

Membership & Membership Price

1. Introduction

This guide is designed to help you seamlessly manage memberships and set pricing for your facility booking system. With a user-friendly approach, you'll find it simple to handle member accounts, subscriptions, and billing efficiently, ensuring a smooth experience for both management and customers.

2. Membership Management

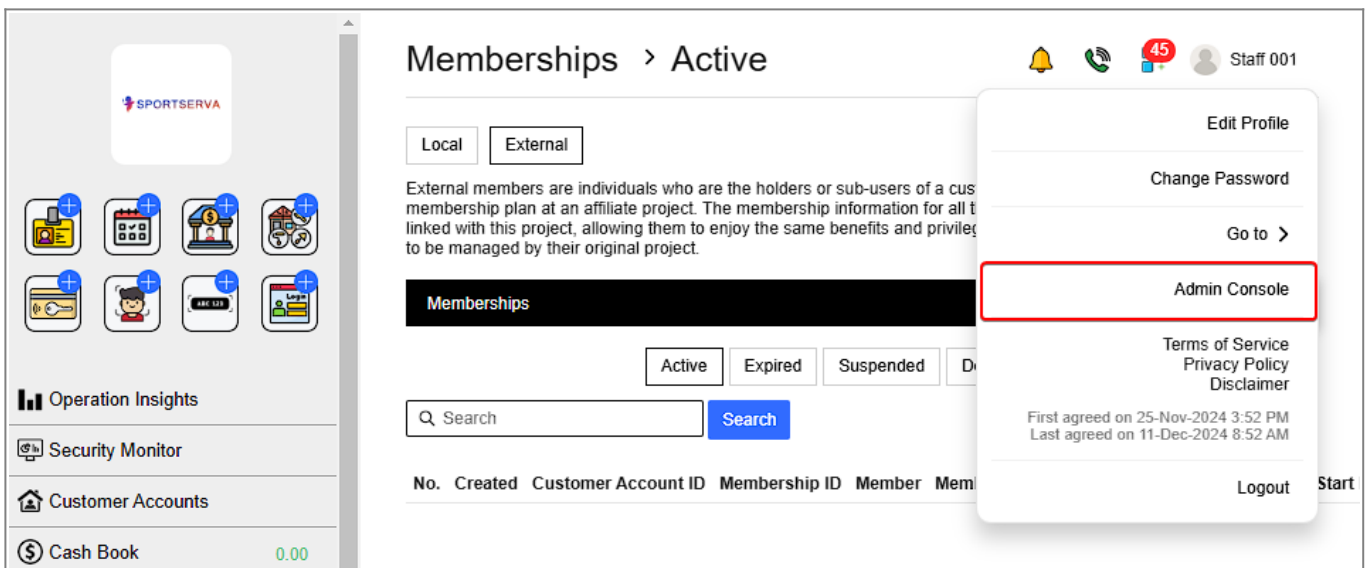
This section provides tools and insights to manage memberships effectively. From account setup to subscription management, you'll have everything you need at your fingertips.

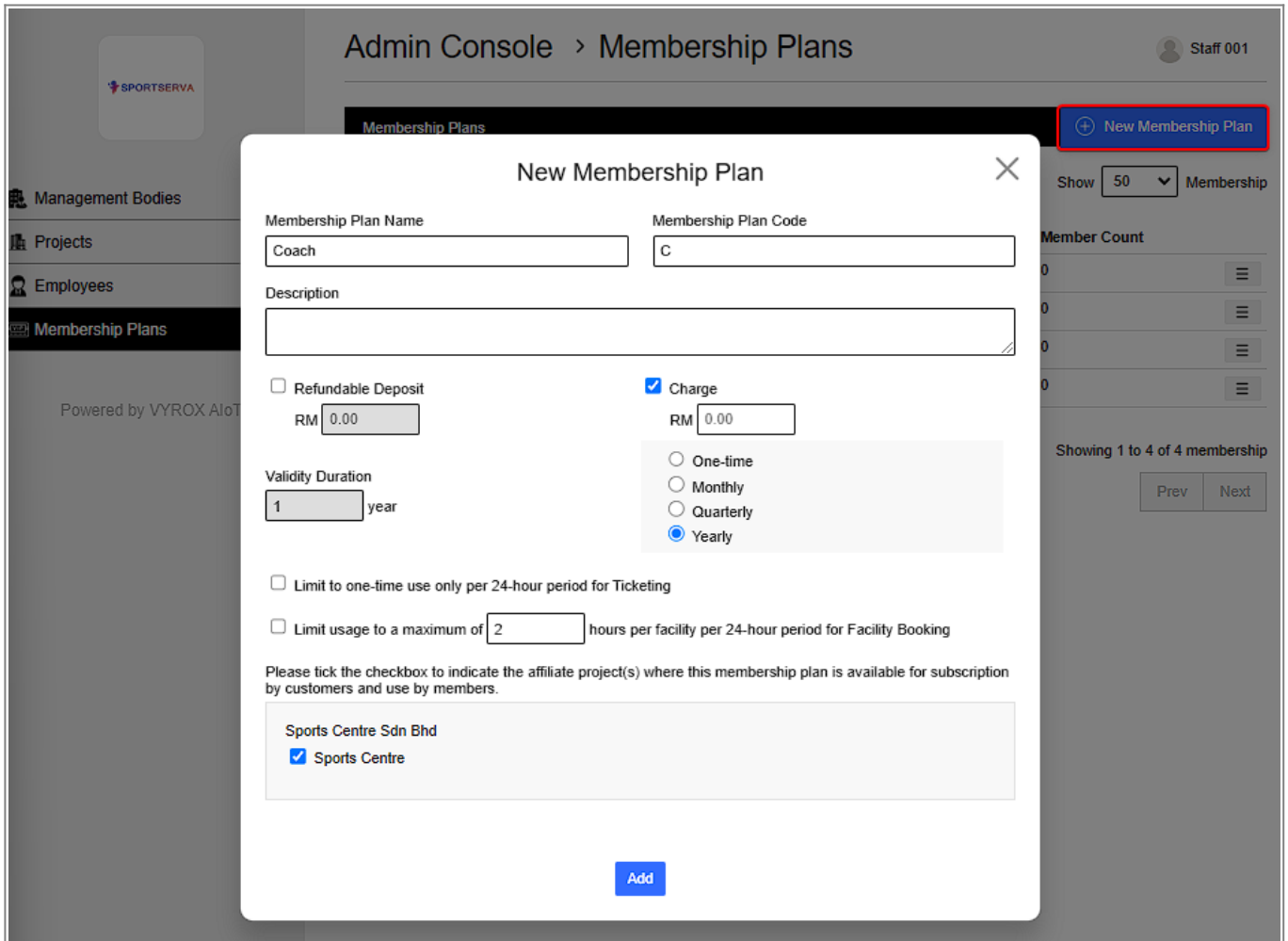
2.1. Add Membership Plan

Go to **Profile > Admin Console > Membership Plans > New Membership Plan**

Fill in details such as Membership Plan Name, Plan code and select charging rate, refundable deposit, validity duration and projects affiliated. The membership can

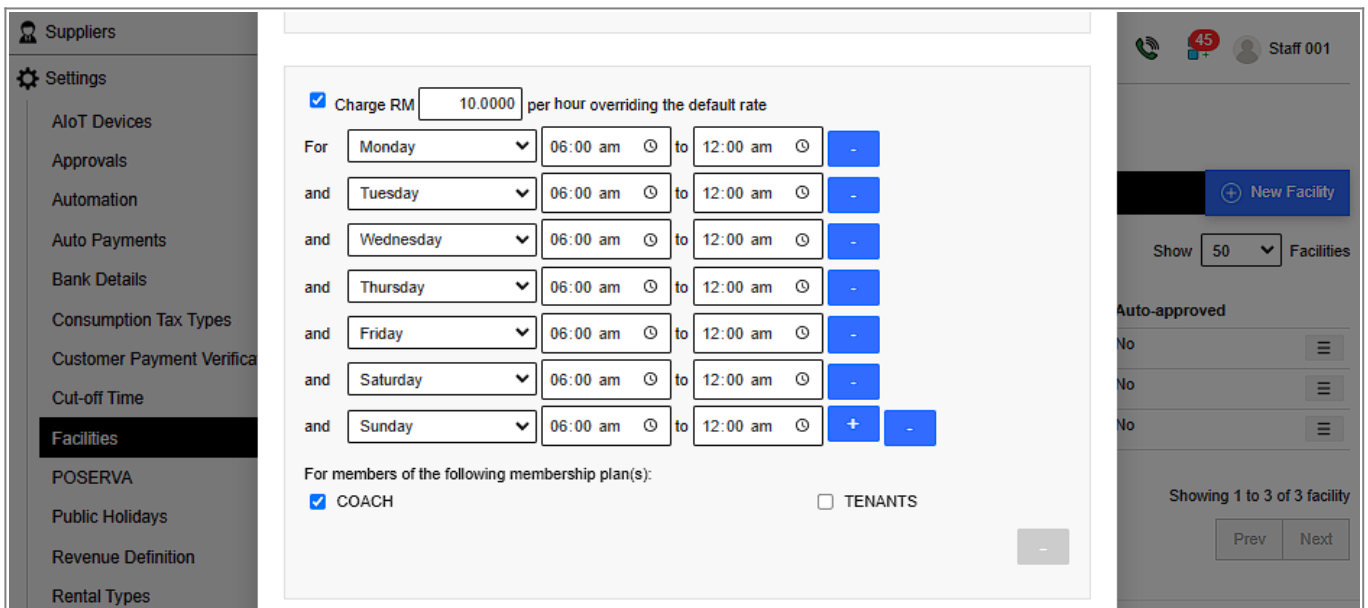
- Limit to one time use only per 24 hour period for ticketing
- Limit usage to maximum of selected hours per facility for Facility Booking





2.2. Membership Special Rate

Go to **Settings > Facilities > Select facility previously added > Edit > Tick checkbox and fill in membership plan , timing and prices** , for facility to charge membership special rate

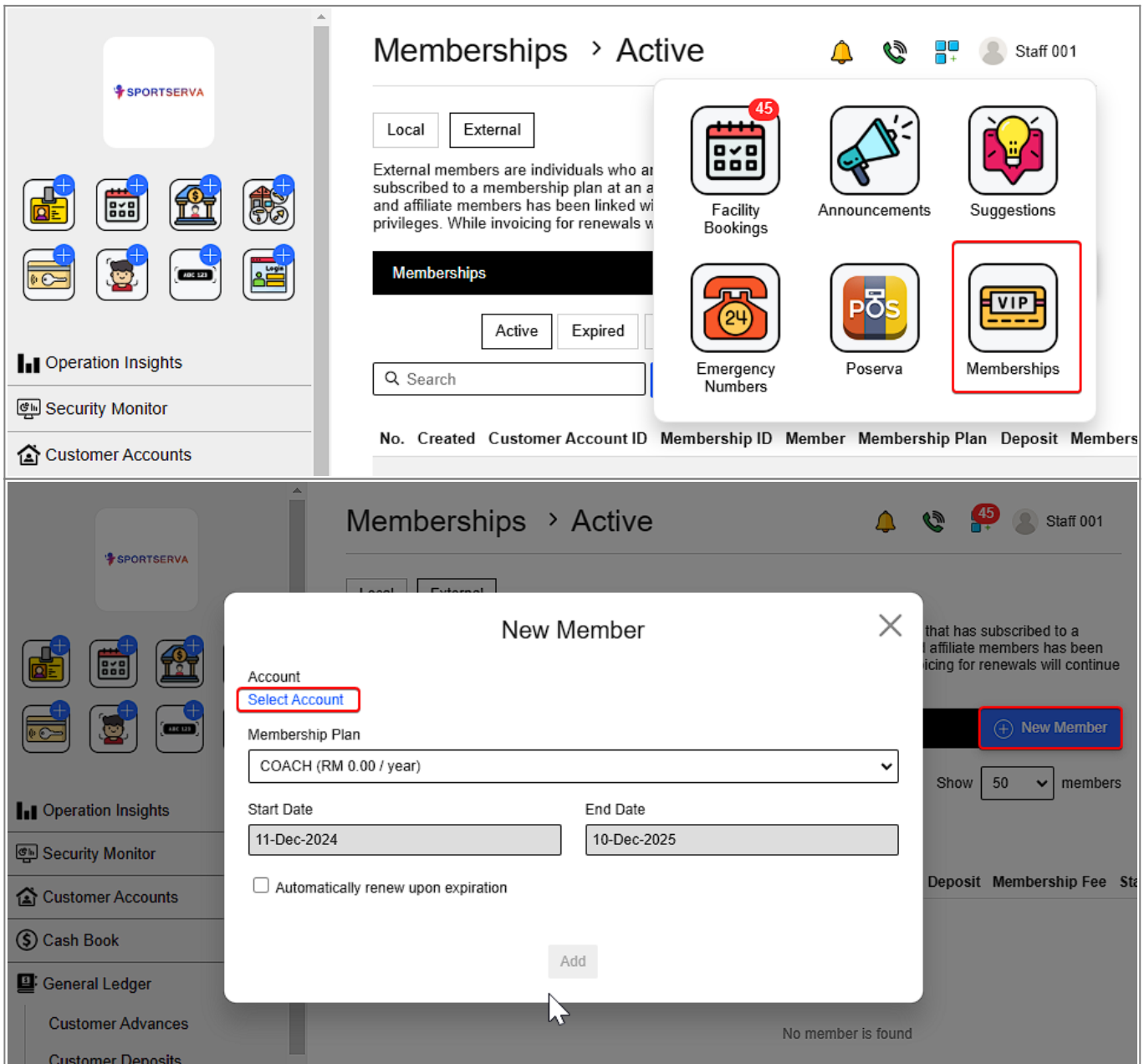


Key Notes!

Add each day individually from Monday to Sunday to ensure maximum accuracy for system application, rather than grouping them as weekdays (Monday-Friday) and weekends (Saturday and Sunday).

2.3. Add customer As Members

Go to **More options > Memberships > New Member > Select account > Select membership plan > Select whether to automatically renew upon expiration > Add .**



2.4 Select an Account & Billing Information

Existing Customer : Can be search based on name , phone number or by catagory.

Select A Customer Account ✕

Active AccountsInactive Accounts

| Category | Account | | | |
|------------------------|---------|---------|---------|---------|
| Unit (0) | PASC-1 | PASC-2 | PASC-3 | PASC-4 |
| Parking Lot (0) | PASC-5 | PASC-6 | PASC-7 | PASC-9 |
| Business (50) > | PASC-10 | PASC-11 | PASC-12 | PASC-13 |
| All (0) | PASC-14 | PASC-15 | PASC-16 | PASC-17 |
| | PASC-18 | PASC-19 | PASC-20 | PASC-21 |
| | PASC-22 | PASC-23 | PASC-24 | PASC-25 |
| | PASC-26 | PASC-27 | PASC-28 | PASC-29 |

Select an account

Display Preference

Hide the "Category" column and default to selecting the category of

Property

Parking Lot

Business

Account Selected

Primary Contact Details

New customer : Go to **Create New Customer Account > Fill in details** Details include :

- Full Name
- NRIC (National Registration Identity Card)
- Country of Nationality
- Phone number
- Email Address
- Date of birth
- Gender
- Customer Picture (upload)
- Picture of NRIC (upload)
- Customer 2 information (optional)

Customer Accounts > Active 45 Staff 001

New Customer Account

Category
 Commercial

Customer 1 Information

Add an existing customer to this new customer account

Entity
 Individual Business

Full Legal Name

National Identification Number (eg. MyKad/NRIC No.)

Passport No.

Country of Nationality
Malaysia

Mobile Phone No.

Alternative Contact No.

WhatsApp No.
 [Same as Mobile No.](#)

Primary Email Address
This is the "Username" for logging into SPORTSERVA User App

Alternative Email Address

Date of Birth

Gender Male Female Prefer not to say

Profile Picture NRIC (Front) NRIC (Back)

Passport Visa

Designate this individual as the primary contact for this customer account, responsible for receiving all corresponding official communications, including but not limited to announcements, updates, notifications, and essential documents

Customer 2 Information

Management can choose to **Create a SPORTSERVA user account**, generate a temporary password and send it along with the app user guide via email to all customer. This ensures customers can access their accounts securely, start using the system immediately, and understand its features without any confusion.

Choose Membership Subscription:

This ensures that all customers and their sub-users under the same account can equally enjoy the full range of benefits and privileges, creating a unified and inclusive experience.

User Account

Create a SPORTSERVA user account, generate a temporary password, and send it along with the app user guide via email to all customers

Membership Subscription

All customers and their respective sub-users associated with this customer account will equally enjoy the full range of benefits and privileges

COACH

TENANTS

Finally Add **billing information**, **Remarks** and click **add** when finish to create account. After that,

repeat the process of **Add customer as members** to finalize add customers to membership.

The screenshot shows a 'Billing Information' form with the following fields and options:

- Bill To:** Primary Contact As Per Above Another Individual Another Business
- Customer Full Legal Name:** [Text Input]
- Mobile Phone No.:** [Country Code: +60] [Text Input]
- Billing Address Line 1:** [Text Input]
- Billing Address Line 2:** [Text Input]
- Billing Address Line 3:** [Text Input]
- Postal Code:** [Text Input]
- City/Town/Suburb/District:** [Text Input]
- State/Province/Region:** [Text Input]
- Country:** [Dropdown: Malaysia]
- Email Address:** [Text Input]
- Tax Identification Number (TIN):** [Text Input]
- Remark:** [Text Area]
- Buttons:** Add

3. Membership Module Key Features

1. Timing & Pricing:

- Flexible options to set timing and pricing for memberships.

Example:

- Members : RM10 (Monday to Friday) (6am to 11:55pm)
- Non-member: RM15 (Monday to Friday) (6am to 6pm)

2. Booking Limits for Members and Non-Members:

- Limit maximum booking hours for both member and non-member separately.

Example:

- Members : 3 hour booking limit per session

- Non-member: 1 hour booking limit per session

3. Sub-User Management:

- Ability to add sub user to the principle account
- Example: A family can have one main principle account for the parents and multiple sub-accounts for their family members.

4. Customizable Booking Durations:

- Separate booking duration settings for members and non-members.

Example:

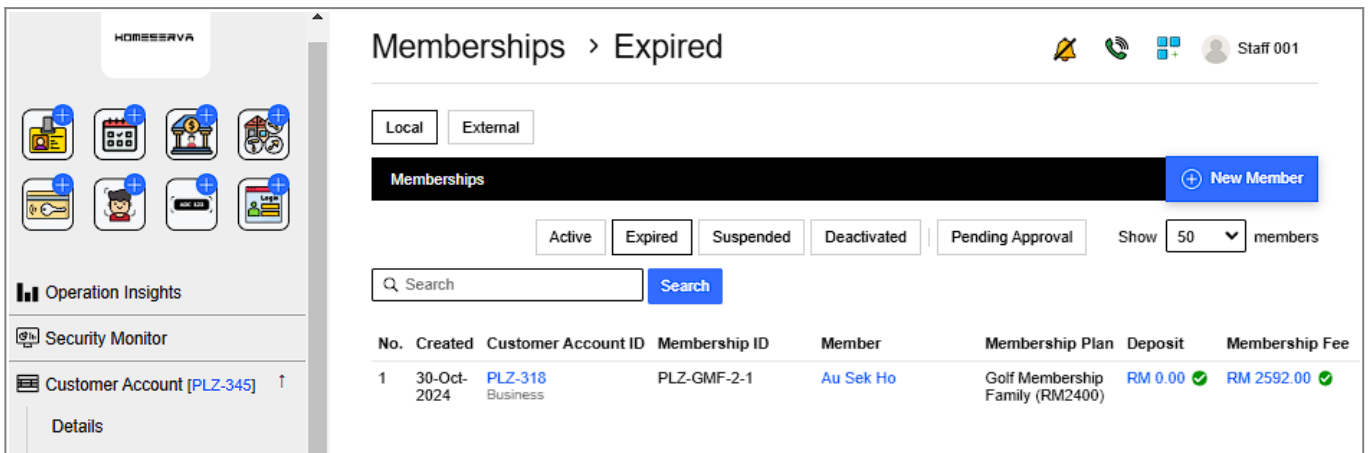
- Members : Can book up to 60 days in advance.
- Non-members : Can book up to 30 days in advance.

QnA

How to see/find customer past membership details

In the case where customer membership is lost , the membership might be Expired ,Suspended or Deactivated.

Go to **Memberships > Expired**



The screenshot displays the HOMSERVA system interface. The main content area is titled "Memberships > Expired". It features a search bar with a "Search" button and a table of expired memberships. The table has columns for No., Created, Customer Account ID, Membership ID, Member, Membership Plan, Deposit, and Membership Fee. A single entry is visible in the table.

| No. | Created | Customer Account ID | Membership ID | Member | Membership Plan | Deposit | Membership Fee |
|-----|-------------|---------------------|---------------|-----------|---------------------------------|-----------|----------------|
| 1 | 30-Oct-2024 | PLZ-318 Business | PLZ-GMF-2-1 | Au Sek Ho | Golf Membership Family (RM2400) | RM 0.00 ✓ | RM 2592.00 ✓ |

Go to **Memberships > Suspended**

Suspended membership can be unsuspended by clicking more options > Unsuspend

Memberships > Suspended

Local External

Memberships New Member

Search Search Active Expired **Suspended** Deactivated Pending Approval Show 50 members

| No. | Created | Customer Account ID | Membership ID | Member | Membership Plan | Deposit | Membership Fee | Start Date | End Date | Day Left |
|-----|-------------|---------------------|---------------|------------|-----------------|---------|----------------|-------------|-------------|----------|
| 1 | 14-Jan-2025 | PLZ-345 Business | PLZ-GI-2-1 | 123 +60123 | Golf Insurance | RM 0.00 | RM 0.00 | 14-Jan-2025 | 13-Feb-2025 | 30 |

PDF XLS Print Settings

- Edit
- Unsuspend
- Deactivate

Go to **Memberships > Deactivated**

Memberships > Deactivated

Local External

Memberships New Member

Search Search Active Expired Suspended **Deactivated** Pending Approval Show 50 members

| No. | Created | Customer Account ID | Membership ID | Member | Membership Plan | Deposit | Membership Fee | Start Date | End Date | Day Left |
|-----|-------------|---------------------|----------------|------------|--------------------------------|---------|----------------|-------------|-------------|-------------|
| 1 | 14-Jan-2025 | PLZ-345 Business | PLZ-2F24MP-6-1 | 123 +60123 | 3 Hours Per 24 Hour Membership | RM 0.00 | RM 0.00 | 14-Jan-2025 | 13-Feb-2025 | Deactivated |

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