TurfBook

BOOKINGS - PAYMENTS - REPORTS

Facility Admin User Manual

Complete guide for bookings, combo packages, training programs, tournaments, payments, reports, notifications, credit and staff accounts.

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> Latest manuals: management website: Settings > User manuals. App: Settings > Links > User manuals. Choose English or বাংলা to download the PDF. Admins receive the admin guide; managers and attendants receive the daily-operations guide. Platform users can access both. Actions described here still require the relevant permissions.

1. Purpose Of This Manual

This manual is for Facility Admin users who manage one or more assigned facility accounts in TurfBook through the website management dashboard and the Android/iPhone operator app.

> Main responsibility: keep resources and slots accurate, manage bookings and payments, maintain facility account settings and keep enough platform credit so online bookings continue without interruption.

2. Quick Access

Website management	Open https://turfbook.vip/dashboard/login, then sign in with the username and password provided for your facility account.
Operator app	Install TurfBook operator app from Google Play or the App Store, sign in with the same facility admin account and allow notification permission.
Public booking page	Use the public page link from the dashboard/sidebar. Customers use this page to select date, slot or session, OTP verification and payment details.
Support	Call 01711999038 for platform support.

3. What Facility Admin Can Do

Area	Facility Admin Access
Dashboard	View today bookings, confirmed bookings, collection, due amount, ongoing booking and next upcoming booking.
Bookings	Search, filter, create, edit, confirm, reject, receive partial/full payment and view booking details.
Payments	Review payments grouped by booking, verify or reject payment records and add later payments.
Collections	Review verified payments by cash, bKash and Nagad, reconcile cash by collector and jump back to related bookings or payment records.
Expenses	Record operating expenses, upload receipts, manage expense categories, review totals by category/payment method and download/email standalone expense PDFs.
Reports	View reports, view/download PDF reports, email PDF reports and export customer or loyalty CSV when needed.
Slots and blocked dates	Create weekly day-wise slots, edit rates/minimum amount, disable slots and add temporary or permanent blocks.
Accessories	Enable and manage rentable items such as vests or equipment, including unit label, unit price, status and optional photo.
Packages	Create package templates that combine multiple resources or slots into one grouped booking, publish package booking options, configure capacity-based discount slabs, then receive package-level payments allocated across linked bookings.
Training programs	Create fixed or rolling programs, choose weekly session days, manage cohorts, admissions, attendance, participant payments, waitlists, transfers, reports and certificates.
Tournaments	Create public tournaments, repeat tournaments by selected weekdays, preset team names, add optional YouTube video links, collect OTP-verified entry payment details, verify tournament payments and generate knockout or round-robin fixtures. Platform users can override tournament fixture platform fees as inherited, fixed or waived when needed.
Mobile blacklist	Block problem mobile numbers for your facility from OTP and booking requests. Platform users can also block a number system-wide.
Staff accounts	Create, edit and deactivate staff accounts and manage their facility access. Deletion is reserved for platform users; deactivation preserves historical payment and expense references.
Settings	Manage permitted facility details, logo, notifications, language, links, password and app preferences. Payment accounts and Gallery have separate pages. Platform users control public themes, custom CSS and facility-level feature switches.
QR & Sticker/Banner	Download public page QR codes, A4 stickers, 2ft x 1.5ft banners and app download stickers for printing or sharing.

Area	Facility Admin Access
Available Slot Post	When enabled by the platform, select a date and one or more resources, preview live available slots, then generate a Facebook-ready PNG. The configured fee, normally 2 tk, is deducted only after successful generation. The image is retained privately for the configured period, normally 90 days and can be downloaded or shared again from Poster Generation History without another charge. After expiry, the audit row remains but the image is marked Expired.
Credit and fees	View balance/due, buy platform credit online and review platform usage charges.

4. Dashboard

The dashboard gives the fastest overview of daily operations.

- Today bookings: total bookings scheduled for today.
- Confirmed today: bookings confirmed for today.
- Today's collection: verified payments received today.
- Collection by method: shows verified payments split by cash, bKash and Nagad where available.
- Today's due: remaining customer payment due for active bookings today.
- Now / upcoming bookings: shows ongoing and next upcoming bookings from each resource, with ongoing bookings first and customer, time, status, paid and due details.

> Credit and monthly coverage: per-booking charges require sufficient credit. Monthly-covered resources use subscription and renewal status instead of the ordinary low-credit warning; SMS and other optional services can still require credit. Review the fee screen before renewal.

5. Configure Facility Details

1. Open Settings.
2. Review facility name, mobile, email, address, public page/dashboard links, platform fee, platform fee rule, default minimum booking amount, slot hold times, credit balance, wallet numbers, wallet account types, address-field visibility and booking amount auto-fill preference.
3. App Settings starts with the version and links cards. Review signed-in account, facility details, language, password and notification preferences below. Resource management is in Tools.
4. Upload or replace the facility logo if needed. Recommended logo image: PNG, JPG or WebP, minimum 256 x 256 px and up to 256KB. Larger dimensions are resized automatically.
5. Ask a platform user to select the public Simple, Dark or Glassy theme and assign custom CSS if needed. Custom brand colors and additional styling belong in the CSS file, not separate color inputs.
6. Use custom domains when a facility should open directly from a separate domain or subdomain. After DNS and server routing are configured, map the domain from management so only that facility's public booking page is served there.
7. Keep mobile and email updated because customer notifications and public page contact information use these details. If the booker app is enabled for your facility, share the joining code only with customers who should see the facility there.
8. Use the website Browser cache refresh button in Settings if an old screen or old design keeps loading after an update.

6. Create And Manage Resources And Slots

Resources can represent football fields, cricket turfs, swimming pool sessions, badminton courts, billiard tables, carrom boards, lanes or other bookable assets. Slots are managed weekly. A slot can apply to all days or selected weekdays such as Friday only.

1. Open Resources first when the facility has more than one bookable item.
2. Create or edit each resource with the correct type, booking mode and capacity. Use Exclusive for one booking per time range and Capacity when multiple people can book the same session.
3. Review Allow multi-slot booking, checked by default for new resources. Turn it off where customers and staff should book only one slot at a time. New resources created by turf users need platform approval before becoming available.
4. Platform users set resource-specific platform fee rules when a resource needs a different rule from the facility default. Rules include fixed, percentage, fixed plus percentage, monthly/yearly subscriptions and applicable minimum/maximum caps.
5. Use Show in booking pages to hide resources from public/booker/direct slot booking when a resource is only for tournaments, private use or later setup.
6. Use Public slot groups when multiple resources should appear under one custom public label, such as "Main arena" or "Indoor courts". The group controls only the public/booker slot display; each booking still records the exact resource used.
7. Add optional resource-specific public strip text when a resource needs extra public instructions, for example shoe rules, pool rules, age notes or equipment notes.
8. Add resource-specific bKash/Nagad receiving numbers when one resource should use a different wallet from the facility default.
9. Open Slots from website management or the app dashboard actions.
10. Tap/add Add slot.
11. Select the resource that the slot belongs to.
12. Select start time and end time using the time picker.
13. Select weekly days when the slot should be available.
14. Enter the slot, session or entry rate in tk.
15. Optionally enter a minimum booking amount. This controls the minimum payment required when taking a booking for that slot.
16. Save the slot.

When disabling a slot, confirm the action carefully. Disabled slots will not be available for new customer bookings. Existing bookings keep their saved date, time, fee and resource details for audit/reporting. Editing slot start/end time is restricted when existing bookings depend on that slot; create a new slot instead when changing a live schedule.

Holiday and special-date pricing

- Use Holiday Pricing to select published Bangladesh holidays for the chosen year. Select all or clear the list when applying one configuration to several holidays.
- Choose the whole facility, one resource or selected slots, then set a percentage increase/decrease, fixed increase/decrease or exact special rate. Add an optional public offer label.
- A multi-day holiday applies to every included date. Pause or remove individual holiday rules without changing normal slot rates.
- Manual date pricing has the highest priority, followed by holiday selected-slot, resource and facility pricing. Existing bookings keep the price saved when they were created.
- On the public booking page, a crossed-out ordinary rate appears only when the special rate is lower. A holiday premium or higher exact rate shows only the current rate with the holiday/offer label.
- When the platform changes a holiday your facility uses, review the app notification and confirm the affected future rates.

7. Block Dates

Use blocked dates for maintenance, private events, weather issues, holidays or any period when booking should not be allowed.

1. Open Blocked dates.
2. For normal date blocks, select the date, choose whole day or selected slots and add a reason.
3. For permanent blocks, choose the block scope: a specific slot, a whole resource or the whole facility.
4. Optionally select weekly days and a start/end date range. Leave dates blank when the block should stay active indefinitely.
5. Save. Blocked slots show as unavailable and customers cannot book them. Whole-resource and whole-facility blocks apply to every matching slot in the selected scope.
6. Delete or deactivate blocks when the date, resource or slot becomes available again.

> Permanent block examples: block one damaged 9 PM slot until repaired, block an entire swimming pool resource for maintenance or block the whole facility during a renovation week.

8. Customer Website Booking Flow

1. Customer opens the public booking page.
2. Customer chooses Book a Slot, Combo Packages, Training Programs or Tournaments when those options are enabled for the facility.
3. Customer moves between dates, selects an available field, court, table or session and fills name, mobile and address if the address field is enabled. If Public slot groups are configured, customers see the custom group label first and then choose from available grouped resources when required.
4. For capacity resources such as swimming pools, the customer chooses the number of people and TurfBook checks remaining capacity before creating the booking.
5. System sends OTP to the customer mobile number.
6. The page shows the OTP/payment hold timer and releases expired holds. After successful OTP verification, the same browser can reuse that mobile verification for 15 minutes; this does not extend a slot hold.
7. After OTP verification, the customer can review eligible points and choose online bKash or manual payment

when both are available. Manual sender-number and transaction-ID fields follow resource visibility/requirement settings; online checkout does not require manually entering a TXN ID.

8. Follow the selected receiving account shown for this booking. If only one is available, it is used without an account dropdown. For bKash personal use Send Money; for merchant use Payment.
9. A manual or zero-payment request normally awaits review. A successful online payment can confirm an eligible booking automatically. Read the actual status on the receipt; returning from checkout alone is not proof of payment or confirmation.
10. Admin/manager receives app push notification, SMS/email if enabled, then reviews and confirms or rejects.

> Hold rules: pending OTP bookings can be released after the configured OTP hold time. OTP verified bookings without payment details can be released after the configured payment hold time.

9. Direct Booking

Use Direct booking when staff takes a booking by phone, counter, social media or in person.

1. Open Direct booking.
2. Select the booking date. Earlier dates require past-booking permission and must fall within the account's allowed number of past days. Past-slot access also controls elapsed slots today.
3. Select Slots, Packages or Training when available; tournament registration has its own workflow. If only slots are available, the extra tabs are hidden.
4. Select the resource if the facility has multiple bookable items, then select a slot/session. Unavailable options are disabled.
5. Use multi-slot selection only when the selected resource has Allow multi-slot booking enabled. Multi-slot booking is restricted to non-overlapping slots from the same exclusive resource.
6. For capacity resources, enter the quantity of people/participants before saving.
7. Enter customer name, mobile, address, payment method and received amount.
8. If the mobile number is blacklisted for this facility or system-wide, booking creation will be blocked.
9. For bKash/Nagad, enter wallet mobile number before transaction ID. Use the same-mobile option if the payment number is the customer mobile number.
10. If discount is enabled for the facility and your account, enter the discount and review the net total. Changing a discount preserves a manually entered payment amount; an untouched field continues to follow the auto-fill setting.
11. Collect the displayed minimum unless your account can override it. Use Allow below minimum payment and a reason when required. Zero-payment confirmation follows the separate confirmation permissions.
12. Submit the confirmed booking. There is no booking-status or payment-status selector in Direct booking. A positive received payment is recorded as verified; zero payment creates no payment entry. Staff permissions and minimum-payment rules still apply and the creator is recorded.

Package booking: use Packages when one customer needs a grouped booking across multiple resources or slots. TurfBook checks every package item before creating the group, creates linked booking rows and keeps the package group visible in booking and payment cards. Customers can submit package booking/payment details from the public package page and staff can take package bookings directly from the operator app when enabled.

Package capacity discounts: configure fixed or percentage slabs for Everyone or selected participant categories. Only the selected categories count toward their threshold and receive the discount; a Guardian + Child pair counts as two people. For packages, use the highest count of each category across capacity items rather than counting the same people twice. Category tiers cannot be mixed with Everyone tiers. Existing bookings keep their saved pricing.

Package payments: record payment once for the group; allocations support individual slot accounting without charging twice. The saved package price is authoritative. Verification confirms an eligible pending booking when its required minimum is met and availability checks pass; full payment is not always required. Review the returned booking status, especially after expiry or cancellation. Rejecting one payment does not itself mean the whole booking is cancelled.

Tournament registration: use Tournaments when teams should register through a public tournament page, direct booking or the booker app. Admins can create one-time or weekly recurring tournaments, set date/time or selected match days, preset team names, restrict registration to preset teams when needed, add an optional YouTube video link for the public registration page, collect entry payment details, verify tournament payments from Collections and generate knockout or round-robin fixtures when enough teams are ready.

10. Bookings

The Bookings page is the main work screen for daily booking management.

- Use quick filters: Today, Yesterday, Tomorrow, This month, Last month or Date range.
- Search by customer name, mobile number or booking ID. Search results are capped at 100 records.
- Use pagination. Default page size is 25 records.
- Bookings with due amount are highlighted.
- Booking cards and reports show resource context such as pool, court, table or board when the facility has multiple resources.
- Use Receive payment to add partial or remaining payments.
- Use Change slot when a customer needs to move an existing booking to another available slot. Check fee differences before saving.
- Use confirm/reject actions after checking payment and customer details.

Status	Meaning	Action
Pending OTP	Customer started booking but did not verify OTP yet.	Wait or let hold expire.
Payment pending	OTP verified but payment details are not submitted yet.	Follow up with customer or let hold expire.
Payment verification	Payment details submitted and waiting for management review.	Verify payment, then confirm/reject booking.
Confirmed	Booking is approved.	Keep slot reserved.
Rejected/Cancelled	Booking will not proceed.	Check reason and customer communication.

11. Payments

Payments are grouped by booking ID so repeated partial payments stay together.

1. Open Payments.
2. Filter by date range or status.
3. Check customer mobile, transaction ID, booking date, slot time, amount and status.
4. Verify valid payments. Reject invalid or duplicate payment entries with a note.
5. bKash and Nagad TXN IDs are limited to 16 characters.
6. Use Edit method only to correct payment method, wallet mobile number or TXN ID. Review the amount/status context first; amount and status stay unchanged and correction history is kept.
7. If online bKash gateway is enabled for the facility, review gateway transaction status for normal bookings, package payments and tournament entry payments. Use check/reconcile status when a checkout was closed or did not return cleanly; the cron reconciliation job also checks unresolved checkout-created or pending transactions.
8. After eligible booking confirmation, configured customer notifications can be sent even when a balance remains due. Payment verification and booking confirmation are distinct states; check both.
9. For package bookings, verify or reject the package payment from the package/group payment context. Allocated child payment rows are kept for reports but should not be edited individually.

12. Collections

The Collections page focuses on verified payments received in the selected date range.

- Use Today, Yesterday, This month, Last month or Date range filters.
- Review payments grouped under cash, bKash and Nagad tabs.
- Use Cash collections by users to see which staff account collected or verified each cash entry. It separates ordinary booking cash, grouped booking cash (packages, multi-slot bookings and training admissions), tournament cash, cash expenses entered by that user and net cash without double counting allocated child rows.
- Use the facility and resource filters when reconciling one account or resource. An Unassigned / system row means the verified cash entry has no collector account recorded.
- Click or tap a booking ID to open the related booking or payment card when available.
- Use this page for daily reconciliation because it follows payment receiving date, not booking slot date.

13. Expenses

Use Expenses to track facility costs separately from booking collections.

1. Open Expenses.
2. Add expense date, category, amount, payment method, paid-to/person name, resource if needed and note.
3. Optionally upload a receipt photo. Receipt images are resized and saved for audit reference.
4. Use custom categories for recurring local costs such as rent, electricity, salary, cleaning, maintenance, marketing or equipment.
5. Review totals by payment method and category for the selected date range.
6. Use pagination and filters when expense records grow.
7. Facility Admin can download expense PDF reports or queue an Expense PDF email. The queued email is sent by cron shortly after submission.

> Audit note: expense create, update and delete actions are recorded in the activity audit log.

14. Rental Accessories

Accessories are optional per facility account. Use them for rentable items such as vests, balls, boots or other equipment.

1. Enable accessories for the facility account.
2. Open Accessories and add item name, unit price and unit label such as per player, per set or per piece.
3. Optionally upload an item photo. Images are resized and converted for web use.
4. Customers can add enabled accessories during public booking and operators can add or update accessories during direct booking or future booking edits.
5. Accessory cost is shown separately from slot fee and included in total payable amount.
6. Use the accessories report to review quantity and total accessory income in a date range.

15. Reports

Reports summarize booking and payment activity for the selected range.

Original booking value	Confirmed booking prices before recorded discounts, including add-ons. Packages use their agreed price, not the sum of standalone slot prices.
Booking value after discount	Confirmed booking value after recorded discounts. Do not subtract the displayed discount again.
Verified payment	Payments approved by management.
Verified payments by method	Approved payments split by cash, bKash and Nagad.
Pending payment	Recorded payments waiting for verification.
Due amount	Remaining customer payment due for active bookings in the selected date range.

Facility Admin can download booking PDF reports, income PDF reports, expense PDF reports, customer CSV and loyalty CSV or email PDF reports. Customer CSV includes customer name and mobile number. Loyalty CSV includes customer name and mobile number with confirmed booking count for the selected range. Report previews and PDFs include facility name, facility address, date range, metrics, resource context, quantity for capacity sessions, package/tournament/accessory context where available, booking rows, booking creator, payment verification/rejection information, payment correction history and platform fees.

16. Credit, Platform Fees and SMS Charges

- Platform fee is charged after payment verification or confirmed direct booking according to the facility default or resource-specific platform usage rule.
- Resource-specific fee rules can be fixed, percentage-based with optional minimum/maximum caps or monthly/yearly subscriptions where configured.
- Tournament fixture bookings normally inherit the resource/account fee rule, but platform users can set a tournament-specific fixed fee or waive the platform fee for a tournament.
- Operators buy credit in advance. Available credit is shown in the app top bar and website sidebar as a status

badge.

- Monthly coverage can apply to a resource or the whole facility. Check the next charge date, paid coverage and grace status. Platform users manage fee settings and internal prepaid/postpaid labels.
- If a booking is cancelled or rejected before its saved slot start time, TurfBook can reverse an eligible charged usage fee. At or after slot start, no automatic usage-fee refund applies, even if the slot has not ended. This is separate from refunding customer payments.
- SMS alerts are charged from platform credit per SMS part. Facility accounts can still enable or disable SMS notifications.
- Balance and some percentage-based charges can include fractions, for example 0.50 tk.
- Ordinary low-credit alerts apply to relevant per-booking usage, not monthly-covered resources. Monthly renewal warnings appear before expiry; keep credit ready for renewal and optional paid services.

17. Notifications

TurfBook supports SMS, email and mobile app push notifications.

- Customer SMS/email: booking confirmation, payment updates and relevant booking messages when enabled and configured.
- Operator push: new booking request, OTP verified, payment submitted, direct booking, payment update, tournament registration/payment update, confirmed booking and low platform credit.
- Operator settings: facility accounts can turn SMS notifications off; app users can turn mobile notification categories on/off.
- Notification sounds: open Settings > Notifications > Notification types to choose supported sounds, including a custom file, for that device. Notification taps open the relevant booking, payment or section when permitted.

18. Mobile Blacklist

Use Mobile blacklist when a number repeatedly creates abuse, invalid booking requests or operational problems.

1. Open Mobile blacklist.
2. Add a valid mobile number and optional reason.
3. Facility-level blacklist blocks OTP and booking requests for that facility only.
4. Platform-wide blacklist blocks OTP and booking requests across TurfBook. Platform users control system-wide entries.
5. Remove a number only when the customer should be allowed to book again.

> Good practice: add a short reason so future staff can understand why the number was blocked.

19. Staff Accounts

Facility Admin can create facility admin, manager and attendant accounts for staff who handle bookings, payments or account operations.

1. Open Staff accounts.
2. Create a facility admin, manager or attendant with name, username, password, mobile and email if available.
3. Edit staff details when staff changes.
4. Deactivate staff accounts that should no longer access the facility. Facility users cannot delete them. Keep

historical records intact; platform users handle any permitted deletion.

> Attendant role: attendants are view-only by default. They can view bookings, payments and available slots. Enable Take bookings when an attendant should create direct/package/tournament bookings and enable Take payments when they should receive, verify, reject or edit payment records.

> Past confirmed cancellation: cancelling a confirmed booking after the slot time has passed is controlled per staff account or per facility access. Keep this disabled for managers unless they are trusted to adjust past operational records.

20. Multi-Facility Staff Access

If your Facility Admin account manages more than one facility, use the facility selector to switch the active facility. The Staff Accounts page shows staff assigned to the selected facility.

- Use Facility access to add a staff member to another facility you manage.
- Set the staff role per facility: Facility Admin, Facility Manager or Facility Attendant.
- Enable/disable discount for facility accounts and set discount, booking, payment, past confirmed cancellation, slots/blocked dates, expense, tournament booking and other per-facility permissions for Facility Manager and Facility Attendant users.
- Remove facility access when staff should no longer work with that facility. Keep at least one facility access if the staff account should remain active.

> Scope rule: Facility Admin users can only assign staff to facility accounts they manage. They cannot assign or view staff access for unrelated facility accounts.

21. Training Programs

1. Open Training programs and create a fixed-cohort program or a rolling-start program.
2. Select eligible weekly slots from a field or capacity-based resource, then choose the weekdays for the program schedule. Check availability across all sessions.
3. Set session count, duration, participant capacity, original fee, offer fee, enrollment end date and optional waitlist/notification controls.
4. Fixed cohorts share one start date. Rolling programs allow a participant to start later and receive the configured number of sessions from that start date.
5. Use Participants to search or filter by cohort, status, payment or attendance. Open a participant to review progress, attendance, paid/due amounts and session history.
6. Record participant-specific payments when one person pays separately. A program-wide payment is allocated across remaining participant dues without overpaying one participant.
7. Pause, reactivate, drop, complete, transfer or extend a participant when needed. Progress reports remain available without issuing a certificate. For a completed participant, optionally issue a certificate for a one-time 100 tk platform usage fee; later downloads are free and the facility logo plus QR code allow online verification.
8. Use Sessions to mark attendance and handle rescheduling/cancellation. Training push alerts can warn staff about upcoming sessions, unmarked attendance and overdue participant balances.

22. Combo Package Setup And Bulk Creation

- Use package-only slots when a special time should be available inside a combo but not as a normal public slot.
- For fixed-price packages, set included people and a fixed amount per additional person when capacity resources are included.
- Capacity discount slabs can use percentage or fixed discounts and selected participant types. The threshold counts only those types, and only their charges are discounted. The applicable slab is saved with the booking.
- Generate packages from slots pairs each selected item from group 1 with the corresponding item in group 2 by weekday and adjacent/offset time. Ten selected group-1 items generate ten packages.
- Use bulk copy to duplicate packages across facilities/resources. Package names may be the same; TurfBook does not force numbered suffixes.
- The public booking page shows Combo Packages and Training Programs in separate tabs. Only date-matching, future bookable items appear.

23. Training Advance And Platform Fee Calculation

- Enrollment total before extra discount is (offer fee + optional admission fee) x participant quantity. The admission fee is charged once per participant per enrollment, not each session. Original value uses the original program fee plus that admission fee.
- Authorized staff can apply one discount to the whole enrollment, including its admission fee. It is not repeated for every participant or session. Review original value, discount, payable total and minimum advance.
- Set Minimum advance per person in Training Programs > Create/Edit. The admission minimum is that amount x participant quantity, capped at the offer total. Slot/facility minimums are not added across generated sessions.
- The first admission payment must meet the saved group minimum. Once that amount is verified, the admission and all active sessions are confirmed together while the remaining admission balance stays due.
- The admission amount and discount are stored once on the admission group. Generated session bookings keep 0 tk fees and exist only for schedule, capacity, attendance, reminders and lifecycle changes.
- Platform usage fee follows the configured training rule and saved enrollment total after discount; fixed fees and caps apply once per admission. The first session is only the platform ledger reference. Applicable monthly coverage can waive per-booking usage fees.
- Admission payments are stored once at group level and may be assigned across participant dues. They are not copied or allocated into session payment rows. Reports count the admission value, discount, received amount and due once on the admission start date.
- Admissions created before this accounting update remain on the legacy session-allocated model so paid ledger history and reversals are not silently rewritten. New admissions use admission-level accounting.
- After monthly billing is enabled, initial activation is charged when the first booking is created, regardless of its slot month; existing paid coverage can defer a facility transition charge. Renewal follows the configured anchor, clamped to shorter months. Review reminders, grace and next charge date in the fee screen.

24. Public Pages And Communication

- Use the facility's main booking URL or an approved custom domain. Custom-domain pages publish their own canonical URL.
- Resource-level extended confirmation SMS uses the main facility booking URL/custom domain without

appending a resource path.

- Platform users can enable booking confirmation SMS for selected facility staff accounts; it is disabled by default. Customer confirmation remains separate.
- Use Campaign SMS to send a controlled message to a selected audience and review delivery in SMS Log.
- Multi-slot and grouped bookings send one combined staff/customer app notification and one combined confirmation SMS instead of one notification per linked slot.

25. Good Operating Practice

- Keep slots and blocked dates updated before publishing the public page widely.
- Confirm payment before confirming a booking.
- Use notes when rejecting bookings or payments.
- Review due bookings daily.
- Keep platform credit above the low-balance warning level.
- Use staff accounts instead of sharing the facility admin password.

Booking Desk, Receipts And Entry

Use the selected facility throughout these steps. Website sidebar items and app Tools are grouped by work area; a missing action may mean the feature is disabled or your account lacks permission.

Dashboard and booking calendar

The app dashboard opens on Now / upcoming. Switch to Summary for statistics and collection by method. Open Booking calendar from the website Bookings page/sidebar or the app Bookings calendar icon / Tools. It starts in Week view; choose Day, Today, previous/next period, a resource and a status filter as needed.

The calendar uses slot dates, not booking creation or payment dates. Active includes confirmed and pending bookings; use Confirmed to exclude holds. Cards show customer, resource, time, status and capacity count. Open a card for the related booking. Overnight slots can appear on both dates with a continuation label; the summary counts the booking once. Group/training sessions appear at their actual slot times. If the 2,000-slot limit warning appears, narrow to a day or resource.

Custom-time swimming pool bookings

1. An authorized schedule user opens the capacity resource's Flexible durations & pricing and enables Custom time. Set opening/closing times. For each adult/student/child rate, blank hides the category, 0 keeps its count available for manual pricing, and a positive value sets its hourly price.
2. In Direct booking, select the resource and date, then enter start/end times in the time form. The default start is current time plus 10 minutes; changing start adjusts end. Review the actual date, duration and availability.
3. Enter customer name, visible mobile field and participant counts. For a manual-priced selection enter its total; the discount field is hidden. Otherwise review calculated rates. The payment amount defaults to full payment. When split payments are enabled, record each enabled method/account separately.

Pricing is per person, with each started hour charged in full: 1-60 minutes costs one hour and 61-120 minutes costs two hours. Two adults at 200 tk/hour and one child at 100 tk/hour for 90 minutes cost 1,000 tk before any applicable adjustments. Opening hours, blocked times and overlapping participant capacity are checked again before saving. This staff-only custom-time workflow is separate from public 60/90/120-minute flexible options and cannot be combined into a multi-slot selection. Earlier bookings keep their saved prices.

Optional resource controls: show only custom time to hide other direct-booking slots, including flexible durations; allow split payments; or hide customer mobile for staff bookings. A booking without a valid mobile number cannot receive customer SMS or earn/redeem mobile-linked points. Do not enter a placeholder number.

Faster mode at the pool desk

1. Enable Faster in the resource's Custom time settings. In Direct, choose date/start/end; the customer and people fields are already visible, without pressing Use times.
2. Type the customer name above participant counts. Faster mode does not search or auto-fill customer details. Enter amounts in Cash, bKash, Nagad or other enabled method fields; select a receiving account only when a choice is needed. Mobile and transaction-ID fields are hidden.
3. The total badge is the sum of these payments: 200 tk cash + 300 tk bKash = 500 tk booking total, 0 tk due. This mode records a fully paid confirmed booking, not an advance against a separately calculated hourly total.
4. Choose Create booking + print or Create booking. Printing requires the enabled facility/resource and a configured printer. After success, date/time stay selected while customer details, people counts and amounts clear for the next booking. Customer SMS and operator app notifications are not sent for Faster bookings.

Check the brief success response before entering another customer. If printing fails after creation, open the saved booking and reprint; do not create it again. Faster receipts list cash/wallet amounts before the total and omit Mobile when none was collected.

Receive payment without leaving bookings

Use Receive payment on an eligible booking card. The website opens a popup, while the app opens its payment form. Review the booking/group reference and due, enter the amount actually received and the enabled method/account details, then save once. Grouped bookings record one payment with supporting allocations. The action requires payment permission; a zero-payment confirmation permission does not grant payment collection access.

Customer PDF receipts

After a manual-payment or zero-payment public request, the same tab opens Booking request submitted at /booking-receipt/<token>. Online bKash returns to the same receipt format. The page shows venue contact details, booking/group ID, slot dates and weekdays, participant counts, current booking/payment status, saved total, verified paid and due. Use Download Receipt for an actual PDF, not the browser print dialog.

> A receipt is not proof of confirmation: pending or reversed payments do not count as verified paid. A zero-payment request can still have the full amount due. Read the actual booking status. The confirmation-SMS notice appears only where notification SMS is enabled.

The receipt page is private to the submitting browser session and expires after two hours. Download the PDF while available rather than sharing the page URL. Refreshing/downloading never confirms a booking, takes payment or sends another SMS. The public payment-account selector is hidden when there is only one receiving account; follow the displayed account instructions.

Set up and use POS printers

Platform users must enable receipt printing for the facility; it is disabled by default. They can hide printing for individual resources. If any resource in a grouped receipt has printing hidden, the grouped receipt cannot be printed. These controls do not turn a pending payment into a verified payment.

1. Admins and managers open POS printers on the website or Tools > POS printers in the app. Add a name

such as Reception and choose 58 mm or 80 mm. Delete unused printer profiles here. Attendants can print accessible receipts but cannot add/delete profiles.

2. Computer: install the printer in the operating system. The website profile sets the paper width; it is not a printer driver. Click Print receipt on a booking/payment card and select the physical printer in the browser/system print dialog. Match paper size and disable browser headers/footers.
3. Android Bluetooth: pair a compatible thermal printer in phone settings, allow Bluetooth/Nearby devices permissions, then connect the profile to that printer in the app. On iPhone, use a supported BLE printer and allow Bluetooth; Bluetooth Classic-only printers are not interchangeable with BLE printers.
4. SUNMI V2/V3 series: on a supported device, choose the built-in printer when connecting the profile. No Bluetooth pairing is needed. Ensure the printer service is available, the cover is shut and paper is loaded; its physical paper width is used.
5. Use the printer connection status and Test print action after setup. The app reuses a working connection when possible, but Bluetooth range, battery and printer-service availability can still require reconnection.
6. Tap the print icon on a booking or payment card. There is no receipt-preview step; choose/configure a printer if prompted, then printing starts. Connection and preferred-printer choices are local to that device and facility.

Booking receipts show current saved booking totals; payment receipts also identify the selected payment and its status. Group receipts use the agreed package/group total, not repeated allocation amounts. Printed receipts end with Powered by TurfBook. If printing reports an uncertain result, inspect the paper before retrying so you do not issue an accidental duplicate. Test each physical printer model before relying on it at reception.

Scan receipt QR codes at reception

The platform enables Enable receipt QR check-in separately from printing; it is also off by default. Enabled booking/payment PDF and POS receipts share a stable entry QR. It contains a secure code, not a public webpage URL. Reprinting does not create another admission. The public booking-page QR and a training certificate verification QR are different and cannot be used as entry passes.

1. App: open Tools > Booking check-in > Scan receipt or long-press Direct (Slots for attendants). Allow camera access, keep the QR inside the frame and use the torch when available.
2. Website: open Booking check-in, connect a USB QR scanner in keyboard mode and configure it to append Enter. Focus the receipt-code field and scan. No browser camera is required. A pasted secure code or older receipt QR link also works.
3. Review customer, date, resource, slot, participant count and outstanding due. Tap Mark as used once to check in the eligible slot. The check-in time and staff member appear in the result. Scanning alone never records entry.

Only confirmed bookings for today or an ongoing overnight slot can be checked in before their end time. All participants of a capacity slot enter together; there is no partial-person check-in. A combo, multi-slot or training QR lists its linked slots with separate entry states. Check each eligible slot independently.

> Entry is not payment or training attendance: a confirmed booking with due can be eligible. Collect any required balance separately. Check-in neither creates/verifies payments nor updates the training attendance register.

Check-in history and automatic closure

On the website choose Booking check-in > Check-in history; in the app use the history icon inside Booking check-in. Filter slot-date range, resource and entry status or search booking/group ID, name or mobile. History is paginated and available to authorized facility staff, including attendants.

Checked in records the staff member and actual entry time. Repeated scans keep that first record. Auto-closed (not checked in) means an unused confirmed slot reached its end, not that the customer attended. Platform operations must schedule the expired-entry worker. Future, cancelled, rejected and unconfirmed bookings cannot be marked for entry. Viewing history does not change payments or bookings.

Read reports without double-counting

Original booking value is the confirmed value before recorded discounts, including add-ons. Subtract discounts once to get the final booking value; a displayed net total already includes that deduction. Package value follows its agreed price. Keep recorded/submitted payments separate from verified money and due.

Income/collection reports follow money movement: receipts use receiving date, reversals use reversal date and expenses use expense date. Received less reversals and Collections less expenses are not accounting profit. Booking Collections instead follows selected slot dates, including payments received earlier/later. Report viewing, downloading and emailing are audited; manager downloads require the relevant permission.

Customer Points And Clear Discounts

Enable and configure points

Platform users enable points for the facility and separately grant access to Points settings, Members & points and Manage member cards. With settings permission, open Points settings on the website or in app Tools. Enable each eligible resource, choose percentage earning or Fixed per slot, and set redemption conversion, minimum points per redemption (0 means no minimum) and maximum discount percentage. Rules apply to new bookings; add-ons and redeemed amounts do not earn points. Balances belong to a mobile number within that facility, not across all venues.

Under Earning & redemption, select earning and redemption sources separately: public website, player app, management website and operator app. A source may earn points without allowing redemption. Optionally enable Member card required to earn points per resource: a card must be linked when the new booking is made. Existing pending/earned points are unchanged.

For example, 5% earning gives 5 points per 100 tk of eligible spend; fixed earning can give 50 points per eligible booking. Redemption is a separate rule: at 10 points = 1 tk, redeeming 100 points gives a 10 tk discount, not 100 tk. The resource can override the facility conversion. Review the shown points and taka value before saving.

Earned points remain pending until the booking is fully paid with verified payments and its slot has ended. Cancelled/expired bookings, payment reversals and later adjustments can return redeemed points or reverse earnings through the ledger. Do not treat pending points as spendable or edit balances directly in the database.

Customer self-booking redemption

1. Select an eligible booking and enter name/mobile. Request and verify the normal booking OTP first.
2. After verification, Your points shows available and pending balances. Enter the whole number of points to redeem and submit.
3. If a member card is attached to the mobile, enter its number when requested. Without a card, an already-verified mobile needs no extra OTP. Points controls appear after the normal mobile verification, not before it.
4. Review the original booking amount, points used, discount in tk, payable amount, minimum advance and due. Complete the available online/manual payment route or submit without payment when the minimum allows it.

In staff Direct booking, select an eligible resource and customer mobile, then follow the points verification controls using the linked member card or requested mobile verification. Do not redeem without customer authorization. Bookings without a mobile number, including Faster mode, cannot use points.

Member cards, history and additional discounts

1. Open Members & points on the website or in app Tools. Search by mobile or exact member card number. The Members list shows linked cards and supports name/mobile search.
2. To bind a physical card, enter the customer's mobile, then save its 6-32 character alphanumeric member card number. Letters are case-sensitive. No earlier booking is required and no reason is required for the card number. Card changes need Manage member cards permission; history access alone is read-only.
3. One card can link to only one mobile in the facility. To reassign it, first clear and save the old link, then link it to the new mobile. The same card number can be used in another facility. Changing the card expires earlier points verification, but does not transfer balances between mobiles.
4. The linked number is displayed. For an older link showing Number unavailable, re-enter the existing card number once. Never guess or replace a customer's card without checking it.

The public page, app and receipts show eligible points to earn, pending or earned points where applicable. When a required card is missing, the customer sees Get a member card to earn points. Points are not spendable until full verified payment and slot end.

At creation choose points or a coupon/manual discount, not both. After booking, authorized staff can add an extra discount to a coupon or points booking while preserving its original redemption and usage history. Do not enter the original coupon/points discount again as the new staff discount. Payment and past-booking safeguards still apply.

Example at 1 point = 1 tk	Amount
Original booking amount	1,800 tk
100 points redeemed	100 tk discount
Additional staff discount	50 tk
Payable after both discounts	1,650 tk
Verified payment / remaining due	500 tk / 1,150 tk

Points are a discount, not cash received. The original 1,800 tk should remain distinguishable from the 1,650 tk payable. Do not subtract the discounts again from a net total.

Receiving Accounts And Reconciliation

Opening balances and online bKash

Open Payment accounts on the website or in app Tools. With the relevant settings access, add separate bKash/Nagad personal or merchant accounts, assign resources and choose public visibility. An optional opening balance is the balance at the start of its balance date; it is not a new customer payment or platform credit recharge.

Platform users manage online bKash gateway credentials in Payment accounts, not Facility Settings. The gateway's receiving account can use the valid mobile number in its API username and have its own opening balance. New gateway payments are assigned to that account. Ask platform support to review older unassigned receipts before backfilling; the current number is not proof of an older destination.

Read and export the report

1. Open Reconciliation report from Payment accounts, then choose account, method and date range.
2. Review opening balance, assigned receipts, reversals, expenses and recorded closing balance. A missing opening balance is Not available, not zero.
3. Open account activity or Unassigned to investigate entries. Assign only after confirming which receiving account actually handled the money; assignment does not create another payment.
4. Use Download PDF in the website or app. The report uses the selected filters and its access checks. CSV is available only for Customers and Loyalty under Reports on the website.

> Recorded, not live: this is the balance derived from TurfBook records. It does not fetch a live wallet/bank balance or automatically include outside transfers. Do not count shared legacy opening balances again as individual-account balances. Compare with the actual provider statement.

Current Public Pages And Staff Controls

Themes, gallery and banners

Platform users select Simple, Dark or Glassy and optional custom CSS/backgrounds per facility. Gallery is a separate management page for photos (maximum 2 MB each) and YouTube links, and a separate public page. Optional promotional sliders use separate banner uploads, not gallery photos; the interval is in milliseconds, minimum 1,000 ms, without navigation arrows or controls.

Resource icons appear on public resource tabs and related app screens. Choose the matching sport, including football, cricket, badminton, billiards, carrom, sauna, paddle ball or pickleball. Notice and info-badge positions can be set to top/bottom. Separate advance-booking limits apply to customers and management; changing one does not grant staff past-booking permission.

Capacity, access and communication

For a capacity resource, choose Unlimited capacity to remove the resource-wide people ceiling while still recording participant counts. Slot-specific limits, training admission limits and other booking restrictions still apply. It does not mean free pricing or unlimited training enrollment.

Staff accounts can have a default resource for Direct. Managers/attendants need the appropriate booking, payment, discount and cancellation permissions. Deactivate former staff rather than deleting historical references. Newly added resources can require platform approval before use.

Platform users manage SMS templates and resource notification-SMS switches; disabling resource notification SMS keeps booking OTP available. Facility controls can hide Original/Discount SMS lines without disabling discounts; extended confirmation keeps its own format. Campaign SMS can separately exclude customers with confirmed slot dates in the last or next configured number of days. Review the resulting recipient count before sending.

Current Booking Workflows

Updated for November 2026. Use these workflows in the management website and the latest operator app. Menus and actions depend on the selected facility, enabled features and your staff permissions.

Repeated bookings: dates, weekdays and multiple slots

1. Ask a platform user to enable Enable repeated bookings for the facility; it is off by default. Open Direct booking, select one or more slots, enter the customer and optional note and use Cash for any advance. Repeated bookings are created confirmed.
2. Choose Repeat booking. Set inclusive Start date and End date, every day or selected weekdays and every week or every two weeks. There is no number-of-weeks field. Alternate weeks start from the Sunday of the start-date week.
3. Choose the slots for each weekday. Copy times to other days where matching slots exist, then review missing times. Multiple slots per day require the resource's multi-slot option.
4. Preview every date, slot, price, minimum and total cash. Skip a conflicting slot or entire date explicitly; replacement dates are not added. The resource's advance-booking limit still applies. A preview supports up to 500 slot occurrences within two years.
5. Confirm only after reviewing the whole batch. Zero payment follows direct-confirmation permissions. A positive amount below the minimum requires the usual override permission and reason. Availability and charges are checked again at save; a failed batch does not partially create bookings.

> Cash is per slot: 500 tk on 30 dates with two slots per date records 30,000 tk. It is not one 500 tk payment spread across the batch. Check the total before saving.

Each slot retains its own booking ID and saved price. Slots on the same day share one multi-slot group and cash receipt; different dates remain separate groups linked by the repeat batch. Notes are shared within a same-day group, but editing one date's note does not change the other dates.

Manage later: open Repeated bookings on the website or Tools > Repeated bookings in the app (also available from the Bookings menu). Search customer, mobile, booking/group ID or batch number; filter resource and slot dates. Open a batch to see creator, statuses, payments, reversals and dues. Authorized staff can select future confirmed slots to cancel while leaving the others unchanged. The confirmation lets you retain payments or, with payment permission, reverse verified payments. Cancelled reminders are suppressed. History remains accessible if repeat creation is disabled later.

SMS: resource repeat reminders are off by default. Without reminders, one repeated-booking confirmation summarizes the batch schedule, booking count, total, paid and due; separate confirmations are not sent for every date. With reminders enabled, only the first date gets its confirmation, combining that day's slots; later dates rely on reminders. The scheduled worker sends one reminder per date, including the first date, using its first upcoming slot and the configured lead time (1-168 hours). Notification SMS must be enabled and the platform's cron must run. Review failed or uncertain delivery before resending.

Flexible durations, prices and extensions

Authorized schedule users open Resources > Flexible durations & pricing (app: Tools > Resources > resource menu). Enable the feature, choose weekdays/opening ranges and enter prices and minimum advances for 60, 90 and/or 120 minutes. A blank price disables that duration. Starts are every 30 minutes. Capacity prices are per person; minimum advance is per booking.

Use different ranges for evening/weekend rates. The start time selects the rate, not a blend of every range crossed. Split overnight opening at midnight and keep continuous opening for the full duration. Flexible mode replaces ordinary fixed-slot selection for that resource; existing fixed bookings and package/training references remain intact.

Block time: use Blocked dates > Scheduled blocks > Time range with a resource, dates, times and optional weekdays. Every overlapping duration is blocked; an end before the start means next day. Existing bookings and payments are not deleted.

Extend booking: on an eligible confirmed standalone flexible booking that has not ended, review the longer duration, additional price and due before saving. The ID, start time and existing payments stay unchanged; the added charge becomes due. Saved duration prices are used, not later rate edits. Grouped bookings use their separate change-slot workflows. Customer extension SMS is available only when enabled by the platform for that resource and selected by staff.

Discounts, coupons and received amounts

The payment field initially follows the facility's minimum/full/empty auto-fill preference. Once you type a received amount, changing a discount preserves it, including zero or a blank entry. Selecting a different slot/package resets normal auto-fill. You must still meet the minimum or use an authorized override and cannot collect more than the payable balance.

Read totals correctly: net booking total is already after discounts and includes applicable add-ons. A displayed discount is informational; do not subtract it again. Recorded payments may include unverified money; use verified payments and the displayed due to reconcile.

Open Setup > Coupons on the website or Tools > Coupons in the app. Admins manage coupons; managers need Manage coupons. Set a fixed or percentage discount, facility/resource/selected-slot scope, redeem dates, eligible slot dates/weekdays, channels and usage limits. The coupon field appears only for an eligible selection. Use one coupon per logical booking, not together with points or a manual discount at creation. After booking, authorized staff can add an additional discount while preserving the coupon discount and usage history. Packages need explicit eligibility; training and tournaments are excluded. Repeated batches check usage limits per slot.

Coupon performance uses the date a coupon was applied, not the slot/payment date. See uses, currently confirmed bookings, saved discounts and booking value. Booking value is not collected cash or profit. Coupon edits do not reprice saved bookings.

Payments, group cards and cancellation

Public booking: when the minimum is 0 tk, customers can submit without payment for management review or choose to pay. A Pay in full checkbox fills the full amount and restores the minimum when unchecked. Successful mobile OTP verification can be reused in that browser for 15 minutes; expired slot holds still release normally. Wallet and TXN fields follow the selected resource's visibility/requirement settings.

Multi-slot and combo bookings have a combined booking/payment view. Add a payment once to the group; allocated rows are not additional customer payments. Whole-taka allocations use whole amounts where possible (100 tk split equally across three slots is 33, 33 and 34); unequal prices, limits and fractional amounts can affect the split. Search Payments by transaction ID as well as customer/mobile/booking reference.

When cancelling a confirmed booking, review whether payments should be retained or reversed. Reversal preserves the original amount and marks the record reversed with actor, time and reason. A partially reversed shared receipt shows its verified and reversed portions separately. Eligible ordinary multi-slot groups allow cancellation of selected slots; combo/training groups keep their own rules.

> No automatic external refund: reversing a payment record does not send money through bKash, Nagad or a gateway. Arrange and reconcile any actual refund separately. Payment receiving-date corrections are restricted to platform admins and are audited.

Use Recent for booking creation order, Due for outstanding balances and status filters for confirmation/cancellation work. Cancellation details distinguish an expired hold from staff cancellation and show the actor/reason when available. Long-press supported booking IDs/mobile numbers in the app to copy them; back navigation returns from a linked payment card to the previous booking view.

Collections versus Booking Collections

Screen	What the date range means
Collections / Collections report	Payments recorded in the selected receiving-date range, with method and collector breakdowns and reversal context.
Booking Collections	Verified payments allocated to bookings whose slot dates are in the range, regardless of when money was received. Open the grouped booking payments list for the supporting entries.

Example: 500 tk paid on 10 August for a 28 August slot appears in Collections for 10 August and Booking Collections for 28 August. Retained verified money for a later-cancelled booking remains visible; reversed money is not treated as current verified collection. Group allocations prevent counting the entire receipt again for each slot.

Platform users enable Booking Collections per facility; staff access can be limited to this screen without granting general report/payment powers. Totals cover the full filter, not just the current page. Review cash expenses and net figures separately; the optional facility setting to deduct a user's expenses does not change the original payment records.

Notes, customer zones and staff access

When booking notes are enabled, add an optional note during Direct booking or choose Add note / Edit note on an existing card. Notes (app: Tools > Notes) supports search, pagination, editing and deletion. Reading needs facility access; changes need Take bookings. Notes are internal, not customer SMS or public content. Groups share a note; edits are audited. Platform users can hide the feature without deleting saved notes.

Admins/managers can review their selected facility's Activity log. Staff permissions separately control booking, payments, discounts, past-booking day limits, cancellation, coupon management and report downloads. Attendants do not get activity-log or manager report-download access. Use the booking card's risk action for no-show concerns; a risk marker is different from blocking a mobile number.

Use customer zones for local areas and choose booking-status/zone filters in Campaign SMS. All statuses is the default; check recipients and charges before sending. Address can be hidden, optional or required for customer self-booking; staff direct booking remains optional. Wallet-number visibility/requirement and TXN-ID requirement follow resource settings.

Training, certificates and add-on services

Open Training programs, choose the program and Admit or use the separate Training tab in Direct. Confirm resource, start date, participant name, guardian name/relation and address. Backdated admission records earlier sessions as Missed; authorized staff can correct attendance later. Admission payments are recorded once at admission level, not copied as fresh money to every session.

Review participant payments, attendance and progress from enrollment details. After completion, optionally issue a certificate for the displayed fee (normally 100 tk). Certificates use the facility logo, verification QR, Start date and Completion date, with Authorized and Instructor Signature sections. Program settings can hide session details. Share the existing certificate instead of issuing duplicates.

In Accessories & services, admins can add optional services such as camera setup/broadcast, alongside quantity-based equipment rentals. Set the price, applicable resources and availability. Customers/staff select eligible services during booking; the charges are included in the payable total.

Wallets, Payment Bridge and monthly fees

Use Payment accounts for multiple bKash/Nagad personal or merchant receiving numbers. Check the selected account before collecting: bKash merchant uses Payment, personal uses Send Money. An enabled online bKash gateway offers checkout separately from manual wallet instructions.

If configured for your facility, TurfBook Payment Bridge runs on the Android wallet phone and uploads supported incoming payment receipts. Matching uses provider, transaction ID and amount, not the sender's last three digits. Receipts arriving before submitted payment details are automatically rechecked. With automatic verification off, a match still needs staff verification; with it on, one exact eligible match follows normal confirmation checks. Review ambiguous/failed receipts, phone connectivity and queue status.

Users with facility-settings permission can manage Payment Bridge on the website. Enable it, select the supported bKash/Nagad personal/merchant formats, generate a one-time code and pair the wallet phone. Grant SMS/notification permissions and follow the unrestricted-battery prompt. Assign receiving accounts to the correct phone where needed. Keep automatic verification off until real receipts have been tested; manual verification also requires payment permission. Do not bypass a failed match.

Platform Fees defaults to this month; change the date filter to inspect earlier charges and use Buy credit for top-ups. Monthly can cover one resource or the facility. Renewal follows the configured anchor, clamped to shorter months; payment within grace does not move that anchor. Warnings begin three days before renewal. Switching to facility coverage preserves paid resource coverage through the configured transition. SMS, poster generation and certificates may still be separately charged.

Public gallery and available-slot posts

Manage photos (maximum 2 MB each) and YouTube links on the website; customers use the separate Gallery page. Booking QR/sticker/banner links prefer the configured custom domain and can list multiple receiving accounts. For Available Slot Post, select dates, resources and slots, then preview and check the per-image charge (default 2 tk). Layout adapts to the selection. Reuse saved images from Poster Generation History without another generation charge until retention expires; sharing depends on device/browser support.

Current Resource, Collection And Subscription Workflows

Field, Pool and Football/Cricket selection

Use Field for a football/cricket field and Pool for swimming. Resource names still identify the actual facility area. Up to two resource icons can represent a shared field. When Football/Cricket selection is enabled for that resource, choose the sport in public booking or staff Direct on both website and app; check it before saving. Existing booking times and prices are not changed by the resource-type label.

Reserve the whole pool or another capacity resource

1. In Resources, enable Allow whole-resource reservations for the capacity resource. It is off by default; normal public bookings stay per person.
2. In staff Direct, select that resource, date and one time range, then choose the whole-resource option. Use a fixed slot, a flexible duration or supported custom start/end times. For all-day use, choose a custom range covering the permitted opening hours; selecting one slot does not reserve the whole day.
3. Enter customer/participant details and a total reservation price, then record the actual payment. The saved reservation excludes other bookings for its time range, even for unlimited-capacity resources. Existing conflicting bookings/holds must be resolved first; they are not silently cancelled.

To stop private reservations but keep ordinary swimming bookings open, use Blocked dates and set the booking scope to Whole-resource reservations only. Select the dates/resource or applicable slots/times. Use Edit on a scheduled block to change its rule. Blocking future availability does not cancel existing confirmed bookings.

Per-person services and slot eligibility

In Accessories & services, select Service and Per person per session. Set the price and minimum people, then choose applicable resources and include/exclude fixed or flexible-duration slots. Review the resource summary before saving; no resource selection means facility-wide.

Example: Waterfall at 50 tk per person, minimum 10 people, charges everyone in the booking when selected. Twelve participants cost 600 tk extra; nine do not meet the minimum. The service is optional for the booking, not a separate count of waterfall users. Review the total for every selected session.

Training collections and report downloads

In Collections and Booking Collections, use All / Regular bookings / Training when training filtering is available. Choose a program to narrow Training further. Resource, type, program, method and date filters work together; totals cover all matching records, not only the displayed page.

Collections uses payment receiving dates. Booking Collections uses session dates for allocated payments; enrollment payments without session allocations use the program start date once. A payment is not counted afresh for every training session. Selected training/program filters also apply to Download PDF on website and app.

View report opens the report, Download PDF downloads its PDF, and Email report sends the PDF where permitted. CSV export remains only in Reports > Customers and Reports > Loyalty. It is not offered for collections, booking collections, reconciliation or other reports. Download permissions still apply; downloading never records another payment.

Monthly and yearly subscriptions

Platform users configure Monthly or Yearly for an individual resource or the whole facility, with a separately configured amount. Yearly is not assumed to be twelve times the monthly price. Switching the interval on a paid subscription takes effect at its next renewal; paid coverage is retained. Review coverage, next charge date, grace period and the amount shown before adding credit.

A facility may use a subscription for one resource and per-slot fees for another. Facility-wide coverage supersedes resource billing according to its transition settings; staff should not charge both again. Platform-only Activate & charge now requires confirmation and sufficient credit for an eligible inactive facility subscription. It is not a customer payment or a manual renewal-date editor. Internal prepaid/postpaid labels do not themselves change booking access.

The published standard plans are 10 tk per website slot booking, 5 tk per office/phone slot booking entered by staff, or 2,000 tk per resource per month for unlimited bookings. OTP and booking-related SMS are included in these advertised plans. Your account's configured rates/coverage remain authoritative; existing negotiated rates are not reset by a manual update. Campaign SMS, optional services and gateway charges are separate where applicable.

Staff and pending-booking safeguards

An eligible platform usage-fee refund requires cancellation before the saved slot start, not slot end. Once the slot starts, cancelling it does not automatically return the usage fee. Reversing a customer payment and arranging any external refund are separate actions.

Platform users may show full Bookings/Payments badge counts instead of 99+ for a facility; this changes display only, not which records are counted. They can also enable the internal booking row ID for selected staff accounts. Use the public booking/group reference when communicating with customers.

Confirm with 0 tk is separate from below-minimum payment permission. Positive below-minimum payments need the appropriate override; zero confirmation needs its own permission. While an OTP/payment hold is still active, staff verify/confirm actions remain unavailable. Once it expires, recheck availability and actual payment before confirming.