

1. Introduction

This guide provides a step-by-step instructions of

2. Getting Started

Read this chapter, in order to learn how to set up initial software settings before operate the membership management software.

2.1 Login

1. Double click on the “Membership Software” icon at desktop.
2. Then, you can see the following Login page:
3. There are two options of user accounts: “I’m staff” (Personnel account) and “I’m member” (Member account).

If you are personnel, tick **“I’m staff”** to log in to personnel account.

If you are valid member of club house, tick **“I’m member”** to log in to member account.

4. Then, enter your ID and password.

By default, “Your ID” is admin and “Password” is aaaaaa.

Please make sure the tick is on the “I’m staff” option.

5. Click **“Login”** .

Warning: Please don’t forget your admin account password; only authorized programmers can regenerate a new password.

6. The following Main Interface will popup.

2.2 Basic Settings

1. Go to General Settings > Settings.
2. Company logo: Click **“Browse...”** > Select company logo file with format jpg and png only > Click **“Submit”** to upload the picture file into the software.
3. Company name: Enter company name > Click **“Update”** to save. Company name will show in invoice and receipt.

4. Required customer name: Tick to show customer name in booking process.
5. Receipt auto popup print: Tick to confirm an automatic popup a receipt on every checkout.
6. Start business hour: Select business start time> Click **“Update”** to save. For example: If your business hours are from 8 am to 11 pm, then you should select business start time at 8 am; the software will then set 8 am as the opening time, from the next day.
7. Auto logout in: You can define a time for software to automatically logout.
8. Alert before: You can define an alert time for software, to remind cashier, that particular courts will be finished soon.
9. Default duration: Fixed at 1 hour, you can neglect it.
10. Disable change time: Define the minimum time to forbid operator or user to change booked time. Range is 15 minutes to 99999 minutes
11. Item Tax: Set the tax rate on purchase item price. Range is 0-100 %.
12. Membership Tax: Set the tax rate on membership fee. Range is 0-100 %.
13. Member expiration reminder: You can define a reminder time to notify admin which membership is going to expire. Range is 1 to 9999 days.
14. Member Renewal invoice reminder: You can define a reminder time to notify the admin, to print out an invoice to collect membership renewal fee from expiring members.
15. Member Expired Reminder: You can define a reminder time to continuously notify admin which membership is already expired. You can freeze their account or continue waiting for their response.
16. Countdown Timer: Always On, you can neglect it.
Sample: Countdown Timer is on.
17. Smart Backup: Always On, you can neglect it.
18. Remember to click **“Update”** to save your changes.

3. Staff Management

Read this chapter to learn how to set up staff accounts before register membership accounts.

3.1 Create staff account

1. Go to “Add New Staff” at the main interface.
2. Select Account type “Cashier”, “General Manager”, “Administration”, “Finance Officer” or “Customer Relationship Officer (CR Officer)”.

3. Fill up staff information: full name, gender, religion, date of birth D.O.B, NRIC, Contact No., email address and mailing address.
4. Remember to click **“Create”** to complete the staff registration process.

3.2 Staff Account Privilege

1. Double click “Membership software” to login personnel account.
2. Each personnel will have their own staff ID. You can request staff ID from Admin account.
3. Enter personnel ID and password. Default password is 123456.
4. After login staff account, click **“write”** > enter new password > click **“Update”** to save changes.
5. Types of staff account and their privileges are as follows:

4. Membership Management

Read this chapter to learn how to set up membership profile and create membership card, to principal account and sub account.

4.1 Create Membership Package

1. Click “Membership” at the main interface.
2. Fill in “Membership Label”, “Fee”, “Membership period –days”, “Booking Discount Rate (%)” and “Item Discount Rate (%)”. For example: If your membership fee is RM 1200/year, then, you can enter membership name and fee as the membership label, membership period is 365 days and Fee is RM 1200.
3. Click **“Create”** to complete creating membership package.

4.2 Create Principal Member Account

1. Click “Add New Member” at the main interface.
2. Fill in “Prefix”, Full Name, Gender, Religion, D.O.B, NRIC, Contact No., Email Address and Mailing Address.
3. Click **“Create”** to complete creating principal account.
4. Member ID will be assigned automatically in sequence U0001, U0002, U0003, U0004, U0005
5. Upload member’s photo.

6. Click **“Choos file”** to upload photo file like jpeg or jpg.
7. Click **“profile”** icon to make this photo become profile picture.
8. Principal member account is created successfully.

4.3 Assign Membership Package

1. Click **“Assign”** on one principal member in the “Members List” page.
2. Then, “Assign Membership” page will pop up as follows.
3. Member ID will be created automatically.
4. Select membership package options which is created in chapter 3.1.
5. Click blank column in “Assign member card “and touch the membership card on the card reader.
6. Click **“Assign”** to complete creating card to principal member.

4.4 Invoicing Members

1. Click **“Pay”** in “Member List” page.
2. “Member Fee Transactions” page will popup.
3. Click **“Print”** to print an invoice to members.

4.5 Payment Options

1. Click **“Pay”** to process member payment in “Member Fee Transaction” page.
2. A payment option dialog box will pop up and select “Cash”, “Credit Card” or “Cheque” option.
3. Then, click **“Pay”** in dialog box.
4. If “Credit Card “option is selected, enter credit card number and credit card bank name and click to complete the payment process.
5. If “Cheque” option is selected, enter cheque number and bank name and click **“Pay”** to complete the payment process.

4.6 Receipt

1. Click **“Print”** to print receipt in “Member Fee Transactions” page.

4.7 Create Sub Account

1. Click “**+acc**” to create Sub Account for Principal Member.
2. Principal account will be automatically filled up.
3. Select “Relationship between principal” option.
4. Fill in “Prefix”, Full Name, Gender, Religion, D.O.B, NRIC, Contact No., Email Address and Mailing Address.
5. Click “**Create**” to complete creating Sub Account.

4.8 Assign Membership Card

1. Click the tab of “Assign Member card”, then swipe card on card reader and click “**Assign**” to save membership card data; complete creating membership card process.
2. After membership card is completed, a card icon will change from “**empty box**” to “**checked box**”.
3. Repeat the step on Sub Account.

5. Membership Renewal Reminder

Read this chapter to learn how to set up membership renewal reminder.

1. Click “General Settings” on main interface.
2. Fill in Member expiration reminder days.

6. Offline Reservation and Booking System

Read this chapter to learn how to book and reserve court. 1. Click “Booking” page to book courts.

2. Click the start time of desired slot.
3. A booking page will popup. Scan membership card on card reader. Member’s name will be displayed automatically. The default status is “Unconfirmed”. “Confirmed” means member will show up & “Unconfirmed” means member might not show up.
4. Click “**Book Court**” after confirm the identity of member.
5. The booking slot is highlighted red if the court is not confirmed to turn on lights and highlighted

blue if court is confirmed to turn on lights.

6. Click “Confirmed” after member has come and turn on the lights.

7. Then, click “Ok”.

7. Member Discount

Read this chapter to learn how to set up Inventory Management and POS system. 1. Go to “Storeroom” page and Click on “Categories” Enter inventory item category name. Click **“Create”** to complete the process.

2. Go to “Store room”, Enter item name, Select Category, Enter Quantity, Click **“Create”** to add item.

3. Go to “Item”, Enter item price, Click **“Update”**

4. Go to Counter, Press “ + ” to add on the item. Scan the membership card at Member ID column. Then, member can purchase item with discounted rate.

5. Finally, click **“Purchase”** to confirm the checkout process.

8. Membership Sales Reporting

Read this chapter to learn how to check and view sales report.

1. Go to “Member Transactions” page to check daily, monthly and yearly sales record.

2. Select date and click “show by date”.

3. Daily sales report will be generated as follows.

9. Marketing Analysis Report

Read this chapter to learn how to set up membership profile and create membership card to principal account and sub account.

1. Click “Member List” page and view demographic of club house according age and type of membership.

2. Click “Booking Records” page and view court utility.

10. Marketing Tool

Read this chapter to learn how to import member data especially contact number and email into online marketing tool to promote club house.

1. Go to “Member List” page and then click “Phone List” or “Email List”.
2. Click “Phone List” to show all members’ phone number.
3. Click “Email List” to show all members’ email address.
4. Email Marketing Solution: Copy and paste email list into third party email marketing software, www.mailchimp.com
5. SMS Marketing Solution: Copy and paste phone list into third party Bulk SMS Gateway, www.clickatell.com.

11. Database Backup System

Read this chapter to learn how to import and export database for backup purpose.

1. Click “General Settings” > System Backup
2. There are three options, Import, Export and Auto Backup in System Backup.
 - i. Import: Click “**Browse**” > select database file > Click “**Import**” to import the database. You can neglect it if you are not familiar to database.
 - ii. Export: Select drive you want to export to > Click “**Export**” to export the database. You can neglect it if you are familiar to database.
 - iii. Auto Backup

Click “ON” button to assign software auto backup database into specific drive every 3 hours

Click “OFF” button to disable software to auto backup database every 3 hours

Fill in Auto backup location with computer drive name: For example: D:, E:, F:, etc.

12. Quick Links

1. Click “**Customer Waiting list**” to add or view Customer Waiting list. i. Click “**Add**” to add new Customer to the waiting list.
2. Click “**Money in**” to Top Up members’ cards and Adjust any amount. i. Click “**Top up**” to top up the account.

3. Search Engine for members **“Seach members by ID, Name , tel.”** .

4. Click **“New Members”** to view recently added members.

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