	1271	
Tuesday, 15 July 2008	Court 2	Tuesday, 15 July 2008 1:00 PM	2		1	1290	
Tuesday, 16 September 2008	Court 4	Tuesday, 16 September 2008 8:00 AM	2		4	1308	
Monday, 27 July 2009	Court 6	Monday, 27 July 2009 8:00 AM	4		1	2034	
Saturday, 1 August 2009	Center Court	Saturday, 1 August 2009 8:00 AM	4		1	2060	
Tuesday, 4 August 2009	Court 6	Tuesday, 4 August 2009 9:15 AM	3		3	2130	
Tuesday, 4 August 2009	Court 5	Tuesday, 4 August 2009 8:00 AM	1		3	2131	
Tuesday, 4 August 2009	Court 5	Tuesday, 4 August 2009 8:00 AM	1		3	2132	
Thursday, 6 August 2009	Center Court	Thursday, 6 August 2009 8:00 AM	3		1	2098	
Thursday, 6 August 2009	Court 3	Thursday, 6 August 2009 8:30 AM	1		1	2103	
Friday, 28 August 2009	Center Court	Friday, 28 August 2009 8:00 AM	4		1	2183	
Saturday, 5 September 2009	Court 2	Saturday, 5 September 2009 9:15 AM	1		1	2228	
Tuesday, 8 September 2009	Court 4	Tuesday, 8 September 2009 8:00 AM	1		1	2261	

The Member Reservations History window displays all the Bookings that have been made by a particular member.

The member's bookings details being viewed is the same as is currently being viewed from the [Membership Window](#). The Members Booking Window is accessed from the [Member Details](#) menu.

Icon

 Denotes a normal Reservation

 Denotes an Unconfirmed Reservation

1 Date Made
The date the booking was made.

2 Facility
The name of the facility booked.

3 Start Time
The date and time the booking starts.

4 Periods Booked
The number of periods the booking was made for.

5 Date Cancelled
The date the booking was cancelled (if it was cancelled).



-
- 6 Weeks Booked**
The number of weeks the booking was made for.

 - 7 Booking Number**
The booking number assigned by MyCourts.

 - 8 Comment**
Click to view any comments applicable to this particular booking.



Reservations and Sales Payment

The Member Payment window allows you to view all sales made for a particular member as well as select those sales outstanding and make an appropriate payment. The members name will be displayed in the Title Bar.

Transaction Date Sale Number Description Amount Discount Surcharge Received Outstanding Pay Bill

Sale Date	Sale Number	Description	Amount	Discount	Surcharge	Amount Received	Amount Outstanding	Pay Bill
Friday, 3 April 2009	1676.01	Court 3 Hire: Friday, 3 April 2009	\$20.00	\$0.00	\$0.00	\$20.00	\$0.00	☺
Saturday, 4 April 2009	1683.01	Court 4 Hire: Saturday, 4 April 2009	\$55.00	\$0.00	\$0.00	\$55.00	\$0.00	☺
Monday, 6 April 2009	1692.01	Court 3 Hire: Monday, 6 April 2009	\$20.00	\$0.00	\$0.00	\$20.00	\$0.00	☺
Tuesday, 7 April 2009	1693.01	Court 2 Hire: Tuesday, 7 April 2009	\$20.00	\$0.00	\$0.00	\$20.00	\$0.00	☺
Friday, 10 April 2009	1696.01	Court 2 Hire: Friday, 10 April 2009	\$20.00	\$0.00	\$0.00	\$20.00	\$0.00	☺
Saturday, 11 April 2009	1699.01	Center Court Hire: Saturday, 11 April 2009	\$30.00	\$0.00	\$0.00	\$30.00	\$0.00	☺
Tuesday, 14 April 2009	1704.01	Court 2 Hire: Tuesday, 14 April 2009	\$20.00	\$0.00	\$0.00	\$20.00	\$0.00	☺
Tuesday, 14 April 2009	1705.01	Court 2 Hire: Tuesday, 14 April 2009	\$20.00	\$0.00	\$0.00	\$20.00	\$0.00	☺
Tuesday, 14 April 2009	414132449	Ball hire Racquet Hire	\$30.50	\$0.00	\$0.00	\$30.50	\$0.00	☺
Tuesday, 14 April 2009	1711.01	Center Court Hire: Tuesday, 14 April 2009	\$30.00	\$0.00	\$0.00	\$20.00	\$10.00	☹
Wednesday, 15 April 2009	17240.01	Center Court Hire: Wednesday, 15 April 2009	\$30.00	\$0.00	\$0.00	\$0.00	\$30.00	☹
Thursday, 16 April 2009	17261.01	Court 2 Hire: Thursday, 16 April 2009	\$20.00	\$0.00	\$0.00	\$20.00	\$0.00	☺
Friday, 17 April 2009	17282.01	Court 3 Hire: Friday, 17 April 2009	\$20.00	\$0.00	\$0.00	\$0.00	\$20.00	☹
			\$8,952.95	\$180.50	\$21.00	\$7,016.70	\$1,776.75	

Surcharges:
 Discounts:
 Write Off:
 Total amount outstanding: \$1,776.75 Select All
 Total amount selected for payment: \$0.00
 Total amount tendered:

9 Write Off 11 Surcharges 12 Apply Discount 13 Cancel 14 Amount Tendered 15 Record Payment 16 Select All

This window can be used for Member payments as well as viewing the members sales history. The window is accessed from the [Membership Menu - Member Details](#) window.

1 Transaction Date



Transaction Date refers to the date the booking or sale was made.

2 Sale Number



The number assigned to this transaction.



3 Description

A brief description of the booking or sale.

4 Amount

The total amount of the sale or booking.

5 Discount

The amount of Discount applied to this sale.

6 Surcharge

The amount of Surcharge applied to this sale.

7 Received

The total of any payments already received for this sale.

Details of payments already received can be discovered from the [Sales Details](#) window.

8 Outstanding

The amount outstanding for this transaction.

9 Write Off

There may be occasions when payment for an outstanding reservation is most unlikely to be recovered. In these circumstances, you can chose to write off the amount owing.

When you tick this control you will be requested to enter MyCourts Password in confirmation of your authority to write off amounts owing. You can then select the outstanding amount or amounts, enter the total due in the Total Amount tendered control and then select Record Payment. The normal [Record Payment window](#) will then open with an additional control displayed allowing you to then enter the amount to be written off.

10 Pay Bill

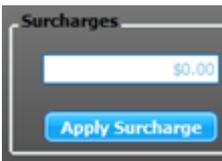
Select the cell in the row if the member wishes to pay the outstanding amount.



The cells containing the 🟡 have already been fully paid for. Those with a ✖ represent outstanding balance. When selected for payment, the image will become a ✔ .

Partial payments will be allocated on a 'oldest first' allocation if more than one sale is selected for payment.

11 Surcharges

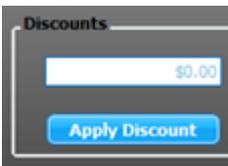


You can use this box to apply a Surcharge to each selected sale.

First toggle the sale or sales that you wish to apply the surcharge to in the 'Pay Bill' column. The cross will become a tick. Then enter the amount of the surcharge that you wish to apply to each selected sale in the Surcharge box. For example, enter \$2.00 if you wish to apply a surcharge of \$2.00 to each selected sale. Then click the **Apply Surcharge** button and your surcharge will be applied to each sale.

You can enter negative values if you wish to reduce the surcharge.

12 Apply Discount



You can use this box to apply a Discount to each selected sale.

First toggle the sale or sales that you wish to apply the discount to in the 'Pay Bill' column. The cross will become a tick. Then enter the amount of the discount that you wish to apply to each selected sale in the Discount box. For example, enter \$2.00 if you wish to apply a discount of \$2.00 to each selected sale. Then click the **Apply Discount** button and your discount will be applied to each sale.

You can enter negative values if you wish to reduce the Discount.

13 Cancel



Closes this window and discards any changes or selections.

14 Amount Tendered





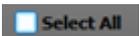
Enter the amount that has been tendered for payment.

15 Record Payment



Click to record the payment. You will then be taken to the [Member Payment](#) window where you can complete the payment transaction and print a receipt if requested.

16 Select All



Click to select all sales with an outstanding amount for processing. Click this box again will deselect all the sales with outstanding amounts.



Member Charge Account

1 Show Credit Card Details

2 Credit Cards

3 Adjustments

4 Bank Accounts

5 Account Details

6 Credit Terms

7 Account Limit

8 Pay Account

9 Statement Options

10 Statement

Date	Description	Amount	Balance
Monday, 9 July 2012	Internet Booking: Center Court 9/07/2012 8:00:00	\$30.00 DR	\$3,240.00 DR
Wednesday, 8 August 2012	Member account payment	\$500.00 CR	\$2,740.00 DR
Wednesday, 8 August 2012	Member account payment	\$100.00 CR	\$2,640.00 DR

The selected member's Charge Account Details are conveniently grouped on the one screen.

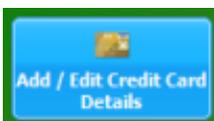
If the member does not yet have an account, A Create Account button will be displayed in the top right corner of the window.

1 Show Credit Card Details



This is a toggle switch allowing you to show or hide the members Credit Card details. By default, Credit Card details are hidden for security purposes. If you click here, the details will be displayed after you have correctly entered MyCourts security password.

2 Credit Cards





Clicking this button allows you to Add or Edit the selected member's Credit Card details.

Credit Card details are entered separately from the rest of the Members details for security purposes.

All these fields except the Security Number are required to be completed prior to being able to save the data. The Credit Card number will also be checked to make sure it is a valid credit card number.

You may use this information to manually process account payments etc.

3 Adjustments



You can make manual adjustments to the member's account by clicking on this menu option. The [Member Account Adjustment window](#) will then be displayed.

4 Bank Accounts

Use these fields to store the member's Bank Account details.

You may use this information to manually process account payments etc.

5 Account Details

This panel holds the account details including the Account Number which is automatically generated by MyCourts.

If the member does not have an account, you will have the opportunity of opening one for them:

Click on the  button and an account will be automatically created with the default credit limit.

6 Credit Terms

Use this spin edit control to set the number of days in which the account needs to be paid. You can set the default value in MyCourts Administrator.

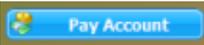
7 Account Limit



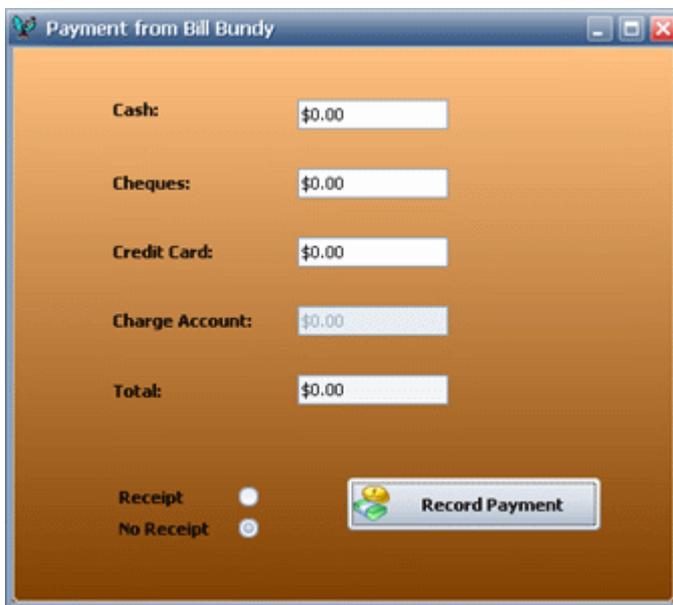
The default Account Limit will be assigned when the account is opened. The amount is set via [MCA - Credit Policy](#).

You can change it here and then record the change by clicking the  button.

8 Pay Account



Click this button if you wish to accept a payment from the member. The following window will open:



The screenshot shows a window titled "Payment from Bill Bundy". It contains the following fields and controls:

Cash:	<input type="text" value="\$0.00"/>
Cheques:	<input type="text" value="\$0.00"/>
Credit Card:	<input type="text" value="\$0.00"/>
Charge Account:	<input type="text" value="\$0.00"/>
Total:	<input type="text" value="\$0.00"/>

At the bottom, there are two radio buttons: "Receipt" (selected) and "No Receipt". To the right is a "Record Payment" button with a green arrow icon.

Just enter the amount the member is paying in the appropriate source box - the total will be calculated and completed for you. Select whether the member wishes a receipt and then click on the Record Payment button.

9 Statement Options



The screenshot shows a "Statement Options" panel with the following fields:

From:

To:

You can change the default 3 months view by changing the From and To dates in this panel. You can also print a Statement for your member if required.

10 Statement

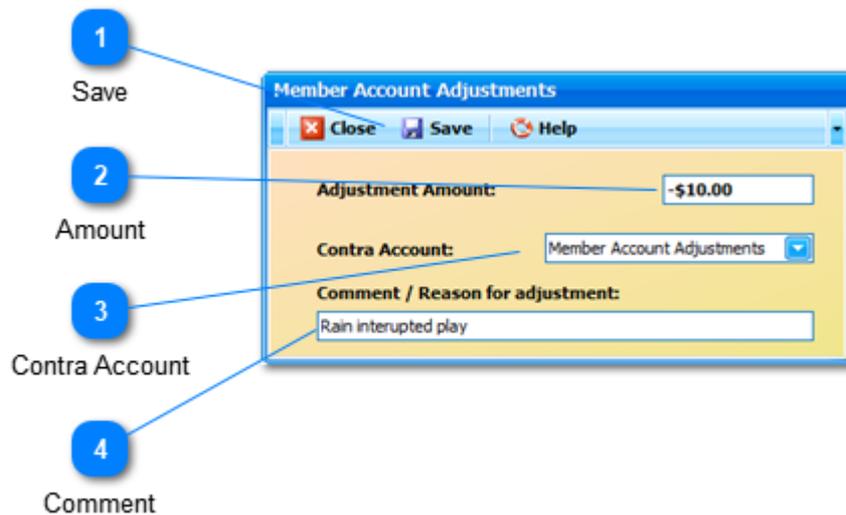


Statement	
Date	Description
Monday, 9 July 2012	Internet Booking:
Wednesday, 8 August 2012	Member account ;
Wednesday, 8 August 2012	Member account ;

The entries comprising the statement are listed here.



Member AC Adjustments



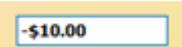
There will be occasions when you will need to adjust a member's account other than when recording a [refund for a reservation](#) or a [refund for another purchase](#). In these instances, MyCourts will only record the entries for the adjustment and not make any allowance for stock movements or deleting the reservation from the reservations tables.

1 Save



You must Save the transaction after completing the details by clicking this button.

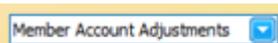
2 Amount



You enter the amount of the adjustment here.

If you wish to give a discount then you need to reduce their account balance by making the amount negative. To increase the members account (add to the amount owing) then you will leave the negative out.

3 Contra Account



The 'Contra Account' is the account that will be adjusted for the opposite value of the Adjustment Amount. The account selected defaults to 'Member Account Adjustments' which is a General Ledger account that you will need to make allowance for in your accounting program.

If needed, you can select another member's account in the case of transferring an amount from one member's account to another:



Contra Account: Member Account Adjustments

Comment / Reason for adjustment:
Enter description/comment here

AC #	Description
1520	Member Account Adjust...
20053	Member: Anderson, B
20042	Member: Aquarius Com...
20046	Member: Attila Madarasz
20033	Member: Bill Bundy
20048	Member: Col Brady
20005	Member: David Harvy

4

Comment

Comment / Reason for adjustment:
Rain interrupted play

Before you can save the transaction you will need to record a reason for the adjustment. This information will be recorded on the transaction and the statements.



Outstanding Sales

Preview

File View Background

100%

North Shore Tennis Club

769 Shute Harbour Rd.,
Airlie Beach QLD 4802

Saturday, 17 October 2009

Vicky L Constable
28 Lonsdale
Melbourne 3001
Australia

STATEMENT

The following invoices are outstanding:

Invoice Number	Date	Description	Amount OS
1278.01	14/07/2008	Court 3 Hire	\$2.00
714102900	14/07/2008	Ball hire	\$2.00
1297.01	15/09/2008	Court 3 Hire	\$20.00
1303.02	16/09/2008	Court 2 Hire	\$20.00
1303.03	16/09/2008	Court 2 Hire	\$20.00

Page 1 of 4

Zoom Factor: 100%

If you enable the ability to make reservations without accepting payment (See [Credit Policy](#)), you can use this item to produce a list in a Statement Format of all those outstanding sales.

You should not confuse these outstanding invoices with those already paid via the individual member's own account. The items on this list can of course be paid by debiting the member's account if they have suitable credit arrangements etc.



Members Web Log

Reservation Details

Selection

Date / Time	Message	Booking Number	URL	URL Referrer	Remote Address	HTTP User Agent
26/03/2012 9:20:23 AM	Booking Recorded	3483	/Default.aspx		127.0.0.1	Mozilla/5.0 (Wind...
26/03/2012 9:20:06 AM	Logged In		/UserLogin.aspx		127.0.0.1	Mozilla/5.0 (Wind...
25/03/2012 6:53:55 PM	Entered MyRe				127.0.0.1	Mozilla/5.0 (Wind...
25/03/2012 6:52:53 PM	Booking Canc				127.0.0.1	Mozilla/5.0 (Wind...
25/03/2012 6:52:52 PM	Entered MyRe				127.0.0.1	Mozilla/5.0 (Wind...
25/03/2012 6:52:46 PM	Entered MyRe				127.0.0.1	Mozilla/5.0 (Wind...
25/03/2012 6:52:18 PM	Booking Recor				127.0.0.1	Mozilla/5.0 (Wind...
25/03/2012 6:51:56 PM	Entered MyRe				127.0.0.1	Mozilla/5.0 (Wind...
25/03/2012 6:51:05 PM	Booking Recor				127.0.0.1	Mozilla/5.0 (Wind...
25/03/2012 6:50:22 PM	Entered MyRe				127.0.0.1	Mozilla/5.0 (Wind...
25/03/2012 6:49:45 PM	Logged In		/UserLogin.aspx		127.0.0.1	Mozilla/5.0 (Wind...
25/03/2012 6:44:27 PM	Logged In		/UserLogin.aspx		127.0.0.1	Mozilla/5.0 (Wind...
25/03/2012 6:41:02 PM	Logged In		/UserLogin.aspx		127.0.0.1	Mozilla/5.0 (Wind...
25/03/2012 6:08:42 PM	Logged In		/UserLogin.aspx		127.0.0.1	Mozilla/5.0 (Wind...
18/03/2012 11:26:22 PM	User logged in		/Default.aspx		127.0.0.1	Mozilla/5.0 (Wind...

MyCourts Online Web Service will log important events that your online users make. This information can help you pinpoint any problem's that the user is encountering when making or cancelling reservations etc.

1 Selection

View Online Web History

Click here to view details of the selected member's online web history.

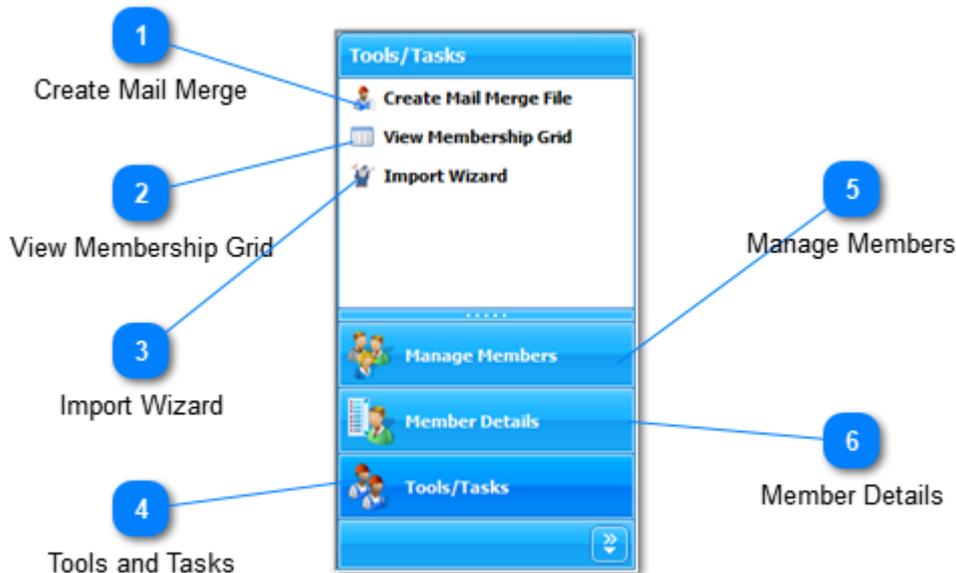
2 Reservation Details

Reservation made: 25/03/2012 6:51:05 PM
Court: Center Court
Group: Tennis Courts
Commences: 25/03/2012 8:00:00 AM
Hire length: 2 periods.
Date Cancelled: Open

By clicking on the Booking Number, details of the selected reservation will be displayed in a popup window.



Membership Tools Tasks



Membership Tools and Tasks is accessed from the [Membership Window](#) and gives you access to various functions and tools in relation to your membership.

1 Create Mail Merge



Select this menu item to create a Mail Merge (csv) file for use in Microsoft Word etc.

2 View Membership Grid



Select this menu item to view a [Membership Grid](#) enabling you to perform various tasks as well as manipulate views of your membership database.

3 Import Wizard



To Import your membership database click this item.

Detailed instructions are available in the [Import Wizard](#) section.

4 Tools and Tasks



Select this menu item to display the above submenu items.

5 Manage Members



Select this item to view the [Manage Members](#) submenu items relating to the currently viewed member.

6 Member Details



Provides you with access to information concerning the displayed member.

The [Member Details](#) widow has detailed information.



Membership Grid Window

1 Close 2 View Selector 3 Print or Export 4 Group Panel

5 Navigation Menu

Membr. Number	Last Name	First Name	Mobile Initial	Short Name	Business Name	Street Number	Street	Suburb/CL...	Post Code	Country	Ri Co
45665				Aquarius Com...	Aquarius Communica...						Nor
45656	Bundy	Bill		Bundy, Bill		117	Gumnut Str...	Katoomba	2780	Australia	Nor
45669	Canterbury	Bishop		Canterbury, B		7	Bunyp St	Westfield	2656		Nor
45668	Condor	Janice		Condor, J							Nor
45633	Constable	Vicky	L	Constable, V		28	Lonsdale	Melbourne	3001	Australia	Nor
45662	damian	evans		damien, e							Nor
45652	De Lorents	Ria		De Lorents, P							Nor
45667	Dingle	Mary		Dingle, M							Nor
45647	Eggleston	Tony		Eggleston, T							Nor
2347	Emerson	Jock		Emerson, J							Nor
56	Fraser	Ken		Fraser, K							Nor
45646	Greg	Wood		Greg, W							Nor
4563	Harvy	David	G	Harvy, David		22	Gumnut Clo...	Woolwiee	2780	Australia	Nor
45666	Harvy	Glen		Harvy,G							Nor
66	Harvy	Joanne		Harvy, Joanne							Nor
45674	Harvy	Chris		Harvy, C							Nor
45681	Henderson	Hendy		Henderson, He							Nor
23	Hoad	Lou		Hoad, L							Nor
45662	Kringle	Kris		Kringle, K							Nor
45662	Markov	smis		Markov, A							Nor

This window is displayed by selecting the View Membership Grid from the [Membership Tools and Tasks Window](#).

This Control is extremely powerful and can be used to sort your membership database according to an almost infinite number of choices as well as filter and otherwise tabulate your data. You can also export your filtered data to Excel, Graphics, PDF files etc.

1 Close



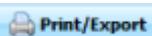
Click to close this window.

2 View Selector



Click here to view All your members, Closed Account members or Current members. The default view is the Current members only.

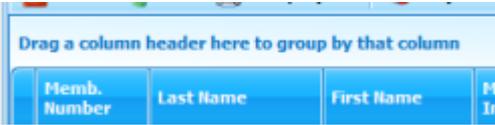
3 Print or Export



Print or Export Button will open the 'Print Preview' window which in turn allows you to either print the membership database to the printer or export the data to a wide variety of selections.



4 Group Panel



As with other display grids, you can change the information displayed by selecting and dragging columns onto this panel.

For example, if you drag the Last Name column header on to the Group Panel, the display changes and groups each record according to the selected columns name.

5 Navigation Menu



The navigation bar is always visible and allows you to quickly navigate through the list of members.

Click the 'Plus' button to add a new member. Clicking the 'X' button will discard any changes made whilst clicking the 'Tick' button will save your changes.



Import Wizard



Import Membership Data Wizard

The Import Membership Wizard consists of 5 Steps which will guide you through the process of importing membership details from another program.

Each screen is largely self-explanatory with instructions included thereon as to what is required and what will happen when you complete that step.

NOTES:

The data to use should not be surrounded by inverted comma's or other characters eg ' " # \$ etc. The data you see in the respective fields is exactly what is imported.

If you have configured [Credit Policy](#) to grant new members credit automatically then the wizard will also create the new member's accounts for you.

- 1 Help**
Click here to access this help file.



2 Information Each step has an Information Box that describes what is required for you to complete that step.

Read these instructions carefully before proceeding to the Next Step.

3 Back Click this button to go Back and make any changes that may be required.

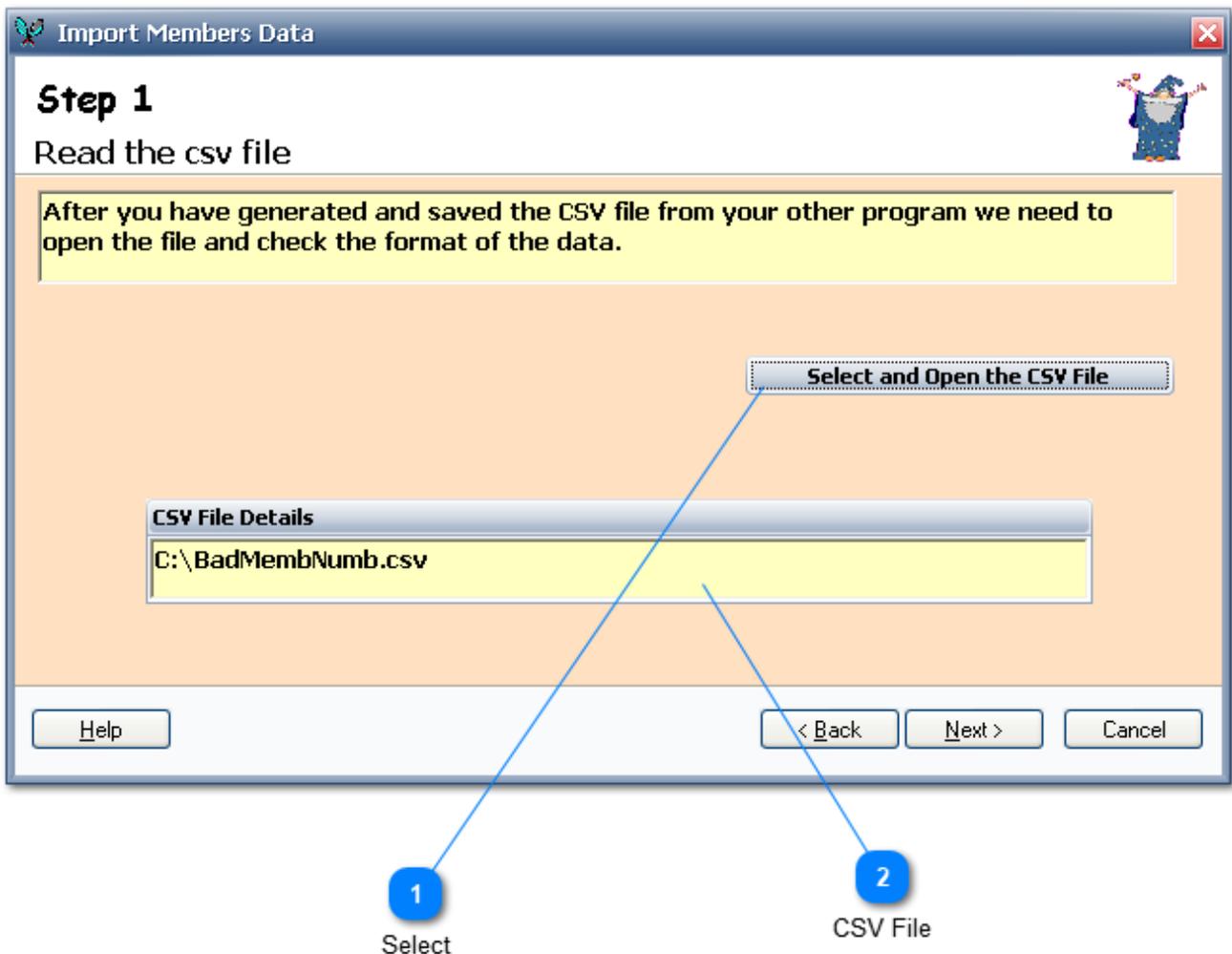
(The Back button is grey in this screen shot as this is the first page).

4 Next Next takes you to the next step - make sure you have completed all the requirements of the current step before proceeding.

5 Cancel You may cancel the wizard at any time. You will lose whatever you have completed so far in the wizard and all changes will be discarded.



Step 1



Step 1 requires you to select the csv formatted file that holds the records to be imported.

- 1 Select**
Click here and the standard Windows file picker window will open.
- 2 CSV File**
Once you have selected the file it will be recorded here.



Step 2

Step 2.
Match the fields.

We now need to match the fields in your CSV file with those required by MyCourts.

On the left you will see the name of the field that MyCourts uses. You now need to select from the drop down selection boxes, each field in the CSV file that matches the MyCourts field.

If there is no match, then select "No matching field".

If the data shown in the drop down menu belongs to a member - please click here: X

Match Fields	
Last Name	Please select ...
First Name	Please select ...
Middle Initial	Please select ...
Street Number	Please select ...
Street Name	Please select ...
Suburb	No matching field
Country	Number
Post Code	Last Name
Password	First Name
Email Address	Contact
Contact Number	Email Address
	Password
	Please select ...

Help < Back Next > Cancel

1
Record 1

2
Field Names

3
Selection

Step 2 requires you to pick and match the fields in the CSV file to those fields used by MyCourts.

1 Record 1

The CSV file that you are reading may or may not use the first line to show the names of the corresponding fields of each subsequent line in the file.

In this example (see 3 above) the first line of the CSV file contains header names - Number, Last Name, First Name etc.

If your CSV file contains details of the first member to be imported, then you will need to click here so that we will import this record as well as the others. The cross will become a tick.

2 Field Names

This is the list of all possible fields that MyCourts will accept and use.

Only the Last Name, First Name and Contact Number fields must be matched.



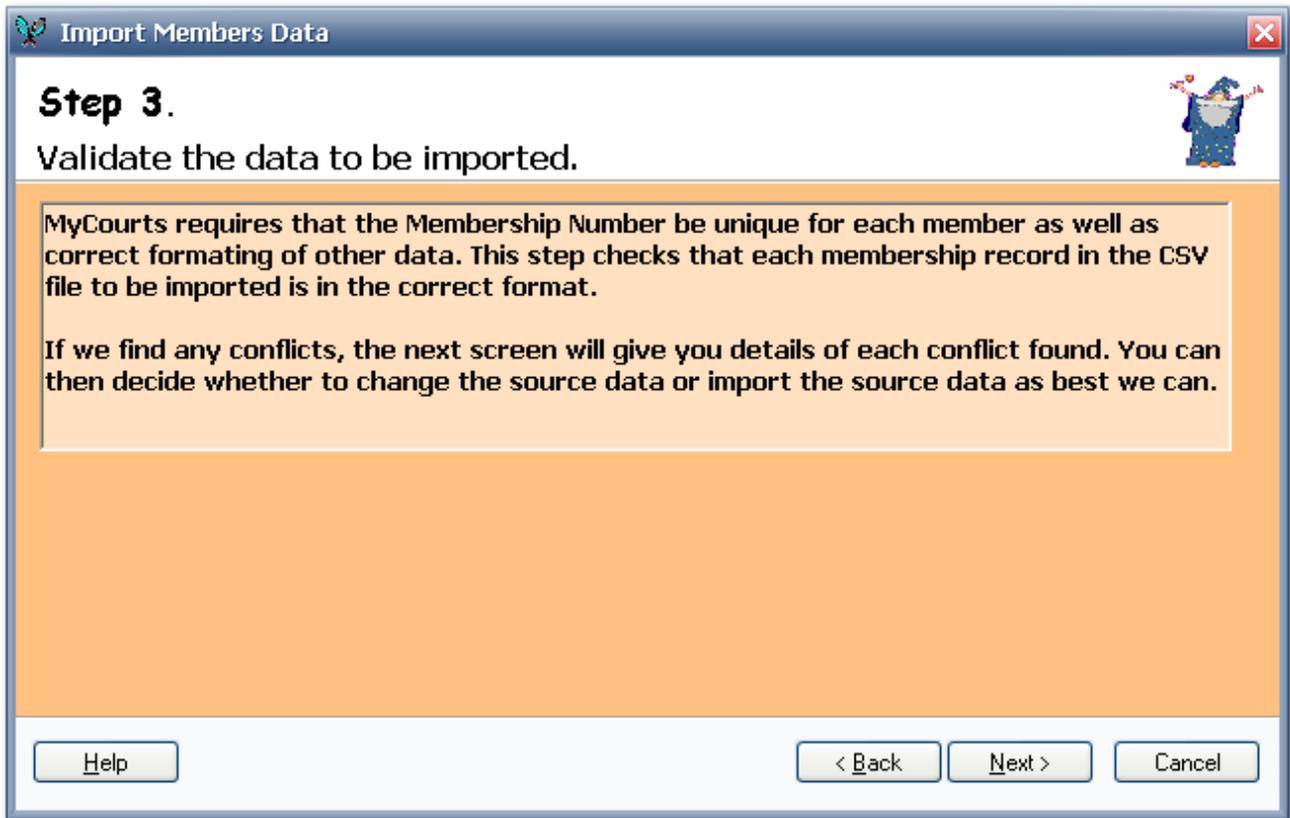
3

Selection

When you click on "Please select ..." a drop down selection box will appear. You need to chose the item from the list that matches the corresponding field in MyCourts.



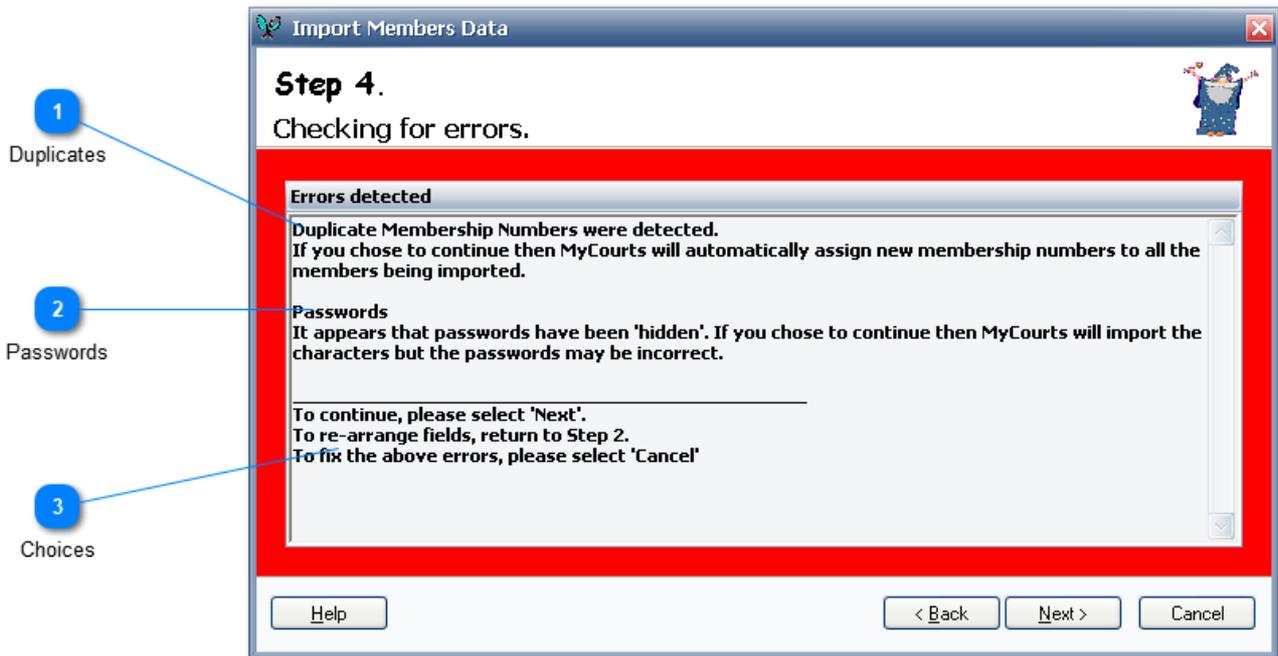
Step 3



Step 3 informs you of MyCourts requirements and what it will do to import the csv data.



Step 4



Step 4 shows you any errors or discrepancies that have been found in your CSV file.

You can choose to accept these errors and allow MyCourts to import the data as best it can, go back to Step 2 and select a different matching field or Cancel the import and try to fix the information that has been exported from your other program.

Tip: You may find it useful to first import the CSV file into Excel and fix any errors using Excel. You can then export your corrected CSV file from Excel.

- 1 Duplicates**
MyCourts does not allow duplicate membership numbers.
- 2 Passwords**
MyCourts thinks that the passwords listed in your CSV file may not actually be passwords but simply the character that hides the real password from you in the other program.
- 3 Choices**
Lists the choices available to you.



Step 5

Import Members Data

Step 5.

Final Check

We have now populated a table with 5 members data that we have extracted using the criteria we have set in the previous steps.

If you are satisfied that the information appears correct then selecting 'Next' will import the records into MyCourts.

You may go back and double check everything, or make changes if you wish.

Last Name	Emerson	Fraser
First Name	Jack	Ken
Middle Initial		
Street Number		
Street Name		
Suburb		
Country		
Post Code		
Contact Number	66554433	5554499
Email Address		
Password		
Photograph Path		
Date Of Birth		
Send Email	<input type="checkbox"/>	<input type="checkbox"/>

Help < Back Next > Cancel

1

MyCourts Fields

2

Matched Fields

3

Next

Step 5 shows you the results of 5 records that it has imported into a temporary data table.

This allows you to check what is going to be imported and allows you to go back and make any changes that might be necessary.

1 MyCourts Fields
The list of MyCourts fields that may be used.

2 Matched Fields
Shows the results of the matching process.

3 Next
This is it!
Once you click next, the import process will execute.



If everything works OK then you will see the closing screen. If there have been any failures then all changes will be discarded and you will need to start again.



Finished

Import Members Data [Close]



The wizard has now finished importing the records you have selected.

If you received any error messages or warnings just before viewing this page, all the changes will have been discarded.

Details of errors can be found in the log file to help you remedy the csv file or your selections.

If you are still having problems importing data, please do not hesitate to contact us at support@mycourts.com.au .

If you follow the instructions at Help - Email Support as well as sending us the csv file, we will try to import the data for you.

[Help] < Back Next > OK

Congratulations - all done.



Quick Add

The screenshot shows a 'Quick Add' dialog box with the following fields and buttons:

- 1: Membership Category (dropdown menu)
- 2: Rate Category (dropdown menu)
- 3: Membership Number (text input field)
- 4: Last Name (text input field)
- 5: First Name (text input field)
- 6: Short Name (text input field)
- 7: Contact Number (text input field)
- 8: Email Address (text input field)
- 9: Password (text input field)
- 10: Cancel button
- 11: Save button

If you are frequently adding new members you can enable the 'Quick Add' New Member button which is displayed on the [Bookings Window](#).

You configure whether to display this button or not in the [MCA Setup - Display](#) window.

1 Membership Category

Select which category of Membership this member will belong to. You chose the default category to appear here using MyCourts Administrator.

2 Rate Category

Select the Rate Category to apply to this new member.

3 Membership Number

MyCourts will automatically insert the next highest available membership number for you. You may enter another number if you wish - MyCourts will tell you if it is already in use.



4 Last Name

Last Name:

The new members last name.

5 First Name

First Name:

The new members first name.

6 Short Name

Short Name:

MyCourts will automatically insert a short name that will appear in schedules, tables etc however you can change it to anything you like here.

Do not leave this field blank and note that you can only have a maximum of 16 characters.

7 Contact number

Contact Number :

A telephone contact number for this new member.

8 Email Address

Email Address :

Optional: Enter the new member's email address.

MyCourts will check to ensure that the information you enter is in the correct format for an email address.

9 Password

Password :

Optional: Enter a password of the new members choice.

10 Cancel

 Cancel

Click to discard any changes and immediately close this window.

11 Save

 Save

Click to immediately save the changes and add the member to the membership database.



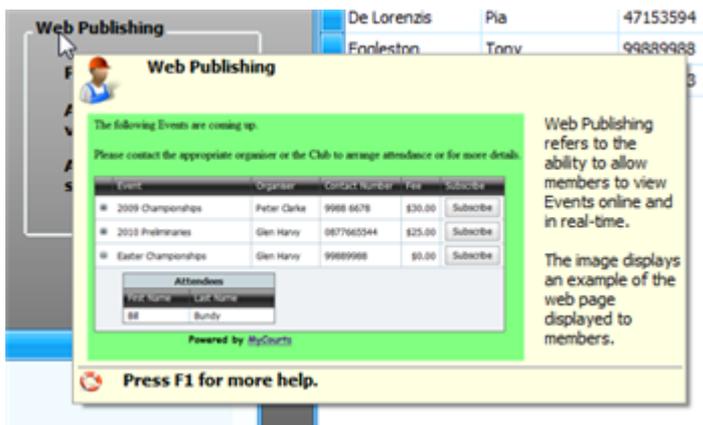
Help

Access to [Help](#) can be made at anytime within the program by clicking the F1 button on your keyboard or clicking on the Help Button in each menu.

Most controls that allow you to add or change input also have Tooltips that prompt you for the information required:-



In addition, Super Tooltips may also be available by placing the cursor over the label or description. Super Tooltips are intended to give you an overview of a selection or option.



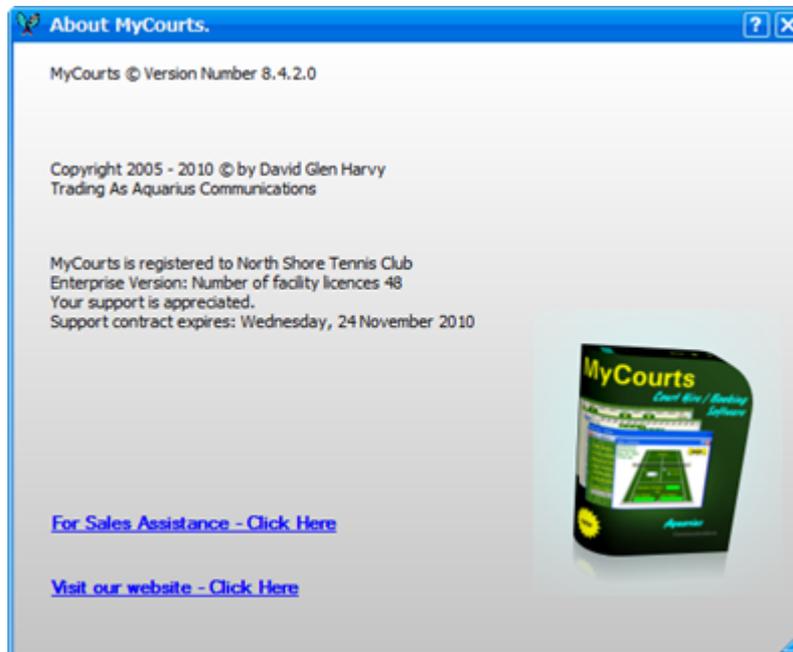
Both Tooltips and Super Tooltips can be disabled.

In addition to these tooltips and help file, MyCourts has a large Support web site where you can search for more detailed assistance in using MyCourts. Visit <http://support.mycourts.com.au> and browse for assistance or submit requests for specific assistance.



About

Clicking About will open this window.



Various information is displayed in this window including the expiry date of your current support contract.



On-line Support

The screenshot shows the MyCourts Web Browser interface. The browser title is "MyCourts Web Browser" and the page title is "Aquarius Communications". The date is "20 Jul 2008". The page is titled "Support Center" and contains several sections: "Register" (with a description: "Register a new account to submit new Tickets or manage subscriptions."), "Submit a Ticket" (with a description: "Submit a new issue to a Department."), "Knowledgebase" (with a description: "View categorized listing of all common frequently asked questions."), "News" (with a description: "View latest company news and announcements."), and "Downloads" (with a description: "View our categorized library of downloads for all necessary manuals, software, etc."). There are also sections for "Latest Download Files" and "Latest Knowledgebase Articles". A "Login" section is on the right with fields for "Email:" and "Password:" and a "Login" button. A "Search" section is below the login section with a search box and a "Search" button. A "Live Support ONLINE" button is at the bottom right. At the bottom of the page, there is a navigation bar with links: "Home | Register | Submit a Ticket | Knowledgebase | News | Downloads" and a language selector set to "English (U.S.)". The footer text is "Help Desk Software By Kayako SupportSuite v3.20.02".

1 Register

2 Submit a Ticket

3 Knowledgebase

4 News

5 Downloads

6 Live Support

On-line Support is available to you providing you have an active internet connection.

Our on-line support site gives you access to our Knowledgebase, News and Downloads. Should you have a problem then the answer may already be available to you via this web site however you are also able to submit Tickets for support.

Our Support Team is on-line most of the time so you can even commence an on-line chat session and solve your problem immediately.

1 Register
Click here to register. Registration is not required to browse however you will need to register to submit a Ticket.

2 Submit a Ticket
If you are having problems with the program then click here to submit a support ticket or request.

Whilst you complete the request, MyCourts support will automatically search the knowledgebase for possible solutions and alert you if it finds one.

3 Knowledgebase
Click here to open our Knowledgebase where we have tried to record items and issues that will help you to use MyCourts to full advantage.

4 News
Click here to keep up-to-date with the latest news.



5 Downloads

Download the latest files, versions and add-ons from here.

6 Live Support

Need help straight away - click here to open a chat session and we'll try to answer your questions on-line in real-time.



Accounting Management

MyCourts has the ability to

- **keep track of your financial transactions,**
- **keep track and manage your Stock,**
- **issue receipts and statements,**
- **monitor outstanding creditors and debtors.**
- **keep track of Member Account balances etc**

External Accounting Packages:

To enable you to incorporate sale data and details of each financial transaction into your present accounting package, MyCourts provides several reports. Using these reports, you can create hard copy printouts, excel spreadsheets, csv delimited text data files [and many other options] of all the data you, or you accountant will require.

MyCourts also allows you to enter and record your own Account Codes which will appear in Transaction Reports. Exporting this data to a csv file and then matching the account with your Accounting Package is greatly simplified. In addition to Account Codes, you can also group items into Departments.

If you follow your Accounting Package software documentation, you can easily create the necessary csv data files for importing the data.

These reports are accessed via the Accounting Management Interface.

Allowing Bookings without Payment AND/OR Granting Members Credit facilities

MyCourts is highly customizable and will allow you to take bookings with or without upfront payment or allow members to have credit facilities and hence possibly having both options to pay [possibly by debit to their account] at the time of making the booking. The choice and combination of options is yours.

This can lead to some confusion with regards to reporting and Statements. The following may help you:

Bookings/Sales Reports and Statements are primarily based on the actual booking or sale. Statements list paid/unpaid bookings or sales receipts.

Member AC Statements are based on transactions posted to the members account.

It follows therefore that a member could pay cash for a booking and it will not appear anywhere on the Members Statement of Account. The booking will appear in the Bookings/Sales Reports and Statements only. If the member debits their account in payment of a booking then the transaction will appear in both forms of reports and statements.

MyCourts Accounting Functions:

MyCourts keeps track of your Member's Accounts and records all transactions enabling you to quickly ascertain a member's outstanding balance as well as provide a statement for their use.

Keeping track of your Stock is one facet of MyCourts that many accounting packages lack. Combine these functions with the debtor and creditor capabilities of MyCourts and you will be able to successfully manage your Club.



Please note that several of the functions in this section are restricted to the Enterprise Version.

You access the Accounting Management Interface via the Main Menu Bar:-



Unconfirmed Reservations:

Unconfirmed Reservations [previously known as 'Bookings Only'] are treated differently in that they are NOT considered a financial transaction until such time as a firm commitment to hire the facility has been made. This commitment need not be an actual payment of a deposit but is entered into MyCourts accounting system whenever the reservation is 'Entered'. This is achieved by selecting 'Enter' on the POS Window.

Please keep this in mind when viewing tables and reports. For example, an Unconfirmed Reservation is not included in the Daily Sales Report. Separate reports are available to view Unconfirmed Reservations and Unconfirmed Reservations can be disabled altogether if you prefer.

Accounting gives you access to the debtor management functions of MyCourts. Creditor management is provided via the [Suppliers](#) section.

Your debtors will primarily be your Members and any Casuals you allow to use your facilities. In the case of Casuals, MyCourts does not provide extensive recording of address and other recording functions so if your Club provides credit to casuals, we suggest you establish a membership category called "Casuals" (or similar) so that you are able to issue statements etc.

There are 5 Sections:

Section	Description
Sales Tables	These tables provide information relative to Sales recorded for a selected period.
Financial Tables	These tables provide information with regards to you financial transactions for selected periods.
Statements	This section allows your front line staff to generate statements for some or all of your members, outstanding debtors etc.
Suppliers	Provides access to your suppliers details and records.
Stock Management	Provides access to stock management and inventory control.



Sales Tables

The screenshot shows the 'Accounting' window in the MyCourts software. On the left, there is an illustration of a man in a green suit pointing at a whiteboard with a bar chart. The main area contains text explaining Sales Tables. On the right, there is a sidebar with a 'Sales Tables' section containing several options: 'Sales by Department Table', 'Sales Details Tables', 'Reservations Only Table', and 'Online Credit Card Transactions'. Below this, there is a list of menu items: 'Sales Tables', 'Financial Tables', 'Statements', 'Suppliers', and 'Stock Management'.

Accounting

Sales Tables

Sales Tables give you access to sales data in relation to sales only. Sales do not necessarily involve the exchange of funds (eg Facility Reservations Only) so you should refer to the Financial Tables and Reports for financial related data.

Sales Tables are provided for you to quickly view MyCourts sales activities over the period you select.

They are also provided to enable you to Export the data into various formats allowing you to use the data to import into your Accounting or similar program.

You can also export the data into Excel formatted files, PDF Files, Image Files (great for posting on the internet) etc.

Exporting data is achieved via the Print function. Whilst in Print Preview, you can change layouts, paper size as well as saving/exporting into various formats.

All these tables can also be printed.

If you require access to Sales Reports - please see MyCourts Reporting.

Sales Tables

- Sales by Department Table
- Sales Details Tables
- Reservations Only Table
- Online Credit Card Transactions

Sales Tables

- Financial Tables
- Statements
- Suppliers
- Stock Management

Sales embrace all sales of inventory as well as income from facility hire. A Sale however excludes 'Unconfirmed Reservations' which do not become a sale until entered as such via the POS Window.

A 'sale' may not actually involve the exchange of money. For example, you may allow a facility hire to be recorded without accepting any payment at all. [Do not confuse this with Unconfirmed Reservations which are not even treated as a sale until you record them as such].



Sales by Department

1 Period Selector 2 Print 3 Data 4 Refresh

Sale Date	Sale Number	Description	Item Price	Units Sold	Item Total	Discounts	Surcharges	Department
1/04/2010	27320.01	Court 3 Hire	\$10.00	2	\$20.00	\$0.00	\$0.00	Court Hire
3/04/2010	27330.01	Court 3 Hire	\$13.75	2	\$27.50	\$0.00	\$0.00	Court Hire
3/04/2010	27340.01	Center Court Hire	\$13.75	2	\$27.50	\$0.00	\$0.00	Court Hire
3/04/2010	27350.01	Court 5 Hire	\$13.75	2	\$27.50	\$0.00	\$0.00	Court Hire
3/04/2010	27360.01	Court 4 Hire	\$13.75	2	\$27.50	\$0.00	\$0.00	Court Hire
3/04/2010	27370.01	Court 2 Hire	\$13.75	2	\$27.50	\$0.00	\$0.00	Court Hire
5/04/2010	27380.01	Center Court Hire	\$15.00	2	\$30.00	\$0.00	\$0.00	Court Hire
5/04/2010	27390.01	Court 3 Hire	\$10.00	2	\$20.00	\$0.00	\$0.00	Court Hire
6/04/2010	27400.01	Court 2 Hire	\$15.00	2	\$30.00	\$0.00	\$0.00	Court Hire
6/04/2010	27410.01	Court 4 Hire	\$10.00	2	\$20.00	\$0.00	\$0.00	Court Hire
6/04/2010	406100436	Ball hire	\$7.50	1	\$7.50	\$0.00	\$0.00	Pro-Shop
6/04/2010	406100436	Racquet Hire	\$11.50	2	\$23.00	\$0.00	\$0.00	Pro-Shop
6/04/2010	406100627	Sports Bag - Exec...	\$49.50	1	\$49.50	\$0.00	\$0.00	Pro-Shop
6/04/2010	27420.01	Court 6 Hire	\$10.00	2	\$20.00	\$0.00	\$0.00	Court Hire
6/04/2010	406102039	Ball hire	\$7.50	1	\$7.50	\$0.00	\$0.00	Pro-Shop
6/04/2010	406102522	Ball hire	\$7.50	1	\$7.50	\$0.00	\$0.00	Pro-Shop
6/04/2010	406102945	Ball hire	\$7.50	1	\$7.50	\$0.00	\$0.00	Pro-Shop
6/04/2010	406103359	Racquet Hire	\$11.50	1	\$11.50	\$0.00	\$0.00	Pro-Shop
6/04/2010	406103723	Towel Hire	\$5.00	1	\$5.00	\$0.00	\$0.00	Pro-Shop
6/04/2010	406104007	Towel Hire	\$5.00	1	\$5.00	\$0.00	\$0.00	Pro-Shop
6/04/2010	27430.01	Court 3 Hire	\$5.00	2	\$10.00	\$0.00	\$0.00	Court Hire
					\$3,040.35	\$19.30	\$29.00	

Sales are categorised into their respective departments setup in [MyCourts Administrator](#).

Like most other tables in MyCourts, Grouping columns can be very effective:

Sale Date	Sale Number	Item Price
Department: Courses \$125.00		
Department: Court Hire \$1,220.00		
Department: Events \$190.00		
12/08/2009	812122915	\$30
13/08/2009	813114252	\$25
13/08/2009	813121330	\$25
13/08/2009	813135129	\$30
13/08/2009	813135833	\$30
14/08/2009	814105539	\$25
14/08/2009	814105915	\$25
Department: Internal Use Only \$24.00		
Department: Pro-Shop \$55.00		



1 Period Selector

From To

When opened, the information for today is displayed. Use these date selectors to vary the information displayed to the period required.

2 Print



Select the Print button to print or export the data displayed into various formats.

3 Data

Sale Date	Sale Number	Description	Item Price	Units Sold	Item Total	Discounts	Surcharges	Department
-----------	-------------	-------------	------------	------------	------------	-----------	------------	------------

Selected data in relation to each sale.

4 Refresh



Click to refresh the data.

Changing the From or To dates will automatically refresh the data table however in a multiuser environment you may like to Refresh the table manually.



Sales Details

1 Period Selector

2 Print

3 Drill Down

4 Comment

5 Reprint Receipt

Sale Number	Sale Date Time	Surchar...	Discou...	Sale Total	Total Received	Mem...	Comm...	Print Receipt
25930.01	Friday, 5 February 2010 12:41:5...	\$0.00	\$0.00	\$20.00	\$0.00	Banana,S		
25940.01	Friday, 5 February 2010 1:03:54...	\$0.00	\$0.00	\$20.00	\$0.00	Bundy, Bill		
25960.01	Monday, 8 February 2010 5:24:...	\$0.00	\$0.00	\$20.00	\$0.00	Bundy, Bill		

Item	Units Sold	Description	Discounts	Surcharges	Item Total	
\$10.00	2	Court 4 Normal Hire: Monday, 8 February 2010 8:00...	\$0.00	\$0.00	\$20.00	
26000.01	Tuesday, 9 February 2010 11:4...	\$0.00	\$0.00	\$20.00	\$0.00	
26050.01	Tuesday, 9 February 2010 7:42:...	\$0.00	\$0.00	\$20.00	\$0.00	
26050.02	Tuesday, 9 February 2010 7:42:...	\$0.00	\$0.00	\$20.00	\$0.00	
26050.03	Tuesday, 9 February 2010 7:41:...	\$0.00	\$0.00	\$20.00	\$0.00	
26050.04	Tuesday, 9 February 2010 7:41:...	\$0.00	\$0.00	\$20.00	\$0.00	
26050.05	Tuesday, 9 February 2010 7:41:...	\$0.00	\$0.00	\$20.00	\$0.00	
209193728	Tuesday, 9 February 2010 7:41:...	\$0.00	\$0.00	\$30.50	\$0.00	
26070.01	Thursday, 11 February 2010 7:4...	\$0.00	\$0.00	\$30.00	\$30.00	
26070.02	Thursday, 11 February 2010 7:4...	\$0.00	\$0.00	\$30.00	\$30.00	
211194148	Thursday, 11 February 2010 7:4...	\$0.00	\$0.00	\$7.50	\$7.50	
26080.01	Saturday, 13 February 2010 8:5...	\$0.00	\$0.00	\$27.50	\$0.00	
26080.02	Saturday, 13 February 2010 8:5...	\$0.00	\$0.00	\$27.50	\$0.00	
				\$0.00	\$0.00	\$3,605...

The Sales Details table lists all the sales made for the selected period and allows you to drill down to individual items ready for printing, saving or exporting in a variety of formats.

As the name implies, the details of the selected days sales are displayed (it defaults to Today's sales).

In this Screen Shot we have expanded the information for Sale Number 25960.01 .

1 Period Selector

From Monday, 1 February 2010 To Wednesday, 24 March 2010

When opened, the information for today is displayed. Use these date selectors to vary the information displayed to the period required.

2 Print



Select the Print button to print or export the data displayed into various formats.

3 Drill Down

Item	Units Sold	Description	Discounts	Surcharges	Item Total
\$10.00	2	Court 4 Normal Hire: Monday, 8 February 2010 8:00...	\$0.00	\$0.00	\$20.00
26000.01	Tuesday, 9 February 2010 11:4...	\$0.00	\$0.00	\$20.00	\$0.00
26050.01	Tuesday, 9 February 2010 7:42:...	\$0.00	\$0.00	\$20.00	\$0.00
26050.02	Tuesday, 9 February 2010 7:42:...	\$0.00	\$0.00	\$20.00	\$0.00
26050.03	Tuesday, 9 February 2010 7:41:...	\$0.00	\$0.00	\$20.00	\$0.00
26050.04	Tuesday, 9 February 2010 7:41:...	\$0.00	\$0.00	\$20.00	\$0.00

Click the '+' icon to expand the details for individual sale items.



4 Comment



Click this cell to view, add or edit any Comment for this particular sale.

5 Reprint Receipt



Click here to reprint the receipt for this sale.



Reservations Only

The screenshot shows the 'Reservations Only Table' window. At the top, there are date selectors for 'From: Saturday, 1 August 2009' and 'To: Wednesday, 19 August 2009', along with 'Print' and 'Help' buttons. Below this is a table with columns: Date Reserved, Facility Name, Start Date Time, Periods Booked, Member Number, First Name, Last Name, and Weeks Booked. A single row is visible for 'Tuesday, 4 August 2009' at 'Court 5' for member 'David Harvey'. A sidebar on the right contains a 'Sales Tables' menu with options like 'Sales by Department Table', 'Sales Details Tables', 'Reservations Only Table', 'Financial Tables', 'Statements', 'Suppliers', and 'Stock Management'. Callout '1' points to the date selectors, and callout '2' points to the 'Print' button.

Date Reserved	Facility Name	Start Date Time	Periods Booked	Member Number	First Name	Last Name	Weeks Booked
Tuesday, 4 August 2009	Court 5	Tuesday, 4 August 2009 8:00:00 AM	1	4563	David	Harvy	

The Reservations Only table lists all [Unconfirmed Reservations](#) that are outstanding.

For reservations that have passed their start time, this indicates that the reservation, if it was utilised was never accounted for and therefor remains unpaid.

1 Period Selector



When opened, the information for today is displayed. Use these date selectors to vary the information displayed to the period required.

2 Print



Select the Print button to print or export the data displayed into various formats.



Bookings/Sales - All

Sale Number	Total Received	Member Number	Sale Total	Hirer Name
+ Sale Date: 17/11/2008 Total = \$20.00				
+ Sale Date: 20/11/2008 Total = \$140.00				
+ Sale Date: 21/11/2008 Total = \$164.05				
+ Sale Date: 22/11/2008 Total = \$630.50				
+ Sale Date: 24/11/2008 Total = \$30.00				
- Sale Date: 4/12/2008 Total = \$80.00				
1448.01	\$0.00	4563	\$30.00	David Harvy
1449.01	\$20.00	45656	\$20.00	Bill Bundy
1452.01	\$0.00	4563	\$30.00	David Harvy
+ Sale Date: 5/12/2008 Total = \$90.00				
+ Sale Date: 6/12/2008 Total = \$150.00				
+ Sale Date: 8/12/2008 Total = \$160.00				
+ Sale Date: 9/12/2008 Total = \$50.00				
+ Sale Date: 10/12/2008 Total = \$20.00				
+ Sale Date: 11/12/2008 Total = \$375.00				
+ Sale Date: 13/12/2008 Total = \$27.50				
+ Sale Date: 16/12/2008 Total = \$95.00				
+ Sale Date: 18/12/2008 Total = \$467.50				
+ Sale Date: 19/12/2008 Total = \$730.00				
+ Sale Date: 20/12/2008 Total = \$522.50				
		\$5,078.75	\$7,671.55	

This window is almost identical to the [Bookings/Sales - Outstanding](#) window however it includes both paid and unpaid transactions.

In this screen shot, we have grouped the transactions according to the Sale Date by dragging the Sale Date column to the Group Panel. We have also expanded the detail view for one of the days.

By default, the list will contain all transaction for the past 3 months however you may select your own date range.



Online Credit Card Transactions

Online Credit Card Transactions

From Thursday, 16 June 2011 To Thursday, 16 June 2011 Print Help

Drag a column header here to group by that column.

Sale Number	Tran Date Time	Tran ID	Tran Amount	Txn Type	Amount (cents)	Currency	Purchase Order No	Approved	Respon
33850.01	16 Jun 2011, 08:14	1294	\$20.00	Refund	2000	AUD	261282	No	Transac
33850.01	16 Jun 2011, 08:21	1294	\$20.00	Refund	2000	AUD	261282	No	Transac
33860.01	16 Jun 2011, 08:22	1294	\$30.00	Payment	3000	AUD	000000000...	Yes	Approve
33870.01	16 Jun 2011, 08:23	1295	\$30.00	Payment	3000	AUD	000000000...	Yes	Approve
33880.01	16 Jun 2011, 08:24	1296	\$20.00	Payment	2000	AUD	000000000...	Yes	Approve
33890.01	16 Jun 2011, 08:30	1297	\$20.00	Payment	2000	AUD	000000000...	Yes	Approve
33900.01	16 Jun 2011, 09:32	1298	\$20.00	Payment	2000	AUD	000000000...	Yes	Approve
33910.01	16 Jun 2011, 09:34	1299	\$20.00	Payment	2000	AUD	000000000...	Yes	Approve
33920.01	16 Jun 2011, 09:45	1300	\$20.00	Payment	2000	AUD	000000000...	Yes	Approve
33860.01	16 Jun 2011, 10:13	1301	\$30.00	Refund	3000	AUD	270049	Yes	Approve
33870.01	16 Jun 2011, 10:53	1302	\$30.00	Refund	3000	AUD	270050	Yes	Approve
33880.01	16 Jun 2011, 11:10	1303	\$20.00	Refund	2000	AUD	270051	Yes	Approve
33890.01	16 Jun 2011, 11:19	1304	\$20.00	Refund	2000	AUD	270054	Yes	Approve
33900.01	16 Jun 2011, 11:20	1305	\$20.00	Refund	2000	AUD	270087	Yes	Approve
33910.01	16 Jun 2011, 11:28	1306	\$20.00	Refund	2000	AUD	270089	Yes	Approve
33920.01	16 Jun 2011, 11:31	1307	\$20.00	Refund	2000	AUD	270096	Yes	Approve
33930.01	16 Jun 2011, 11:59	1308	\$30.00	Payment	3000	AUD	000000000...	Yes	Approve
33940.01	16 Jun 2011, 11:59	1309	\$30.00	Payment	3000	AUD	000000000...	Yes	Approve
33950.01	16 Jun 2011, 12:00	1310	\$20.00	Payment	2000	AUD	000000000...	Yes	Approve
33960.01	16 Jun 2011, 12:00	1311	\$20.00	Payment	2000	AUD	000000000...	Yes	Approve
33930.01	16 Jun 2011, 12:01	1312	\$30.00	Refund	3000	AUD	270270	Yes	Approve
33940.01	16 Jun 2011, 13:08	1313	\$30.00	Refund	3000	AUD	270272	Yes	Approve

Sales Tables

- Sales by Department Table
- Sales Details Tables
- Reservations Only Table
- Online Credit Card Transactions**

Sales Tables

Financial Tables

Statements

Suppliers

Stock Management

The Online Credit Card Transactions window is identical to the window displayed in MyCourts Administrator. It is duplicated here for convenience.

[Click here for full details.](#)



Financial Tables

The screenshot shows the 'Financial Tables' window. On the left is an icon of a stack of green banknotes with a gold coin on top. The main area contains text explaining the function of financial tables. On the right is a sidebar with a list of menu items: Day Sheet, POS Transactions, Sales - Outstanding Balances, Sales Tables, Financial Tables (highlighted), Statements, Suppliers, and Stock Management.

Financial Tables give you access to financial data in relation to your sales. Sales do not necessarily involve the exchange of funds (eg Facility Reservations Only) so you should refer to the Sales Tables and Reports for sales only related data.

Financial Tables are provided for you to quickly view MyCourts financial transactions over the period you select.

They are also provided to enable you to Export the data into various formats allowing you to use the data to import into your Accounting or similar program.

You can also export the data into Excel formatted files, PDF Files, Image Files (great for posting on the internet) etc.

Exporting data is achieved via the Print function. Whilst in Print Preview, you can change layouts, paper size as well as saving/exporting into various formats.

All these tables can also be printed.

If you require access to Financial Reports - please see MyCourts Reporting.

- Day Sheet
- POS Transactions
- Sales - Outstanding Balances
- Sales Tables
- Financial Tables**
- Statements
- Suppliers
- Stock Management

Financial data refers to all items that involve the exchange of money. Reservations constitutes the entering of a binding contract and is accounted for immediately. This may include payments for previously recorded sales, payment of amounts outstanding on a Members Account, purchase of items including payment of such via a Members Credit account.

Unconfirmed Reservations are not considered to be a binding contract and are therefore not included as a financial transaction until they are confirmed.



Day Sheet

The Day Sheet is available to allow you to view totals of the days takings and *assist with balancing at the end of the day or shift*. It has no other function and should not be used for any other purpose. If you require more detailed information regarding the day's activities you should use the various sales and financial tables, grids or reports.

The screenshot shows the 'Day Sheet' window with the following data:

Category	Amount
Cash	\$0.00
Cheques	\$0.00
Credit Cards	\$0.00
PayPal	\$0.00
Other	\$0.00
Total	\$0.00
Net Member Payments	\$0.00

Callouts in the image:

- 1: Date Selector (Monday, 23 February 2015)
- 2: Include All Computers (checkbox)
- 3: Print (button)
- 4: Help (button)
- 5: Navigation Item (Financial Tables menu)
- 6: Categories (table rows)
- 7: Member AC Charges (Net Member Payments)

1 Date Selector



You may select the particular day's figures from this dropdown selector. It defaults to today's date and covers the 24 hour period from the time that the first booking commences up to the time the first booking commences tomorrow.

2 Include All Computers





By default, only the transactions that were recorded on this computer terminal will be included in the data provided. This will allow you to maintain separate cash draws for each terminal where MyCourts is running.

If you tick this box, the transactions recorded at all the terminal running MyCourts will be included.

3 Print



Click here if you would like to print a hard copy of the statistics. The print preview window will open.

4 Help



Select to get help. You may also press F1.

5 Navigation Item



Click here to open this window.

6 Categories

Cash	\$0.00
Cheques	\$0.00
Credit Cards	\$0.00
PayPal	\$0.00
Other	\$0.00
Total	\$0.00

The table lists the selected date and the totals for each category of payment method.

7 Member AC Charges

Net Member Payments	\$0.00
---------------------	--------

Member Account Charges are not normally included in the days takings calculations as the funds have not actually been received. The member's account has only been debited with the amount due. Hence they are shown separately. When a member makes a payment to their account, the payment will be reflected in the amount of the cheque, cash etc.



You can change this behavior and include debits to member accounts if you wish in [MyCourts Administrator -> Accounting](#) | [POS -> POS General](#).



POS Transactions

1 From To Dates 2 Print 3 Refresh

Tran ID	Date	Account	Amount	Description
738	9/01/2010	Member: Bill Bundy	\$25.00	Event: 2010 Preliminaries
738	9/01/2010	Sales: Event Income	-\$25.00	Event: 2010 Preliminaries
739	9/01/2010	Member: Bill Bundy	\$25.00	Event: 2010 Preliminaries
739	9/01/2010	Sales: Event Income	-\$25.00	Event: 2010 Preliminaries
740	9/01/2010	Member: Bill Bundy	\$25.00	Event: 2010 Preliminaries
740	9/01/2010	Sales: Event Income	-\$25.00	Event: 2010 Preliminaries
741	9/01/2010	Member: Bill Bundy	\$25.00	Event: 2010 Preliminaries
741	9/01/2010	Sales: Event Income	-\$25.00	Event: 2010 Preliminaries
742	9/01/2010	Member: Bill Bundy	-\$25.00	Event: 2010 Preliminaries
742	9/01/2010	Sales: Event Income	\$25.00	Event: 2010 Preliminaries
743	9/01/2010	Member: Bill Bundy	\$25.00	Event: 2010 Preliminaries
743	9/01/2010	Sales: Event Income	-\$25.00	Event: 2010 Preliminaries
744	9/01/2010	Member: Bill Bundy	-\$25.00	Refund: Event: 2010 Preliminaries
744	9/01/2010	Sales: Event Income	\$25.00	Refund: Event: 2010 Preliminaries
745	9/01/2010	Member: Bill Bundy	\$25.00	Event: 2010 Preliminaries
745	9/01/2010	Sales: Event Income	-\$25.00	Event: 2010 Preliminaries
746	9/01/2010	Member: Bill Bundy	-\$25.00	Refund: Event: 2010 Preliminaries
746	9/01/2010	Sales: Event Income	\$25.00	Refund: Event: 2010 Preliminaries
747	9/01/2010	Member: Bill Bundy	-\$25.00	Refund: Event: 2010 Preliminaries
747	9/01/2010	Sales: Event Income	\$25.00	Refund: Event: 2010 Preliminaries
748	9/01/2010	Member: Bill Bundy	\$25.00	Refund: Event:
			\$0.00	

MyCourts has a rudimentary accounting function that is being built upon as customers demand.

Double entry bookkeeping rules have been applied. A transaction is recorded whenever there is an exchange of funds. At this stage, reservations that have no funds applied (if you have allowed this via Credit Policy) do not have a transaction created.

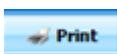
These transactions should not be confused with MyCourts financial recording capabilities. For example, Member Accounts and their associated outstanding balances are recorded separately and in addition to the actual financial transaction.

1 From To Dates



The report defaults to today's date however you can select a different date range here. Both dates are inclusive.

2 Print



You can print the report or use the print preview to export the data to your favourite accounting program.



3

Refresh



Click to refresh the data.

Changing the From or To dates will automatically refresh the data table however in a multiuser environment you may like to Refresh the table manually.



POS Transactions - Items

1 From and To Dates

2 Print

3 Summary

4 Member Details

Date	Item Price	Units Sold	Discoun...	Surchar...	Net Sale	Sale Description	Transaction Description	Member										
Transaction Reference: Ball hire Net Sale: \$52.50, Discounts: \$0.00, Surcharges: \$0.00																		
Transaction Reference: Center Court Hire Net Sale: \$147.50, Discounts: \$0.00, Surcharges: \$0.00																		
Transaction Reference: Court 2 Hire Net Sale: \$264.50, Discounts: \$1.00, Surcharges: \$3.00																		
Transaction Reference: Court 3 Hire Net Sale: \$247.00, Discounts: \$1.00, Surcharges: \$3.00																		
Thursday, 1 April 2010	\$10.00	2	\$0.00	\$0.00	\$20.00	Court 3 Normal...	Facility Hire: C...	Banana,S										
Saturday, 3 April 2010	\$13.75	2	\$0.00	\$0.00	\$27.50	Court 3 Peak H...	Facility Hire: C...	Banana,S										
Tuesday, 6 April 2010	\$5.00	2	\$0.00	\$0.00	\$10.00	Court 3 Normal...	Facility Hire: C...	Brady,C										
Thursday, 8 April 2010	\$10.00	2	\$0.00	\$0.00	\$20.00	Court 3 Normal...	Facility Hire: C...	Brady,C										
Friday, 16 April 2010	\$10.00	6	\$0.00	\$0.00	\$60.00	Court 3 Normal...	Facility Hire: C...	Bundy, Bill										
Tuesday, 27 April 2010	\$10.00	2	\$0.00	\$0.00	\$20.00	Court 3 Normal...	Facility Hire: C...	Brady,C										
<table border="1"> <thead> <tr> <th>Member Number</th> <th>Last Name</th> <th>First Name</th> <th>Business Name</th> <th>Contact Number</th> </tr> </thead> <tbody> <tr> <td>456665</td> <td>Brady</td> <td>Col</td> <td></td> <td>88778899</td> </tr> </tbody> </table>									Member Number	Last Name	First Name	Business Name	Contact Number	456665	Brady	Col		88778899
Member Number	Last Name	First Name	Business Name	Contact Number														
456665	Brady	Col		88778899														
Wednesday, 28 April 2010	\$10.00	2	\$0.00	\$0.00	\$20.00	Court 3 Normal...	Facility Hire: C...	Brady,C										
Friday, 30 April 2010	\$10.00	2	\$1.00	\$3.00	\$22.00	Court 3 Normal...	Refund of Hire ...	Brady,C										
Saturday, 1 May 2010	\$13.75	2	\$0.00	\$0.00	\$27.50	Court 3 Peak H...	Facility Hire: C...	Banana,S										
Thursday, 6 May 2010	\$10.00	2	\$0.00	\$0.00	\$20.00	Court 3 Normal...	Facility Hire: C...	Banana,S										
					\$19.30	\$29.00												

This table is designed to allow you to quickly view the financial sale details for each item you sell for any given period. The information does not include 'Unconfirmed Reservations'. For a break up of the days takings, please refer to the [Day Sheet](#).

The above image shows the data grouped by the Transaction Reference column. A screen capture of the expanded table follows:

Date	Transaction Reference	Item Price	Units Sold	Discount	Surcharge	Net Sale	Sale Description	Transaction Description	Member
Friday, 30 April 2010	Court 4 Hire	\$10.00	2	\$0.00	\$0.00	\$20.00	Court 4 Hire	Refund of H...	Non-member
Friday, 30 April 2010	Court 7 Hire	\$10.00	2	\$0.00	\$0.00	\$20.00	Court 7 Hire	Refund of H...	Non-member
Thursday, 1 April 2010	Court 3 Hire	\$10.00	2	\$0.00	\$0.00	\$20.00	Court 3 Nor...	Facility Hire...	Banana,S

1 From and To Dates

From Thursday, 1 April 2010 To Tuesday, 11 May 2010

When the table is opened, the From and To Dates will be pre-selected to show the information for today.



Note: The From date is the selected days opening time or first period. Similarly, the To date is the day and time of the last booking for the day. If the last booking for the day occurs after midnight, the table will cover the full two days time span from opening to closing times.



2 Print



Like most tables, you can click the Print button to either print the table or otherwise save the data to csv files, image files, Excel etc.

3 Summary



Totals for each item are detailed here for your convenience.

4 Member Details



If you have recorded the membership number of the person making the booking or the Item Sale, you can expand the sale details to display their information.



Bookings/Sales - Outstanding

1 Display 2 From Date 3 To Date 4 Pay Bill 5 Print 6 Group Panel

Sale Number	Sale Date	Member Number	Hirer Name	Sale Total	Total Received	Balance Outstanding
1018.01	Thursday, 20 December 2007	5534	John Wilson	\$60.00	\$0.00	\$60.00
1022.01	Sunday, 23 December 2007	5534	John Wilson	\$40.00	\$0.00	\$40.00
1035.01	Friday, 4 January 2008	56	Ken Fraser	\$10.00	\$0.00	\$10.00
1037.01	Friday, 4 January 2008	56	Ken Fraser	\$20.00	\$0.00	\$20.00
1039.01	Friday, 4 January 2008	56	Ken Fraser	\$40.00	\$0.00	\$40.00
1040.01	Friday, 4 January 2008	56	Ken Fraser	\$40.00	\$0.00	\$40.00
1041.01	Friday, 4 January 2008	56	Ken Fraser	\$40.00	\$0.00	\$40.00
1042.01	Friday, 4 January 2008	56	Ken Fraser	\$40.00	\$0.00	\$40.00
1043.01	Friday, 4 January 2008	56	Ken Fraser	\$40.00	\$0.00	\$40.00
1044.01	Friday, 4 January 2008	56	Ken Fraser	\$40.00	\$0.00	\$40.00
1045.01	Friday, 4 January 2008	56	Ken Fraser	\$40.00	\$0.00	\$40.00
1046.01	Friday, 4 January 2008	56	Ken Fraser	\$10.00	\$0.00	\$10.00
1047.01	Friday, 4 January 2008	56	Ken Fraser	\$30.00	\$0.00	\$30.00
1050.01	Friday, 4 January 2008	56	Ken Fraser	\$40.00	\$0.00	\$40.00
1051.01	Friday, 4 January 2008	56	Ken Fraser	\$90.00	\$0.00	\$90.00
1052.01	Friday, 4 January 2008	56	Ken Fraser	\$60.00	\$0.00	\$60.00
1060.01	Wednesday, 19 March 2008	56	Ken Fraser	\$50.00	\$0.00	\$50.00
1062.01	Wednesday, 19 March 2008	2354	Terry Scott	\$40.00	\$0.00	\$40.00
1066.01	Thursday, 20 March 2008	56	Ken Fraser	\$40.00	\$0.00	\$40.00
1068.01	Thursday, 20 March 2008	7349	Jock Myer	\$40.00	\$0.00	\$40.00

This window gives you an immediate list of all outstanding amounts payable sorted with the oldest outstanding bill first.

1 **Display**

Display From Decemb

- Normal Category
- Student Category
- All categories
- Casuals only

Select Display and then chose which category of Hirer's you wish to limit the list to.

MyCourts will automatically add each Membership Category to the list as well as provide options for All categories and Casuals.

2 **From Date**

Initially, the date here will be determined from the date of the oldest outstanding bill.



3 To Date
Defaults to today's date.

Information for this day will be included in the list.

4 Pay Bill
There are several places where you can actually accept and record the payment of an outstanding bill. Just select (highlight) the bill to be paid and then click here.

5 Print
Click Print to open the Print Preview window.

From this window, you can print out the list, save it to file, export the data to a csv file etc.

6 Group Panel

The screenshot shows a web application window titled "Accounts/Invoices - Outstanding". At the top, there are controls for "Display", "From" (December 20, 2007), "To" (June 16, 2008), "Refresh", and "Pay Bill". Below these is a "Hirer Name" search field. The main area is a grid with columns: "Sale Number", "Sale Date", "Payment Method", "Total Received", and "Member Number". The grid is grouped by "Hirer Name". One group, "Hirer Name: Lou Hoad Total = \$195.00", is expanded to show individual sales rows. Other hirer names listed include Ian Fleming, Jack Emerson, James Bond, Jock Myer, John Wilson, Ken Fraser, Me Culpa, and Mill Sash.

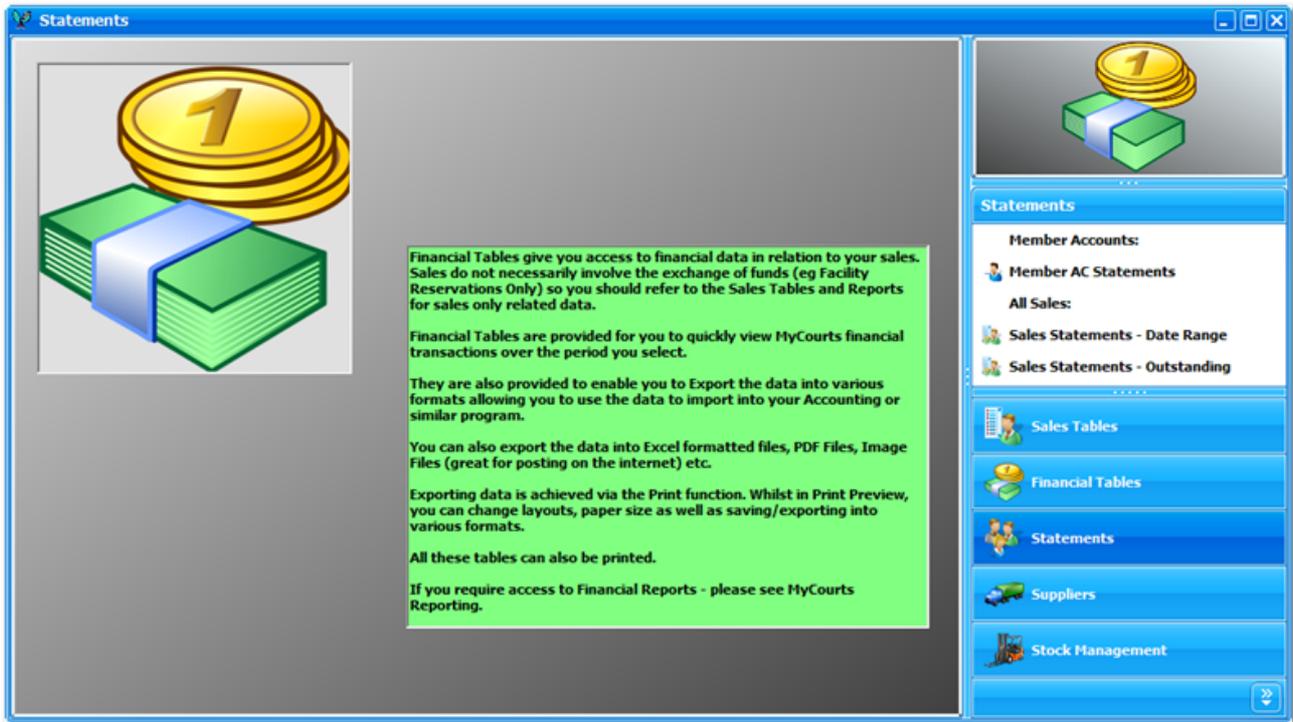
Sale Number	Sale Date	Payment Method	Total Received	Member Number
+ Hirer Name: Ian Fleming Total = \$40.00				
+ Hirer Name: Jack Emerson Total = \$260.00				
+ Hirer Name: James Bond Total = \$60.00				
+ Hirer Name: Jock Myer Total = \$415.00				
+ Hirer Name: John Wilson Total = \$100.00				
+ Hirer Name: Ken Fraser Total = \$1,055.00				
▶ - Hirer Name: Lou Hoad Total = \$195.00				
+ 1025.01	Monday, 24 December 2007	Void	\$0.00	
+ 1061.01	Wednesday, 19 March 2008	Void	\$0.00	
+ 1121.01	Monday, 24 March 2008	Void	\$0.00	
+ 1129.01	Monday, 24 March 2008	Void	\$0.00	
+ 1132.01	Monday, 24 March 2008	Void	\$0.00	
+ 1134.01	Monday, 24 March 2008	Void	\$0.00	
+ 1168.01	Saturday, 7 June 2008	Void	\$0.00	
+ Hirer Name: Me Culpa Total = \$20.00				
+ Hirer Name: Mill Sash Total = \$230.00				

As in most other grid views, you have the option to Group and otherwise manipulate the data you are viewing.

In the above example, we have grouped the Hirer Names by dragging the Hirer's Name column to the group panel. We have also selected the "+" button to expand the information relating to one client.



Statements



The screenshot shows the 'Statements' window in the MyCourts software. The window has a blue title bar and a grey background. On the left, there is an icon of a stack of green banknotes with a gold coin on top. The main area contains a green box with the following text:

Financial Tables give you access to financial data in relation to your sales. Sales do not necessarily involve the exchange of funds (eg Facility Reservations Only) so you should refer to the Sales Tables and Reports for sales only related data.

Financial Tables are provided for you to quickly view MyCourts financial transactions over the period you select.

They are also provided to enable you to Export the data into various formats allowing you to use the data to import into your Accounting or similar program.

You can also export the data into Excel formatted files, PDF Files, Image Files (great for posting on the internet) etc.

Exporting data is achieved via the Print function. Whilst in Print Preview, you can change layouts, paper size as well as saving/exporting into various formats.

All these tables can also be printed.

If you require access to Financial Reports - please see MyCourts Reporting.

On the right side of the window, there is a sidebar with a blue header 'Statements' and a list of menu items: Member Accounts, Member AC Statements, All Sales, Sales Statements - Date Range, Sales Statements - Outstanding, Sales Tables, Financial Tables, Statements, Suppliers, and Stock Management. The 'Statements' item is currently selected and highlighted in blue.

Statements allow you to select, print or save statements of accounts outstanding.

Member AC Statements are devoted to those members that you have granted accounts to and the remaining statements refer to amounts owing by members or casuals.



Member AC Statements

1 From Date 2 To Date 3 Select All 4 Deselect All 5 Print 6 Send Statement 7 Menu Selection

Member Name	Balance Outstanding	Last Statement Date	Send Statement
Aquarius Commun	\$70.00		X
Banana,S	\$0.00	Saturday, 3 October 2009	X
Brady,C	\$64.50		X
Bundy, Bill	\$111.85	Wednesday, 7 January 2009	X
Dingle, M	-\$12.00		X
Eggleston, T	\$30.00	Saturday, 1 August 2009	X
Fraser, K	\$10.00		X
Greg, W	-\$50.00		X
Harvy, David	\$150.00	Saturday, 1 August 2009	X
Harvy,G	\$0.00		X
Hoad, L	-\$90.00		X
Madarasz, A	\$30.00		X
Neal, P	\$30.00		X
Wilson, J	\$0.00		X

If you grant your members credit facilities then you will need to send Statements on a regular basis.

For example:



North Shore Tennis Club

769 Shute Harbour Rd.,
Airlie Beach QLD 4802

Wednesday, 7 January 2009

Bill Bundy
117 Gumnut Street,
Katoomba 2780
Australia

STATEMENT

From: Monday, 1 December 2008

To: Wednesday, 7 January 2009

Date	Description	Amount	Balance
29/12/2008 11:35:52 AM	Facility Hire: Court 4	\$20.00	\$20.00
29/12/2008 11:45:15 AM	Facility Hire: Court 5	\$20.00	\$40.00
29/12/2008 9:48:07 PM	Refund of Hire Fee	-\$20.00	\$20.00
2/01/2009 10:25:26 AM	Member account payment	-\$20.00	\$0.00
2/01/2009 10:26:03 AM	Member account payment	-\$100.00	-\$100.00

Payment within 14 days please.

1 From Date
Select the 'From' date that the Statements will cover.

2 To Date
Select the To date that the Statements will cover.

3 Select All
Click to select [] all the accounts listed.

4 Deselect All
Click to deselect [] all the accounts listed.

5 Print



Click here to either Preview the statements or print them directly to the printer.

Selecting Preview will allow you to send the statement via an email attachment, export it to a pdf file, an image file etc.

You also have the opportunity of overriding the default option to use your own letterhead to print the statement on. Just click the tick or cross as appropriate.

6 Send Statement

Toggle this cell with a tick [✓] to send a Statement to this member or cross [✗] to not send a Statement.

7 Menu Selection

Click this navigation bar to open this window.



Sales Statements - Date Range

1 From 2 To 3 Select All 4 Clear All 5 Print 6 Send Statement

Member Name	Balance Outstanding	Last Statement Date	Send Statement
Aquarius Commun	\$493.00		X
Banana,S	\$1,551.75	Saturday, 3 October 2009	X
Brady,C	\$162.00		X
Bundy, Bill	\$912.50	Wednesday, 7 January 2009	X
Condor, J	\$141.00		X
Constable, V	\$1,793.50		X
damien, e	\$245.00		X
De Lorenzis, P	\$671.75		X
Dingle, M	\$75.00		X
Eggleston, T	\$378.30	Saturday, 1 August 2009	X
Emerson, J	\$777.25		X
Fraser, K	\$1,467.50		X
Greg, W	\$322.00		X
Harvy, David	\$1,776.75	Saturday, 1 August 2009	X
Hoad, L	\$894.00		X
Madarasz, A	\$40.00		X
Meier, T	\$137.50		X
Miller, C	\$175.00		X
Myer, J	\$795.00		X
Neal, P	\$100.00		X
Noble, K	\$35.00		X
racek, r	\$40.00		X
Sash, M	\$577.50		X
Scott, T	\$130.00	Friday, 13 June 2008	X

The Statements - Date Range window allows you to view and print booking and sales invoices by selecting a range of dates for the statements to cover.

- 1 From**
Chose the range of dates for the statements to cover. The first date defaults to the first of the current month.
- 2 To**
Select the To date here. Statements will include transactions for the selected date. It defaults to today.
- 3 Select All**
Click to select [✓] all the members in the list.
- 4 Clear All**
Click to deselect [✗] all the members in the list.
- 5 Print**



Click here to either Preview the statements or print them directly to the printer.

Selecting Preview will allow you to send the statement via an email attachment, export it to a pdf file, an image file etc.

You also have the opportunity of overriding the default option to use your own letterhead to print the statement on. Just click the tick or cross as appropriate.

6

Send Statement

Click this column and the respective row for each member you wish to send a statement to.



Sales Statements - Outstandings

1 Select All 2 Clear All 3 Print 4 Send Statement

Member Name	Balance Outstanding	Last Statement Date	Send Statement
Bundy, Bill	\$140.00	Sunday, 4 January 2009	X
Constable, Vicky	\$990.00		X
damian, evans	\$20.00		X
De Lorenzis, Pia	\$153.75		X
Eggleston, Tony	\$378.30		X
Emerson, Jack	\$777.25		X
Fraser, Ken	\$1,420.00		X
Greg, Wood	\$300.00		X
Harvy, David	\$1,210.00		X
Hoad, Lou	\$649.00		X
Myer, Jock	\$760.00		X
Sash, Mill	\$440.00		X
Scott, Terry	\$110.00	Friday, 13 June 2008	X
Tamper, Regan	\$65.00		X
Tap, Ed	\$27.50		X
Wilson, John	\$200.00		X
Ying, Yang	\$150.00		X

The Statements - Outstanding Balances window allows you to view all the members that have outstanding bookings or sales invoices for which you may wish to send statements for.

Note that these statements do not include invoices that have been paid by debiting a Member's John account for the full amount due.

1 Select All
Click here to select [] each member with an outstanding balance.

2 Clear All
Click here to deselect [] all the member accounts.

3 Print

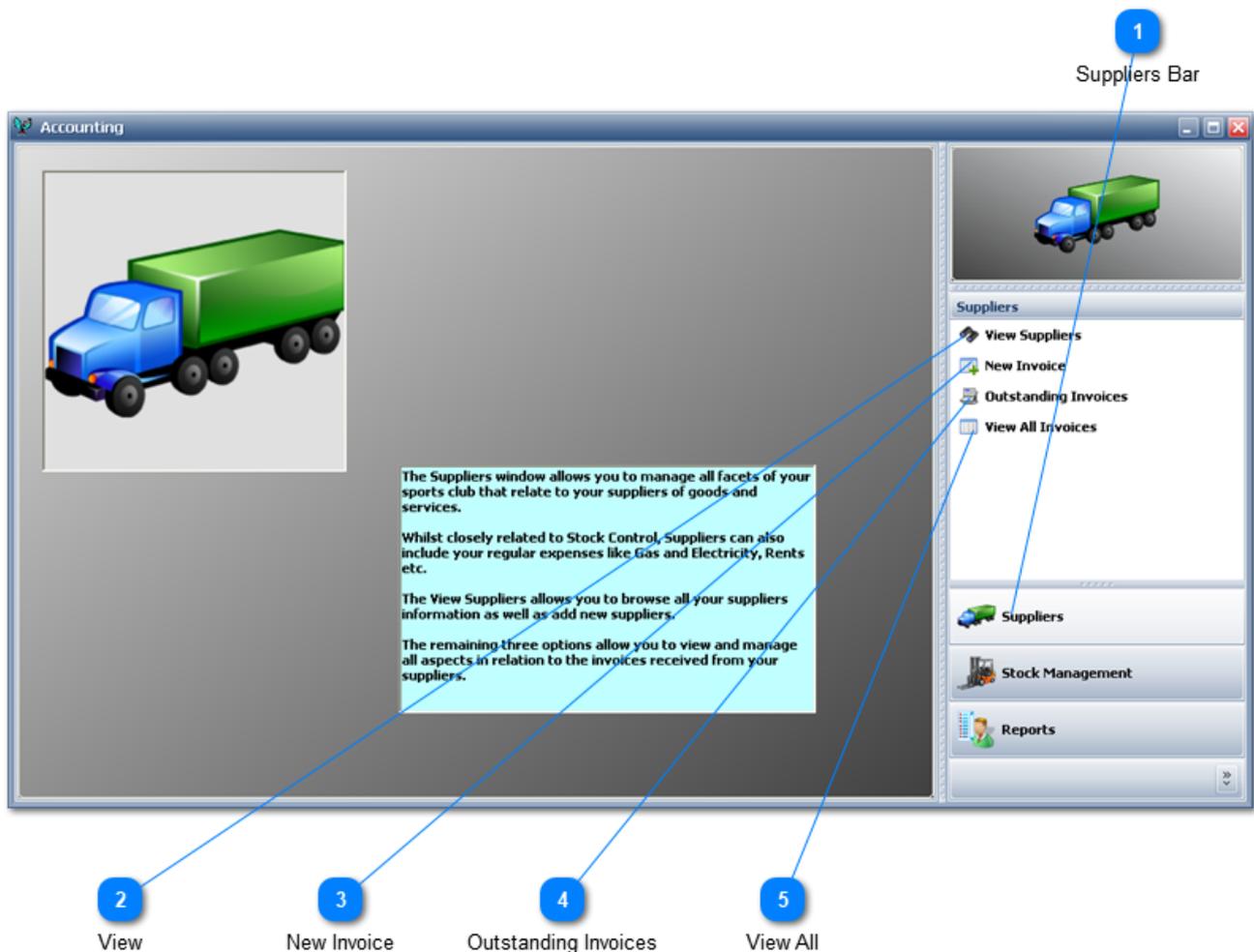
Click here to either preview each statement you have selected for printing OR select Print to have all the statements printed. You also have the opportunity of overriding the default option to use your own letterhead to print the statement on. Just click the tick or cross as appropriate.



-
- 4 Send Statement** Click in this column and row to print a statement for the selected member.



Suppliers



The Accounting - Suppliers window gives you access to MyCourts creditor management functions with regards to managing all aspects of your Supplier accounts. Debtor management is provided via the [Accounting](#) section.

Suppliers can be of any nature - stock, services, contractors.

- Suppliers Bar**
To access this window, select the Suppliers Navigation Bar.
- View**
[View Suppliers](#) opens the window containing all the functions regarding adding, editing and deleting suppliers.
- New Invoice**
When you receive an Invoice from your supplier, enter details by selecting the [New Invoice](#) bar.
- Outstanding Invoices**
Quickly view a table of all your [Outstanding Invoices](#) and when appropriate, record their payment.



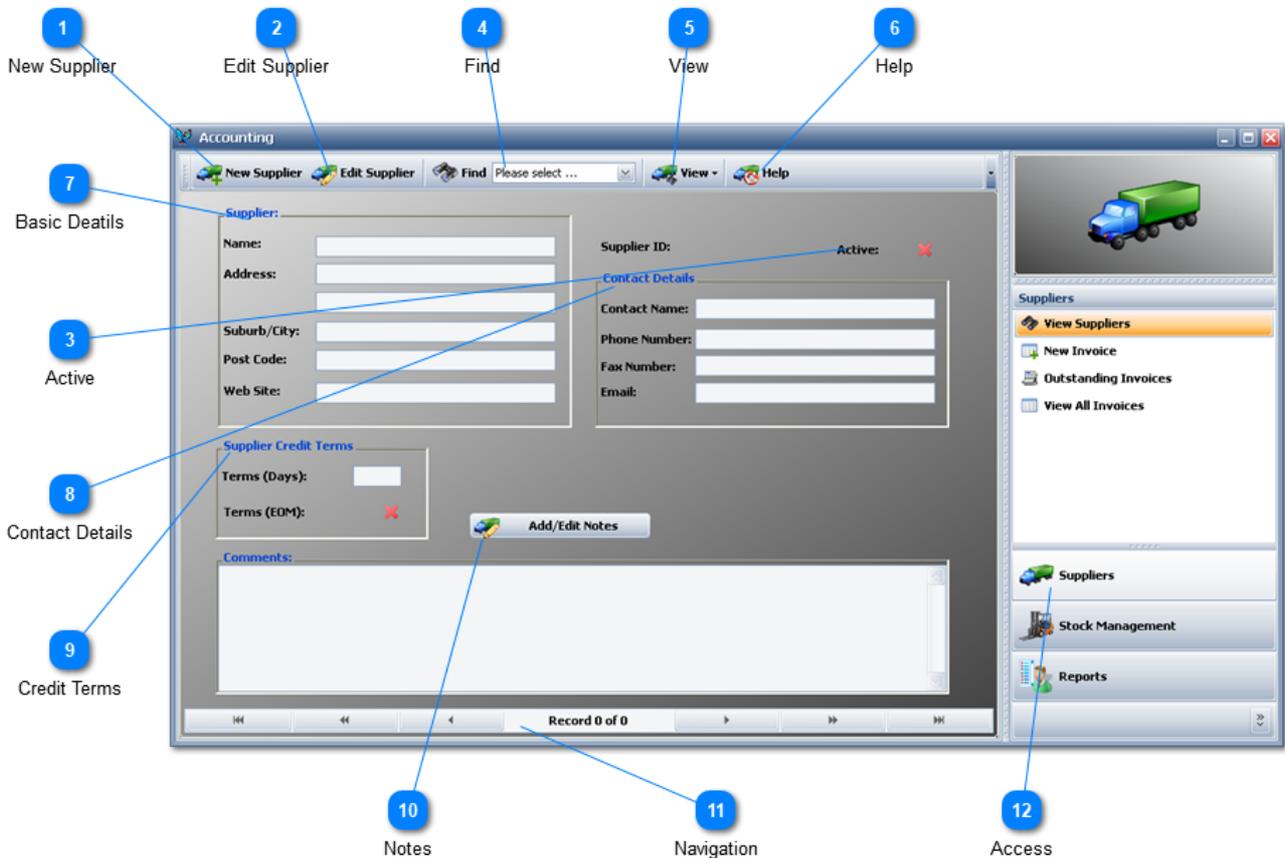
5

View All

[View All](#) your invoices - current, paid or all at once.



View Suppliers



View Suppliers Window allows you to add, edit and view your suppliers.

- 1 New Supplier**
Click to Add a new supplier.
A Save and a Cancel button will be displayed allowing you to make the appropriate choice.
- 2 Edit Supplier**
Normally, the controls (or fields) on this window are protected against accidental change. Click here to allow changes.

A Save and a Cancel button will be displayed allowing you to make the appropriate choice.
- 3 Active**
If you no longer use a Supplier, change this to Inactive to keep your views to a minimum.
- 4 Find**
Click here to open the dropdown list of your Suppliers.

If you have many suppliers, just start typing their name here and the list will zoom in to that selection.



5 View



Click for the above dropdown list.

You can narrow down or expand the list of Suppliers displayed. The default View is for Active Suppliers only.

6 Help

Need Help. Click here or press F1.

7 Basic Details

View or complete the basic details regarding your Supplier.

8 Contact Details

Record the Supplier's contact or representatives details here.

9 Credit Terms

Record your credit terms here.

If you tick the Terms (EOM) option then MyCourts will calculate the payment due date commencing from the number of days specified starting from first of the next month.

EOM = End Of Month.

10 Notes

Add any comments or specific notes in the window below by clicking here.

11 Navigation

Scroll or navigate through your Suppliers from here.

12 Access

Access this window by selecting here first.



New Invoice

Supplier: Airle Tennis Supplies Invoice Number: ABT-3343
Invoice Total: \$345.20 Invoice Dated: Thursday, 5 June 2008
Freight/Other: \$10.00 Goods Received: Friday, 6 June 2008

Items Received:

Item Number	Supplier Item Number	Description	Quantity/Units Received	Total Units Cost Price
10172	TR-XL	Tennis Racquet - Mens Special XL	2	\$205.00
10171	TBA1Y	Tennis Balls - Yellow - A1	20	\$110.20
10170		ball hire	5	\$20.00

Record 3 of 3 Delete Row

New Invoices are entered via this window.

Entering the invoice information also automatically adjusts your stock holding levels.

1 Save
Once you have completed all the fields and entered all the stock received details, click here to save the invoice data.

2 Cancel
You may cancel this invoice at any time by clicking here.

3 Supplier Select

Accounting

Save Cancel Help

Supplier: Please select ...

When you first access this window you are required to select the Supplier from the dropdown list of suppliers.



If this is a new supplier, you will first need to enter the Supplier's details into MyCourts using the [View Suppliers](#) window..

NOTE: You will also need to ensure that all items listed on the invoice are also already included as a stock item in the Stock Register.

4 Invoice Details

All of these fields except Freight / Other must be completed prior to entering the details of each stock item received.

5 Stock Item Selector

The dropdown selection will be filled with all the stock items recorded as coming from the selected supplier.

You will need to ensure that each item received already has an entry in your Stock Register and is shown as coming from the selected supplier.

6 Add Item

After selecting the stock item received, the quantity received and the total cost of that item, click this button to add it to the list of items received.

7 Items Received

As you add items they will be listed here.

You can edit the information if you have made an error.

8 Delete Item

If you have made an error and wish to remove the item from the list, first select the row in which the item appears and then click this button.

9 New Invoice Bar

To access this window, click the New Invoice navigation bar.

10 Suppliers Navigation Bar

To access the Suppliers functions, click the Suppliers Navigation Bar.



Outstanding Invoices

The screenshot shows the Accounting software interface. At the top, there are buttons for 'Save' and 'Help'. Below them is a table of invoices with columns: Supplier, Supplier Invoice #, Invoice Date, Date Goods Received, Date Invoice Entered, Total Amount, and Date Paid. A callout '1' points to the 'Save' button. A callout '2' points to a 'Grouping' panel above the table. A callout '3' points to the 'Date Invoice Entered' header. A callout '4' points to the 'Date Paid' column. A callout '5' points to a '+' icon in the first column of the table. A callout '6' points to a total amount of '\$929.70' at the bottom right of the table. On the right side, there is a sidebar with a truck icon and buttons for 'Suppliers', 'Stock Management', and 'Reports'. Below the truck icon are buttons for 'View Suppliers', 'New Invoice', 'Outstanding Invoices', and 'View All Invoices'.

Supplier	Supplier Invoice #	Invoice Date	Date Goods Received	Date Invoice Entered	Total Amount	Date Paid
Airle Tennis S...	ABT - 889	28/05/2008	3/06/2008	6/06/2008	\$122.50	
Airle Tennis S...	ABT-223	29/05/2008	4/06/2008	6/06/2008	\$110.00	
Airle Tennis S...	ABT-443	28/05/2008	4/06/2008	6/06/2008	\$120.00	
Airle Tennis S...	ABT-998	5/06/2008	6/06/2008	6/06/2008	\$121.00	
Airle Tennis S...	ABT1101	6/06/2008	6/06/2008	6/06/2008	\$61.00	
Invoices_StockReceived						
Drag a column header here to group by that column						
Description						
Quantity Rcd						
Cost Price						
Tennis Balls - Yellow - A1						
10						
\$50.00						
Airle Tennis S...	ABT-3343	5/06/2008	6/06/2008	6/06/2008	\$345.20	
Airle Tennis S...	ABST56	6/06/2008	6/06/2008	6/06/2008	\$25.00	
Airle Tennis S...	AB53332	28/05/2008	30/05/2008	6/06/2008	\$25.00	
					\$929.70	

A list of all Outstanding Invoices is available to quickly identify bills to be paid.

- 1 Save**
Once you have entered the Date that you have paid the invoice, click here to save your changes.
- 2 Grouping**
Grouping allows you to quickly group invoices according to your choice of options. Just drag the header column to this panel.
- 3 Header Panel**
The column headers can be used to group your invoices.
- 4 Date Paid**
Once you have paid the invoice, select the date paid from the dropdown menu.
- 5 Expand Details**
Clicking the '+' icon will expand the invoice showing details of the items received on that invoice.



The additional information is highlighted in this screen capture.

6

Total OS

The total amount of invoices outstanding is recorded here for your information.



All Invoices

Invoice ID	Supplier Invoice #	Invoice Date	Date Goods Rcd	Date Invoice Entered	Amount	Date Paid
+ Supplier: Airlie Tennis Supplies						
- Supplier: Sports International						
+	10010 555778	5/06/2008	6/06/2008	7/06/2008	\$95.90	

The View All Invoices window allows you to quickly view and find invoices.

- 1 View**
Click here to select whether you wish to view Invoices from Active Suppliers (the default), Inactive Suppliers or All Suppliers.
- 2 Grouping**
In this screen shot we have grouped invoices by Supplier.
This is achieved by simply dragging the Suppliers Name column to the Grouping panel.
- 3 Invoice Details**
We have expanded the invoices for Sports International in this screen shot.
- 4 View All Invoices**
Select this Navigation Bar to view this window.



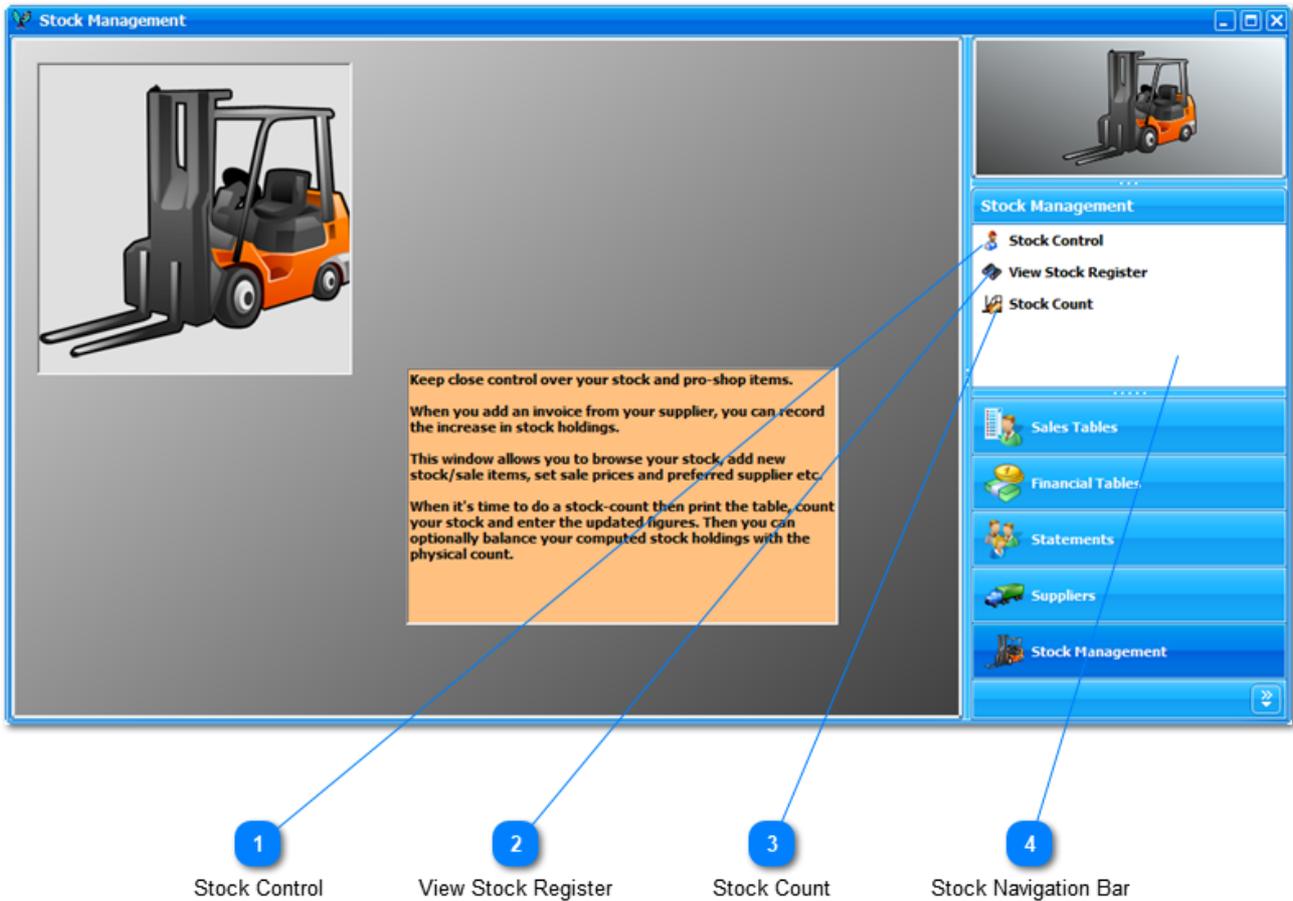
5

Suppliers Navigation Bar

Access these view via the Suppliers Navigation Bar.



Stock Management



Stock Management and stock control is handled very easy and intuitively with MyCourts.

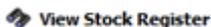
Each item you purchase (including services like electricity, gas, freight etc) needs to be entered into as a Stock Item before you can add the associated Invoice or Bill.

1 Stock Control



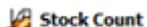
Select to configure Stock / Inventory groupings.

2 View Stock Register



Clicking the [View Stock Register](#) navigation bar opens the Stock Register where you add and otherwise edit your stock items.

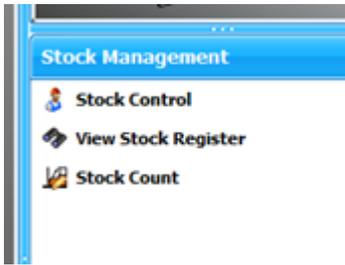
3 Stock Count



Click the Stock Count navigation bar to open the [Stock Count](#) window.



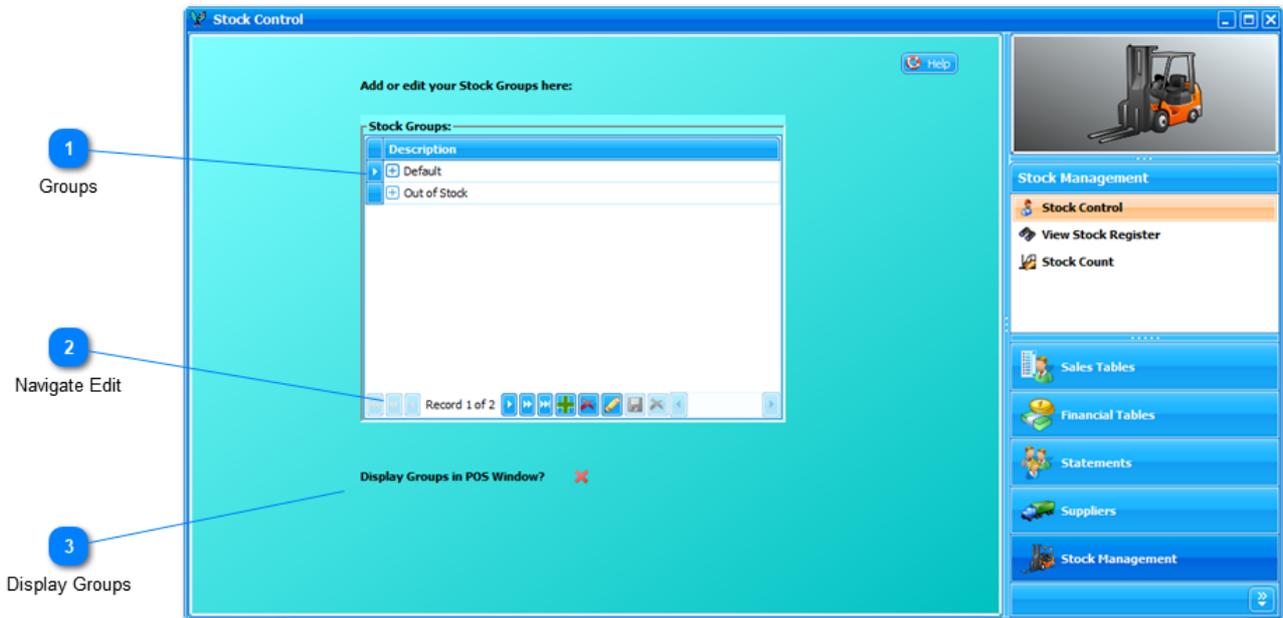
4 Stock Navigation Bar



Click to access this Navigation menu.



Stock Control



Stock Control allows you to create different Groups enabling you to quickly locate stock items.

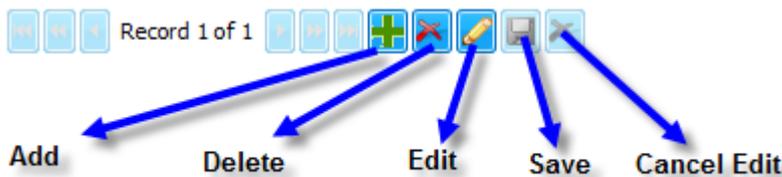
1 Groups



Groups are listed here. You also add or edit Groups here as well. Clicking the + button will drop down a list of all items contained in that Group.

You can rename the 'Default' Group however it cannot be deleted.

2 Navigate Edit



Use the Navigation / Edit bar to navigate through your groups as well as edit or add new groups.

3 Display Groups



Stock Grouping can also be displayed in the [POS Window](#). This is particularly helpful if you have a large range of stock for sale as you can use the table to quickly group and search for a particular item. The option is turned off by default but toggling the option to a tick

[] will display the groups for you:



Drag a column header here to group by that column

	Item	Description	Group	Price	Quantity
▶	10170	Ball hire	Default	\$7.50	0
	10130	Racquet Hire	Default	\$11.50	0
	10173	Sports Bag - Executive	Default	\$49.50	0
	10171	Tennis Balls - Yellow - A1	Default	\$7.50	0
	10172	Tennis Racquet - Mens Special XL	Default	\$123.40	0
	10120	Towel Hire	Default	\$5.00	0
	10174	Unlisted Item	Default	\$0.00	0

If you make a change it will automatically be saved for you.



The Stock Register

1 Find
2 View
21 View Stock Register
22 Stock Management Bar
3 Active
4 Description
5 Sale Price
6 Barcode
7 Unlisted Item
8 POS Description
9 Minimum Holding
10 Supplier Details
11 Item Code
12 Add or Edit Notes
13 Department
14 Group
15 Item Navigation
16 Notes Panel
17 New Item
18 Delete Item
19 Save Changes
20 Cancel Changes

The Stock Register allows you to view all your stock and services as well as add and edit each item.

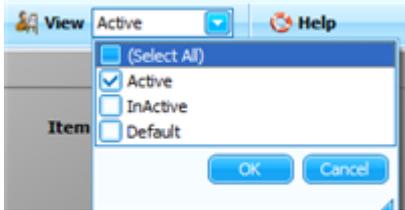


1 Find



Quickly find an item by starting to type the items name here or just select from the dropdown list.

2 View



By default only Active items are included in the list however you can chose here to view Active, Inactive or even limit the view to selected Groups.

Each box needs to be ticked if it is to be included in the range of items displayed. For example, to view Active items in the Default group, you will need to tick both the Active and the Default boxes.

3 Active

Active

Toggling this item Off [] makes this item inactive and hence it will not appear in your list of POS items.

4 Description

Description:

A description of the item to use in reports, on-screen etc.

5 Sale Price

Sale Price:

The sale price is the price you sell the item for and it includes GST/VAT.

6 Barcode

Barcode:

Enter the item's barcode here. After you have placed the cursor in this control's box, you can then use your scanner to read in the bar code.

Note: You must configure your scanner to use the OPOS drivers that are supplied by the manufacturer. This is normally achieved by scanning codes printed in your bar code scanners manual.

7 Unlisted Item

Unlisted Item:

Declaring a stock item a [Unlisted Item](#) activates this feature. Follow the link for full details.

8 POS Description

POS Description:

Enter a brief description of the item to display in the Line Display and Receipt Printer.

9 Minimum Holding

Minimum Holding:



Enter the minimum number of these items to be held in stock before reordering is required.

10 Supplier Details

Supplier Details

Supplier Name: Supplier's Item Number:

Purchase Price:

Select the primary supplier for this item from the dropdown list as well as the suppliers item number and the purchase price. Your Suppliers details are entered in the [Suppliers Window](#).

11 Item Code

Item Code:

You may record your own Item Code for each item. This information will be recorded on transaction records enabling you to easily export data to your own Accounting package.

12 Add or Edit Notes

Add/Edit Notes Save Cancel

Comments:

The balls are of a slightly lesser quality and have been used before however are of a good

The hierer should be given the opportunity to select the balls they wish from the barrel.

Add or edit any notes that may apply to the item by clicking this button..

13 Department

Department:

For internal reporting purposes, select the [Department](#) from the dropdown list.

14 Group

Group:

Use the dropdown selector to chose which [Group](#) this item belongs to.

15 Item Navigation

Record 1 of 8

You can scroll through all the items by using the Navigation Bar.

16 Notes Panel

Any notes for this item appear here. You can edit these by clicking the Add or Edit Notes Button.

17 New Item





Click to clear all the fields so you may add a new item.

18 Delete Item



Click here to mark the item as 'Inactive'. For accounting and record keeping purposes, items are never actually deleted from the database.

19 Save Changes



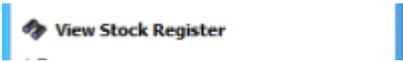
Click here to save any changes you have made to the item.

20 Cancel Changes



Click here to delete any changes made to the displayed item.

21 View Stock Register



Selecting this navigation bar opens this window.

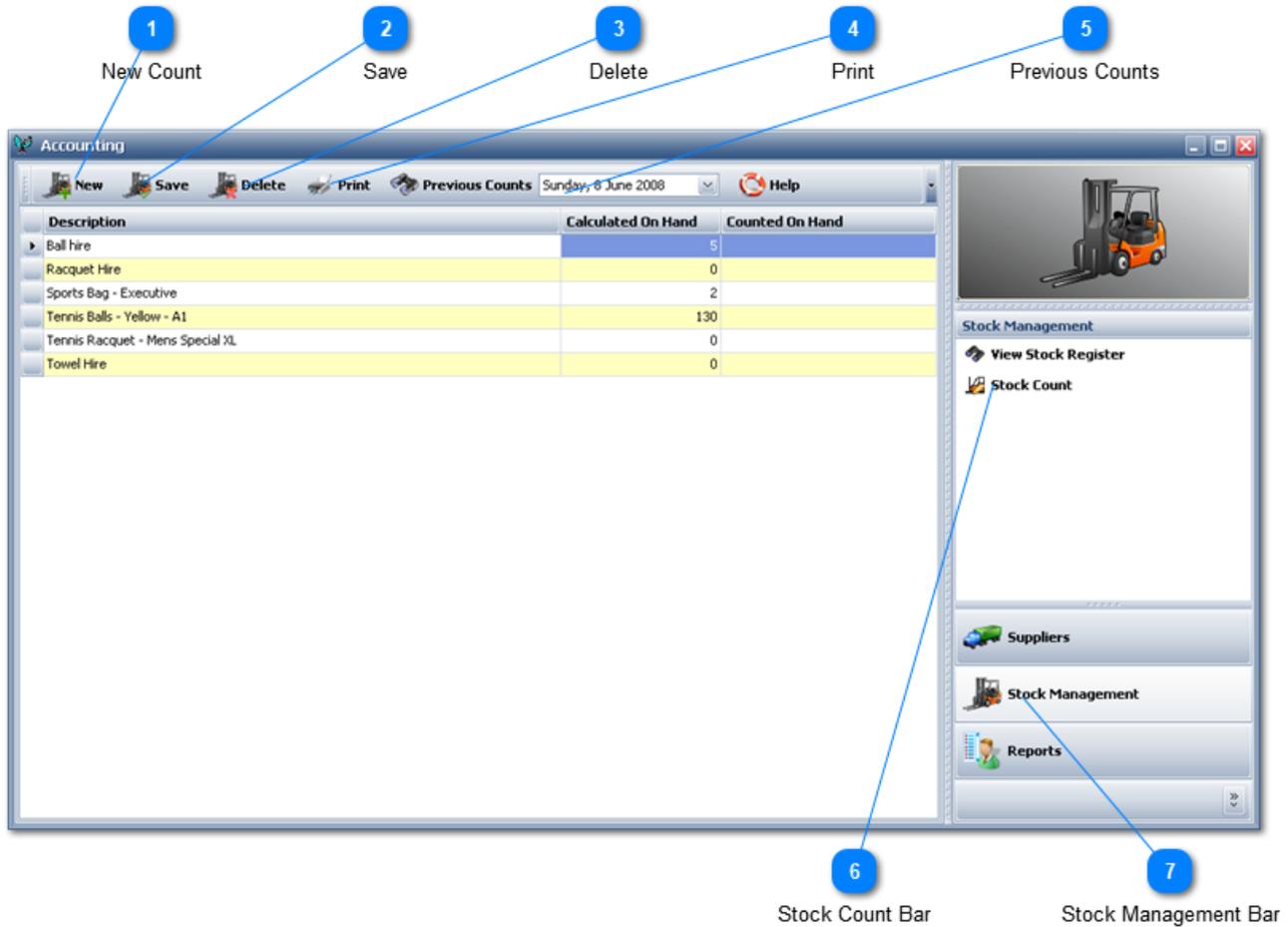
22 Stock Management Bar



Click here to open the Stock Management options.

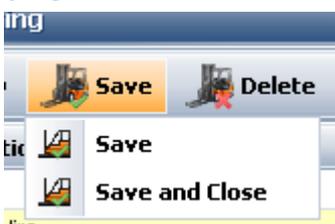


Stock Count



Open or View Stock Counts from this window.

- 1 New Count** Click to create a new Stock Count (as in this screen shot).

- 2 Save**

Click to Save your count.

You have two options. The first is to save the count but not "Close" it. The second is to Save and Close.

Closing a Stock Take will write all the changes to the database as well as update your Stock On hand figures. Once you chose this option, you cannot "undo" the changes.



-
- 3 Delete**
Deleting a stock count does exactly that. It does not however reverses any changes made by that Stock Count being closed.
 - 4 Print**
Prints the stock take sheet out which is very useful for when you do your manual count and verification.
 - 5 Previous Counts**
Select and view previous stock counts from here.
 - 6 Stock Count Bar**
Click this navigation bar to view this window.
 - 7 Stock Management Bar**
Click this navigation bar to view the Stock Management functions.



Web Interface

MyCourts has two differing Web Interfaces. They are:

Off-line Services

Off-line Services are limited to providing your members and guests to making bookings online. We have no plans to expand this service.

In essence, once enabled and properly configured, MyCourts will upload to your web site, at times that you select, web pages that contain details of which facilities and what periods are available for hire. For confidentiality purposes, these pages do not contain details of the hirer.

You may optionally allow your members to submit, via the web site, a form that will send an email booking request to MyCourts to automatically process. Each hirer will be advised via email of the success or otherwise of their booking request, again without requiring any input from yourself or staff. The member will be able to use that email as a confirmation (or otherwise) of their booking. If a member enters an email address (or even leaves it blank) on the booking form that is not the same as that recorded in MyCourts, as an added security feature, MyCourts will send an email confirmation to both the recorded email addresses and the address entered.

You may also chose a combination of requirements as to password protecting the service from abuse. You can elect to set a 'common password' that all members can share when making a booking, have your members register a password with you and optionally force them to use that password or alternatively, require no passwords at all.

Please read the specific instructions for each field in the [Setup Window](#) carefully. If in doubt as to what is required, please contact us for assistance however we suggest you discuss your web setup with your web designer as they will most likely be able to assist you with specific help in the first instance.

We also strongly recommend that a specific email address be used for monitoring requests for bookings as MyCourts may well delete or otherwise interfere with mail that it finds that does not conform to it's requirements.

Finally, if you prefer, we are able to host both the web site pages as well as the specific email service for your Club for a small monthly fee. If you wish to use this service, please email us for details and pricing. Setup of this service can usually be completed within 24 hours.

On-Line Services

On-Line Services currently provide real-time booking services only however will be expanded to include a number of features including online payments, membership details, renewals, gift vouchers etc. over the coming months and as demand from our users dictates.

MyCourts uses Microsoft IIS so information regarding bookings, membership etc is served to your web visitors from the computer which is running MyCourts. You will be able to use all the web enabled facilities that MyCourts offers on your own internal LAN 'out-of-the-box'. To provide access via the internet, you will need an ADSL Internet connection with an upload speed of 256k or better for the service to run smoothly and effectively. You will also require a static IP address from you ISP.

Unlike the Off-line Service, the On-line Service is a real time service so bookings etc are made and confirmed instantly. MyCourts itself need not be running - all you need is to leave the web service running to provide your members with access to MyCourts via the internet.



On-line Services are all configured within MyCourts. You do not need any web design experience nor do you require any web authoring software to provide on-line real-time services to your members and guests. Also, we provide you with any support you require to get MyCourts On-line Services up and running as part of your support agreement with us.

Please note that MyCourts Web Server is not designed to replace your current or 'normal' web site. Your ADSL connection speed will probably not be capable of serving the many large graphic files that are normally found in web site design. MyCourts Web Server is however a very powerful server and will be very capable of serving up the pages in relation to bookings and other MyCourts services in all but the most demanding times. Your web designer will be able to integrate MyCourts Web Services into your current website without difficulty.



Off-line Service | Web Design

Web Design Notes - Off-line Service

MyCourts generates pages with an extension of .html . The pages generated are:

index.html

This is the "root" page generated by MyCourts. It lists all the Groups configured in MyCourts that have the 'Publish' setting set true.

When a user selects a Group from this page they are directed to the respective Group index page.

group_name.html

This page is generated for each Group that has the 'Publish' setting set to true.

If the Group Name is 'Airlie Beach' then the page generated is 'Airlie_Beach.html'.

This page will list all the days that are available for bookings for that Group.

The client then selects which day they wish to make a booking for.

group_name_yyyymmdd.html

This page is generated for each day that bookings are allowed to be published for and will be in the format of the Group Name followed by the day in the format of year|month|day .html.

The page contains a table of all the facilities available for that day and in that Group. At the bottom of that page is a form for the client to submit a Booking Request.

mailer.php

This file is generated to accept the Booking Request form data and send it to MyCourts via a email message.

You can chose where to enter the Booking system. It may suit to create separate links for each Group or simply allow the end user to enter the system via the root page. As the web page name for the actual days bookings table change, you may need to write your own script to generate direct links to the specific days page.

If you prefer not to host your own web booking system as above, we will be pleased to offer you our own hosting services for a very moderate monthly rate.

We will also be releasing in early course, an aspx version of the mailer.php should you not have access to php on your hosting server.

Updates

For the first update by MyCourts each day, all files contained in the designated root directory will be deleted. Each subsequent update will only replace the files already in the root directory.





Off-line Service | Custom Pages

Customize Web Pages and Email Confirmations | Off-line services

In addition to MyCourts generating web pages and emails in either English or Spanish, it is also possible to customize both these items to your needs.

To customize these forms you will need to edit the template files. .html files are either the web pages or email templates whilst the .css files are standard cascade style sheet pages.

The following template files are located at C:\MyCourts and contain comments as to their individual function. Whenever MyCourts starts up, MyCourts checks to ensure they are not missing from the templates directory, If necessary, MyCourts will copy the standard template file from the template archive located in the program directory to the templates directory.

For the .html files, lines commencing with a '#' symbol will not be parsed by MyCourts. For the .css files, lines starting with '/' will not be parsed so you may use these symbols for denoting comment lines.

Web Templates

booking-instructions.html
welcome-facility.html
welcome-group.html
welcome-nobookings.html
thankyou.html
mycourts.css
thankyou.css

Email Templates:

emailfailed.html
emailsucccess.html
emailerror.html

The actual tables containing the facility names, times, booking available indicator etc. are not customizable.



On-Line Service

MyCourts On-line Web Service

MyCourts web server is configured via the [MyCourts Administrator](#) (MCA) program and detailed instructions are available under that section.

MyCourts utilizes Microsoft IIS web server engine that meets all the minimum or higher standards for providing web services and web access to your computer via the internet. You may use another web server engine if you wish but we are unable to provide technical support for those server engines. Please ensure that only one web server is running on your computer.

When installed, MyCourts will configure most Firewalls to allow it to access and respond to requests via the standard WWW Port 80. It does not open or use any other ports accessible via the internet so your computer remains secure.

Within your own LAN, and to access MyCourts using your favorite browser, all you need do is type in `http://localhost` or if accessing MyCourts from another computer on your LAN you will use `http://192.168.0.2` or whatever IP address (or computer name if you have installed DNS) is assigned the computer running MyCourts. If you allow access via the internet then you will need to obtain a static IP Address from your ISP and have it assigned to your web router (or modem). You will then need to configure your router to forward traffic on port 80 to the computer running MyCourts. Full details are available in the MCA Section as well as [MyCourts Online Knowledgebase](#).

The web pages and email templates are all edited via MCA.



MyCourts Administrator

MyCourts Administrator (MCA) is a stand alone program that is designed to help you manage the administration of the MyCourts program and specifically, the management of the database and configuration.

MCA does not need the main database to be accessible for it to run and therefore MCA is an invaluable tool should you ever be unable to have MyCourts startup.

When you open the Administrator from the Start Menu, MCA will check the main database and make sure it is accessible and that the backup directory is also available. If any of these checks fail, MCA will present you with the Validation screen where you can run some checks and get advice on what to do to fix any access problems.

MCA should not be run whilst MyCourts is also running unless you have experience in database management.

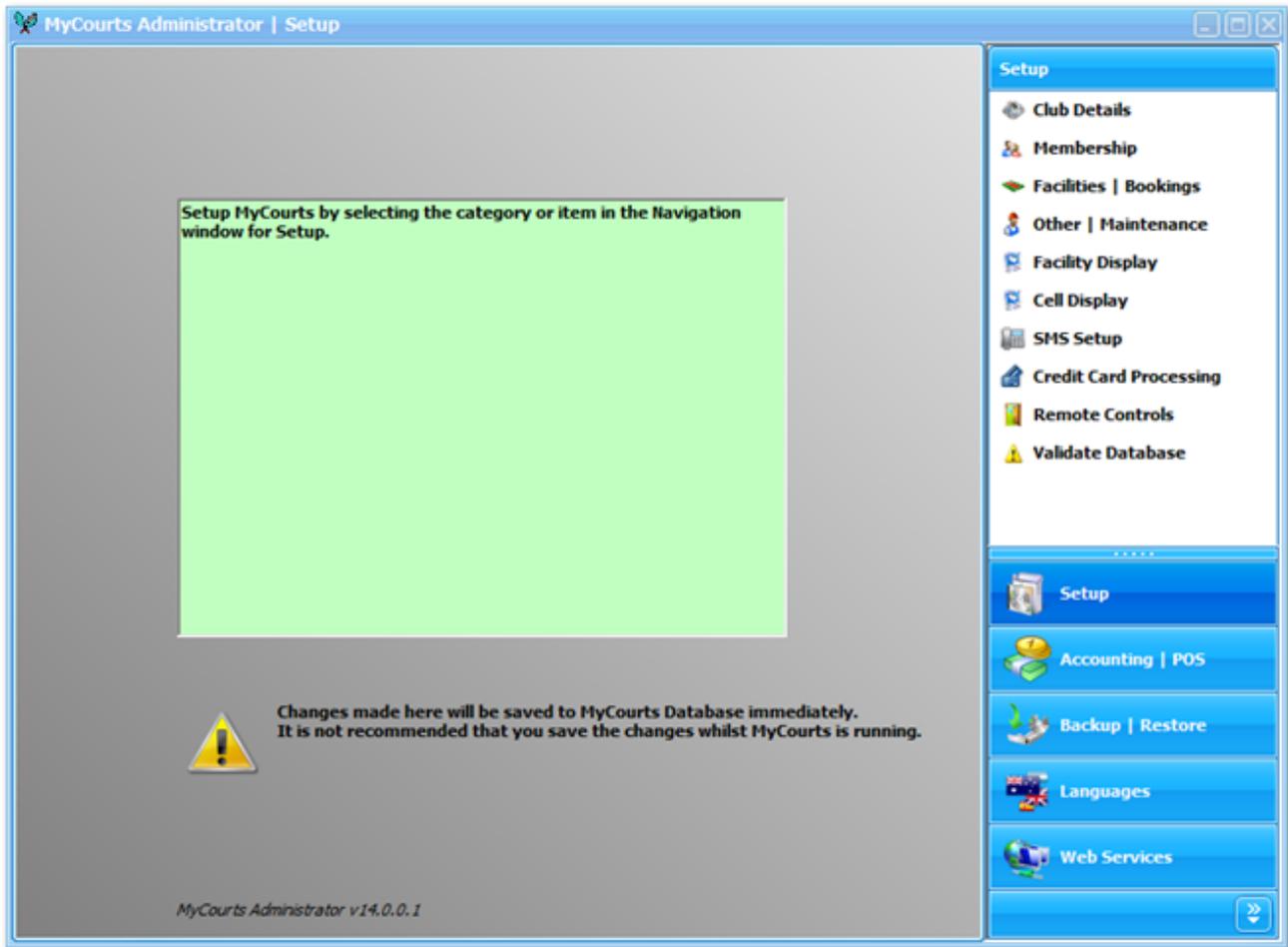
MCA is designed to operate on the same machine as the main database. MCA will be largely disabled on a work station however you will be able to use MCA on a work station to change the location of the database.

Please Note:

It takes a few seconds to backup MyCourts database. It's just a mouse click away. If you accidentally do anything wrong and you haven't backed up, it could take hours to fix. DO A BACKUP before anything else!



MCA Setup



The Setup Window allows you to setup and configure various MyCourts Options.



Club Details

The Club's name forms part of your licence to use MyCourts so once you have purchased MyCourts, you should not change this before contacting Aquarius Communications for assistance and guidance regarding obtaining a new licence.

There are two sections to complete, Club Address and Statement details as well as an EMail address that can be used by MyCourts.

The screenshot shows the 'MyCourts Administrator | Setup - Club Details' window. It features a 'Save' button at the top left (callout 1). The 'Club Name' field contains 'North Shore Tennis Club' (callout 2). The 'Contact Number' field is empty (callout 3). The 'Club Address - Statements' section includes 'Club Address Line 1' (769 Shute Harbour Rd.,), 'Club Address Line 2' (Airlie Beach QLD 4802), 'Statement Comment' (Payment within 14 days please.), and a 'Use Own Letterhead' checkbox set to 'No' (callout 4). The 'Club EMail Service' section includes 'SMTP Server address' (mail.mycourts.com.au), 'SMTP Server Port' (25), 'SSL Mode' (None), 'SMTP Login' (glen@mycourts.com.au), 'SMTP Password' (masked), and 'Return Email Address [Reply-To]' (sales@mycourts.com.au) (callout 5). A 'Test Email Settings' button is at the bottom right of the email section (callout 6). A 'Save' button is also present at the bottom right of the window (callout 7).

1 Save Button



After making your changes to the Club Name or Address details, click here to Save them.



MyCourts should not be running at the same time that you save any changes.

2 Club Name

Enter the name of your Club Here.



Please note that when you purchase MyCourts, your key will be in this name so once you have registered and purchased MyCourts you should not change the name otherwise MyCourts will not run.

3

Contact Number

Contact Number:

Enter a contact number that Club Members can use to contact you.

4

Address Lines

Club Address Line 1:

Club Address Line 2:

Enter the address of your Club Here. Two lines are provided for this information.

This information is used when printing statements and receipts as well as on the web site.

5

Statement Comment

Statement Comment:

When statements are printed, this line of text will be printed on the statement.

6

Use Own Letterhead

Use Own Letterhead: No

If you are using your own stationery when you print your statements, mark this with a tick [✓] and the above address fields as well as the name of the Club will be suppressed.

7

Email Service

Club Email Service

SMTP Server address:

SMTP Server Port:

SSL Mode:

SMTP Login:

SMTP Password:

Return Email Address [Reply-To]:

The settings are all the normal settings required to setup an email address that MyCourts can use for outbound emails. These emails will generally be Membership Renewal notices, hire confirmations etc.



This email address should not be confused with the email address used by MyCourts for the Off-line Web Service. That email address must be for the exclusive use of MyCourts whereas the email service setup here can also be used by other's as well.



Membership

Creating different Membership Categories allows you to define individual fees and rates to that category. This is most useful when you wish to give discounts or charge extra according to specific membership groups.

You can also define when membership fees require renewal, what the fee is for each category and even send email reminders.

The screenshot shows the 'MyCourts Administrator | Setup - Members' window. It features a 'Membership Categories' table, a 'New Member Default Category' dropdown, 'Membership Fees' settings (Default Membership Fee, Annual Membership Expires), and 'EMail Reminders' settings (Send Membership Dues Email Reminder). A sidebar on the right contains various setup options like Club Details, Membership, Facilities | Bookings, etc.

Description	Include as member	Member Code	Periodic Membership Fee
Members	✓	3-5567	\$40.00
Students	✗		\$20.00
Professionals	✓		\$0.00

1 Member Categories

Description	Include as member	Member Code	Periodic Membership Fee
Members	✓	3-5567	\$40.00
Students	✗		\$20.00
Professionals	✓		\$0.00

Defining Membership Categories allows you to assign different rates, fees etc to your members.

Description	Enter a suitable description. This will be displayed in drop-down menu choices etc.
--------------------	---



Include as member	Tick if you wish this category to be included as a fully qualified member and entitled to all membership benefits.
Member Code	Enter a code which will be used in accounting entries.
Periodic Membership Fee	Enter the amount of this categories membership fee.

2 New Members

New Member Default Category:
Members

Select the default category that will be used when you create a new member. You will of course be able to change this when creating the specific member.

3 Membership Fees

Membership Fees

Default Membership Fee:
\$40.00

Annual Membership Expires:
Month: June Day: 30

OR

Membership expires every: 0 months.

Specify a default fee that will be used when a specific fee has not been defined for that member's Membership Category.

Membership can require renewal either on an Annual basis OR on a set monthly period of your choice.

4 Email Reminders

Email Reminders

Send Membership Dues Email Reminder:
30 days before expiry date.

View or Edit Email Reminder Template

Send Now

You can set MyCourts Service to send an email reminder of the member's upcoming renewal requirements by setting the number of days before expiry. If you leave the number of days at 0, MyCourts Service will not send out email reminders.

You can also send each member whose membership falls due within the number of days specified an additional reminder immediately by clicking the Send Now button.



You can customize the email itself by clicking the 'View or Edit Email Reminder Template' button. The cost of renewal will be determined from the member's category and automatically inserted for you.



Facilities and Bookings

1 Save

2 Customize Groups

3 Customize Facilities

4 Reservations Policy

5 Booking Period

6 Force Minimum

7 First Booking

8 Last Booking

9 Enforce Last Booking

10 Booking Delay

11 Record 4 Players

12 Membership Database

13 Override Max Periods

MyCourts Administrator | Setup | Facilities | Groups | Bookings

Save Help

Setup

- Club Details
- Membership
- Facilities | Bookings
- Other | Maintenance
- Facility Display
- Cell Display
- SMS Setup
- Credit Card Processing
- Remote Controls
- Validate Database

Setup

- Accounting | POS
- Backup | Restore
- Languages
- Web Services

Groups: Customize Groups

Facilities: Customize Facilities

Reservations: Reservations Policy

Individual Booking Period Length: 30 minutes.

Force minimum booking time: No

First Booking Starts: 8:00 AM

Last Booking Finishes: 12:00 AM

Enforce Last Booking Finish time: Yes

Bookings not permitted before: 0 days, 0 hours.

Number of Hirers/Players to record: 1

Use a membership database: Yes

Can staff override the Maximum Booking Periods Setting: Yes

Configure the individual facilities as well as the different Groups that MyCourts facilities can be grouped by.

1 Save



Click to save your changes.



MyCourts should not be running at the same time that you save any changes here as you may damage MyCourts database.

2 Customize Groups



Click to open the [Customize Groups](#) window.

3 Customize Facilities





Click to open the [Customize Facilities](#) window.

4 Reservations Policy

Reservations:

Click here to enable and configure the [Members Reservations Policy](#).

5 Booking Period

Individual Booking Period Length: minutes.

You can chose the length of each booking period here. You have a choice of 15, 20, 30, 40, 45, or 60 minutes.

MyCourts uses these periods to calculate your booking fees as well. For example, you may decide to have a minimum booking period of 1 hour and after that, multiples of 15 minutes. You would therefore set the booking period to 15 minutes. The hirer would then book a facility for say 5 periods which would equal 1 hour 15 minutes.

6 Force Minimum

Force minimum booking time: No

If you wish to allow your staff to override the minimum booking period, enable this option.

The minimum booking period for each Group is configured under the [Customize Groups](#) window.

7 First Booking

First Booking Starts:

Select the time that the first booking may commence.

8 Last Booking

Last Booking Finishes:

Select the time at which the last booking of the day must finish.

9 Enforce Last Booking

Enforce Last Booking Finish time: Yes

Normally, MyCourts will not permit you to record a booking that extends beyond the finishing time defined above. If you disable this option by crossing it then MyCourts will ignore the last booking period and merrily record the booking for a maximum period of 24 hours providing no other booking conflicts with the new one.

This option is intended for use by Clubs who operate 24 hours per day and hence the continuation of the booking beyond the 'Last Booking' time would be normal.

NOTE: The booking may not be displayed in the appropriate grid cells if you have not configured MyCourts First and Last Booking times span to include those booked periods.



10 Booking Delay

Bookings not permitted before: days. hours.

If you do not allow bookings to be made before a certain period of time then select the days and hours here. This setting is enforced in both the desktop and on-line booking screens.

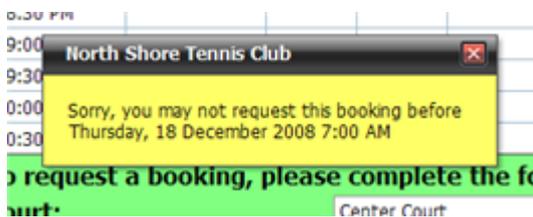
For example, if you do not allow bookings to be made for a facility beyond 7 days hence, then select 7 in the Days section. Bookings will not be permitted until the required period falls within the next 7 days. The time is calculated in hours.

Leaving these at '0' disables this restriction.

Desktop:



and on-line:



11 Record 4 Players

Number of Hirers/Players to record:

You can record up to 4 players names in the booking records. Select from 1 to 4. Only the number selected of Panels will be displayed.



Player 1 Please select: <input type="radio"/> Member <input type="radio"/> Casual Membership Number <input type="text"/> First Name: <input type="text"/> Last Name: <input type="text"/>	Player 2 Please select: <input type="radio"/> Member <input type="radio"/> Casual <input checked="" type="radio"/> N/A Membership Number <input type="text"/> First Name: <input type="text"/> Last Name: <input type="text"/>
Player 3 Please select: <input type="radio"/> Member <input type="radio"/> Casual <input checked="" type="radio"/> N/A Membership Number <input type="text"/> First Name: <input type="text"/> Last Name: <input type="text"/>	Player 4 Please select: <input type="radio"/> Member <input type="radio"/> Casual <input checked="" type="radio"/> N/A Membership Number <input type="text"/> First Name: <input type="text"/> Last Name: <input type="text"/>

If enabled, the on-line booking system will display fields for this information to be inserted by the hirer :

10:50 PM

To request a booking, please complete the following information:

Court: Center Court

Start Time: 08:00 AM

For how long: 1 hours.

Please complete the following information for all additional players:

First Name:	Last Name:	Membership Number:
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

You can also chose to display the 4 players names in each facility window in the [MCA Setup Display](#) window.

12 Membership Database

Use a membership database: Yes No

If you do not have members then disable this option. All reservations etc will then need to be entered as 'Casuals'.

13 Override Max Periods

Can staff override the Maximum Booking Periods Setting: Yes No

If you have configured the maximum number of periods that a reservation can be made for in the [Groups Setup](#), you can override this setting for Staff Members only by toggling this option on.

Toggling this option on (the default) will not limit the number of periods displayed in the relative selection box.





Customize Facilities

1 Menu Bar

2 Available Groups

3 Grouping Panel

4 Facilities and Licencing

5 Display Name

6 Group

7 Visible

8 Publish

9 Navigation Bar

Description	Display Order	Visible	Icon
Tennis Courts	1	✓	
Airle Beach	3	✓	
Squash Courts	2	✓	
Dining Room	10	✓	

Display Name	Group	Visible	Publish
Center Court	Tennis Courts	✓	✓
Court 2	Tennis Courts	✓	✓
Court 3	Tennis Courts	✓	✓
Court 4	Tennis Courts	✓	✓
Court 5	Tennis Courts	✓	✓
Table 1	Dining Room	✓	✓
Squash 1	Squash Courts	✓	✓
Squash 2	Squash Courts	✓	✓
Court 6	Tennis Courts	✓	✓
Court 7	Tennis Courts	✓	✓
Field 1	Proserpine	✓	✓
Airle Beach Court 1	Airle Beach	✓	✓

You can add up to 48 facilities to manage in MyCourts depending on the license that you have purchased (initial purchase includes 8 facilities).

Groups are configured and customized in the [MCA Setup Facilities](#) window and are displayed in this screen for ease of reference.

When you save changes to the facilities, the associated tables for Minimum Booking Fee, Rate and Inventory are all either updated or populated with the default values. You may need to further customize those values by going to the respective windows.

1 **Menu Bar**

Close this window or seek Help.



2 Available Groups

Drag a column header here to group by that column

Description	Display Order	Visible	Icon
▶ Tennis Courts	1	✓	
Airle Beach	3	✓	
Squash Courts	2	✓	
Dining Room	10	✓	

The Groups that you can assign your facilities to are shown in this window for ease of reference. You configure groups in the [MCA Setup Facilities](#) window.

3 Grouping Panel

Drag a column header here to group by that column

You can Group the facilities being viewed by dragging the respective column header onto this panel.

4 Facilities and Licencing

Facilities: Licenced 48 | Visible 23

Drag a column header here to group by that column

Display Name	Group	Visible	Publish
▶ Center Court	Tennis Courts	✓	✓
Court 2	Tennis Courts	✓	✓
Court 3	Tennis Courts	✓	✓
Court 4	Tennis Courts	✓	✓
Court 5	Tennis Courts	✓	✓
Table 1	Dining Room	✓	✓
Squash 1	Squash Courts	✓	✓
Squash 2	Squash Courts	✓	✓
Court 6	Tennis Courts	✓	✓
Court 7	Tennis Courts	✓	✓
Field 1	Proserpine	✓	✓
Airle Beach Court 1	Airle Beach	✓	✓

Record 1 of 23

The Facilities heading also lets you know how many facilities your license covers and how many you are currently displaying.

MyCourts is licensed on the basis of number of facilities that you purchase a license for. 8 facilities are included in the base purchase price and you can purchase further blocks of 5 facilities up to a maximum of 48 facilities.

You can create as many facilities as you wish however you can only display up to the number of facility licenses you have purchased.



 NOTE: Adding extra facilities will consume extra database space and will have an impact on performance. Whilst the facility may not be actively used, MyCourts still maintains records of available booking times etc. We recommend you only create a facility for each facility that you have a license for.

5 Display Name

The name of the facility is entered here.

You can name your facilities anything you like eg Court 1, Squash Court 1, Indoor Court 1, Table 1 etc. The names will appear in the Tabs and the descriptions in receipts, web pages etc.

6 Group

You select the group that the facility will belong to from the dropdown menu of available groups which will be shown in the cell.

7 Visible

The tick (✓) indicates that this facility will be visible in MyCourts. You can change this to a cross (✗) by clicking within the cell. A ✗ means that the facility will not be displayed but will still exist in MyCourts.

8 Publish

You can enable (✓) or disable (✗) whether this facility is displayed in your Web Pages either for booking or information purposes.

9 Navigation Bar



Add | Delete | Save | Cancel changes

Use the Navigation Bar to scroll through your facilities as well as Add or Edit them.



Customize Groups

1 Description 2 Display Order 3 Visible 4 Publish 5 Icon 6 Minimum Booking Time 7 Maximum Booking Time

Description	Display Order	Visible	Publish	Icon	Minimum Booking Time	Maximum Booking Time
Tennis Courts	1	✓	✓		60	120
Airie Beach	3	✓	✓		60	0
Squash Courts	2	✓	✓		45	45
Dining Room	10	✓	✓		60	0

8 Navigation Bar

You are able to define up to 20 different Groups of facilities in all versions of MyCourts. This window allows you to customize those Groups as well as their respective descriptive names.

1 Description

Enter a description of the group. This will be the text displayed in the tab, on your web pages etc.

2 Display Order

Use this column to specify the display order of the various Group Tabs that will appear at the bottom of the Main Window.

These numbers need not be specific ie 1,2,3,4,5 etc . MyCourts will merely sort them in the order listed here.

3 Visible

As the Column Name implies, the setting in this cell will determine whether the facility is able to be viewed within MyCourts.

The default value is Yes ().



To change this to 'No' (), just double click within the cell.

4 Publish



Similar to the Visible option however Publish refers to whether the Group will be available for viewing on the Web pages generated by MyCourts.

5 Icon



Click the cell and you will be able to select from a range of Icons to display in the Tab's header field.

6 Minimum Booking Time



Select the minimum booking time (in multiples of each booking period length) for each Group.

7 Maximum Booking Time



The Maximum Booking Time will be converted to the maximum number of booking periods that can be reserved for any one reservation in the selected group. For example, if you chose 120 minutes and the booking periods are set at 30 minutes each, MyCourts will only allow the selection of a maximum of 4 periods.

Leaving this setting as 0 (zero) will disable it and therefore staff and members can book a facility for as many periods as possible (that is - up to the last booking period of the day). You can optionally allow staff to override this setting effectively limiting it's use to the Web Services - see [Facilities | Bookings](#) for details.

This setting cannot be overridden for either the Offline or Online Web Booking forms.



8

Navigation Bar



Add | Delete | Save | Cancel changes

Use the Navigation Bar to scroll through the Groups as well as save and edit them.



Member Reservations Policy

The screenshot shows the 'Member Reservations Policy' configuration window. It features a title bar with 'Save' and 'Help' buttons. Below the title bar, there is a status bar indicating 'Reservations Policy: Enabled' with a green checkmark. To the right of this status bar are three columns of checkboxes: 'Apply Web', 'Staff Override', and 'Enabled'. The main area contains seven policy statements, each with a title, a description, and three checkboxes. The policy statements are:

- Policy Statement 1: Maximum number of reservations.** In any consecutive period of 7 days, a maximum of 2 reservations for each member to apply to reservations commencing beyond 2 hours. days.
- Policy Statement 2: Maximum number of impromptu reservations.** A maximum of 5 reservations for each member to apply to reservations commencing within 2 hours. days.
- Policy Statement 3: Maximum future reservation starting time.** No reservation can be accepted for commencement prior to 7 hours. days. hence.
- Policy Statement 4: Minimum number of players who are also members.** At least 1 players must be members.
- Policy Statement 5: Maximum length of each reservation.** The duration of each reservation must not exceed 3 periods.
- Policy Statement 6: Minimum length of each reservation.** The duration of each reservation must not be less than 2 periods.
- Policy Statement 7: Minimum number of players who are also members in any consecutive period.** All reservations for facilities commencing between 2 and 7 hours. days. hence must be made in the name of 2 members. Covers any given period consisting of 7 days duration.

Numbered callouts (1-10) point to various elements: 1. Save button; 2. Toggle Options (Apply Web, Staff Override, Enabled); 3. Enable checkbox; 4. Max Reservations (7 days, 2 reservations); 5. Max Impromptu (5 reservations); 6. Max Days Ahead (7 hours. days.); 7. Min Members (1 players); 8. Max Reservation Length (3 periods); 9. Min Reservation Length (2 periods); 10. Min Member Players (2 members).

Member Reservation Policy allows you to create conditions that must be complied with before a reservation is accepted for processing. These conditions are in addition to other requirements that you can set elsewhere and are intended to compliment those requirements and not replace them.

When this function is enabled, MyCourts will check each enabled Policy and if any one of the Policies is not met then a message will be presented to either the staff member or the online web user informing them of why MyCourts cannot proceed with making the reservation. If you have allowed the staff member to override the policy, the staff member can elect to continue with the reservation in the normal manner. In the case of an online web user, they will need to modify the reservation request and try again. In the case of an offline web user they will receive an email advising them of why the reservation cannot be recorded.

The policies can be combined giving a wide range of options to club management, particularly in spreading facility usage equitably amongst members. For example, if Policy 1 is enabled as in the example image, any one member can only reserve a facility for their use twice in the specified time frame of 2 - 7 days. If however other facilities are available within the specified period of today or tomorrow (less than 3 days), the same member can reserve that otherwise unused facility for their use up to the number of additional reservations of 5 as specified (if enabled) in Policy 2.

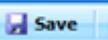
Use the spin edit controls to increase or decrease the values and the radio buttons to define whether the value is in hours or days.



Note: MyCourts will maintain a list of reservations made in accordance with policy so that it will differentiate between reservations made in accordance with the separate policy requirements. This means that expired reservations falling within a defined consecutive time period will only be discarded after the consecutive time period has elapsed.

Note 2: We have tried to make these policies as flexible as possible however we do not expect them to satisfy every clubs specific needs. Please [contact us via email](#) if you would like us to implement other conditions.

1 Save



After making any changes, you must Save them by clicking here.

2 Toggle Options



Each Policy can be individually toggled by clicking the tick or cross applicable.

Apply Web: The Policy will be applied to Web Reservations in addition to In-House Reservations.

Staff Override: Staff will have the option to override policy and record the reservation.

Enabled: This Policy Statement will be checked and enforced.

3 Enable



Toggle this either Enable or Disabled by clicking it. By default, Member Reservation Policy is disabled and no policy checking is undertaken.

4 Max Reservations



This Policy allows you to limit the number of reservations any one member can make in any given consecutive time period. It also allows you to loosen this policy and allow the member to make a reservation for a facility that would perhaps not otherwise be utilised.

5 Max Impromptu



If a facility has not already been reserved for use that day or within 2 days as in the example, it may well be unused by your 'regulars' and may therefore be made available for 'impromptu' or 'impulse' reservations by your members who would otherwise not qualify in accordance with Policy 1.



6 Max Days Ahead

Policy Statement 3: Maximum future reservation starting time. _____
No reservation can be accepted for commencement prior to hours. days. _____ hence.

You may chose to restrict the ability to reserve facilities in terms of the reservations commencement time.

7 Min Members

Policy Statement 4: Minimum number of players who are also members. _____
At least players must be members.

You may chose to restrict facility usage to a minimum number of players who are also members.

 Note: MyCourts will allow the same member to be recorded as two or more of the players and will consider them as separate players in terms of checking Policy compliance. If you charge members for reservations then they will also be charged multiple times for the same hire.

8 Max Reservation Length

Policy Statement 5: Maximum length of each reservation. _____
The duration of each reservation must not exceed periods.

You can specify the maximum length of a reservation. For example, if you have configured 30 minute reservation periods then setting this value to 4 will restrict bookings to 2 hours.

9 Min Reservation Length

Policy Statement 6: Minimum length of each reservation. _____
The duration of each reservation must not be less than periods.

You can specify the minimum legth of each reservation.

10 Min Member Players

Policy Statement 7: Minimum number of players who are also members in any consecutive period. _____
All reservations for facilities commencing between and hours. days. _____
hence must be made in the name of members. Covers any given period consisting of 7 days duration.

You can specify the minimum number of players who must also be members in any consecutive period.

The use of this Policy may well be utilized to ensure that a member cannot otherwise circumvent other Policy Requirements or conversely use their 'entitlement' in a way not otherwise intended.



Other | Maintenance

MyCourts Administrator | Setup - Other

1 Background Image

2 Display Language

3 Quick Add Member

4 Image Directory

5 Save Menu State

6 Purge Months

7 Restart MCSERVICE

8 Quality Improvement Participation

9 Current Password

10 New Password

11 New Password II

12 Update Password

13 Forgot Password

Setup

- Club Details
- Membership
- Facilities | Bookings
- Miscellaneous
- Facility Display
- Cell Display
- SMS Setup
- Credit Card Processing
- Remote Controls

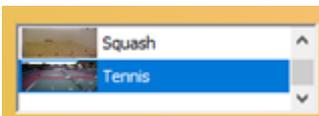
Setup

- Accounting | POS
- Backup | Restore
- Languages
- Web Services

Passwords:

Passwords are used in MyCourts wherever Security or enforcement of your Policies [Credit Policy etc] by staff are required. Also, MyCourts allows you to store Credit Card card information which should not be immediately visible to the public or unauthorized staff.

1 Background Image



Some windows will display a background image (for example, the Booking Window). You may select the image to display here.

2 Display Language



MyCourts ships with Bahasa (Malaysia), Croatian, Czech, English, French, Serbian, Slovak, Spanish [languages](#). You can chose which here.



If you would like MyCourts translated into any other language then please contact us and we will endeavor to accommodate your request.

3 Quick Add Member

Enable Quick Add Button: Yes

The Quick Add button can be disabled (hidden) by disabling this option here.



See the [Quick Add](#) function for more details.

4 Image Directory

Default Member's Image Directory: C:\MyCourts\Images\

If you use image captures of your members, enter the directory on your computer or LAN/Network where these pictures are saved.

5 Save Menu State

Automatically save menu states: Yes

MyCourts has the ability to hide menu options, move the menu's to the bottom, top or sides, expand menus or navigation bars etc. You can save these changes so that they persist between sessions.

If you want to persist these menu states then toggle this option on. Each individual logged on user's menu state's are saved independently. Individual users can restore the default states in MyCourts main program - [Tools - Setup](#).

Note: If you don't save your work before closing a window or shutting down MyCourts, the window will open at the same place and state as when you left it. This can be confusing so this option is for experienced users only.

6 Purge Months

Remove expired booking data older than: 3 months.



MyCourts automatically performs maintenance tasks each month. One of those tasks is to purge the database of redundant booking information for each time slot. You can use this spin edit box to select the number of months old the time slot data needs to be before the time slot data is purged from the database.

The default number of months is '3' which means that booking data older than 3 months will be purged from the Court Schedule tables. Please determine how old the court schedules need to be before they are purged and then enter the number of months here.

If you need to ascertain when a particular member used the facilities, this information can be obtained from that user's membership records as individual member's records are not affected by this setting.

You should keep the minimum number of old booking slots in the database as this will have an increasingly adverse impact on the database's performance over time.

7 Restart MCSERVICE

Restart MyCourts Service

Restart Service

MyCourts maintenance and regular tasks are normally handled by MyCourts Service (MCSERVICE) which starts when your computer starts up and runs constantly in the background.

You can manually restart the service by clicking this button.

8 Quality Improvement Participation

Quality Improvement Participation:

Yes

The Quality Improvement program performs two important functions to help us to maintain MyCourts:

- It enables us to concentrate our efforts on the features you use the most and
- It keeps us informed if you experience any major issues with running MyCourts.

The information provided remains anonymous unless you decide to send us more detailed information. You will be given the opportunity to decline sending us detailed information if you so wish. Please rest assured that any information we receive remains confidential and is not passed on to any third parties.

9 Current Password

Current Password:

To change the password you will first need to enter the old password here.

MyCourts password is initially set to 'password'. The password is case sensitive.

10 New Password

New Password:

Enter your new password here.



11 New Password II

New Password:

Enter your new password again here - just to make sure we get it right.

12 Update Password



Click here to save your new password.

13 Forgot Password

If you have forgotten your password send [Aquarius Communications](#) an email and we will recover your password for you.



Facility Display

The Facility Display window allows you to configure how the facility hire windows (or grids) are displayed.

The screenshot shows the 'MyCourts Administrator | Setup - Facility Display' window. It features a main configuration area with several sections and a right-hand sidebar. Numbered callouts (1-6) point to specific elements:

- 1: Save button
- 2: Total Days to Display: 56
- 3: Display up to 4 hirers names: No
- 4: Default View: Image (selected), Name
- 5: Select image for facilities: Crossed Racquets, Basketball, Hockey hall
- 6: Hide these times: AM and PM time slots (12:00 AM to 6:40 AM)

The right sidebar contains a 'Setup' menu with options: Club Details, Membership, Facilities | Bookings, Other | Maintenance, Facility Display, Cell Display, Network Setup, SMS Setup, Credit Card Processing, Support, Accounting | POS, Setup, Backup | Restore, Languages, and Web Services.

The following screen capture illustrates how the grids are displayed. Individual cells colour coding can be configured in the [Cell Display](#) section.



MyCourts - North Shore Tennis Club

Membership Help Tuesday April 15, 2008 01:06:04 PM All Facilities

	Court 2	Court 3	Court 4	Court 5	Court 7	Court 6
8:00 AM				Hoad, L	Hoad, L	Hoad, L
8:30 AM			Watts, K	Watts, K	Watts, K	
9:00 AM						
9:30 AM						
10:00 AM						
10:30 AM						
11:00 AM						
11:30 AM						
12:30 PM						
Thursday 17 April	Smith, G	Smith, G				
Friday 18 April						Scott, T
Saturday 19 April	Watts, T	Watts, T				Scott, T
Sunday 20 April				Sash, M	Sash, M	
Monday 21 April						
Tuesday 22 April				Hoad, L	Hoad, L	Hoad, L
Wednesday 23 April						
Thursday 24 April	Smith, G	Smith, G				
Friday 25 April						
Saturday 26 April						
Sunday 27 April						
Monday 28 April						
Tuesday 29 April				Hoad, L	Hoad, L	Hoad, L
Wednesday 30 April						
Thursday 01 May	Smith, G	Smith, G				
Friday 02 May						
Saturday 03 May						
Sunday 04 May						
Monday 05 May						
Tuesday 06 May	Smith, G					

In summary:
 Bookings made by members will be highlighted in darker shades.
 Weekly bookings have their background shading colour fade from left to right.
 Once-only bookings have their background shading colour fade from top to bottom.
 Red/light pink indicates the booking has not been paid for.
 Green/light green indicates that the booking has been paid for.

1 Save



Click to Save your changes before you leave this screen.



It is recommended that MyCourts should not be running at the same time that you save any changes.

2 Days to Display

Total Days to Display:

56

Select the number of days that you wish displayed in your facility windows. This will display the bookings for each of those days in the window.

The default is 28 days (4 weeks) however you can select more or less as you wish.



Selecting a very large number will slow the performance of MyCourts.



3 Display 4 Hirers

Display up to 4 hirers names:
 No

If you chose to [record up to 4 players/hirers names](#) then you may also like to display those names in the facility windows as in the following example:

9:00 AM	Banana, S Evans, P Wood, P Scott, P	
9:30 AM	" "	
10:00 AM		Wilson, G Suthers, P Brice, P Brown, P
10:30 AM		" "

Selecting this option will make all the rows taller. You can also view all the players names by left clicking on the cell irrespective of whether you chose to enable this option or not.



NOTE: You will need to restart MyCourts for this change to take effect.

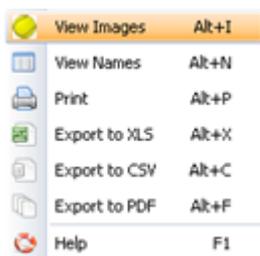
This option is not the same as the [4 Hirer Pricing Model](#). Players recorded with the [Facility Hire Model](#) are not individually charged or accounted for.

4 Default View

Default View:
 Image Name

You may chose to display an image or (as in the above screen capture) the hirers name in the bookings windows. You can set the default mode here.

You can also change this when running MyCourts by right clicking your mouse whilst hovering over the grid window. This will display the following menu:



You may chose to change the view 'on-the-fly'.

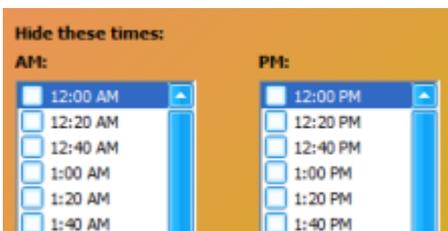


5 Select Image



If you have selected the option to display an image instead of the hirers name in the facility windows, you can chose from a selection of images here.

6 Hide Time Slots



You can hide time cells (or slots) so that bookings cannot be entered or commenced at that time. This is particularly useful when you have set times for when a booking can commence or how long a booking period can extend over.

Two lists are provided - one for the Morning (AM) and one for the Afternoon / Evening (PM). The morning list will commence from the time of the first booking whilst the evening list will end at the time of the last booking. The start and finish times are set in the [Facilities and Bookings window](#).

In the above screen capture, we have elected to hide each half-hourly time slot as all bookings must commence on the hour and have a minimum duration of 1 hour (as set in the [Facilities and Bookings window](#)) .

The result of the above selection is that the displayed windows will be more compact and and bookings cannot be made outside of the set requirements:



MyCourts - North Shore Tennis Club

File Tools Accounting Membership Courses Events POS Help

All Facilities View: Sunday May 10, 2009 Sunday May 10, 2009 09:38:23 PM Web Server Down Internet Connection Up

Tennis Courts - All		Center Court	Court 2	Court 3	Court 4	Court 5	Court 6	Court 7							
Day	Date	8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 Noon	1:00 PM	2:00 PM	3:00 PM	4:00 PM	5:00 PM	6:00 PM	7:00 PM		
Sunday	10 May														
Monday	11 May	Constable, V		Myer, J		De Lorenzis, P	<====								
Tuesday	12 May		Bundy, Bill												
Wednesday	13 May														
Thursday	14 May														
Friday	15 May														
Saturday	16 May														
Sunday	17 May														

Tennis Courts Squash Courts Aids Beach Proserpine Dining Room Bookings

The above screen capture also includes the option to display up to 4 hirers names and hence the taller cell size.



Cell Display



If you have selected to use names instead of images in the reservation tables in [Facility Display](#) then the settings displayed in this window will allow you to customize the various combinations available to you.

You can customize the display of the following categories of reservations:

- Members | Once Only Reservations | Paid or Unpaid
- Members | Weekly Reservations | Paid or Unpaid
- Non-Members | Once Only Reservations | Paid or Unpaid
- Non-Members | Weekly Reservations | Paid or Unpaid
- Unconfirmed Reservations
- Professional Sessions.

You can also customize the cells appearance for Events as well as Courses via their individual setup screens at the time of creating the Event or Course.

Resetting the Colours

Normally, individual cells (and there can be thousands of them!) are only recast once a day and during a background process minimizing any disruption to MyCourts normal usage. Changes made here will only be used for new reservations; current reservations will therefore generally not be updated in MyCourts until the next day. You can force MyCourts to recast the cells colours when next MyCourts is started by clicking on the Apply Changes button however there may be some slowing down of MyCourts for the first few minutes depending upon the size of you reservations list.





Click here to save any changes you have made.

2 Selections



Use these dropdown selectors as follows:

Field/Area	Description
Background Colour 1	This is the colour that appears in the left or top side of the cell.
Background Colour 2	This is the colour that appears in the right or bottom side of the cell.
Layout	Horizontal: Colour changes from left to right, colour 1 to 2 Vertical: Colour changes from top to bottom, colour 1 to 2 Backward Diagonal: Colour changes from top right to bottom left, colour 1 to 2 Forward Diagonal: Colour changes from bottom left to top right, colour 1 to 2.
Text Colour	The colour of the text in the cell.

Web Pages:

Cells in the web pages are coloured using Background Colour 1 and Text Colour only.

3 Reset Defaults



Click to reset the selections back to their default values for the respective group.

4 Apply Changes



Click here to have MyCourts use the new colours when it is next started.



SMS Setup

SMS Text Messaging has become extremely popular in recent years and is an excellent tool for MyCourts to use when needing to contact a member or hirer as quickly as possible. This service has only recently been added to MyCourts (November 2010) however we plan on expanding it's use rapidly over coming months. For example, MyCourts will send SMS reminders regarding upcoming reservations which should assist greatly in reducing 'no shows'.

There are several methods of sending SMS messages via the internet however all rely on using an SMS Gateway provider. These providers allow you to login to their website and then send and receive SMS messages. That ability can also be automated via several methods including just sending all the commands to send a message via a very long http web address which includes the password, login credentials, the message itself etc etc. We at MyCourts have chosen to use the same protocol that the gateways use to exchange data with the actual telephone service providers - SMPP (Short Message Peer-to-Peer Protocol).

Before you can use MyCourts SMS you need to open an account with an SMS Gateway provider that allows you to use the SMPP protocol. Not all gateways allow you to use that protocol but most do. We use SMSGlobal who are located in most countries however you can use any provider that support SMPP that you wish. You should also examine the costs associated with SMS text messaging bearing in mind that in many cases both the sender and receiver must pay for the text message.

Once you have selected an appropriate gateway provider you will need to obtain from them the following information (we suggest you ring their support department before signing up for their service to enable you to confirm their service is suitable for MyCourts to use as well as their willingness to help you if needed).

The SMPP Server gateway address: eg msgglobal.com
Port Number: usually 2775 but can be almost anything
UserID: Your login name
Password: password

The other options configurable in MyCourts are all generally accepted as the defaults that the SMPP protocol (and hence the gateways) use however you should read the following setup instructions in case you encounter any problems.

The Ton and Npi default settings are normally accepted as a Ton value of 0 and an Npi value of 1. These may vary so it is well worth asking for confirmation of these two values at the outset.

We are more than happy to help you setup these settings if you have any problems obtaining this information from your chosen gateway. You can also troubleshoot your setup yourself by temporarily increasing the MyCourts log level to 'Debug' and then examining your log file as all commands and the results of those commands will be recorded for you.

Reminder Messages

MyCourts can optionally send reminder sms messages to each primary hirer that has a reservation for that day. This will assist greatly with reducing no-shows and enabling you to re-book newly vacant facilities. Use this window to configure these reminder messages. You will need to have designated an sms phone number and enabled SMS Messaging for the member in the Membership window for this to work.



1 Save
2 View Log
3 Send SMS
4 SMS Enabled
5 SMS Server Address
6 Port Number
7 UserID
8 Password
9 Originating Number
10 Priority
11 Service Type
12 Timeout
13 SMPP Version
15 Country Codes
14 Ton | Npi Settings
16 Reminder Message
17 Reminder Send Time
18 Reminders Enabled

1 Save



Click here to save any changes you make.

2 View Log



Click to view a log of all sent SMS messages.

3 Send SMS



Clicking this button will open a window allowing you to send an SMS message.

4 SMS Enabled



Toggle this control to enable or disable MyCourts SMS Service.

5 SMS Server Address



Server Address:

MyCourts communicates with your chosen SMS gateway via the internet. Enter the gateway's server address here. Do not include http:// or https:// prefixes.

6 Port Number

Port Number:

The SMPP internet protocol normally uses Port 2775 however you can change it here.

7 UserID

User ID:

Enter your UserID (aka LoginID, UserName etc) here.

8 Password

Password:

Enter the password to log in to the SMS gateway here.

9 Originating Number

Originating Number:

This number is the number which will be displayed to the recipient as to where the SMS is coming from.

You should use your own SMS number here so that people may contact you if necessary. If you are using the gateway to receive SMS messages then use the number they have provided instead.

At present MyCourts does not support inbound SMS message retrieval so you will need to use the gateways own web site to read inbound SMS Messages. This ability will be added to MyCourts in early course.

10 Priority

Priority:

Use the drop down selector to chose the priority level of your SMS messages.

Check with your SMS Gateway provider if there is any real difference in delivery times as well as cost.

11 Service Type

Service Type:

Use the drop down selector to chose the service type supported by your SMS gateway. In most cases this can be left as 'Default'.

12 Timeout

Timeout:

The Timeout value is the length of time in seconds that MyCourts will wait before it gives up trying to send or receive SMS messages.



13 SMPP Version

SMPP Version:

SMPP is the internet protocol used by MyCourts to communicate with your SMS gateway. Version 5.0 of that protocol is the latest version and is backward compatible with earlier versions of the protocol however you may select a previous version here if you need to.

14 Ton | Npi Settings

Destination Number Settings: Ton: Npi:
Originating Number Settings: Ton: Npi:

This information can only be obtained from your gateway provider as it may vary from one telecommunications provider and another even within your own country. As an indication only, the Ton will likely be 1 if you are able to send and receive international phone calls. It is a Ton setting of 1 that means the leading '0' needs to be replaced with the Country Dialing Code ('61' for Australia) - see below. The Npi is normally also 1 because most SMS enabled devices are Mobile phones.

Ton can be any of these values:

- 0 – Unknown
- 1 – International
- 2 – National
- 3 – Network Specific
- 4 – Subscriber Number
- 5 – Alphanumeric
- 6 - Abbreviated

Npi can be any of these values:

- 0 – Unknown
- 1 – ISDN
- 3 – Data
- 4 – Telex
- 6 – Land Mobile
- 8 – National
- 9 – Private
- 10 – ERMES
- 14 – Internet
- 18 – WAP Client Id

15 Country Codes

Replace beginning number
with the following number

Your SMS Gateway provider may require that the Country code be used to send and receive SMS messages even though it is 'normal' for the user (you) not to enter these codes for SMS messages within your own country.



For example, to send an SMS Message from your mobile phone to another mobile in Australia you just enter the mobile number like 0411678835. However, your network provider will automatically replace the leading 0 with 61 (61 is the international dialing code for Australia). The same applies with the display on your mobile when you receive an inbound SMS message.

To avoid confusion, MyCourts can replace the leading 0 with the correct code for you.

If you do not need or wish to do this, just clear the two boxes and leave them blank.

16 Reminder Message

A screenshot of a web form for sending a reminder message. The form has a yellow header bar with the text 'Reminder Message:' on the left and 'Message Length: 76' on the right. Below the header is a large white text input box containing the text 'Please contact the club asap if you are unable to attend todays reservation.' There are small blue arrows on the right side of the text box, indicating it can be scrolled.

Use this text box to enter the message you will send to each member who has hired a court today. The length of the message will depend on the sms service type you have. Your sms service provider will be able to advise you of this or alternatively you can just use trial and error. For your convenience, the length of the text message is displayed for you in the top right corner of the text box.

You can also insert two tokens into your sms message text: #StartTime# will be replaced by the reservation's start time; #KabaAccessCode# will be replaced by the Kaba door/court access code applicable for the reservation.

17 Reminder Send Time

A screenshot of a web form for setting the reminder send time. It features a yellow header bar with the text 'Send Time:'. To the right of the header is a white text input box containing the time '8:02:01 AM'. A small blue arrow icon is visible to the right of the input box, indicating it is a time picker.

MyCourts will send each sms message to the sms enabled members at this time each day. The MyCourts program does not need to be running on your computer as MyCourts has it's own service that runs in the background on your computer. Your computer will however need to be running at the selected time. If your computer is not running, MyCourts will send any sms messages for that day when you startup the computer and the MyCourts Service starts.

18 Reminders Enabled

A screenshot of a web form for enabling or disabling reminders. It has a yellow header bar with the text 'SMS Reminders Enabled:'. To the right of the header is a toggle switch. The switch is currently in the 'Yes' position, which is highlighted in green.

You can enable or disable the sending of reminder sms messages by clicking this toggle switch.



Send SMS

The screenshot shows a web form titled "Send SMS" with a blue header and a light blue body. The form contains the following elements:

- 1 Destination:** A text input field labeled "Destination Number:" with a placeholder "<Destination number>".
- 2 Message:** A text area labeled "Text Message:" with a placeholder "<Enter your message here>". To its right is a "Message Length:" label.
- 3 Send Button:** A blue button with a mobile phone icon and the text "Send SMS Message".
- 4 Status:** A status bar at the bottom of the form displaying "Waiting user input."

You can use this form to send a customized SMS message. You can access this form from MyCourts Administrator as well as MyCourts -> Membership.

1 Destination

Destination Number:

Enter the destination number here.

The member's SMS enabled phone number will be entered automatically when sending an SMS from the Membership menu.

2 Message

Text Message: Message Length:

Enter the message that you wish to send here.

Note that the length of the text message will be updated for you as you type.

3 Send Button

Once you have entered the destination number and message, click here to send it.

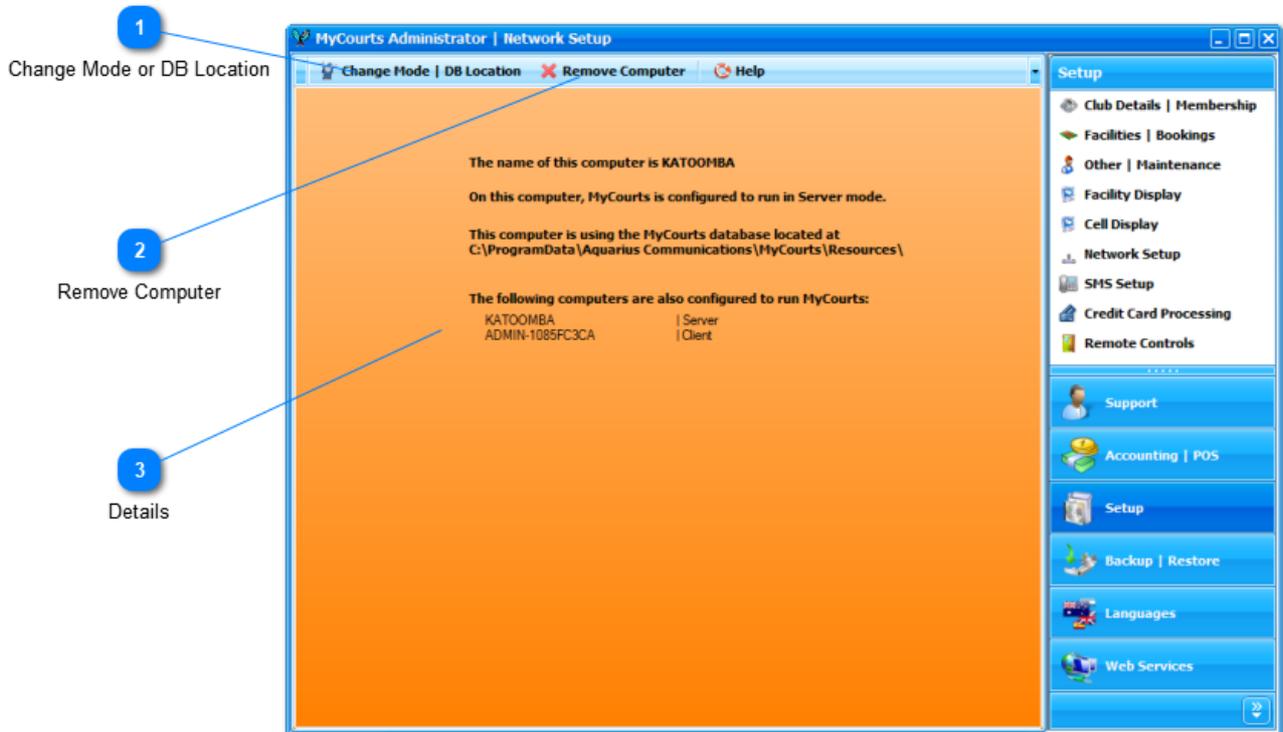
4 Status

Waiting user input.

The current status or sending sms progress will be displayed here.



Network Setup



For an overview of MyCourts Networking please refer to the [Networking](#) section.

1 Change Mode or DB Location



Configuring MyCourts to run on a network is handled using a wizard style interface. You configure each installation of MyCourts by using this wizard interface which is accessed by clicking this button.

You will have the option of configuring this computer as a Server, a Client or as a Standalone mode installation. The default installation is Standalone.

When using MyCourts in a network environment, one computer must be configured to run in Server mode as it is the Server that performs all the daily maintenance of the database, log files etc. Ideally, the Server copy of MyCourts will be installed on a machine that runs 24/7. All other copies of MyCourts running on other machines must be configured to run in Client mode.

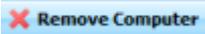
You can also move the location of your database using the wizard interface.

NOTE:

Each copy of MyCourts will be installed with it's own database. The database consists of several folders and files as well as at least 2 database files. In a networked environment only one of these databases must be accessed by all copies of MyCourts running on your LAN. When moving/copying the database, make sure you don't accidentally overwrite the active database with an unused database from a Client or Standalone installation.



2 Remove Computer



If a computer exists in the list below and it no longer has MyCourts installed on it, click this button to remove the reference to that computer in the database.

3 Details

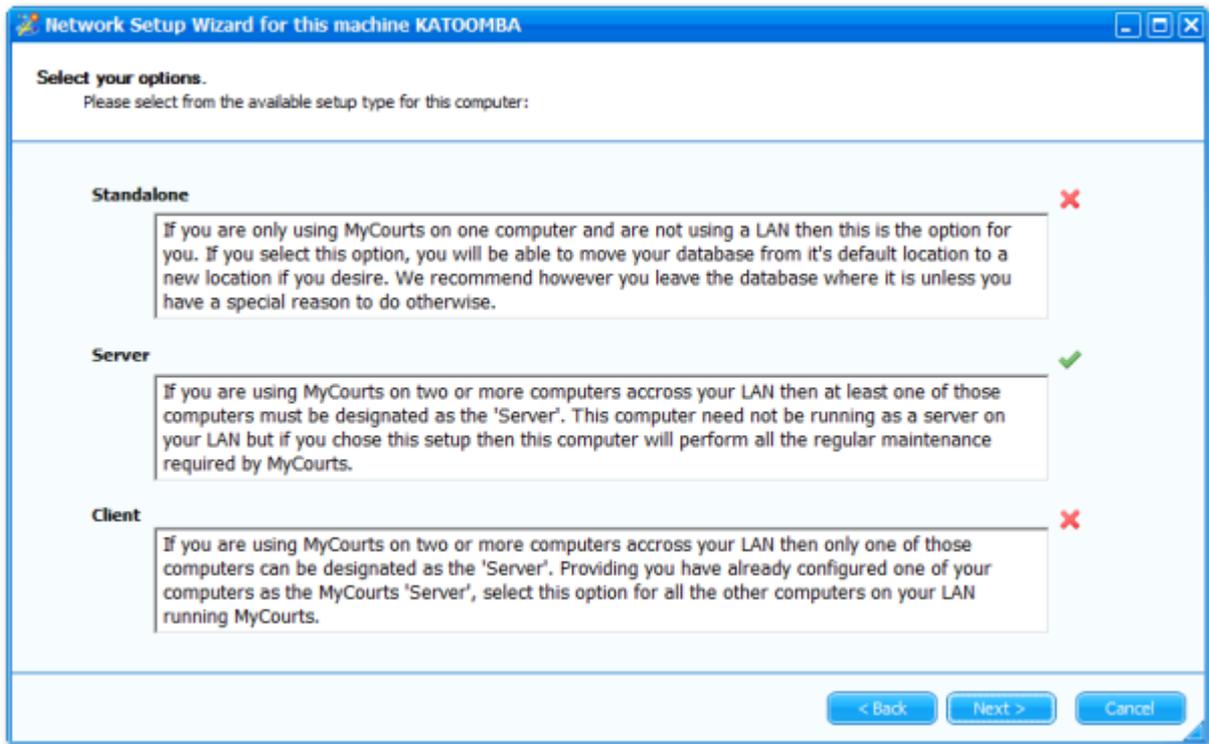
The following computers are also configured to run MyCourts:

KATOOMBA	Server
ADMIN-1085FC3CA	Client

The name of the current computer, the currently selected operating mode as well as the location of the database it is using is displayed in this window. In addition, a list of all other computers on your LAN that have MyCourts installed on them will be displayed for your information.



Network Setup Wizard



The Network Setup Wizard will guide you through the tasks required to setup the right Mode of operation of MyCourts on your computer.

The screenshot above shows the second page after starting the wizard. As you can see, you are required to choose one of three options. Initially, MyCourts will be installed in Standalone mode. Toggle the cross to a tick to select the desired option.

Subsequent pages and choices are either self-explanatory or provide guidance in making your choices. Essentially, each copy of MyCourts running on your LAN must 'point to' or use the same database. Only one computer can be designated as the 'Server Mode' computer and that computer will perform all the regular maintenance required for the database, logging etc. MyCourts will run a service on the Server Mode machine that does all processing in the background with maintenance performed in the early hours of the morning. The Server Mode machine should be left running 24/7.

You should setup your 'Server Mode' machine first as the location of that computer's database will almost always be the shared database that all your Client Mode computers should use. You will also need to share the database directory so that directory can be accessed by all users of your network.

When using the wizard, please take care with regards to the actual database that you are using. The wizard will tell you the location of the current database it is using however you will need to know beforehand the location of the database that every computer on your LAN uses. Take extra care not to 'move' or 'copy' an unused database over your shared database.

Finally, MyCourts will automatically 'map' the location of your database instead of using UNC paths. This is done because the database's themselves make extensive use of Microsoft's Networking File Sharing functions. If you only use UNC paths, you may experience poor networking performance.



Credit Card Gateway

MyCourts online web service has the capability of accepting credit card payments for online reservations. This capability will also be extended to account payments, both online and recurring in early course. To enable this capability you will first need to open an account with an Online Credit Card Gateway provider. Depending on the provider you chose, you may be required to have a Credit Card Facility with a Credit Card provider. We suggest you first contact your present Credit Card Provider to ascertain if they provide the gateway facility directly or whether you need to go through a third party. In either case, MyCourts will almost certainly be able to handle the transactions for you.

Be aware that the Gateway Provider may be able to arrange for another Credit Card Provider to take over your credit card processing at a more competitive rate.

MyCourts has been pre-configured to automatically interact with over 80 Gateways globally. In real terms however, many Gateways use the same system and therefore even if your chosen Gateway is not listed in MyCourts there is a very good chance it will work without much difficulty. **In any event, it is likely that you will need to contact MyCourts Support to assist with the initial setup. We also recommend you contact us before signing up to ensure compatibility.** We will be only to happy to help you configure your chosen gateway and if necessary, make minor adjustments to the MyCourts program at no additional cost.

The following screen capture is of the Credit Card Gateway setup window. Most Gateways only require two or three items to be configured so don't be daunted by the large selection of configuration options.

Each field that applies to your chosen Gateway must be completed. This data will be used by MyCourts when communicating with your Gateway. You cannot change the data contained in this window anywhere else in MyCourts as it is considered to be applicable to each and every transaction. Additional information relating to the credit card and sale will be obtained at the time the transaction is processed.



1 Save



Click to save your changes.

2 Gateway Name



Use the dropdown button to select the gateway of your choice. If your chosen gateway is not listed, please contact MyCourts Support to ascertain which gateway is compatible.

3 Required Field



A field with a white background will require completion. The data to include here will be supplied by your chosen gateway when you sign up with them. Where necessary for the sake of clarity, the description label's text will be changed to accurately reflect the data required.

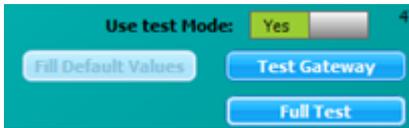
4 Not Required Field



A field with a reddish background is not required to be completed for your chosen gateway.



5 Gateway Testing



Many pre-configured gateways have default test data built into MyCourts enabling you to perform tests before going live.

To perform a test with the default data, click the Fill Default Values button and then select Yes in the Test Mode box by clicking it. When you click the Test Gateway button MyCourts will use the default values and try to contact the gateway. Contact should succeed however may not return a success code due to various reasons. Those reasons should be displayed to you in the results window. The main purpose of this testing function is to confirm you can contact the gateway. If you can, then it will be necessary to use the codes they have given you to achieve a successful test.

You can click the Full Test button and a new window will open - See the next Help window for details.



Gateway Testing

You can test the configuration settings for your chosen Credit Card Gateway using this window which is displayed as a result of clicking the Test Gateway button. If you do not tick the option to use the MyCourts supplied test mode data, the only fields that will be completed for you are contained in the Gateway Information section.

If any extra data is required by your chosen Gateway, the Gateway Specific Data section will be populated with appropriate fields requiring completion.

1 Pre-Authorize

2 Authorize

3 Test Mode

1 Pre-Authorize



This button will check the credit card data provided and advise you whether it is valid. Your Gateway is not contacted - the credit card data is validated within MyCourts.



MyCourts will perform this validation before contacting your Gateway on each occasion. Whilst some Gateways charge you for each transaction (whether successful or not), performing this check will speed up the notification of the provision of invalid data to your client.

2 Authorize

A blue rectangular button with rounded corners and a white border. The word 'Authorize' is written in white, sans-serif font in the center of the button.

In Test Mode, the data will be processed by your Gateway and you will be advised the outcome however no amount is actually charged to an account. Not all Gateways have a Test Mode so check with them first before performing his test.

If there are any errors they will be advised to you. Please carefully note these down as MyCourts Support will require this data to enable them to make any necessary adjustments to the MyCourts program.

3 Test Mode

A control element for 'Test Mode'. It consists of the text 'Test Mode:' followed by a toggle switch. The toggle switch has a green segment on the left and a grey segment on the right. The word 'Yes' is written in white on the green segment, indicating that Test Mode is currently enabled.

Test Mode will be displayed here if you are in Test Mode. If you are Live, you will be advised that it is a "**Live Test**". If you are performing a Live Test, the credit card will be charged and the transaction processed by your Gateway.

You can click this control to toggle between Live and Test modes.



Remote Controls

MyCourts has support for the Kaba eCode Access Management System built-in. When a hirer makes a reservation via the website or phone, you are able to advise them the access code required to unlock the required Kaba locks and thus gain access to the facilities. These access codes are also included in the email sent in confirmation of a reservation made via the MyCourts Web Services as well as the MyCourts SMS Text Messaging Reminder Service. This service is only available to purchasers of the MyCourts Enterprise Plus version and owners of the Kaba eCode Access Management system.

You will need to discuss the installation of the Kaba System with your selected locksmiths. They will be able to explain the system to you and how to generate codes and otherwise manage their system. If you require a user friendly full desktop based management system for your Kaba installation, please contact us for further details.

You will need a basic understanding of the Kaba System before completing MyCourts setup enabling the auto generation of codes. All of the details required to complete the setup will be supplied by your Kaba installer/ dealer.

The screenshot shows the 'MyCourts Administrator | Remote Controls Setup' window. It is divided into several sections:

- Top Bar:** Contains 'Save', 'Create Code', and 'Help' buttons.
- KABA eCode Access Management:** A form with fields for 'Web Service URL' (https://www.kaba-e-code.com/KWS_eCode), 'Site Name' (Lane Cove Council), 'Login Name' (DACodeUser), 'Password' (masked), 'Default Door Name' (Court_TestDoor), 'Default User Level' (28), and an 'Enabled' checkbox (checked). A 'Test' button is located to the right.
- Gate/Door Codes:** A table with columns for 'Display Name' and 'Kaba Door Co...'. It lists several codes for 'Airlie Beach Cou...' and 'Court 2', 'Court 3'.
- KABA Codes:** A table with columns: 'User Level', 'User Name', 'Time Start', 'Time End', 'Daily', 'Mastered', 'Dead Bolt Override', 'Personal Code', 'Room Lockout', and 'Passag Mode'. It shows a list of codes from 0 to 7, each with a 'One hour' duration and specific time slots.
- Right Panel:** A 'Setup' sidebar with various options like 'Facilities | Bookings', 'Other | Maintenance', 'Facility Display', 'Cell Display', 'Network Setup', 'SMS Setup', 'Credit Card Processing', 'Remote Controls' (highlighted), 'Support', 'Accounting | POS', 'Setup', 'Backup | Restore', 'Languages', and 'Web Services'.

Numbered callouts (1-10) point to the following elements:

- Save Button
- Create Code
- Gate or Door Codes
- Web Service URL
- Default Door Name
- Default Door Level
- Enabled
- Test
- Kaba Codes
- Editing Codes

1 Save Button

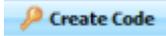


Click here to save any changes to either the Access Management values or the Gate/Door Codes.



Changes made to the Kaba Codes need to be saved using the grid's buttons.

2 Create Code



Click here to display the [Create an Access Code](#) window.

3 Gate or Door Codes

Display Name	Kaba Door Code
Airlie Beach Cou...	ABDoor_1
Airlie Beach Cou...	ABDoor_2

Each of your facilities available for hire will be listed here. If the individual facility has its own door access then add the Kaba Code applicable to that door here.

4 Web Service URL

Web Service URL:

The web address for MyCourts to send its requests to.

5 Default Door Name

Default Door Name:

The Default Door name is the Kaba protected door that will be used if there is no specific door available in the Gate/Door Codes.

In the screen capture, a hirer reserving 'Airlie Beach Court 1' will be advised the door access code for Kaba door named 'ABDoor_1' whereas a hirer for 'Centre Court' will be advised the Kaba door code entered here.

6 Default Door Level

Default User Level:

Kaba defines their grouping of MyCourts hire periods as 'UserLevels'. These are all defined by you and the Kaba installer. You need to enter them into the KABA Codes section below. For example, in this screen capture, UserLevel 0 has been defined as starting at 05:00 and finishing at 06:00.

MyCourts will try to determine the appropriate code to advise your hirer by first comparing the facility hire's start time with Kaba's TimeStart field and then try to match that with the facility hire's finish time and Kaba's TimeEnd field. If an exact match cannot be found, MyCourts will try to select a TimeEnd time that is greater than but as close to the finishing time of the hire possible. If it can't find one, then you can define a UserLevel code to advise the hirer here.

The Default User Level code should be a User Level that will enable any hirer to access the facility at anytime they have hired the facility for.

It follows that ultimate control over your access to the facilities is to provide a User Level Code for every conceivable hire period during the day. Whether this is practicable or even of any real benefit as far as security is concerned is a matter for you to decide.



7 Enabled



Tick this box to enable the Kaba Access Code generation functions of MyCourts.

8 Test



Click this button to test that MyCourts can successfully connect to the Kaba Web Service. If there are any errors, you will be advised the Kaba Error Code enabling you to fix the problem.

9 Kaba Codes

	User Level	User Name	Time Start	Time End	Daily	Mastered	De Ow
▶	0	One hour	05:00	06:00	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	1	One hour	06:00	07:00	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

You will need to discuss your requirements with your locksmith however you should have them create UserLevel codes for all (or at least most) of the hire periods that you offer each day.

The columns match those configured for use by the Kaba system and have been translated to true/false for use by MyCourts. For example, if the Daily column is left unticked then that option is defined by Kaba as 'Weekly'.

10 Editing Codes

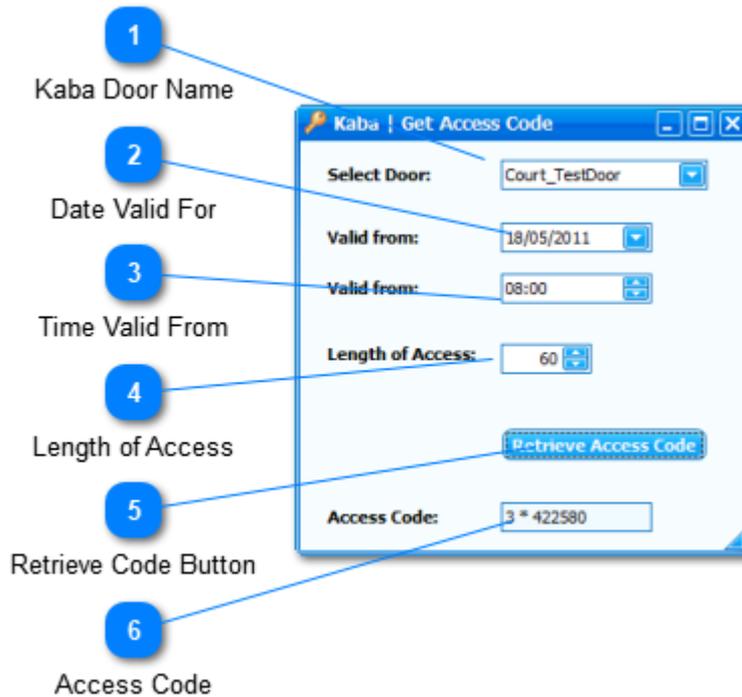


Use these buttons to (in order) Add, Delete, Edit, and Save and Discard your changes.



Kaba - Create Access Code

In addition to MyCourts automatically retrieving access codes and advising them to your hirer, you can also use this window to retrieve codes manually.



1 Kaba Door Name

Select Door:

Select the door which you wish to retrieve an access code for from the drop down menu.

2 Date Valid For

Valid from:

Select the date that the door access is required to start from.

3 Time Valid From

Valid from:

Select the time of day that the code is valid from. The format of the text is in 24 hour format viz HH:mm. For example, 2:30 pm is 14:30.

4 Length of Access

Length of Access:

Use the spin controls to increment the amount of time in minutes the code is to be valid for. The length of time in minutes will be increased or decreased by the length of your booking sessions.



5 Retrieve Code Button

Retrieve Access Code

Click this button for MyCourts to access the Kaba Web Service and retrieve the appropriate code.

6 Access Code

Access Code:

The access code retrieved from the Kaba Web Service will be displayed here.

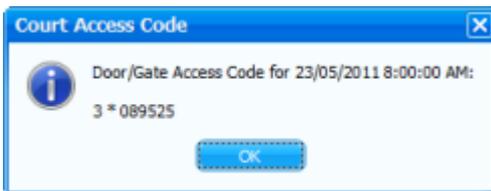


Kaba - Advising your hirer

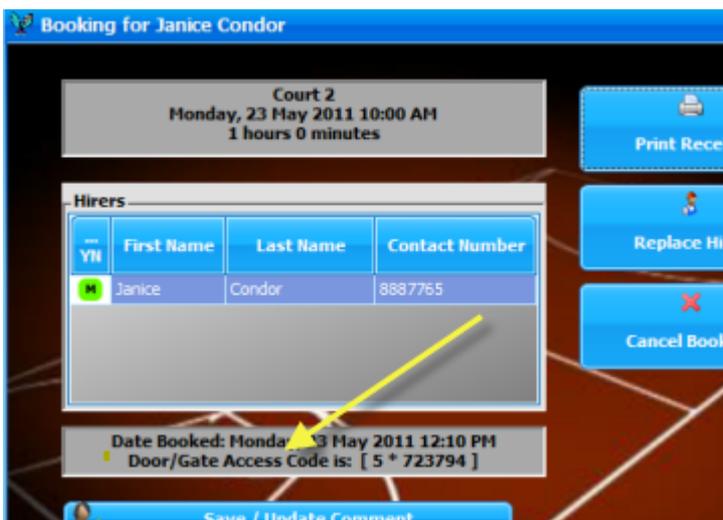
MyCourts will include the access code in confirmatory emails sent by MyCourts when a member reserves a facility via the Offline and Online Web Services. In addition, reminder SMS text messages will also include the access code applicable for that reservation period.

Apart from direct email/sms communication with your member, the access code for the session will also be displayed:

1. When making or paying for a reservation across the counter, after recording the payment:



2. When viewing the details of an existing reservation:

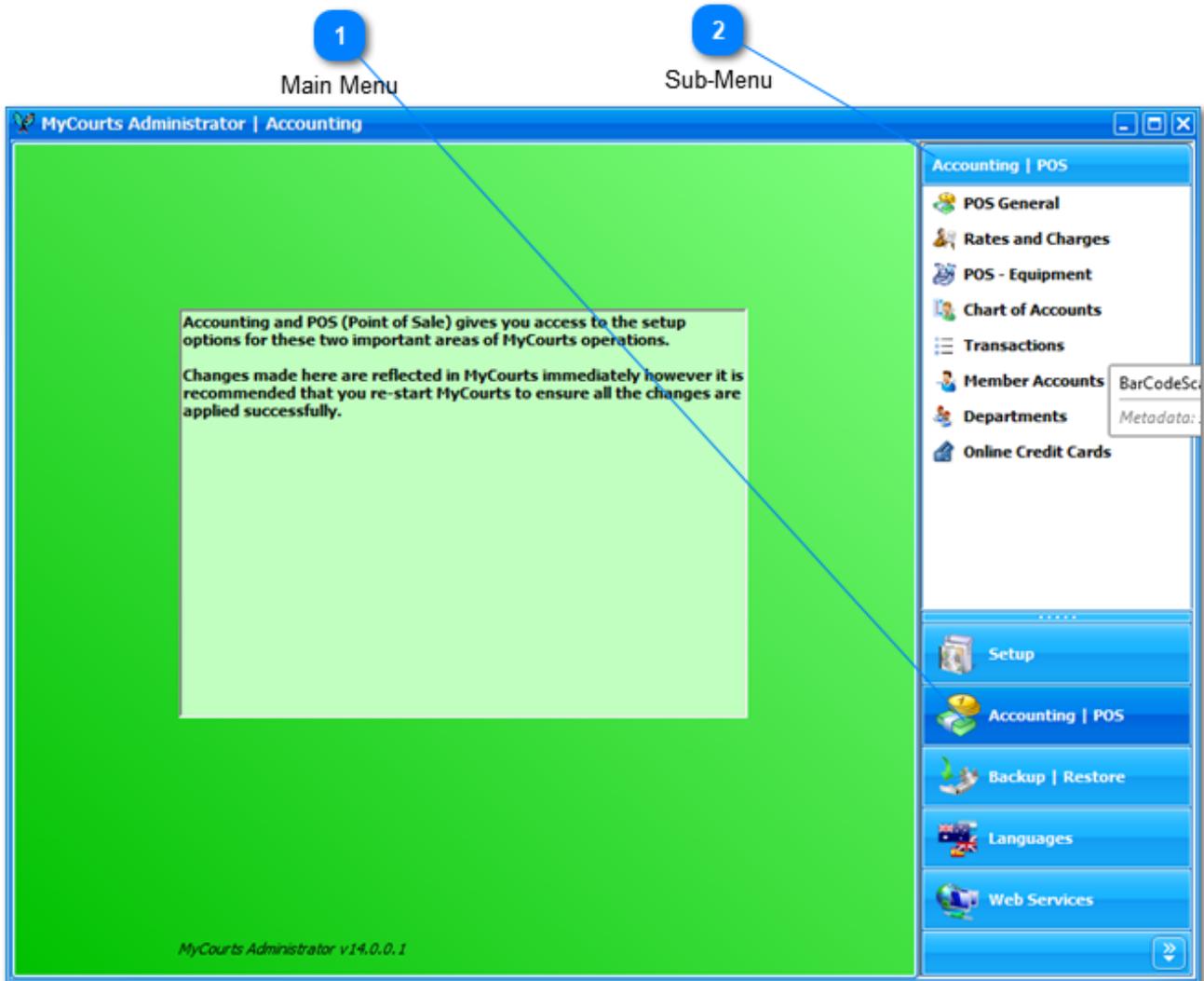


3. When making an Online Reservation:





MCA Accounting POS



Accounting and POS (Point of Sale) gives you access to the setup options for these two important areas of MyCourts operations.

Changes made here are reflected in MyCourts immediately however it is recommended that you restart MyCourts to ensure all the changes are applied successfully.

1 Main Menu
Click here to open the Accounting POS window.

2 Sub-Menu
The Accounting POS navigation menu.



POS General

1 Enable POS

2 Payment Methods

3 Own Letterhead

4 GST or VAT Number

5 GST Rate

6 Include Member AC

POS or Point Of Sale items are configured as follows:

1 Enable POS

Enable POS: Yes No

If you disable POS, no POS features will be used, nor will they be displayed.

2 Payment Methods

Payment Methods:

Cash	<input checked="" type="checkbox"/>
Cheques	<input checked="" type="checkbox"/>
Credit Card	<input checked="" type="checkbox"/>
Debit Account	<input checked="" type="checkbox"/>
Other	<input checked="" type="checkbox"/>
PayPal	<input checked="" type="checkbox"/>
Void / Booking Only	<input checked="" type="checkbox"/>

Click to enable or disable the following options:

- | | |
|----------------|-----------------------------|
| Cash: | Do you accept cash. |
| Debit Account: | Do you give members credit. |
| Credit Card: | Do you accept credit cards. |
| Cheques: | Do you accept cheques. |



Other: Do you accept other forms of payment.
PayPal: Do you accept PayPal.
Void / Bookings Only: Do you allow bookings to be voided (cancelled).

3 Own Letterhead

Use Own Letterhead: No

When printing receipts or invoices on your own printer, do you use your own letterhead or do you wish to have MyCourts print the information for you.

4 GST or VAT Number

GST/VAT Number:

Enter your GST / VAT Number here.

5 GST Rate

GST/VAT Rate: %

Enter your rate of GST or VAT here.

MyCourts currently deducts GST / VAT from the sale price and uses that figure in receipts and invoices etc. There is no option at present to have the VAT added on to the sale price.

6 Include Member AC

Include Member ACs in Day Sheet: Yes

[The Day Sheet](#) can optionally include the Member Account charges or exclude them. Toggle their inclusion or otherwise here.



Rates and Charges

The screenshot shows the 'MyCourts Administrator | Accounting - Set Rates and Charges' window. On the left, there are six numbered callouts (1-6) pointing to specific sections of the interface:

- 1 Pricing Model: Points to the 'Pricing Model:' section, which contains radio buttons for 'Charge per Facility' (unchecked) and 'Charge per Hirer' (checked), and a 'Save' button.
- 2 Rate Categories: Points to the 'Rate Categories:' section, which has an 'Edit Categories' button.
- 3 Minimum Charges: Points to the 'Minimum Charges:' section, which has an 'Edit Minimum Charges' button.
- 4 Per Period Charge: Points to the 'Per Period Charges:' section, which has an 'Edit Per Period Charges' button.
- 5 Peak Rates: Points to the 'Peak Rates:' section, which has an 'Edit Peak Rates' button.
- 6 Credit Policy: Points to the 'Credit Policy:' section, which has an 'Edit Credit Policy' button.

The right side of the window shows a sidebar menu with options like 'Rates and Charges', 'POS - Equipment', 'POS General', 'Chart of Accounts', 'Transactions', 'Support / Maintenance', 'Accounting | POS', 'Setup', 'Backup', 'Restore', 'Languages', and 'Web Services'.

MyCourts is almost infinitely configurable with regards to rates and charges to apply for your facility hire.

Enforcing the configured rates and charges is decided under [Credit Policy](#).

Setting up the rates to apply is achieved in MyCourts Administrator. Before we show you the basics though you should understand the following:

How MyCourts calculates the total hire charge.

MyCourts calculates all hire charges on a per-period basis. You configure the length of each period in units of 15 minutes each in the [Facilities and Bookings](#) section.

These periods can fall into either of two categories - a Peak Period or an Off-Peak period. Once MyCourts determines which period the reservation falls into, it then applies the Peak Period rate or if it is not a Peak Period then it will then ascertain what Rate Category the hirer falls into and apply that rate to each period. Note that the Peak Period Rate is applied irrespective of any other rate if the period period falls into a Peak Rate time slot.

Peak Rates

Peak Rates is normally the amount you wish to charge your facility users during the busy or 'peak periods'. You configure Peak Periods in MyCourts Administrator in the [Peak Rates Window](#). For our discussion, we will use the following:



MyCourts - Peak Rates

Close Save Help

Drag a column header here to group by that column

Group	Day	Start	Finish	Peak Rate
Airle Beach	Saturday	9:00 AM	12:00 PM	\$12.50
Airle Beach	Saturday	2:00 PM	5:00 PM	\$15.00
Dining Room	Saturday	12:00 PM	3:00 PM	\$25.00
Tennis Courts	Saturday	8:00 AM	4:00 PM	\$13.75
Tennis Courts	Sunday	8:00 AM	4:00 PM	\$15.00

Using the Tennis Courts Group as an example, we have defined Saturday's to be a Peak Period between 8:00 am and 4:00 pm and we charge \$13.75 per half hour period.

Record 1 of 5

In MyCourts, you can only assign a Peak Rate to a Group of facilities. You cannot assign a Peak Rate to individual facilities. You could off course 'Group' your higher priced facilities together and then assign different Peak Rates to those groups.

Rate Categories

Rate Categories are simply a way of grouping users and being able to apply different rates to those groups of users. These Groups may be Students, Pensioners, Gold Members, Members, Casuals or whatever. There is no limit on the number of categories you can have in MyCourts. You configure Groups in the [Rate Categories Window](#).

Rate Categories

Close Save Help

Drag a column header here to group by that column

Description	Active
Normal	✓
Students	✓

We have defined only two Rate Categories - Normal and Students

Record 1 of 2

Per Period Charges



As you know, if the period does not fall into a Peak Rate time slot, then MyCourts will ascertain what Rate Category applies to the hirer and then determines the Per-Period charge to apply. The Per-Period amount is configured in the [Per-Period Charge Window](#).

Per-Period Charges

Close Save Rate Students Help

Drag a column header here to group by that column

Facility	Group	Amount
Airlie Beach Court 1	Airlie Beach	\$5.00
Airlie Beach Court 2	Airlie Beach	\$10.00
Airlie Beach Court 3	Airlie Beach	\$10.00
Airlie Beach Court 4	Airlie Beach	\$10.00
Airlie Beach Court 5	Airlie Beach	\$10.00
Airlie Beach Court 6	Airlie Beach	\$10.00
Airlie Beach Court 7	Airlie Beach	\$10.00
Court 2	Tennis Courts	\$5.00
Court 3	Tennis Courts	\$10.00
Court 4	Tennis Courts	\$10.00
Court 5	Tennis Courts	\$10.00
Court 6	Tennis Courts	\$10.00
Court 7	Tennis Courts	\$10.00

From the drop-down list of Rate Categories we have chosen to set the rates for the Students Category

Each facility is listed and we have chosen to charge Students \$10 for each half-hour on Centre Court (as well as most of the others) but only \$5 on Court 2.

Minimum Charges

After MyCourts has worked out the rate to apply based on Peak Rate Rate Category Per-Period Charge it then checks to see that the total charge for the whole booking period (not just the individual periods) is not less than the Minimum Charge. The Minimum Charge is configured in the [Minimum Charge Window](#).

Minimum Charges

Close Save Rate Normal Help

Group 0

Facility

- Group: Airlie Beach
- Group: Dining Room
- Group: Proserpine
- Group: Squash Courts
- Group: Tennis Courts

Center Court	\$20.00
Court 2	\$10.00
Court 3	\$10.00
Court 4	\$10.00
Court 5	\$10.00
Court 6	\$10.00
Court 7	\$10.00

Minimum Charges for the Normal Rate Category

We have grouped this window's table by Facility Groups to make it easier to read.

The Minimum total facility hire charge for Centre Court is \$20 and \$10 for all the other facilities.



By now MyCourts has finally calculated how much to charge for the first period. It will do this for each subsequent period to build up the total charge applicable as defined by you. If after all that however your hirer insists on a discount then you can change all the above on-the-spot - see [Granting Discounts](#).

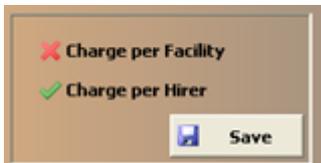
As an example let's assume Centre Court is hired for 2 hours from 3:30 pm Saturday to a hirer who is classed as a 'Student'.

The 3:30 to 4:00 pm is in the Peak Hour and will be charged \$13.75

The 4:00 to 5:30 pm is in the Student Rate category and totals (3 x \$10) \$30.00

The Total charge to the hirer is therefore \$43.75 as it exceeds the Minimum Charge of \$20.00.

1 Pricing Model



MyCourts primary function is to check whether a hire period is available, reserve that period for a client whether it is a member or casual and then present to your staff a screen displaying the cost of that reservation based on the pre-configured settings you have previously decided upon.

You have the option of having MyCourts calculate the fee to be charged for the reservation based on one of two methodologies:

Charge per Facility

The Charge per Facility is the original MyCourts method of calculating hire charges and is based on returning the calculated cost plus profit margin for the use of the whole facility. This method ignores the number of players that may be using the facility and is therefore ideally suited to use where a Return on Investment (ROI) rate is used to determine the facility hire rate.

In the Charge per Facility model, there is only one amount calculated for the total cost of the facility hire.

Charge per Hirer

The Charge per Hirer option is intended for Clubs that determine the total cost of hire of individual facilities based on charging each individual player that will use that facility.

In the Charge per Hirer model, an amount is calculated for each individual hirer and the total cost of hire will be the sum of those amounts.

In either case, all of the other pricing options that can be configured and will be applied appropriately to either the total cost of hire or each individual hirer as determined by this setting.

It is possible to change this setting at any time.



Different settings cannot be applied to individual facilities.



Don't forget to click the Save button to save your new selection.



2 Rate Categories

[Edit Categories](#)

Creating [Rate Categories](#) allows you to apply different Minimum Charges and Per Period Charges to your members or guests.

You can create as many categories as suits your needs. Once you have created a category you can then assign different rates to charge your hirer if they fall within that category.

3 Minimum Charges

[Edit Minimum Charges](#)

Click here to edit the Minimum Charge to apply for each facility and each category you have configured. Irrespective of any other charge you have assigned, if it doesn't equal or exceed this value, this is the value that MyCourts will use to calculate the amount to apply for the hire.

4 Per Period Charge

[Edit Per Period Charges](#)

The Per Period Charge is the amount that you will charge to hire out each facility on a half-hourly basis. You can assign a different rate to each category that you have defined.

Click here to edit those charge rates.



MyCourts only uses periods of 30 minutes. You can configure MyCourts to hide booking periods if you restrict starting times to certain periods of the day.

5 Peak Rates

[Edit Peak Rates](#)

Peak Rates is the amount you wish to charge for each period that is considered your 'peak period' or business. These peak rates will override any other rate that you have assigned for the facility.

Click here to edit those rate charges.

6 Credit Policy

[Edit Credit Policy](#)

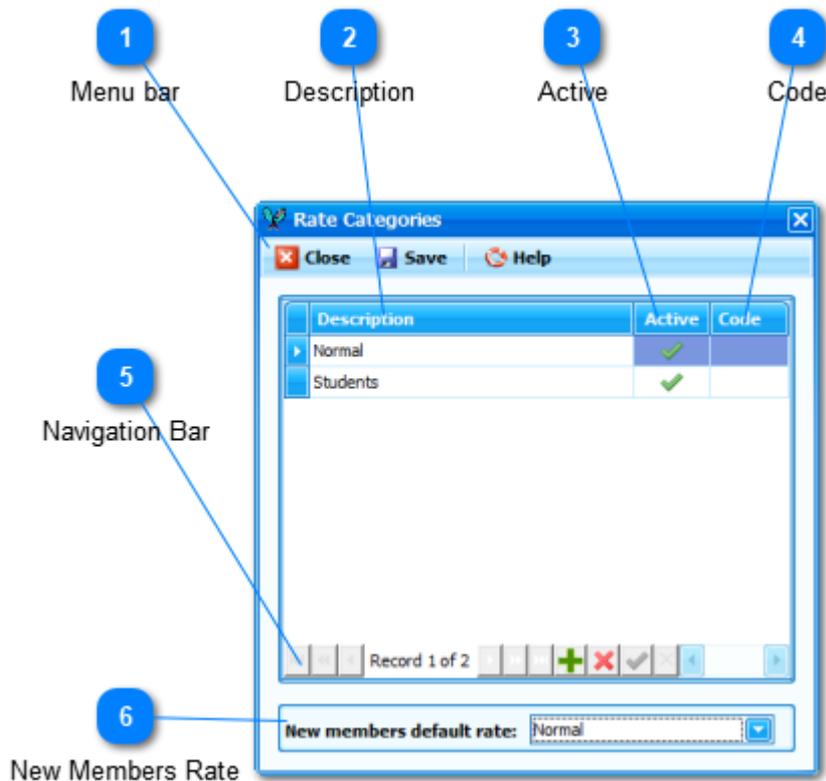
Credit Policy is where you decide whether a hirer, be it casual or member, is required to pay for a booking immediately or at the time of play or whether members can or can't debit their accounts.

You can also decide whether Staff may override these settings. If they do, MyCourts will log their decision for your later perusal.

Click here to setup your [Credit Policy](#).



Rate Categories



Rate Categories are categories you define and then assign to individual member accounts. You can have as many Rate Categories as you like. There must always be at least one Rate Category.

Once you have created your categories, you can then configure different Minimum Charges and Per-Period Charges to apply to each category.

Rate Categories and Membership Categories / Types are NOT the same.



You may Close this window, Save your changes or get Help.



A meaningful name to apply to the category.





Click to toggle whether this Category is active (✓) and selectable or inactive (✗) and therefor not selectable.

4 Code



This is an optional field where you can enter a code of your choice for this Rate.

This can be used in Reports and Displays and is especially useful for exporting data to csv, excel or other programs.

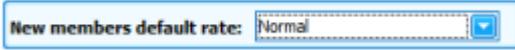
5 Navigation Bar



Add | Delete | Save | Cancel changes

Use the Navigation Bar to move through the list of categories. You can also edit or add categories using the buttons on the menu bar.

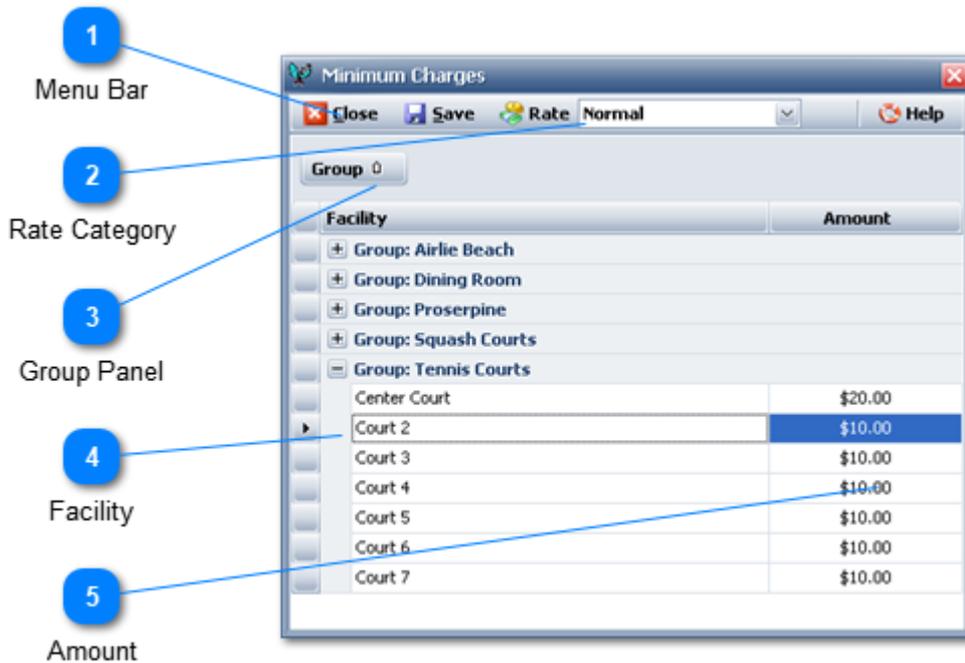
6 New Members Default Category



Select the appropriate rate to use as the default rate for all new members.



Minimum Charges



The Minimum Charge is the charge that will be applied to individual reservations irrespective of how much MyCourts calculates the total cost as defined by the Rate Category assigned to an individual member. This window allows you to set the minimum charge that will apply for each facility.

The Name of the Facility and The Group can be changed via the [MCA Setup Facilities](#) window.

As you add and delete Facilities, those changes will be made here automatically.

All new Facilities added have a default amount of \$10.00 applied.

- 1 Menu Bar**
The Menu Bar allows you to Close this window, Save Changes, Select the Rate as well as get Help.
- 2 Rate Category**
From this dropdown menu, select the [Rate Category](#) that you wish to view or edit the rates for.
- 3 Group Panel**
As in most tables, you have the ability to Group items according to their Column name. In this case we have Grouped the facilities we wish to view by their Group name.
- 4 Facility**
The name of the Facility that this rate applies to.



5

Amount

The default amount is \$10.00. To change it, just change the amount in this field and then click on Save.



Per Period Charge

1 Menu Bar

2 Rate Category

3 Facility Name

4 Facility Group

5 Amount

Facility	Group	Amount
Airlie Beach Court 1	Airlie Beach	\$5.00
Airlie Beach Court 2	Airlie Beach	\$10.00
Airlie Beach Court 3	Airlie Beach	\$10.00
Airlie Beach Court 4	Airlie Beach	\$10.00
Airlie Beach Court 5	Airlie Beach	\$10.00
Center Court	Tennis Courts	\$10.00
Court 2	Tennis Courts	\$5.00
Court 3	Tennis Courts	\$10.00
Court 4	Tennis Courts	\$10.00
Court 5	Tennis Courts	\$10.00
Court 6	Tennis Courts	\$10.00
Court 7	Tennis Courts	\$10.00
Field 1	Proserpine	\$10.00
Field 2	Proserpine	\$10.00
Room 1	Dining Room	\$10.00
Room 2	Dining Room	\$10.00
Squash 1	Squash Courts	\$10.00

MyCourts calculates the cost of a booking on a per period basis, the length of which you select under [Facilities and Bookings](#). The charge for each period is set for each facility and group using this window. You can set the amount to be charged not only for each facility but also change the per period amount to apply for each Rate Category.

As you add and delete facilities in the [MCA Setup Facilities](#) window, those changes will automatically be reflected here.

The default minimum Per Period charge is \$10.00.

1 Menu Bar
The Menu Bar allows you to Close this window, Save Changes, Select the Rate as well as get Help.

2 Rate Category

From this dropdown menu, select the [Rate Category](#) that you wish to view or edit the rates for.

3 Facility Name

The name of the facility.



4 Facility Group

Group
Airle Beach
Airle Beach

The group that the facility is linked to.

5 Amount

Amount
\$5.00
\$10.00

This is the amount that will be used to calculate the per period charge. For example, if the amount is \$10.50 and a person books the facility for 4 periods (2 hours if they are set at 30 minutes each) then they will be charged \$42.00 .

To edit or change this amount, just change it and then click on Save.



Peak Rates / Special Rates

Peak Rates (or Special Rates) represent the amount that will be charged for a facility hire irrespective of the rate you have set for any specific Rate Category. The Peak Period window is used to set the peak period for all your facilities for each day of the week

If a booking includes a period of time that falls within the times you set here, then the Peak Rate will be used to calculate the total booking fee.

If a booking spans both a Peak Period and a Non-Peak Period, MyCourts will calculate a booking fee for each period type and display the fee separately.

You can specify more than one Peak Rate for each Group and several time ranges for each or as many days as you wish. If your Peak Rate period extends past midnight don't forget to set the time periods for both days.

The Peak Rate is applied irrespective of the Rate Category that applies to your member or guest. For example, if the 'Normal' Category is \$10.00, the 'Student' category is \$8.50 and the Peak Rate is \$15.00 then a booking made for that period will be charged \$15.00 per period.

You cannot specify individual Peak Rates for individual facilities. If you need to accomplish this then you will need to Group those facilities into separate Groups and then set Peak Rates for that Group.

Note: If the Minimum Rate is more than the Peak Rate then the Minimum Rate will apply.



1 Menu Bar

2 Grouping Panel

3 Group Name

4 Day

5 Start Time

6 Finish Time

7 Peak Rate

8 Navigation Bar

Group	Day	From	To	Peak Rate
Tennis Courts	Sunday	00:00	23:59	\$25.00
Tennis Courts	Tuesday	08:00	16:00	\$13.75

1 **Menu Bar**

The Menu Bar allows you to Close, Save changes or get Help.

2 **Grouping Panel**

Drag a column's heading into this field to group facilities accordingly.

3 **Group Name**

Select the Group to set the peak rate for from the dropdown menu.

4 **Day**

Select the Day that the peak rate will apply to from the dropdown menu.



5 Start Time

Select the Start Time from the dropdown menu.

6 Finish Time

Select the Finish Time from the dropdown menu.

7 Peak Rate

Type in the amount you wish to charge for each period in this period time span.

8 Navigation Bar



Add | Delete | Save | Cancel changes

Use the Navigation Bar to move through the list of Peak Rates. You can also edit or add peak rates using the buttons on this menu bar.



Credit Policy

Credit Policy

Close Save Help

Casuals

- Casuals must pay for each reservation at the time of making the reservation. ✓
- Casuals must pay for "Other Purchases" at the time of making the purchase. **Note 1.** ✓
- Casuals must pay for Weekly Reservations at the time of making the initial reservation. ✓
- Staff can over-ride above Casuals settings at time of Sale. ✓

Members

- Members must pay for each reservation at the time of making the reservation. ✓
- Members must pay for "Other Purchases" at the time of making the purchase. **Note 1.** ✓
- Members must pay for Weekly Reservations at the time of making the initial reservation. ✓
- All members are granted credit when they join. **Note 2.** ✓
- Default Credit Limit: \$500.00 Default Credit Terms: 30 ✓
- Staff can over-ride above Member settings at time of Sale. ✓

General

- Staff can give discounts at time of sale. ✓
- Staff can charge multiple accounts. ✓
- Allow Unconfirmed Reservations ✓
- Recalculate Hire Fee at time of payment. **Note 3.** ✓

MyCourts Credit Policy should be established at the outset as the availability of various buttons and functions depend upon these settings. The policies are largely self-explanatory and are toggled on or off by clicking the tick or cross as appropriate.

Once you have decided upon your policy, click on the Save button to save your changes.

NOTE 1 : If both of these are toggled on/active [✓] then the Unconfirmed Reservation button will not be displayed in the POS window.

If you toggle 'Staff can override above ...' to On (✓) then the Unconfirmed Reservation button will be displayed.

NOTE 2: If toggled on/true [✓], when a new member is added, an account will automatically be created with the defined default limit and credit terms.

NOTE 3: If toggled on/true [✓], when paying for a reservation that has had no previous payments made to it, the hire rate will be recalculated at the current rates. If toggled off [✗], the



rate applicable at the time of making the booking will be used in the POS window. This option will have no visible effect unless there has been a change in rates since the booking was first made.



POS Equipment

The screenshot shows the 'MyCourts Administrator | Accounting - POS - Equipment' window. On the left, eight numbered callouts point to specific features: 1. 'Enable or Disable' points to the 'POS Devices: Enabled' status bar. 2. 'Format Receipt' points to the 'Format Receipt' button. 3. 'Refresh' points to the 'Refresh' button. 4. 'Use Simulated Devices' points to the 'Use Simulated Devices?' dropdown menu. 5. 'Async Mode' points to the 'Use Async Mode' radio button. 6. 'Line Feed' points to the 'Lines to add before paper cut' input field. 7. 'Cash Drawer Warning' points to the 'Cash Draw Open Warning function' status. 8. 'Description' points to the 'Microsoft Cash Drawer Simulator' text. The main window contains sections for 'POS Printer', 'Cash Drawer', 'Scanner', and 'Pole Display', each with a 'Test' button. A right-hand sidebar lists various accounting and POS settings.

MyCourts supports the use of Point of Service equipment. These include a Receipt Printer, Line Display, Scanner as well as a Cash Draw. Further equipment including card readers, pin pads can and will be added in future versions as the need arises [send us a request and we will add it for you].

MyCourts is able to use any device that is "OPOS" and "POS for .Net" compatible. These standards have been available for a couple of years and manufacturers will have the necessary software drivers available for you to use. Please check with the hardware manufacturer to ensure they support these standards.

You will need to install the hardware as per the manufacturers instructions and then use the manufacturers software to configure settings including font's, paper feeds, paper cuts etc. **You must install the OPOS drivers that came with your hardware so that MyCourts can use Microsoft's 'POS for .NET' to access your hardware.**

We are not able to physically test each and every manufacturers hardware option however we will assist you and modify MyCourts if necessary to accommodate your hardware providing it is "POS for .Net" or "OPOS" compliant.



NOTE: Scanners / Bar Code Readers



We have added this image to our documentation wherever you can scan data as input. Note that there is also a difference between what we define as Scanners and Bar Code Readers. Scanners are usually machines that consist of multiple scanning devices and are often found in larger supermarkets. They usually perform the same functions as a Bar Code Reader however are normally more complex and would normally come with the necessary software as mentioned above. Bar Code Readers are often hand held devices as depicted in the image above. Bar Code Readers do not always come with the necessary software to use "Pos for .Net" and often their manufacturers offer little or no support.

Please note that you can configure your bar code reader to use the OPOS drivers mentioned above however MyCourts also supports almost all Bar Code Readers that act as a 'keyboard wedge'. When used as a 'keyboard wedge" the scanner will only act in a similar fashion to your keyboard and copy the data from the bar code into the highlighted (or active) textbox or field currently highlighted in MyCourts. You can test this by opening NotePad and scanning a bar code. The bar code will appear in NotePad.

MyCourts needs to be able to detect what you scan and then act on the data it receives. MyCourts does a lot more than copy what was scanned into a textbox or memo. For example, when making a sale, add the item with that bar code to your POS Sale items. This is normally achieved by using the bar code reader to scan special codes in the bar code scanners setup manual. If you don't setup your scanner properly, MyCourts will not know what to do with the scan you make.

To setup your Bar Code Scanner, select the menu option below.

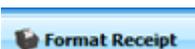
1 Enable or Disable



This is a toggle type button. The image shows the POS Devices function as enabled, clicking the button will disable the function. The function is disabled by default.

There is no point in enabling this if you do not have POS Equipment attached to your computer. Enabling this function will slightly slow down the processing of sales etc.

2 Format Receipt



Click here to format the layout of your POS printer receipts.

3 Refresh



Click to rescan your computer for POS Devices.

4 Use Simulated Devices



Use Simulated Devices? Yes

MyCourts will install the Microsoft Point of Service SDK and you may use the simulated devices to test your MyCourts configuration.

5 Async Mode

Use Async Mode Use Synchronous Mode

MyCourts can communicate with your POS Printer in either Async or Synchronous modes. If your printer does not work in Async Mode (the default), then you can try Synchronous mode.

In Synchronous mode, MyCourts will pause while the receipt is printed. In Async mode, the data is sent to the printer for printing and MyCourts will immediately continue on.

6 Line Feed

Lines to add before paper cut:

Select the number of lines to add to the bottom of the receipt before the paper cutter executes.

7 Cash Drawer Warning

Cash Draw Open Warning function:

Click here to toggle the Cash Drawer Open Warning feature either On () or Off ().

When enabled and after recording a cash sale, MyCourts will "freeze" until such time as you close the cash draw. After 10 seconds, your computer will also emit a loud warning chime to remind you to close the cash drawer.

If your cash drawer is within reach of other unauthorized staff or customers we recommend you enable this feature.

8 Description

Microsoft Cash Drawer Simulator

The description as supplied by the POS equipment manufacturer will be displayed here.



POS Receipt

1 Save

2 Suppress

3 Bold

4 Underlined

5 Centered

6 Print Example

	Suppress	Bold	Underlined	Centered
Line 1: North Shore Tennis Club	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Line 2: Phone 02 5533 7699	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Line 3:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Line 4:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Line 5:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Line 6:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Receipt - Body Sale Details, including date will appear here:				
Line 7:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Line 8: Thank you for your custom	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Line 9:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Print Example

The format of your POS Printer receipt is configured using this window.

You can print up to 9 lines of customized text that will surround the actual details of the sale. When customizing each line of print, bear in mind the width or number of characters that can be printed by your printer on each line. MyCourts will try to adjust the number of characters to 40 per line when it prints the details of the sale.

1 **Save**

Don't forget to save you layout before you try a test print or leave this window.

2 **Suppress**



Toggle this to on [] if you don't want this line printed.

3 Bold



Toggle this on if you wish this line to be printed in bold [if your printer supports bold].

4 Underlined



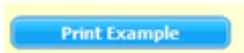
Toggle to underline the text on this line [if your printer supports it].

5 Centered



Toggle this option on to center the text on the receipt.

6 Print Example



Click to print an example receipt, formatted as above to your POS printer.

You must save any changes you have made before you can print them.



Bar Code Reader Scan Codes

Your bar code scanner needs to be configured to act as a Keyboard Wedge and use STX as well as ETX.

The following image is from the scanners codes supplied by Honeywell for their Voyage/Eclipse range of Bar Code Scanners. Your bar code scanner should have come with similar codes printed in a manual or leaflet. If you have lost yours, you should be able to download and print them from the barcode reader's manufacturers web site.

Please take the 4 four steps as follows:

The image shows a page from a barcode scanner manual with four numbered annotations:

- 1 Restore Defaults:** Points to the 'Recall Defaults' barcode in the 'Recall Defaults' section.
- 2 Enable Keyboard Wedge:** Points to the 'USB Keyboard Emulation' barcode in the 'Interface Selections' section.
- 3 STX Prefix:** Points to the 'STX Prefix On' barcode in the 'Prefix' section.
- 4 ETX Suffix:** Points to the 'ETX Suffix On' barcode in the 'Suffix' section.

The manual page contains the following sections:

- Getting Started:** Turn off the computer's power before connecting the scanner, then power up the computer once the scanner is fully connected.
- Connecting the Scanner:** Includes 'USB' and 'Serial (RS232)' connection diagrams.
- Keyboard Wedge:** Includes a diagram showing the scanner connected to a computer via an optional adapter cable.
- Reading Techniques:** Shows a checkmark for a correct scan and an 'X' for an incorrect scan.
- Recall Defaults:** A barcode that resets all standard product default settings.
- Interface Selections:** Includes barcodes for 'USB Keyboard Emulation', 'Load Integrated Full Speed USB IBM/ OEM Defaults', and 'USB Serial Emulation'.
- Prefix:** A section for adding or removing start characters (STX, AIM ID, NCR, Nixdorf) before each bar code.
- Suffix:** A section for adding or removing end characters (CR, LF, Tab, ETX) after each bar code.

Configuration of your scanner should be almost identical to the above.



1 Restore Defaults

Recall Defaults

The following bar code resets all standard product



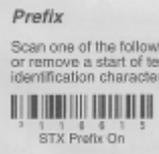
First restore your bar code scanner to it's factory defaults.

2 Enable Keyboard Wedge



Set your bar code scanner to act in Keyboard Emulation mode.

3 STX Prefix



Select STX Prefix On. STX stands for "Start of Text".

4 ETX Suffix



Set ETX Suffix On. ETX stands for "End of Text".



Chart of Accounts

1 Refresh

2 Current Balance Total

3 Credit Limit

4 AC Code

5 Navigation Link

6 Splitter

7 Other Items

9 Description

8 Item Code

Sub-Group	AC Type	Description	Open Balance	Current Balance	Credit Limit	AC Code
Cash	Bank	Cash On Hand	\$0.00	\$6,293.00	\$0.00	4-1221
Cash	Bank	Cheques On ...	\$0.00	\$235.25	\$0.00	4-1223
Cash	Bank	CreditCard Vo...	\$0.00	\$367.50	\$0.00	4-1229
Cash	Bank	Other Funds ...	\$0.00	\$0.00	\$0.00	
Cash	Bank	PayPal Receipts	\$0.00	\$0.00	\$0.00	4-3100
Accounts Rec...	Debtor	Member: Bill B...	\$0.00	-\$60.00	\$500.00	6-2001
Accounts Rec...	Debtor	Member: Davi...	\$0.00	\$140.00	\$500.00	6-2005
Accounts Rec...	Debtor	Member: Davi...	\$0.00	-\$30.00	\$500.00	
				-\$697.50		

Description	Item Code
Center Court Hire	7-6554
Court 2 Hire	7-6555
Court 3 Hire	7-6556
Court 4 Hire	7-6557
Court 5 Hire	
Table 1 Hire	
Squash 1 Hire	

MyCourts has the ability to record double entry bookkeeping records and this ability will be developed over coming months. As more functionality is added, accounts will be added to this list.

For Accounts, there are only two fields that can be edited by the user. That is the Credit Limit and the AC Code. The remaining accounts and fields are hard-coded.

For Other Items, you can also edit the Description and Item Codes.

1 Refresh



The chart is not updated in real-time so Refresh is required if accounts have been added or transactions recorded since first opening this window.

2 Current Balance Total



As MyCourts uses double entry bookkeeping , this balance should always equal \$0.00.



3 Credit Limit



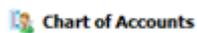
You may assign different Credit Limits to accounts as desired.

4 AC Code



You may assign Account Codes to each account as you require. This is particularly useful when exporting data to csv files enabling you to easily match account codes used in your Accounting software.

5 Navigation Link



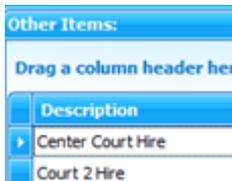
Click to display this window.

6 Splitter



This control is available to you in a number of windows. Select the control by using the left mouse button, hold it down and drag the window splitter up or down to display more or less items.

7 Other Items



These items are not necessarily accounts but are displayed in windows and reports as separate or sub-items. You can change their description or add an Item Code for use in Reports and printed receipts etc

8 Item Code



You can add your own item code to these items which will assist when exporting data to excell, csv files etc. A great aid when importing data into your favourite accounting program.

9 Description



The Description will appear in printed receipts and Reports.



Transactions

MyCourts Administrator | Transactions

From Wednesday, 7 January 2009 To Wednesday, 7 January 2009 Print Help

Drag a column header here to group by that column

ID	Transaction Date	Account	Amount	Description	AC Code
+ 28	Wednesday, 7 January 2...	Cash On Hand	-\$240.00	Refund of Hire ...	4-1221
+ 28	Wednesday, 7 January 2...	Sales: Bookings - Me...	\$240.00	Refund of Hire ...	2-3245
+ 29	Wednesday, 7 January 2...	Cash On Hand	\$20.00	Facility Hire: Co...	4-1221
+ 29	Wednesday, 7 January 2...	Sales: Bookings - Me...	-\$20.00	Facility Hire: Co...	2-3245
+ 30	Wednesday, 7 January 2...	Cash On Hand	\$20.00	Facility Hire: Co...	4-1221
+ 30	Wednesday, 7 January 2...	Sales: Bookings - Me...	-\$20.00	Facility Hire: Co...	2-3245
+ 31	Wednesday, 7 January 2...	Cash On Hand	\$20.00	Facility Hire: Co...	4-1221
+ 31	Wednesday, 7 January 2...	Sales: Bookings - Me...	-\$20.00	Facility Hire: Co...	2-3245
+ 32	Wednesday, 7 January 2...	Cash On Hand	\$20.00	Facility Hire: Co...	4-1221
+ 32	Wednesday, 7 January 2...	Sales: Bookings - Me...	-\$20.00	Facility Hire: Co...	2-3245

\$0.00

Accounting | POS

- Rates and Charges
- POS - Equipment
- POS General
- Chart of Accounts
- Transactions
- Support / Maintenance
- Accounting | POS
- Setup
- Backup
- Restore
- Languages
- Web Services

The Transactions report details all the accounting transactions recorded for the selected period and is identical in usage as the POS Transactions report available in MyCourts Accounting [Reports](#).



Member Accounts

1 Credit Limit

2 AC Code

3 Menu Bar

4 Print

Short Name	Description	Member Number	Open Balance	Current Balance	Credit Limit	AC Code
Anderson, B	Member: Anderson, B	10	\$0.00	\$0.00	\$500.00	
Aquarius Commun	Member: Aquarius Commu...	45665	\$0.00	\$70.00	\$600.00	
Banana,S	Member: Susan Banana	45666	\$0.00	\$0.00	\$500.00	
Brady,C	Member: Col Brady	456665	\$0.00	-\$55.50	\$500.00	
Bundy, Bill	Member: Bill Bundy	45656	\$0.00	\$51.85	\$500.00	6-2001
Dingle, M	Member: Mary Dingle	45667	\$0.00	-\$12.00	\$500.00	
Eggleston, T	Member: Tony Eggleston	45647	\$0.00	\$30.00	\$500.00	
Fraser, K	Member: Ken Fraser	56	\$0.00	-\$10.00	\$500.00	
Greg, W	Member: Wood Greg	45646	\$0.00	-\$50.00	\$500.00	
Harvy, David	Member: David Harvy	4563	\$0.00	\$120.00	\$500.00	6-2005
Harvy,G	Member: Glen Harvy	456666	\$0.00	\$0.00	\$500.00	
Hoad, L	Member: Lou Hoad	23	\$0.00	-\$90.00	\$500.00	
Madarasz, A	Member: Attila Madarasz	45669	\$0.00	\$30.00	\$500.00	
Neal, P	Member: Patricia Neal	45664	\$0.00	\$30.00	\$500.00	
Wilson, J	Member: John Wilson	5534	\$0.00	\$0.00	\$500.00	

\$114.35 \$7,600...

MyCourts can be configured to allow Member Accounts and will track accounting transactions when members make use of their credit facility or make a payment.

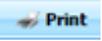
Member accounts are created automatically when the member is created (see [Credit Policy](#)) or manually from the Members Account (see [Account Details](#)).

This screen will allow you to quickly view all member accounts and their current balances and limits.

- 1 Credit Limit**
The Credit Limit is initially assigned as per the configured default value however can be changed here or the [individual members account page](#).
- 2 AC Code**
The AC Code is a code that you can assign to each account for your own use. It is primarily designed to enable you to use this field to assist you export transaction data to your favourite accounting package.



3 Menu Bar
Click here to open this screen.

4 Print


Click the Print button to either Print or Export Member Account data.



Departments

The screenshot shows the 'MyCourts Administrator | Departments' window. It is divided into two main sections: 'Departments' and 'Items'. The 'Departments' section has a table with a 'Description' column and a list of departments: Court Hire, Courses, Events, Pro-Shop, and Internal Use Only. The 'Items' section has a table with 'Description' and 'Department' columns, listing items like Center Court Hire, Court 2 Hire, etc., all assigned to 'Court Hire'. A right-hand sidebar contains various menu items like 'Accounting | POS', 'Rates and Charges', etc. Callouts 1-5 point to specific UI elements: 1 (Dept. Description), 2 (Dept. Navigator), 3 (Items Description), 4 (Assigned Dept.), and 5 (Items Navigator).

You are able to assign the various sale items to Departments for reporting purposes. This window allows you to add and delete Departments as well as assign individual sale items to a Department.

Court Hire, Courses, Events and Pro-Shop are all 'hard-coded' Departments and cannot be deleted however you can rename them if you wish. If you try to delete a Department that has items assigned to them then you will be notified accordingly. You will need to re-assign those items before you can delete the Department.

The upper window is where you manage your Departments. The lower window allows you to assign items to Departments.

1 Dept. Description



Enter a short description of the Department here.

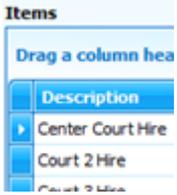
2 Dept. Navigator



Use the navigator to move through your Departments as well as Add, Edit, Delete and Save your changes.



3 Items Description



All the items that you are able to assign to a specific Department are listed here

4 Assigned Dept.



The Department that you have assigned this item to is displayed here.

To change the Department:



5 Items Navigator



Use the navigator to move through your Items as well as Add, Edit, Delete and Save your changes.



Online Credit Card Transactions

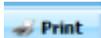
Use this window to view or print/save a record of all the online credit card transaction processed for the selected period.

Sale Number	Tran Date Time	Tran ID	Tran Amount	Txn Type	Amount (cents)	Currency	Purchase Order No
33850.01	16 Jun 2011, 08:14	1294	\$20.00	Refund	2000	AUD	261282
33850.01	16 Jun 2011, 08:21	1294	\$20.00	Refund	2000	AUD	261282
33860.01	16 Jun 2011, 08:22	1294	\$30.00	Payment	3000	AUD	000000000...
33870.01	16 Jun 2011, 08:23	1295	\$30.00	Payment	3000	AUD	000000000...
33880.01	16 Jun 2011, 08:24	1296	\$20.00	Payment	2000	AUD	000000000...
33890.01	16 Jun 2011, 08:30	1297	\$20.00	Payment	2000	AUD	000000000...
33900.01	16 Jun 2011, 09:32	1298	\$20.00	Payment	2000	AUD	000000000...
33910.01	16 Jun 2011, 09:34	1299	\$20.00	Payment	2000	AUD	000000000...
33920.01	16 Jun 2011, 09:45	1300	\$20.00	Payment	2000	AUD	000000000...
33860.01	16 Jun 2011, 10:13	1301	\$30.00	Refund	3000	AUD	270049
33870.01	16 Jun 2011, 10:53	1302	\$30.00	Refund	3000	AUD	270050
33880.01	16 Jun 2011, 11:10	1303	\$20.00	Refund	2000	AUD	270051
33890.01	16 Jun 2011, 11:19	1304	\$20.00	Refund	2000	AUD	270054
33900.01	16 Jun 2011, 11:20	1305	\$20.00	Refund	2000	AUD	270087
33910.01	16 Jun 2011, 11:28	1306	\$20.00	Refund	2000	AUD	270089
33920.01	16 Jun 2011, 11:31	1307	\$20.00	Refund	2000	AUD	270096
33930.01	16 Jun 2011, 11:59	1308	\$30.00	Payment	3000	AUD	000000000...
33940.01	16 Jun 2011, 11:59	1309	\$30.00	Payment	3000	AUD	000000000...
33950.01	16 Jun 2011, 12:00	1310	\$20.00	Payment	2000	AUD	000000000...
33960.01	16 Jun 2011, 12:00	1311	\$20.00	Payment	2000	AUD	000000000...
33930.01	16 Jun 2011, 12:01	1312	\$30.00	Refund	3000	AUD	270270
33940.01	16 Jun 2011, 13:08	1313	\$30.00	Refund	3000	AUD	270272

1 From and To

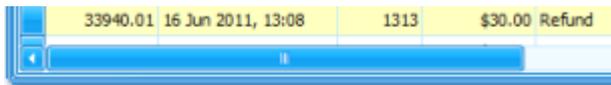
When opened, the data for the current day will automatically be displayed. You can change the data to display by selecting the appropriate period required in the From and To boxes.

2 Print



Click to Print the displayed data or alternatively save/export the data in various formats.

3 Slide



Move the slider left or right to expose more data columns. Alternatively, expand the window to full size to display all columns at once.

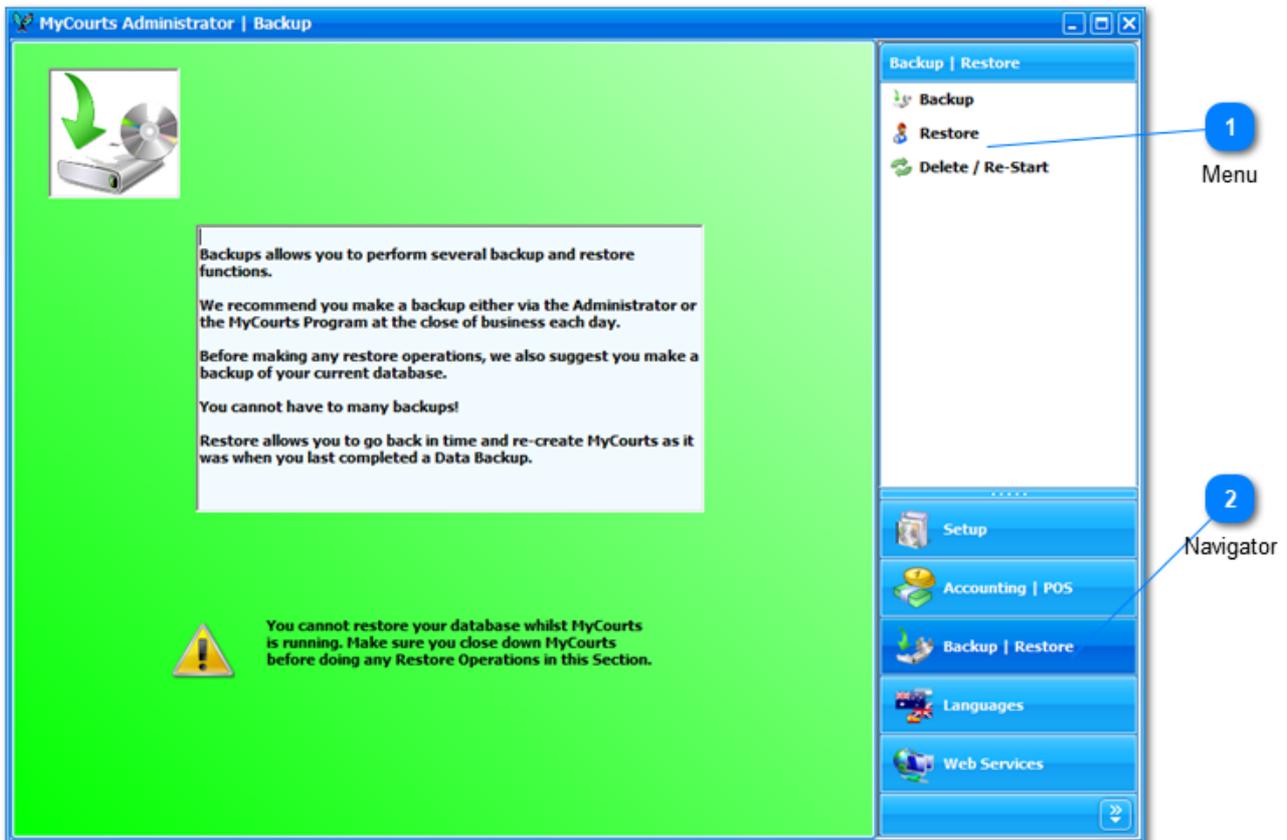


MCA Backup Restore

The Backup and Restore functions of MyCourts are contained in MyCourts Administrator Backup | Restore pages. In addition, backups can be created via MyCourts Main program.

Prior to MyCourts Version 9, Backups and Restores were separated for the Application and the Database functions however since then the functions have been combined.

Backups created by MyCourts Administrator only include the files located on the computer that you are running MyCourts Administrator on. If you have networked MyCourts, you will need to complete your backups or restore operations on each computer running MyCourts. In a networked situation, the database utilized by each of the server and client machines is only backed up on the computer designated as the server machine.



Restore functions must not be performed whilst MyCourts is running.

It is recommended that you only restore backups that were created using the same version of the program that you are restoring to.



1 Menu The menu of navigation items for this area.

2 Navigator Click here to open this window and display the navigation options.



Perform Backup

The screenshot shows the 'MyCourts Administrator | Backup' window. It features a 'Normal Backup' section with a 'Backup location' field containing 'C:\MyCourts\Backups\'. Below this is a 'Perform a full backup of program and all data files.' instruction and a 'Backup' button. The 'External Backup' section has a 'Perform a full external backup:' instruction and an 'External Backup' button. A right-hand sidebar contains a 'Backup | Restore' menu with options for Backup, Restore, and Delete / Re-Start, along with other system links like Support, Accounting | POS, Setup, Languages, and Web Services. Five numbered callouts (1-5) point to the computer name, the backup location field, the 'Backup' button, the 'External Backup' button, and the 'External Backup' button respectively.

Backup operations are performed from this window. Whilst MyCourts can be running when you make a backup, it is not the recommended procedure.

On a networked installation of MyCourts, the shared database is only backed by MyCourts Administrator running on the Server machine. In Standalone and Client installations, as well as the Server machine if there is one, the local database is backed up in addition to the application directory. It follows that you need to run the Backup function on all computers in a networked environment.

1 Computer Name

Current Computer Name: KATOOMBA

The name of the computer that you are running MyCourts Administrator is displayed here.

2 Default Backup Location

C:\MyCourts\Backups\

The default location for storing backups is displayed here.

You can also change the location of the default backup directory by clicking the button

3 Change Directory



Click this button to change the directory where backups are saved.

The standard Windows Directory selector will be displayed enabling you to select where the backups will be stored.

4 Backup



Click here to backup your application and database directories.

This action archives your whole MyCourts program and database directories.

5 External Backup



All the normal backups are stored in the designated backup directory. You may prefer to directly backup the database and program files to another directory. Click this button and MyCourts will open a Windows Directory selector window so you can save the backup to a directory of your choice.



Restore Backup

1 Navigator

2 Computer Name

3 Backup List

4 Selected Backup

5 Restore Backup

6 Delete Backup

7 External Backup

MyCourts Administrator | Restore

Current Computer Name: KATOOMBA

Backup Lists

Computer	Backup Date	Backup location
KATOOMBA	Monday, 17 January 2011 11:03 AM	C:\MyCourts\Backups\2011011711032...
KATOOMBA	Saturday, 15 January 2011 6:02 PM	C:\MyCourts\Backups\2011011518025...
KATOOMBA	Thursday, 13 January 2011 1:33 PM	C:\MyCourts\Backups\2011011313332...
KATOOMBA	Wednesday, 12 January 2011 9:38 AM	C:\MyCourts\Backups\2011011209384...
KATOOMBA	Tuesday, 11 January 2011 5:41 PM	C:\MyCourts\Backups\2011011117415...
KATOOMBA	Friday, 7 January 2011 11:01 AM	C:\MyCourts\Backups\2011010711011...
KATOOMBA	Friday, 7 January 2011 10:57 AM	C:\MyCourts\Backups\2011010710571...
KATOOMBA	Friday, 7 January 2011 10:42 AM	C:\MyCourts\Backups\2011010710422...
KATOOMBA	Friday, 7 January 2011 10:36 AM	C:\MyCourts\Backups\2011010710361...
KATOOMBA	Friday, 7 January 2011 10:27 AM	C:\MyCourts\Backups\2011010710270...

Restore

C:\MyCourts\Backups\20110117110324.zip

Delete Selected Backup

Restore Selected Backup

Restore External Backup

Backup | Restore

- Backup
- Restore
- Delete / Re-Start

Support

Accounting | POS

Setup

Backup | Restore

Languages

Web Services

The Restore window provides you access to the restore functions available in MyCourts.

The backup zipped file contains both your application and database files and once you have selected the backup to restore, MyCourts Administrator will copy all the files in the backup to the respective application and database directories that are stored in the computer's registry. Files that are currently located in those directories will be overwritten so even if they are corrupted, you will never be able to recover them. Even if you intend on overwriting those files we recommend that you make a backup of those files 'just in case'.

Whilst MyCourts will allow you to backup files from one computer to another, it is not recommended that you do so. Accordingly you should only restore files for the same computer, in the screenshot this would be 'KATOOMBA'.

IMPORTANT: MyCourts only creates backups of it's own files. It does not create backups of the 'Server' files if you are running in a networked environment. This means that you must run the backup (and restore) functions on each computer MyCourts is installed on.

Restoring from a backup is a simple process. Just select the backup from the list ¹ making sure it is for the same computer specified that you are running MyCourts on ². Then click the Restore button ⁵. After the restore completes, MyCourts Administrator will restart itself using the version that you have just restored.

1 Navigator



Click here to open this window.

2 Computer Name

Current Computer Name: KATOOMBA

The name of the computer that you are currently running MyCourts Administrator on appears here.

3 Backup List

Drag a column header here to group by that column

Computer	Backup Date	Backup location
KATOOMBA	Monday, 17 January 2011 11:03 AM	C:\MyCourts\Backups
KATOOMBA	Saturday, 15 January 2011 6:02 PM	C:\MyCourts\Backups
KATOOMBA	Thursday, 13 January 2011 1:33 PM	C:\MyCourts\Backups
KATOOMBA	Wednesday, 12 January 2011 6:00 AM	C:\MyCourts\Backups

A list of all the backups that you have made for MyCourts is displayed allowing you to choose which from which backup you want to restore from.

To select a specific backup to restore, use your mouse and left click in the left hand side column corresponding to the backup you wish to restore.

Computer:

This is the name of the computer that the backup was created from. You should only backup from a backup file that was created on the same computer that you are currently running MyCourts Administrator on.

Backup Location:

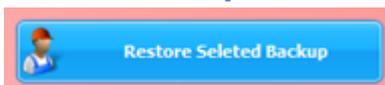
The location is the location of the file on the Computer the backup was created on.

4 Selected Backup

C:\MyCourts\Backups\20110117110324.zip

The location of the selected backup file is displayed here.

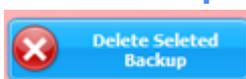
5 Restore Backup



Click here to begin the restore process for the selected backup.

Have you made a backup of the current MyCourts setup as a precaution?

6 Delete Backup

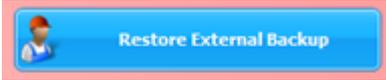




Click here to delete the selected backup.

Have you made a backup of the current MyCourts setup as a precaution?

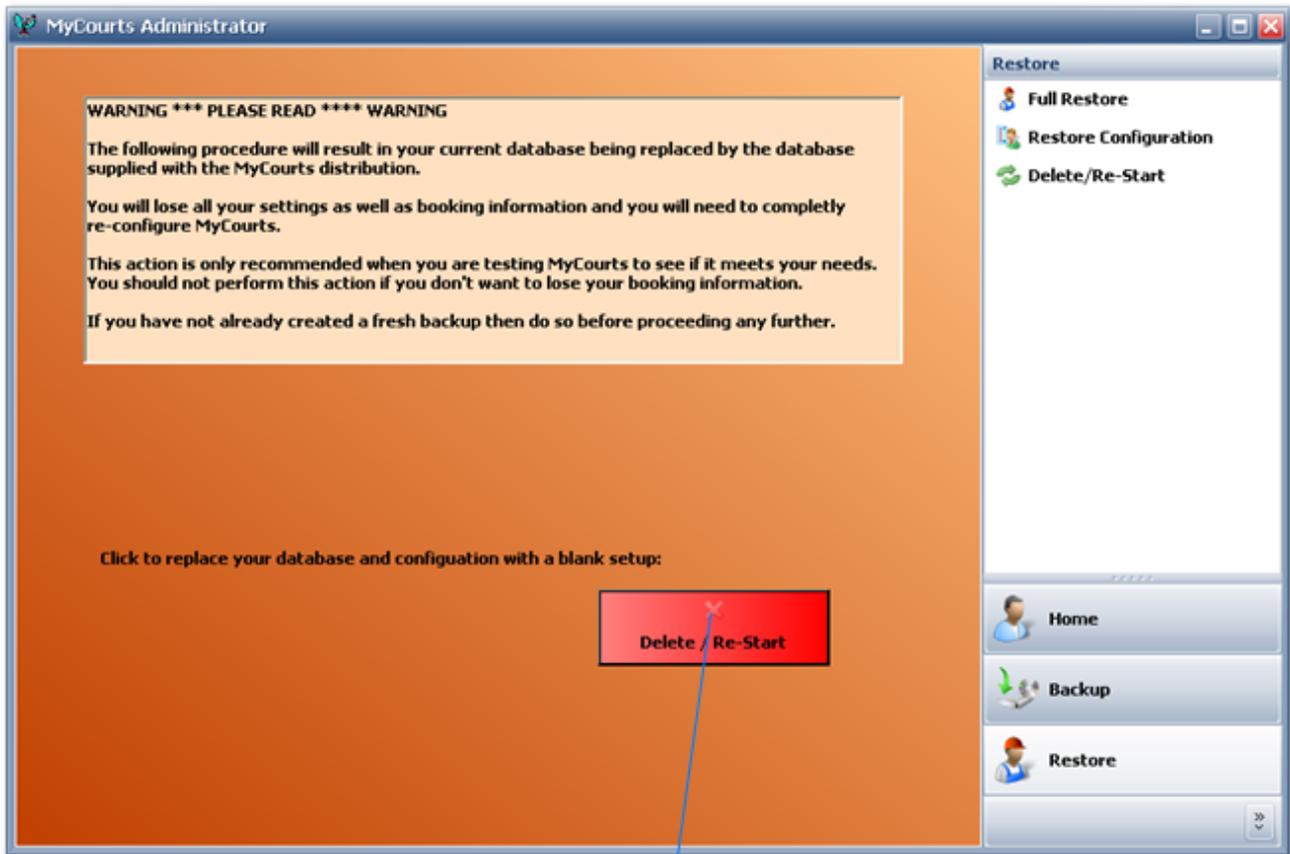
7 External Backup



If you have saved your backups to a location other than the default directory configured in MyCourts, you can select it from here.



Delete



1

The Big Red Button

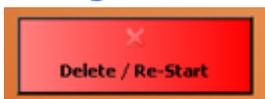
You are able to completely wipe your database clean at any time.

This will replace your current database with a fresh database that has been distributed with MyCourts.

You will lose all your data including configuration and booking details, membership etc.

Make a new backup before proceeding!

1 The Big Red Button

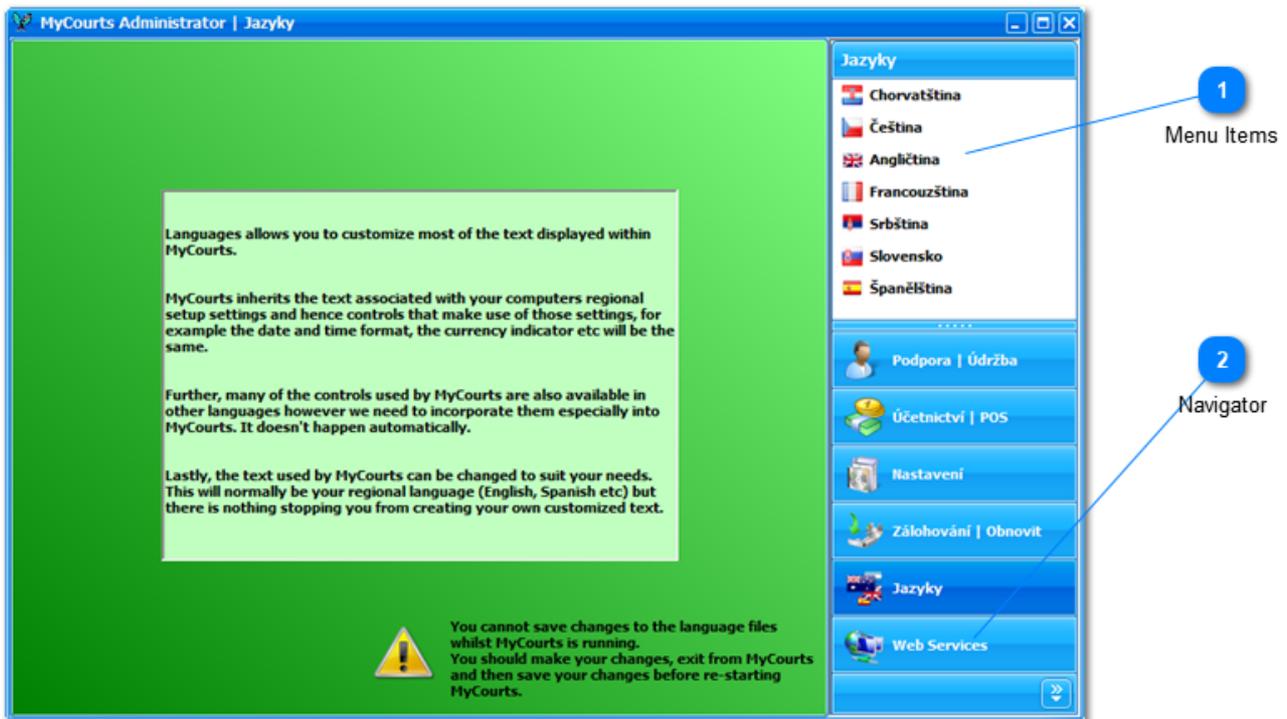


Be warned.

You will be asked to confirm your actions but clicking here will delete and replace your current database.



MCA Languages



Languages allows you to customize most of the text displayed within MyCourts.

MyCourts inherits the text associated with your computers regional setup settings and hence controls that make use of those settings, for example the date and time format, the currency indicator etc will be the same that are already appearing on your computer.

Further, many of the controls used by MyCourts are also available in other languages however we need to incorporate them especially into MyCourts. It doesn't happen automatically. At present we have only made available Spanish however if you need another language please let us know and we will try to incorporate it into MyCourts.

The text displayed by MyCourts can be changed to suit your needs. This will normally be your regional language (English, Spanish etc) but there is nothing stopping you from creating your own customized text. For example, if you leave your chosen language as English in [MyCourts Setup - Display](#), you can still change the words to suit your own needs.

We had a lot of difficulty deciding on using the term 'Courses'. Why not change it to 'Coaching' if that suits you better.

Notes:

Not all text or labels are able to be changed as we do not always code MyCourts to enable text changes. There are various reasons for this however if there is any particular text area that you want to change, let us know and we will try to include the ability to edit it in the next release.

When we do release new versions of MyCourts that include text areas that can be edited by you, the initial translation by us is usually performed by using Google Translation services. These translations are rarely perfect



and you will probably need to change them. If you do, please send us an email with the changes you made so that we can include them in future releases.

1 Menu Items

Select the language you would like to edit here.

2 Navigator

Click here to open the above menu.



Edit Screen

The screenshot shows the 'MyCourts Administrator | Languages - English' window. It features a table with two columns: 'MyCourts Default' and 'English'. The table lists various system components and their translations. A right-hand sidebar contains a 'Languages' list with flags for Bahasa, Croatian, Czech, English, French, Serbian, Slovakia, and Spanish. Below the sidebar are buttons for 'Support | Maintenance', 'Accounting | POS', 'Setup', 'Backup | Restore', 'Languages', and 'Web Services'. The window has a menu bar with 'Save', 'Cancel', 'Regenerate', 'Display Language Codes', and 'Help' buttons. Numbered callouts (1-7) point to these buttons and the table columns.

ID	MyCourts Default	English
0	MyCourts Starting Up	MyCourts Starting Up
1	File	File
2	Setup	Setup
3	Backup	Backup
4	Exit	Exit
5	Tools	Tools
6	Purge DB	Purge DB
7	Logging	Logging
8	Charts	Charts
9	Start Web Interface	Start Web Interface
10	POS	POS
11	Successfully backed up database to	Successfully backed up database to
12	Database Backup	Database Backup
13	New Sale	New Sale
14	Payment	Payment
15	Refund - Other	Refund - Other
16	Sales Details	Sales Details
17	Transactions	Transactions
18	Accounting	Accounting
19	Payments Report	Payments Report
20	Sales Report	Sales Report
21	Setup Items	Setup Items
22	Membership	Membership
23	Help	Help

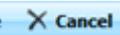
Whilst MyCourts is written in English (Australian English that is), there is no reason why you cannot change the text displayed by MyCourts to reflect your particular Clubs needs.

1 Save



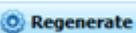
Click here to save any changes you have made in the Selected Language column.

2 Cancel



Click to cancel any unsaved changes and revert the table to it's current data.

3 Regenerate



After you have saved your changes that you have made in the Selected Language column, click here to regenerate the resource files used by MyCourts.

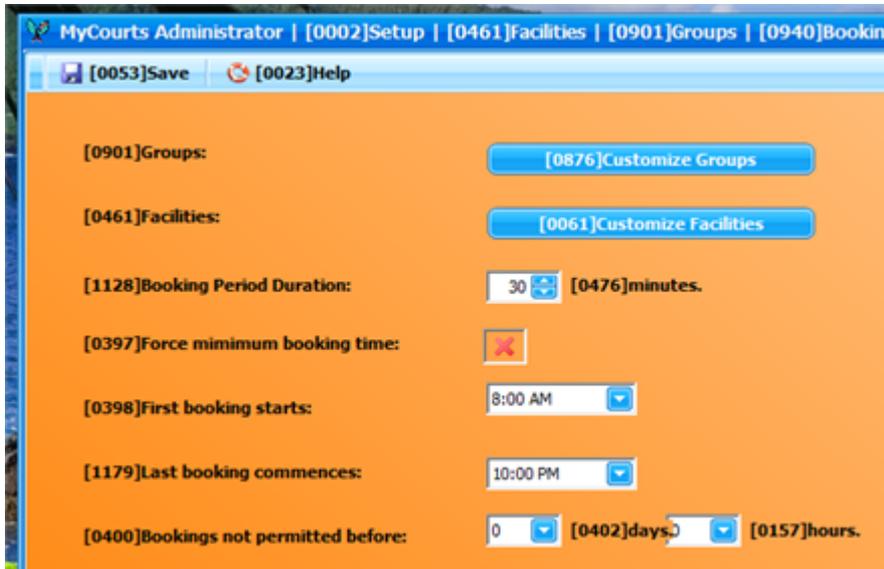
4 Display Codes



This is a toggle type button that will force MyCourts to display the code or ID number of the translation that you wish to make.



The following screen image shows an example:



As an example, if you want to change the text "Last booking commences:" then you need to change the text in the code ID of 1179.

5 MyCourts Default



The text displayed here is the text that MyCourts has been written in or 'hard-coded'. You cannot change this text however you can replace what is shown in it's place. Further, this text can be a little confusing because you are not viewing the screen where it is used at the same time that you are editing it. To make matters more difficult, there are some cases where the text is used in different parts of MyCourts as well as being concatenated (joined together) in other parts. To make it easier for you to identify which text to alter, use the button 'Display Codes' to identify the ID number of the string.

You will probably need to experiment with your changes before deciding on your final result.

6 Selected Language



You can change this text in this column to suit your needs.

Some hints:

- Try to keep the number of characters the same as the original as the text may otherwise overlap or be hidden by other fields on the page.
- Inserting the characters '\r\n' will create a new line of text.
- Inserting a '&' before a character will mean that character is underlined.
- To find the specific text that you wish to edit, you can either sort the column or filter the column to match at least part of the text that you wish to change.



7 Language Selector Once you have navigated your way to Languages, select your choice of which language you wish to edit.

Don't forget, you can change the English version as well; for example you can change 'Courses' to 'Training Camps' if you want to.



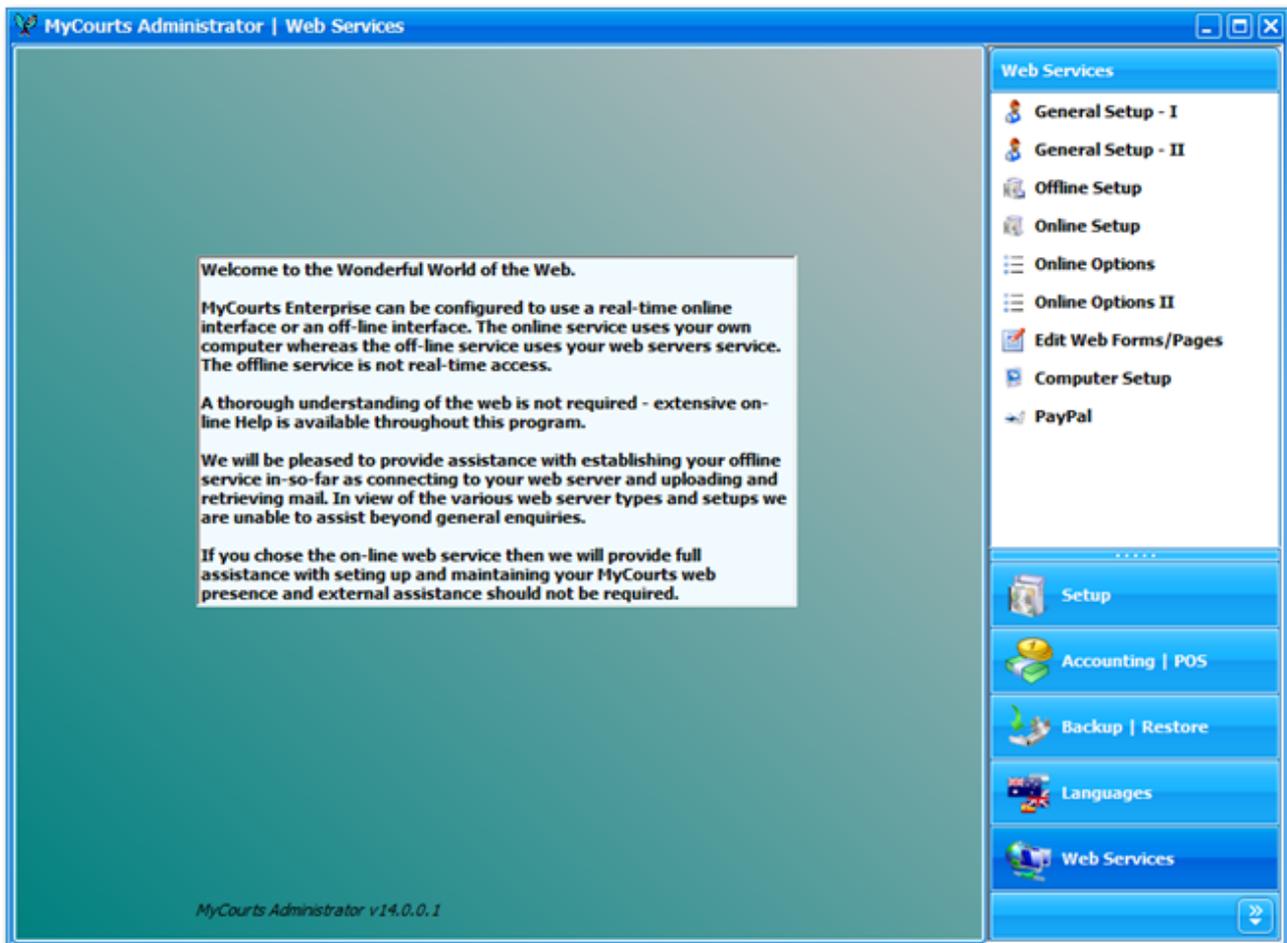
MCA Web Services

MyCourts Web Services configuration and options are accessed via this window.

You need to complete both General Setup Pages as well as the web service or services that you will be using. You can use both Offline and Online services if you wish however this is not recommended as your members and guests may well find the two interfaces confusing and at times contradictory (because of the time difference in updating the web pages).

The Online Service's web pages and emails content are configured in this section as well.

Finally, advice and guidance on configuring your computers hardware and software to enable access to the web is provided.



Note:

MyCourts is bundled with it's own internal web server. Do not install any web server on your computer as it will conflict with MyCourts.

MyCourts web server normally requires exclusive use of port 80 for communicating with the web. If you cannot connect to MyCourts using http://



localhost in your favorite browser, please check that Skype is not running on your computer. You may need to configure Skype to share port 80. It is also possible to use another port if necessary.



General Setup I

Use this screen to configure options that apply to both the Online and Offline web service options.

The screenshot shows the 'MyCourts Administrator | Web Services - General Setup - I' window. On the left, a sidebar lists various setup categories: General Setup - I, General Setup - II, Offline Setup, Online Setup, Online Options, Online Options II, Edit Online Forms / Pages, Computer Setup, and PayPal. The main area is titled 'General Settings / Options' and contains the following settings:

- 1. Save Button: A 'Save' button in the top-left corner.
- 2. Enable Services: A 'Web Services Enabled' toggle switch set to 'Yes'.
- 3. Web Server: A dropdown menu for 'Computer to run the web services:' set to 'KATOOMBA'.
- 4. Publish Facilities: A 'Select Groups/Facilities:' section with a 'Select Facilities to Publish' button.
- 5. Templates: A 'Template Directory:' text box containing 'C:\MyCourts'.
- 6. Web Bookings: An 'Enable web bookings:' toggle switch set to 'Yes'.
- 7. Administrators Email: An 'Administrator's Email Address:' text box containing 'sales@mycourts.com.au'.
- 8. Days To Publish: A 'Number of Days to Post:' spinner box set to '7'.

1 Save Button



Click to save your changes. If you navigate away from this window before saving you will lose any changes.

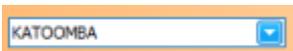
2 Enable Services



Click to toggle the web services either Yes or No.

This setting will override both the Online or Offline web service enabled selections.

3 Web Server



If running MyCourts over a LAN you can select which computer is running the MyCourts Web Service.



4 Publish Facilities

Select Facilities to Publish

Click this button to select the facilities that you wish published on the web service. The [Publish Facility](#) window will be displayed.

5 Templates

C:\MyCourts

Templates are files that you can edit to reflect what you wish your members and guests to see. These files are located in a central directory on your computer. At MyCourts installation they are placed in the C:\MyCourts directory.

You can move that directory elsewhere on you computer by using this Windows Directory selector.

Details of the files for Offline use are located under the [Offline Service](#) pages.

6 Web Bookings

Yes

Toggling this option will either enable web bookings or disable web bookings. At present this only affects the Offline Service.

Toggling this to No will mean that the Request Booking form will not be appended to the web pages uploaded to your web server.

7 Administrators Email

sales@mycourts.com.au

MyCourts requires that an address be entered where it can send notifications of errors or possible security violation attempts. This is not the same address that MyCourts itself requires for it's own use (see General Setup - II).

Mainly used for the Offline Service as the Online Service also writes these messages to the log file in most cases.

This is an important notification tool and it should therefore be an address that is monitored regularly and at all times whilst MyCourts Online web service is running.

8 Days To Publish

7

Restricts the period in which a member or guest may book ahead.

In the Offline service, a page is created for every day and group so if you have 1 group but wish to allow your members and guests to book say 60 days in advance you will generate 60 pages. This is not overly onerous on MyCourts however the time taken to upload these pages via FTP could become a critical issue.



In the Online Service, the number of days ahead is largely irrelevant as far as performance is concerned as the pages are generated in real-time and only as needed.

In neither case are your members and guests able to view historic facility records.



Publish Facility

The screenshot shows a window titled "Facilities to be published." with a menu bar containing "Close", "Save", and "Help". The window is divided into two main sections: "Available Groups" and "Facilities".

Available Groups:

Description	Publish
Tennis Courts	✓
Airlie Beach	✓
Squash Courts	✓
Dining Room	✓
Proserpine	✓

Facilities:

Drag a column header here to group by that column

Display Name	Group	Publish
Center Court	Tennis Courts	✓
Court 2	Tennis Courts	✓
Court 3	Tennis Courts	✓
Court 4	Tennis Courts	✓
Court 5	Tennis Courts	✓
Table 1	Dining Room	✓
Squash 1	Squash Courts	✓
Squash 2	Squash Courts	✓
Court 6	Tennis Courts	✓
Court 7	Tennis Courts	✓
Field 1	Proserpine	✓
Airlie Beach Court 1	Airlie Beach	✓
Airlie Beach Court 2	Airlie Beach	✓
Airlie Beach Court 3	Airlie Beach	✓

Callouts in the image:

- 1 Menu Bar
- 2 Groups
- 3 Toggle
- 4 Facilities

This window is accessed from the [MCA Web Setup Page](#) and is used to set which groups and facilities you wish to publish on the web service.

1 Menu Bar

You may Close this window, Save you changes or seek Help here.

2 Groups

Lists all the Groups you have configured.

3 Toggle



Click here to include (✓) or exclude (✗) the facility or group in the web service

4 Facilities



The list of all the facilities you have configured.



General Setup II

MyCourts communicates with your members, guests and the administrator via confirmatory emails, welcome messages and important alerts.

Use this second screen to configure options that apply to both the Online and Offline web service options in relation to email. All the information on this page is used *internally* by MyCourts and therefore *you must not use an address that a person will be using*.

To help minimize the risk of these emails being flagged incorrectly as SPAM, MyCourts requires it's own email address. Your Club probably already has an email server hosted at your chosen ISP or service provider and therefore obtaining an email address should not be a problem. All the information to complete this page will be obtained from them. You can also use a free email service like hotmail or gmail if you desire however this is not recommended as those services generally require manual interaction. If you have a MyCourts Support Contract, you can obtain an email account from us in the form of <club name>@mycourts.online. Send us an email should you require that email service.

Any generated mail that may be responded to will have a reply-to address inserted. The reply-to address is the administrators address detailed in the [General Setup I](#) page.



CAUTION: Do not use or share a current email address like "sales" or "admin" as MyCourts will pickup mail as well as delete mail in the mailbox whether it's intended for MyCourts use or not.



1 Save

2 Email Address

3 POP3 Address

4 POP3 Login

5 POP3 Password

6 POP SSL

7 POP3 Test

8 Use Same Settings

9 SMTP Address

10 SMTP Login

11 SMTP Password

12 Return Email

13 SMTP SSL

14 SMTP Test

1 Save



Click to Save your changes.

If you are using the MyCourts Online Web Service you will need to [toggle the web service on/off](#) to have the changes applied immediately.

2 Email Address

MyCourts Email Address:

Enter the email address you have chosen for MyCourts to use. In this screen shot, a mailbox has been created for 'mybookings'.



Please note that this email address is for the exclusive use of MyCourts and you should not use it or access it other than via MyCourts.



3 POP3 Address

POP3 Server Address: POP3 Port:

A POP3 Mail Server address is the address where you pick up your email from. The POP3 Port usually defaults to Port 110 and you should not change the port number unless you have been advised otherwise.

4 POP3 Login

POP3 Server Login:

This is the email address that MyCourts will use to logon to the POP3 Mail Server.

5 POP3 Password

POP3 Server Password:

This is the password that is used when logging on to your POP3 Mail Server.

You can view the password at any time by passing your mouse over the text box.

6 POP SSL

SSL Mode:

If your POP Mail Server uses SSL security you will need to select the SSL connection mode from the drop down list:

Automatic
Implicit
Explicit
None

The default is None however you can first try Automatic if you are unsure of the required method.

Google Mail uses the "Explicit" or "Automatic" method.

7 POP3 Test

After you have completed all the above fields, use this button to have MyCourts Administrator attempt to login using the information supplied. Providing all goes well you will be presented with a success message. If not, MyCourts will display the error (if any) received from the POP3 Server.

8 Use Same Settings

Use POP3 Settings: No

If you toggle this On [], MyCourts will fill the following information from your POP3 settings as it is common for both to be the same.

If you toggle this Off [], then the fields will become editable and you can change them as required.

9 SMTP Address



SMTP Server Address: SMTP Port:

An SMTP Mail Server Address is a the address where you logon to send your email from. The SMTP Port usually defaults to Port 25 and you should not change the port number unless you have been advised otherwise.

10 SMTP Login

SMTP Server Login:

Enter the login name for you SMTP Server.

11 SMTP Password

SMTP Server Password:

Your SMTP Server password to access the server.

You can view the password at any time by passing your mouse over the text box.

12 Return Email

Return Email Address:

Whilst MyCourts can send messages, it should not receive them as you will not be able to read and respond to them using MyCourts.

If anyone should respond to an email, enter an appropriately monitored address here.

13 SMTP SSL

SSL Mode:

If your SMTP Mail Server uses SSL security you will need to select the SSL connection mode from the drop down list:

None
Automatic
Implicit
Explicit
None

The default is None however you can first try Automatic if you are unsure of the required method.

Google Mail uses the "Explicit" method.

14 SMTP Test

After you have completed all the above fields, use this button to have MyCourts Administrator attempt to login using the information supplied. Providing all goes well you will be presented with a success message. If not, MyCourts will display the error (if any) received from the SMTP Server.

MyCourts sends an email to the MyCourts Administrator's email address specified in [General Setup I](#).



Online Setup

This window allows you to configure MyCourts to serve up pages in real time for use by your members and guests either within your own LAN or via the internet.

The screenshot shows the 'MyCourts Administrator | Web Services - Online Configuration' window. It features a 'Web Server' section with fields for 'Internet Connection' (status: alive and active), 'Web Server Listening Port' (80), 'Web Server Status' (Running), and a 'Start Web Server at Computer Start-up' toggle (Yes). Below this is the 'Web Page Style / CSS' section with dropdowns for 'Default Theme' (Aqua), 'Default Display Language' (English), and 'Web pages font' (Comic Sans MS), along with an 'Update Style' button. A right-hand sidebar lists various setup options like 'Computer Setup', 'General Setup', and 'Web Services'. Numbered callouts 1-10 point to the Save button, Status bar, Port Number field, Start Toggle, Web Server URL field, Default Theme dropdown, Default Display Language dropdown, Default Font dropdown, and the Update Style button.

1 Save



Click to Save your changes.

2 Status

Internet Connection Internet Connection is alive and active.

This will advise you whether you are currently connected to the internet or not.

3 Port Number

Web Server Listening Port 80

When you first install MyCourts Web Service, the port number that the web service listens on is port 80 which is the default for all web browser software (IE, FireFox, Chrome etc) to use. You can change that



port number here to whatever suits your needs. This will commonly be changed when you redirect traffic from your router to the computer running MyCourts Online Web Server.

To access the online web service via your LAN, if you use a port number other than 80, you will need to add the port number to the end of the url. For example <http://localhost:8181> .

You should also note that port 80 may be conflicting with Skype and / or other programs running on your computer. If you are having problems accessing MyCourts web site, check out our dedicated Knowledgebase/Help web site at <https://support.mycourts.com.au> for further assistance.

4 Start Toggle



You will be advised here whether the web server is running or not.

You can click the button to either Start the service or Stop it.

5 Startup



Toggle this setting to start(✓) the web service automatically at the same time that your computer is booted or rebooted.

MyCourts web server runs independently of MyCourts so you do not need to have MyCourts running to provide your members and guests with access.

6 Web Server URL



This is the human readable address that we all understand and will use to access your online web service.

After obtaining a static IP address from your current ISP, you assign that IP address to the human readable address in your DNS.

The human readable address is included in your default welcome message to your new users.

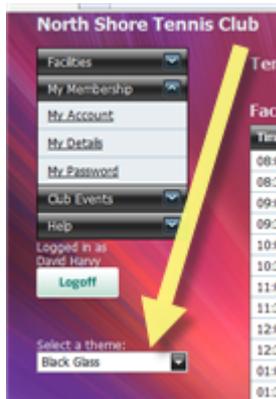


Note: You will most likely be assigned a static IP address in the format of '123.123.123.123'. That is called an IP4 address. This is being replaced by IP6 addresses but this is still some time away. You could record here your IP address viz <http://123.123.123.123> and that will end up exactly the same as if you had entered the human readable address.

7 Default Theme



MyCourts comes bundled with a number of themes. These themes cover the page background, text colour, borders etc. You will need to view them all and decide which best suits your club's needs.



This setting is only for the default theme. Once a member has logged on they will have the option to choose the theme that suits themselves.

The selected theme will be remembered by MyCourts and will become the default theme for that member until they decide to choose another theme.

The member can change this theme by choosing from the available themes listed in the dropdown selector as in the image.

8 Default Display Language



As in MyCourts, the Online Web pages can be displayed in a number of languages. Choose the default language that will be displayed to members when they first log on to the web site.



The member has the opportunity to select the language they would prefer by selecting from the languages listed in the drop down selector as in the image.

Once the member has visited the web page, MyCourts will remember the chosen language and will use that language as the default until changed again by the user.

9 Default Font



Select the default font for the text displayed in the web pages.



Note: Some themes will have their own fonts which will override the font chosen here.

10 Update Style

Update Style

Click here to update the font you have just selected.

Changes are implemented immediately (you may need to refresh your browser to see the change).



Online Options

The screenshot shows the 'Web Online Options' configuration window. The settings are as follows:

- 1. Save button
- 2. New Members Category: Members
- 3. New Members Rate: Normal
- 4. Display Hirer Name: No
- 5. New User Signup: Yes
- 6. Collect Fee: Yes
- 7. Payment Information: Yes
- 8. My Membership: Yes
- 9. Allow User Update: Yes
- 10. Display Events Menu: Yes
- 11. Member Renewal: Yes
- 12. Make-A-Payment: Yes
- 13. User Email Confirmed: Yes
- 14. Forward Reservations: 7 Days
- 15. Set Time Restrictions: Set Restrictions button
- 16. Hire Payment Methods:
 - Accept MyCourts Charge Accounts: Yes
 - Accept Credit Cards: Yes
 - Accept PayPal: Yes

Once you have your Club's web service online you can configure various options to suit your Club's specific needs.

1 Save



Click to Save your changes.

2 New Members Category



Anyone is able to view your online web service providing they have 'signed up'. This sign up process is automated and ensures that each visitor to your web site at least has an email address that they can be contacted on.

Note that signing up is not necessarily the same as joining or obtaining membership.



You can [create a new category of 'membership'](#) within MyCourts and then have all new users assigned to that category.

The welcome message automatically sent to all new users can be edited to reflect your choice.

3 New Members Rate

Rate category for new web users:

Select the [Membership Rate](#) that will apply to new members who signup via the internet site.

4 Display Hirer Name

Tick [] to display the hirer's name on your web's facility tables.

for: Monday, 8 December 2008						
Court	Court 2	Court 3	Court 4	Court 5	Court 6	Court 7
	V. Constable					D. Harvy K. Freeman B. Burrell C. Westwood
	"		D. Harvy			"
			"			"
			"			"



Note: In some countries the display of your hirer's name could be considered both a security risk and also contravene Privacy Laws.

5 New User Signup

Toggle this option On () or Off () to allow non-members to signup and use the on-line web service.

As a security precaution, MyCourts requires at least a users email address to be confirmed before allowing them to reserve facilities online and make bookings, payments etc.

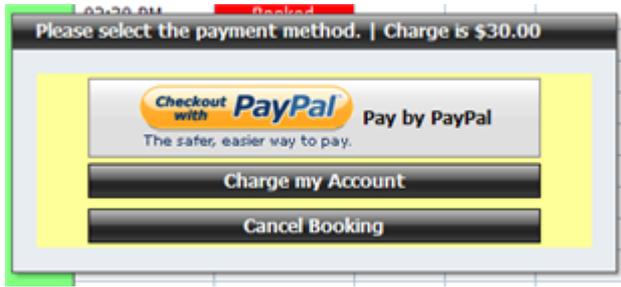
The on-line registration service will send a new user an email which they will need to respond to before they can access your web service.



Reminder: If your member does not use their assigned Username and Password then a new account / membership will be opened.

6 Collect Fee

Toggle this option off [] if you only wish to charge the user's account for any fee involved. This will suppress the Payment Option screen from the user.

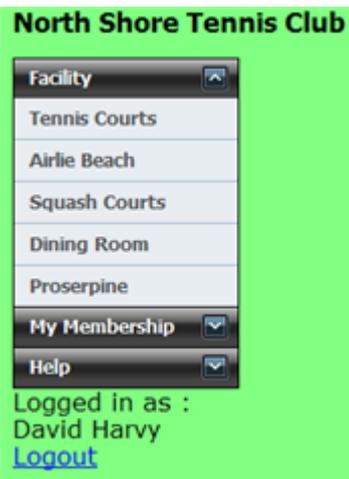


7 Payment Information



If you tick this option, the text you have entered via the Online Page Editor will be displayed immediately below the Cancel Booking button in the Payment Method popup window.

8 My Membership



You can hide the 'My Membership' menu item by toggling this option off [✗].

9 Allow User Update





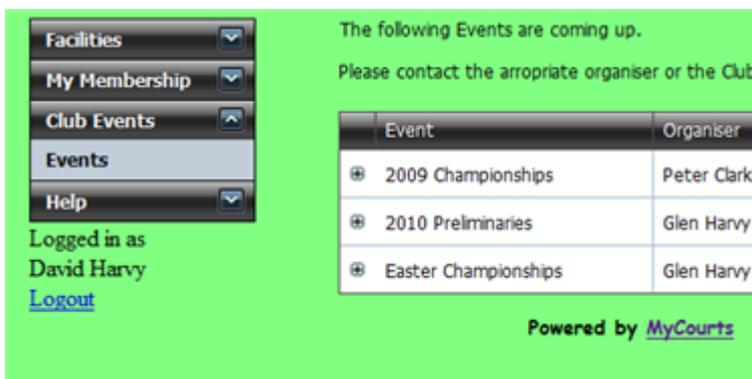
Toggle this option off [] and the 'Update Details' button  will be hidden.

The  menu option will also be hidden.

10 Display Events Menu

Display Events Menu and Pages: Yes

You can chose whether web users can access or view your Clubs Events:



The following Events are coming up.
Please contact the appropriate organiser or the Club

Event	Organiser
⊕ 2009 Championships	Peter Clarke
⊕ 2010 Preliminaries	Glen Harvy
⊕ Easter Championships	Glen Harvy

Powered by [MyCourts](#)

Allowing members to join or leave Events via the web page is configured in the [Events Manager](#).

11 Member Renewal

Display Membership Renewal button: Yes

Tick this item if you wish to allow your members to renew their membership online. When ticked, the following button will be displayed allowing the member to optionally renew via debiting their account or credit card.



Membership Expires June 30, 2013 

12 Make-A-Payment

Display 'Make A Payment' Page: Yes

Tick this option if you wish to allow your members to pay online for a reservation. The following screen will become available to them:



To renew your membership, please see the [My Details](#) page.

The following reservations have yet to be paid for. Please tick those reservations that you would like to pay for now and then click the 'Pay Now' Button.

#	Sale Date Time	Total Received	Sale Total	Play Date Time	OS Balance	Description
<input type="checkbox"/>	November 05, 2012 16:45	\$40.00	\$40.00		\$40.00	Membership Renewal Fee
<input type="checkbox"/>	May 07, 2012 18:55	\$0.00	\$20.00	May 07, 2012 09:00	\$20.00	Court 5 Normal Hire: Mon May 07, 2012 09:00 AM
<input type="checkbox"/>	June 16, 2011 11:59	\$0.00	\$30.00	June 16, 2011 10:00	\$30.00	Internet Booking: Court 2 16/06/2011 10:00:00 AM
<input type="checkbox"/>	June 16, 2011 11:59	\$0.00	\$30.00	June 16, 2011 10:00	\$30.00	Internet Booking: Center Court 16/06/2011 10:00:00 AM

Navigation menu: Facilities, My Membership (My Account, My Details, My Password, My Reservations, Make a Payment), Club Events, Help. Logged in as [username].

The online user can then select one or more reservations they wish to pay for and proceed to do so using their account, credit card or Pay Pal.

13 User Email Confirmed

All users email address must have been confirmed? Yes

The member's email address is automatically confirmed when a user creates their account online but should be confirmed manually before allowing them to access the web site. This ensures MyCourts can properly advise the member of bookings, payments, cancellations etc.

14 Forward Reservations

Restrict forward reservations to a maximum of: Days

Enter the number of days hence that online users will be able to make a reservation.

15 Set Time Restrictions

Web Online Reservations Time Restrictions:

You can configure MyCourts Online web service to hide the ability to make a reservation by a online user to specific times of the day. Clicking this button will open a window where you can enable and configure these restrictions.

16 Hire Payment Methods

Hire Payment Methods

Accept MyCourts Charge Accounts Accept Credit Cards
Accept PayPal

Tick the methods of payment available to hirers.



Online Reservation Times

1 Save

2 Days of the Week

3 Same Day

4 Every Day

Day	Enabled	Time From	Time To
Sunday	<input type="checkbox"/>	12:00 AM	11:59 PM
Monday	<input type="checkbox"/>	12:00 AM	11:59 PM
Tuesday	<input type="checkbox"/>	12:00 AM	12:59 PM
Wednesday	<input checked="" type="checkbox"/>	12:00 AM	12:00 AM
Thursday	<input type="checkbox"/>	12:00 AM	7:59 PM
Friday	<input type="checkbox"/>	12:00 AM	11:59 PM
Saturday	<input type="checkbox"/>	12:00 AM	11:59 PM
Same Day	<input checked="" type="checkbox"/>	12:00 AM	3:00 PM
Every Day	<input type="checkbox"/>	12:00 AM	11:59 PM

MyCourts has the ability to hide the Reservations panel from the web visitor which will therefore stop them from making a reservation. You can set the times when the Reservation Panel will not be visible to web visitors using this matrix.

Remember, MyCourts will only hide the panel if the web visitor makes a visit to your site outside of the times you specify in the matrix. If the web user visits your site during the specified period then they will be able to make a reservation that occurs irrespective of any times you specify here.

For example (and using the data in the screen capture above):

1. If a visitor visits your site at 3:30 PM on any day and views the available facilities for that same day, they will not be able to make a booking for that day. If the same visitor wishes to make a reservation for any time other than during that same day, they will be able to.

If the visitor had visited your site before 3:00 PM then they would have been able to make a reservation for later that same day as well.

2. If a visitor visits your site anytime on a Wednesday then they will not be able to reserve a facility on that Wednesday. They will be able to reserve a facility for the following Wednesday as well as at any other time.





Click this button after making your changes to save them.

2

Days of the Week

Sunday
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday

You can specify a different range of times when a reservation for that day will not be able to be requested.

3

Same Day

<input type="checkbox"/> Same Day

Enable this selection if you wish to hide the ability to make a reservation to the same day as today.

4

Every Day

<input type="checkbox"/> Every Day

The option 'Every Day' is merely a catchall for every day meaning that you don't have to enable each day Sunday through Saturday if the From and To times are all the same.



Online Options II

MyCourts will generate a file named "Availability.aspx" that is accessible via your online web service. The page is available to all visitors to the web site and allows them to view available time slots that they may reserve for any period that you configure using this configuration page. The page looks like:

Aquarius Communications

North Shore Tennis Club

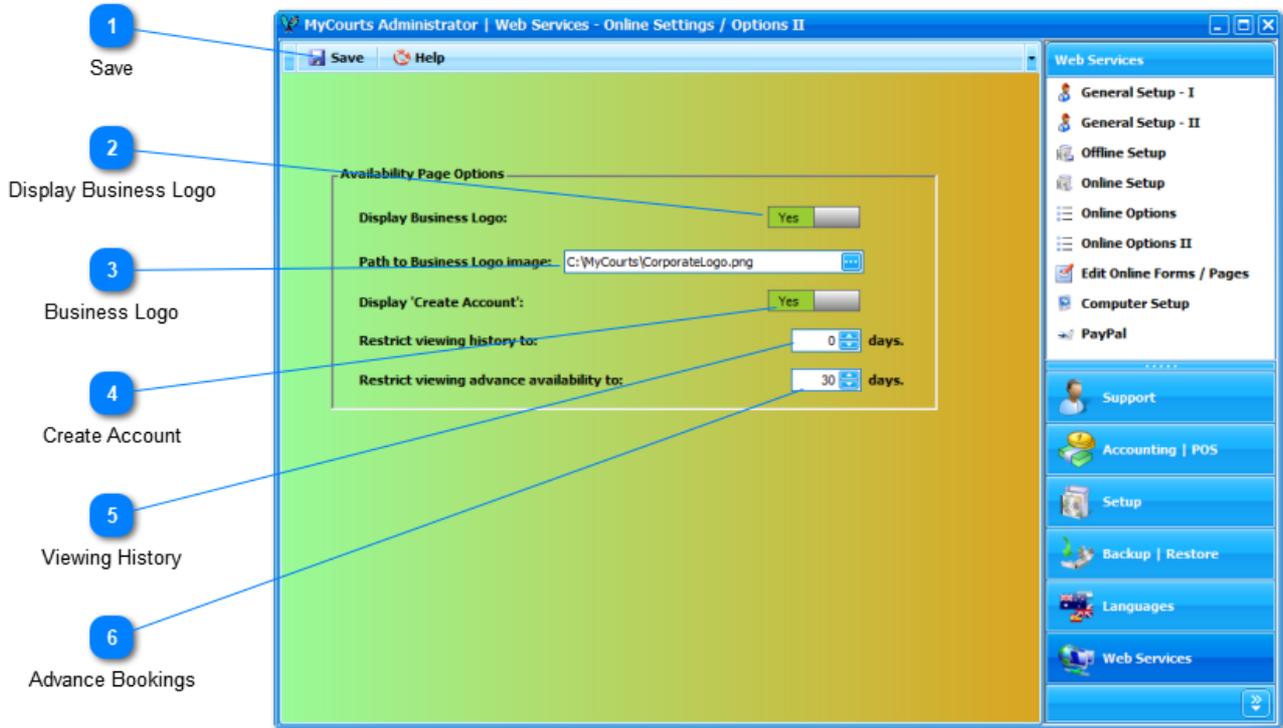
May 2012

Time	Center Court	Airlie Beach	Court 2	Court 3	Court 4	Dining Room	Court 5	Court 6	Proserpine	Court 7
08:00 AM										
08:30 AM										
09:00 AM										
09:30 AM										
10:00 AM										
10:30 AM										
11:00 AM										
11:30 AM										
12:00 PM										
12:30 PM										
01:00 PM										
01:30 PM										
02:00 PM										
02:30 PM										
03:00 PM										
03:30 PM										
04:00 PM										
04:30 PM										
05:00 PM										
05:30 PM										
06:00 PM										
06:30 PM										
07:00 PM										

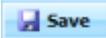
To actually make a reservation they will need to log on to your web service. A login module is displayed on this page for that purpose.

It is up to you to configure your main website to refer to either or both pages for your visitors/members to login. Your web master will need to handle this for you.

Whether hirer names are visible on this page or not is configured by the same method as for your normal facility pages. Again, we remind you that the display of hirer names can be considered in most countries as a security risk at best and a violation of Privacy Laws at worst. You have been warned.



1 Save



Click here to save your changes.

2 Display Business Logo



Tick this option to enable the display of your business logo on the Availability web page.

3 Business Logo



Select your business logo by clicking the button to the right of the text window. The button is displaying the '...' ellipses.

Once you select the image file on your computer, MyCourts Administrator will copy it to the Web Services images folder as well as rename it to "CorporateLogo.png".

Your business logo should not exceed 200 pixels x 200 pixels in size and must be in the PNG format. Smaller images are fine and will have a transparent background. Larger images will distort the look of the web page itself.

If you don't have the capability to convert your logo to this size and format, send your business logo image to us and we will process it for you.



4 Create Account

Display 'Create Account': Yes

Cross this option if you don't allow visitors to your web site to create accounts or membership's online.

5 Viewing History

Restrict viewing history to: days.

Use the spin edit to enter the number of days history that your visitors can view your facility availability.

This is historic data only and serves little purpose other than your facilities past usage. The information may also have already been deleted by MyCourts depending on your other settings.

6 Advance Bookings

Restrict viewing advance availability to: days.

Whilst this web page does not allow your visitors to actually make a reservation, you can give them the ability to see all the available time slots for as many days hence as you wish.



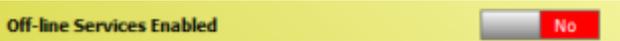
Offline Setup

The screenshot shows the 'Offline Setup' window in MyCourts Administrator. It is divided into two main sections: 'Offline Options' and 'Accessing your web server - FTP'. The 'Offline Options' section includes: 'Off-line Services Enabled' (toggle set to 'No'), 'Force User Passwords:' (toggle set to 'No'), 'Common Password:' (text field), 'Interval between mail checks:' (spinner set to 5 minutes), 'Update web interval:' (spinner set to 0 minutes), 'Display hirer's name in the web tables:' (toggle set to 'No'), and 'Method of making a reservation:' (radio buttons for 'Offline Referral' (selected), 'None', and 'Online Referral'). The 'Accessing your web server - FTP' section includes: 'FTP Server Address:' (text field with 'ftp.mycourts.com.au'), 'FTP Directory:' (text field), 'FTP Logon Name:' (text field with 'mycourts_mybookings'), 'FTP Logon Password:' (password field with masked characters), and 'Use Passive FTP:' (toggle set to 'Yes'). A 'Test FTP Connection' button is located at the bottom right of the FTP section. On the right side of the window is a 'Web Services' sidebar with a tree view containing: 'General Setup - I', 'General Setup - II', 'Offline Setup', 'Online Setup', 'Online Options', 'Online Options II', 'Edit Online Forms / Pages', 'Computer Setup', and 'PayPal'. Below the sidebar are buttons for 'Support', 'Accounting | POS', 'Setup', 'Backup | Restore', 'Languages', and 'Web Services'. Numbered callouts 1-14 point to: 1. Save button; 2. Off-line Services Enabled toggle; 3. Force User Passwords toggle; 4. Common Password field; 5. Interval between mail checks spinner; 6. Update web interval spinner; 7. Display hirer's name toggle; 8. Method of making a reservation radio buttons; 9. FTP Server Address field; 10. FTP Directory field; 11. FTP Logon Name field; 12. FTP Logon Password field; 13. Use Passive FTP toggle; 14. Test FTP Connection button.

All the options and settings in this window are only required if you are using the Offline web interface.

If you are not using the Offline service then please disable it as indicated at point 2.

1 Save
Click  to Save your changes.

2 Enable

Click to toggle whether MyCourts should activate the Offline web service.

 Please note that you will need to have completed at least the General Setup - II options before being able to toggle this option on.

3 Force Password



Force User Passwords: No

When a web user requests a booking, do you wish MyCourts to check whether their personal password is correct? When enabled, if the personal passwords don't match then the booking will not be recorded.

4 Common Password

Common Password:

You can enter a Common Password which everyone may use to successfully make a booking.

If left blank, Common Password checking is not performed by MyCourts when recording bookings.

5 Mail Checks

Interval between mail checks: minutes.

When a user requests a booking, MyCourts Offline Web Page located on your remote web server will generate an email message and send it to [MyCourts own email address](#). MyCourts automatically downloads email from the mail server. Using the spin control, select the period in minutes between each mail check.

Mail checks take approximately 5 seconds to determine if there is any mail and can take a further 1-2 seconds for each email it needs to download. These times are based on an internet connection speed of about 7 megabytes with no other traffic.

If set to 5 minutes, if a booking is made immediately after MyCourts has collected the mail, the member will need to wait approximately 6 minutes before a confirming email is sent to them.

Please be aware however that some mail servers do not immediately send mail that they receive. They can sometimes store this mail for later delivery when the network is not otherwise congested. Additionally, some mail servers require individual mails to be delivered twice, the first being rejected in an effort to reduce spam. MyCourts has no control over these delays.

6 FTP Updates

Update web interval: minutes.

MyCourts running on your computer updates the web pages at the remote web server via the FTP connection. You can select how often MyCourts will update your remote web site here.

Using the spin control, you can select the time interval between MyCourts creating and uploading the web pages to your web site.

If you leave this at '0', MyCourts will automatically update your website every time there is a booking made for any of your facilities. That includes whenever a booking is received via the web.

If you receive frequent bookings, it may be preferable to set this time other than '0'.

This setting does not affect your Mail check interval. They are two separate processes.



7 Display Hirer Name

Display hirer's name in the web tables: Yes No

You can chose whether to display the hirer's name or a generic 'Booked' statement in the time slots for the Facility concerned.



Note: Some people may consider this an invasion of privacy to publicly display their name in this fashion.

8 Reservation Methods

Method of making a reservation:

Offline Referral None
 Online Referral

The Offline Web Service is designed to be hosted on a remote web server that is using the Apache web server software. Normally, the emails passing between your web server and MyCourts will be generated on the Apache web server using PHP.

MyCourts can however be configured to use your Apache or IIS hosted web service by uploading pages that can also refer your users to your own MyCourts internal IIS compatible web service. This way your users can view court/facility availability and if a suitable time slot is available they can then logon to your MyCourts IIS hosted service and complete the request for the booking in real time.

To enable this functionality, select from the three options available:

- Offline is the default and means that all processing of reservation requests will be handled via email.
- Online will 'hide' the email reservation form and instead provide a link to your MyCourts internal web service.
- None will disable all web reservations but will still allow your visitors to view court/facility availability.

9 FTP Server Address

FTP Server Address:

Similar to web address, FTP addresses allow you to connect to a server using a different protocol ie FTP.

This information is supplied by your web site hosting company.

10 FTP Directory

FTP Directory:

MyCourts requires it's own directory on your web server's computer. The directory can be called anything you like.

MyCourts will write files to this directory as follows:

'index.html'



This is the main index or 'home' file and contains some helpful text and a list of all the pages that contain details of each days bookings.

'20080229.html'

Bookings for each day are listed in a html file that is named by the following convention, `yyyymmdd.html` where `yyyy` is the year, `mm` is the month and `dd` is the day. Hence, the above file will have all the bookings for each facility for the 29th February 2008.

'mailer.php'

This file receives the form data from `20080229.html` and sends an email to the MyCourts email address.



WARNING:

This directory is for the exclusive use of MyCourts. Do not use this directory for any other purpose as the files contained therein are frequently deleted.

When setting up your connection, note that you can either connect to your ftp root directory at login OR if you have a separate FTP Login for MyCourts, directly to the MyCourts directory. MyCourts does not detect what ftp server directory it is in so you need to know what directory you are placed in when you make an FTP Connection. Once you have that information, enter the path to MyCourts own directory in this field. If you connect directly to the MyCourts directory, this field will be blank.

You can check what directory you are placed in at logon using any number of free FTP software programs or by asking your Web Hosting provider.

11 FTP Logon Name

FTP Logon Name:

Insert the FTP Logon name provided to you by your Web Server hosting company.

12 FTP Password

FTP Logon Password:

Enter the FTP Password supplied to you by your Web Hosting provider.

13 Passive Mode

Use Passive FTP: Yes

Some firewalls require 'Passive Mode' to be enabled. If you cannot connect via FTP then try enabling (✓) this option.

14 FTP Test

Click here to test whether you can connect successfully to your FTP Server using the above settings.



Online Page Editor

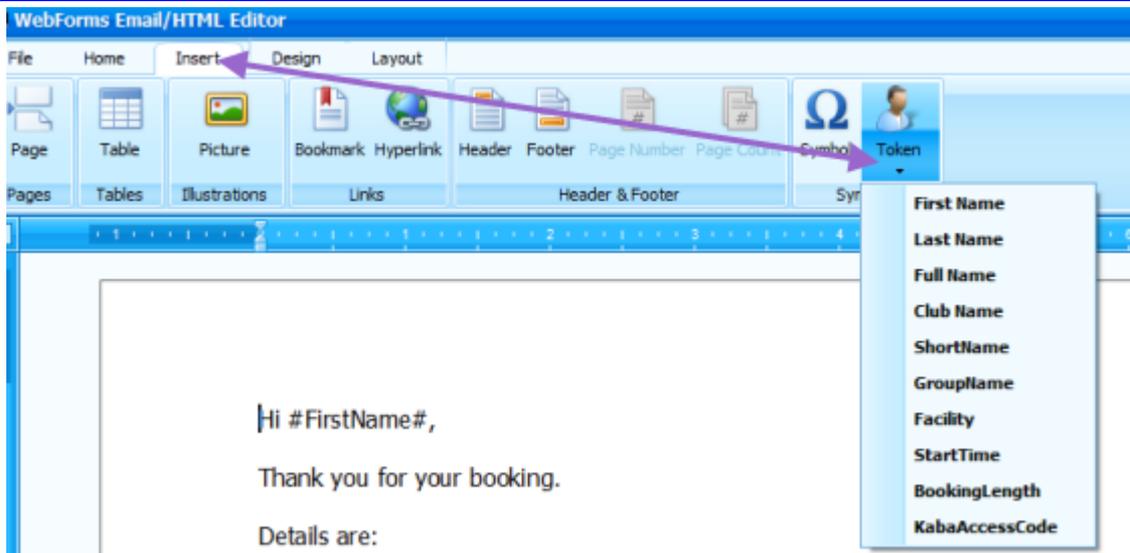
MyCourts Online and Offline web services use a number of 'forms' or controls that will eventually be used to create your web pages. The default form contents supplied with MyCourts will usually suffice to get you started however you can also edit the contents to suit your requirements.

The screenshot shows the 'MyCourts Administrator | Edit Online Forms / Pages' window. It features a 'Select from the following items:' section with two main categories: 'Online Services' and 'Offline Services'. The 'Online Services' section contains buttons for 'New User Welcome Message', 'Web Page - About', 'Online Booking Confirmation', 'Web Page - New User Help', 'Forgotten Password', and 'Payment Information'. The 'Offline Services' section contains buttons for 'Master Welcome Page Offline and Online Service', 'Group Welcome Page Offline and Online Service', 'Master Welcome Page No Reservations allowed', 'Group Welcome Page No Reservations allowed', 'Reservation Instructions - Online', and 'Reservation Instructions - Offline'. A right-hand sidebar lists 'Web Services' including 'General Setup - I', 'General Setup - II', 'Offline Setup', 'Online Setup', 'Online Options', 'Edit Online Forms / Pages', 'Computer Setup', 'PayPal', 'Support', 'Accounting | POS', 'Setup', 'Backup | Restore', 'Languages', and 'Web Services'. Numbered callouts (1-12) point to specific buttons: 1 (New User Welcome Message), 2 (About Page), 3 (New User Help), 4 (Online Booking Confirmation), 5 (Forgotten Password), 6 (Payment Information), 7 (Master Welcome Page), 8 (Master Welcome Page - No Reservations), 9 (Group Welcome Page), 10 (Group Welcome Page - No Reservations), 11 (Reservation Instructions - Online), and 12 (Reservation Instructions - Offline).

The pages and email can be edited using MyCourts built-in HTML Editor or any other HTML Editor. The files themselves are located in the template directory which is usually located at "C:\Mycourts" and may be edited with your favorite HTML editor if you prefer. Examples of the online forms are included in this Help file. The offline forms have 'standard' defaults and are self-explanatory.

To edit a specific form, click the respective button.

The editor also has a number of tokens you can use in your form. These tokens will be replaced with the user's or facility's details. The tokens can be selected from the 'Insert' menu or you can type them in yourself.



1 New User Welcome Message

New User Welcome Message

This email will be sent to the new user after they successfully complete the new user signup process.

2 About Page

Web Page - About

This page is displayed when your online user clicks the About button in the Online menu.

3 New User Help

Online Booking Confirmation

When the new user is completing the form to create their account, they can click a help button and this page will be displayed to them.

4 Online Booking Confirmation

Web Page - New User Help

The contents of this form will be used as the format of the email sent to the online user after they have successfully completed the request for an online reservation.

5 Forgotten Password

Forgotten Password

If a user has forgotten their password and clicks the 'Forgotten Password' link on the online login page, the contents of this form will be used to send them their password.

6 Payment Information

Payment Information

Use this button to edit the information displayed to your online visitor when they need to pay for a reservation.



The information is displayed immediately below the buttons that allow the user to select the available payment option.

7 Master Welcome Page

Master Welcome Page
Offline and Online Service

The Master Welcome Page is the main or root page of your offline reservations system. It is the page you should include in your website's menu system. If you don't have more than one group of facilities, you can also use the Group Welcome Page as your root page and use it in your menu system instead. It is from this page your visitor will select the particular Group they are interested in.

This text will be displayed to the user if you allow them to make a reservation.

8 Master Welcome Page - No Reservations

Master Welcome Page
No Reservations allowed

If you do not allow either online or offline reservations to be made, the contents of this form will be displayed to your visitors.

9 Group Welcome Page

Group Welcome Page
Offline and Online Service

Like the Master Welcome Page, each Group has it's own master page. It is from this page your visitor will select the particular day's reservations they are interested in.

10 Group Welcome Page - No Reservations

Group Welcome Page
No Reservations allowed

If you do not allow either online or offline reservations to be made, the contents of this form will be displayed to your visitors when they select a Group from the Master Welcome Page.

11 Reservation Instructions - Online

Reservation Instructions - Online

At the foot of the facilities reservations page, you can include instructions on how to make a reservation. In this case, the default is to provide a link to you self-hosted online web service login page.

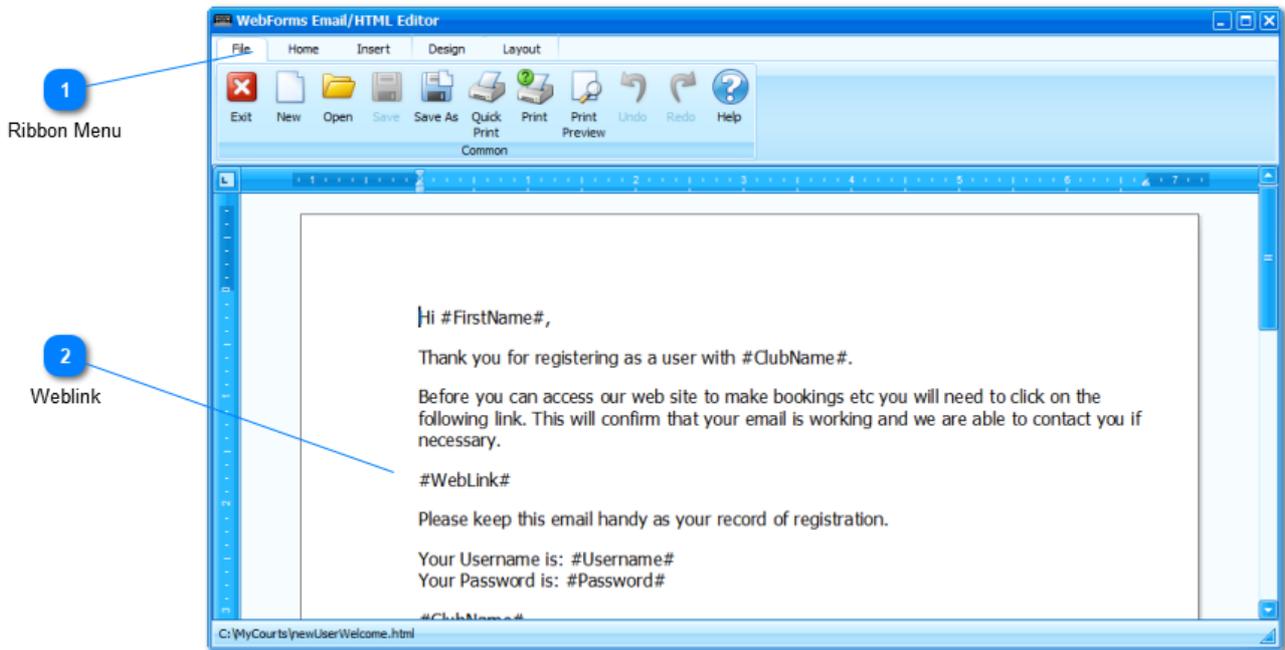
12 Reservation Instructions - Offline

Reservation Instructions - Offline

At the foot of the facilities reservations page, you can include instructions on how to make a reservation. In this case, the default is to provide instructions on how to complete the web form that appears immediately below this form.



New User Welcome Message



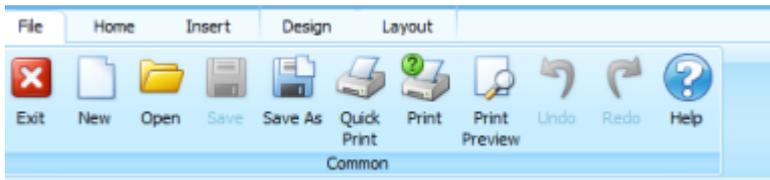
After a new web user has completed the Signup Form, MyCourts will send them a confirmatory email which will be their permanent record of their Username and Password.

The email should contain a link that they can click on to confirm their registration. If they don't confirm their registration then it is likely they have not given you their correct email address. If necessary, you can change their details in the [Membership Window](#). You can also verify them manually in that same window.

You can use the following tokens which will be replaced by MyCourts with the respective details:

Token	Value
#firstName#	The users first name.
#lastName#	The users last name.
#fullName#	The users full name.
#password#	The users password.
#userName#	The users logon name.
#weblink#	The http link to your automatic confirmation page.

1 Ribbon Menu



The Ribbon Menu contains all the necessary options you will require.

Don't forget to Save your changes which will come into effect immediately.

2 Weblink

#Weblink#

The Weblink token is very important and works as follows:

When the user receives his welcome message it should include the #Weblink# token which will be replaced by MyCourts with the web address that you have recorded in the [Online Setup](#) window. MyCourts will append to that web address additional information that relates specifically to the new user. When they click on this link, they will be taken directly to a special welcome page which also updates their membership details.

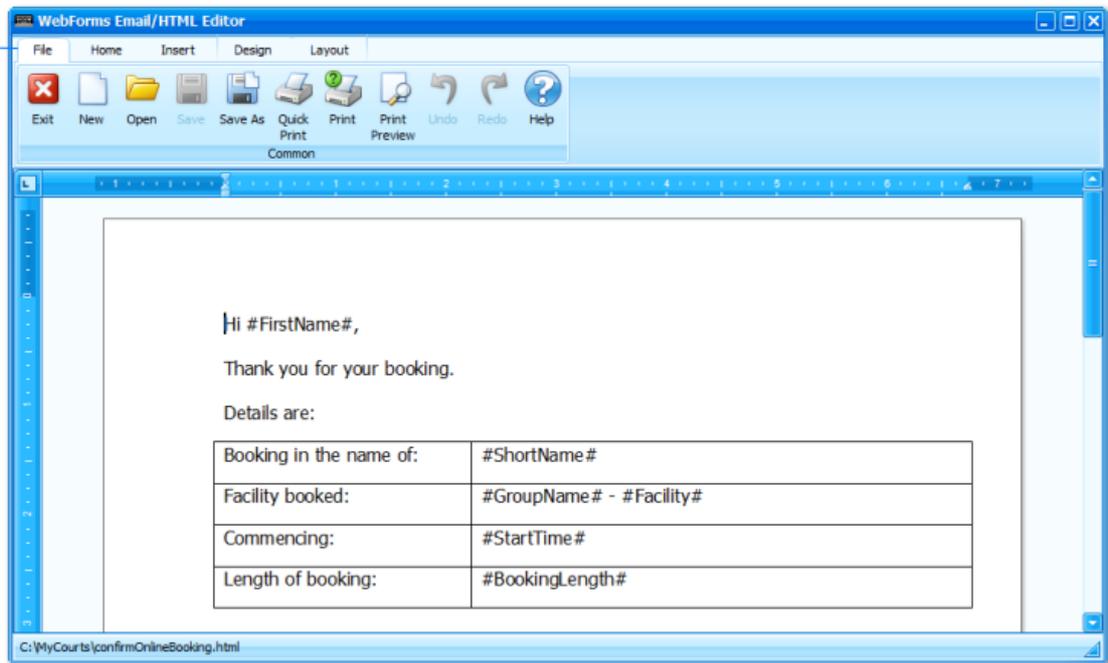
Until their email address has been verified in this fashion (or by you manually), they will not be able to logon.



Online Booking Confirmation

1

Menu Bar



When a hirer makes a booking, MyCourts will send them a confirmatory email. You can use this editor to compose the template for the email.

You can use the following tokens in your template:

Token	Value
#FirstName#	The hirers first name
#LastName#	The hirers last name
#FullName#	The hirers full name (ie FirstName + LastName).
#Facility#	The name of the facility being hired
#StartTime#	The time the booking commences
#BookingLength#	The length of the booking in hours
#ShortName#	The member's Short Name.
#ClubName#	The Club's name as registered
#GroupName#	The name of the Group the hired facility belongs to.
#KabaAccessCode#	The security access code for the gate/facility.



NOTE:

If the member making the booking is a Business, The FirstName defaults to "The" and the LastName defaults to "Secretary". There is no ability to have separate email confirmation messages for Business or Personal memberships.



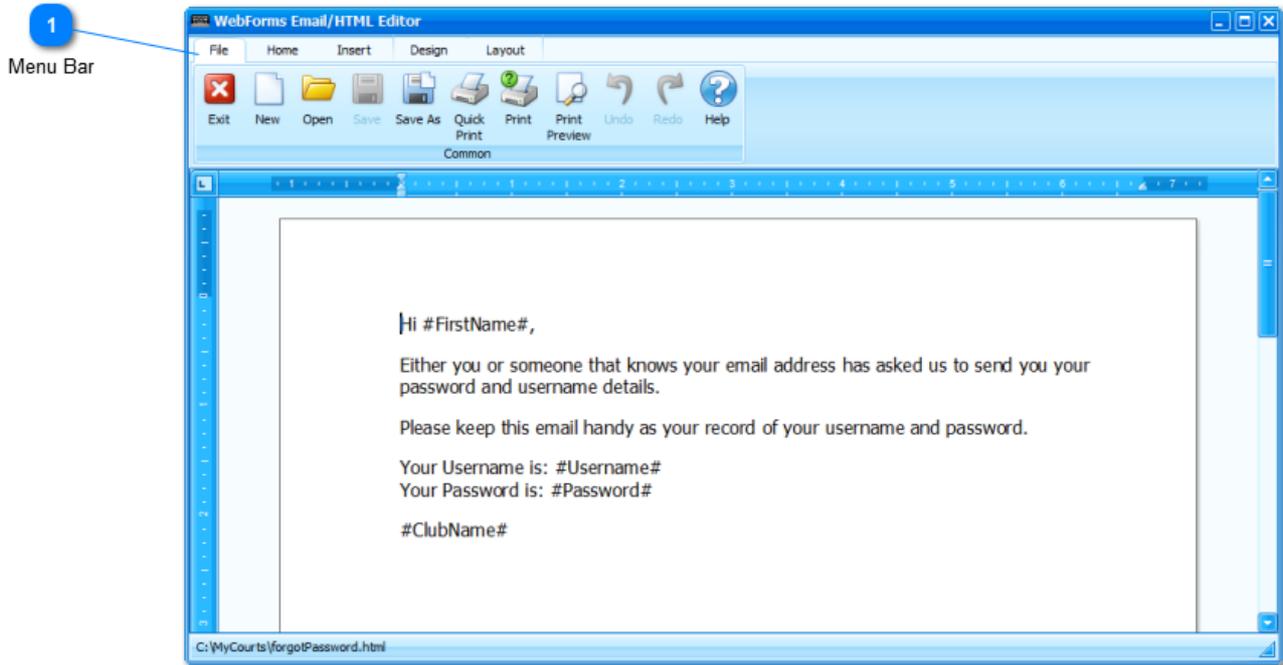
1 Menu Bar

The Menu Bar contains all the necessary options you will require.

Don't forget to Save your changes which will come into effect immediately.



Lost Password



Should your member forget their logon name or password they can select the option to send that information to the email address on record :

They will need to enter their email address.

You can use the following tokens in your template:

Token	Value
#FirstName#	The member's first name
#LastName#	The member's last name
#FullName#	The member's full name
#Username#	The member's user or logon name
#Password#	The members password
#ClubName#	The name of the Club as registered



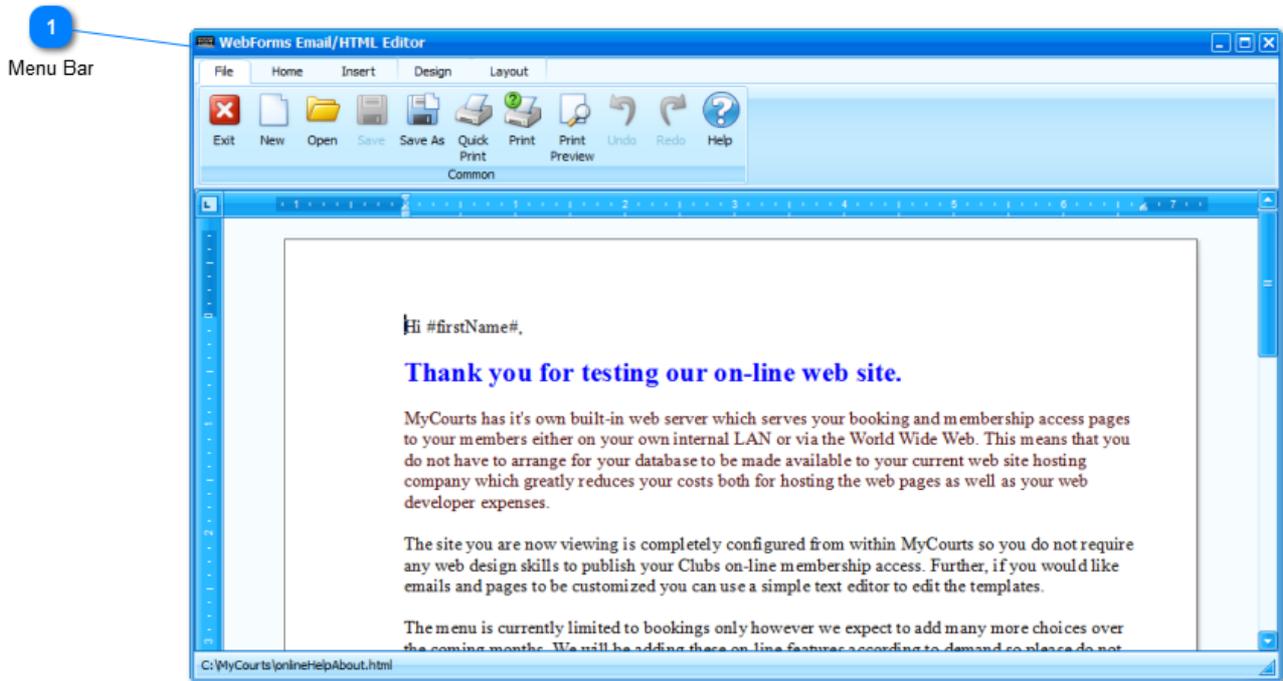
1 Menu Bar

The Menu Bar contains all the necessary options you will require.

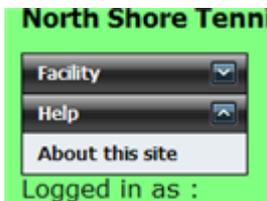
Don't forget to Save your changes which will come into effect immediately.



The About Page



The 'About' page is displayed when your web visitor selects "Help -> About this site"



You can use the following tokens which will be replaced by MyCourts with the respective details:

Token	Value
#firstName#	The current web visitors first name.
#lastName#	The current web visitors last name.
#clubName#	The Clubs name.

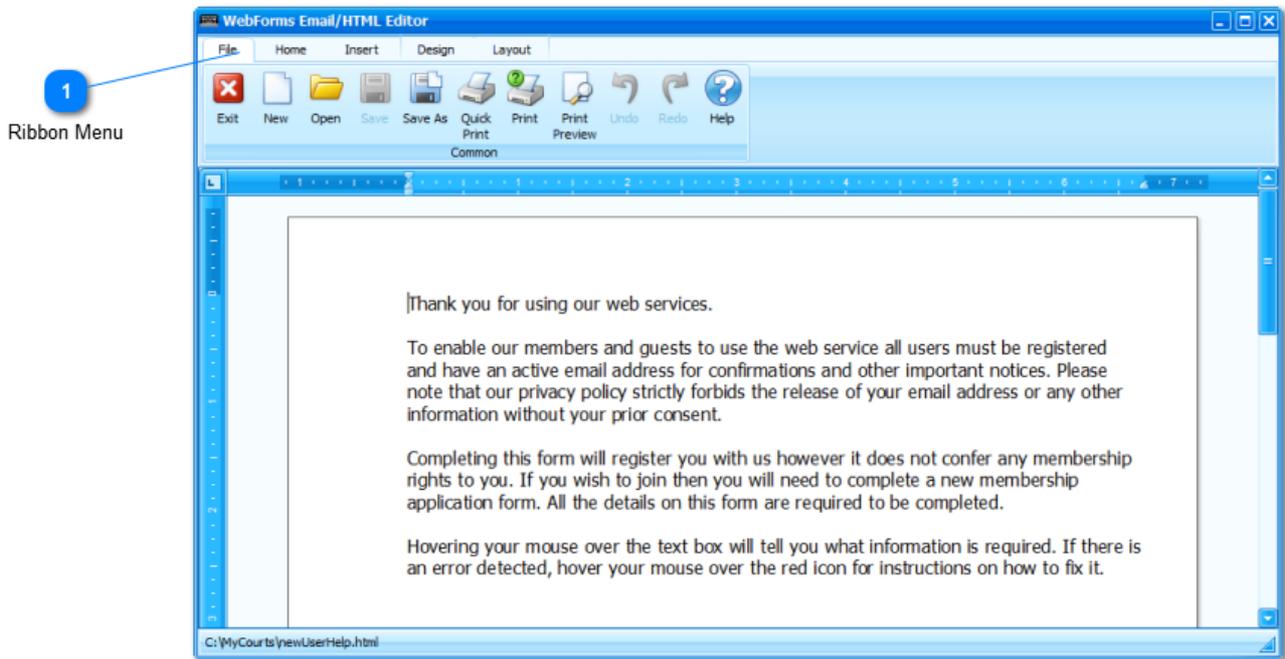
1 Menu Bar

The Menu Bar contains all the necessary options you will require.

Don't forget to Save your changes which will come into effect immediately.



New User Help



When you have enabled MyCourts to allow new user signups via the web page, they will have the opportunity of viewing a Help file. The contents of the help file can be edited here.

You can use this for help on filling in the form, setting out your terms and conditions, membership requirements etc.

1 Ribbon Menu



Don't forget to Save your changes.



Computer Setup

MyCourts cannot configure your computer to provide real-time access either across your LAN or via the Internet. You need to undertake these tasks yourself.

To assist you, comprehensive instructions are included in the MyCourts Help file. You can access this help at anytime using the F1 key or selecting the Help button.

It is not difficult to configure your computer. You need to take the following steps:

1. If your computer is part of a LAN then you need only know the IP address or DNS Name of the computer MyCourts is running on. You will need this information for other computers to browse to the computer running MyCourts.
2. To access the web service from the computer running MyCourts you don't need to configure anything. Just browse to <http://localhost>.
3. To allow people access to MyCourts from the internet you will need to get a dedicated IP address from your current ISP.
4. You will need to configure your router (the device that connects you to the internet) to forward data received on port 80 to the computer running MyCourts.
5. To make it easy for people on the internet to find MyCourts you will need to assign the IP address obtained from your ISP to your DNS eg mycourts.yourclubwebsiteaddress.com.

If after consulting the help file you are still unable to access MyCourts, please do not hesitate to contact us for support.

This machines host name is: home

IP Addresses: 192.168.0.2, 192.168.0.3, 192.168.0.24, 192.168.0.25, 192.168.0.26

1 Machine Name

2 IP Addresses

Setting up your computer hardware and software to enable MyCourts web server to serve your web pages to your LAN and the Internet is not difficult. The following information and links should help you particularly if you do not have an IT consultant or web designer handy.

MyCourts

All configuration is done via the MCA windows. You will need to complete all of them (except the Offline Setup) before MyCourts Web Server is fully operational.

Once configured and running, you can access the web service by browsing to <http://localhost>.

LAN

If you are operating on a LAN and wish to have other computers on the LAN access the web service then you will need to know the IP address of the computer that is running MyCourts. This information will be displayed in IP Address list box.



If the computer running MyCourts has an IP address of 192.168.0.2, then to access MyCourts web service from other computers on your LAN you will need to browse to <http://192.168.0.2> .

If your computers are named and DNS is running then you can use the name that is displayed in the text box eg. <http://home.myclubdomainname.com> .

PROVIDING INTERNET ACCESS TO YOUR WEB SERVER

People outside of your LAN need to know a web address to access your computer with. This is achieved as follows:

1. First you obtain a fixed IP address from the people you currently get your internet access from (your ISP). They will then assign that address to your router. The router is the box that connects you to the internet although the router may also be incorporated into your computer particularly if it is a laptop. The external address will most likely be a combination of 4 groups of up to 3 digits eg 57.4.123.78 . This will likely cost you USD\$2 per month extra.

2. As people find it difficult to remember numbers, you need to alter your DNS (Domain Name Service) to include the newly acquired fixed IP address as a name. For example, our web server is known as "mybookings". You can access "mybookings" at 58.6.121.54 by browsing to <http://58.6.121.54> but because we have configured our DNS you can also browse to <http://mybookings.mycourts.com.au> and get to the same site.

Your DNS will most likely be managed by whoever you purchased your domain name from in the first place. You will need to contact them (or log on to their server) to have them include your new fixed IP address and your chosen name to the DNS.

If you have lost contact with those people then we can do it for you but we will need your domain name host's web address, your logon name and password.

Your web designer can also probably help you with this.

Now you have your DNS setup and working (it can take several hours for the DNS changes to be discovered by the whole of the internet), whenever people browse to your new site they will only get as far as your router because that's what your ISP has set the IP address for.

CONFIGURING YOUR ROUTER

You need to now setup your router to transfer any information that it received for your new IP address and pass it on to the appropriate computer on the LAN for processing. This is called PORT FORWARDING on most routers and also involves NAT (Network Address Translation). You don't really have to understand all this in any detail because your router will have a web interface that you can use.

Log on to your router, search for NAT and turn it on. Then find Port Forwarding (or redirecting or similar) and then for the port number select or insert 80 and then insert the first IP address of your computer (192.168.0.2 in the above screen shot) where it asks you for a destination computer.

Your router manual or help menu is the place to start however if you cannot locate them you might like to visit the following free website and see if they have a guide available for your router: http://www.portforward.com/english/routers/port_forwarding/routerindex.htm



FIREWALLS

Firewalls are used in Routers as well as software like Windows XP and are designed to make sure your computer is protected from malicious software attacks. These attacks are almost always made possible by the fact that the malicious software opens ports other than port 80 on your computer and router and does the damage. Port 80 is already managed by your software so direct attacks are unlikely. MyCourts web server uses Port 80 and therefore your firewall will not normally pose any additional problems. You may need to check with your firewalls documentation (or the above web site) if you are experiencing any firewall problems.

1 Machine Name This displays the machine or computer name for the machine that you are currently using.

2 IP Addresses This list box will display the IP addresses currently assigned to the computer your are using.



PayPal

1 Save

2 Username

3 Password

4 Signature

5 PayPal URL

6 Currency

7 Environment

8 PayPal Button Image

MyCourts Administrator | Online Web Services - PayPal

Save Help

PayPal-Express Checkout

API Username:

API Password:

API Signature:

PayPal URL: <https://www.sandbox.paypal.com>

Currency that you sell in: Australian Dollar

PayPal environment: sandbox

URL reference to button image: https://www.paypal.com/en_AU/AU/btn/btn_xpressCheck

Web Services

- Online Setup
- Edit Online Forms/Pages
- Computer Setup
- Offline Setup
- PayPal

Home

Accounting | POS

Setup

Backup

Restore

Languages

Web Services

PayPal

MyCourts allows your users to access PayPal to pay their bookings and other fees. This access is via PayPal's Express Checkout interface. If you have a PayPal account that has Express Checkout access then complete all the fields here to give your users Express Checkout access via your website.

Please note that you will need to contact PayPal to make your arrangements for Express Checkout. Once you have Express Checkout, PayPal will advise you of all the information required to complete these fields.

We will be happy to assist you with any difficulties you may have with completion of these fields so please do not hesitate to email us.

The PayPal Application Programming Interface (API) Username, Password and Signature are encrypted and then stored on your computer. Similarly, they are only transferred over the internet in an encrypted state. You may pass your mouse over these three fields to reveal the information in plain text.

1 Save
Click here to Save any changes you make.

2 Username
Enter your PayPal API Username here.

3 Password
Enter your PayPal API Password here.



4 Signature
Enter your PayPal API Signature here.

5 PayPal URL
Enter the PayPal URL required for your particular region.

The information here is the web site url only. Do not enter any parameters. MyCourts will add the correct parameters, tokens etc.

In this screen shot, you will notice that we are still using the 'sandbox' and are therefore testing our PayPal configuration. Don't forget to change the Environment setting to match the your url reference.

6 Currency
Select from the dropdown list the currency that applies to your region.

7 Environment
You have two options to chose from. 'Sandbox' is the testing environment whilst 'live' is the live real-time service.

You should do all your testing via the 'Sandbox'.

Don't forget to change the PayPal URL once you go 'live'.

8 PayPal Button Image
The image displayed on your PayPal button can be entered here. If left blank, no image will be displayed (the button will appear in the same style as the other buttons).

Your PayPal website has details of the buttons and links available. To save your bandwidth, it is recommended that you don't store the image on your web server however there is nothing stopping you from doing so if you wish.



MyCourts Reports

MyCourts grids and views can all generally be displayed in Reports format for printing as well as exporting in various formats.

MyCourts Reports Designer is included with the Enterprise Plus version and gives you the ability to create your own reports and save them for re-use whenever you wish.

Access to MyCourts Reports is gained from the MyCourts Program Start Menu.

Designing your own reports is relatively easy if you have had some experience with databases and programming. The following video's supplied by the Report Designer software developers may assist you:

[End-User Report Designer](#)

[Wizard in End-User Report Designer](#)

[How To Create Employee Badges](#)



The above video's make reference to creating datasets from MyCourts database files. Unfortunately this is not possible to do yourself however we are happy to create 'shell' reports for you that include the datasets that you may require. Just email us with your requirements.



Main Screen

The screenshot shows the 'MyCourts Reports' application window. It features a green background with several sections:

- 1 Report Selector:** A list of reports under 'Reports:' including 'Sales', 'Monthly Sales Summary', 'Financial Transactions: General', and 'Member Accounts'. Each item has a red 'X' icon to its right.
- 2 Report Parameters:** A section with 'From:' and 'To:' date pickers, both set to '10/07/2012'. Below are 'Show Report' and 'Show Designer' buttons.
- 3 Custom Reports:** A section with a 'Selected Report:' dropdown menu.
- 4 Show Report:** A button located below the 'Selected Report:' dropdown.
- 5 Show Designer:** A button located below the 'Show Report' button.
- 6 Chart Selector:** A section with a 'Charts:' list containing 'Monthly Sales Summary' and 'Facility Usage', each with a red 'X' icon.
- 7 Chart Parameters:** A section with a 'Chart Parameters:' label and an empty text area.
- 8 Show Chart:** A button located to the right of the 'Chart Parameters' section.

At the bottom of the window, there is a paragraph of text: "MyCourts Reports is a standalone program that allows you to create your own highly customized reports. Generally, you will need to advise us what information you require and how you would like it set out. We will then create a report that contains access to the data you require and you can then customize it as you wish - and of course save your customized report for your future use. Normally you will print reports (as well as export data to csv files etc) directly from the appropriate table in MyCourts or MyCourts Administrator by using the Print button."

The opening window allows you to view and design reports.

1 Report Selector

This close-up shows the 'Reports:' section of the main screen. It lists the following reports, each with a red 'X' icon to its right:

- Sales:**
 - Sales
 - Monthly Sales Summary
- Financial Transactions:**
 - General
 - Member Accounts

The Reports Selector will list all the pre-defined reports that are available to you. Select the report that you wish to view or redesign, click the name of the report, select it and then click Show Report or Show Designer..

Currently there is a limited number of reports divided into two categories however we will be adding to this range of reports depending upon demand.



You are always able to open a report, redesign it and then save the redesigned for future use.

2 Report Parameters

A screenshot of a 'Report Parameters' dialog box. It has a light green background and a white border. The title bar says 'Report Parameters'. There are two rows of controls. The first row is labeled 'From:' and has a text input field containing '10/07/2012' and a small blue dropdown arrow. The second row is labeled 'To:' and has a text input field containing '10/07/2012' and a small blue dropdown arrow.

Many reports will require you to select various parameters and the more common of those parameters will be listed here. These parameters will be inserted where required however they can also be changed within the report itself.

You may prefer to enter them here so they can be passed to more than one report during a session. This will save you having to re-select them for each report.

3 Custom Reports

A screenshot of a 'Custom Reports' dialog box. It has a light green background and a white border. The title bar says 'Custom Reports'. Below the title bar, there is a label 'Selected Report:' followed by a white text input field. To the right of the input field is a small blue button with three white dots (an ellipsis).

After you have saved a custom report, you can reopen it by selecting the report here. You will need to click the ellipses button [] and then use the Windows File locator to select the saved report.

4 Show Report

A screenshot of a button labeled 'Show Report'. The button has a light green background and a white border.

Click here to display the report.

5 Show Designer

A screenshot of a button labeled 'Show Designer'. The button has a light green background and a white border.

Clicking this button will open the report selected in the Report Selector but in Design Mode.

Detailed help with regards to designing reports will be available shortly.

6 Chart Selector



Charts

Monthly Sales Summary	<input type="checkbox"/>
Facility Usage	<input type="checkbox"/>

Tick the chart that you wish to view.

7 Chart Parameters

Chart Parameters

If the chart you selected from the above list can take parameters (additional choices), they will be displayed here. Just select the desired option.

8 Show Chart

Show Chart

Once you have selected from the above Chart options, click here to view the chart.



Networking

MyCourts can be run across a local area network and you may use as many instances of MyCourts as you wish.

Network Operations

The Server:

In a networked environment, MyCourts is installed on a computer that is designated as the server. The server can be using any operating system that allows you to share directories across a local area network.

Once you have installed MyCourts on the 'server' you should then configure MyCourts to suit your requirements. With one exception (see below) there are no special considerations in setting up MyCourts on a server except that you will need to share the directory where MyCourts database is located enabling it to be accessed across the network. Follow your operating systems instructions on how to share the directory on your network.

MyCourts Administrator will be fully operational on the server at all times, whilst MyCourts Administrator will only have limited functionality on the workstations.

The Workstation / Client:

MyCourts is installed on the workstation in the normal fashion however it is necessary to have MyCourts use the database located on the server. This is achieved by running MyCourts Administrator on the Client machine and changing the database location to that of the location on the server. Before you do this however, make sure you have mapped the server's database directory on the workstation. Follow the instructions at [MyCourts Administrator - Setup - Network Setup](#) with regard to changing the MyCourts database directory and select the mapped drive / directory. When requested by MyCourts Administrator to copy the files to the new directory, make sure you select No as you do not want to overwrite the server's database.

Important Considerations

Sharing Issues - Locating the MyCourts Database Directory

The database used by MyCourts relies heavily on the built-in file sharing capabilities of the operating system (Windows XP, Vista and Win7 etc) and accordingly you should not use MyCourts on the designated server. If you do wish to use MyCourts on the same machine that is designated as the server, then you should create a shared and mapped directory located on the server and then point MyCourts running on the server to use that shared folder as if it was a networked folder. This will help avoid sharing violations.

Updates

When updating MyCourts, it is necessary to update the server as well as each workstation's installation of MyCourts at the same time. Please ensure that MyCourts is not running on the server or any workstation before upgrading each instance of MyCourts. You should start with the server installation and then each workstation.

It is not necessary for any specific action to be taken when upgrading a networked setup other than the above.





Task Based Help

Task Based Help is designed to give you practical assistance in performing certain operations or functions in MyCourts. The intention is to enable you to quickly understand how to get the most out of your MyCourts usage.

In addition, many more detailed examples as well as a searchable knowledge base can be found at <http://support.mycourts.com.au>.



Setting Up Facilities

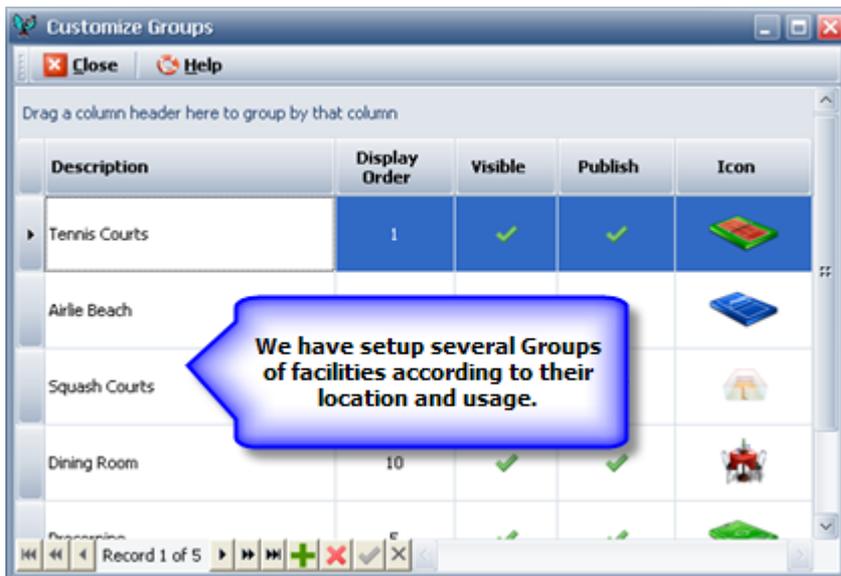
MyCourts comes pre-configured with 8 facilities all grouped into one group. MyCourts can manage up to 48 different facilities and up to 20 different groupings.

Facilities can be virtually anything you hire out. It can be a court (of any type), a dining room table, a private sauna, a boxing ring, a swimming pool lane - almost anything. You can then group those facilities into any category you wish to make managing them easier. You could group by the facilities location, it's rate of hire (or standard), it's degree of difficulty etc.

As with all other configurable items, you setup Facilities and Groups in MyCourts Administrator.

Groups

You should setup your Groups first as you will allocate each facility to a Group when you set the facility up however the choice is yours as to which comes first. Groups are setup in the [Customize Groups](#) window.



Facilities

Facilities are setup in the [Facilities Window](#). Each facility can only belong to one Group.



Customize Facilities

Close Help

Available Groups

Drag a column header here to group by that column

Description	Display Order	Visible	Icon
Tennis Courts		<input checked="" type="checkbox"/>	
Airle Beach		<input checked="" type="checkbox"/>	
Squash Courts		<input checked="" type="checkbox"/>	
Dining Room		<input checked="" type="checkbox"/>	

Groups are displayed for ease of reference.

Facilities

Drag a column header here to group by that column

Display Name	Group	Visible	Publish
Center Court	Tennis Courts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Court 2	Tennis Courts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Court 3	Tennis Courts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Court 4	Tennis Courts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Court 5	Tennis Courts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Table 1	Dining Room	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Squash 1	Squash Courts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Squash 2	Squash Courts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Court 6	Tennis Courts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Court 7	Tennis Courts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Field 1	Proserpine	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Airle Beach Court 1	Airle Beach	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Each facility is configured separately.

Record 1 of 23

Detailed help as to how you configure and setup each Group and Facility can be found in the Help references listed and linked above.



Granting Discounts

MyCourts allows you pre-configure a wide range of Rates, Charges and Prices for both facility hire and sale of goods and services. We recognize however that there will be occasions when you will wish to give a special discount in certain circumstances. In some cultures and environments it is indeed 'normal' to negotiate an acceptable charge at the time of purchase.

In the above circumstances, you can configure MyCourts to allow your staff to grant those discounts. The procedures are:

- 1. Enable the granting of discounts in MyCourts Credit Policy** which is accessed via [MyCourts Administrator](#).



- 2. Make your booking or sale in the normal fashion.** When you click on record in the bookings window, the POS window will open:

POS Transaction for Tony Eggleston

Register:

Total Due: \$84.50

Description	Units	Total
Court 3 Normal Hire: Friday, 21 November 2008 12:00 PM	2	\$20.00
Sports Bag - Executive	1	\$49.50
Tennis Balls - Yellow - A1	2	\$15.00

Payment:

Amount Received: **\$0.00**

\$4.95 Apply Discount

Receipt No Receipt Comment

VOID

Step 1. Using your mouse, select the item you wish to discount.

Step 2. Enter the amount of the agreed discount.

Step 3. Click the button.

- 3. The discount will now be applied:**



POS Transaction for Tony Eggleston

Register:

Total Due: \$79.55
After total discounts of: \$4.95

Description	Units	Total
Court 3 Normal Hire: Friday, 21 November 2008 12:00 PM	1	\$20.00
Sports Bag - Executive	1	\$10.00
Tennis Balls - Yellow - A1	1	\$49.55

Payment:

Amount Received: **\$0.00**
\$0.00

Receipt
 No Receipt

\$79.55

The discount has now been applied and the amount due ammended accordingly.

You can apply a discount to any or all of the items as you wish.

You then close the sale in the usual fashion.

All discounts are recorded as a [Comment](#) and also in the log files.



Courses

MyCourts has the ability to manage various events that you will normally encounter in any sporting complex. These events vary in structure but are almost always centered around the use of your facilities. We have created three types of structured events for you. We have called them [Events](#), Courses and [Pro Sessions](#). Which event structure is best for you to use will be decided by various factors including the number and frequency of facility reservations required, number of attendees, duration in weeks/days etc. This section of our Help refers to Courses.

We have named this section "Courses" however it could equally have been named Coaching, Lessons, Training Events etc. If you wish to change the title "Courses", have a look at MyCourts Administrator where you can edit [MyCourts Language](#) files to suit your needs.

Building a Course for Use

To help you establish and manage your courses (or whatever you call them in your sport), MyCourts has been designed to help you reuse and build differing course segments leading to your final 'Current Course'.

The "Current Course" is what your "Students" attend.

Step 1.

First of all, we recommend you break down your training into reusable modules that we have called **Units**. You need not define "Units" if you will never use that unit in more than one course. Details of a reusable course module are defined under [Course Units](#).

Step 2.

Create a [Course Template](#). A Course Template is basically the course itself however instead of 'hard-wiring' the course you only configure those aspects that will remain constant. Variables (like the date and time of course) are left blank.

Step 3.

Create the [Current Course](#) using a Course Template as the base.

Managing Courses

Courses are generally managed via the Current Course window. You can manage attending students, change course leaders etc from the [Current Course Function Menu](#).

Managing Attendance Records is very important and includes collecting fees where appropriate. This is all managed via the [Course Attendances](#) window.



We had to call the students something but they are just as well described as attendee's, the "swim squad", the "dream team" or whatever but I think you get the idea. Again, you can change this to suit your club's needs.



Students and Course Leaders (the same category as Professionals) personal details are recorded in the same database as the rest of your members but you are able to segregate these records so they are treated as non-members when it comes to fees etc. You do have the choice to set these up as full members as well. You can also have the same individual fall into more than one category.



Course Units

The screenshot shows the 'Courses' window in MyCourts. It features a main form for editing a course unit, a right-hand sidebar with a list of units and management options, and a bottom navigation area. Numbered callouts identify the following elements:

- 1: View Selector (top left)
- 2: Unit Title (input field)
- 3: Unit Duration (input field with 'hours' label)
- 4: Unit Fee (input field)
- 5: Active (checkbox)
- 6: Unit's List (right sidebar list)
- 7: Add or Edit Notes (button)
- 8: Navigation (bottom record indicator)
- 9: Edit Buttons (right sidebar management options)
- 10: Navigation Menu (bottom right sidebar)

Course Units are the basic building blocks for your course or training programs and should generally be of short duration and with a very specific achievement goal.

Course Units are not required to be defined however if you are using the same course module in different courses then defining them for later re-use is strongly recommended.

1 View Selector

- View Active
- View Inactive
- View All

The View Selector allows you to view Active, Inactive or All Course Units.

As with other items in MyCourts, you never delete an item as it may be required for future reference. Deleting an item normally only marks it as Inactive and therefore is generally hidden from selection menus.



2 Unit Title

CPR - Basic

The Unit Title should be short and descriptive of what you wish to achieve.

3 Unit Duration

1 hours.

How long will it take to complete or achieve this unit's goal. If it is going to take a long time then you should consider breaking it up into more identifiable and achievable objectives.

4 Unit Fee

\$0.00

The cost of conducting and / or attending this unit.

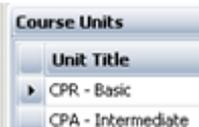
5 Active



Indicates whether this Unit can be taken by a student.

You can toggle this Unit inactive [] and it will not be displayed in the list of available Units.

6 Unit's List



The list of all the Units.

Use this list to navigate through the various Units.

7 Add or Edit Notes



Click to edit the notes applicable to this Unit.

The notes should indicate what the unit sets out to achieve.

8 Navigation



Used to navigate through the all the available Units.

9 Edit Buttons

Click to add a new Unit, edit a Unit or even Delete a Unit.



Note that you cannot really delete a Unit - you can only mark it as Inactive.

10 **Navigation Menu**



Clicking the Navigation Bar here brought us to this screen.



Course Templates

The screenshot shows the 'Courses' window in MyCourts. The main area displays details for a course template titled 'Basic Emergency Re-Action - Level 1'. The 'Units Included' table is as follows:

Unit Title	Included
CPA - Intermediate	<input type="checkbox"/>
CFR - Basic	<input checked="" type="checkbox"/>
Swimming Breast Stro...	<input checked="" type="checkbox"/>

Callout 17 points to the 'Manage Courses' section on the right sidebar, which includes buttons for 'New Course', 'Edit Course', and 'Delete Course'. Callout 16 points to the 'Edit Buttons' for the 'Units Included' table. Callout 15 points to the 'Included Units' table. Callout 14 points to the 'Units Available' field. Callout 13 points to the 'Course Notes' field. Callout 12 points to the 'Fee frequency' field. Callout 11 points to the 'Unit Fees' field. Callout 10 points to the 'Course Fee' field. Callout 9 points to the 'Minimum Students' field. Callout 8 points to the 'Maximum Students' field. Callout 7 points to the 'Number of Sessions' field. Callout 6 points to the 'Session Duration' field. Callout 5 points to the 'Course Template Title' field. Callout 4 points to the 'Course Titles' list on the right. Callout 3 points to the 'Help' button. Callout 2 points to the 'View' button. Callout 1 points to the 'Close' button.

Course Templates are the foundation of the courses that you will be conducting and are designed to be reused over and over with little or no amendment to content.

Course Templates may or may not consists of predefined [Units](#) - it's up to you.

1 Close



Click to close this window.

2 View

Click here to change the Base Courses that you can view. The default is Active Base Courses only.

3 Help



Click to access this help file.

4 Course Titles



The list of all available Courses - you can use this list to navigate through them as well.

5 Course Template Title

Basic Emergency Re-Action - Level 1

The Title should briefly describe the desired outcome of the Course.

6 Session Duration

8 hours.

The length of each session that together will enable the student to complete the course.

7 Number of Sessions

1

How many sessions will it take to achieve the Courses goal.

8 Maximum Students

6

The preferred maximum number of students that the course leader can manage or that you have facilities for.

9 Minimum Students

2

The minimum number of students that the course can successfully be run with.

10 Course Fee

\$125

The cost of the course.

11 Unit Fees

If you have costed each unit that this course includes, the total of those units fees is shown here for information purposes.

12 Fee frequency

Do you wish to charge for each session or a once - only basis.

13 Course Notes

Reasonably detailed notes should be included so that everyone knows what the course is about.



14 Units Available
The list of all available Units.

15 Included Units
Toggle the tick or cross to include or exclude the Unit from the contents of this course.

16 Edit Buttons
Use these buttons to Add, Edit or Delete Courses.

Note that Courses are not actually deleted - they will be marked as Inactive.

17 Navigation Menu
We clicked here to open this window.



Current Courses

The screenshot shows the 'Current Courses' window in MyCourts. It features a main form for course configuration and a right-hand sidebar with navigation options. Numbered callouts identify the following elements:

- 1: Course Template (Base Course dropdown)
- 2: Facilities Reserved (button)
- 3: View (button)
- 4: Course Title (Course Title text field)
- 5: Course Days (Course Days checkboxes)
- 6: Course Commences (Commences date and time)
- 7: Course Information (Max. Students, Min. Students, Course Fee, Course Leader, Display Colour)
- 8: Course Leader (Add/Edit Notes button)
- 9: Display Colour (Color selection fields)
- 10: Course Notes (Current Course Notes text area)
- 11: Enrolled Students (Enrolled Students list)
- 12: Edit Buttons (Buttons for Add Student, Delete Student, Student Attendance/Charges, New Course, Edit Course, Cancel Course)
- 13: Navigation Bar (Bottom navigation controls)

Current Courses are really a superset of a Base Course. Once you have the [Course Template](#) setup you then can build your active course.

The [Course Template](#) is the core of what your Current Course is all about. This window (the Current Course) really just establishes the when and where factors.

1 Course Template

Bronze Medallion

Once you have selected either New or Edit from the Navigation Bar you will need to select from this drop down menu one of your Base Courses before you can proceed further.

2 Facilities Reserved

Facilities Reserved

Click here and the following drop down appears:



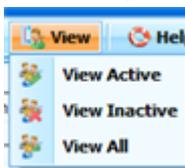
Click New to make a new reservation or Edit to view or edit the current reservations.

Refer to [Block Reservations](#) for more details.

3 View



Click to open the following drop down menu:



Courses are never really deleted. When you click on delete they will be marked as Inactive. Make your selection here if you would like to view all the courses, cancelled or not.

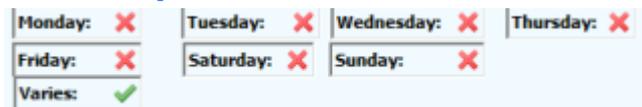
4 Course Title



The title of this course.

This title will be used elsewhere in MyCourts and you should be aware that only the first 16 characters will be used in the facility schedules. If you have several courses with very similar titles and they will be current at the same time you should consider this when deciding on the title.

5 Course Days



Tick the days that this course will be conducted on.

For example, if you have a course that runs on two days a week then select the two days. MyCourts will then know that if the course contains 10 sessions, the course will actually run over 5 weeks.

This information is used to establish the Attendance Records as well and should not be changed during the course.



NOTE: If you select **Varies:** then MyCourts will not calculate the days that lessons are conducted. Instead, you will be able to record the completion of each lesson as the student progresses at their own pace.



6 Course Commences

Friday, 6 June 2008 08:30 AM

Enter the starting date and time.

7 Course Information

Number of Sessions: 3
Session Duration: 3.00 hours
Max. Students: 8 Min. Students: 2
Course Fee: \$125.00 charged per Session in Total
Course Leader: [dropdown]

These fields all default to the Base Course however you can amend them to suit this particular course.

8 Course Leader

128, 255, 255 0, 1

Select the name of the Course Leader (or Coach, Trainer, Professor etc) from the drop down list.

To add names to the list of Course Leaders, use the [Membership Window](#) and add a new member as a Course Leader. If you have not yet configured MyCourts to use a category for Course Leaders you may do so by selecting [Manage Course Leaders](#) from the Current Courses navigator selector or in [MyCourts Administrator](#).

9 Display Colour

Each course can have it's own colours when displayed in the facility screens. The two colours you can chose blend from top to bottom.

In this screen shot, the resultant colours are displayed :

1 AM	
1 AM	Bronze Medallion
1 AM	Bronze Medallion
1 AM	

10 Course Notes

Enter details about the course here.

11 Enrolled Sudents

Enrolled Students

Members Short Name
Bundy, Bill
Canterbury, B

The list of all the enrolled students.

12 Edit Buttons

Use these buttons to select the various functions available to you.



Detailed instructions are detailed in the [Current Course Functions](#) section.

13

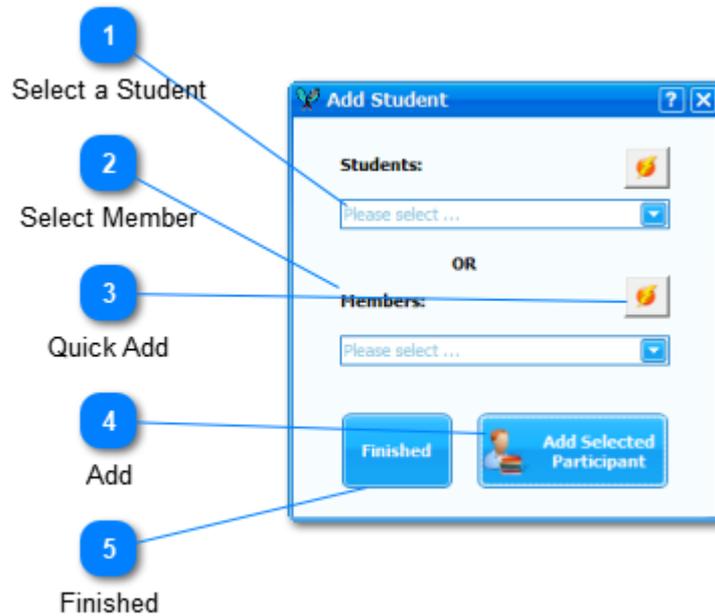
Navigation Bar

This window is the default window and will be open when you select [Courses](#) from the Main Menu.

You can return to this window by clicking [here](#).



Add Student



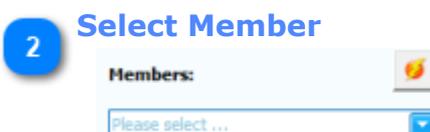
To add a student to the course, select Add Student from the list of functions and you will be presented with this window.

All students must be 'pre-registered' with your Club. If they have not already registered as a student you may select the 'Quick Add' button to quickly record their basic information.

The 'Quick Add' button allows you to quickly record the basic details of a student. The button may not be visible if your Administrator has not allowed it in which case you will need to 'pre-record' the students details in the Membership register prior to adding them as a student.



If the person is already registered with you as a Student, you can start typing in the last name of the student and then select them from the drop down list.



If the person is not registered with you as a Student, you can start typing in the last name of the member and then select them from the drop down list.



3 Quick Add



Click the button to quickly add a new student (or member) to your database so you may then select them in the appropriate section.

4 Add



Once you have selected a participant from one of the above selectors, click here to Add the participant to the course.

5 Finished



Once you have finished adding participants, click here to close this window.



Course Attendances

1 Print

2 Separate Processing

3 Bulk Processing

4 Bulk Process

5 Unlock Records

Course Attendances

Please select how you wish to process attendance records

Process each item separately

Process all attendances in bulk

Unlock Records

Bronze Medallion - Course 1

Student	Emerson	Fraser
Session 1: Friday, 6 June 2008	Jack	Ken
Session 2: Friday, 13 June 2008	✓	✓
Session 3: Friday, 20 June 2008	✗	✗

6 Course Title

7 Session Times

8 Attendance Record

9 Students Name

You keep track of your Students attendances as well as the accounting via the Course Attendances window.

This window is accessed from the Courses - [Current Courses window](#).

1 Print



Opens the Print Preview window allowing you to print the Attendance Record. Great for when you need a written check list of attendees.

2 Separate Processing



If you wish to process each student separately select this option.



By selecting this option, as you click the grid to indicate an attendance, you will also be shown the POS Window enabling you to record the payment due for that session. If the course is not charged on a "per-session" basis and the course has already been paid for, the POS Window will not be shown.

3 Bulk Processing

Process all attendances in bulk

If you wish to update all the students attendance records together then select this option.

4 Bulk Process

Bulk Process Attendances

If you have selected Bulk Processing then this button will be displayed.

After you have toggled all the students attendance records at the course, click the button to record the attendance and if there is a fee due, it will be charged to the Students account. If the student does not have an account then the amount due will be recorded as a 'Booking Only' and you will need to collect this manually.

5 Unlock Records

Unlock Records

To avoid making mistakes, the individual attendance records are locked. Click here to unlock them.

6 Course Title

Bronze Medallion - Course 1

The course title that you are amending student records for will be shown here.

7 Session Times

Student
Session 1: Friday, 6 June 2008
Session 2: Friday, 13 June 2008
Session 3: Friday, 20 June 2008

MyCourts will determine and display each session date.

8 Attendance Record

	Emerson	
	Jack	
008		✓
208		✓
208		✗

Click the cross to record the students attendance at the course for the relative session. The cross will change to a tick to signify attendance.

If there is a course fee for this session, the POS window will open for you to record the sale. If you have chosen to Bulk Process the records, the POS window will not be shown. When you click the Bulk Process Attendances button, all the students that have been marked as attended will be automatically charged the fee to their account.



9

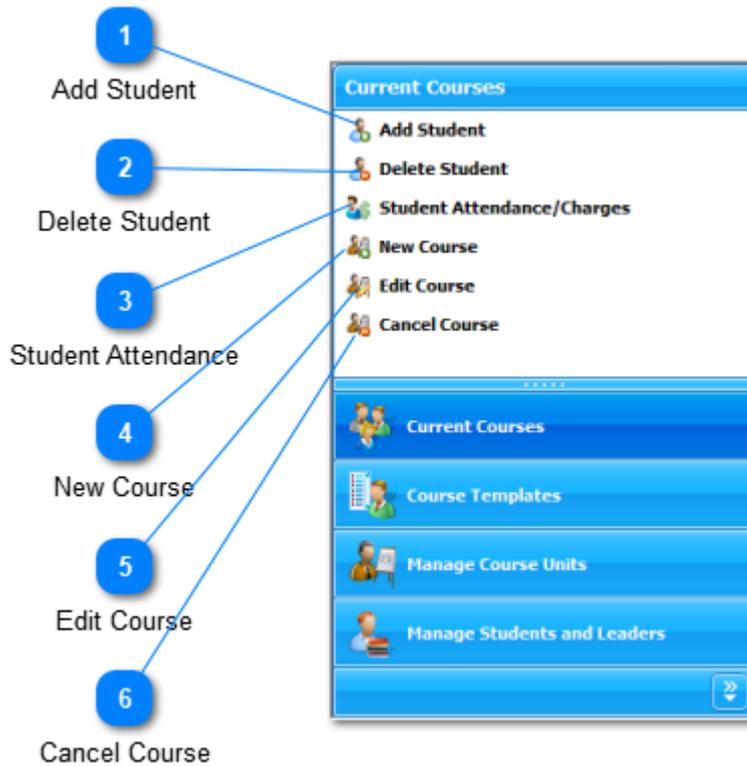
Students Name

Student	Emerson	Fraser
	Jack	Ken

Each student enrolled for the course will have their name recorded.



Current Course Functions



Current Course Functions

From the Navigation Menu you can select various functions relative to the Current course.

1 Add Student

The 'Add Student' dialog box contains the following elements:

- Students:** A dropdown menu with the text 'Please select ...' and a search icon.
- OR**
- Members:** A dropdown menu with the text 'Please select ...' and a search icon.
- Buttons:** 'Finished' and 'Add Selected Participant'.

Clicking on Add Student will open the above window allowing you to select from the drop down list.

Once you select the Student (who must also be a Club member) you will be shown the POS Screen so that you can collect payment for the course.

If the course is free then the POS window will not be displayed.



2 Delete Student



To delete a student from the course, first select the Student from the Enrolled Students list and then click here.

You will be asked to confirm the deletion.

3 Student Attendance



This is where you keep track of your students attendances at the courses' sessions (if there is more than one session that is).

Details of this item are contained in the [Course Attendances](#) section.

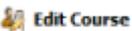
4 New Course



Click to create a new course.

This will clear the currently displayed course window allowing you to select a new course template so that you can customize the new course.

5 Edit Course



Click here to edit the course.

Once a course has commenced it is strongly advised not to change the settings that contain attendance records as this could make it difficult to keep track of course payments.

If there needs to be substantial changes then it may be best to make this course inactive and commence another course to follow on from this one.

Once - only changes can also be recorded in the course notes.

6 Cancel Course

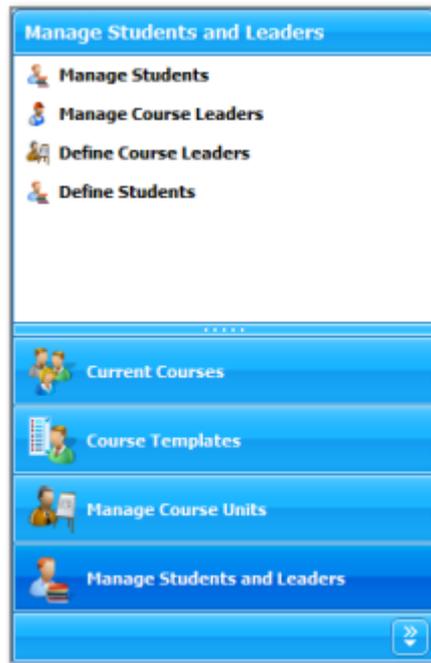


Click to cancel this course.

Note that the course is not deleted. It is marked as inactive.



Manage Students and Leaders



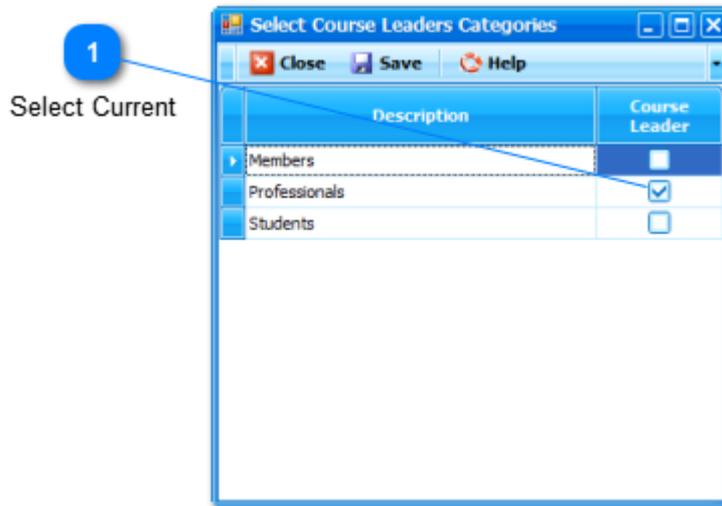
You can manage and/or Define your Students and Course Leaders via these menu items.

Clicking either of the Manage links will open the Membership Window with only the chosen category of members displayed; either Students or Course Leaders. If you have not yet defined a category for these two selections, the respective Define window will open first.

You can setup various Membership Categories using MyCourts Administrator. You are not required to define a special category for either Students or Course Leaders however you are required to specify the categories you wish to chose from to fulfill those roles. If you chose not to define special categories, just select the normal category that you have defined.



Define Course Leaders



Course Leaders should be one of the first tasks you do when starting of with MyCourts Courses.

Course Leaders is a category of Club Membership consisting of those people who lead the individual courses. In a Tennis Club it will probably consist of at least the Club Professional.

You can chose to use a current type of Club Membership however when you need to select the particular Course Leader for an individual course you will need to select from a list of all those members falling into that category. We strongly recommend you create a special category of membership just for Course Leaders. There is no problem having the same individual in several membership categories however they will need to be recorded for each category.

This window will be displayed to you if you have not already selected a membership category to use as Course Leaders.

1 Select Current

Description	Course Leader
Members	<input type="checkbox"/>
Professionals	<input checked="" type="checkbox"/>
Students	<input type="checkbox"/>

The window will contain a list of all the membership categories you have created using MyCourts Administrator. Select one or more from from this list by ticking the box in the Course Leader column.

Then click the Save button to save your selections.



Define Students

A screenshot of a software dialog box titled 'Select Students Categories'. The dialog has a blue header bar with the title and standard window controls (minimize, maximize, close). Below the header is a toolbar with 'Close', 'Save', and 'Help' buttons. The main area contains a table with two columns: 'Description' and 'Student'. The table has three rows: 'Members', 'Professionals', and 'Students'. The 'Students' row is highlighted in blue, and its checkbox is checked. The 'Members' and 'Professionals' rows have unchecked checkboxes. Below the table is a large empty white space.

Description	Student
Members	<input type="checkbox"/>
Professionals	<input type="checkbox"/>
Students	<input checked="" type="checkbox"/>

Defining a new Membership Category for Students should be one of the first tasks you do when starting of with MyCourts Courses. Students is a category of Club Membership consisting of those people who are not normally full members however attend courses. You can chose to use a current category of Club Membership however when you need to select the particular Students for an individual course you will need to select from a list of all those categories of members. We strongly recommend you create a special category of membership just for Students. There is no problem having the same individual in several membership categories. To create additional Membership Categories, use MyCourts Administrator.

If you click the Manage Students link, this window will also be displayed to you.

It is identical in form to the [Course Leaders form](#).



Pro Sessions

A Pro Session is designed to allow your Professional, Course Leader or Trainer to reserve a facility or facilities for their use. They can then determine how to charge their students or attendee's, add or delete students and charge them as appropriate.

Professionals

Professionals are identified within MyCourts by a special category of membership. Pro's can actually be named whatever suits your needs however no matter what you decide to name them, members in that category will all be included in the same Pro selection process.



Whilst you manage your Professionals from within the Membership Window, you can chose not to treat them as full members with regards to charging fee's, sending emails etc. You may prefer to have a person who is both a Professional and a Club Member to be recorded twice under the two respective categories in your Membership records.

If you haven't already defined what category of membership constitutes your Professionals, you will be prompted via the [Create Professional Category](#) window to do so when required. Alternatively, you can create this category yourself using MyCourts Administrator.

Making a Pro Session Reservation

Once your Pro has decided when and for how long to hold a session they can make a reservation for that session in the normal fashion. Facilities reserved in this fashion will attract whatever fee structure you chose to apply to Professionals.

You can also make [Block Reservations](#) for Professionals. Reservations made via the Block Reservations system do not attract any fees.

Adding Students for a Pro Session

You can add a student to the Pro Session via the [Reservation Details](#) display or via the [Pro Session Details](#) window for the particular session.

If you prefer the Reservations Details method, click on the Pro Session reservation in the Facility Window to open the Reservations Details window. Then you can open the Pro Sessions detail page for that session by clicking on the 'View Pro-Session' button:



Booking for Glen Harvy

Court 4
Sunday, 16 August 2009 8:00 AM
0 hours 15 minutes

Hirers

	First Name	Last Name	Contact Number
M	Glen	Harvy	0766557788

Date Booked: Sunday, 16 August 2009 6:31 PM

Save / Update Comment

Booking for Glen Harvy Pro Session.

Cancel Booking

View Pro-Session

Click on the View Pro Session button to add students and view all the details for this Pro Session.



Pro Sessions Window

1 Sessions Function
2 Professionals
3 Reservations
4 View Selector
5 Professional Selector
6 Title
7 Date and Time
8 Session Cost
9 Payment Method
10 Notes
11 Active
12 Closed
13 Navigator
14 Students
15 Student Navigator

Use this window to manage your Pro Sessions.

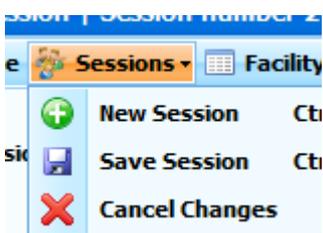
You can access this window directly from the Main window or for a specific session, via the Reservation Details window.

Pro-Sessions are created automatically when you make a reservation in the name of the professional concerned.

1 Sessions Function



Click the drop down selector:





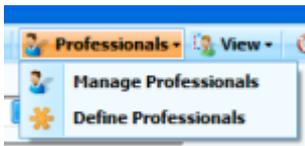
Click New to create a new ProSession, Save to save any changes and Cancel to cancel any changes.

To remove a ProSession from this window, mark the ProSession as 'InActive' and the details will no longer be displayed in this window unless you chose to also display Inactive sessions.

2 Professionals



Selecting this menu item opens a sub-menu:



Manage Professionals opens the Membership window with all your Professionals details displayed. You can add, delete or edit their individual details as you wish.

[Define Professionals](#) allows you to select the membership categories that are used for Professionals.

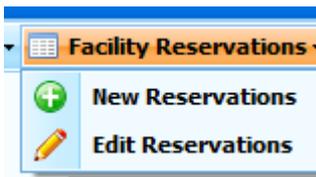


If you have not yet created any Professional's records or their category you will be shown the Create Professionals window first.

3 Reservations



Clicking this drop down selector reveals:



Click New to create Reservations for this ProSession or Edit to view or make changes to the current reservations.

Refer to the [Block Reservations](#) function for details on how to make Block Reservations.

4 View Selector



Clicking view opens the above drop down selector.

By default, InActive sessions are not included in this window however you can select 'All' if you wish to view them as well.

5 Professional Selector



Harvy,G

The Professional conducting this session is displayed here. You can change the Professional by selecting another Professional from the drop down list.

6 Title

Session number 26

You can give the ProSession a Title for easier referencing.

7 Date and Time

Wednesday, 15 December 2010 8:00 AM

This selector is only displayed if the session was created by the normal method of making reservations. Reservations created directly via the Block Reservations method will not display this field as it does not apply to Block Reservations.

The date and time of the original reservation is detailed here.

 You cannot change the date and time of a Pro Session here. You will need to move the reservation to the new time and facility in the same fashion that you move any other type of reservation.

8 Session Cost

\$10.00

Enter the cost of the session here.

9 Payment Method

Payment Method

Per Individual	✓
Shared Expense	✗

You have two options in regards to how you charge students for attending the session.

Select 'Per Individual' if each attendee is to pay the amount shown in the Session Cost.

Select 'Shared Expense' if there is a charge for the session that is divided amongst all those who attend. If you chose this option, you should 'Close' this session before charging each attendee as MyCourts divides the Session Cost by the number of attendees when you charge them.

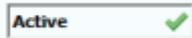
10 Notes

Notes
Session number 26

You can add free form notes for each session here.



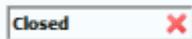
11 Active



Toggle this session as Active or Inactive.

Inactive sessions will not be displayed in this window unless you chose to.

12 Closed



Toggle a session closed and no more students or attendees can be added to this session.

13 Navigator

Navigate through your ProSessions via the Navigator.

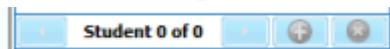
14 Students

Enrolled Students	
Short Name	Paid In Full

Students are listed here.

A cross [] in the Paid in Full column indicates they have not yet paid for the session. When you wish to charge students, click in this cell for the appropriate student and you will be shown the POS Sale window with all the sessions details already included for you.

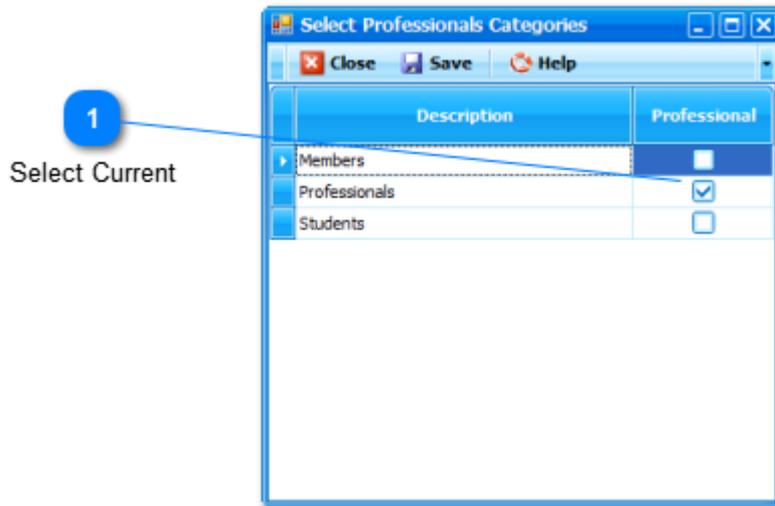
15 Student Navigator



Use the student navigator to Add [] a new student or Remove [] a student from the session.



Define Professionals



The window will contain a list of all the membership categories you have created using MyCourts Administrator.

This screen capture shows that we have already created a membership category which we have called 'Professionals'.

1 Select Current

Description	Professional
Members	<input type="checkbox"/>
Professionals	<input checked="" type="checkbox"/>
Students	<input type="checkbox"/>

Select one or more from from this list by ticking the box in the Professional column.

Then click the Save button to save your selections.



Events

Events Management allows you to organize and manage special events, functions, or other generally once-only events as well as regular recurring bookings that are managed by the club.

Using the Events Window , you may add or remove participants, both members and non-members, set participation fees, reserve facilities for event usage etc.



Events Window

The screenshot shows the 'MyCourts - Events' window. The menu bar includes Close, Add, Edit, Delete, View, Participants, Select, and Help. The main area contains form fields for Event Title (Easter Championships), Short Title (Easter Champs), Event Contact (Glen Harvy), Contact Number (99889988), Display Colours, Text, Gradient, Event Fee (\$0.00), Members Only (checked), Maximum Attendees, and Facilities Reserved. A Web Publishing section has checkboxes for Allow attendees view (checked), Allow online subscription (unchecked), and message boxes for Fully Subscribed and No-Subscribe. An Event Notes window is at the bottom left. An Event Participants table is on the right.

Last Name	First Name	Contact
Bundy	bill	88776655
Harvy	David	49462000

The Events Window is accessed directly from the main MyCourts screen.

1 Close



Click to close this window.

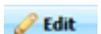
2 Add



Click to add a new Event.

After clicking here, the text boxes will be cleared and you will be able to enter the new information into them. Also, the Menu Bar will change and will give you the options of Saving your changes or Canceling them.

3 Edit





To avoid the possibility of making an unwanted change or error, you will need to click here before you can make any changes to the currently displayed event.

After clicking here, The Menu Bar will change giving you the opportunity to Save or Cancel your changes.

4 Delete



Clicking here will delete the currently viewed event.

The event is not actually deleted, rather it is marked as "Inactive" and you may still view and edit it if you chose the View Inactive from the View menu item.

5 View



Click here to change which events you wish to view.

All - View all events irrespective of whether they are Active or not.

Active - View Active events only.

Inactive - View Inactive events only.

6 Participants



Click here to Add or Remove event participants.

If you wish to Add a participant, click whether a Member or Non-Member and then you will be asked to either select the member from a list OR enter the Non-Member's First and Last Names as well as a contact number. If there is a fee for the event, you will then be taken to the POS window to finalise payment in the normal manner. After payment, the participant will be added to the list.

To remove a participant, first select the participant from the list by highlighting / selecting their details with your mouse. Then click on Remove.

7 Select



Select allows you to chose which event you wish to view or edit. You can also use the Navigator bar at the bottom of the window.



8 **Active**

Active

Click here to mark the event as active (tick) or inactive (cross).

9 **Title**

Event Title:

Enter an appropriate name or description of the event here.

10 **Short Title**

Event Short Title:

Enter a description of no more than 16 characters. This will be used in the facility booking screens.

11 **Contact**

Event Contact:

Enter the name of the person who is managing the event.

12 **Contact Number**

Contact Number:

The phone number of the person to contact.

13 **Display Colours**

Display Colours: 128, 128, 255

255, 128, 255

Text: 0, 0, 0

Gradient:

Select the top horizontal and bottom horizontal colours that will be used in the facility booking windows by clicking on the dropdown button.

14 **Fee**

Event Fee:

If there is a fee for attending the event, enter the amount here.



If you change the fee you will need to double check that any participant who has already paid is charged an adjustment amount if necessary.

15 **Members Only**

Members Only:

Ticking this option will mean that you won't be able to add non-members to the participants list.

16 **Max Attendees**

Maximum Attendees:



Enter the maximum number of people allowed to attend. Leaving this value at 0 [zero] indicates an unlimited number of attendees.

 Members will not be able to subscribe online once fully subscribed.

17 Facilities Reserved



After you have reserved the necessary facilities for use in the event, they will be listed here.

If the facility booking has expired or passed, the booking will not be shown.

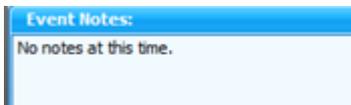
18 Notes



You can add or edit the notes in relation to this event by clicking here.

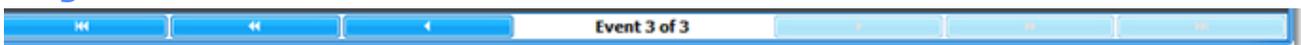
Once you have clicked this button, you will be able to edit the notes below. Also a Save and Cancel button will be visible allowing you to save your changes accordingly.

19 Notes Window



Your notes are visible here.

20 Navigation



The bar at the bottom of the window allows you to navigate through the events.

21 Web Publishing



Web Publishing refers to important considerations when publishing Club Events online in real time.



- Publish** Toggle on or off as to whether you wish the event to be visible on the web
- Allow Attendees View** Toggle on or off as to whether you wish to have the list of attendees published on the web
- Allow Online Subscriptions** Toggle to allow members to subscribe to events online.
 If a fee is payable for the event then the member will need to have an account with available credit before they can subscribe.
 In this web capture, all the options have been toggled on.



- Fully Subscribed Message** If the Event is fully subscribed, you can display a custom message as to what options the member may have. The message must not exceed 300 characters and can include html code. A default message will be automatically displayed if left blank.
- No-Subscribe Message** If members are not permitted to subscribe online to this event, you can display a custom message as to what options the member may have. The message must not exceed 300 characters and can include html code. A default message will be automatically displayed if left blank.

22 Participants Table

Event Participants:	
Last Name	First Name
Bundy	Bill
Harvy	David

The list of participants for the event. You edit this list from the Participants item in the top menu.



Block Reservations

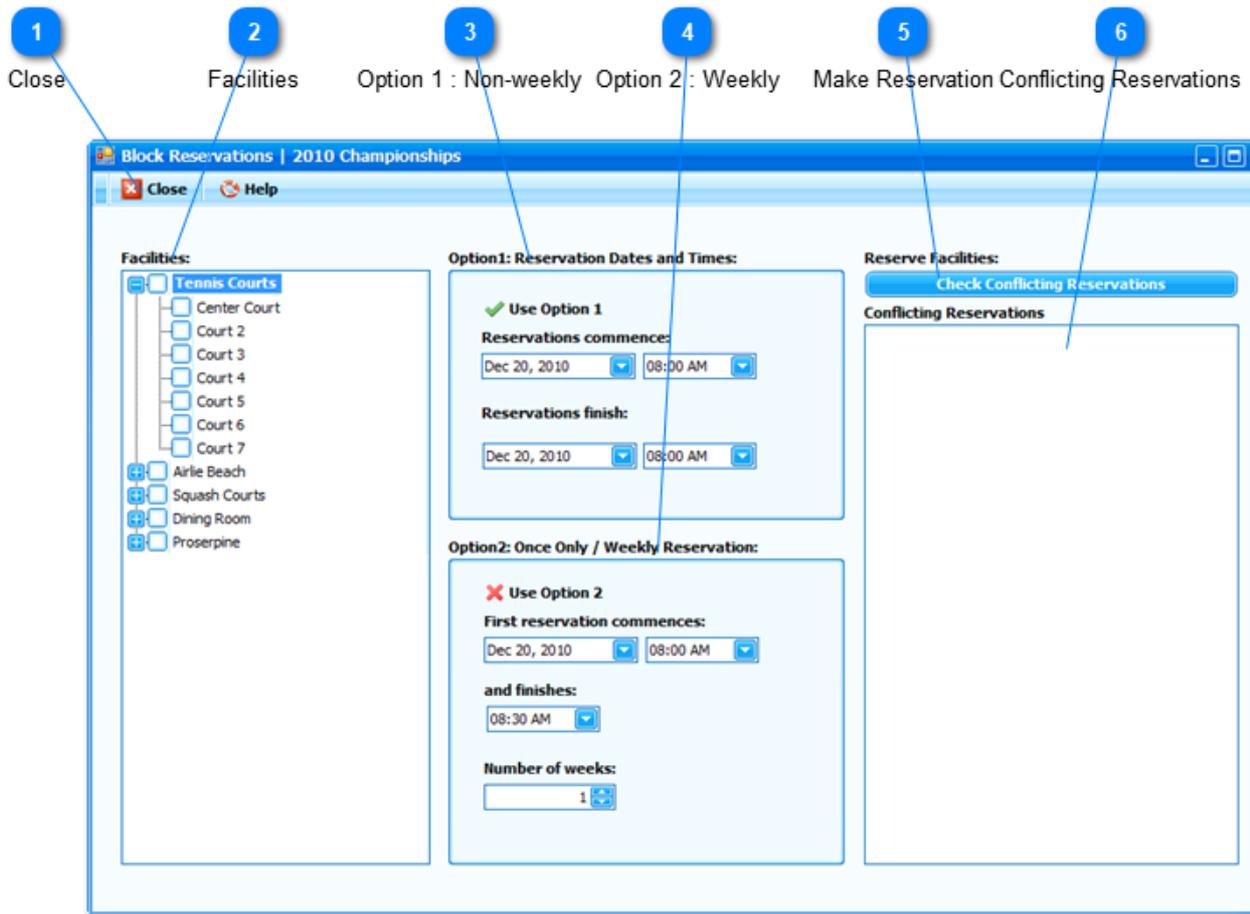
The Block Reservations function in MyCourts allows you to reserve individual or multiple facilities either for one day, a block of days or on a weekly recurring basis. This function is ideal for Courses, Events or ProSessions and is accessed via their respective windows.

Reservations made using the Block Reservations functions are all considered as Club Reservations and as such the POS functions do not apply. In the case of ProSessions only, if you wish to charge your Club's Professional for use of the facilities you will need to make the reservation in the normal fashion.

Block Sessions cannot be moved via the drag-and-drop method. If you wish to alter a Block Reservation you will need to do so via the respective Course, Event or ProSession window.



Block Reservation Window



The Block Reservation window is accessed via either the Course, Event or ProSession that the particular reservations refer to.

To make a Block Reservation, follow these steps:

1. Select the facilities you wish to reserve. ² This is achieved by selecting the tick box next to the facilities name. Clicking the Group Name will automatically select (tick) all the facilities in that group.
2. Select either Option 1 or 2 ³ ⁴ and complete each item in the Option box. In Option 1, the dates can extend over more than one day and the reservation will apply to each day selected inclusive of the first and last date.
3. Click the Check for Conflicts button. ⁵
4. Leaving this window open, resolve any conflicting reservations detected. You can do this by moving the conflicting booking in the appropriate bookings window or by removing the selected facility from the Block Booking request. After resolving any conflicting reservations, click the Check Conflicting Reservations ⁵ window again to confirm there are no conflicting reservations remaining.
5. Providing there are no conflicting reservations, click the OK button in the window displayed:

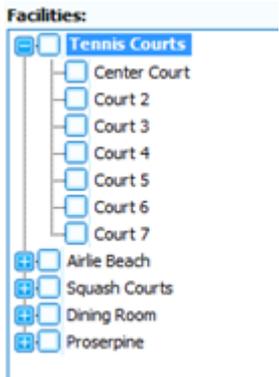


1 Close



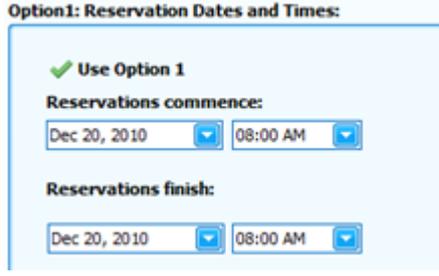
Click to close this window.

2 Facilities



All the facilities available in your Club will be listed here under the appropriate Group name. Initially, the tree is collapsed and you will need to click on the Group name to expand the individual facilities concerned.

3 Option 1 : Non-weekly



Select the date and time of when the first session starts and then select the date and time when the last session finishes. Reservations will be recorded for each selected facility and each reservation period between the two dates inclusive of the last reservation period.

4 Option 2 : Weekly



Option2: Once Only / Weekly Reservation:

✖ Use Option 2

First reservation commences:
Dec 20, 2010 08:00 AM

and finishes:
08:30 AM

Number of weeks:
1

Similar to a 'normal' reservation however each facility in the Facilities selected will have a reservation made for the selected periods.

5

Make Reservation

Reserve Facilities:

Check Conflicting Reservations

Click this button to check all the requested facilities reservation periods for conflicting reservations. If there are no conflicting reservations, you will be given the opportunity to make the reservation.

6

Conflicting Reservations

Conflicting Reservations

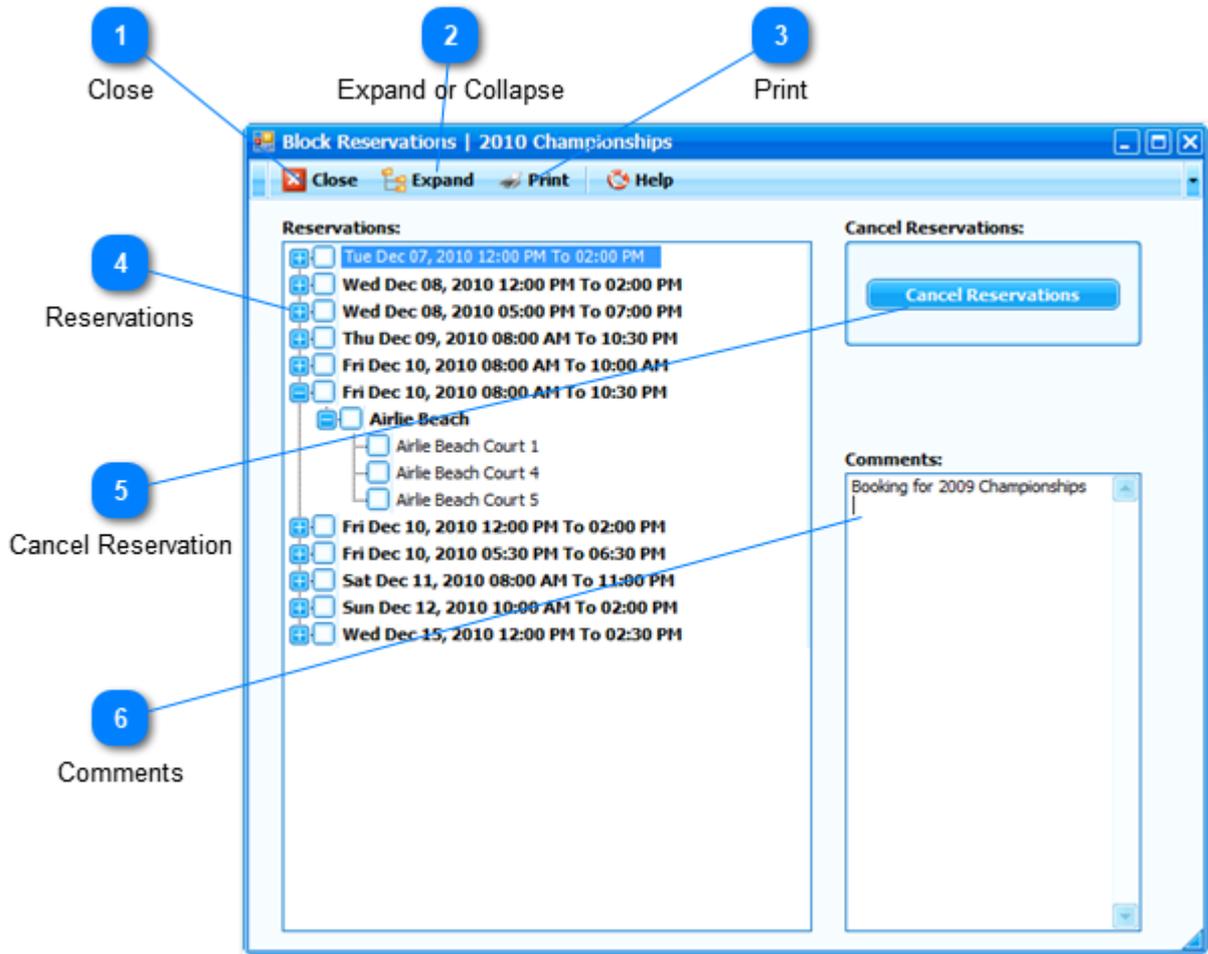
Details of any conflicting reservations will be listed here.

You will need to move any conflicting reservations before you can proceed with the Block Reservation.

 Note: You do not have to close this window to make changes to conflicting reservations.



Edit Reservations



Use the Edit Reservations window to view all the reservations as well as delete specific reservations.

You cannot move a block reservation so if you wish to alter a reservation, you will need to delete the current reservation and replace it with the new one.

To delete or cancel a reservation:

1. Expand the date and group holding the reservation by clicking the "+" symbol next to the date or group name.
2. Tick the box against the reservation or reservations that you want to cancel.
3. Click the Cancel Reservations button.

1 Close



Click to close this window. If you have made any changes to the comments, they will be automatically saved for you.



2 Expand or Collapse



Click this button to expand all the groups or, if they are expanded, click the button to collapse them again.

3 Print



Click here to see a preview of the Printed page. You can then print the reservation details, export them to excel etc.

4 Reservations



This is the list of all the reservations made pertaining to this function or event etc. The reservations are grouped together by their start and finish times.

You can select or deselect all the reservations by clicking the box next to the grouping or individually. To expand a group, click on the date or group name.

5 Cancel Reservation



Clicking this button will cancel all the selected reservations.

6 Comments



The comments pertaining to this event or function are shown here for your convenience. You can edit them here as well. Changes will be saved automatically.



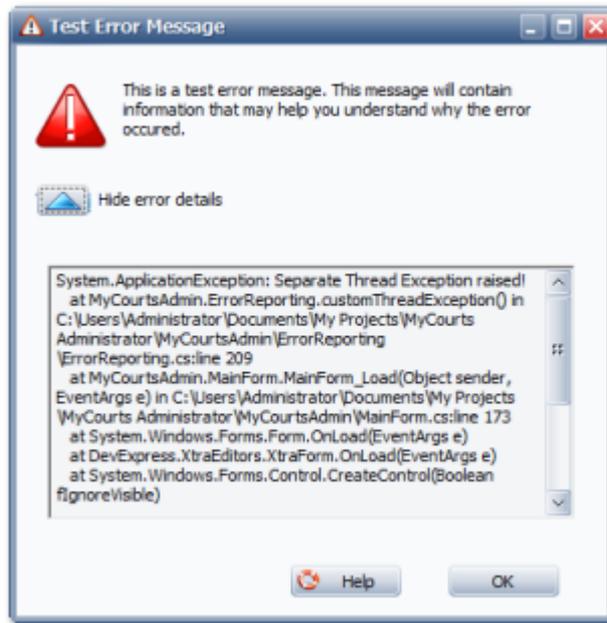
Error Reporting

Unfortunately, MyCourts cannot handle all errors that may arise from time to time particularly in view of the enormous number of user configurable options and combinations thereof that you are able to select.

Wherever possible, MyCourts will handle these errors internally and will advise you of any conflicts and suggest other options. If MyCourts cannot automatically handle the error, it will show you an error message so that you may be able to go back and fix the problem yourself. If however the error is severe, MyCourts will advise you accordingly and suggest you submit to us an automated support request so we may amend our programming to handle the specific situation in the future. We will also try to contact you with help and support as quickly as possible.



Error Message



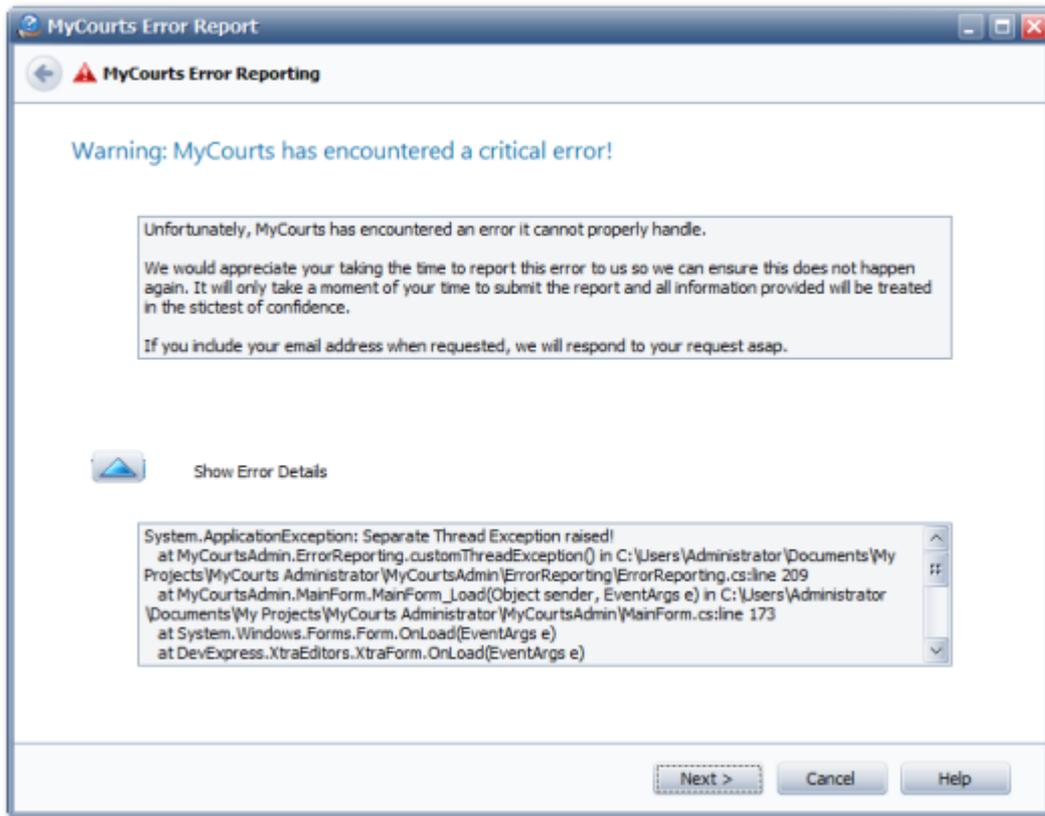
Unfortunately MyCourts may come across situations where it is unable to process your request. This could be due to various reasons but is often a result of your input not being in a format that we were expecting. There are other factors we can't foresee and in these cases you will be shown this window.

Please read the message and if necessary try the task again. Technical details of the error are initially hidden however you can view them by clicking the Show/Hide button.

If you keep receiving these errors, please submit a [Support Request](#) by opening MyCourts Administrator as we may well need to fix the software to handle the situation that you are encountering.



Critical Errors



Critical errors should be extremely rare and are usually a result of a bug in the software, a support file is missing or the database has become corrupted. Hopefully you will never come across an error of this nature however if you do you will probably require help from us to fix it.

The main window will give you the opportunity to read the technical error details and you may be able to fix the issue yourself if there is a file missing. Otherwise, please complete the wizard style error reporting function.

After clicking the Next button, you will have the opportunity of describing the problem you are experiencing. You need not complete this information as we will be sent a copy of the logs however the more information you give us, the quicker we may be able to fix the issue:



MyCourts Error Report

MyCourts Error Reporting

Optional: You may add a comment to the report.

<Please enter brief details here ...>

Next > Cancel Help

Click Next again and you will have the opportunity of advising us your email address. Again this information is optional however we will not be able to advise you of how the error has or can be fixed without it:

MyCourts Error Report

MyCourts Error Reporting

Processing the report

- ✓ Gathering data.
- ✓ Creating archive.

Optional:
Please enter your email address if you would like a reply:

<enter your email address here...>

Next > Cancel Help

Finally, the report will be uploaded to our support site. This can take a minute or so depending on the size of your log files and other information required by us to quickly find and fix the issue.



Our support system will scan your comments (if any) and will automatically respond with details of any possible solutions to the issue. Often you will find the support system will advise you immediately of the solution. Otherwise, we will get back to you with assistance as quickly as possible.



Privacy:

Please note that all information submitted to us will remain confidential and will be destroyed after use.



Registration | Licencing

You have a trial period of 30 days in which to evaluate MyCourts. During this time we will welcome any requests for additional assistance or consider adding or amending the program to fit your Club's requirements. If you would like to send us your suggestions or requests then please [click here](#) to send us an email.

We are committed to maintaining MyCourts and already are well under way in adding more bells and whistles to make Management of your Club's bookings that much easier.

Please visit us at our [website](#) where you can purchase MyCourts online and receive your registration key immediately when paying by credit card.

When you purchase MyCourts we will send you a registration code that you enter into MyCourts. The registration code removes the 30 day time limitation. You will not lose any of your setup or database configuration.

Thank you for evaluating MyCourts and we hope you [purchase MyCourts](#).

Best wishes and have fun,

The MyCourts Development Team.



Glossary

To get you quickly acquainted to terms used in MyCourts:

Term	Description
Block Reservation	Reserve one or more facilities for one or more periods.
Casual	A reservation made in the name of a non-member.
Course	Coaching, Lessons, Training Events are all described in MyCourts as a Course.
Course Leader	A person designated to manage or conduct a course. Normally the Club Professional.
Credit Limit	If a member has an account you can assign a limit to which the account can be allowed to go into debit.
Credit Policy	A collection of statements as to what you will allow with regards to granting credit to members and casuals. Credit can be managed by way of individual member accounts or freely available to anyone.
Discount	An amount deducted from the calculated price of the facility hire or item at the time of the sale.
Department	Sales and Inventory can be assigned to an individually defined departments to assist with grouping sales etc.
Event	An event being conducted by the Club. Need not be associated with a reservation for a facility.
Facility	A Club Asset that can be hired out. Normally a court but any rentable item can be defined as a facility. For example, swimming pool lanes, playing fields, meeting rooms, dining facilities etc.
Inventory	An item sold by the Club. Normally a physical item but can also be in the nature of a fee collection. For example, heating charges, levies, annual membership dues.
Item Code	A code that can be assigned by the Club to an individual sale item to assist with exporting data to an accounting program.
LAN	Local Area Network.
Member	A person or business registered with the Club.
Member Account	Members can have an account which can also have a credit limit applied. Reservations charged to a Members Account are classed as having been Paid.
Membership Category	A user defined unlimited number of categories that members can be assigned to.
Minimum Charge	The minimum amount to charge for a reservation consisting of one or more periods.



MyCourts Administrator	Standalone program that you use to configure the many options for use in MyCourts.
MyCourts Reports	Standalone program that is used for designing and producing specialized reports.
Net Sale	Represents the amount of the sale after adding in the Surcharge and deducting any discount.
Peak Rate	The amount to charge for each period designated as a Peak Period. Normally this will be your busy or high demand period.
Period	A minimum period of time that a reservation can be made for. The minimum period is 15 minutes and then increments in 15 minute steps configurable by the Club.
Per Period Charge	The amount to charge for each period.
POS	Point Of Sale. POS refers to the process of accepting or recording the receipt and payment of money.
POS Equipment	POS Equipment supported by MyCourts includes printers, line displays, scanners and cash drawers.
Pro Session	A Club Professional or similarly designated member can reserve a facility for their own use. The method of charging can also be specified differently for these reservations.
Rate Category	A user defined category that different per period charges can be applied to. There must be one Rate Category at all times. Different rate categories can be applied to different membership categories, individual members or casuals.
Reservation	A period of time where a facility is reserved for use by a member or casual.
SMS	Short Message Service or Text Messaging
Surcharge	A Surcharge may be applied to a reservation at the time of making the reservation or payment. Surcharges are of no fixed value and any amount may be applied. If you want to fix the amount, then you should create an Inventory Item and use that instead.
Transaction	Normally refers to the exchange of money or of debiting or crediting a members account.
Unconfirmed Reservation	When a person wishes to make a reservation but they are not sure that they will be able to make it, you can make an Unconfirmed Reservation. These reservations are NOT included in any financial reports or transaction reports as no money has changed hands. You can disable the making of these types of reservations.
Unlisted Item	Normally, all items for sale are listed as an Inventory/Stock item however if enabled, you can define a sale item at the time of the sale. These items are called Unlisted Items.
Web Services	MyCourts provides both offline (via FTP) and online (via it's own bundled web server) internet and LAN access for members use.