

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.

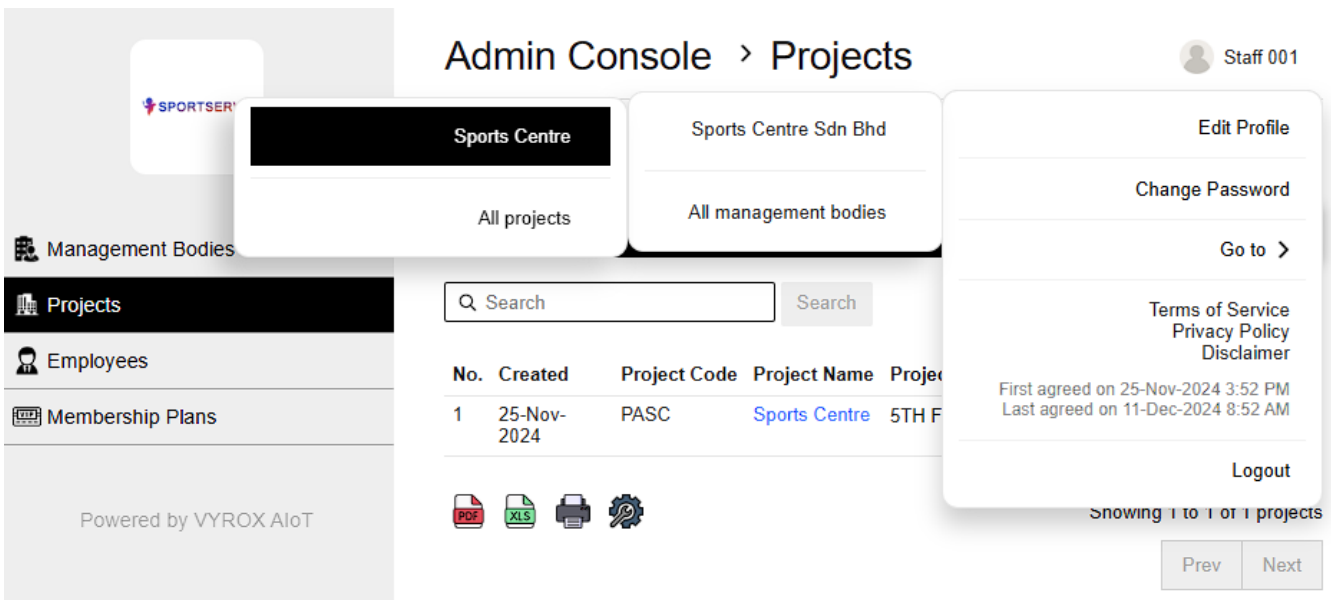
2. Configure Facility and Facility Type

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.

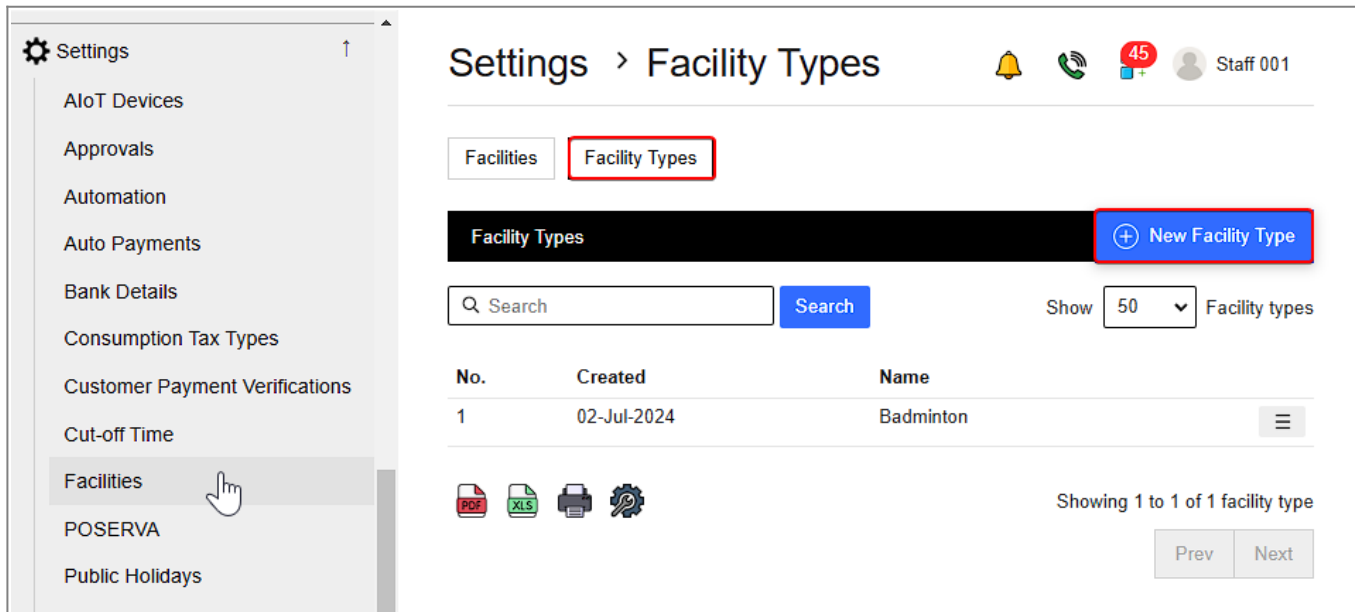


2.2. Configure Facility Types

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.

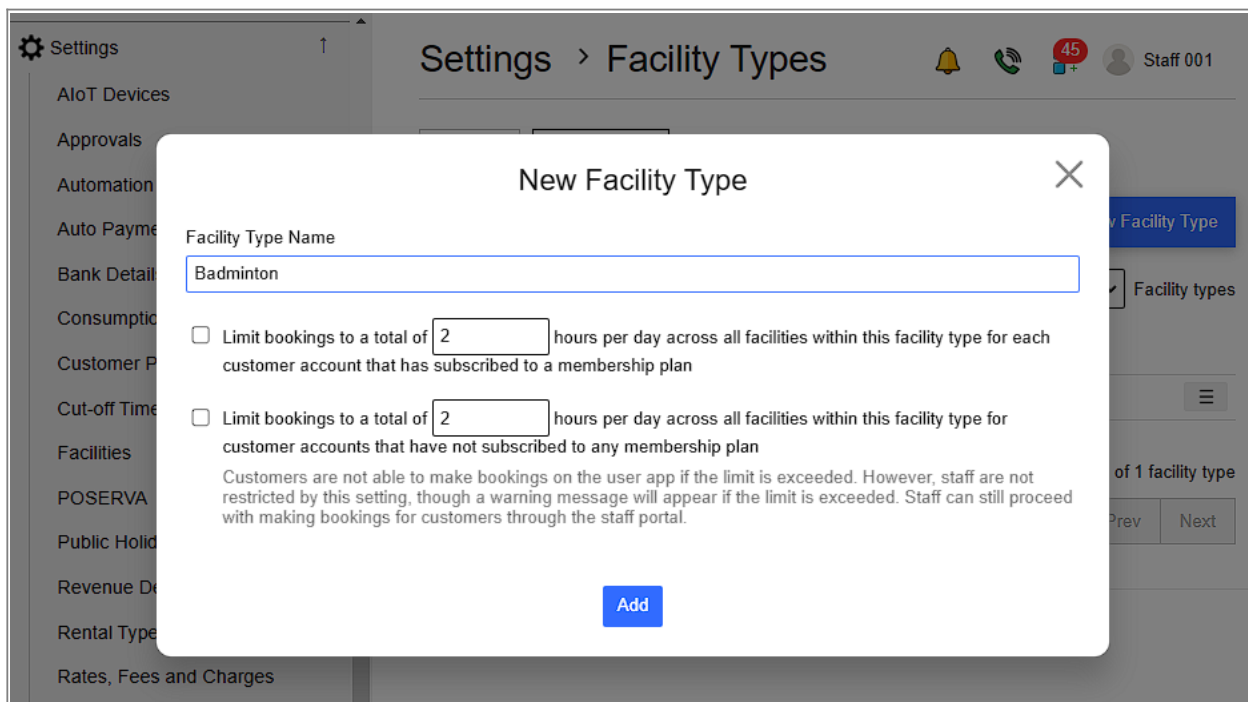


Booking Limit Policy :

- 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.

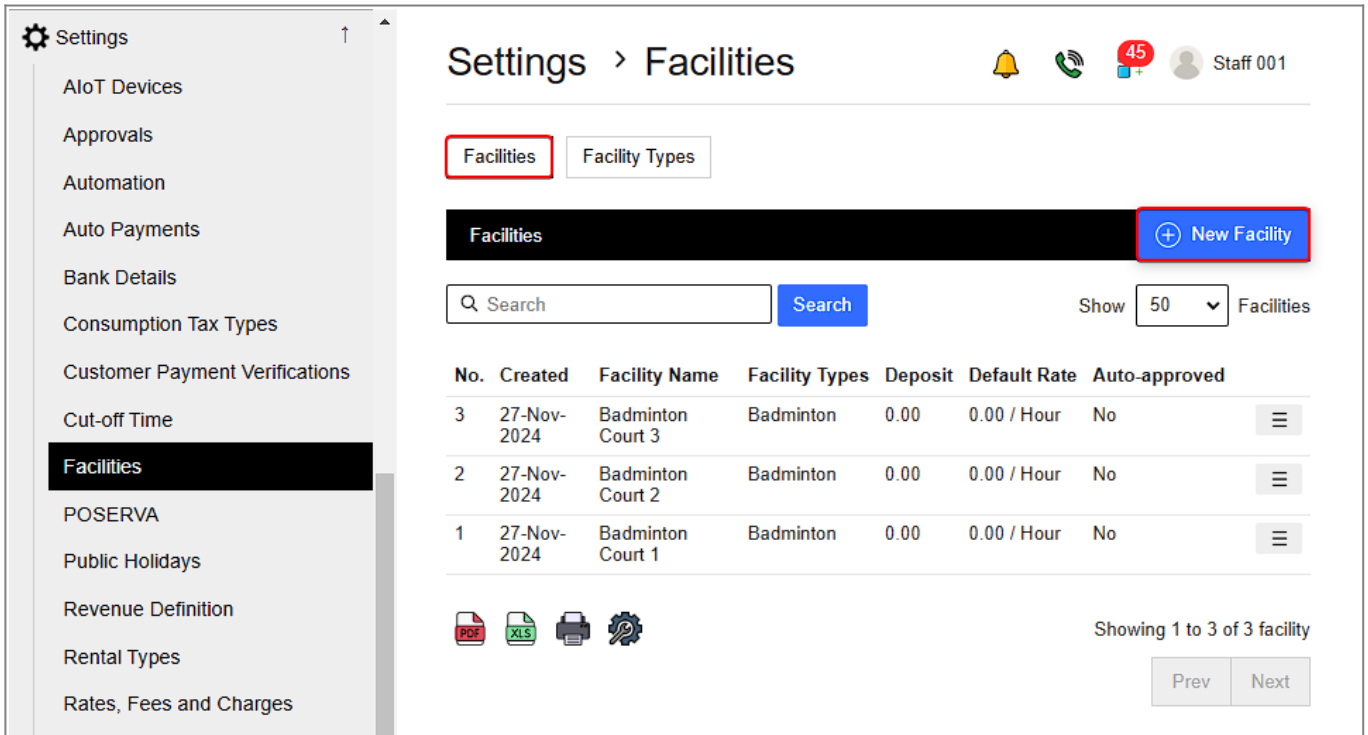
When done click **Add** to save it.



2.3. Add New Facilities

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

Return to **Facilities > New Facility**.



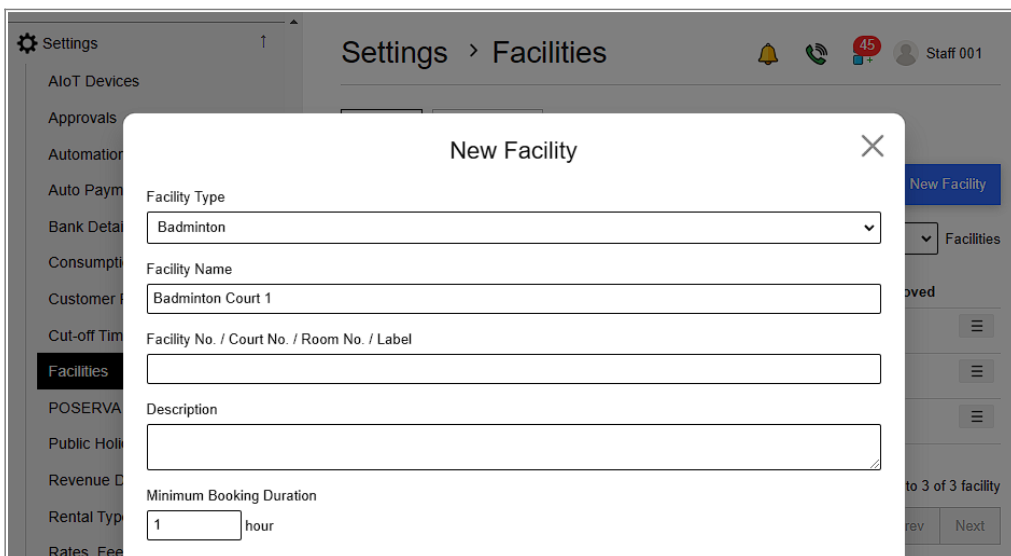
2.4. Fill in Details for Adding New Facilities

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**

Settings > VYROX IoT Devices > AUTOSERVA

SuperPASS-Door SuperPASS-Lift UltraPASS-Face UltraPASS-Vehicle SecurityGPT-Stranger
PrivacyCALLER PowerMONITOR **AUTOSERVA** PayPerUse QR

AUTOSERVA [+ New AUTOSERVA Device](#)

Q Search [Search](#) Show 50 Devices

No.	Sub-Type	Network Communication Protocol	Board Label Name	Board Location/Board Device ID	Board IP A
No device is found					

Showing 0 to 0 of 0 devices

Prev Next

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.

New AUTOSERVA Device

Sub-Type: Facility Lighting Controller Network Communication Protocol: Normal

Board Label Name:

Board Location:

Board IP Address / DDNS URL: TCP Port:

Board Location Coordinates: (eg. 3.162112, 101.652890)

Number of Channels Supported: 1

[Add](#)

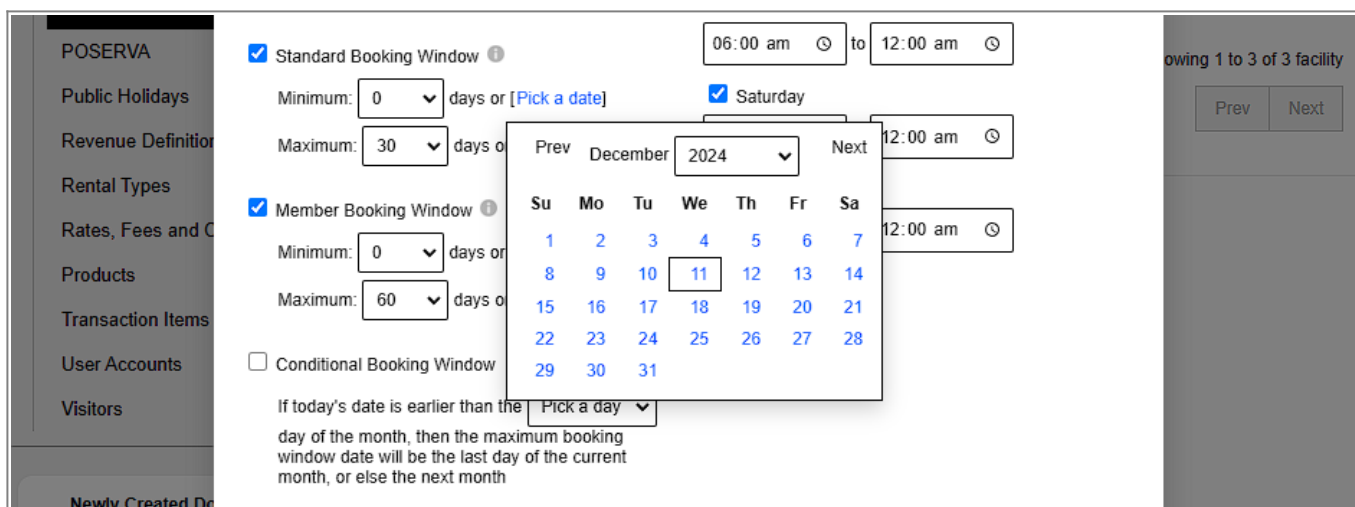
2.8.: Standard & Member Booking Windows

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.



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.

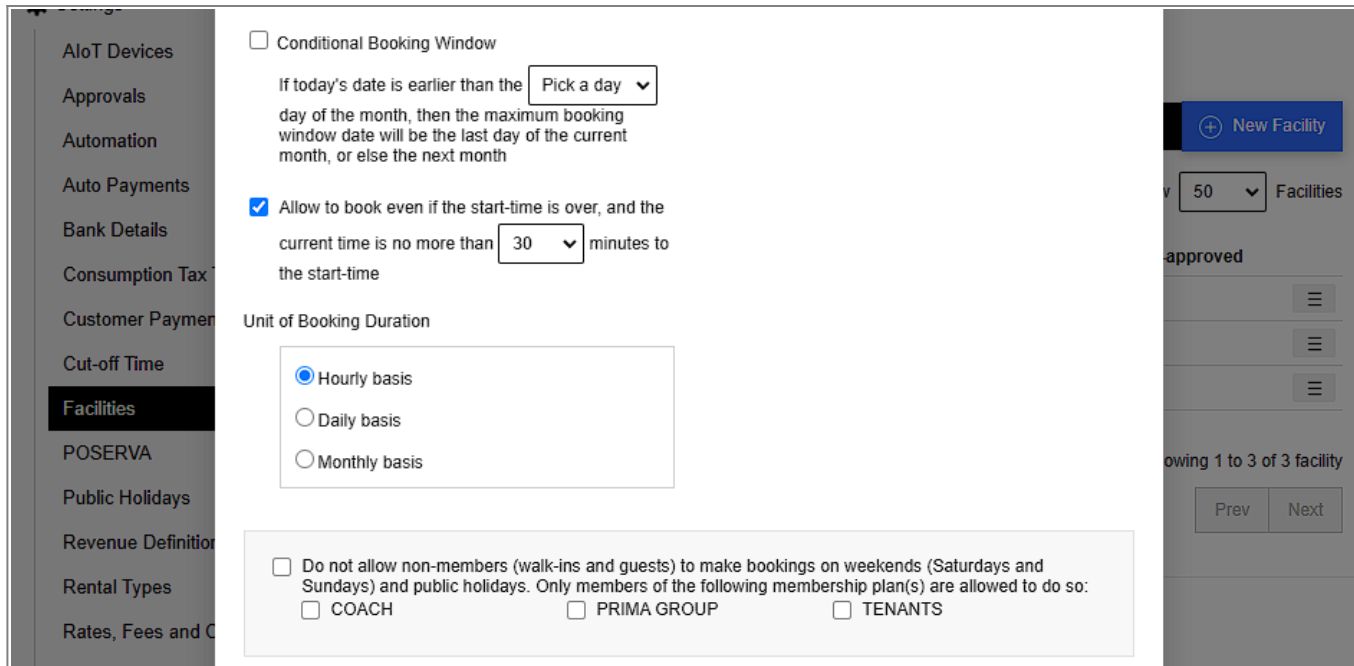
2.9.2. Allow **Late Bookings**

- 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.

The screenshot displays the 'Facilities' configuration page in the Facility Booking System. On the left is a sidebar menu with options like 'Auto Payments', 'Bank Details', 'Consumption Tax', 'Customer Payment', 'Cut-off Time', 'Facilities', 'POSERVA', 'Public Holidays', 'Revenue Definition', 'Rental Types', 'Rates, Fees and C', 'Products', 'Transaction Items', 'User Accounts', and 'Visitors'. The main area shows three rate configuration sections:

- Default Rate:** Charge RM per hour by default. For: to
- Overriding Rate 1:** Charge RM per hour overriding the default rate. For:

Monday	06:00 am	to	12:00 am	-
Tuesday	06:00 pm	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	+ -
- Overriding Rate 2:** Charge RM per hour overriding the default rate. For:

Monday	06:00 am	to	12:00 am	+ -
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For members of the following membership plan(s):
 COACH

At the bottom, there is a note: "Note: If the overriding rates overlap, the lower one will be applied." and an "Add" button.

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

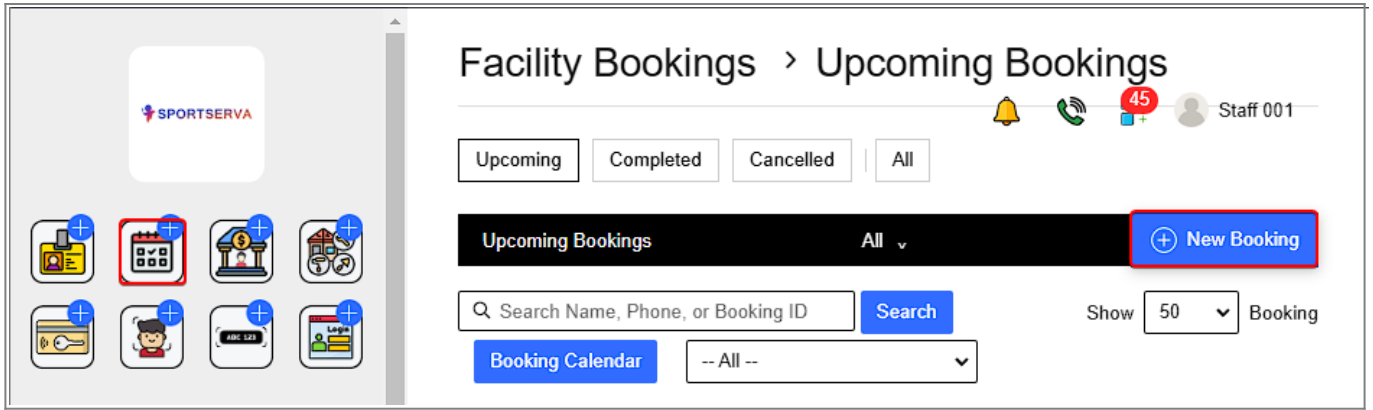
3. Manage Booking Slot

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

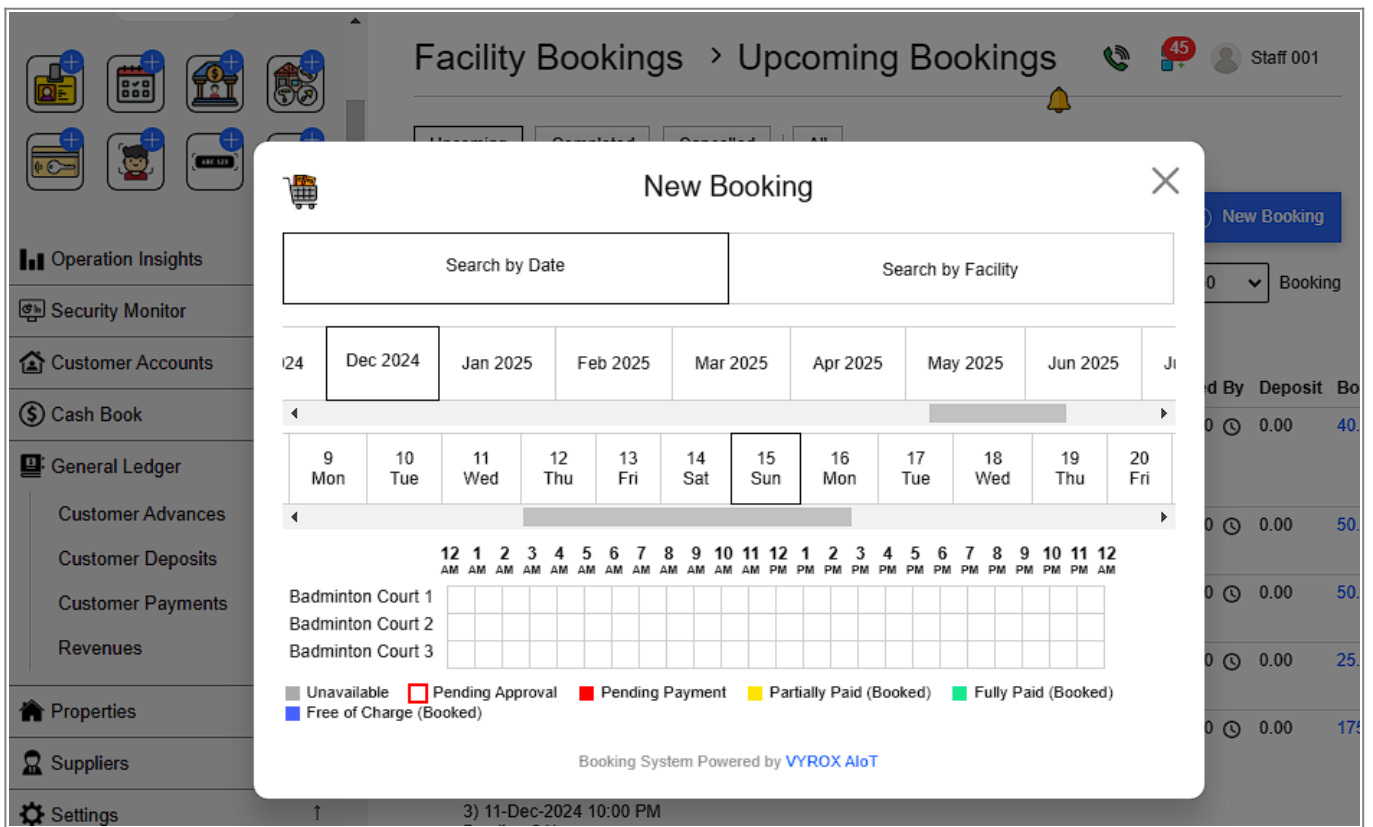
- Select **Facility Bookings > New Bookings**.



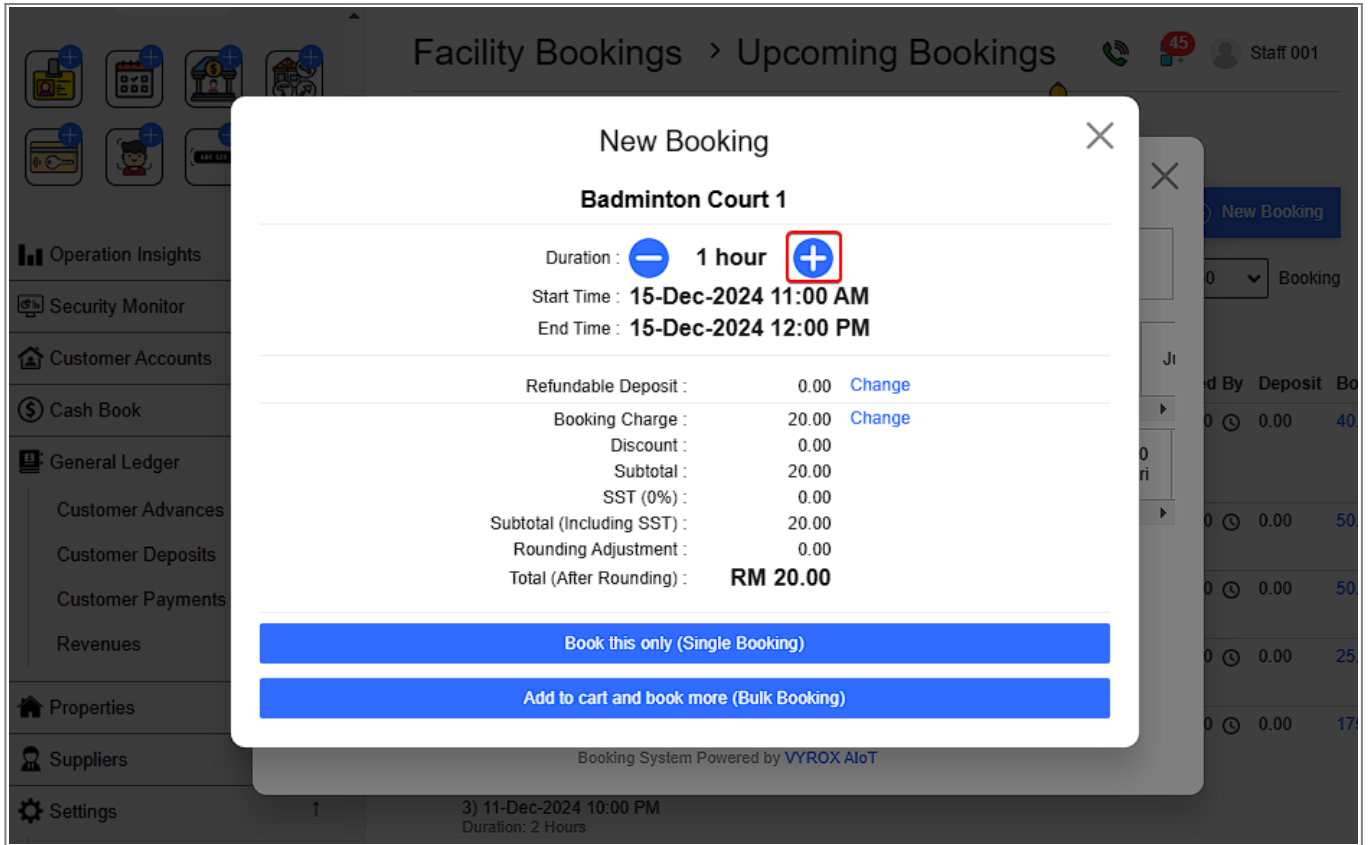
3.1.2. Search and Select Booking Slot

Booking slots can be searched by date or facility.

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



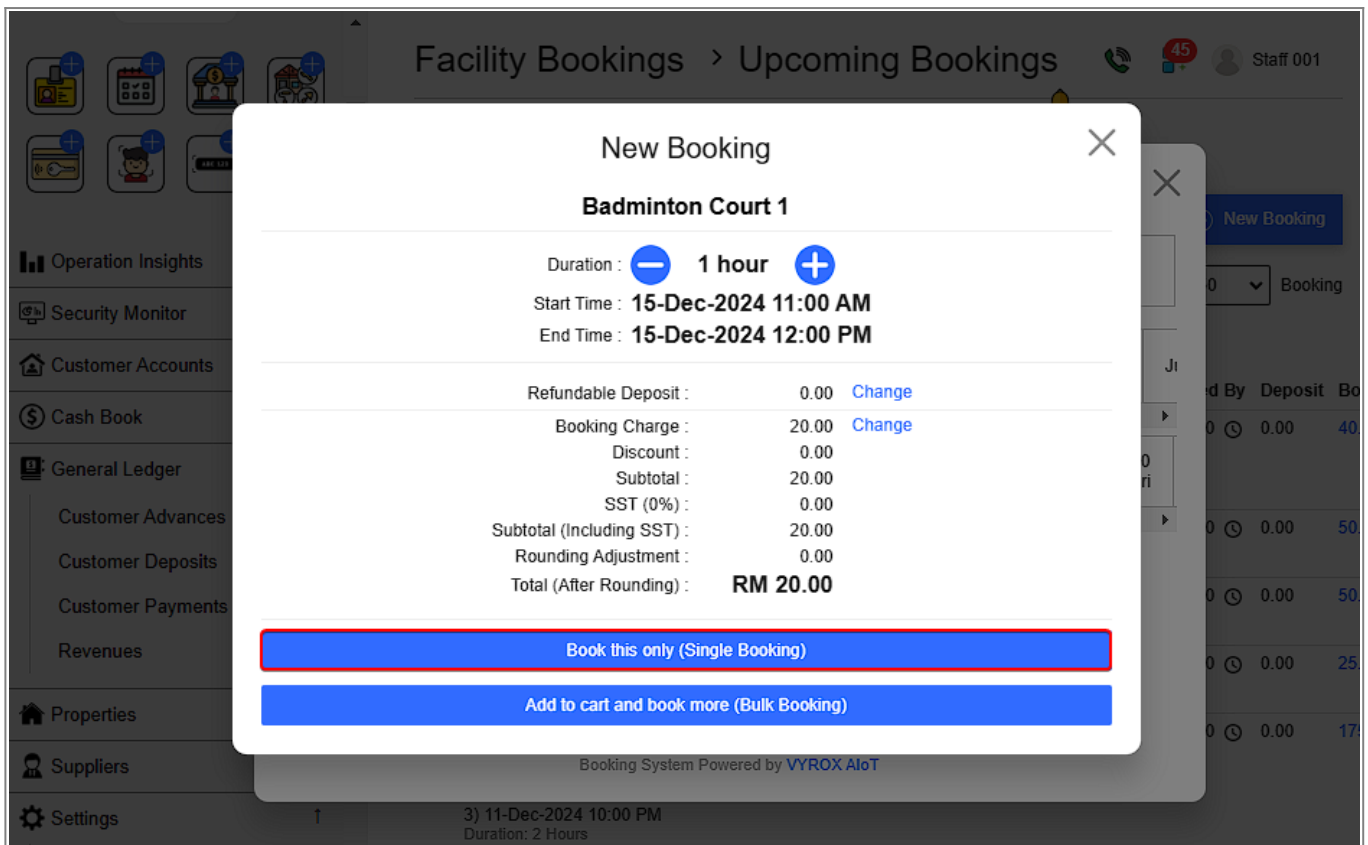
To increase booking hours , click the **plus** sign.



3.1.3. Single & Bulk Booking

For Single Booking

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



Handle customer details:

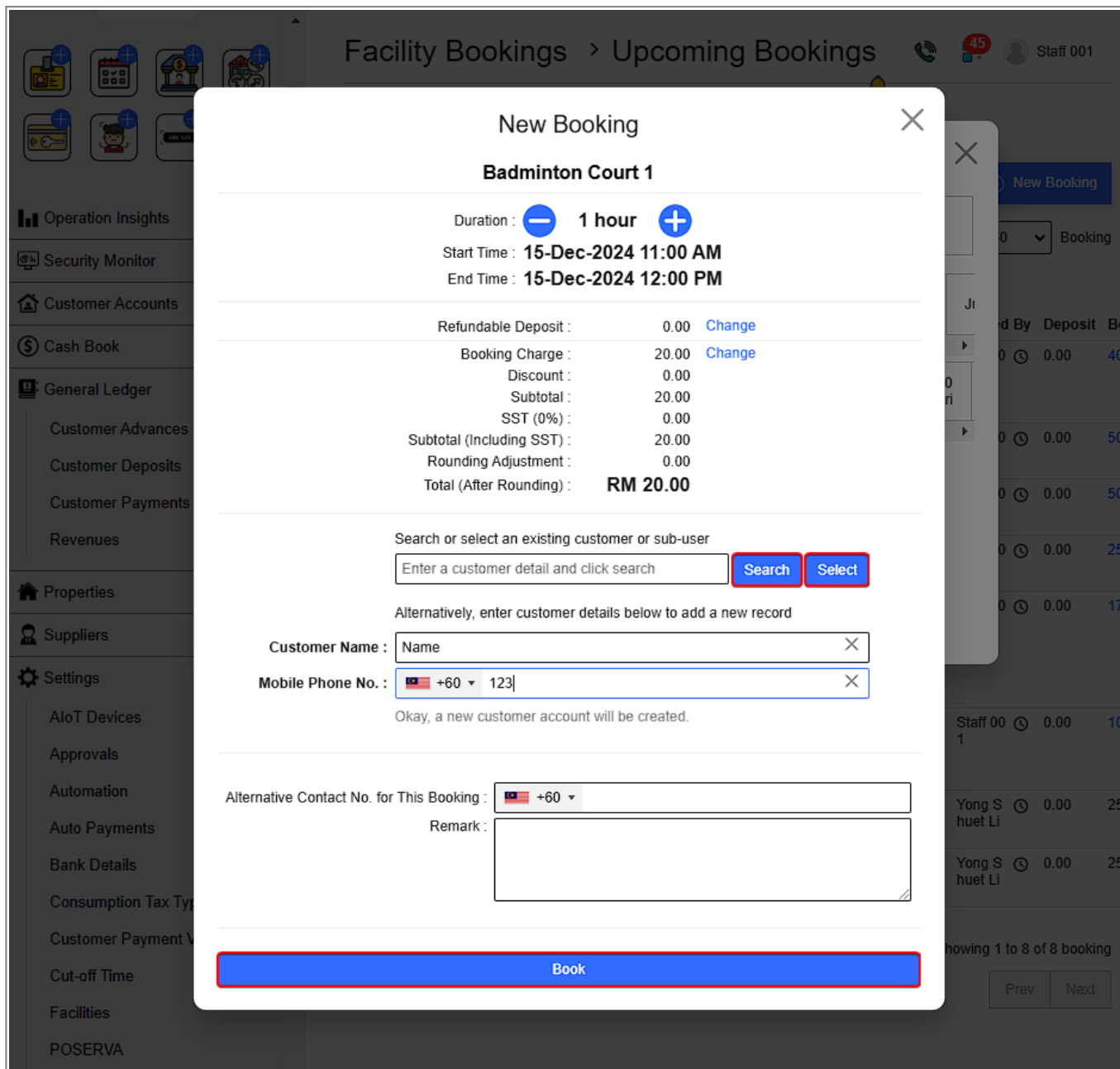
Existing Customer:

- 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.

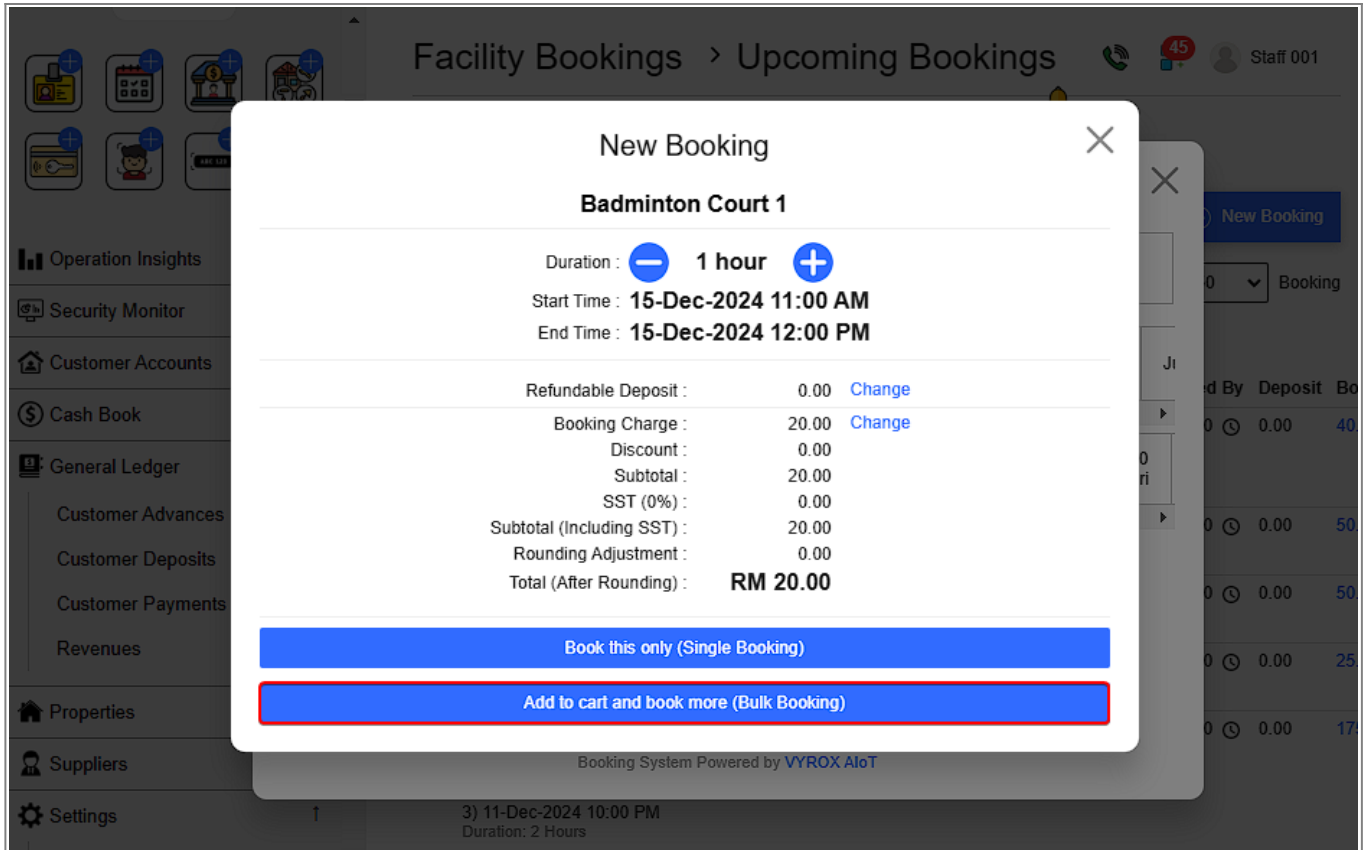
Click **Book** to complete.



For Bulk Bookings

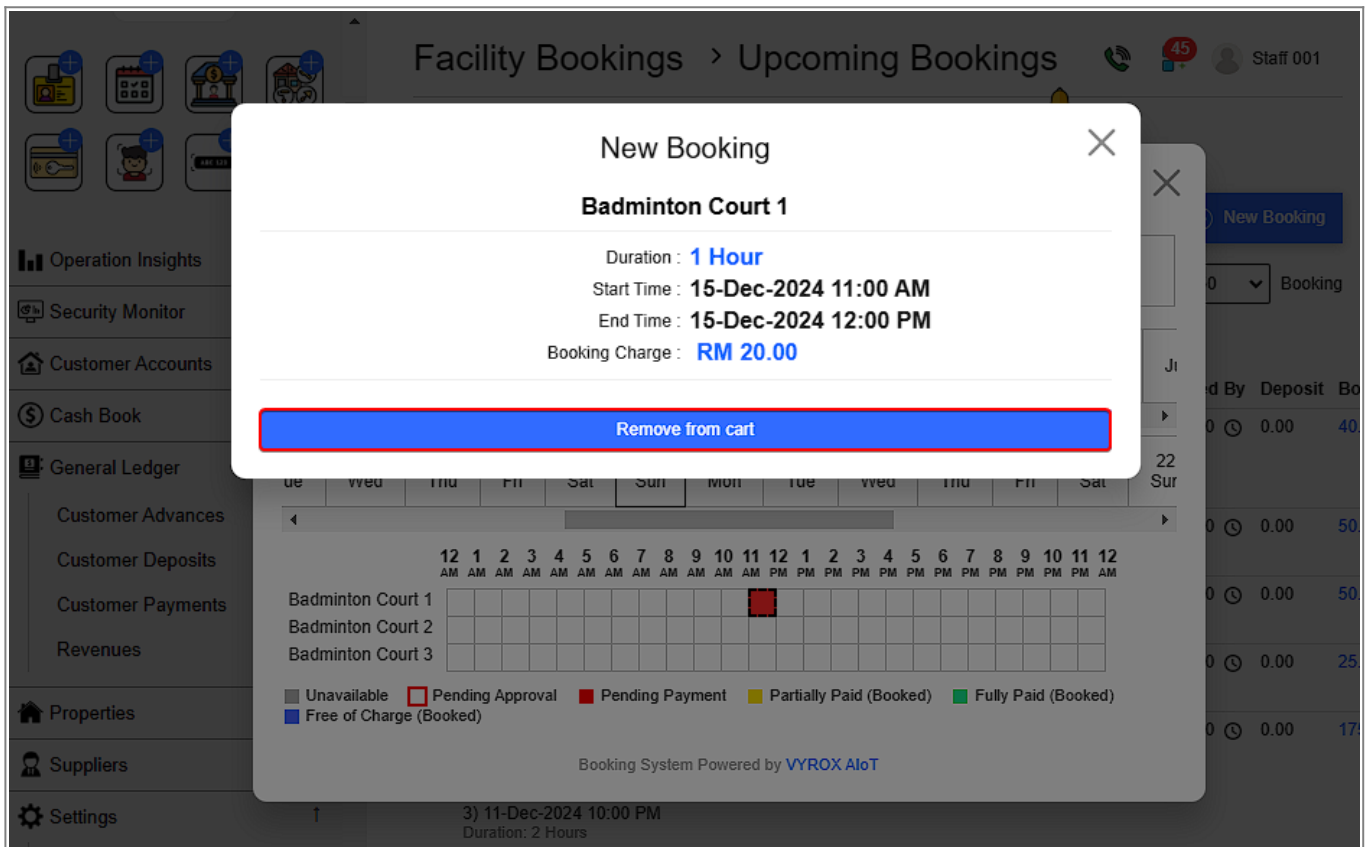
Add multiple slots to the cart by clicking **Add to Cart and Book More (Bulk Bookings)** .

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



To remove a booking:

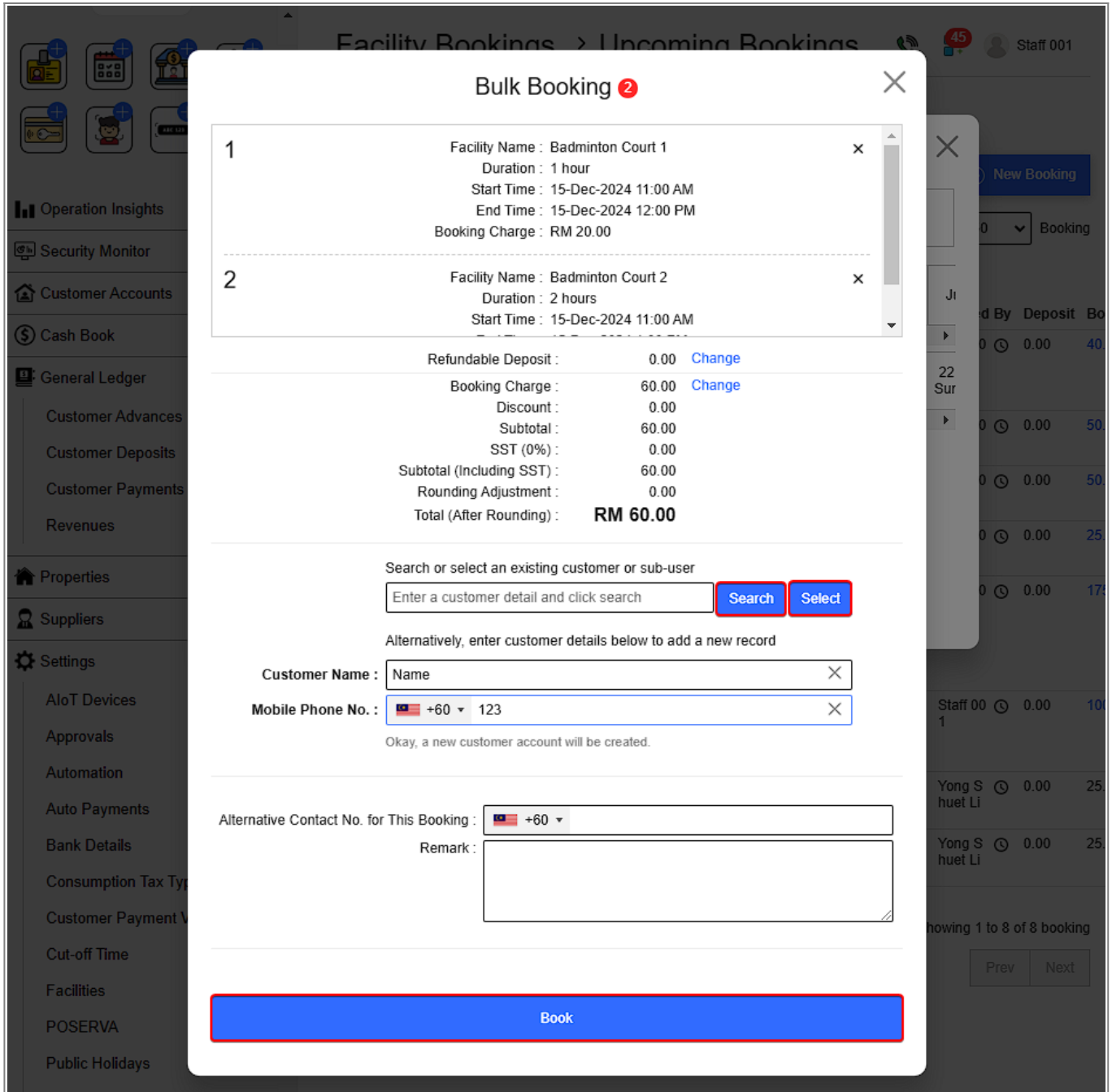
- **Select the slot** and click **Remove from Cart**.



To confirm and proceed with payment:

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

The screenshot shows the 'New Booking' modal window in the Facility Bookings system. The modal is titled 'New Booking' and has a close button (X) in the top right corner. It features two search filters: 'Search by Date' and 'Search by Facility'. Below the filters is a calendar for December 2024, with the 15th (Sun) selected. The calendar shows the days of the week and the months. Below the calendar is a booking grid for three badminton courts: Badminton Court 1, Badminton Court 2, and Badminton Court 3. The grid shows the availability of the courts for each day of the month. A red box highlights the cart icon in the top left corner of the modal. The background shows the main interface of the Facility Bookings system, including a sidebar with navigation options like 'Operation Insights', 'Security Monitor', 'Customer Accounts', 'Cash Book', 'General Ledger', 'Properties', 'Suppliers', and 'Settings'. The top right of the main interface shows the user's name 'Staff 001' and a notification bell icon.



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](#)

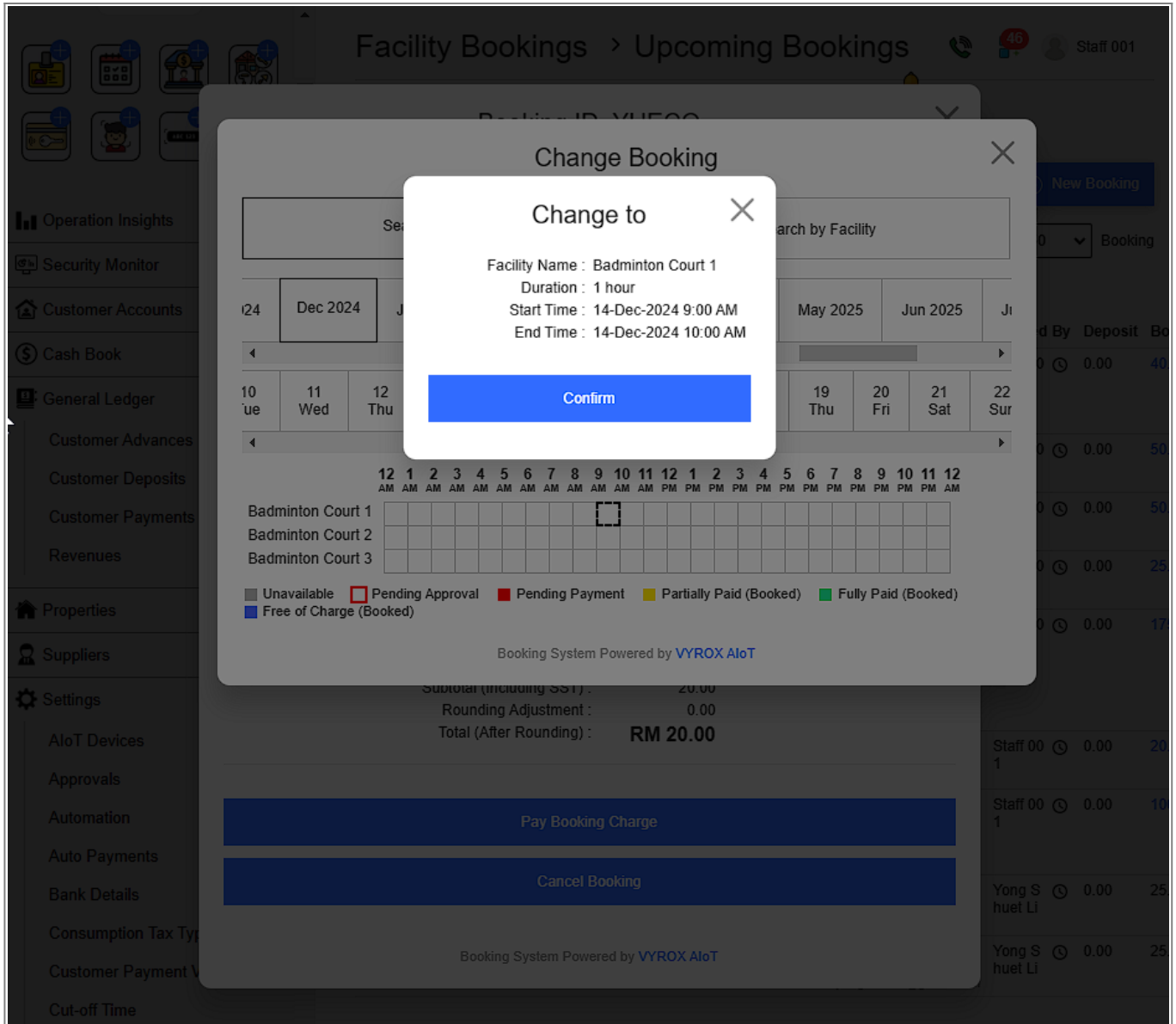
[Cancel Booking](#)

Booking System Powered by VYROX AIoT

Booked By	Deposit	Bc
Staff 001	0.00	40
Staff 001	0.00	50
Staff 001	0.00	50
Staff 001	0.00	25
Staff 001	0.00	17
Staff 001	0.00	20
Staff 001	0.00	10
Yong S huet Li	0.00	25
Yong S huet Li	0.00	25

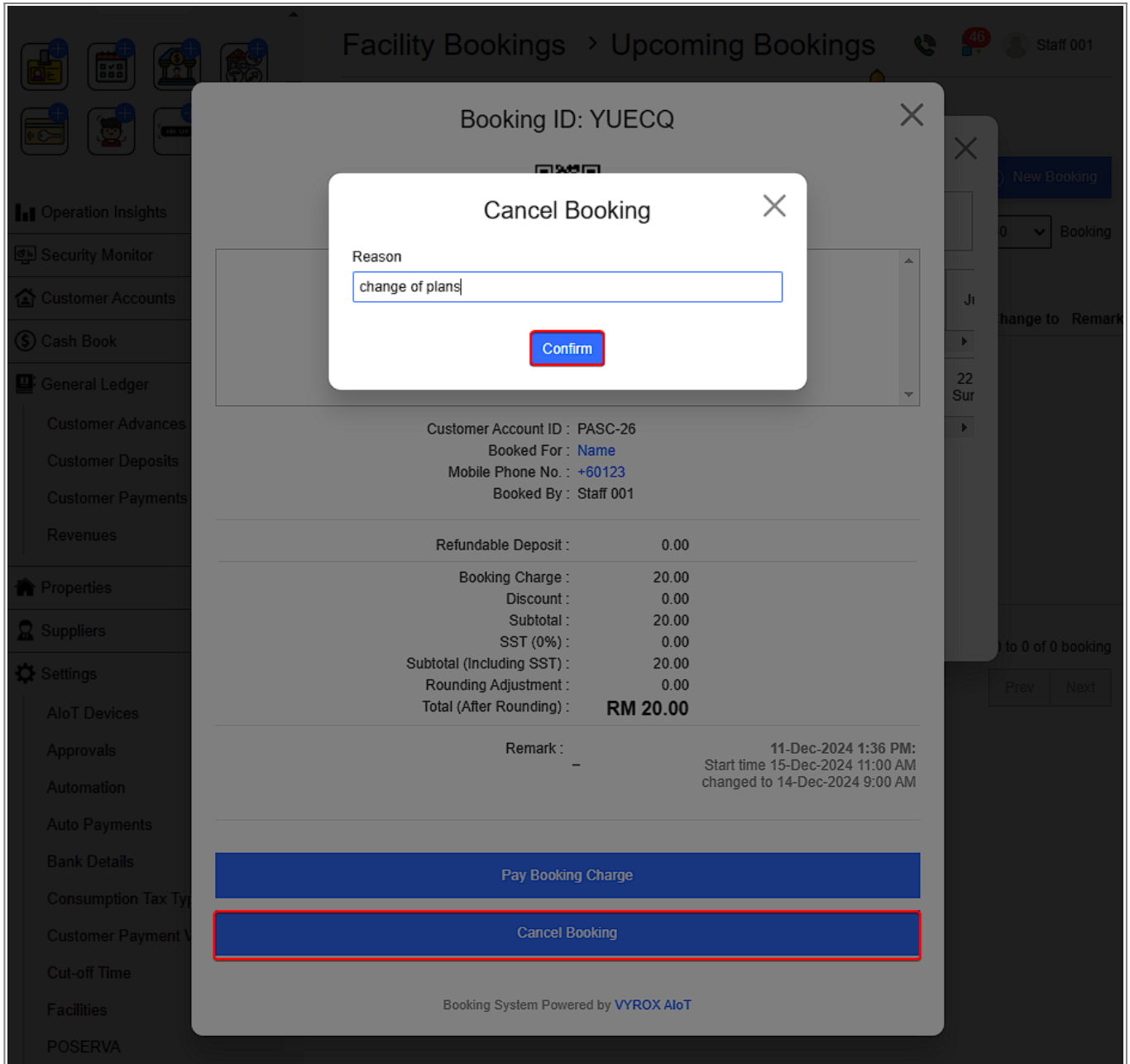
Showing 1 to 9 of 9 booking

[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 50 employees

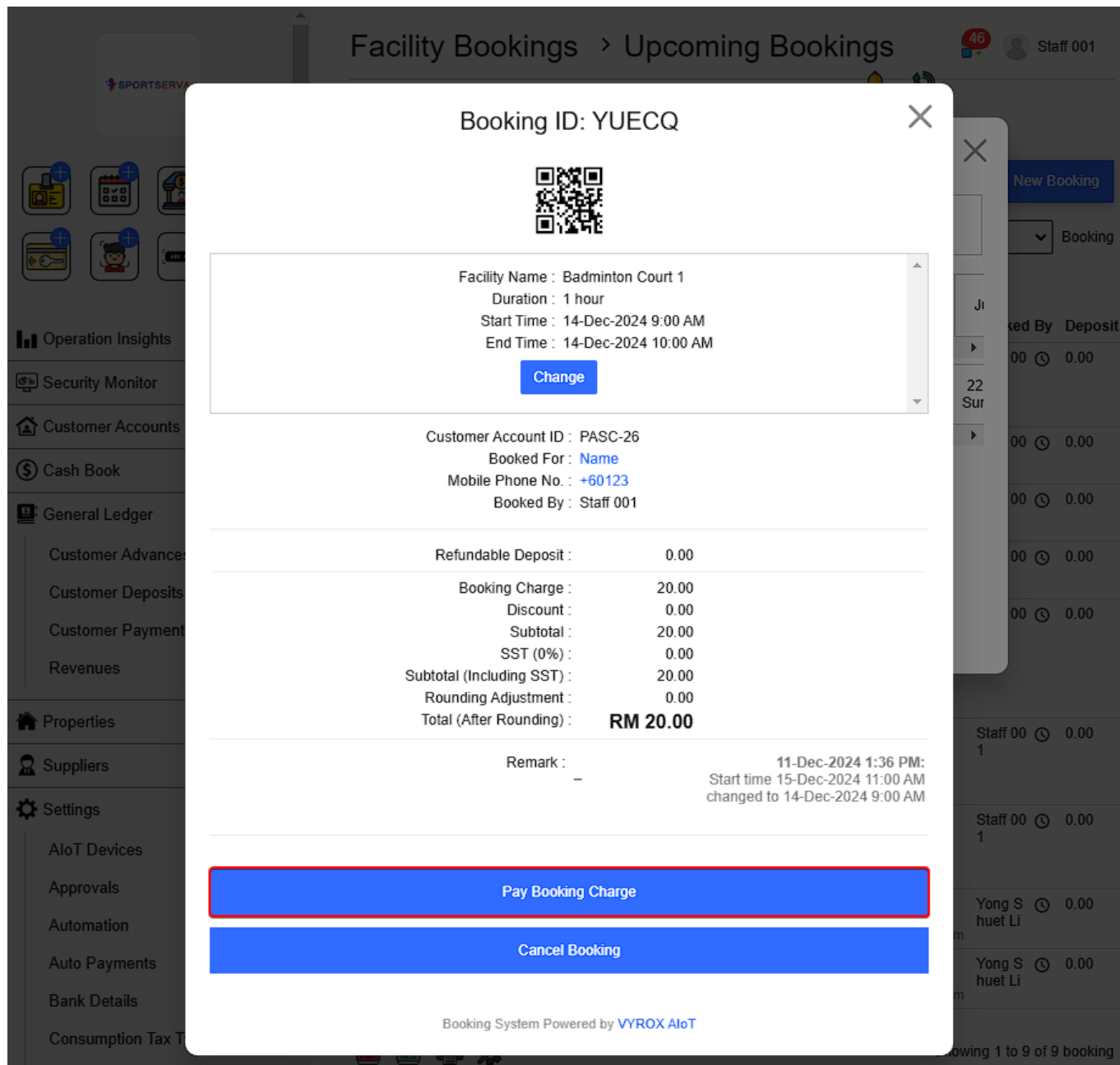
No.	Created	Position	Name	Username	Mobile Phone No.	Status
1	29-Nov-2024	Office	VYROX Support	vyroxsupport	+60196883338	Active ☰
2	25-Nov-2024	Guard	Guard 001	guard	+	Active ☰

Showing 1 to 2 of 2 employees

Prev
Next

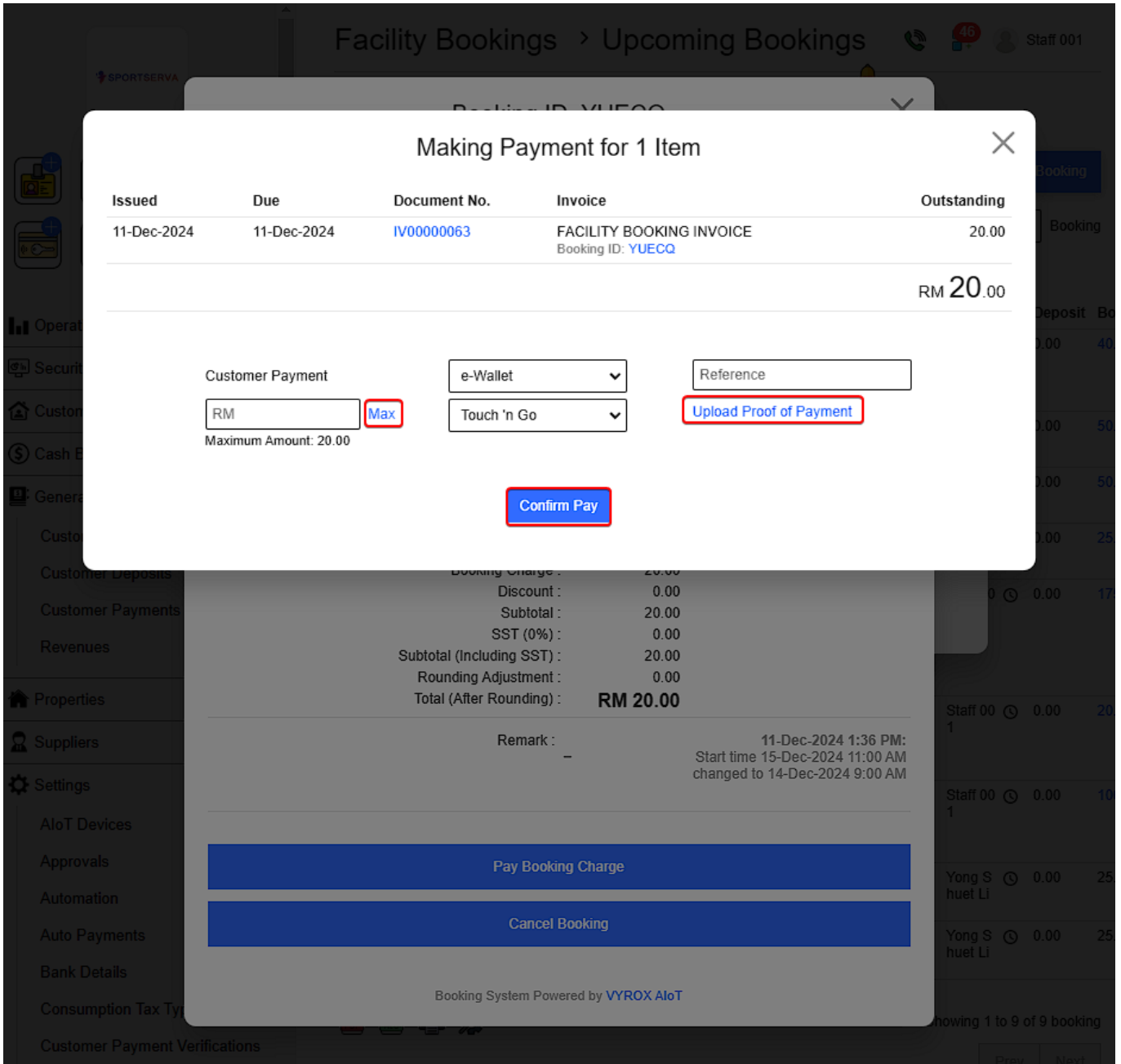
3.5. Booking Payment

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

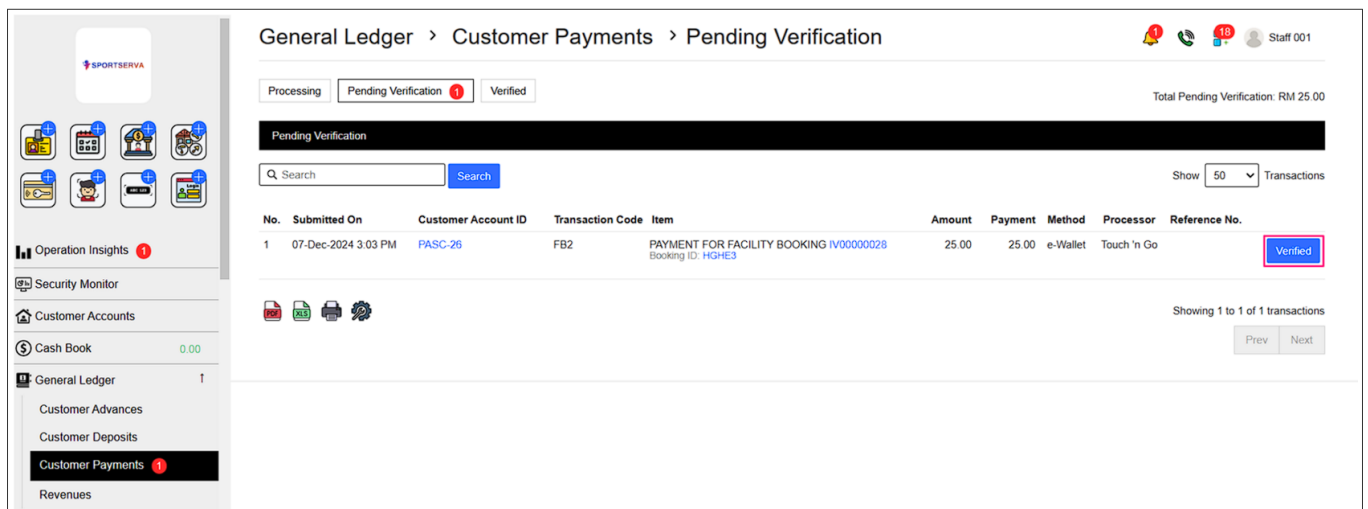


Click **Max** for customer to pay maximum amount of charged booking

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.



New Booking



Search by Date

Search by Facility

2024
Dec 2024
Jan 2025
Feb 2025
Mar 2025
Apr 2025
May 2025
Jun 2025
Ju

<

>

6 Fri	7 Sat	8 Sun	9 Mon	10 Tue	11 Wed	12 Thu	13 Fri	14 Sat	15 Sun	16 Mon	17 Tue	18 We			
<div style="display: flex; justify-content: space-between; font-size: 0.8em;"> 12 AM 1 AM 2 AM 3 AM 4 AM 5 AM 6 AM 7 AM 8 AM 9 AM 10 AM 11 AM 12 PM 1 PM 2 PM 3 PM 4 PM 5 PM 6 PM 7 PM 8 PM 9 PM 10 PM 11 PM 12 AM </div>															
Badminton Court 1															
Badminton Court 2															
Badminton Court 3															

Unavailable
 Pending Approval
 Pending Payment
 Partially Paid (Booked)
 Fully Paid (Booked)
 Free of Charge (Booked)

Booking System Powered by **VYROX AIoT**

3.6. Refund & Booking Cancellation After Payment

If a booking is made with payment but the customer requests a refund and cancellation, follow these steps:

Go to **Revenue** and **terminate** the customer invoice. This will reverse the customer invoice and free up the booking slot.

SPORTSERVA

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Operation Insights

Security Monitor

Customer Account [PASC-5] ↑

Details

Dashboard

Invoices 1

Deposits

Advances

Payments

Statements

Cash Book 25.00

General Ledger ↑

Customer Advances

Customer Deposits

Customer Payments

Revenues

Revenues > Total (Sales + Non-Sales)
🔔 📞 17 👤 Staff 001

Total (Sales + Non-Sales)
Sales
Non-Sales

Total (Sales + Non-Sales) Today (09-Dec-2024) ↓

Total Authorized Discounts
RM 0.00

Total Revenues
RM 25.00

Total SST Collected
RM 0.00

Cumulative Rounding Adjustments
RM 0.00

Cancelled Invoice Amounts (Sales + Non-Sales)
RM 50.00

Cancelled SST
RM 0.00

All Employees
All Invoices

Group by Invoice
Show 50
Invoices

No.	Issued On	Issued By	Document No.	Invoice Type	Discount	Sales	Non-Sales	SST	Rounding	Invoice Amount	
3	09-Dec-2024 10:36 AM	Staff 001	IV00000031	Facility Booking Charge	0.00	25.00	0.00	0.00	0.00	25.00	Terminate
2	09-Dec-2024 10:03 AM	Staff 001	IV00000030 Reversed	Facility Booking Charge	0.00	25.00	0.00	0.00	0.00	25.00	Reversed
1	09-Dec-2024 9:22 AM	Staff 001	IV00000029 Reversed	Facility Booking Charge	0.00	25.00	0.00	0.00	0.00	25.00	Reversed

Showing 1 to 3 of 3 Invoices

Note: The timing of invoice termination, coupled with the corresponding customer payment status, can lead to three potential outcomes: Cancelled Invoices, Voided Invoices, and Reversed Invoices. These scenarios arise when a customer rejects an invoice, requests cancellation with reasons subsequently sanctioned by the management, or when the management initiates cancellation with provided justifications.

https://www.vyrox.com/wiki/

Printed on 2026/04/23 23:27

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. Two modal windows are overlaid on the page:

Modal 1: Requesting Refund for 1 Item

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

RM 25.00

Buttons: Confirm Request

Modal 2: Making Refund Payment for 1 Item

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

RM 25.00

Payment Method: e-Wallet (Touch 'n Go) Reference

Buttons: Upload Proof of Payment, Remark, Confirm Refund

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

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Permanent link: https://www.vyrox.com/wiki/doku.php?id=facility_booking_system&rev=1733896379

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