

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.

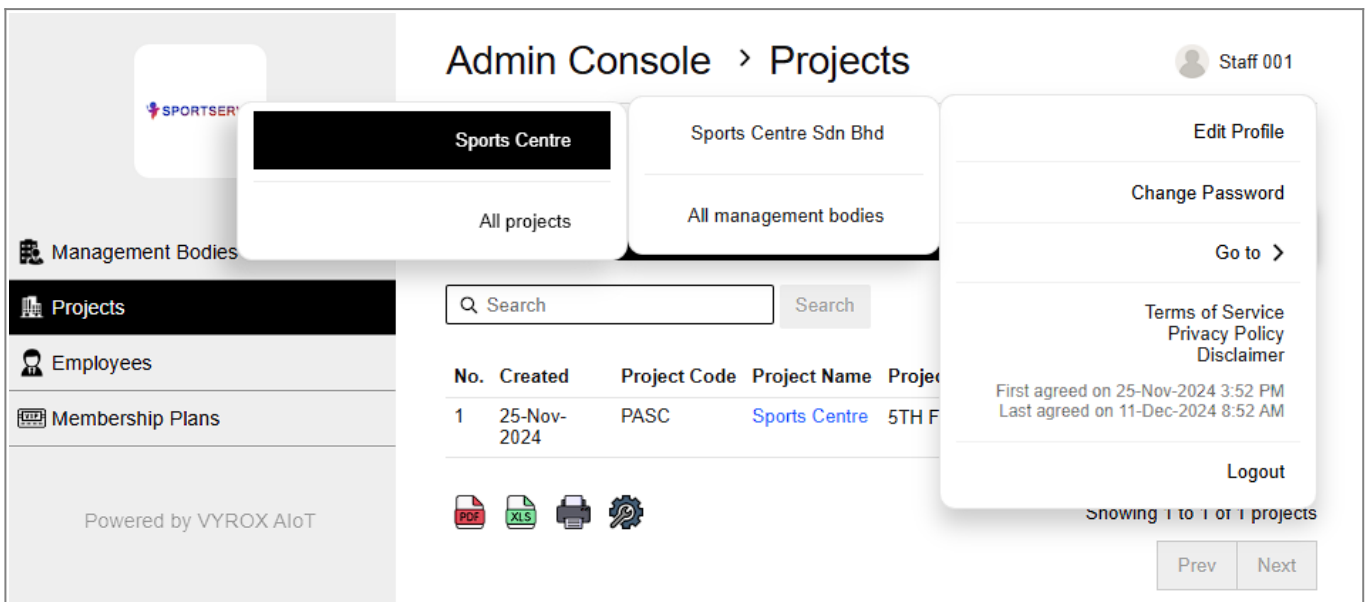
2. Configure Facility and Facility Type

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.

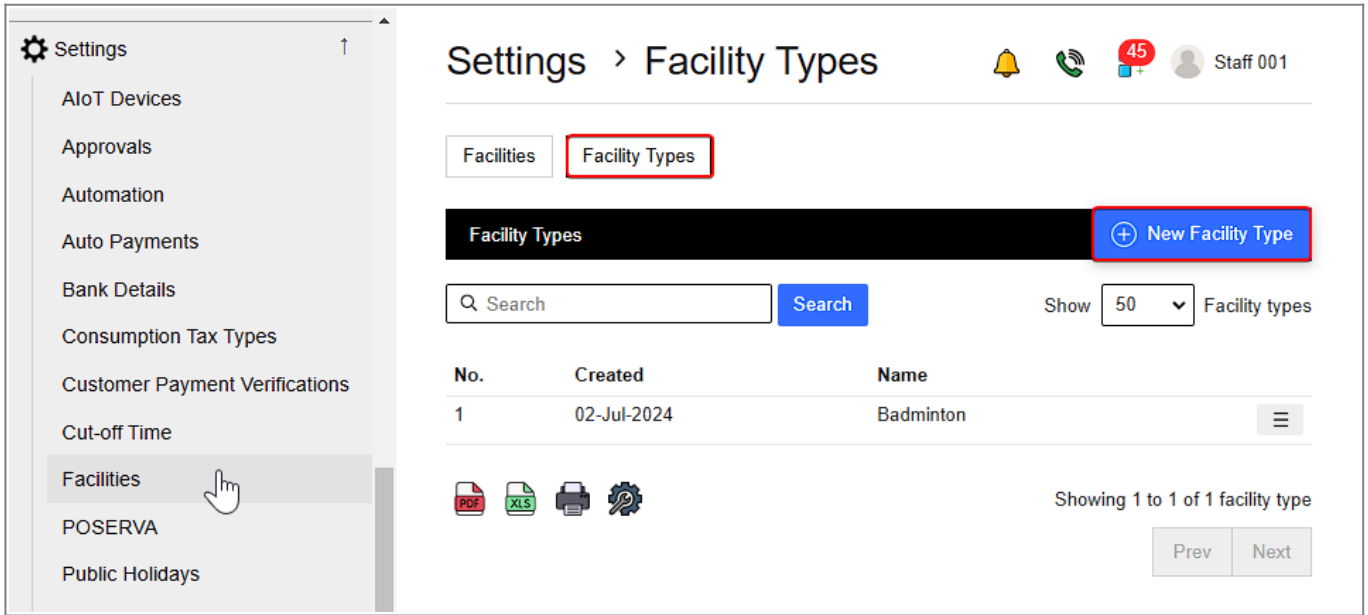


2.2. Configure Facility Types

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.

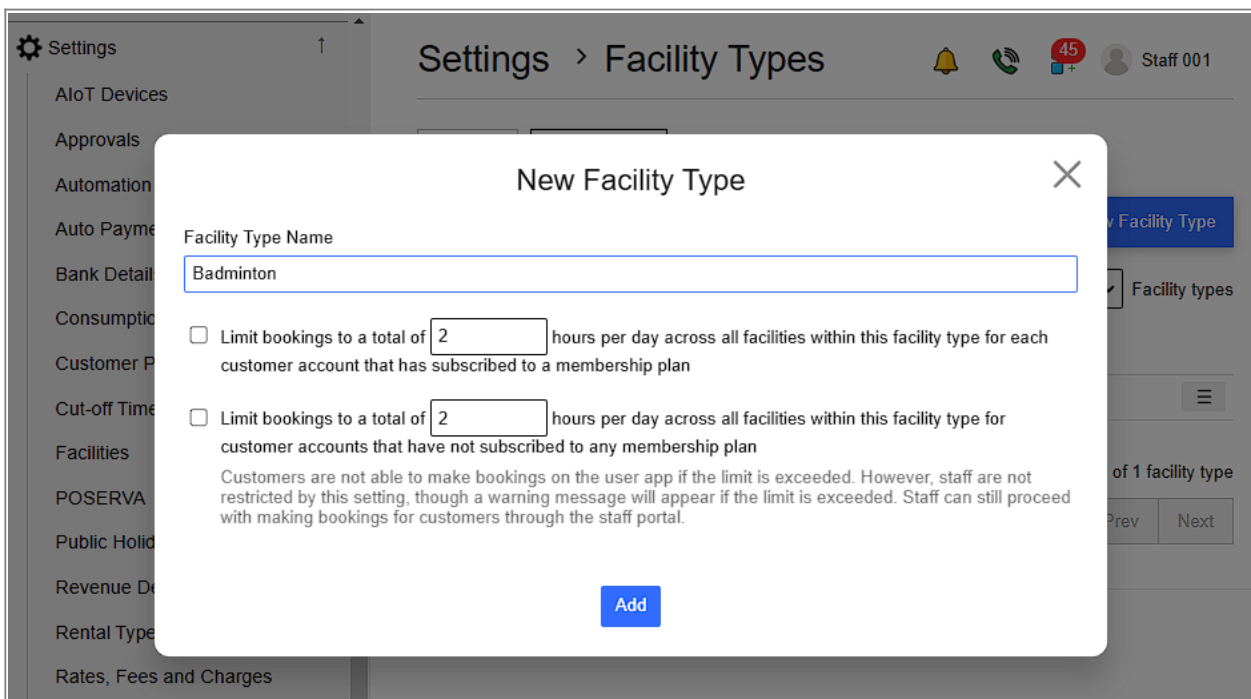


Booking Limit Policy :

- 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.

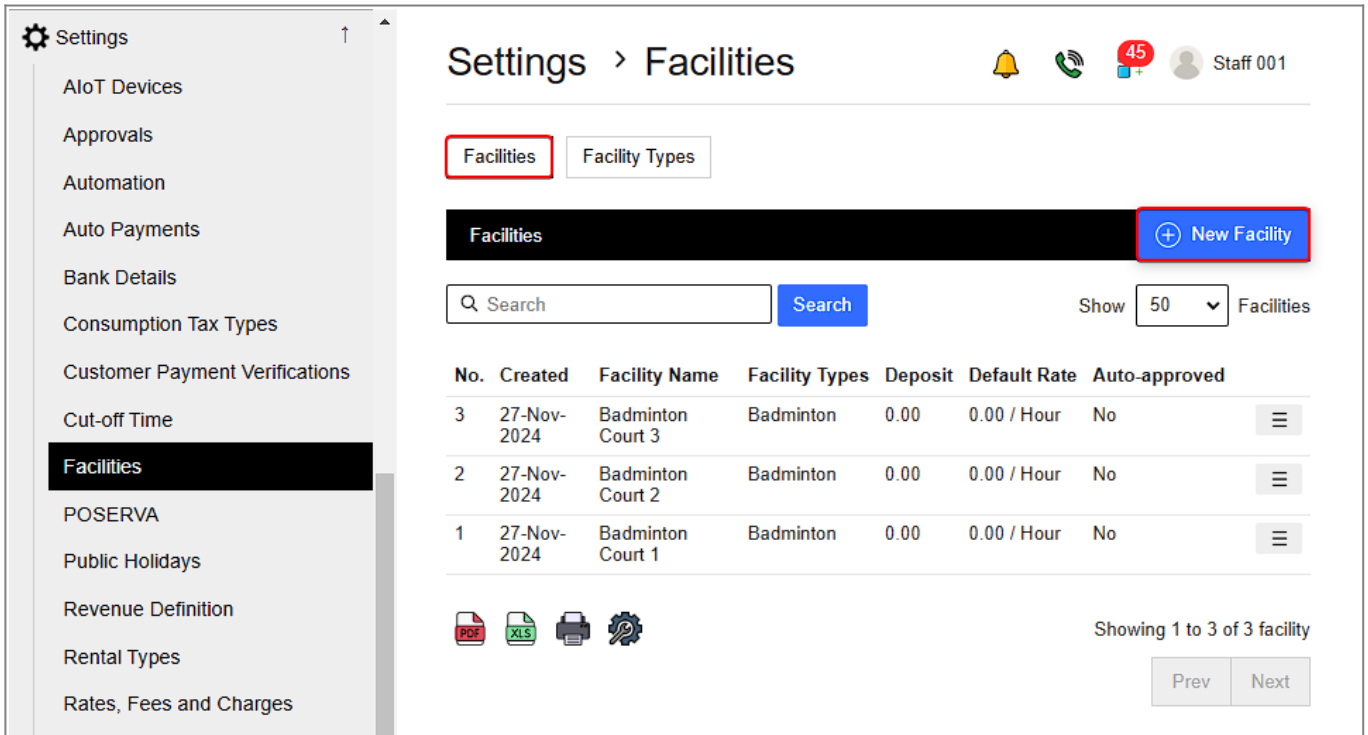
When done click **Add** to save it.



2.3. Add New Facilities

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

Return to **Facilities > New Facility**.



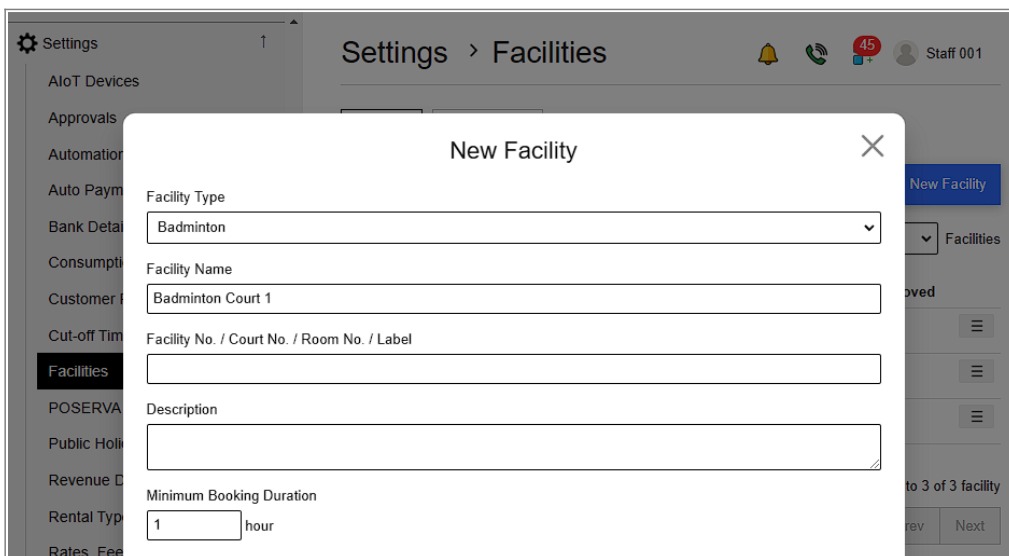
2.4. Fill in Details for Adding New Facilities

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

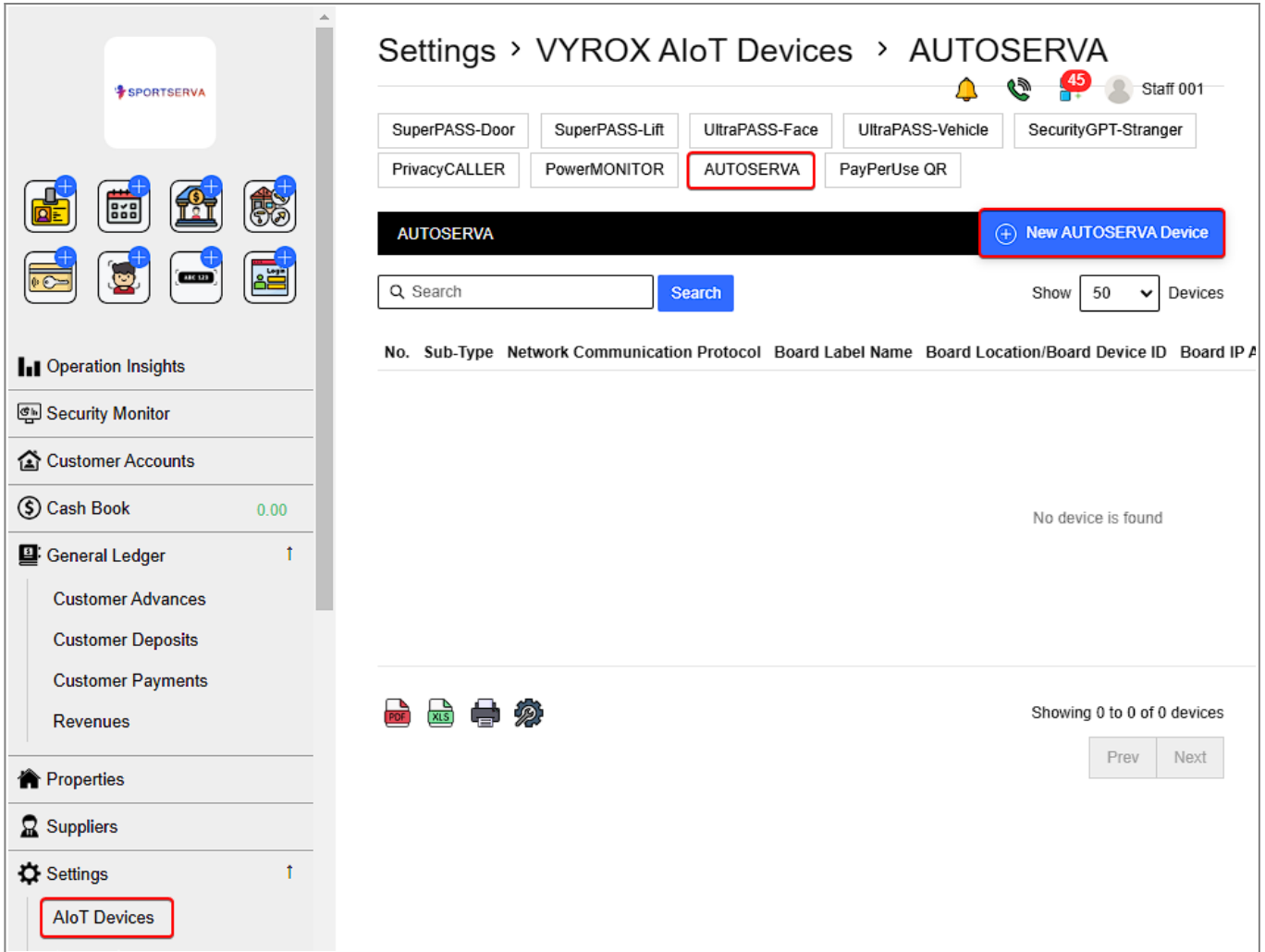
- Link the facility to a lighting control system for automated or manual control based on booking schedules.

<input type="checkbox"/> Restrict the booking start time to even hours only, for example 8:00 AM, 10:00 AM, and 6:00 PM	
<input type="checkbox"/> Hide this facility for booking from the User App <small>Staff can still make bookings for customers in the staff portal</small>	
<input type="checkbox"/> Refundable Deposit RM <input type="text" value="0.0000"/>	Availability
<input checked="" type="checkbox"/> Auto-cancel an user's booking and release the slot for others if full payment is not received successfully within <input type="text" value="15"/> minutes	<input checked="" type="checkbox"/> Monday <input type="text" value="06:00 am"/> to <input type="text" value="12:00 am"/>
<input checked="" type="checkbox"/> Amendment of booking is prohibited once payment has been made	<input checked="" type="checkbox"/> Tuesday <input type="text" value="06:00 am"/> to <input type="text" value="12:00 am"/>
<input checked="" type="checkbox"/> User is not allowed to amend booking	<input checked="" type="checkbox"/> Wednesday <input type="text" value="06:00 am"/> to <input type="text" value="12:00 am"/>
<input type="checkbox"/> Lighting Control <input type="text" value="-- Select --"/>	<input checked="" type="checkbox"/> Thursday <input type="text" value="06:00 am"/> to <input type="text" value="12:00 am"/>
	<input checked="" type="checkbox"/> Friday

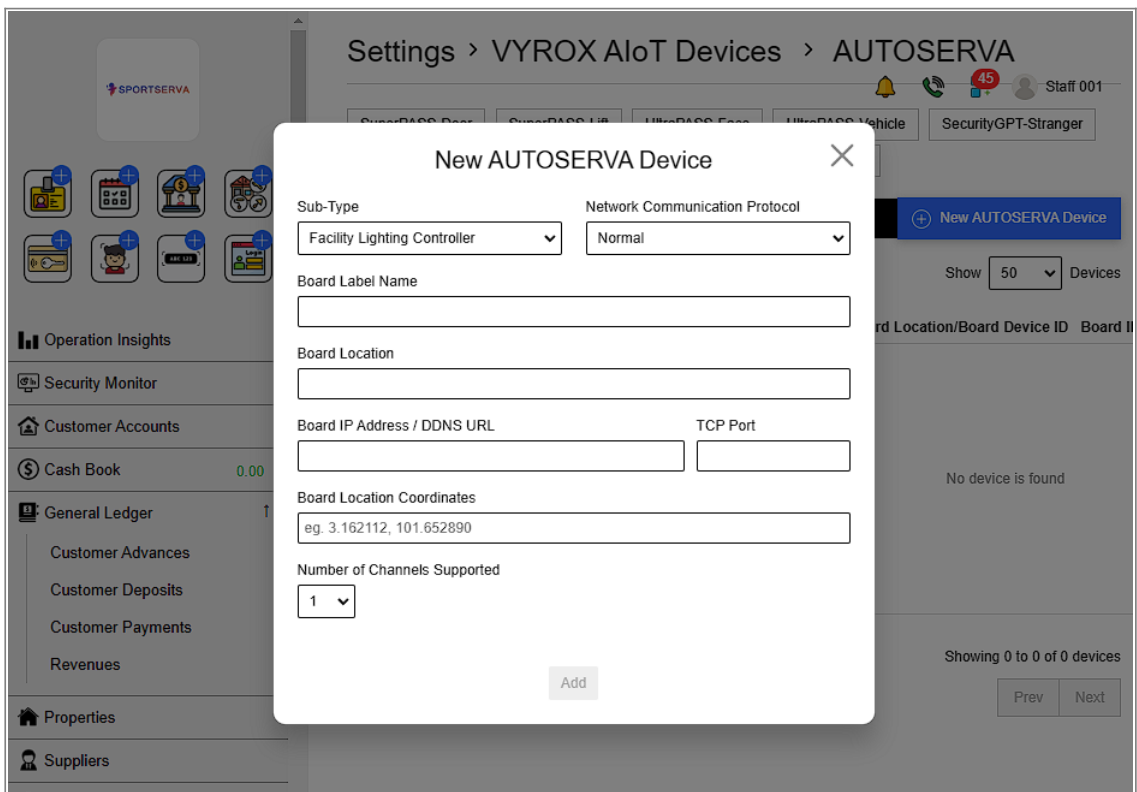
2.7. Setting up lighting control

To **add lighting control**

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



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.



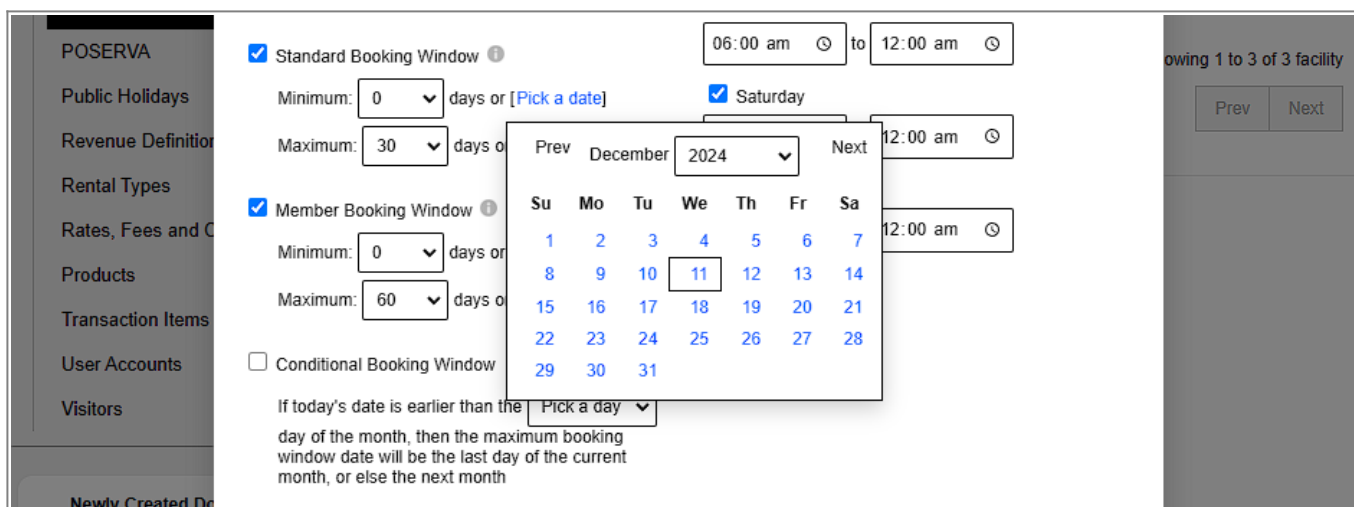
2.8.: Standard & Member Booking Windows

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.



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.

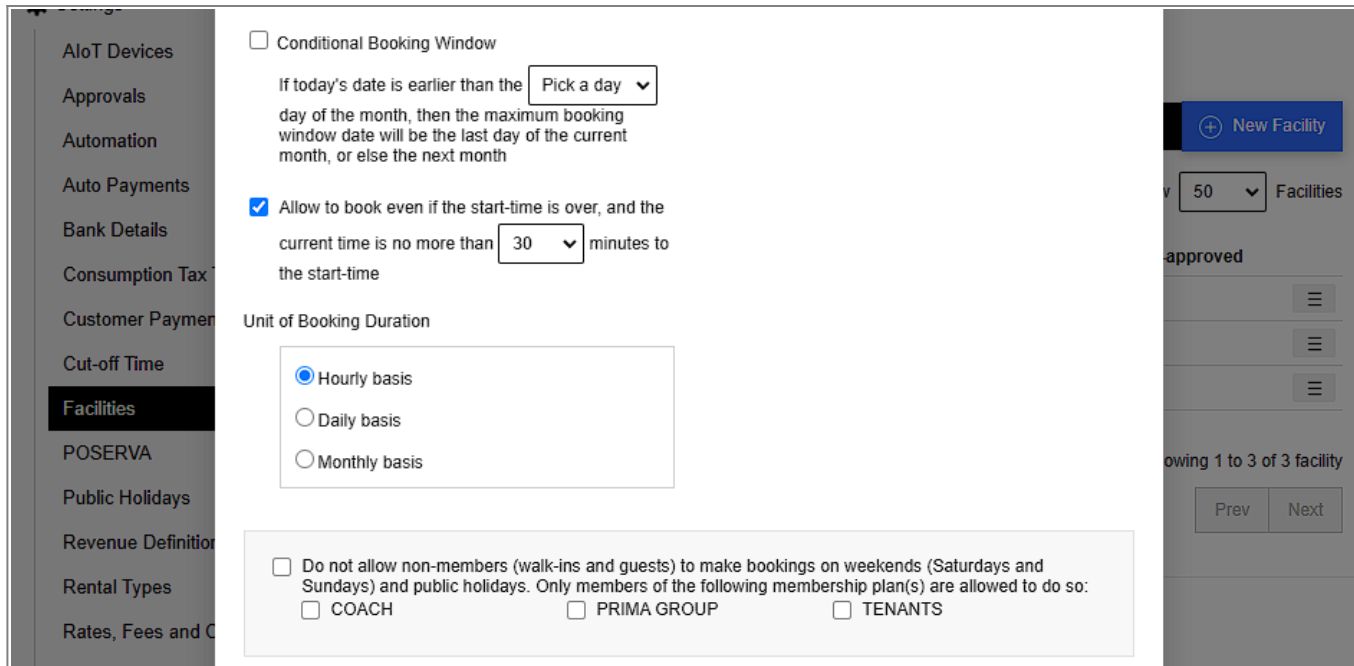
2.9.2. Allow **Late Bookings**

- 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 navigation 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 'Facilities' section is active, showing a list of 'Newly Created Documents' with IDs: IV00000061, IV00000060, IV00000059, IV00000058, and IV00000057. A 'Show More' button is visible below the list. The main content area shows three rate configuration panels. The first panel has an unchecked checkbox for 'Charge RM 0.00 per hour by default' and is set for 'All days' from '12:00 am' to '12:00 am'. The second panel has a checked checkbox for 'Charge RM 25 per hour overriding the default rate' and lists days from Monday to Friday, each with a time slot from 06:00 am to 12:00 am. The Friday entry has a blue '+' button. The third panel has a checked checkbox for 'Charge RM 10 per hour overriding the default rate' and is set for Monday from 06:00 am to 12:00 am, also with a blue '+' button. Below the third panel, there is a section for 'For members of the following membership plan(s):' with an unchecked checkbox for 'COACH'. At the bottom of the configuration area, there is a note: 'Note: If the overriding rates overlap, the lower one will be applied.' and a blue 'Add' button.

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

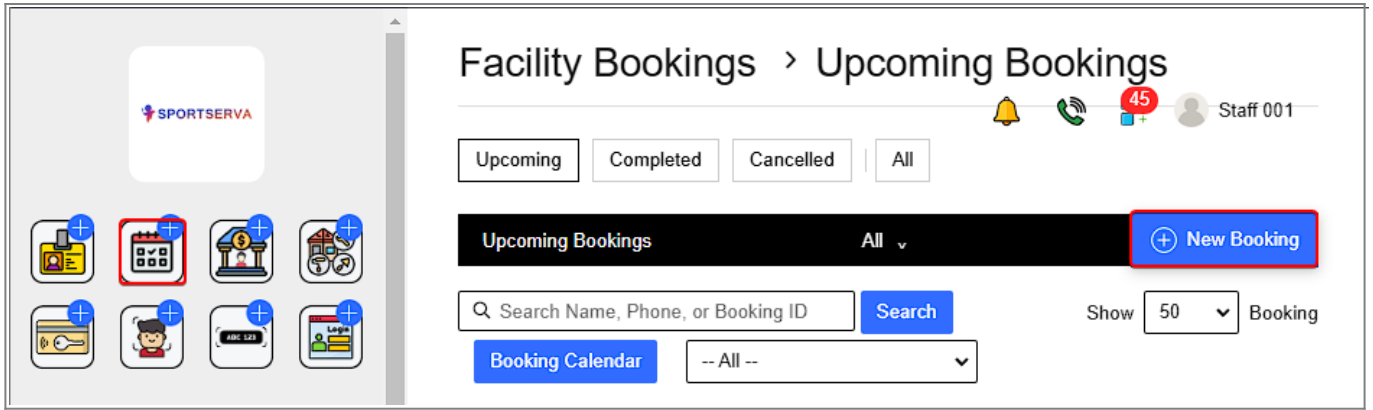
3. Manage Booking Slot

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

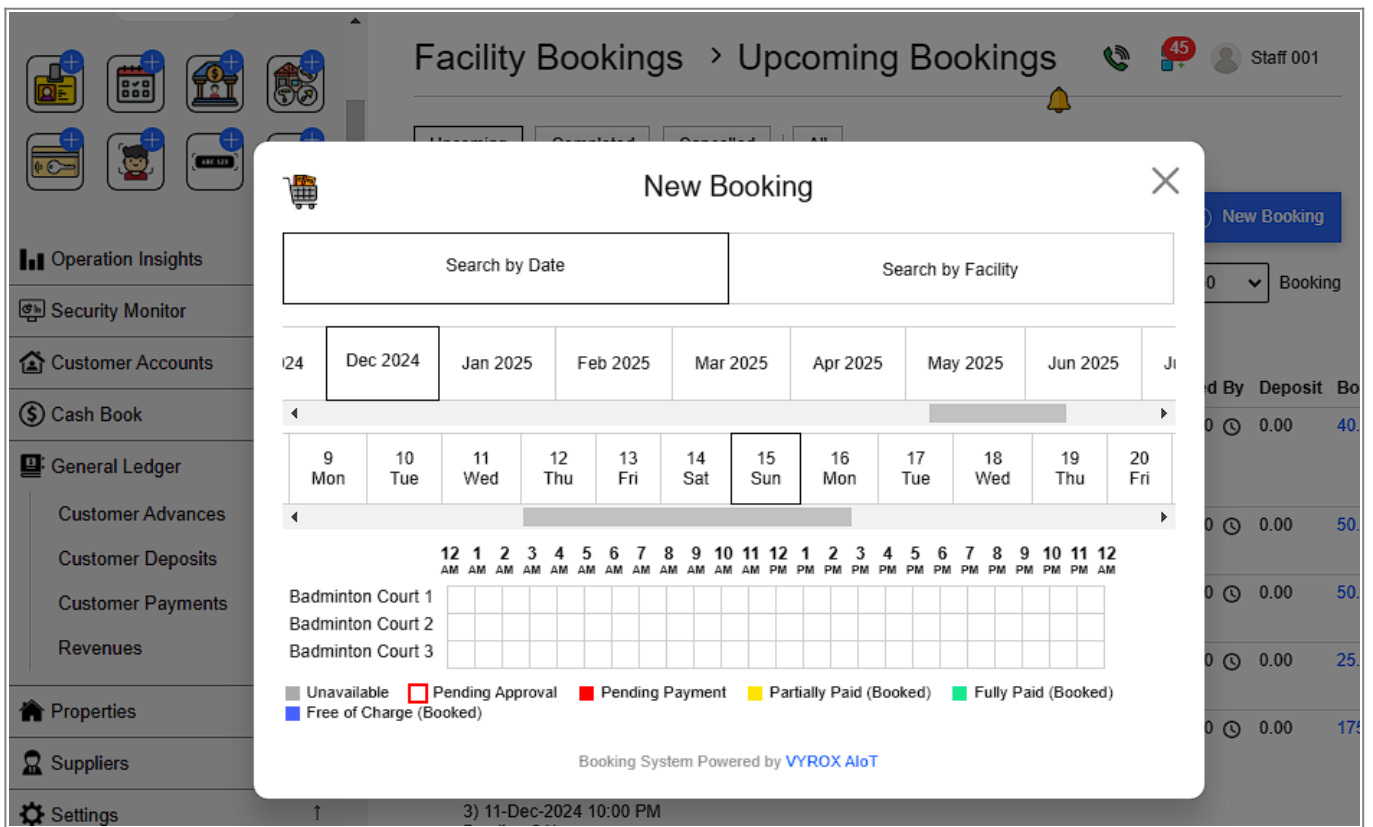
- Select **Facility Bookings > New Bookings**.



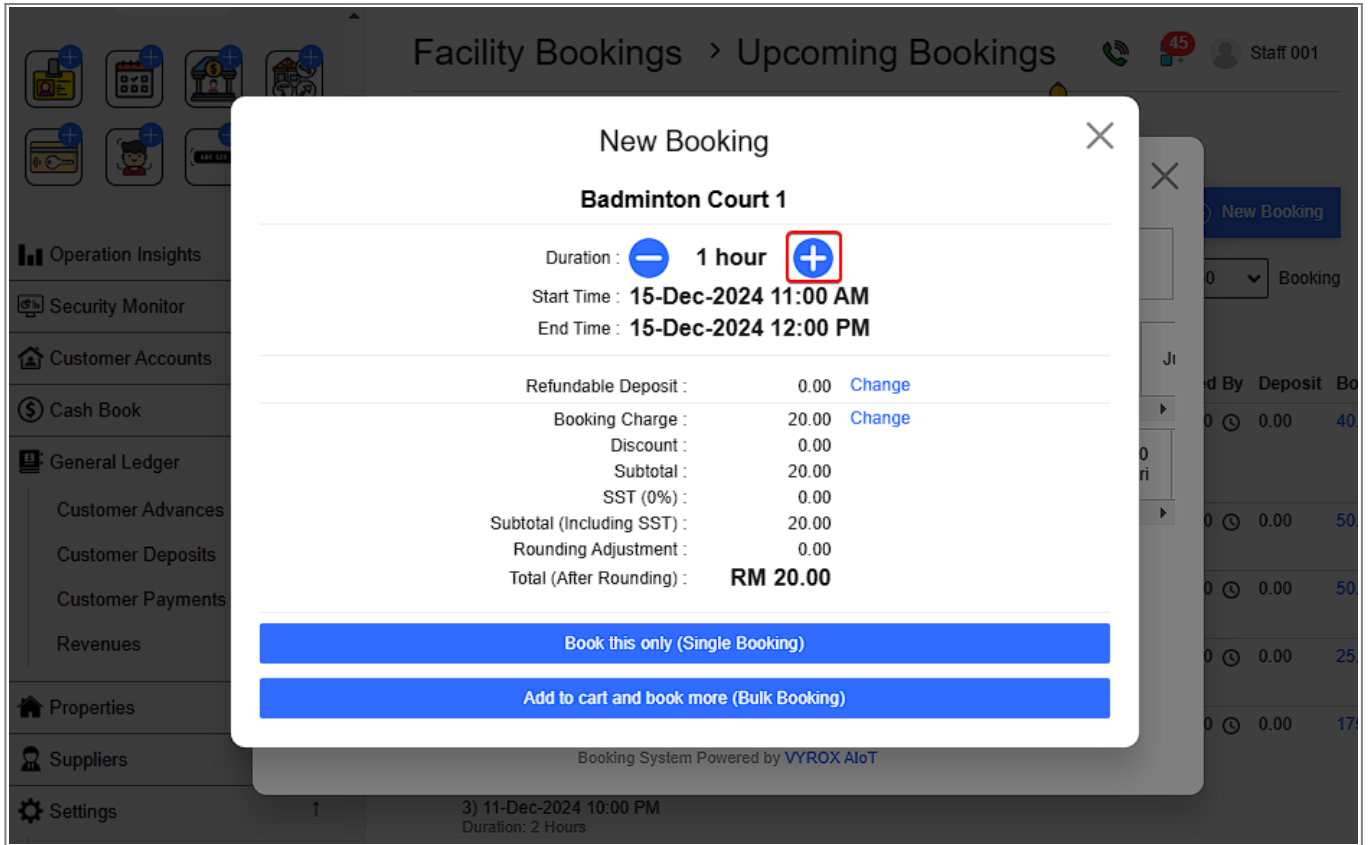
3.1.2. Search and Select Booking Slot

Booking slots can be searched by date or facility.

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



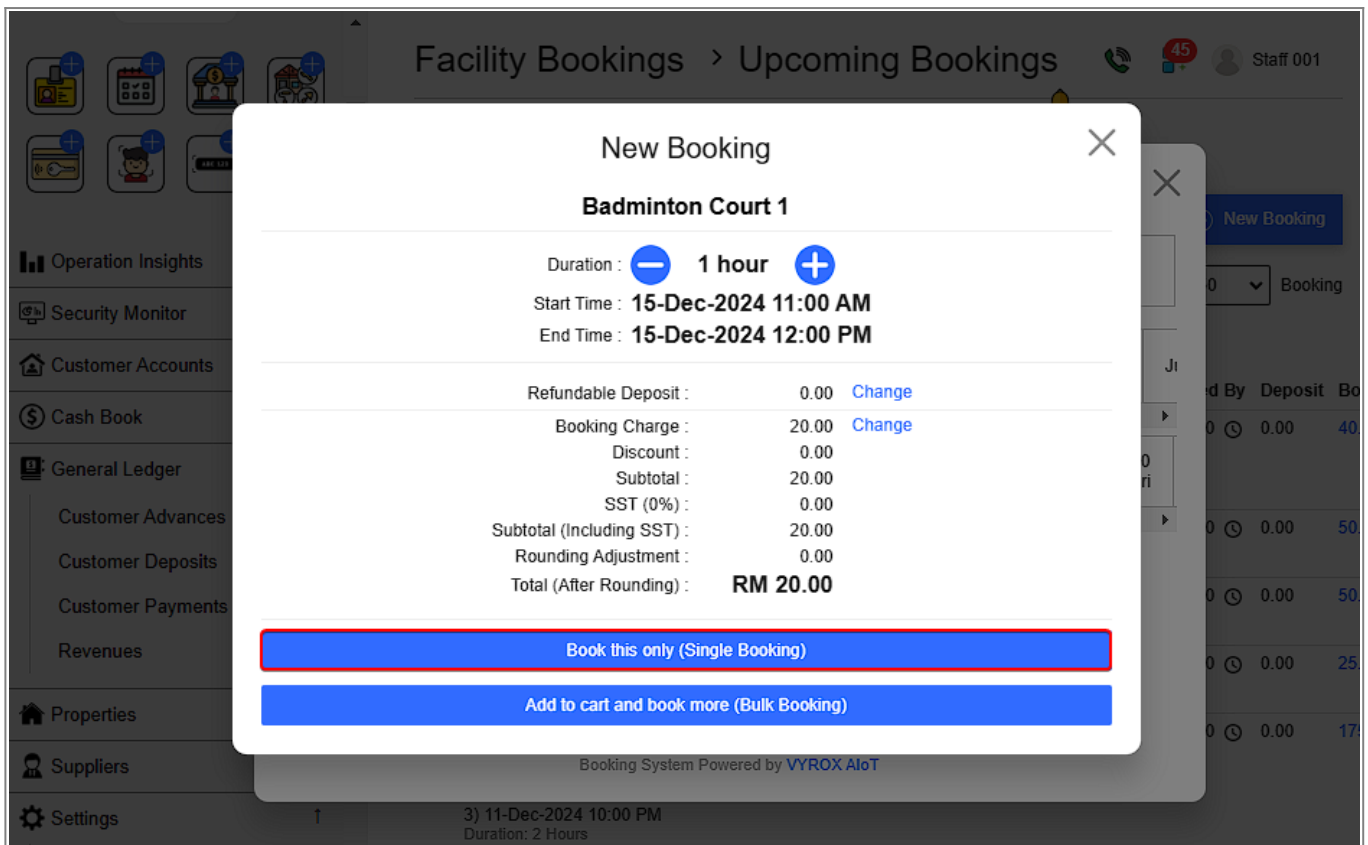
To increase booking hours , click the **plus** sign.



3.1.3. Single & Bulk Booking

For Single Booking

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



Handle customer details:

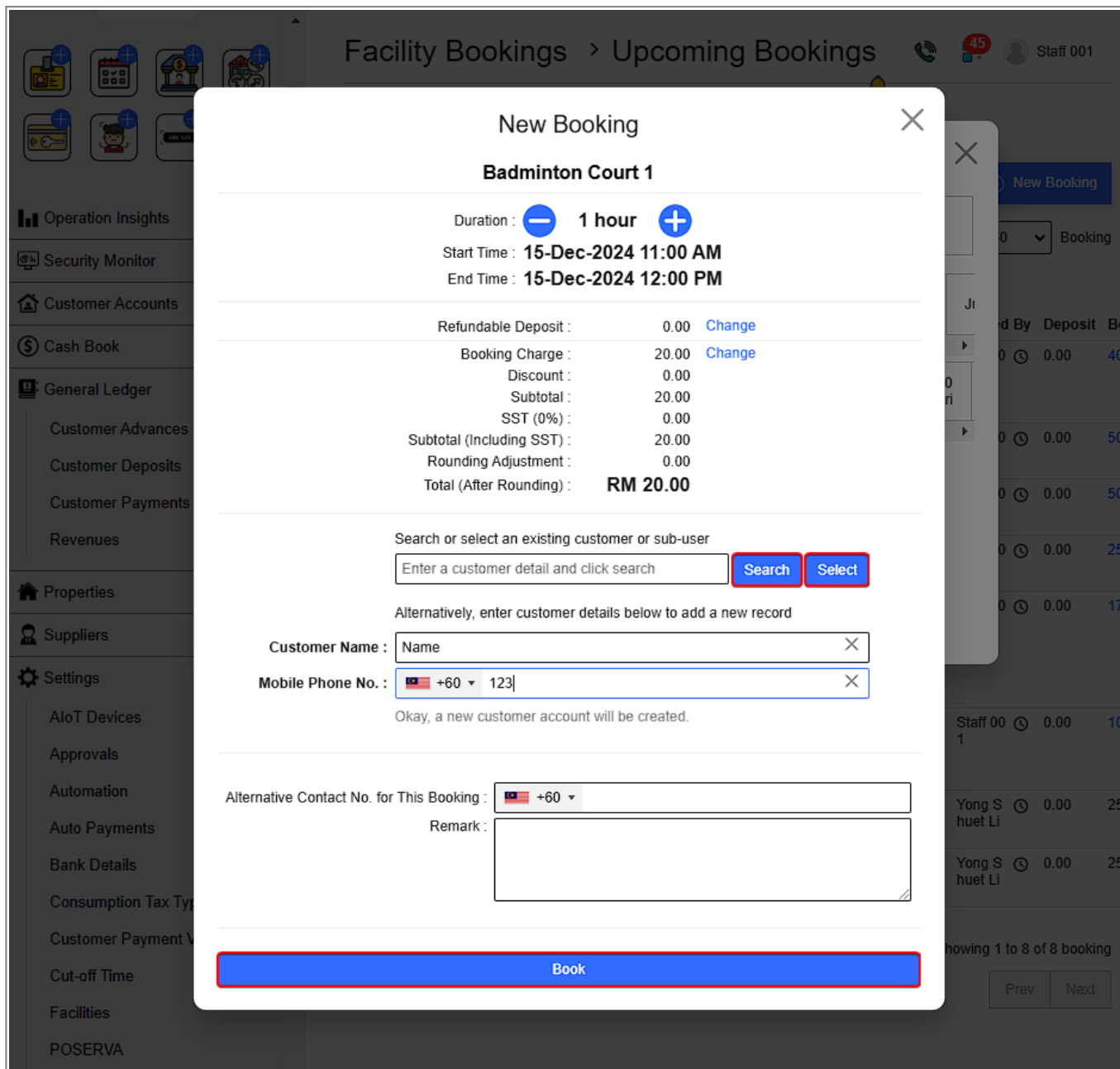
Existing Customer:

- 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.

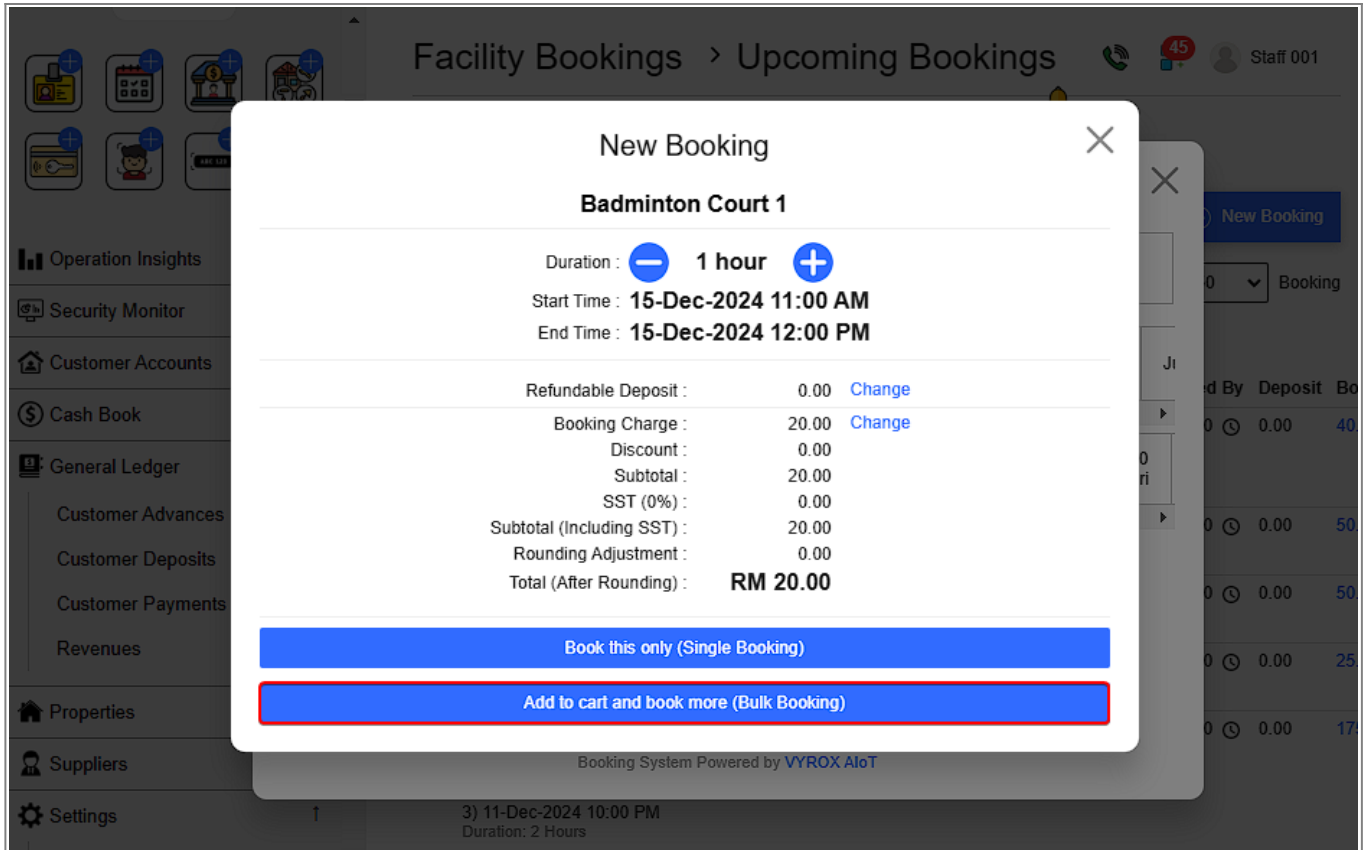
Click **Book** to complete.



For Bulk Bookings

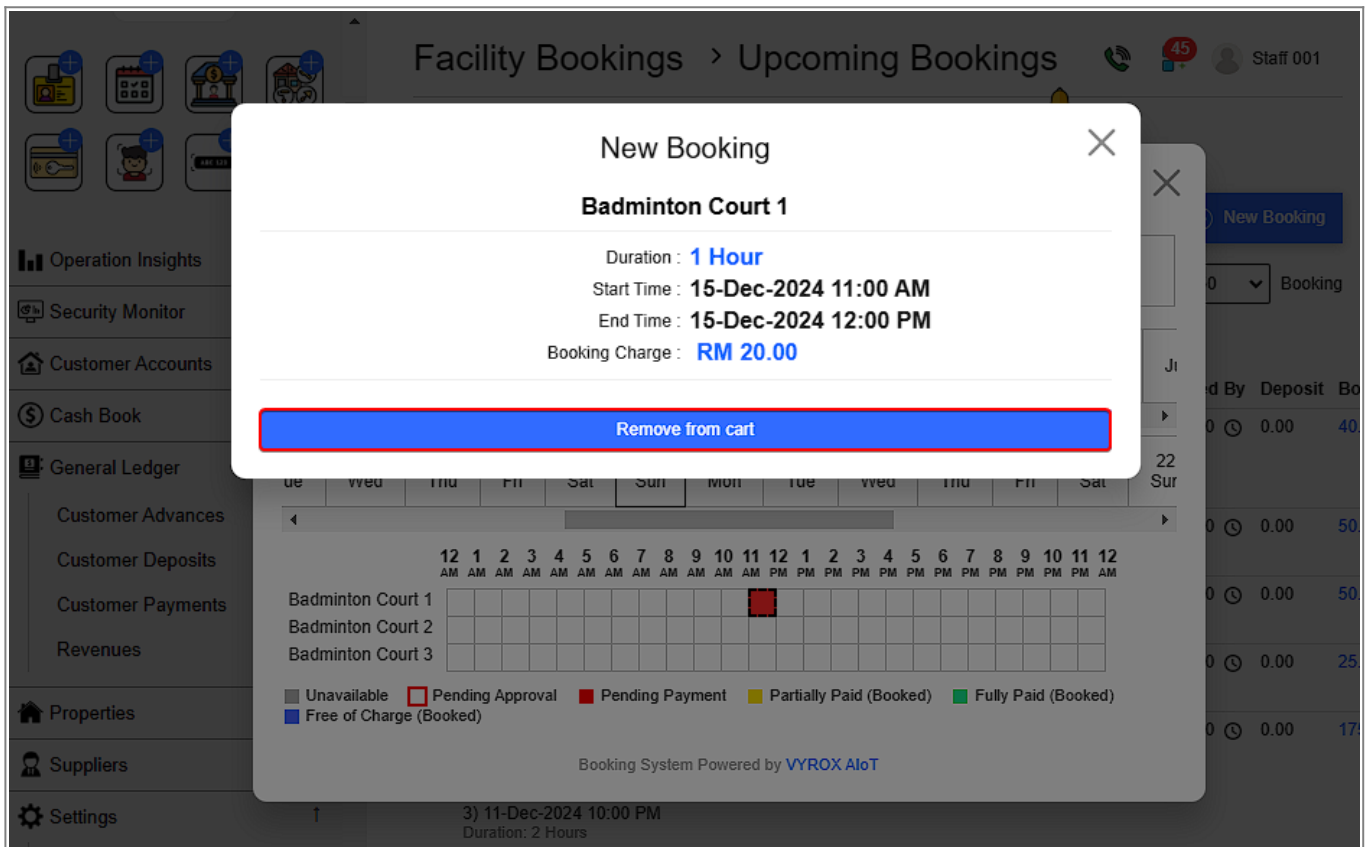
Add multiple slots to the cart by clicking **Add to Cart and Book More (Bulk Bookings)** .

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



To remove a booking:

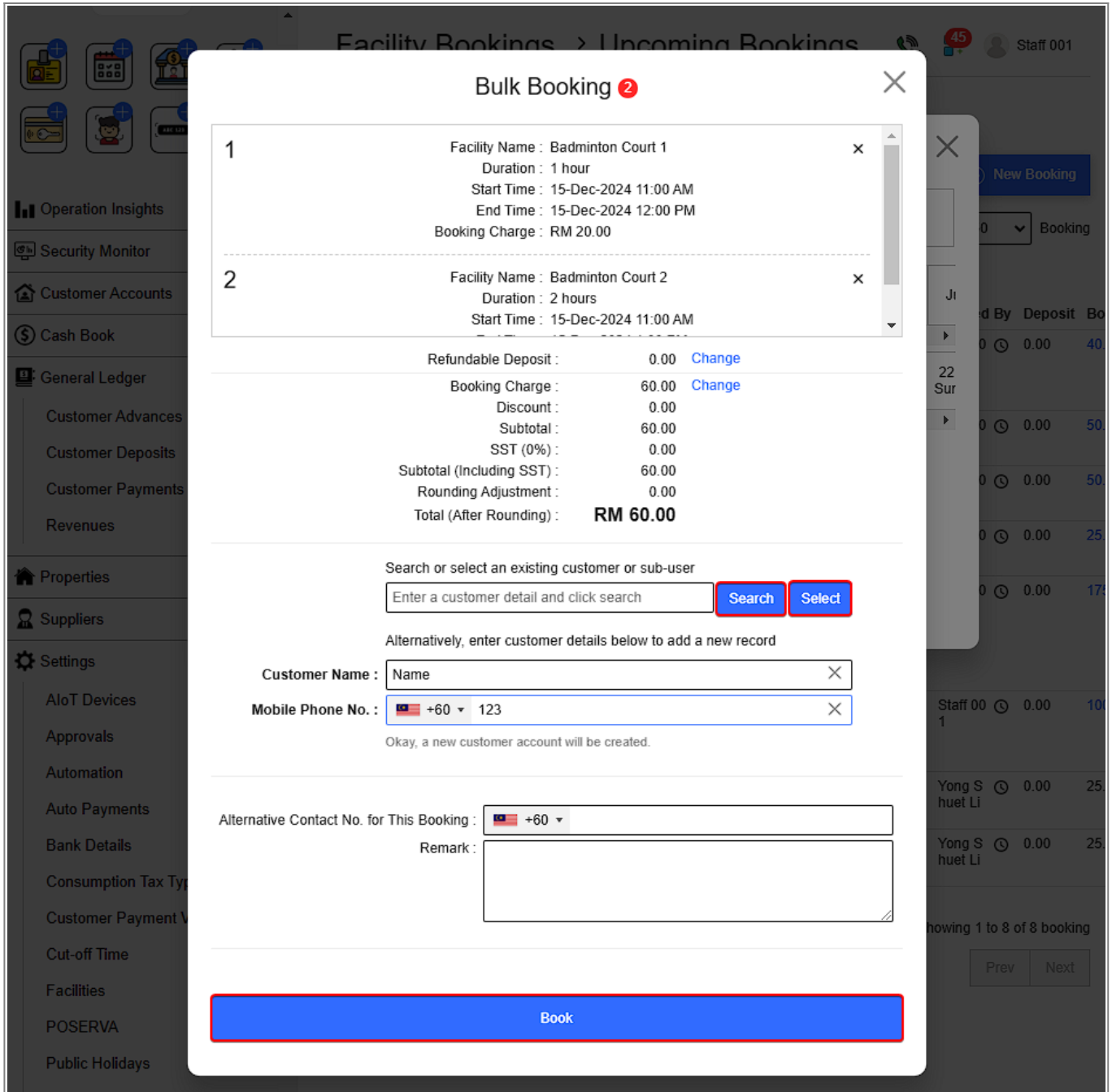
- **Select the slot** and click **Remove from Cart**.



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 (Sunday) selected. The calendar shows the days of the week and the months of the year. 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 each court 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](#)

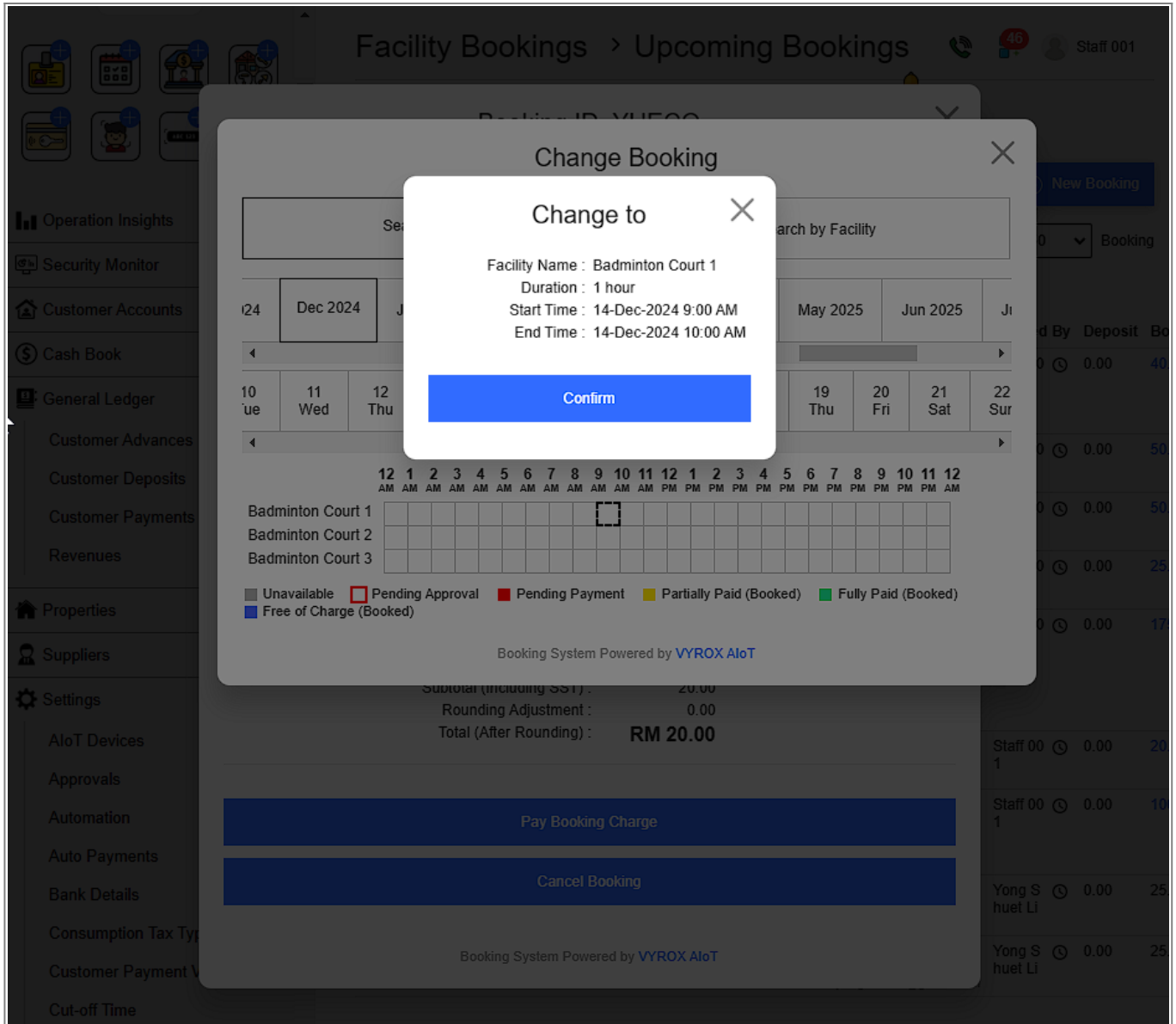
[Cancel Booking](#)

Booking System Powered by VYROX AIoT

Booked By	Deposit	Balance
Staff 001	0.00	40.00
Staff 001	0.00	50.00
Staff 001	0.00	50.00
Staff 001	0.00	25.00
Staff 001	0.00	17.00
Staff 001	0.00	20.00
Staff 001	0.00	10.00
Yong S huet Li	0.00	25.00
Yong S huet Li	0.00	25.00

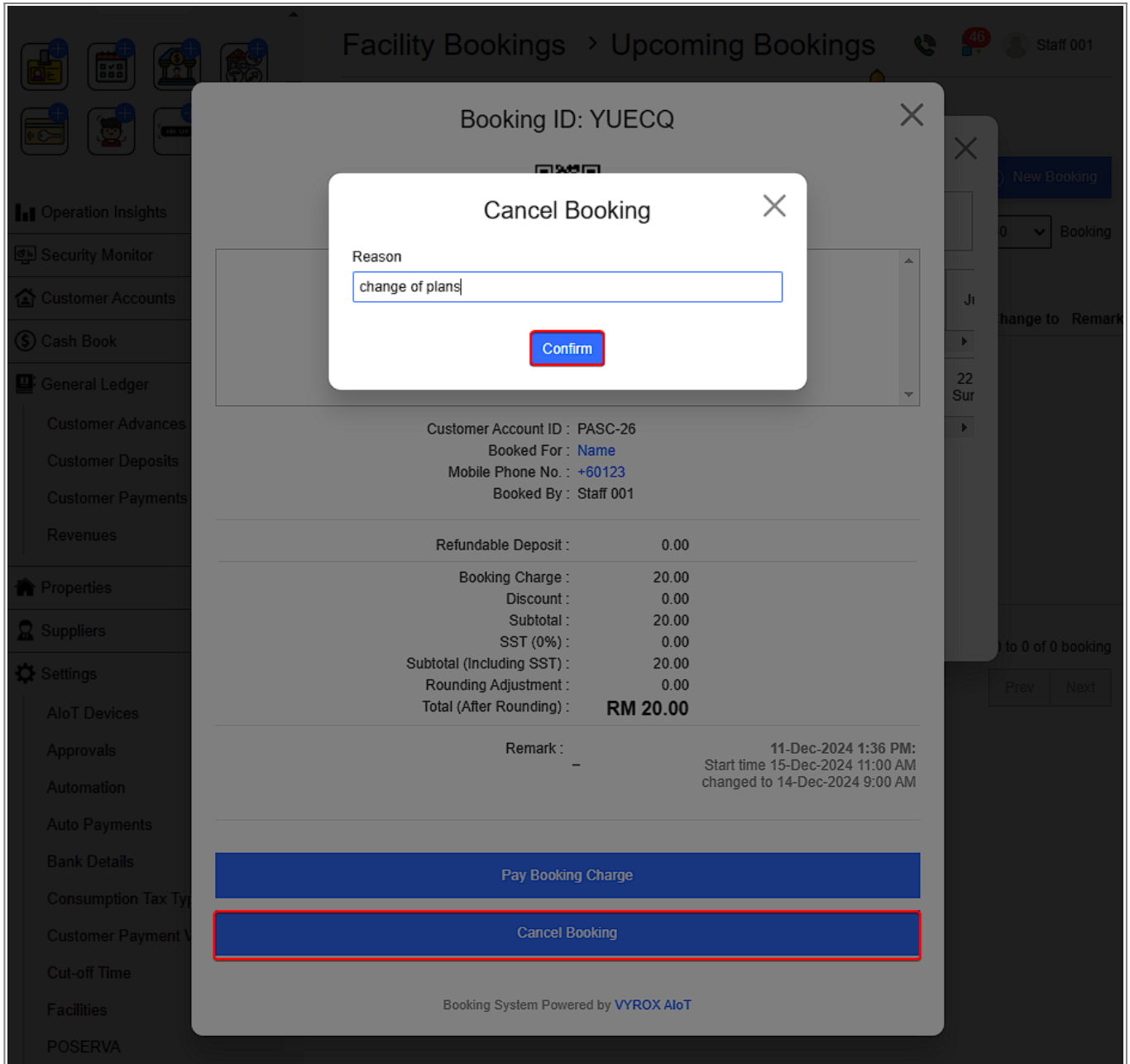
Showing 1 to 9 of 9 booking

[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.**

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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**

Staff 001

Admin Console > Employees

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 ☰

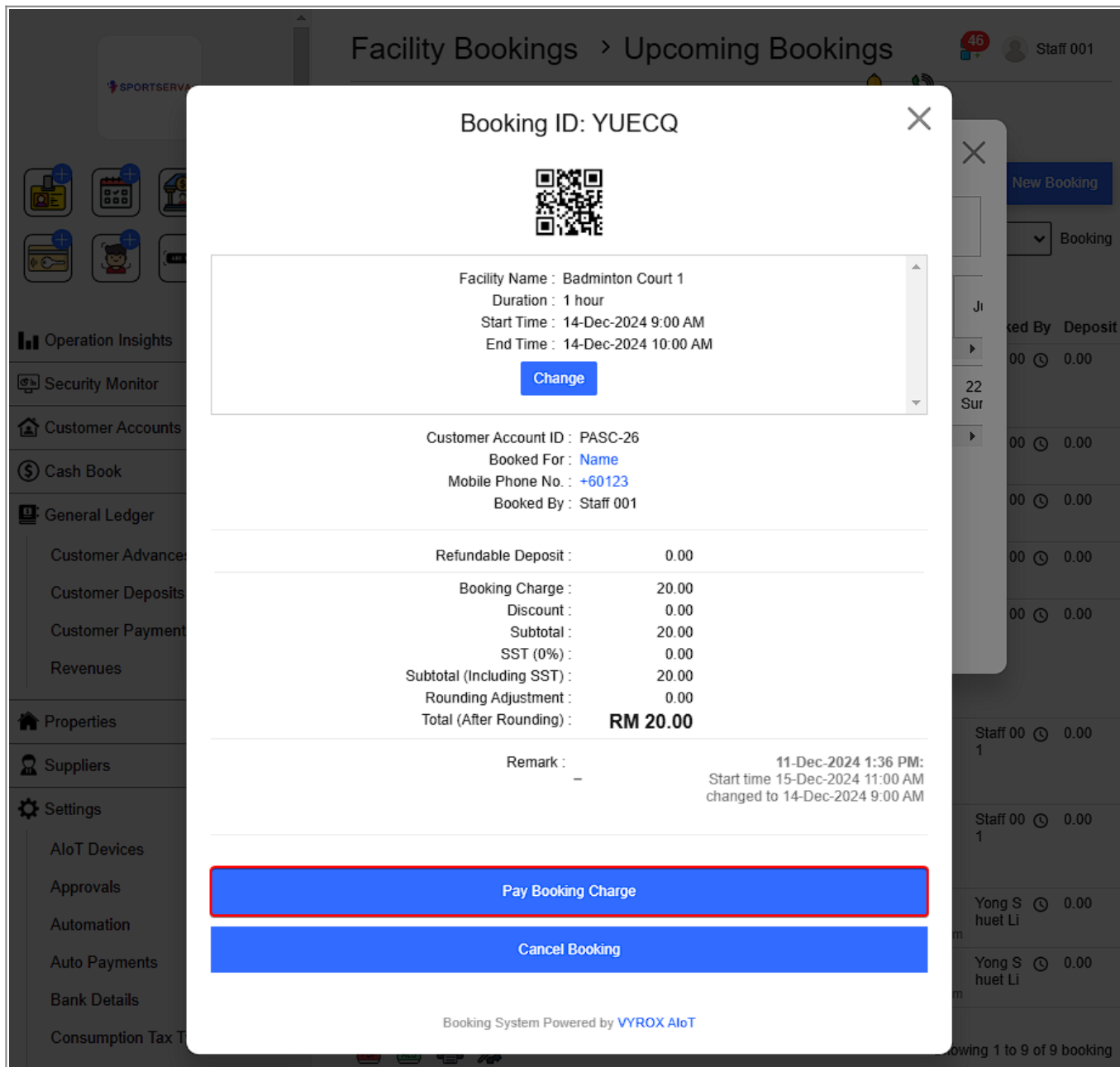
Showing 1 to 2 of 2 employees

Prev
Next

Powered by VYROX AIoT

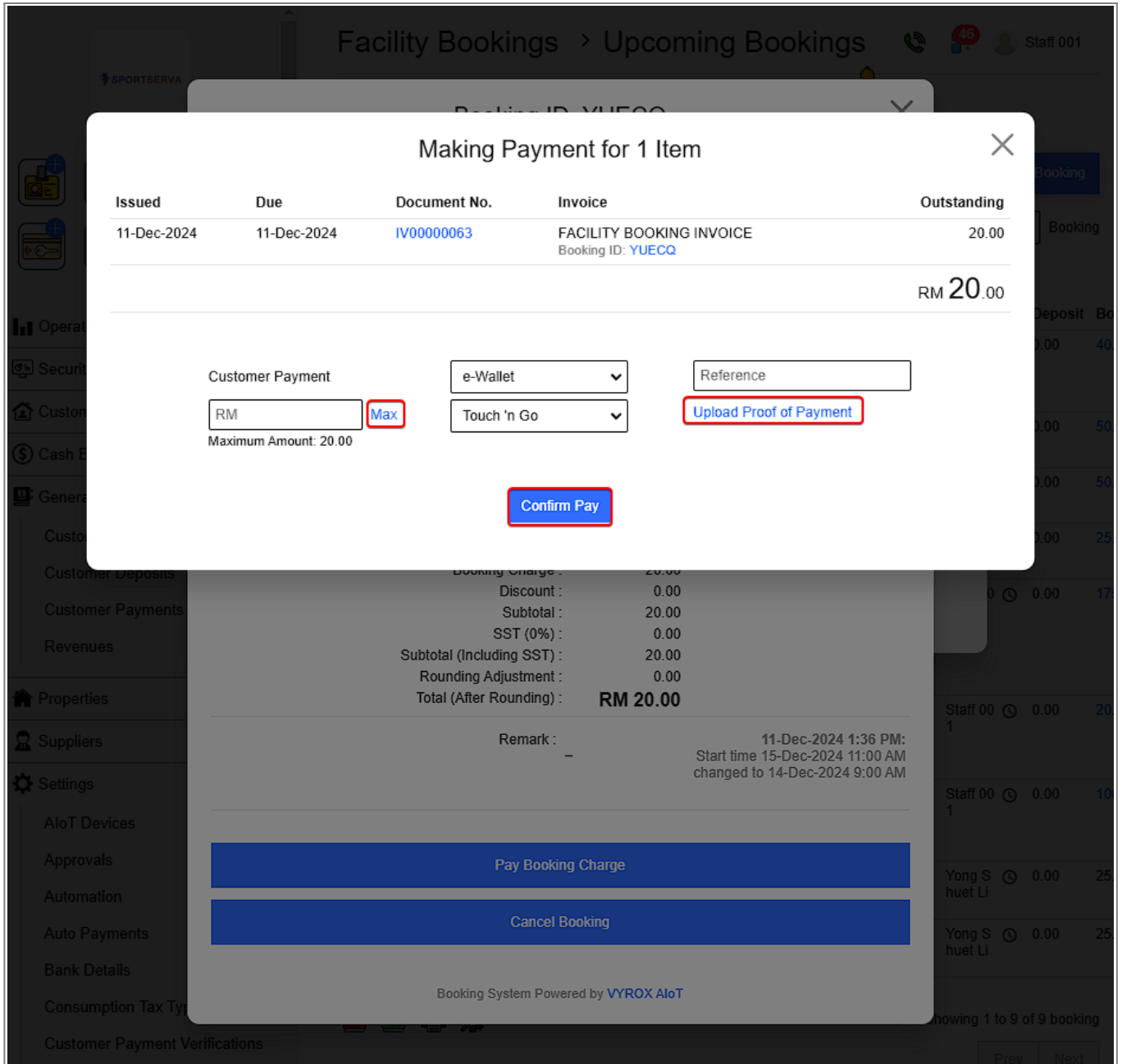
3.5. Booking Payment

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

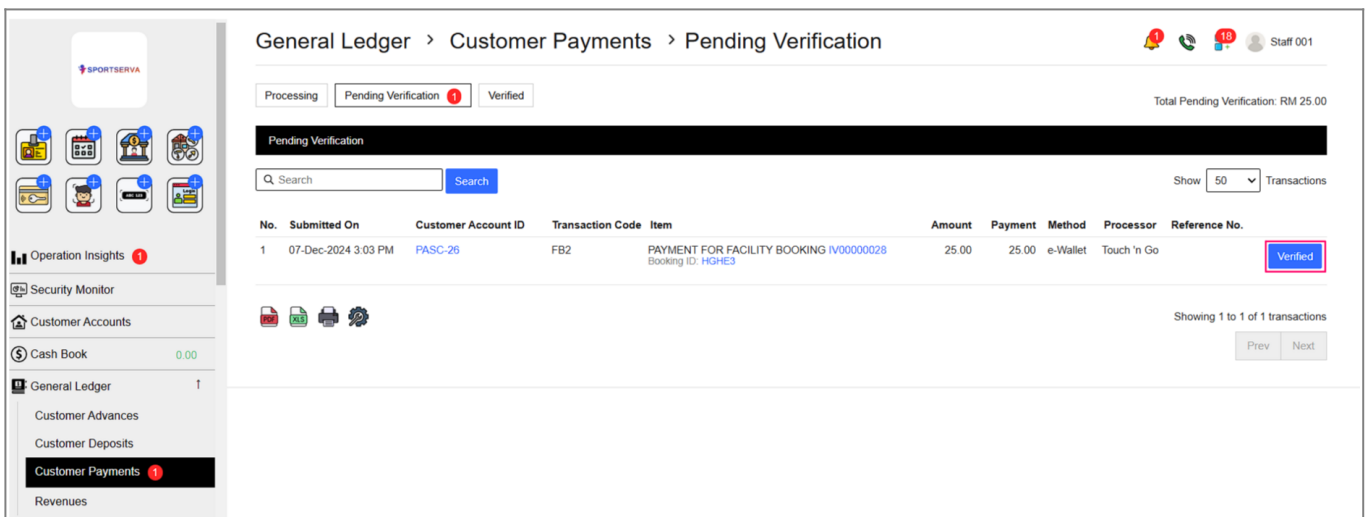


Click **Max** for customer to pay maximum amount of charged booking

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

124
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 Wed

12 AM1 AM2 AM3 AM4 AM5 AM6 AM7 AM8 AM9 AM10 AM11 AM12 PM1 PM2 PM3 PM4 PM5 PM6 PM7 PM8 PM9 PM10 PM11 PM12 AM

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.

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

Search
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	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	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	25.00	Reversed

Showing 1 to 3 of 3 Invoices
Prev Next

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.

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

Below the table, the amount 'RM 25.00' is displayed, and a 'Confirm Request' button is visible.

The background shows a list of cancelled bookings. One entry is highlighted with a 'Request Refund' button:

No.	Issued	Document No.	Transaction Code	Item	Staff	Outstanding	Payment	Remark
9	09-Dec-2024 8:00 AM Duration: 1 hour	PASC-26	HGHE3 Badminton Court 1 Cancelled by the management	Name +60123	Staff 001	0.00	25.00	Request Refund

Another modal window titled 'Making Refund Payment for 1 Item' is also 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 amount 'RM 25.00' is displayed. Below the table, there are dropdown menus for 'e-Wallet' (selected), 'Touch 'n Go', and 'Reference'. An 'Upload Proof of Payment' link and a 'Remark' text box are also present. A 'Confirm Refund' button is at the bottom.

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

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