

Management User Guide: Facility Management Booking System

1. Introduction

This guide will walk you through the steps to effectively add and manage facilities on your platform. With an intuitive design inspired by best-in-class user interfaces, managing your facilities has never been easier.

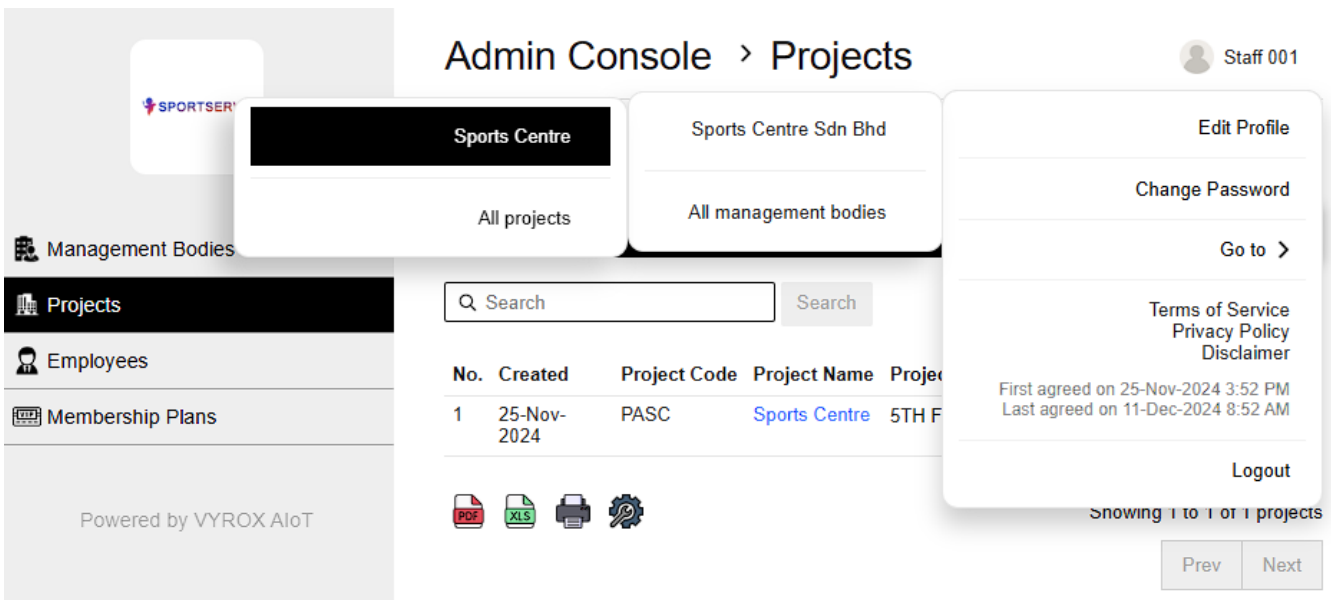
2. Configure Facility and Facility Type

This step helps you access the central hub for managing your facilities. The dashboard provides an overview of all facilities and tools to manage them efficiently.

2.1. Access the Facility Management Dashboard

At the top-right corner of the webpage, Go to the **profile icon > Go to > SPORTS CENTRE SDN.BHD. > Sports Center**

This brings you to the facility management dashboard.

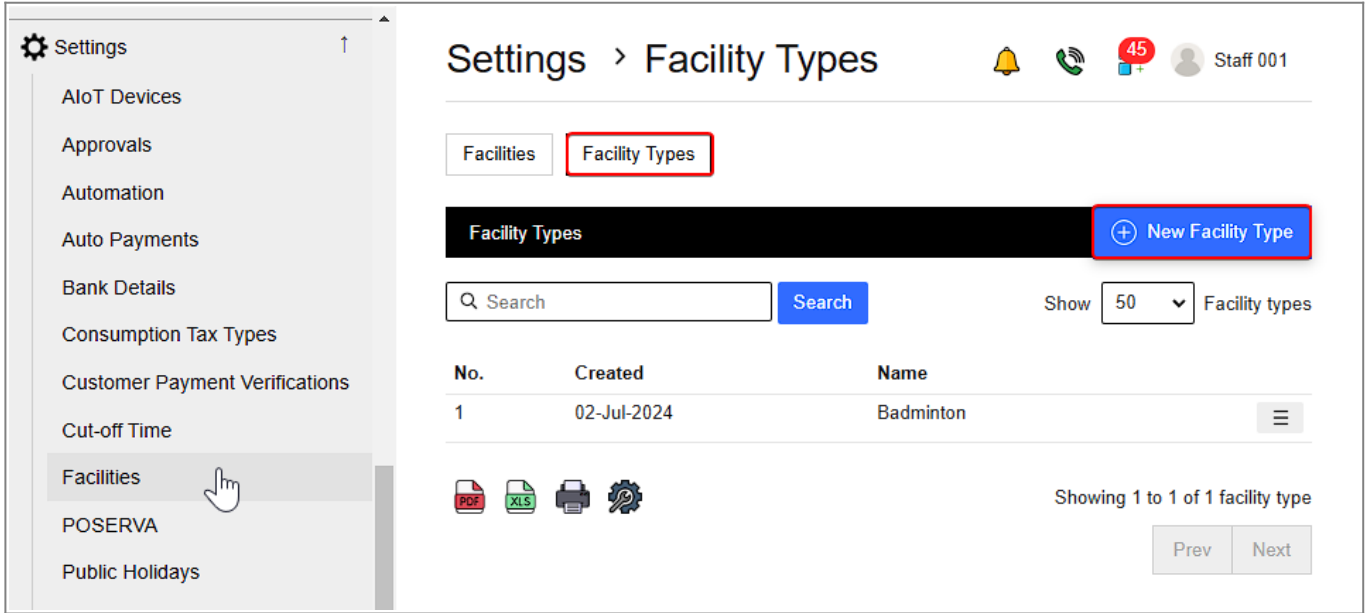


2.2. Configure Facility Types

On the left-side menu, go to **Settings > Facilities**.

At the top of the page go to **Facility Types > New Facility Type**, enter the facility type name and customizations

This feature allows you to categorize your facilities (e.g., meeting rooms, gyms, pools) to streamline management and user selection.

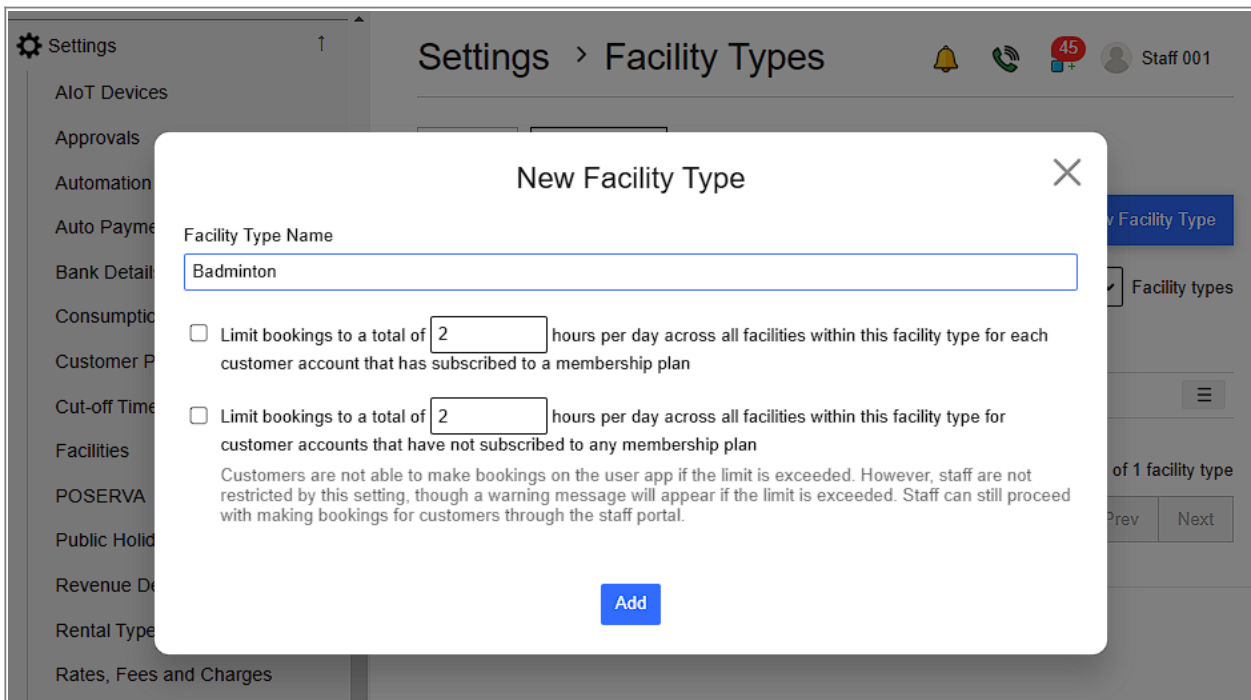


Booking Limit Policy :

- Limit daily bookings to a set number of hours across all facilities within the facility type for **Customers With Membership Plan:**
- Limit daily bookings to a different set number of hours across all facilities within the facility type for **Customers Without Membership Plan:**

This means Customers cannot make further bookings through the user app once the limit is exceeded. However, Staff are not restricted by these booking limits when processing customer bookings through the staff portal. If a customer exceeds the daily limit, a warning message will appear, but staff can still proceed with the booking.

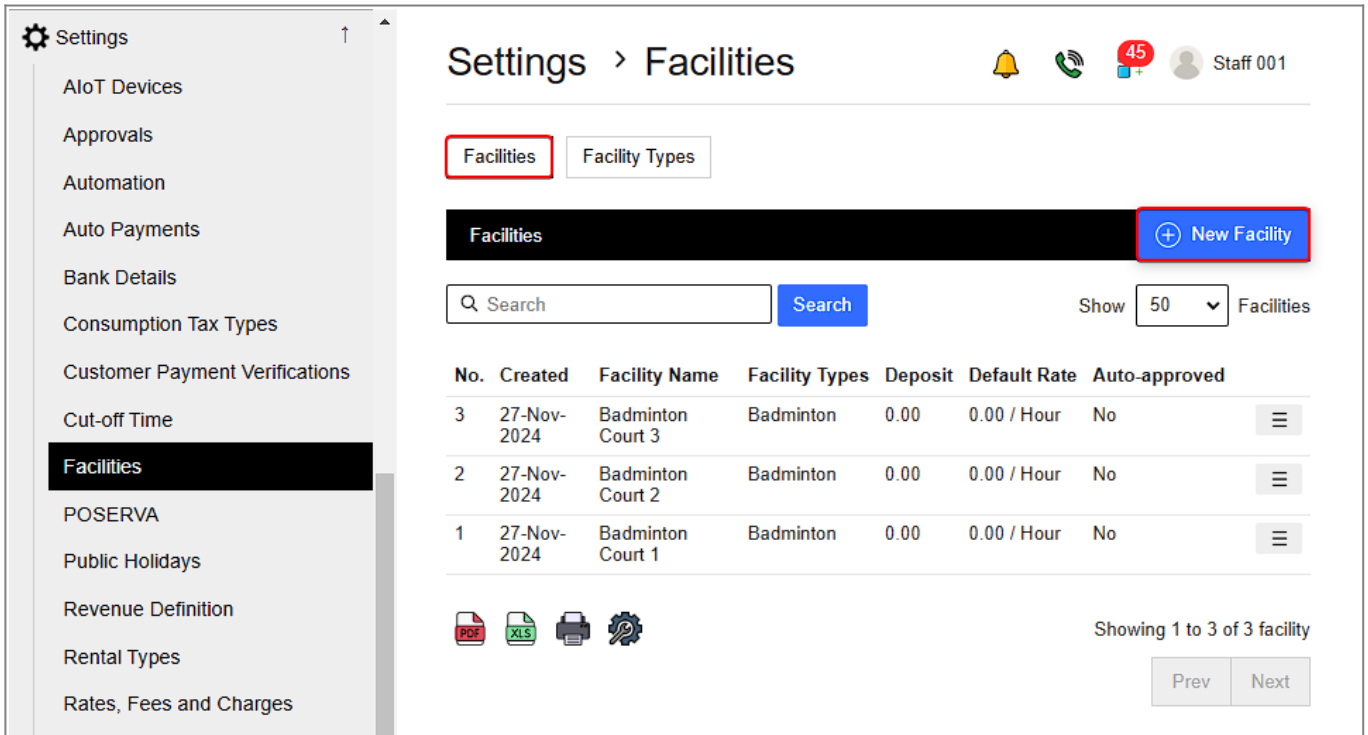
When done click **Add** to save it.



2.3. Add New Facilities

This feature enables you to add new facilities to the platform for user bookings.

Return to **Facilities > New Facility**.



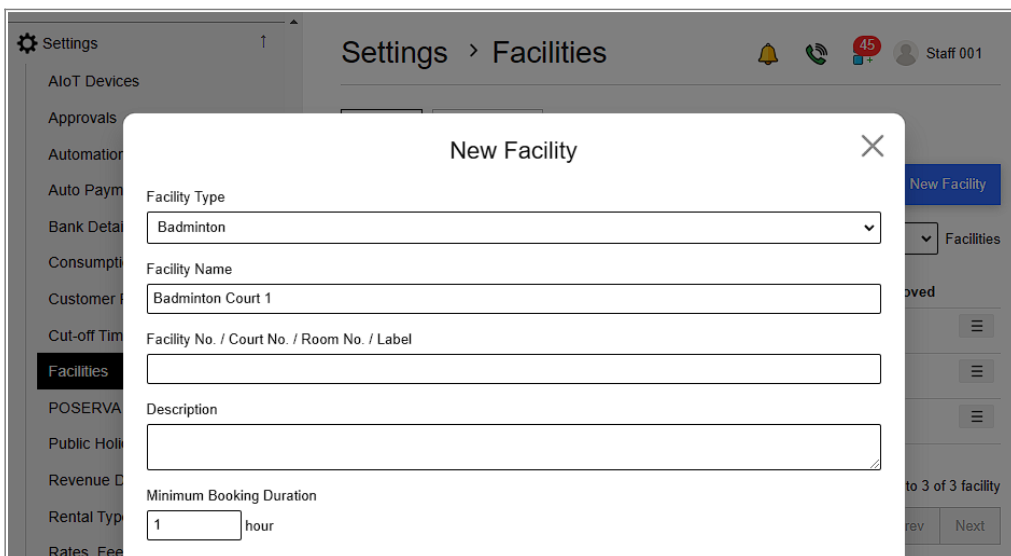
2.4. Fill in Details for Adding New Facilities

Complete the required fields for the new facility This allows you to categorize the facility based on its intended use (e.g., meeting room, gym).

2.4.1. Select **Facility Type** (e.g., badminton court, gym, pool).

2.4.2. Enter Facility Details such as **Name, Number, and a Description**.

2.4.3. Specify the **Minimum Booking Duration** (e.g., 1 hour, 30 minutes).



2.5. Set Facility Availability and Operating Times

- Management can define the days (e.g., Monday to Friday) and operating hours for the facility's availability.

Availability

Monday
06:00 am to 12:00 am

Tuesday
06:00 am to 12:00 am

Wednesday
06:00 am to 12:00 am

Thursday
06:00 am to 12:00 am

Friday
06:00 am to 12:00 am

Saturday
06:00 am to 12:00 am

Sunday
06:00 am to 12:00 am

2.6. Configure Booking Policies and Operational Settings

Management can choose to :

2.6.1. **Restrict Booking Start Time** to specific intervals (e.g., even hours such as 8:00 AM, 10:00 AM, 6:00 PM).

2.6.2. **Hide Facility from User App**

- Management can hide the facility from the user-facing app, making it accessible only to staff for bookings via the staff portal.

2.6.3. Select whether a **refundable deposit** is required and specify the amount and conditions.

2.6.4. Enable **Auto-Cancellation for Unpaid Bookings**

- Automatically cancel a user's booking if full payment is not received within a specified time frame.

- The slot will be released for other users to book.

2.6.5. Prohibit Amendments to bookings after Payment

- Management can disallow changes to bookings after payment has been made, ensuring confirmed bookings remain unchanged.

2.6.6. Enable Lighting Control

- Link the facility to a lighting control system for automated or manual control based on booking schedules.

Restrict the booking start time to even hours only, for example 8:00 AM, 10:00 AM, and 6:00 PM

Hide this facility for booking from the User App
Staff can still make bookings for customers in the staff portal

Refundable Deposit
RM

Auto-cancel an user's booking and release the slot for others if full payment is not received successfully within minutes

Amendment of booking is prohibited once payment has been made

User is not allowed to amend booking

Lighting Control

Availability

Monday
 to

Tuesday
 to

Wednesday
 to

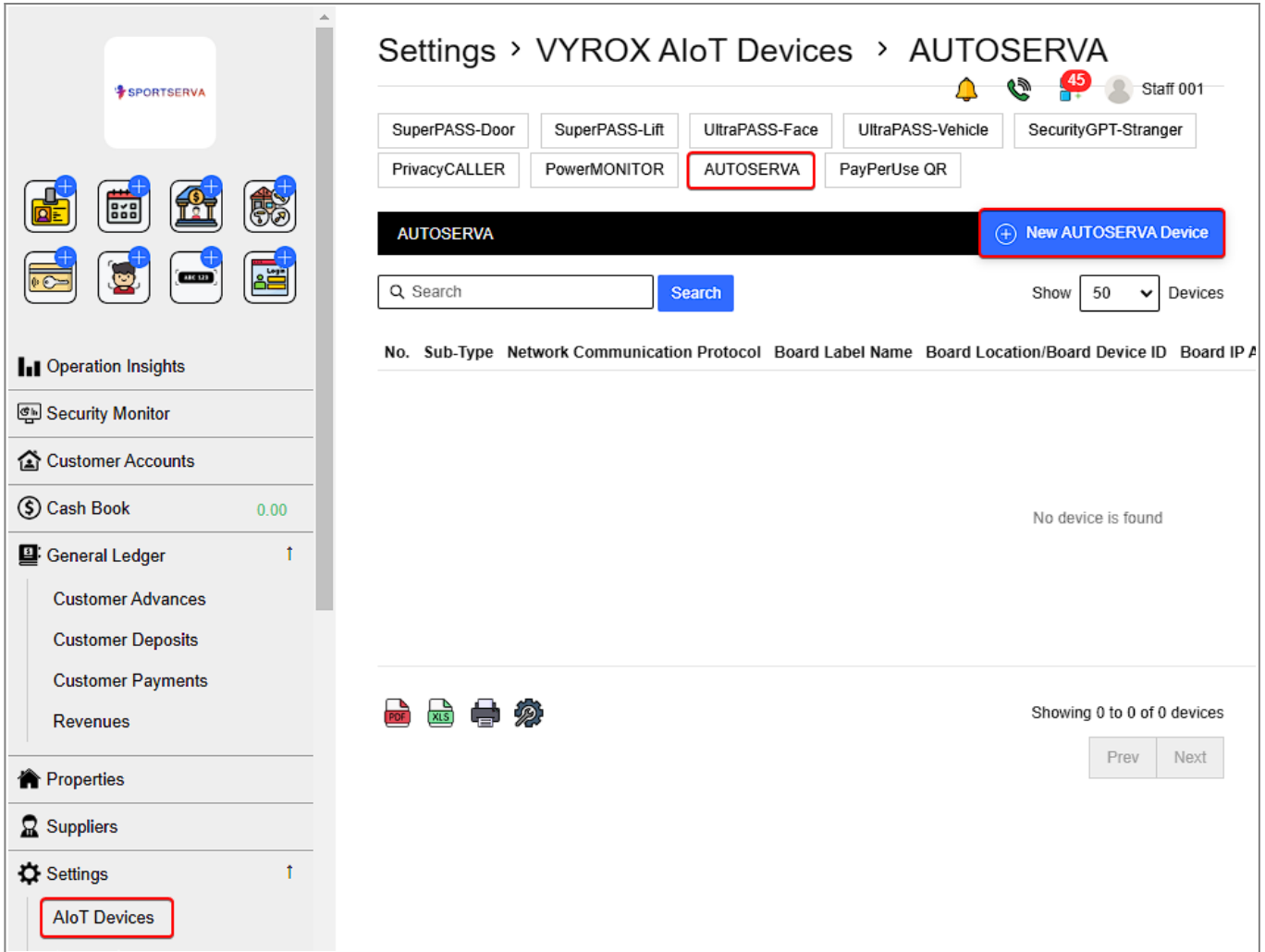
Thursday
 to

Friday

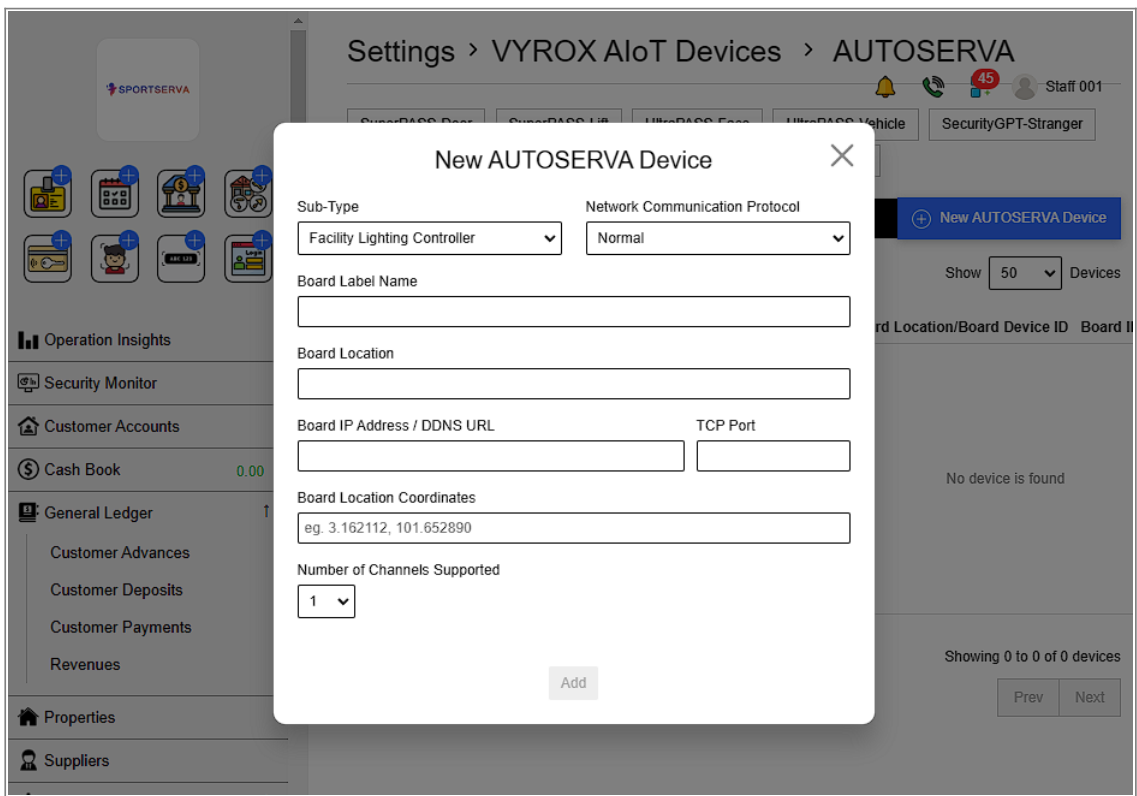
2.7. Setting up lighting control

To **add lighting control**

Go to **Settings > VYROX Alot Devices > AUTOSERVA > New AUTOSERVA Devices**



Fill in details such as **Sub-Type, Network Communication Protocol ,Board Label Name, Board Location, Board IP Address / DDNS URL,TCP Port , Board Location Coordinates and Number of Channels Supported**. Click **add** when finish.



2.8.: Standard & Member Booking Windows

2.8.1. Set **Standard Booking Window**

- Define the minimum and maximum days customers can book in advance.
- Alternatively, set a specific start and end date for bookings.
- Staff can override this restriction to make bookings on behalf of customers.

2.8.2. Set **Member Booking Window**

- This setting limits customers' ability to make bookings themselves on the user app, but it does not affect staff.
- Staff can make bookings without being restricted by the booking window.

The screenshot displays the configuration page for booking windows. On the left is a sidebar menu with options like POSERVA, Public Holidays, Revenue Definition, Rental Types, Rates, Fees and C, Products, Transaction Items, User Accounts, and Visitors. The main content area has the following settings:

- Standard Booking Window** (checked):
 - Time: 06:00 am to 12:00 am
 - Minimum: 0 days or [Pick a date]
 - Maximum: 30 days or [Pick a date]
 - Saturday
- Member Booking Window** (checked):
 - Minimum: 0 days or [Pick a date]
 - Maximum: 60 days or [Pick a date]
- Conditional Booking Window** (unchecked):
 - If today's date is earlier than the [Pick a day] day of the month, then the maximum booking window date will be the last day of the current month, or else the next month.

A calendar pop-up is visible, showing the month of December 2024. The date 11 is highlighted. The calendar includes navigation buttons for 'Prev' and 'Next', and a dropdown for the year '2024'. The calendar grid shows days from Sunday (Su) to Saturday (Sa).

2.9. Customize Booking Rules and Access Restrictions

2.9.1. Set **Conditional Booking Window**

- If today's date is earlier than a specific date in the current month, the maximum booking window is the last day of the current month.
- Otherwise, the window extends to the next month.

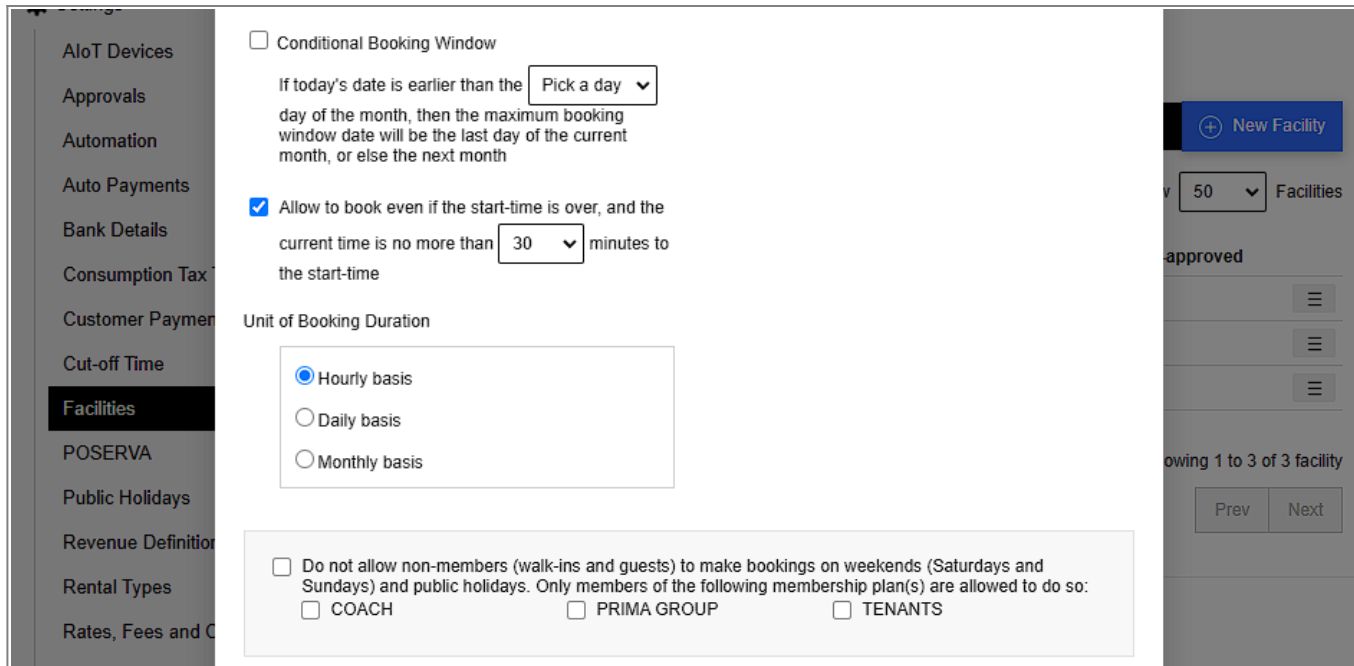
2.9.2. Allow **Late Bookings**

- Management can permit bookings to be made after the scheduled start time if the current time is within a specified number of minutes past the start time.

2.9.3. Set **Unit of Booking Duration** (e.g. Hourly, daily, or monthly)

2.9.4. **Restrict Non-Members on Weekends and Holidays**

- Management can restrict bookings on weekends (Saturday and Sunday) and public holidays to specific membership plans.
- Non-members, walk-ins, and guests will not be allowed to make bookings during these times.



2.10. Payment Plans

Select **Payment Plans** from three different payment plans:

2.10.1. Default Plan

- Payment applies for the entire day for all days (12:00 AM to 12:00 AM).

2.10.2. Customized Hourly Rate

- Set per-hour rates that override the default rate.
- Configure rates based on the type of day (e.g., Monday to Sunday, weekend, public holiday).
- Specify activation timing for payments (e.g., from 8:00 AM to 8:00 PM).

2.10.3. Membership-Specific Rates

- Define special payment plans exclusively for members of specific membership plans.

Once finish customization , click **Add** to save it.

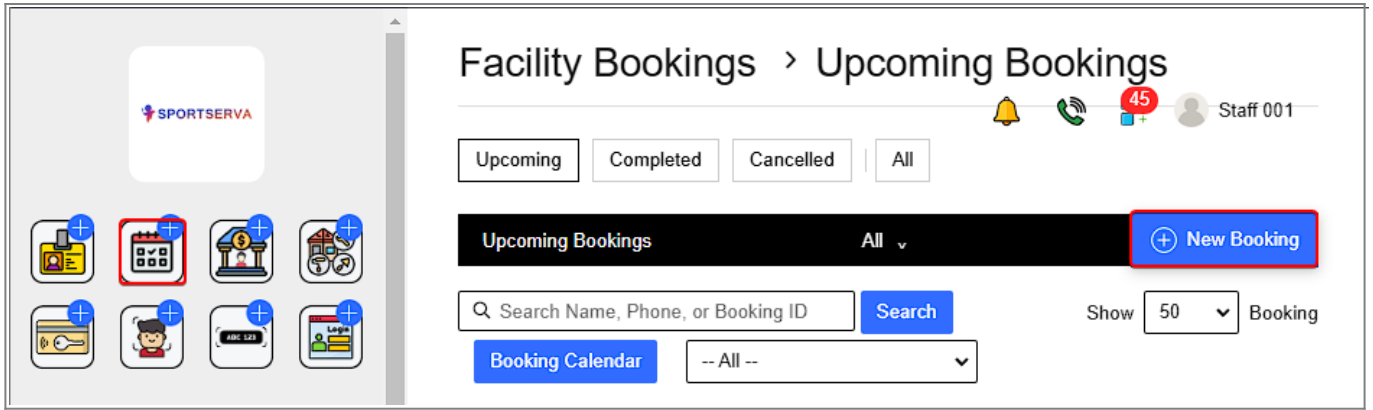
3. Manage Booking Slot

This guide is designed to help management assist walk-in customers with ease and confidence. Follow these simple steps to handle facility bookings efficiently.

3.1. Make Booking

3.1.1. Start new booking

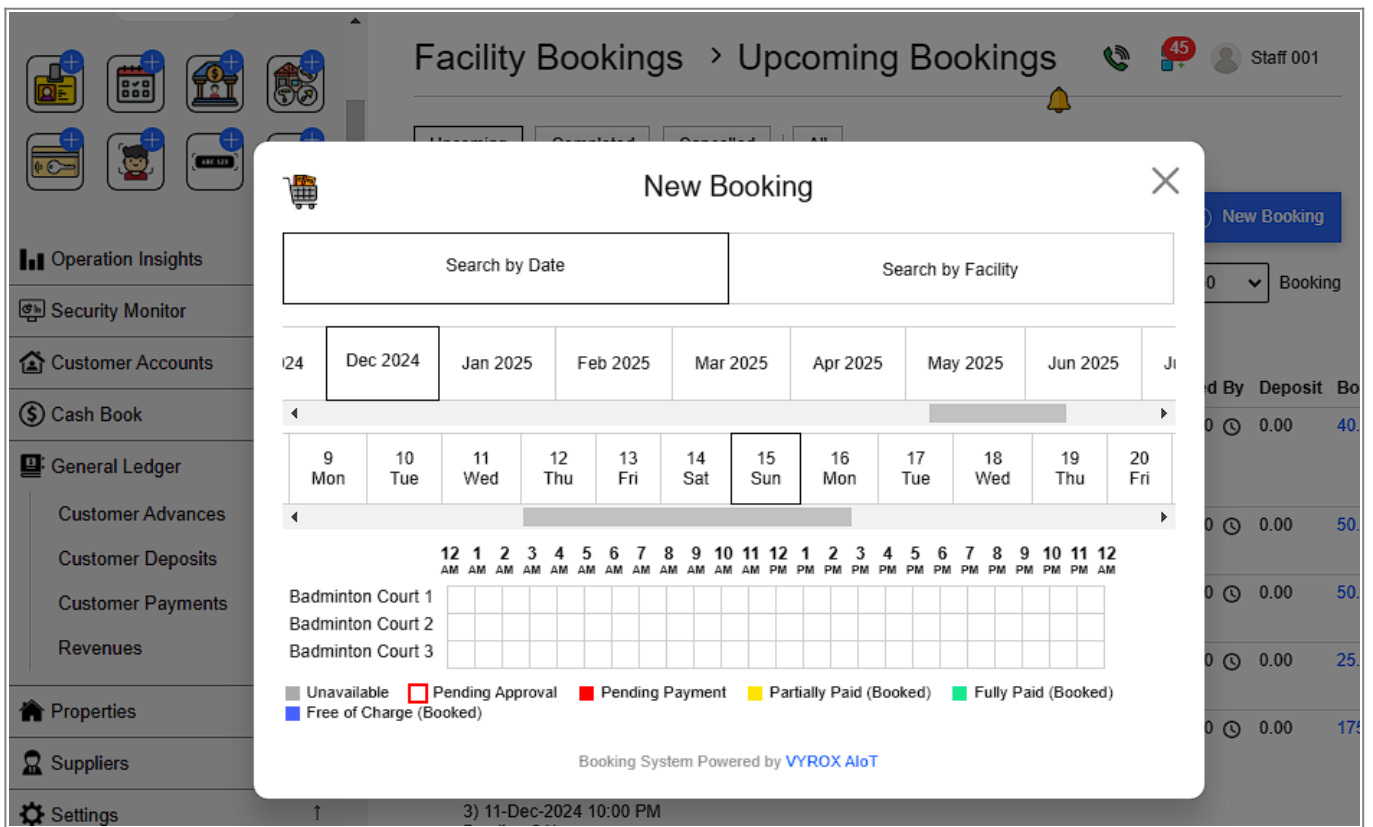
- Select **Facility Bookings > New Bookings**.



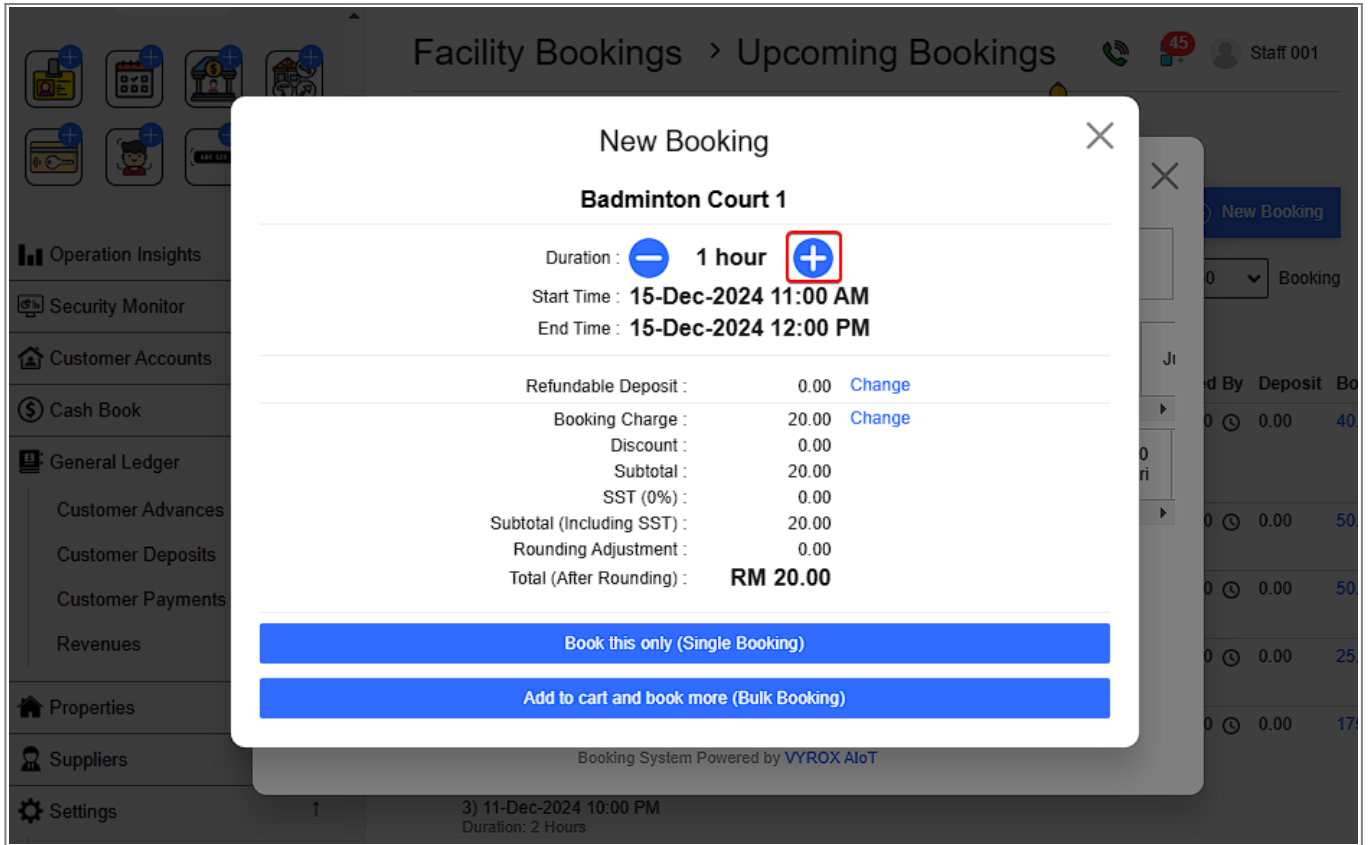
3.1.2. Search and Select Booking Slot

Booking slots can be searched by date or facility.

To book, click on the desired slot. The slots availability are color-coded.



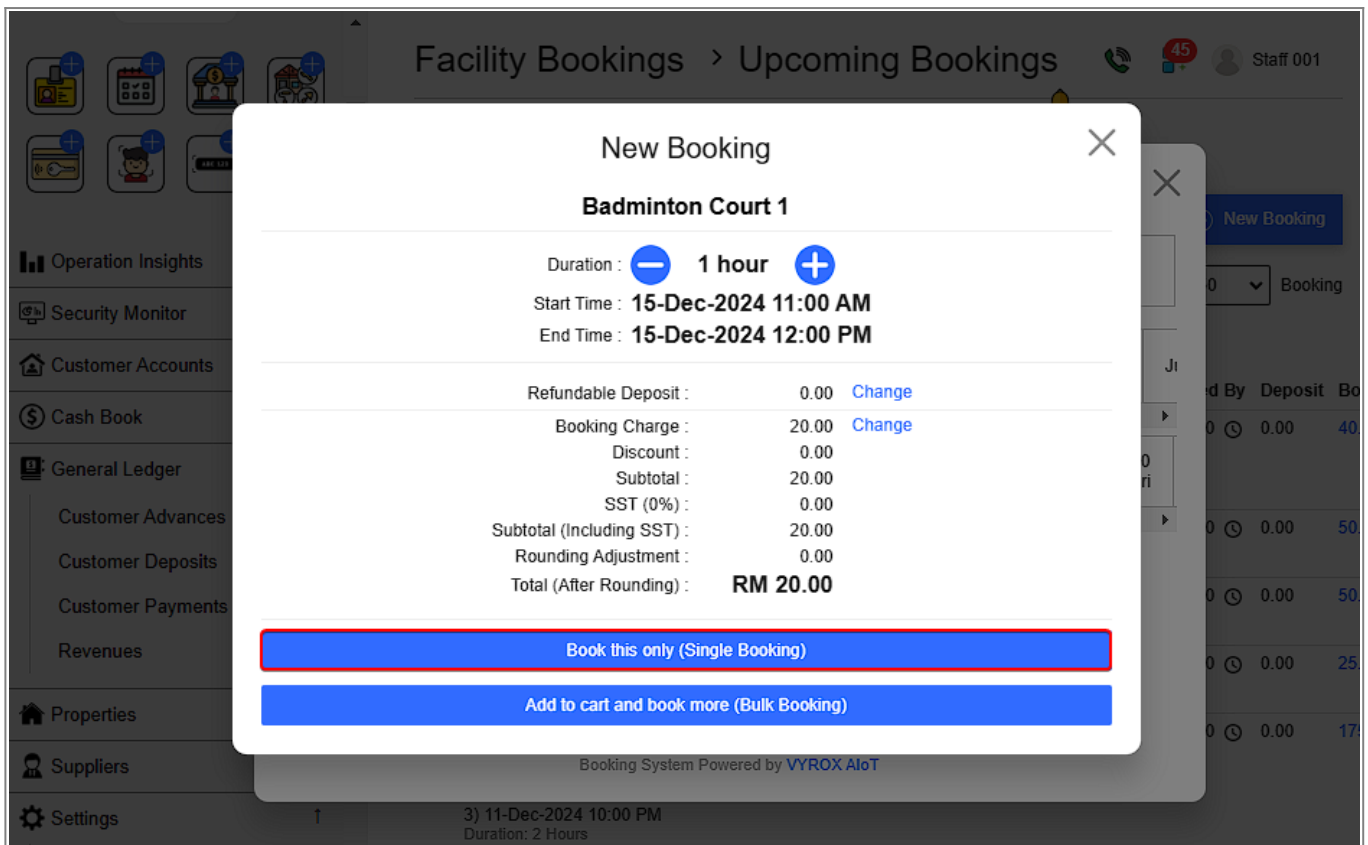
To increase booking hours , click the **plus** sign.



3.1.3. Single & Bulk Booking

For Single Booking

- Click **Book This Only (Single Booking)** .



Handle customer details:

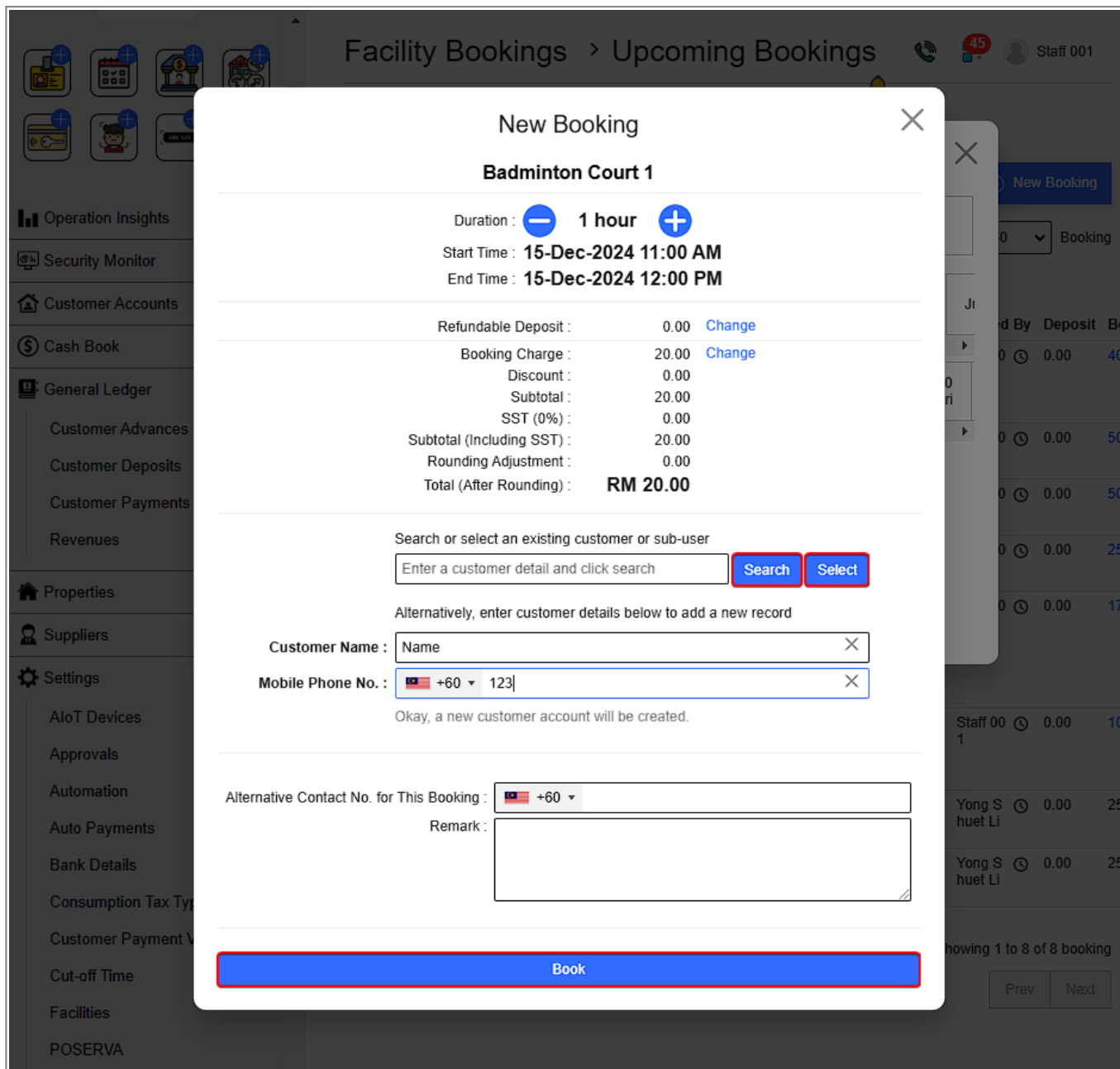
Existing Customer:

- Search by name or select a customer based on their category.

New Customer:

- Enter the customer's name and mobile number.
- (Optional) Add alternative contact info or remarks.

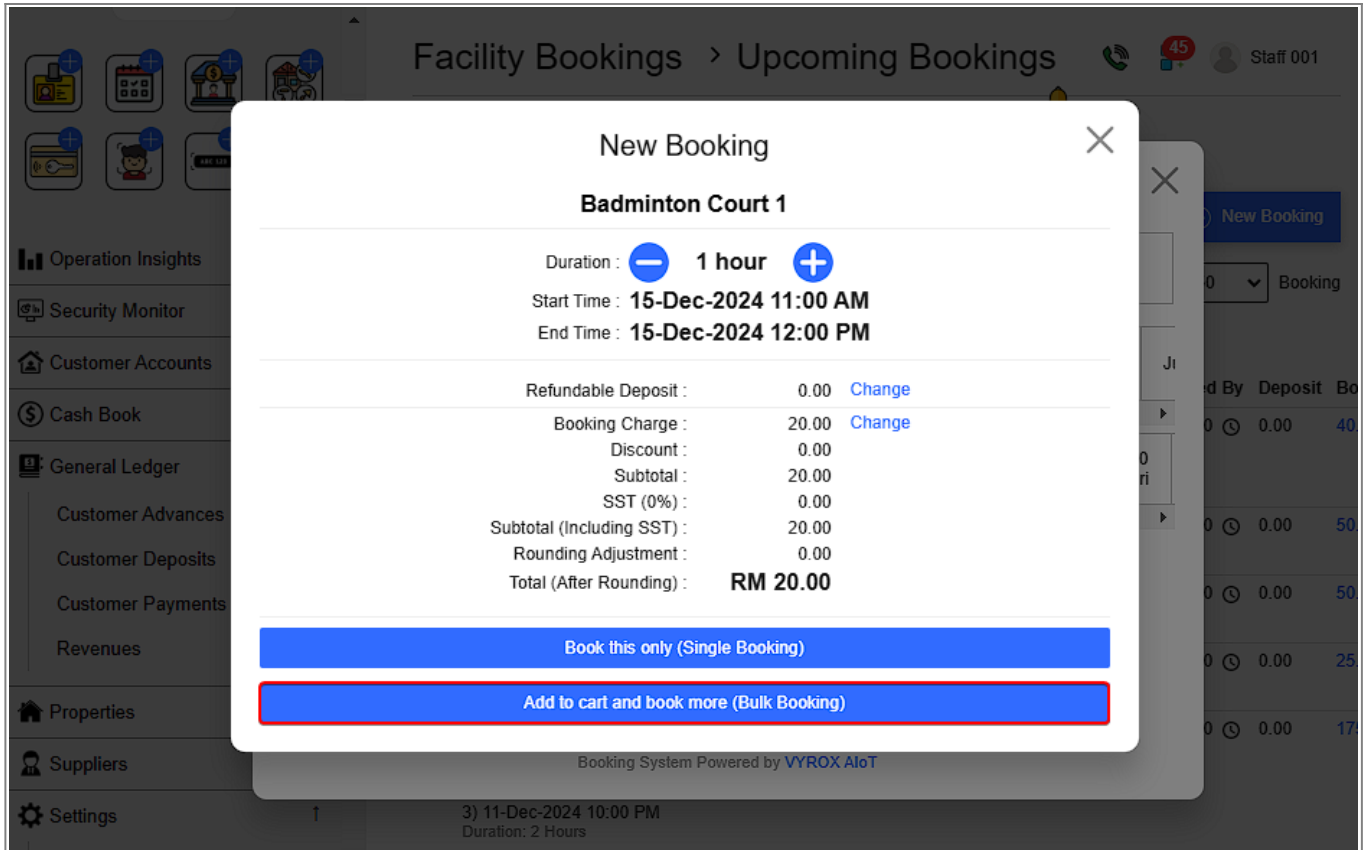
Click **Book** to complete.



For Bulk Bookings

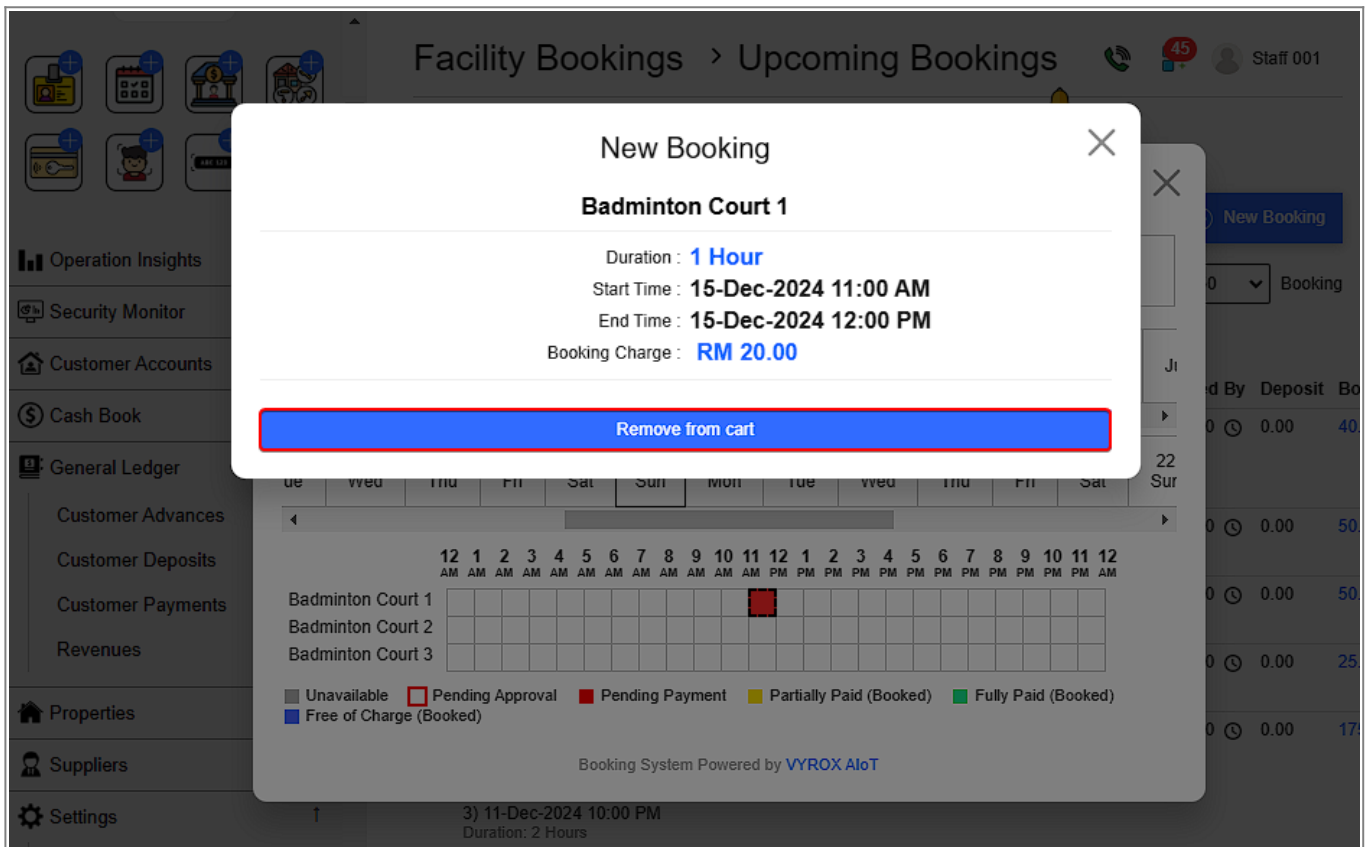
Add multiple slots to the cart by clicking **Add to Cart and Book More (Bulk Bookings)** .

- Slots in the cart will turn red, indicating pending payment.



To remove a booking:

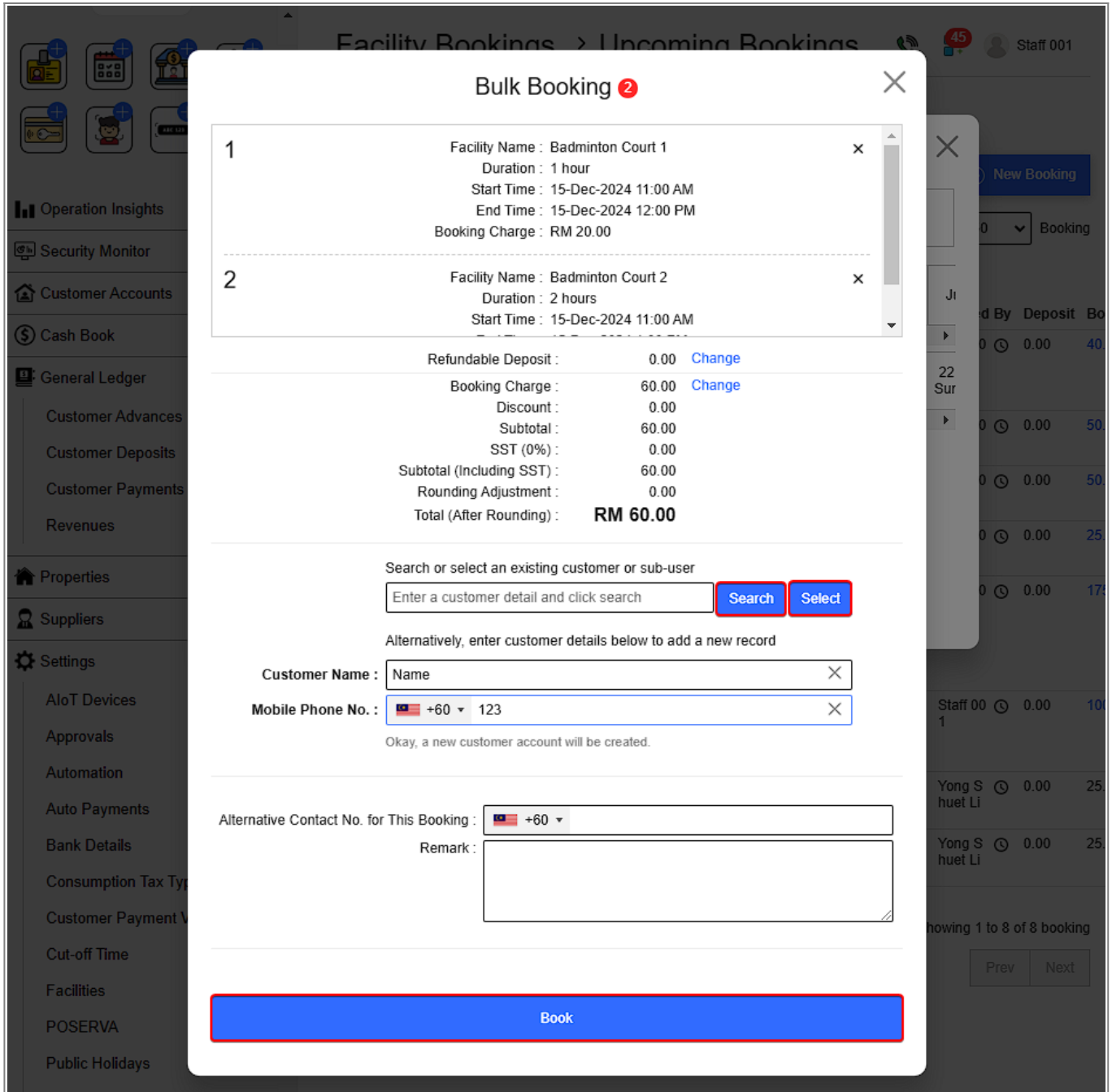
- **Select the slot** and click **Remove from Cart**.



To confirm and proceed with payment:

- Click **Cart icon** on the left > **Fill in customer details** > Click **Book**.

The screenshot shows the 'Facility Bookings > Upcoming Bookings' interface. A 'New Booking' modal is open, featuring a search bar with 'Search by Date' and 'Search by Facility' options. Below the search bar is a calendar for December 2024, with the 15th (Sunday) selected. A booking grid shows three badminton courts: Court 1, Court 2, and Court 3. The grid has columns for each hour from 12 AM to 12 AM. Red blocks indicate pending payments for Court 1 at 11 AM and 12 PM, and for Court 2 at 11 AM and 12 PM. A legend at the bottom identifies the colors: grey for 'Unavailable', red for 'Pending Approval', red for 'Pending Payment', yellow for 'Partially Paid (Booked)', green for 'Fully Paid (Booked)', and blue for 'Free of Charge (Booked)'. The modal footer states 'Booking System Powered by VYROX AIoT'. In the background, a sidebar on the left contains various system icons, and a top navigation bar shows 'Staff 001' and a notification bell.



Once all bookings are confirmed, proceed to payment options. After payment, slot is officially booked.


3.2. Change Booking Slot

Click **Change** > **Select new booking slot** > **Confirm** when done.

Facility Bookings > Upcoming Bookings

Staff 001

Booking ID: YUECQ



Facility Name : Badminton Court 1
Duration : 1 hour
Start Time : 15-Dec-2024 11:00 AM
End Time : 15-Dec-2024 12:00 PM

[Change](#)

Customer Account ID : PASC-26
Booked For : [Name](#)
Mobile Phone No. : +60123
Booked By : Staff 001

Refundable Deposit :	0.00
Booking Charge :	20.00
Discount :	0.00
Subtotal :	20.00
SST (0%) :	0.00
Subtotal (Including SST) :	20.00
Rounding Adjustment :	0.00
Total (After Rounding) :	RM 20.00

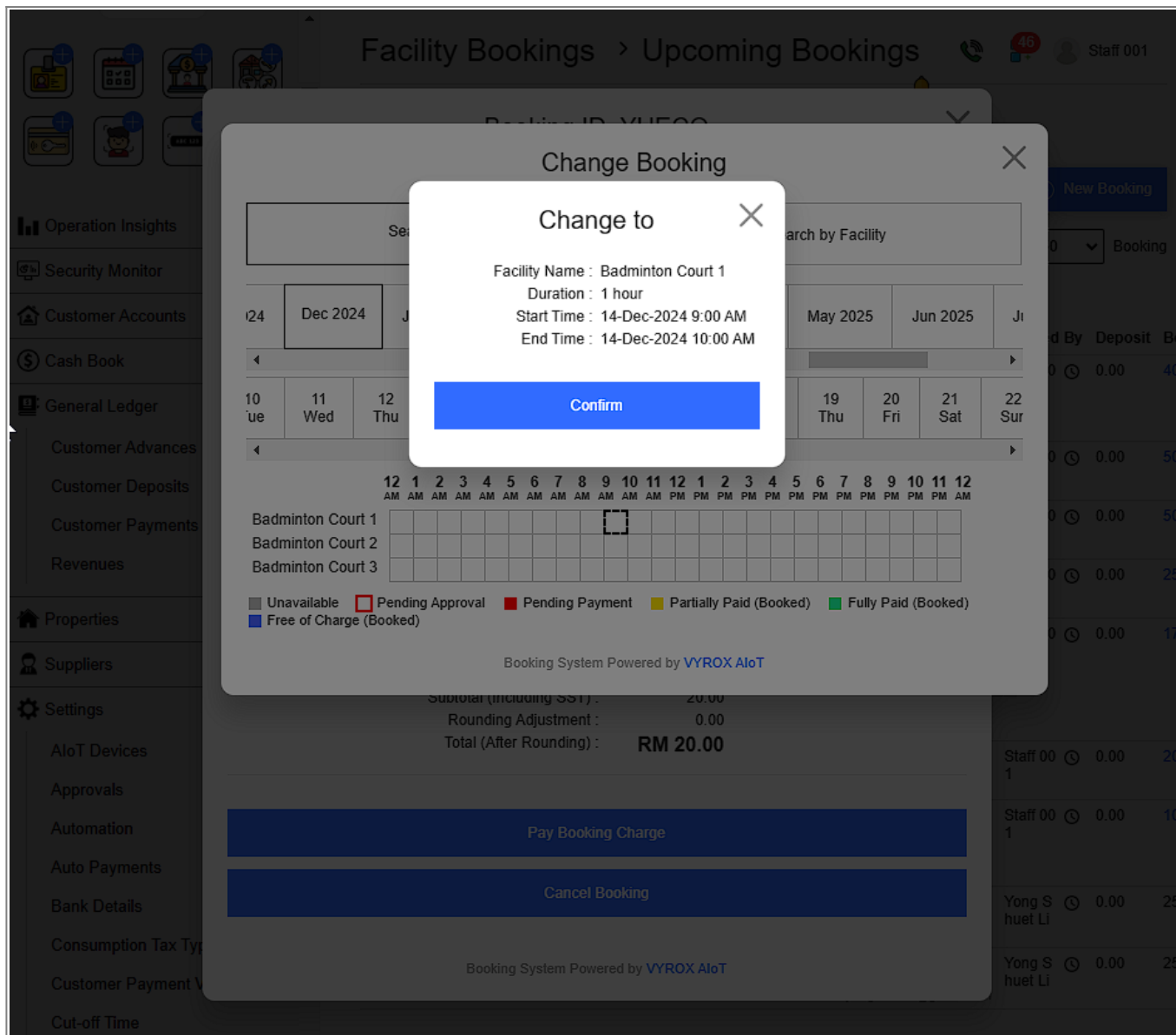
[Pay Booking Charge](#)

[Cancel Booking](#)

Booking System Powered by VYROX AIoT

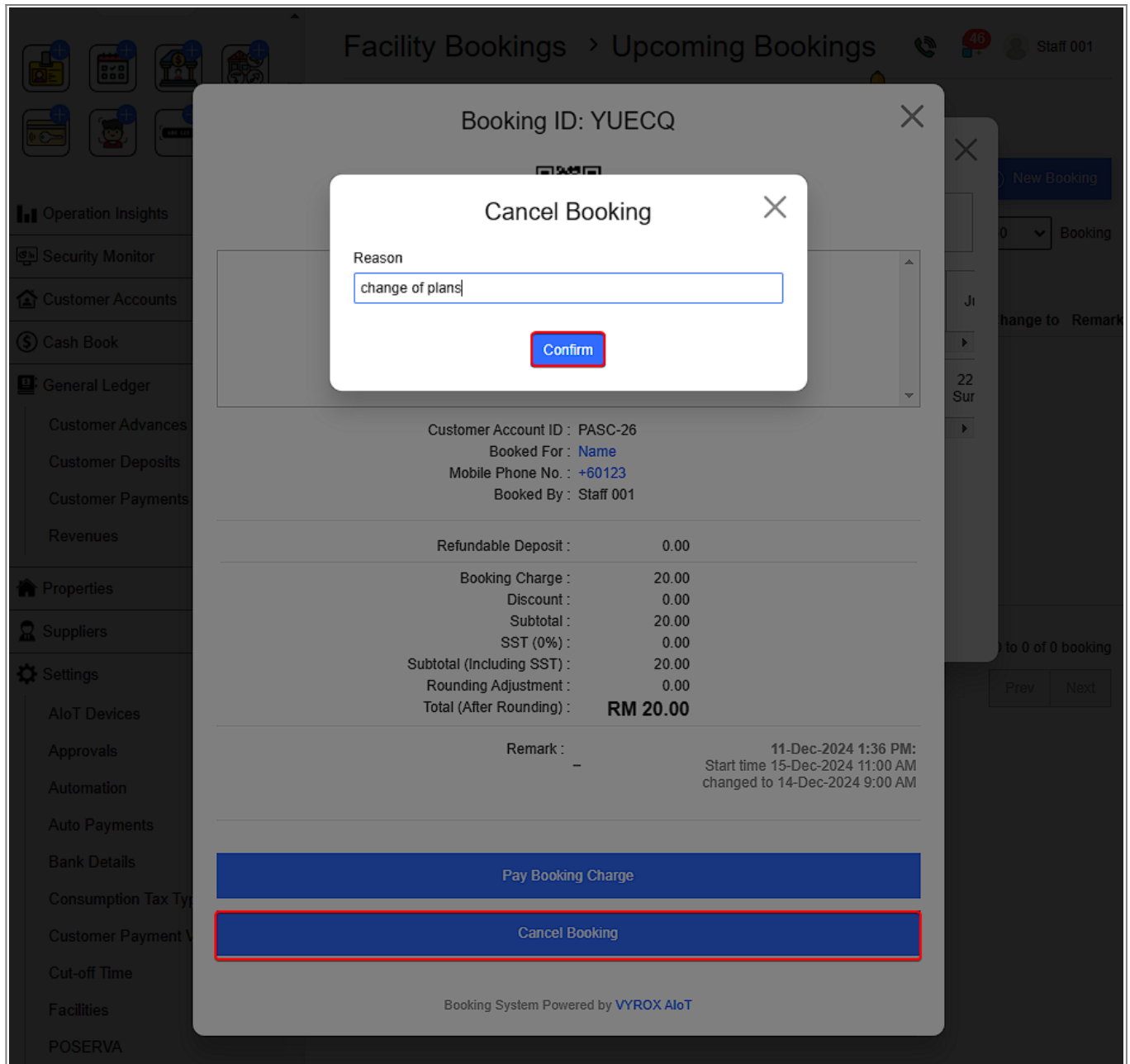
Showing 1 to 9 of 9 booking

Prev Next



3.3. Cancel Booking Slot After Booking

Click on **Booking slot > Cancel Booking > State reason > Comfirm**



3.4. Change Court Booking Charge

To change the refundable deposit or booking charges, **Click Change > Enter the final charges > Enter authorization PIN > Verify to complete the process.**

New Booking



Badminton Court 1

Duration : **2 hours**

Start Time : **05-Dec-2024 6:00 PM**

End Time : **05-Dec-2024 8:00 PM**

Refundable Deposit : 0.00 [Change](#)

Booking Charge : 50.00 [Change](#)

Discount : 0.00

Subtotal : 50.00

SST (0%) : 0.00

Subtotal (Including SST) : 50.00

Rounding Adjustment : 0.00

Total (After Rounding) : **RM 50.00**

Authorization PIN



Verify

The Authorization PIN Code are unique to each employees and is set by going to **Profile > Admin Console > Employee > New employee**

- Management Bodies
- Projects
- Employees**
- Membership Plans

Powered by VYROX AIoT

Admin Console > Employees

Staff 001

Employees 2024-11-09 ~ 2024-12-01 [+ New Employee](#)

[Search](#) Show employees

No.	Created	Position	Name	Username	Mobile Phone No.	Status
1	29-Nov-2024	Office	VYROX Support	vyroxsupport	+60196883338	Active
2	25-Nov-2024	Guard	Guard 001	guard	+	Active

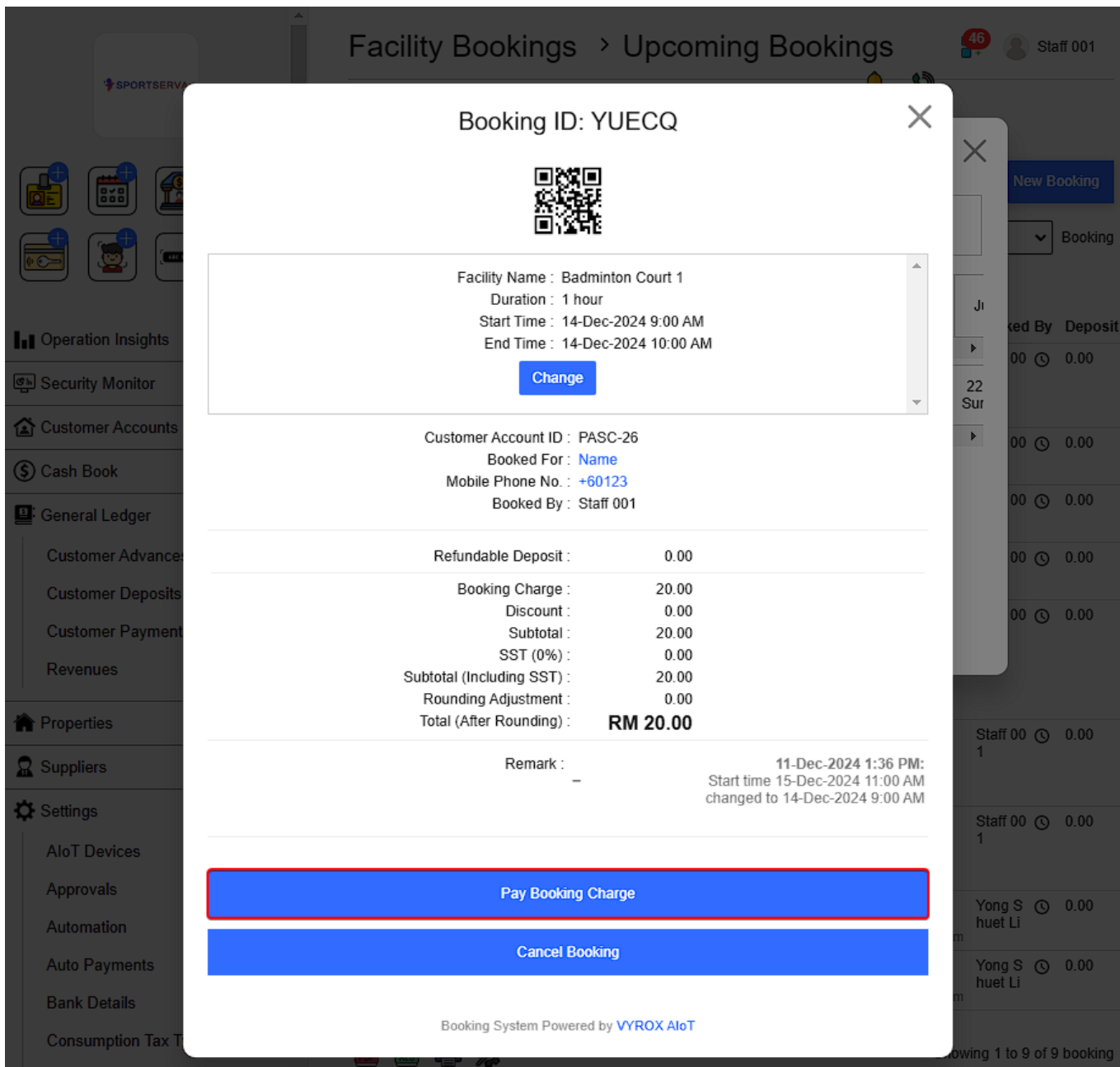


Showing 1 to 2 of 2 employees

[Prev](#) [Next](#)

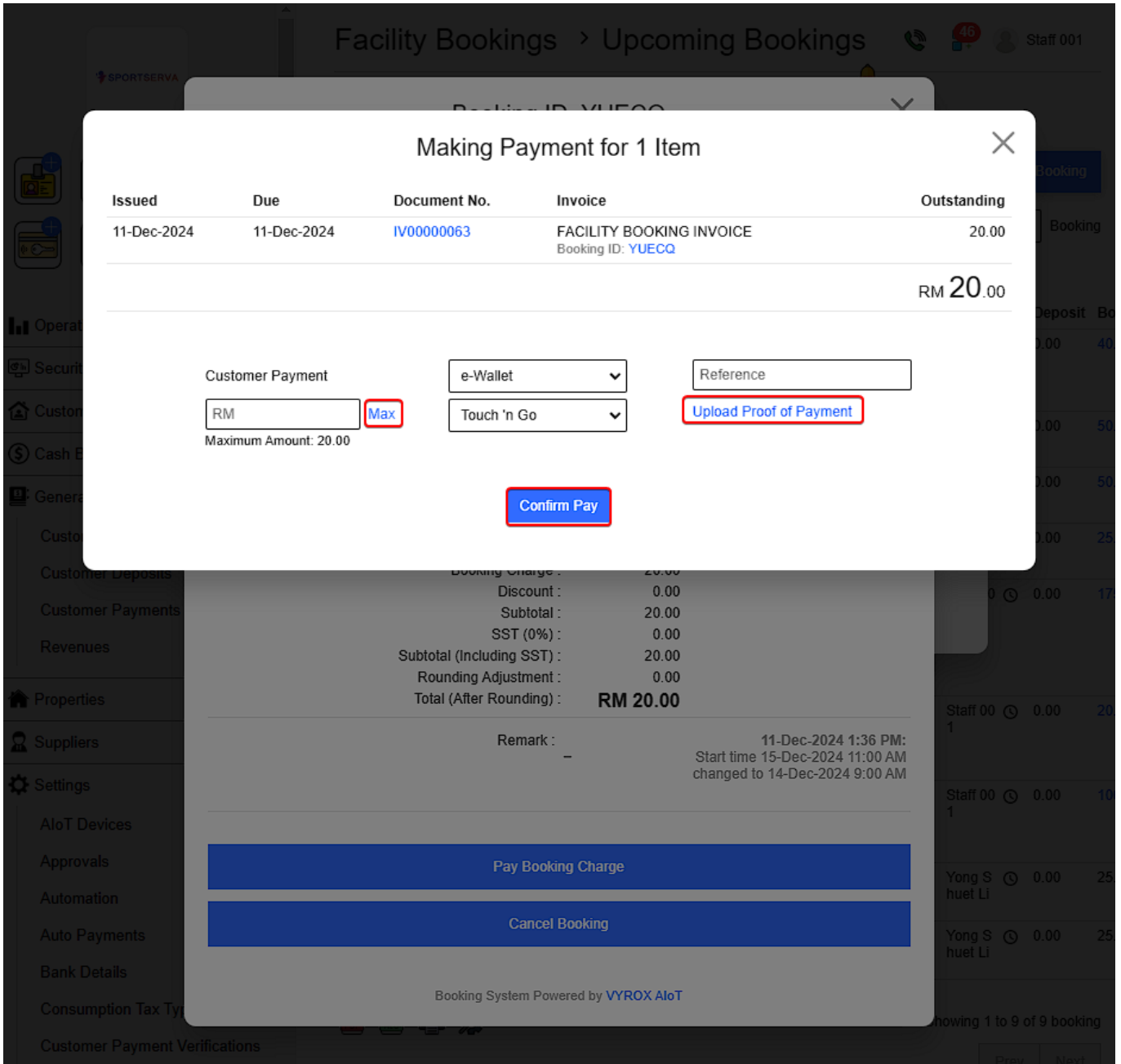
3.5. Booking Payment

To pay the booking slot, click **Pay Booking Charge**.

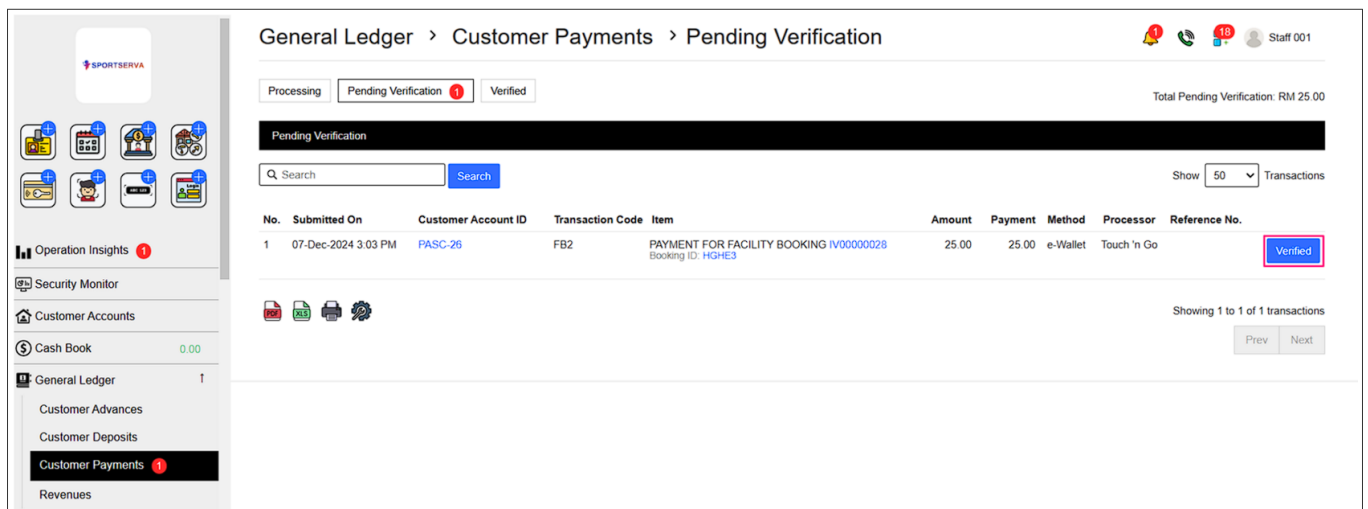


Click **Max** for customer to pay maximum amount of charged booking

Select **Payment option** > **Upload proof of payment** > Click **Confirm pay**



Verify payment receive by going to **Customer Payments > Pending Verification**



Once payment is verified, slot will turn green indicating its officially booked.

To update the cash book and reflect the refund:

Navigate to **Facility Booking > Cancelled > Request Refund > Confirm Request > Refund > Confirm Refund.**

The screenshot displays the 'Facility Bookings > Cancelled Bookings' page. A modal window titled 'Requesting Refund for 1 Item' is open, showing a table with the following data:

Issued	Document No.	Transaction Code	Invoice	Outstanding
07-Dec-2024	OR00000004	FB2	PAYMENT FOR FACILITY BOOKING INVOICE IV00000028 Booking ID: HGHE3	25.00

The total amount is RM 25.00. A 'Confirm Request' button is visible at the bottom of the modal.

Below this, another modal window titled 'Making Refund Payment for 1 Item' is open, showing a table with the following data:

No.	Issued	Document No.	Transaction Code	Item	Payment
1	09-Dec-2024	RN00000005	FB3	CANCEL FACILITY BOOKING Booking ID: AG5CT	25.00

The total amount is RM 25.00. Below the table, there are dropdown menus for 'e-Wallet' (selected), 'Touch 'n Go' (selected), and a 'Reference' input field. An 'Upload Proof of Payment' link is also present. A 'Remark' text area and a 'Confirm Refund' button are at the bottom.

Once completed, the cash book will be updated to reflect the correct amount.

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Last update: **2024/12/11 05:42**

