

# TRAINING MANUAL

## Version G8 - Public Bookings



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## **1.0 INTRODUCTION**

The MiClub timesheet configuration allows great flexibility in creating a wide variety of options for setting up timesheets to allow Internet based bookings. The most common use of timesheets is for booking names into golf events, however timesheets can also be configured for other applications such as booking golf and tennis lessons and making restaurant bookings.

This document describes how to set up and manage timesheets using the MiClub timesheet system, with the incorporated Public Bookings management system.

## **2.0 LOG IN**

The login page is the entry page for members and club administrators to access the members section of the website.

To log in, members are required to type in their membership number and password. In most cases the members membership number is their Golfink number (the last four digits of your Golfink number removing leading 0's. e.g. 0035 becomes 35) and their password is their date of birth eg. 7<sup>th</sup> May will be 0705.

Members have the option of changing their password once logged in and request their password be automatically emailed if forgotten.

**Login**

This section of the web site provides information and services that are available only to members of NSW Golf Club.

MEMBERS NOTE: Your new username is your membership number (the last four digits of your Golfink number removing leading 0's, e.g. 0035 becomes 35) and your new password is now your birth day and month (e.g. "0705" for 7 May). Please contact the club if you have any problems.

Membership No.

Password

[Forgot your password?](#)

This Web site is provided by NSW Golf Club. By using the site or downloading materials from the site, you agree to abide by the terms and conditions. If you do not agree to abide by these terms and conditions do not use the site or download materials from the site.

There are two levels of access to the member's area of the web site:

1. **Administrator access** – Administrators are able to manage timesheets and bookings, update page content and member details.
2. **Member access** – Members are able to update their own details, change their password, book and delete their own bookings as well as their playing partners.

### **3.0 MEMBERS HOME PAGE**

Once logged in, members and administrators will be able to view the main portal page.

- **WEATHER**

The four-day weather forecast is displayed for members and administrators to see.

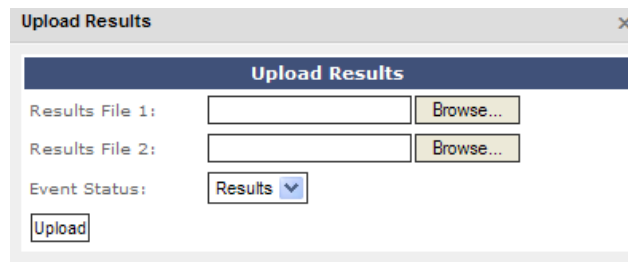
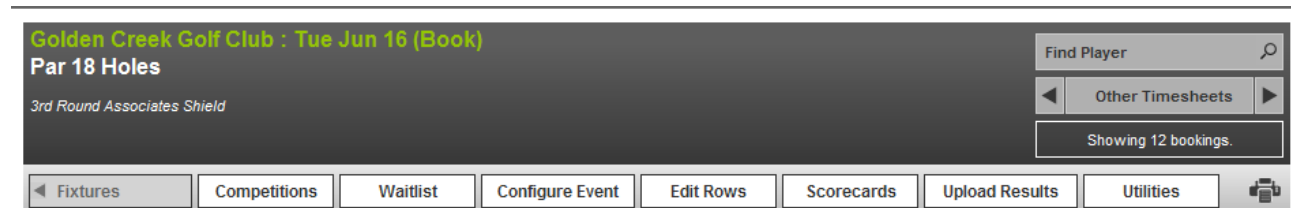
- **MY DETAILS**

Members are able to view and edit their own address details, phone numbers and email address. Members can choose to make their details private or make their details available to other members of the club. Any changes made are automatically emailed to the club's administration with the new information.

## - RESULTS

Displayed here are the last 5 events that the member played in. The results can be a full field results sheet from the club's golf competition management system or a document generated by the club (eg. .pdf or .doc).

For an administrator to upload results, click on the event name on the main bookings page. Click on **Upload Results** from the toolbar, browse and choose your files to be uploaded. Administrators are able to upload up to two sets of results.



Ensure that the status is set to *Results*. Then to view the results return to the fixtures page, and select the results button.



## - ACCOUNTS

Members can view their account as listed in the clubs accounting system, eg. House, bar and membership. Itemised breakdown of charges can also be reviewed along with payments.

## - DEFAULT PLAYING GROUP

If you regularly play with the same group of players, you can set up a default group booking. This allows members to book a group quickly. When you click on **Book** in the time sheets the system will ask: Would you like to book your default group? Eg. Yes – Click ok – Your booking is complete or No – Click Cancel. Click on the **Change my playing partners** link in the My Default Playing Group box to set up a default playing group.



Or should you want to update it prior to making any bookings, simply select update and you will have the option to add up to 40 players who you regularly play with.

## 4.0 MEMBERS DIRECTORY

Here the member will see their own personal details as well as other members. Members have the option of making their details private or to be viewed by other members. This can be changed by selecting **Update details** from the menu usually located at the top of the page. To access the directory, select **Club > Members Directory** in the drop down menu (most commonly

found at the top of the page). Then select which details you wish to make private by ticking the box next to which specified information. Any changes members or administrators make are emailed to the club so they are able to update their membership administration system.

#### - **CREATE A MEMBER**

To add a member to the directory click **Create Member**, complete the member details and press **Insert**. The new member will now be added to the Members Directory.



**Note:** Members cannot view other members whose status is set to Inactive.

#### - **EXPORT MEMBERSHIP**

This option is used to download information from the member's directory. Clubs may use this information to upload to their member's administration system. The file format downloaded is Excel and the details include email addresses and membership numbers.

## 5.0 BOOKINGS

#### - **MY BOOKINGS**

Bookings made for or by others for the member are displayed. Members are able to make online bookings for themselves and their playing partners, make reserve bookings, view club fixtures and results in the 'My Bookings' area. These areas are also available to the administrator. Timesheets are not limited to tee times but can also include restaurant bookings

and Professional lesson bookings. Click **more...** to show a list of fixtures for the coming weeks and yearly calendars containing future events.

Each event will have a timesheet attached and a status of one of the following:

**Locked** : The event is locked and bookings are not being taken at this time.

**Hidden** : The event cannot be viewed by the member (recommended when training staff).

**Open** : Bookings are being taken on the Internet and Kiosk. To make a booking click on **Open** and follow the booking procedure.

**Kiosk** : Bookings at the kiosk only.

**Results** : Results from the event can be viewed by clicking on **Results** (results are uploaded to the system by the club).

**Closed** : The event is closed for bookings and set to a 'view only' mode for members.

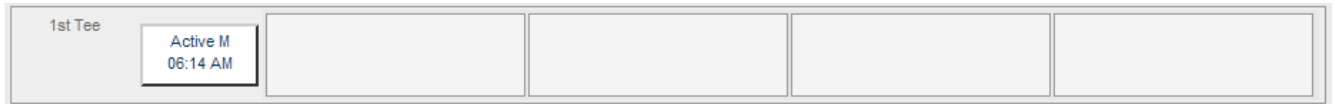
## - MAKE A BOOKING

To make a booking click **Book** next to the event on the main bookings page.



Date	Status			Title	
Mon 15/06/09	<a href="#">Book</a>	All	All Day	<a href="#">Stableford</a>	 
Tue 16/06/09	Locked	All	Afternoon	<a href="#">Mixed Social Play</a>	 

This will take you to the timesheet for the event. Click the **Active** button with the selected booking time. (Should it read “**Inactive**” this indicates the tee time is not available for members to book.)

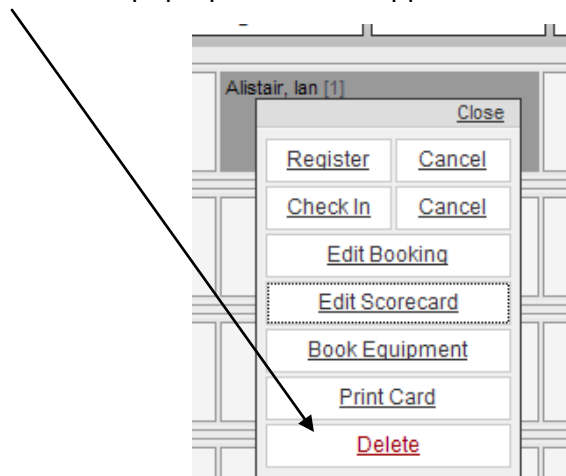


Click active, where you will be taken to a booking screen. Select member by moving the down arrow and pressing Enter on your selection. Check the box next to their name and it will be inserted in Group Details. Press **Confirm** to complete the booking. The booking is made subject to the player’s eligibility which the club sets up by the booking rules. The club can also limit the number of bookings per member; the default is 4. Visitors can be booked if the club allows visitors. The club may also restrict the number per member.

*Note: Using the Make Booking Administration search will help build the member’s Playing Partners list.*

#### - DELETE A BOOKING

Administrators are able to delete all bookings on the timesheet by selecting a cell or row and clicking on the **Delete** in the pop-up menu that appears.



Members are able to delete their bookings by clicking the crossed box next to the members name in the cell on the timesheet (note that you are only able to delete the bookings you made).

#### - **WAITING LIST**

Click on the **Waiting List** button at the top of the timesheet to enter a member onto the wait list. Members and Administrators must select a time range in which they wish to be booked into.

When a position becomes available the next member on the waiting list is automatically allocated a time slot and advised by e-mail and SMS (if enabled).

- Members are able to enter themselves and playing partners onto the Waiting List.
- Members are able to delete themselves and their playing partners from the Waiting List at any time, however if they choose to re-enter themselves onto the Waiting List they will be re-positioned at the bottom of the list.
- Members are unable to enter their name on the Waiting List more than once.
- Members move onto the timesheet from the Waiting List one at a time. The system does not allow for groups of people to move off the Waiting List. If a member enters their name and their visitors' names on the Waiting List there is no guarantee they will play together on the timesheet if slots become available.

## 6.0 HOW TO CREATE AN EVENT

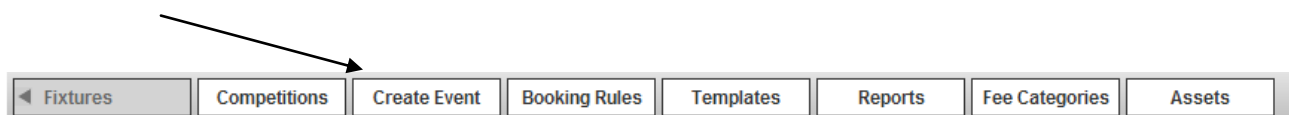
It is important to note that an event is a name only and has no timesheet attached to it until Administrators apply a templated timesheet to the event or build a timesheet manually.

As a newly created web site MiClub may have already uploaded the events onto your web site. This information is extracted from the club's syllabus/fixtures, however Administrators can edit the events at any time.

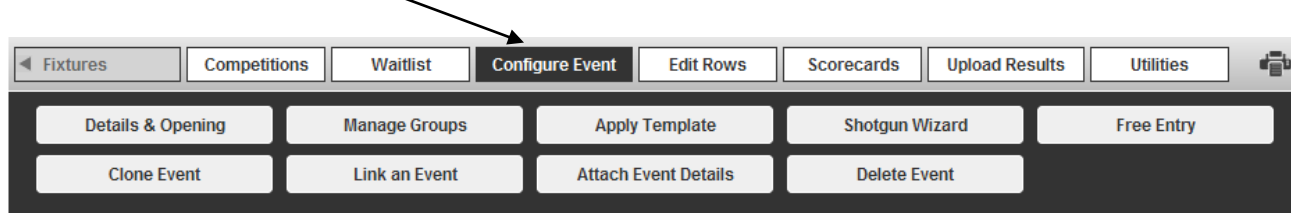
*Note: It is recommended to create Booking Rules and Templates prior to creating events.*

The steps to be followed to create an event are:

1. If the event name has NOT already been uploaded to the web site by MiClub, select **Create Event** on the main *Bookings* page:



2. Select **Configure Event** in the booking event's menu toolbar and click **Details and Opening**.



3. Within the **Details and Opening** pop-up window edit the event's main details and then click Save. Refer to the table below for more detail about each field.

Field	Description
<b>Event Details</b>	
Title	The name of the event. This is the name that shows on the list of events on the main bookings page.
Comments	Further details about the event can be included as comments. These comments are also shown on the list of events on the main bookings page.
Event Date	The date the event will be held on.
Status	<p>You can change the status of events by selecting the 'Status' field. The status can be set to the following:</p> <ul style="list-style-type: none"> <li>▪ Closed - the event has been opened but is now closed to prevent bookings over the Internet. Members can only view the timesheet.</li> <li>▪ Hidden – the event is invisible to members.</li> <li>▪ Locked - the event has not been opened yet for bookings over the Internet.</li> <li>▪ Open - the event is open to bookings over the Internet and Kiosk.</li> <li>▪ Results - results of the event are available and have been posted on the web site for viewing over the Internet.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Kiosk - the event is opened for bookings on the Kiosk only.</li> </ul>
Automatic open to kiosk only	Enter the number of days prior to the event date and the time of day that you want the event to automatically open for bookings using the booking kiosk.
Automatic open to Internet and Kiosk	Enter the number of days prior to the event date and the time of day that you want the event to automatically open for bookings over the Internet and Kiosk.
Automatic Close to Internet and Kiosk	Enter the number of days prior to the event date that you would like the event to close automatically. E.g. 1 day at 23:59 or 0 days at 00:01 for midnight prior.
Type of event	<p>There are two types of <i>events</i> - <i>Individual Booking event</i> and <i>Group Booking event</i>.</p> <p><i>Individual Booking events</i> are used when you want a timesheet where all names must be <i>individually</i> entered into each timeslot in the timesheet (for example, a typical golf competition timesheet).</p> <p><i>Group Booking events</i> are used when just one name needs to be entered for each time period in the event (for example, a restaurant booking sheet).</p> <p>Select either individual or group bookings from</p>

	the drop down list.
Category of event	You can select Regular Event, Major Event or Special Event.  If you select Major Event or Special Event then the event can be accessed from the shortcuts for these types of events on the main bookings page.
Event Time	Select whether the event is a morning, evening or an all day event (eg. All day / am / pm.) This will be shown on the list of events on the main bookings page.
Gender	Select whether the event is for men, ladies or both.
Comment accepted?	When events are configured for group bookings then comments can be inserted with the booking if this field is selected.
Private members accepted?	Select if private members are accepted – currently defaults to allow private members.
Maximum bookings per player (per event)	This is the maximum number of bookings a member can make on a timesheet.
Total reserves size	The maximum number of names that can be entered on the waiting list for the event.
Reserves per members	The maximum number of names a person can book into the waiting list.
Allow duplicate bookings?	Select this field if you wish to allow names to be booked more than once in a timesheet.

## 7.0 TIMESHEETS

There are three methods to choose from when attaching a timesheet to an event:

- Build the timesheet manually

OR

- Apply a template to the event (*Refer to page 24 for details on how to create templates*).

OR

- Use the shotgun start wizard tool

## 7.1 BUILDING A TIMESHEET MANUALLY

If you do not wish to use a template to build your timesheet then you can choose to manually create and configure the timesheet. Click on the event name on the main bookings page and then follow these steps:

### 1. EDITING THE EVENT

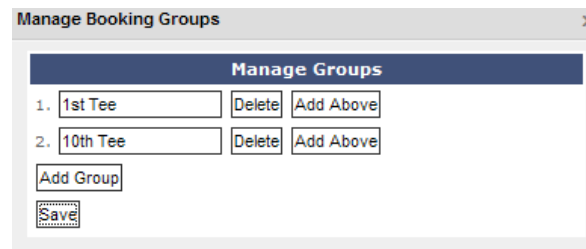
Clicking **Configure Event** will expand the drop down menu, where a variety of options are available to you to edit the event. Options such as; *Manage Groups, Apply Template, Shotgun Wizard, Free Entry, Clone Event, Link an Event, Attach Event Details, Delete Event*. All of which have a direct configuration impact upon the Booking Event/Timesheet.

Field	Description
<b>Edit Event</b>	
Edit Event	To manage the event, choose <b>Configure Event</b> from the main booking event expandable drop down tool bar.
Manage Groups	Add, delete or rename groups on the timesheet.
Apply Template	Applies a templated timesheet to an event. This will delete the existing timesheet and any bookings on it and will be replaced with the templated timesheet.
Shotgun Start Wizard	Applies a shotgun start timesheet to the event. <i>Note: This will be added to the end of a timesheet and will not replace any existing timesheets.</i>
Free Entry	Administrators are able to enter many names on to the timesheet. This is a free entry area and there are no restrictions when entering names eg. booking rules do not apply and visitors can be entered.

Field	Description
Delete Event	Removes the event from the bookings list.
Deselect All	Deselects all cells or all rows.
Link Booking Event	Link the current event to another so that members are prompted to book into another event during the booking process. Recommended for Group Bookings such as dinners and functions.

## 2. MANAGE EVENTS

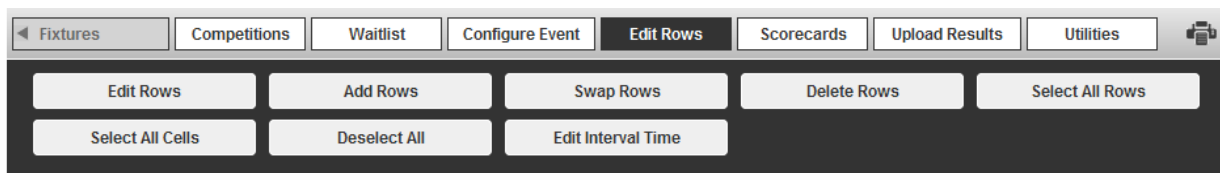
Add, delete or rename groups within this pop-up window, then click Save. There is no restriction to the number of groups you can have. The timesheet will still not show at this stage.



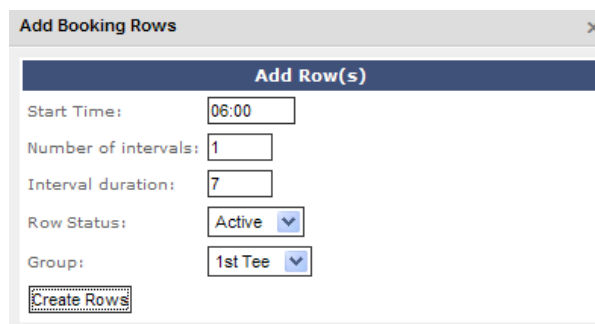
Groups can be inserted in between groups by using the Add Above button.

## 3. ADD ROWS

Once event groups have been set up then rows are set up for each event group to define the timeslots in the timesheet.

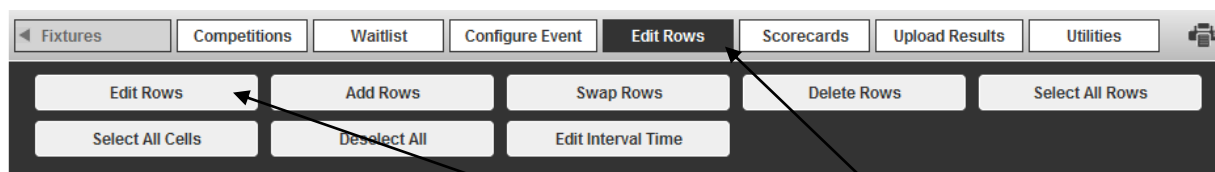


Select Add Row/s from the **Edit Rows** drop down expandable toolbar; insert start time, number of intervals and interval times. Choose the group the intervals apply to and then click **Add Rows**. This will reload the page to finally show the timesheet.



#### 4. CONFIGURE ROWS

Edit row/s allows you to set parameters to one or more row such as apply rules, set timesheet Auto Opening times, change group size and allow visitors. To select a row click on the row name (far left of the timesheet) and the row will highlight. To deselect, click the row again.



Select row or rows you wish to edit then click **Edit Rows** in the **Edit Rows** expandable drop down menu bar. The pop-up window will show the already set parameters of the rows. The faded text indicates the different parameters between the multiple rows selected – these fields can be changed. The darker text shows the common parameters between the multiple rows.

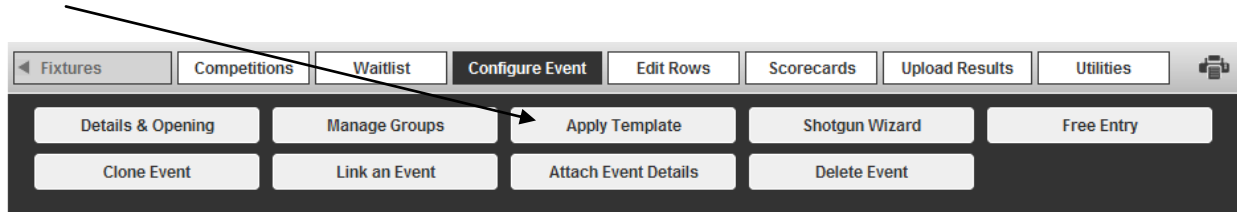
Make changes as needed, click Save and close the window. Refer to the table below for information about the fields.

Field	Description
<b>Booking Section Configuration</b>	
Start time	The time that bookings can start from. Note that this uses a 24-hour time format (eg. - for 2.30pm enter 14:30).
Automatic open to kiosk	<p>Enter the number of days prior to the event date and the time of day that you want the section to automatically open for bookings using the booking kiosk.</p> <p>If this field is left blank then the section will be opened for the booking kiosk according to the overall event configuration.</p>
Automatic open to Internet and Internet	<p>Enter the number of days prior to the event date and the time of day that you want the section to automatically open for bookings on the Internet.</p> <p>If this field is left blank then the section will be opened for the Internet according to the overall event configuration.</p>
Row status	<p>Use this to manually enter the row status as either:</p> <p>Kiosk – row/s are open for bookings in kiosk mode only</p> <p>Active – row/s are open for bookings anywhere over the Internet and kiosk.</p> <p>Inactive - the row/s are not open for bookings</p> <p><b>Note:</b> The event must be in the appropriate status for the row/s status to take effect. So for example, if the event is not open for bookings then setting a section as Active will not enable Internet bookings. The Event would also need to be open.</p>
Group size	The number of names that can be entered in each time

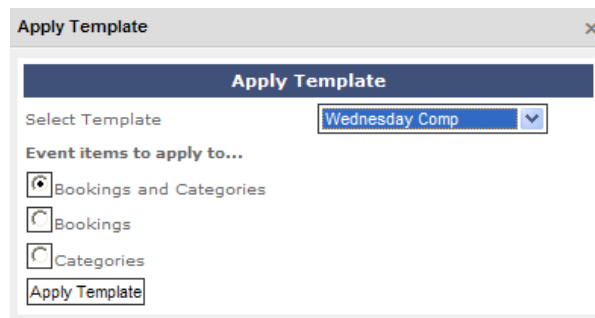
	slot
Member booking limit	The number of names a member can enter into the row/s.
Member accepted	Select if this is an event that members are allowed to play in.
Public member accepted	Select if this is an event that public members are allowed to play in.
Visitors allowed?	Select if this is an event that visitors are allowed to play in.
Visitors per member	Enter the maximum number of visitors that a member can enter into the row/s.
<b>Booking Rule Configuration</b>	
Current booking rule	Select a booking rule that has been previously configured from the drop down list. If there are no rules in the list then none have been configured. <i>(Refer to page 32 for information on how to set up booking rules).</i>
Blocking action	Select either: Alert - allow booking rule violations but send an alert email to the administrator Block - prevent non authorised (ie. - as per the booking rule) entry of names into the timesheet
Add rule schedule	Select this button if you wish to add a schedule for booking rules. A maximum of three schedules are allowed. Enter the number of days, hours and minutes prior to the <i>event start time</i> that you want the booking rule to automatically take effect.

## 5. APPLYING A TEMPLATE TO AN EVENT

If you wish to apply a timesheet using a template, firstly create an event if it has not already been created, click on the event name from the main bookings page, then select **Apply Template** from the **Configure Event** expandable menu bar.



Select a template from within the pop-up window and click **Apply Template**. The page will reload and your timesheet will now appear.



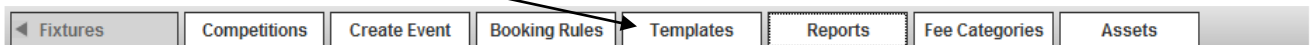
## 6. SHOTGUN-START WIZARD

This tool is used for building timesheets for shotgun start events. Choose Shotgun Start Wizard from the **Configure Event** expandable drop-down menu bar. Enter start time (24 hour clock), number of intervals and interval duration then click **Apply**. The page will reload and the timesheet will now show.

The image shows a dialog box titled "Shotgun Start" with a close button (X) in the top right corner. Inside the dialog, there is a section titled "Shotgun Start Wizard". Below this title, there are three input fields: "Start Time:" with the value "06:00", "Number of intervals:" with the value "2", and "Interval duration:" with the value "7". At the bottom left of the dialog, there is an "Apply" button.

## 8.0 TEMPLATES

Templates are set up for common events that you are likely to need to configure many times. Once you have set up a template you can use it to apply to multiple events and save it for future use. To create, clone, delete or edit a Template, or to apply a Template to multiple events, select **Templates** on the main booking page.



To create a new template select **Create new template**. The timesheet template is then built in the same way as building a timesheet manually. The template name is the name you enter into the *Title* field on the *Edit Event* page.

Fixtures	Competitions	Create Event	Booking Rules	Templates	Reports	Fee Categories	Assets
Booking Templates							
200 Members	Apply to Multiple Events	Edit	Clone	Delete			
Comp setup	Apply to Multiple Events	Edit	Clone	Delete			
Multi round	Apply to Multiple Events	Edit	Clone	Delete			
NEW TEMPLATE	Apply to Multiple Events	Edit	Clone	Delete			
NEW TEMPLATE	Apply to Multiple Events	Edit	Clone	Delete			
Template Pre-Booked	Apply to Multiple Events	Edit	Clone	Delete			
Template Tests	Apply to Multiple Events	Edit	Clone	Delete			
Wednesday Comp	Apply to Multiple Events	Edit	Clone	Delete			
Back to Timesheets		Create New Template					

To modify an existing template select the *Edit* field next to the appropriate template name.

**Note:** Editing a template will not alter the existing events linked to that template; set the event to **Locked** and reapply the template to make the changes. Warning! Bookings within events will be deleted.

To delete an existing template select **Delete** next to the appropriate template name.

#### - APPLY TEMPLATES TO MULTIPLE EVENTS

To apply a template to many events, select **Apply to Multiple Events** next to the appropriate template name (the events must firstly be set to **Locked**). Complete the appropriate fields to identify the range of events that you want the template applied to.

Apply Template To Multiple Events

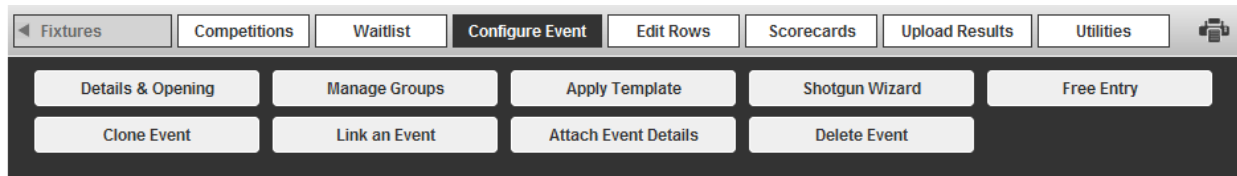
Days of the week	Time Of Event	Date Range
<input type="checkbox"/> Sunday <input type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input type="checkbox"/> Friday <input type="checkbox"/> Saturday	<input checked="" type="radio"/> All times. <input type="radio"/> <span style="border: 1px solid #ccc; padding: 2px;">Afternoon</span>	From : <input type="text" value="No date..."/> <input type="button" value="Calendar"/> To : <input type="text" value="No date..."/> <input type="button" value="Calendar"/>
	Gender Of Event	Items to apply
	<input checked="" type="radio"/> All Genders <input type="radio"/> <span style="border: 1px solid #ccc; padding: 2px;">All</span>	<input checked="" type="checkbox"/> Bookings and Categories <input type="checkbox"/> Bookings <input type="checkbox"/> Categories
	Weeks	Booking Resource
	<input checked="" type="radio"/> Every Week <input type="radio"/> Every 'N' Weeks: <input style="width: 40px;" type="text"/>	<input style="border: 1px solid #ccc; padding: 2px; width: 80px;" type="text" value="Accommodation"/>

**Note:** This will not create events; it will apply the template to already created events only.

Field	Description
Days of Week	Select the days of the week that the events are to be created on.
Time of Event	Select the time of day that the event is to be created for.  If <i>morning</i> or <i>afternoon</i> is selected then do not use 24-hour clock formats when setting up the start times in the template. If <i>All times</i> is selected then use 24 clock formats when setting up the start times in the template.
Gender of Event	Select either Mens, Ladies or All Genders
Weeks	Select the weekly interval over which to create the events.
Date Range	Select the date range within which the events are to be created.
Booking Resource	Select whether the events are to be created for Golf Course, Pro or Restaurant bookings.

- **APPLY A TEMPLATE TO A SINGLE EVENT (not yet created)**

To apply a template to a single event which is not yet created, select the **Create Event** field on the main bookings page and then select the **Apply Template** button in the expandable toolbar.

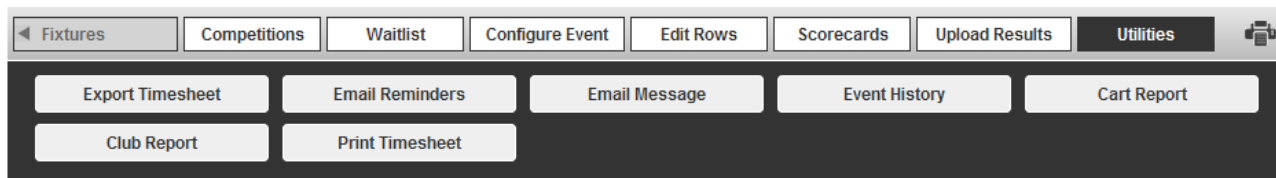


Choose the template name in the drop down list displayed and then select the **Apply Template** button. The page will reload and the timesheet will now show.

*Note: If you wish to modify the set up of any of the timesheets just created from the template then you can go to each of the events and edit the details directly. This will not alter the templates.*

## 9.0 UTILITIES

Utilities can be accessed by selecting the event name and selecting the **Utilities** button on the menu-bar in the booking event.



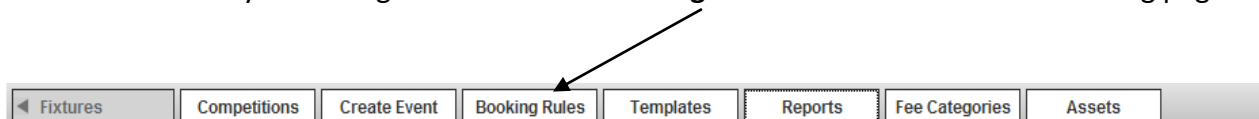
Field	Description
<b>Utilities</b>	
Export Timesheet	Produces a file that can be imported into your golf management system to manage the golf competition through that system. Right click on the link and 'Save Target As' to save the file.
Print Timesheet	Shows the timesheet in a format that can be printed using your browsers print command.
Email-Booking Reminders	Sends an email reminder about the event to members whose names are entered in the timesheet. Emails will only be sent to members with email addresses entered into the members' directory.
Cart Report	Outlines the current bookings of the Golf Carts for the club.
Event History	Produces an activity report showing the bookings and deletions of the event, who made the bookings, times of the bookings and whom the booking was for.
Club Report	Outlines the current bookings of the Golf Club Equipment for the club.

## 10.0 BOOKING RULES










Booking rules are set up to control who is allowed to make bookings into a timesheet. For instance, you may wish to restrict certain events to certain member categories (eg. - full members). Booking rules are assigned to row/s so that different rules can be applied to different times in the timesheet. Timesheet row/s can be set up so that when a player who is not allowed to book attempts to make a booking then that player can either be blocked from making the booking, or they can be allowed to make the booking but an alert email is sent to the administrator.

Rules can also be scheduled to apply at different times that people will attempt to make a booking. For instance, a timesheet may be opened two weeks before an event for full members and then opened for restricted members one week before the event.

To create or modify a Booking Rule select the **Booking Rules** button on the main booking page.



- To create a new Booking Rule, select **Add Rule**.
- To create a new Booking Rule based on an existing Booking Rule select the **Clone** field next to the appropriate Rule name.
- To modify an existing Rule select the **Edit** field next to the appropriate Rule name.

Booking Rules		
 Dan	<input type="button" value="Edit"/>	<input type="button" value="Clone"/>
 Dan G7	<input type="button" value="Edit"/>	<input type="button" value="Clone"/>
 Early Birds	<input type="button" value="Edit"/>	<input type="button" value="Clone"/>
 External Tee Time	<input type="button" value="Edit"/>	<input type="button" value="Clone"/>
 Golf Link Reservations	<input type="button" value="Edit"/>	<input type="button" value="Clone"/>
 Ladies	<input type="button" value="Edit"/>	<input type="button" value="Clone"/>
 New Rule	<input type="button" value="Edit"/>	<input type="button" value="Clone"/>
 New Rule(1)	<input type="button" value="Edit"/>	<input type="button" value="Clone"/>
 Noone	<input type="button" value="Edit"/>	<input type="button" value="Clone"/>
 v20 test rule	<input type="button" value="Edit"/>	<input type="button" value="Clone"/>

The Edit Booking Rule page is displayed when you select to create or edit a Booking Rule. Enter the name of the rule, the Gender Restrictions and the Category Restrictions as appropriate. Ticking the appropriate boxes will allow that category/gender of member to play in the event or row/s the rule is assigned to.

The Rule colour may be used so that Administrators can easily identify rules when viewing the timesheets. Members are not able to view the booking rule colours on the timesheet.

Select the **Save** button to save the Booking Rule.

## 11.0 PUBLIC BOOKINGS

### *Overview*

The MiClub public bookings module is an extension of members booking system. Public members are required to register if booking online but are not a necessity if a club Administrator is making the booking on their behalf. Key features of the public booking system include:

- Player registration
- Credit card payment
- Equipment booking
- Asset Management
- Public category management
- Reporting

## 12.0 PUBLIC PLAYERS

### 12.1 Online Registration

There are two ways in which a public player can register online:

1. Select Members Login from the home page and click on Public Player Registration – complete the registration form and the username and password are immediately emailed to the email address provided.



The screenshot shows a web form titled "Public Member Registration". It contains the following fields and options:

- First Name:** A text input field.
- Last Name:** A text input field.
- Email address:** A text input field.
- Telephone:** A text input field.
- Gender:** Radio buttons for "Female" and "Male". The "Male" option is selected.
- Privacy Policy:** A scrollable text area containing the text: "Thirteenth Beach Golf Links understands that your privacy is important to you and is committed to respecting the privacy of your personal information." Below this is a section titled "THE INFORMATION WE COLLECT".
- Agreement:** A checkbox labeled "I agree with the terms and conditions" which is currently unchecked.
- Buttons:** "Cancel" and "Join Now" buttons.
- Footnote:** "Objects in bold must be filled in".

*Note: A public player need only register once unless their email has changed and then they must re-register.*

**OR**

2. Select Public Bookings from the home page; click Open next to the selected date. The member is taken to a timesheet showing available times and by clicking the ‘Login and book’ button from the timesheet the player will be redirected to the login page where they can either register or login.

Username:

Password:

[Forgotten your password?](#)

[Need help logging on?](#)

***To make a booking – Public members including payment***

Once players have registered and logged in they are able to make a booking.

1. Select available tee times by clicking on the empty cells – the cells are selected when they change to a dark shade of grey). Click on Login and Book button (the member can click on ANY Login and Book button)

**OR**

Click Login and Book without selecting empty cells.

Hole 3 06:00 AM	<input type="button" value="Login And Book"/>	TAKEN	RESERVED	TAKEN	
Hole 4 06:07 AM	<input type="button" value="Login And Book"/>	TAKEN	TAKEN		

2. The public member will then be redirected to the booking details page where they are able to book players and equipment.

Players		Equipment	
Adult Web Weekend- \$50	\$50.00 x <input type="text" value="0"/> <input type="text" value="1"/> <input type="text" value="2"/> <input type="text" value="3"/> <input type="text" value="4"/>	Electric Cart	\$30.00 x <input type="text" value="0"/> <input type="text" value="1"/> <input type="text" value="2"/> <input type="text" value="3"/> <input type="text" value="4"/> ... <input type="text" value="22"/>
Junior Web Weekend- \$25	\$30.00 x <input type="text" value="0"/> <input type="text" value="1"/> <input type="text" value="2"/> <input type="text" value="3"/> <input type="text" value="4"/>		
Comments	<input type="text"/>	<input type="button" value="Cancel"/>	<input type="button" value="Calculate Price"/> <input type="button" value="Book"/>

3. Once the players and equipment have been chosen, clicking on **Book and Pay** will redirect the registered member to the payment page.



Card Number	<input type="text"/>
Card Expiry	<input type="text" value="01"/> / <input type="text" value="2008"/>
Cardholder Name	<input type="text" value="Web Site Support"/>
Payment Amount	AUD\$ <input type="text" value="30.00"/>
<input type="button" value="Continue"/> <input type="button" value="Cancel"/>	

4. Members will be prompted to confirm their credit card details.

1. Enter Payment Details2. Confirm Payment Details3. Payment in Progress4. Payment Complete

Please check carefully that your payment details are correct. When you are happy to proceed with the payment, please click the "Confirm" button. Do not double-click the button and do not click refresh, otherwise a second payment may result. The payment may take up to 30 seconds so please be patient.

Card Number	123423442342344
Card Expiry	01/2008
Cardholder Name	Web Site Support
Payment Amount	AUD\$30.00

5. Members will be asked to wait while the request is being processed.
6. A receipt number is generated and the payment and booking process is complete.  
The **Continue** link will redirect the member to the timesheet.

The member is also sent a confirmation email for the payment made.

*Note: The member has 3 minutes to complete each stage of the booking process i.e. Login and Book to Book and Pay*

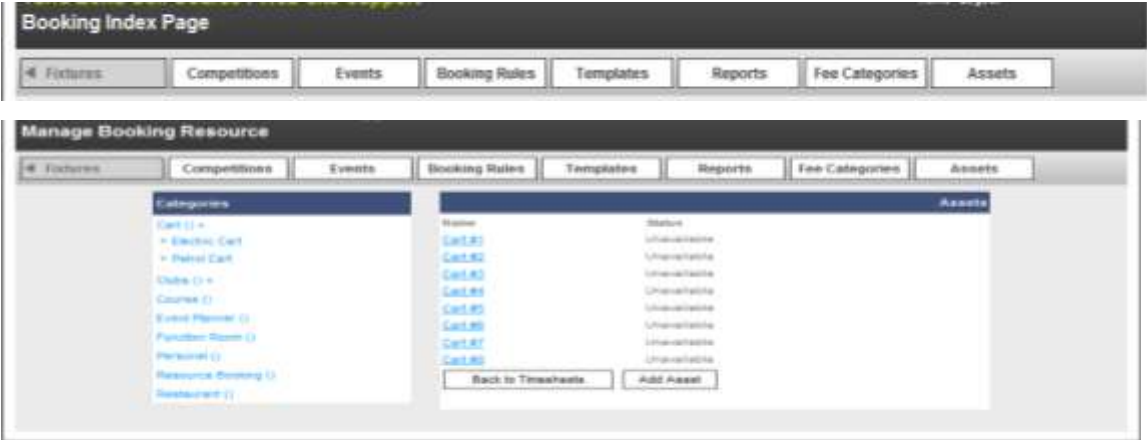
You have successfully paid an amount of AUD\$ 100.00 off your account. Your receipt number is 013960. Please print this page or record the receipt number.

[Continue](#)

# 13.0 ADMINISTRATORS

## 13.1 Managing Assets

Administrators firstly need to manage the club’s assets such as carts and clubs, by clicking on the Assets button in the toolbar.



## 13.2 Managing Asset Categories

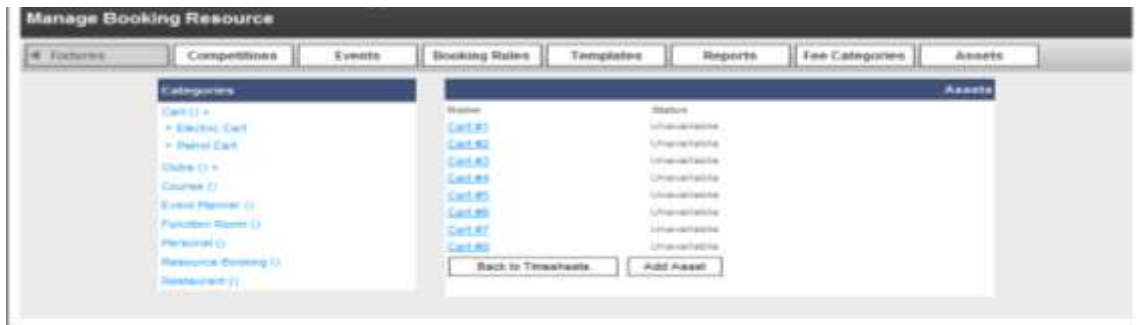
Categories can be divided into sub categories which are currently managed by MiClub. Categories are summarised descriptions of the assets, for example:

Main Category	Sub Category	Assets
Clubs	L/H Graphite	Set #1
Carts	Electric	Cart #7
Course	N/a	1-9
Restaurant	N/a	Room #1

*Note: If you require Categories (main or sub) to be added, edited or deleted please contact MiClub at [support@miclub.com.au](mailto:support@miclub.com.au).*

### 13.3 Assets - Adding an asset

Club Administrators can add assets such as a Cart #12. Click on a Main Category i.e. Carts and then Add Asset button to add a new asset.



Insert the name of the asset, choose the category it is related to and if the asset is a generic one. If assets are temporarily out of use for maintenance, unclicking the Active box will make it inactive and members or Administrators are unable to book the asset.

### Edit Asset

Name

Category

Generic

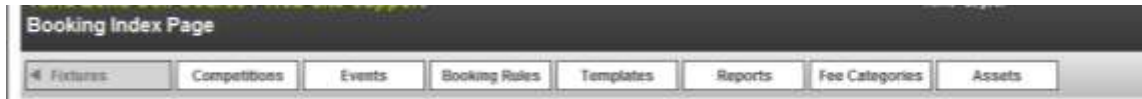
Active

### 13.4 Assets - Editing an asset

To edit an asset, click on the Category and then the sub category i.e. Cart >> Electric cart. Click on the asset name to edit.

### 13.5 Manage Public Green Fee Categories

Public categories are the type of players who may make a booking such as a Concession holder, Adult 9 Hole or a Junior under 16. Click on Fee Categories in the toolbar.



Managing public member categories include editing and adding detail.



Click on **Add Category** button to insert the category name and the cost per public member. Select Save to complete the addition.

**Edit Public Member Category**

← Features Competitions Events Booking Rules Templates Reports Fee Categories Assets

**Edit Public Member Category**

Category Name:

Price:

Nine Hole Category?

Start Time:

End Time:

**Booking Client Restrictions (for external interface use)**

Booking Client:

Category Name: Enter in the Description of the Green Fee category

Price: Enter the price to sell the green fee

Nine Hole Category: Y/N

Start Time: Does this fee commence at a defined time?

If yes enter 1<sup>st</sup> available time, If no leave blank

Finish Time: Does this fee stop being available at a defined time:

If yes enter last available time, If no leave blank

### **13.6 To make a booking - Administrators**

To make a booking, firstly select the event. Choose a tee time and select the empty cells next to it, then click on 'Book Public All' button that will appear to the right of screen.



There are three ways of entering the person's details on the timesheet:

1. Click on Register Player button and complete the registration details for the person. Clicking the Join Now button will immediately transfer the membership number onto the Make Booking page and the booking process can continue.

**OR**

2. Enter their membership number (if known), or use the magnifying glass to search their name on the database.

**OR**

3. Enter their name in the text box provided. This is a free entry text area and any name can be entered here. We also recommend including a phone number in the comments section. Players names entered onto the timesheet in this way will appear in italics on the timesheet.

**Book Public**

Seconds remaining until reservation terminates: **147**

**1st Tee 6:44 AM,  
Wednesday September 22 2010**

Support Web Site

**Booking Contact**

Register Player  or Select Member  or Enter Visitor

Players		Equipment	
9 Holes Midweek	\$20.00 x <input type="text" value="0"/> <input type="text" value="1"/> <input type="text" value="2"/> <input type="text" value="3"/> <input type="text" value="4"/> ... <input type="text" value="8"/>	Electric Cart	\$40.00 x Unavailable
Adult 18 Holes Midweek Winter	\$27.00 x <input type="text" value="8"/> <input type="text" value="0"/> <input type="text" value="1"/> <input type="text" value="2"/> <input type="text" value="3"/> <input type="text" value="4"/> ... <input type="text" value="8"/>	Electric Cart (9 Hole Price)	\$25.00 x Unavailable
Adult Twilight Midweek Winter	\$20.00 x <input type="text" value="0"/> <input type="text" value="1"/> <input type="text" value="2"/> <input type="text" value="3"/> <input type="text" value="4"/> ... <input type="text" value="8"/>	Clubs - Mens Left Hand	\$25.00 x <input type="text" value="1"/> <input type="text" value="0"/> <input type="text" value="1"/>
Junior 15yrs & under (Photo ID Required on Arrival)	\$11.00 x <input type="text" value="0"/> <input type="text" value="1"/> <input type="text" value="2"/> <input type="text" value="3"/> <input type="text" value="4"/> ... <input type="text" value="8"/>	Clubs - Mens Right Hand	\$25.00 x <input type="text" value="0"/> <input type="text" value="1"/> <input type="text" value="2"/> <input type="text" value="3"/> <input type="text" value="4"/> ... <input type="text" value="36"/>
Seniors ('Seniors Card')	\$12.00 x <input type="text" value="0"/> <input type="text" value="1"/> <input type="text" value="2"/> <input type="text" value="3"/> <input type="text" value="4"/> ... <input type="text" value="8"/>	Clubs - Womens Left Hand	\$25.00 x <input type="text" value="0"/> <input type="text" value="1"/>
		Clubs - Womens Right Hand	

Comments

The **Comments** text box is a free text area and can be used to record details such as contact phone numbers. Comments entered will be indicated by a magnifying glass next to the player's name. Click on the magnifying glass to edit comments or click on the Details icon in the toolbar.



Continue with the booking process by selecting the number of players and their category and equipment hire if applicable.

Click the **Book** button to make a quick booking without payment or **Book and Pay** if you wish to make a credit card payment for the player.

Book Public

Seconds remaining until reservation terminates: 147

1st Tee 6:44 AM,  
Wednesday September 22 2010

Support Web Site

**Booking Contact**

Register Player  or Select Member  or Enter Visitor

Players	Equipment
9 Holes Midweek \$20.00 x <input type="text" value="01234...8"/>	Electric Cart \$40.00 x Unavailable
Adult 18 Holes Midweek Winter \$27.00 x <input type="text" value="801234...8"/>	Electric Cart (9 Hole Price) \$25.00 x Unavailable
Adult Twilight Midweek Winter \$20.00 x <input type="text" value="01234...8"/>	Clubs - Mens Left Hand \$25.00 x <input type="text" value="101"/>
Junior 15yrs & under (Photo ID Required on Arrival) \$11.00 x <input type="text" value="01234...8"/>	Clubs - Mens Right Hand \$25.00 x <input type="text" value="01234...36"/>
Seniors ('Seniors Card' <input type="checkbox"/> ) \$11.00 x <input type="text" value="01234...8"/>	Clubs - Womens Left Hand \$25.00 x <input type="text" value="01"/>
	Clubs - Womens Right Hand <input type="text" value="01"/>

Comments

Cancel Calculate Price Book and Pay Book

### 13.7 Edit Public Green Fee Configurations

**Step 1:** Select **Configure Event** button from the toolbar.

**Step 2:** Select **Details and Opening** from the drop down menu.

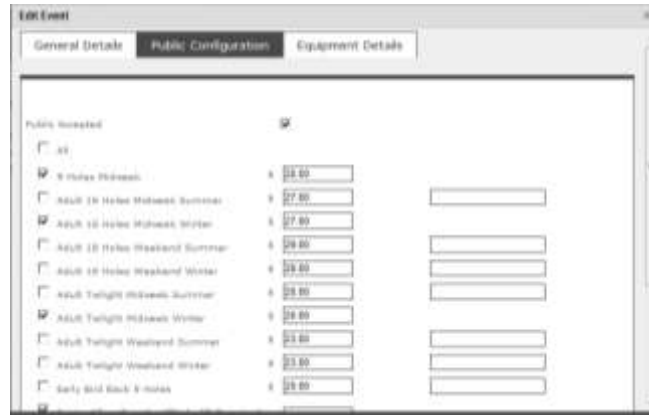
**Step 3:** Select Public Configuration from the tab menu.

Check the **Public Accepted** box to allow this event to be listed on the main public bookings Event page.

Here you are also able to activate categories to allow certain category of players to book into the event. Adjustments to costs and length of each booking can also be made.

Select Save to set the details.

*Note: These adjustments are for this event only. To change the default settings you must go to Manage Public Categories.*



**Step 4:** Select the **row or rows** you wish to make available to the public.

Then click on Edit rows then Edit Rows from the drop down menu and check the box Public Members Accepted? and click Save.



Step 5:

Then click on 'Rules and Schedules'

You may need to choose a booking rule that will allow public members to play in specific times:



Select the applicable **booking rule** from the **drop down box**, and select **block** from the next option.

Click **Save**.

### ***13.8 Equipment - Booking and deleting***


Administrators can add equipment to a booking. Select a player from the timesheet then the **Book Equipment** button from the toolbar.



Choose the number of carts or equipment required and then click **Book**. The equipment booked will now appear at the top of the page.




The Close and Reload button will refresh

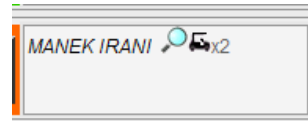
the timesheet and a cart icon  will


appear next to the players name to indicate an equipment booking has been made. The 'x2' indicates the number of carts booked.

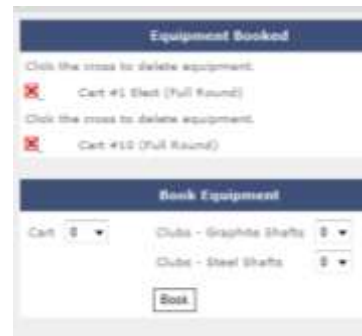
To **delete** equipment select a player from the timesheet then the **Book Equipment** button from the toolbar or click on the cart

icon  next to the players name.

Click on the red cross next to the equipment to delete.



*Note: Clicking the cart icon  will show a summary of the equipment bookings for the player.*

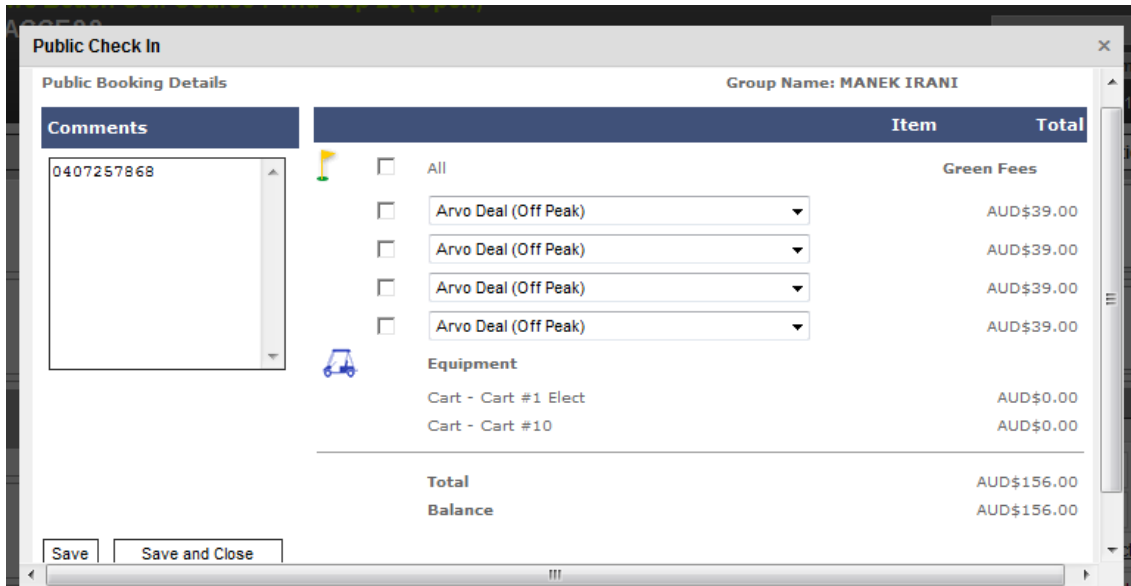


### 13.9 Registering a player and confirming payment

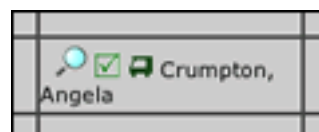
To indicate a player has arrived, paid and is ready for play, click on their name on the timesheet or if an entire group select the groups by clicking on the tee, then click on the 'Check in all' located on the toolbar.



A popup window will appear with details of equipment booked, payments made or payment to be made (if applicable).



Clicking on Payment Taken button will register the player and a yick icon will now appear on the timesheet next to the player's name.



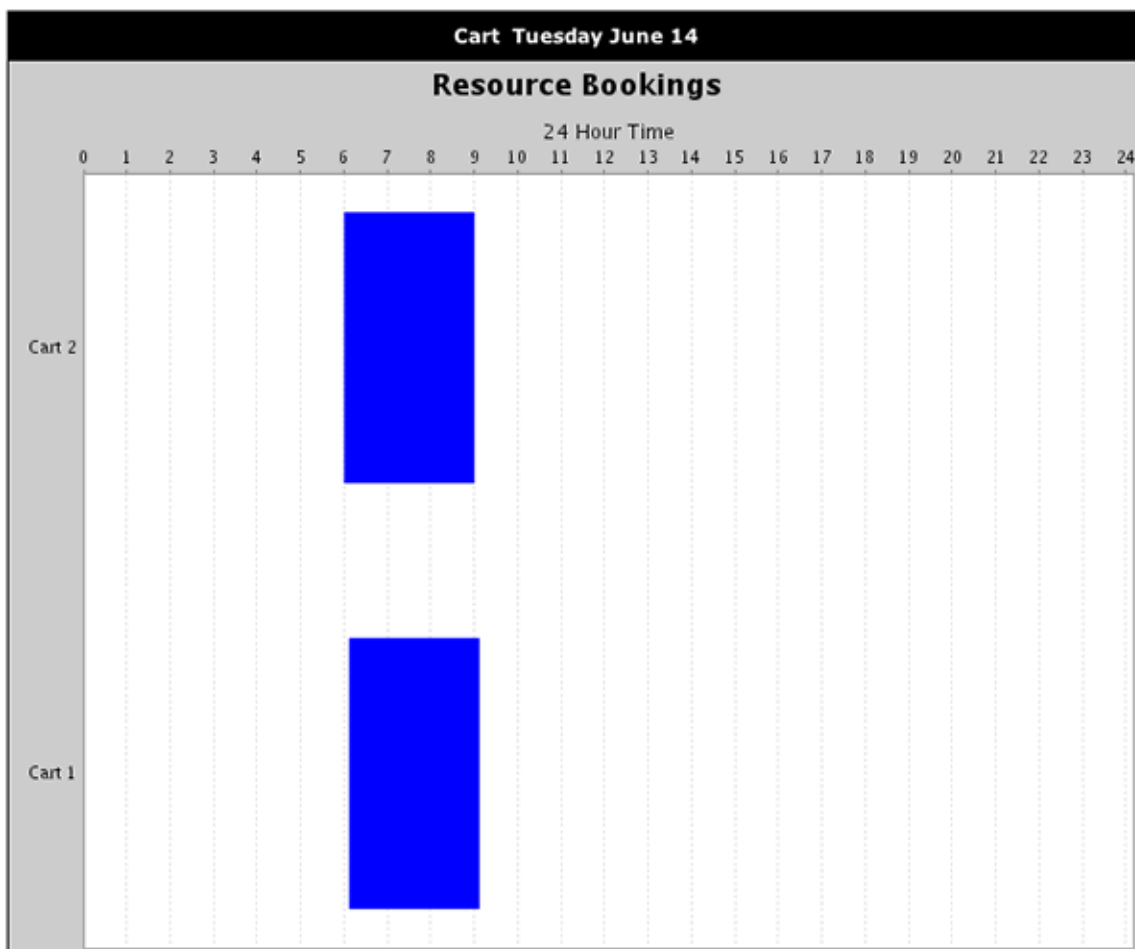
### 13. 10 Cart and club report

Select **Utilities**

Select **Cart Report** or **Club Report**

Cart and club reports show each piece of equipment and the length of time in which it will be booked. Booking time for equipment can be set by Administrators in the **Edit Public Configurations** located on the toolbar.

*In the example below Cart 1 and 2 are booked out for 180 minutes each, from 6am to 9am.*



## 13.11 Reporting:

From the main fixture screen select **Reports**

- Select the date Range that you wish to run the report over.
- Select if you wish to run the report by when the booking was made (Booking Date) or when the booking is being played (Playing Date)
- To view a category breakdown of the prepaid fees select 'Financial Summary Report'
- To view a list of individual transactions by payment select 'Online Payments Report'
- Select payment confirmed **Yes**
- Select **Generate Report**

A Sample view of Online Payments Report:

	A	B	C	D	E	F	G
1	<b>Name</b>	<b>Booking Time</b>	<b>Payment</b>	<b>Payment Date</b>	<b>Authorisation Number</b>	<b>Player Count</b>	<b>Clubs - Mens Right Hand</b>
2	MiClub, Support	18/09/2010 6:23	\$29.00	17/09/2010 14:57	000061	1	0
3	John, Jones	18/09/2010 6:30	\$58.00	15/09/2010 8:05	000010	2	0
4	Smith, Neil	18/09/2010 6:30	\$29.00	15/09/2010 7:58	000009	1	0
5	Waters, Andrew	18/09/2010 6:37	\$29.00	15/09/2010 11:12	000016	1	0
6							

A Sample view of Financial Summary Report

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	<b>Categories</b>	<b>Default Pr</b>	<b>Online Bc Value</b>	<b>Average</b>	<b>Member Bookings</b>	<b>Value</b>	<b>Average</b>	<b>Admin Bo Value</b>	<b>Average</b>	<b>Total Boo</b>	<b>Total Value</b>		
2	Adult 18 Holes Midweek Summer	\$27.00	3	\$81.00	\$27.00	0	\$0.00	\$0.00	0	\$0.00	\$0.00	3	\$81.00
3	Adult 18 Holes Weekend Summer	\$29.00	4	\$116.00	\$29.00	24	\$696.00	\$29.00	4	\$116.00	\$29.00	32	\$920.00
4	Adult 18 Holes Weekend Winter	\$29.00	20	\$580.00	\$29.00	70	\$2,030.00	\$29.00	6	\$174.00	\$29.00	96	\$2,784.00
5	Adult Twilight Weekend Winter	\$23.00	0	\$0.00	\$0.00	4	\$92.00	\$23.00	0	\$0.00	\$0.00	4	\$92.00
6	Junior 15yrs & under (Photo ID Required on Arrival)	\$11.00	1	\$11.00	\$11.00	0	\$0.00	\$0.00	0	\$0.00	\$0.00	1	\$11.00
7													

### 13.12 POS Reconciliation / Historical Reporting:

From the main fixture screen select **Reports**

Find the **'Bookings Financial Summary'** Report

- Select the date Range that you wish to run the report over.
- Select **Generate Report**



#### Summary Worksheet

Provides a summary of transactions for the date range. It will give a breakdown of different fees and what has been prepaid, and what has been received as a total. All information in these reports is taken from categories allocated on the timesheet(s).

Section	Value
6 MemberFee	\$0.00
7 PublicFee	\$3,200.00
8 CompetitionFee	\$0.00
9 EquipmentFee	\$0.00
11 Income Total	\$3,200.00
12 Payments	\$0.00
14 Balance	\$3,200.00

#### Member Fee Worksheet

Provides a breakdown of different member categories and fees (if applicable)

Member Category	Player Count	Total Value
N/A Guest	128	\$0.00
Total	128	\$0.00

#### Fee Category Worksheet

Provides a breakdown of different green fee categories.

Fee Category	Player Count	Unit Price	Total Value
9 Holes Midweek	21	\$20.00	\$420.00
Adult 18 Holes Midweek Winter	89	\$27.00	\$1,593.00
Adult Twilight Midweek Winter	11	\$20.00	\$220.00
Junior 18yr & under (Photo ID Required on Arrival)	7	\$11.00	\$77.00
Seniors (Seniors Card Only Required on Arrival)	00	\$19.00	\$0.00
Total	148		\$3,260.00

### **Equipment Worksheet**

Provides a breakdown of different Equipment fee categories.



A	B	C
Equipment Count	Total Value	
Cart	118	\$4,720.00
Total	118	\$4,720.00

### **Payment Worksheet**

Provides a summary of the amount of prepaid green fees. This is broken down between Prepaid bookings via website directly and if applicable any green fees sold through the golflink website.



A	B
Payment Source	Total Value
Internal Transactions	\$550.00
Golfink	\$490.00
Total	\$1,040.00

## ***13.13 Deleting / Transferring Bookings***

Important note: A refund can only be made directly through the online merchant account via the Accounts department, as this is Businessbank account. By deleting the booking before complete the below process removes the log file in the report of online bookings and makes it very difficult to find. MiClub cannot action a refund directly, as once the money is in the merchant account, is no longer under miclub control.

Please follow steps below to complete a refund. The accounts department will require the details of the booking.

1. To do this the staff member must go to the timesheet of the booking and for the 1st player in the group click on 'Edit booking', click on the 'Bookings details tab'. I would suggest doing a screenshot of this info by holding down the ctrl key + print screen. Then open email and press ctrl + V to paste in this screen shot. Now click on 'Payment details tab'. Again prepare a screen shot holding down the ctrl key + print screen, ctrl + V to paste in this screen shot into your email.
2. Send this email to [info@yarrbendgolf.com.au](mailto:info@yarrbendgolf.com.au) the accounts department with instructions to refund. These screenshots contains all of the information required for

the accounts department to be able to refund the booking through the merchant account. (Sample below) Important details include: Name, Email Address, Payment Date, Transaction ID and Payment Amount.

The screenshot shows a web application window titled "Player Details" with three tabs: "Booking Details", "Payment Details", and "Competition Details". The "Booking Details" tab is active. The form contains the following fields:

- Booking Reference: 13314
- Created: Tue Jul 6, 2010 11:36AM by Mark Macpherson
- Category: Public Member
- Home Club: [Empty text box]
- Member Number: PUB134552
- Gender: Male (dropdown menu)
- Full name: Macpherson, Mark
- Telephone: 00 0000 0000
- Email address: markmacpherson@ms.tbm
- Checked In:
- Comments: [Empty text area]

A "Save" button is located at the bottom center of the form.

The screenshot shows the same "Player Details" window, but with the "Payment Details" tab selected. The form displays the following information:

- Payment Confirmed:
- Date: Tue Jul 6, 2010 9:36AM
- Description: Online Payment - Thank You (#PUB134552)
- Amount: \$190.00
- Authorisation No: 123102
- Category: Legends Adult 18 Holes Winter - \$75.00 (dropdown menu)

A "Save" button is located at the bottom center of the form.

3. After this has been sent to the accounts department the staff member is free to remove the booking completely and advise the customer the refund will be completed the next working day.

### 13.14 Extracting the Public Players Database

- Navigate to the **members directory** section of your website
- Click on the **export handicaps** icon
- Select the **Include No HC** option
- Member Category: **Public Member**
- Select the **Include No DOB** option
- Select the **Contact Details** option
- Select the **CSV** option
- Click **Create** button

This will produce an excel spreadsheet of your registered public players including contact details.

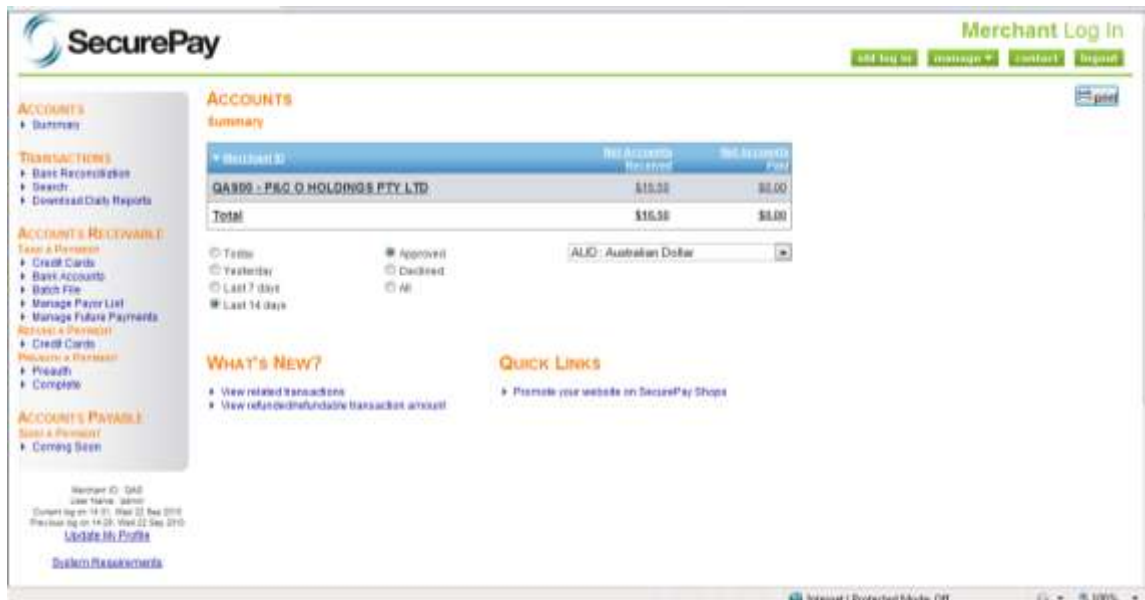


The screenshot shows a web form titled "Export Handicaps". The form contains several input fields and checkboxes for filtering data. The visible fields and their values are: Gender (M), Handicap From (4), Handicap To (6), Include No HC (checked), Member Category (Public Member), Handicap Status (N), Home Club (None and New), Age From (0), Age To (100), Include No DOB (checked), Contact Details (checked), Membership (checked), Contact Status (checked), and Output as (CSV). There are "Reset" and "Create" buttons at the bottom right of the form.

## 14.0 Payment Information / Transactions

MiClubs Online Payment system is setup via secure pay. This service provides management of online transactions, prior to the funds being passed to the business bank account.

The summary screen of the online merchant account:



The screenshot displays the SecurePay Merchant Log In interface. The main content area is titled "ACCOUNTS Summary" and features a table with the following data:

Merchant ID	Net Accounts Received	Net Accounts Paid
QAB99 - P&O HOLDINGS PTY LTD	\$15.58	\$0.00
<b>Total</b>	<b>\$15.58</b>	<b>\$0.00</b>

Below the table, there are several filters and options:

- Time filters:  Today,  Yesterday,  Last 7 days,  Last 14 days
- Status filters:  Approved,  Declined,  All
- Currency: ALID - Australian Dollar

Additional sections on the page include:

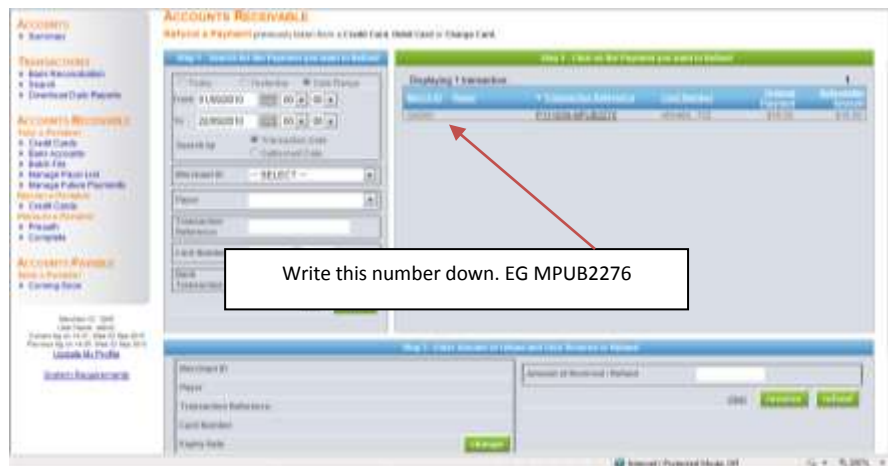
- ACCOUNTS RECEIVABLE:** Tax & Payment, Credit Cards, Bank Accounts, Batch File, Manage Payer List, Manage Future Payments, Approve & Payment, Credit Cards, Payment & Payment, Payout, Complete.
- ACCOUNTS PAYABLE:** Send & Payment, Coming Soon.
- WHAT'S NEW?** View related transactions, View rejected/fundable transaction amount.
- QUICK LINKS:** Promote your website on SecurePay Shops.

At the bottom left, there is a footer with the following information:

Merchant ID: QAB  
User Name: admin  
Current log on: 14:31, Wed 22 May 2013  
Previous log on: 14:29, Wed 22 May 2013  
[Update My Profile](#)  
[System Requirements](#)

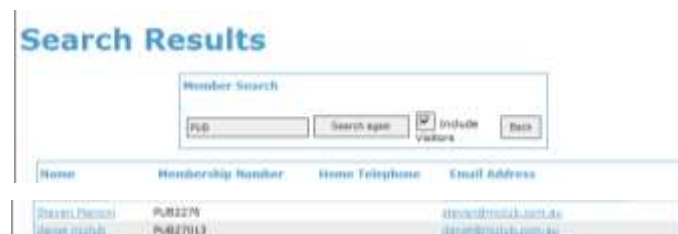
### 14.1 To find an individual transaction:

- Select **Search** from the left hand side menu.
- Enter a date range for the transactions and or
- Enter a Transaction Reference Number – This number will include the public players public member number held within the miclub player’s database.
- Select the transaction you wish to deal with by clicking on the transaction ID.
- You will then be provided further options below such as refund if required.



### 14.2 To Find a player and transaction details in MiClub

- In the members directory area of your website:
- In the Search box enter in the member ID you are trying to find.
- Select the **Include Visitors** Option
- Click 'Search'



- Click on the name of the corresponding member ID.

- Click on 'Email History'



- A detailed history of transactions will appear.



- Click on the link for confirmation of public booking payment
- This will give you all the booking and payment details for the booking.

## 14.3 To Download Bank Reconciliation Report

- Select **Bank Reconciliation** from the left hand side menu.
- Download the report you are after

**SecurePay** Merchant Log In

Home | My Account | My Transactions | My Reports | My Settings

**ACCOUNTS**

- Summary

**TRANSACTIONS**

- Bank Reconciliation
- Search
- Download Data Reports

**ACCOUNTS RECEIVABLE**

- Account Details
- Batch File
- Manage Future Payments
- Reconcile Payment
- Printout & Reprint
- Receipt
- Complete

**ACCOUNTS PAYABLE**

- Batch & Payment
- Convey Batch

**TRANSACTIONS**

Bank Reconciliation

Total	Type / Method	Amount	Balance	Bank Account	Bank Account	Total
22/09/2010	Debit	\$4.00	\$4.00			\$4.00
21/09/2010	Credit	\$4.00	\$0.00			\$0.00
20/09/2010	Credit	\$4.00	\$4.00			\$4.00
19/09/2010	Credit	\$4.00	\$0.00			\$0.00
18/09/2010	Credit	\$4.00	\$4.00			\$4.00
17/09/2010	Credit	\$4.00	\$0.00			\$0.00
16/09/2010	Credit	\$4.00	\$4.00			\$4.00
15/09/2010	Credit	\$4.00	\$0.00			\$0.00
14/09/2010	Credit	\$4.00	\$4.00			\$4.00
13/09/2010	Credit	\$4.00	\$0.00			\$0.00
12/09/2010	Credit	\$4.00	\$4.00			\$4.00
11/09/2010	Credit	\$4.00	\$0.00			\$0.00
10/09/2010	Credit	\$4.00	\$4.00			\$4.00
09/09/2010	Credit	\$4.00	\$0.00			\$0.00
08/09/2010	Credit	\$4.00	\$4.00			\$4.00
<b>Total</b>		<b>\$4.00</b>			<b>\$18.50</b>	<b>\$14.50</b>

Report Table to Excel

Reconciliation Search

Settlement Period: From 09/09/2010 To 22/09/2010

Internet | Protected Mode Off | 100%

## 14.4 To view transactions for a specific period

- Select **Transactions** from the left hand side menu.
- Select **Search**

The screenshot displays the SecurePay Merchant Dashboard. The top navigation bar includes the SecurePay logo, a 'Merchant Log In' link, and buttons for 'My Log In', 'Manage', 'Contact', and 'Support'. The left sidebar menu is expanded to show 'TRANSACTIONS', with sub-options for 'Bank Reconciliation', 'Search', and 'Download Daily Reports'. The main content area is titled 'TRANSACTIONS' and features a 'Download Daily Reports' section. A search filter is applied, showing 'Merchant ID' as 'CARD - PSC ONLINE SECURITY LTD' and 'Report Date' from '22/09/2010' to '22/09/2010'. A 'Search' button is visible below the filter. At the bottom left, there is a status bar with the text: 'Merchant ID: 548', 'User Name: admin', 'Current log on: 14:21, Wed 23 Sep 2010', 'Previous log on: 14:20, Wed 23 Sep 2010', and links for 'Update My Profile' and 'System Requirements'. The bottom right corner shows 'Internet | Protected Mode Off' and a zoom level of '100%'.