Tyler Parks and Recreation

User Guide
2018.2

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Tyler Parks and Recreation

Tyler® Parks and Recreation is a web-based application designed to manage recreation class schedules, registrations, contact lists, and facilities. The application consists of a management component that provides the setup and administration features, as well as the citizen portal, which makes the information available to citizens through the Internet.

Tyler Parks and Recreations provides citizens the opportunity to browse, view, and pay for recreation classes on line. Citizens can also order required or suggested materials for participation in their registered activities. Once registered, Tyler Parks and Recreation stores the contact information, including family relationship mapping and activity history.

A key component of Tyler Parks and Recreation is the class scheduling functionality, which you use to create and manage classes for your community. In addition to creating the classes, the class scheduling functionality also allows you to:

- Provide class registrant restrictions related to minimum or maximum age, gender-specific, or community residency requirements.
- Set class schedule time and duration, including the registration period.
- Provide a list of requirements or suggested tools for the class (for example, swim goggles, books, sewing tools, and so on).
- Create custom data-entry fields specific to a class type.
- Create reports of registrant and activity details.

For facilities personnel, the application provides scheduling functionality, as well as facility rental management features.

Configurable system settings provide role-based security options, custom field sets to be associated with classes, user-defined setup for class groups, class status, class type and fees, fee structure with general ledger account relationships for events and activities, and user-friendly portal presentation options.

Tyler Parks and Recreation includes GIS functionality that provides a heat map for a specified class. It also provides residency verification according to the registrant's physical address.

Tyler Parks and Recreation also provides customizable reporting using a Microsoft® SSRS (SQL Server Reporting Services) interface.

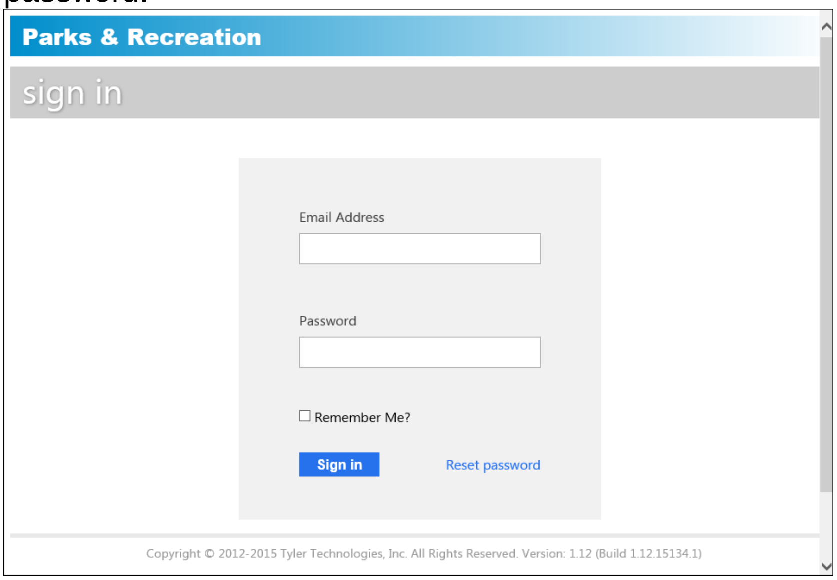
When you access the Administration pages for Tyler Parks and Recreation, the My Home, Parks & Rec, and Administration tabs are available. The Parks & Rec tab provides the contact, class, expense, rental, and report pages that your Parks and Recreation personnel use to manage programs and activities. The Administration tab manages the setup pages for the application, including system and portal settings.

Overview

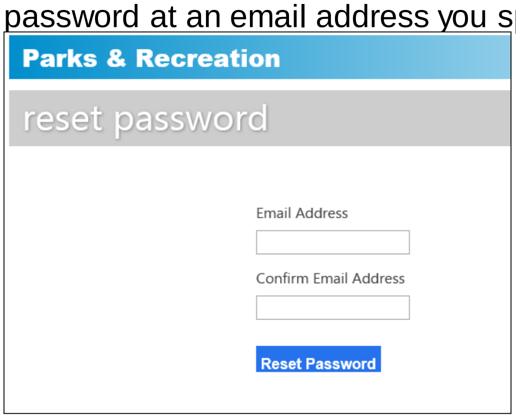
The Tyler Parks and Recreation application includes many common options and procedures. These common items provide efficiencies for you, as once you are familiar with an option or process, it is the same throughout the remainder of the application. This section of the user guide describes these common options and processes.

Sign In

The Sign In page for Tyler Parks and Recreation requires your email address and assigned password.



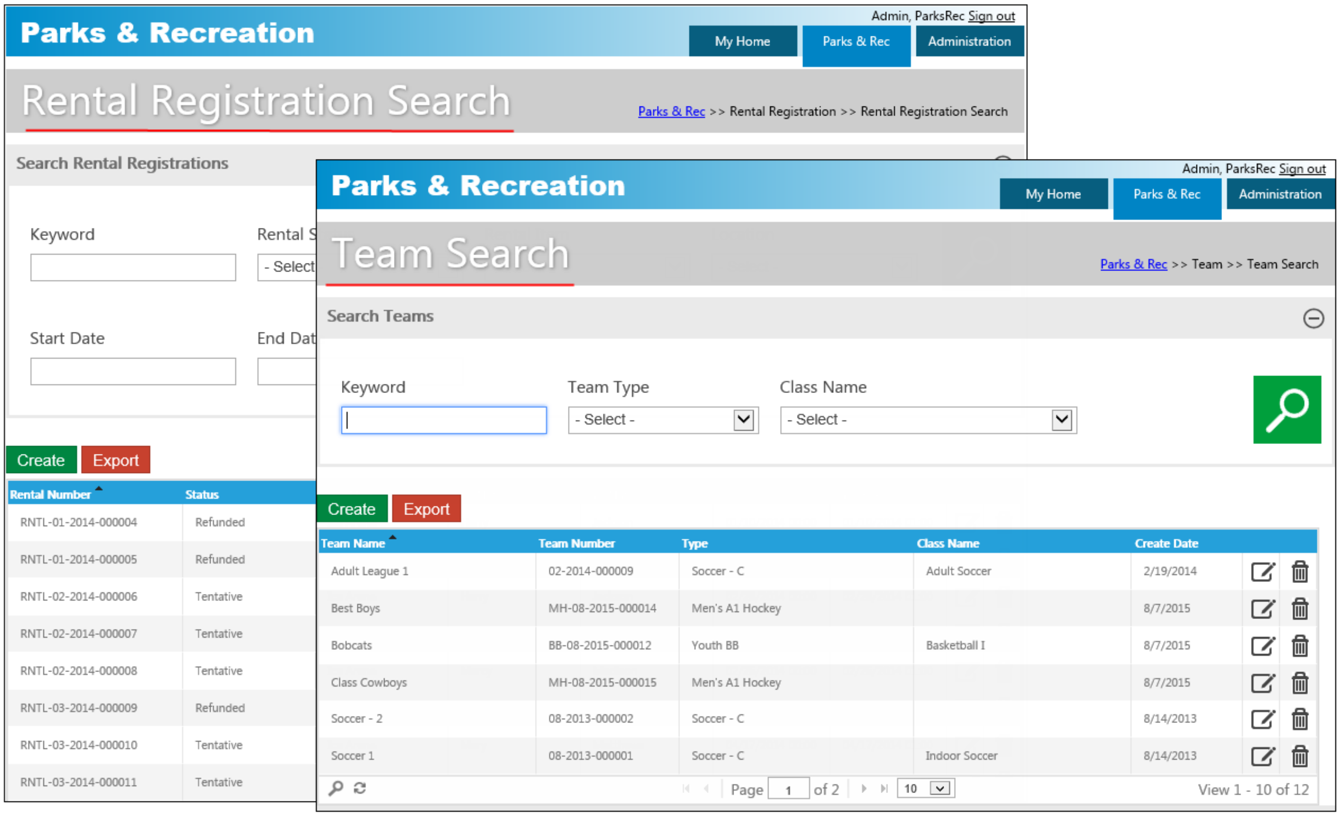
If you cannot remember your password, use the Reset Password option to receive a temporary password at an email address you specify.



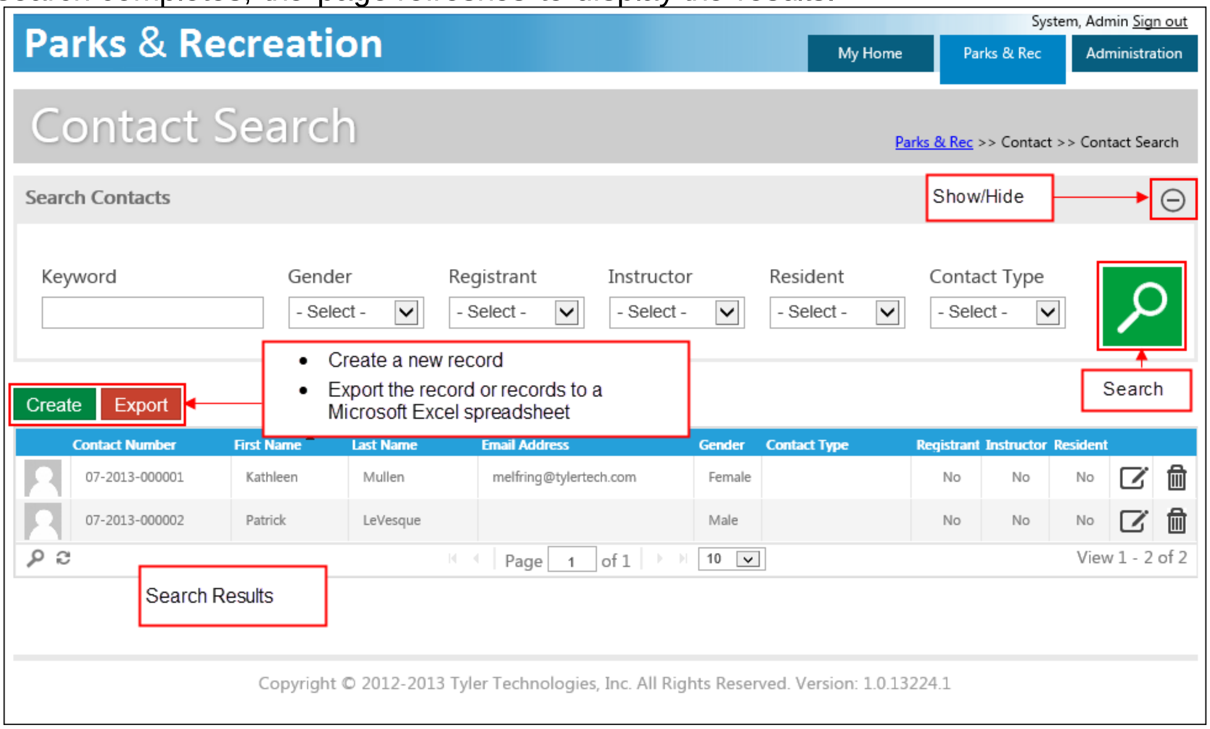
Once you receive the temporary password and you sign in, the program provides the Change Password page. You must enter and confirm a new password before continuing.

Search

Search pages vary according to the data stored for that category. For example, for Rental Registrations, the Search page provides multiple fields that you can use to narrow the results. In contrast, the Search page for Teams only allows you to search by keyword or specific team type or class.



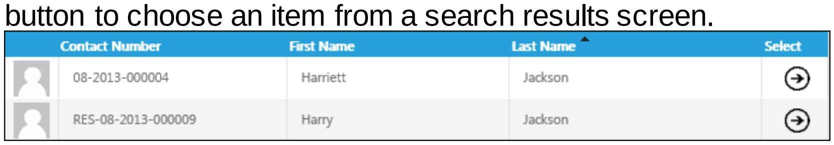
Use the Search criteria fields to complete a search for specific records. For any search, leave all the fields blank and click the **Search** button to find all the records for that category. When a search completes, the page refreshes to display the results.



Button Options

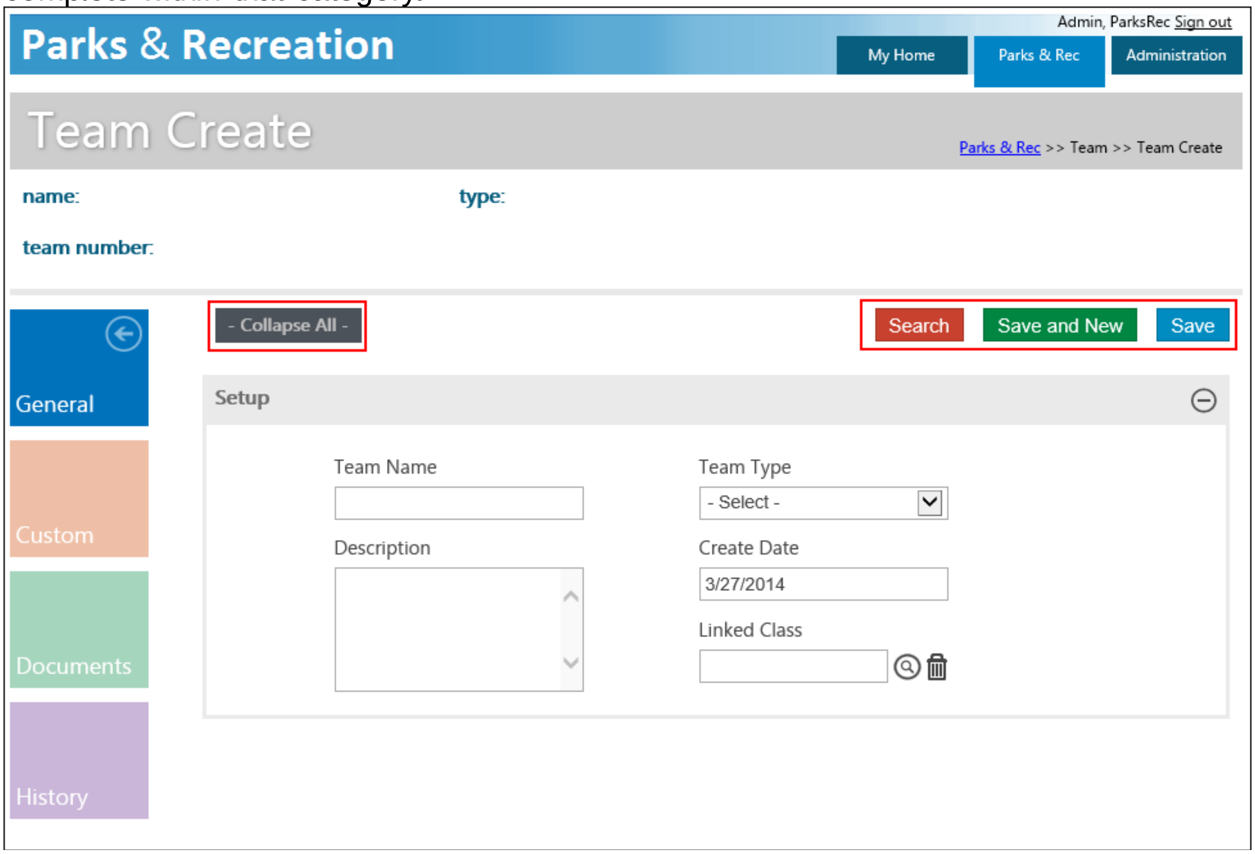
Search results and detail pages provide multiple options for completing a process or maintaining data. Often the options are indicated by on-screen buttons. The following table provides a brief description for each option.

Button	Description
Custom Fields	Allows you to edit values for custom fields assigned to the selected category.
Delete	Deletes the selected item.
Display	Provides a preview of an image or file. For example, on the Portal Settings page, click the **Display** button to view an existing logo file.
Show/Hide	Expand or collapse information panes on the screen.
Edit	Provides an Edit dialog box for items specific to the selected record. For example, when you click the **Edit** button for the Class search results, the program displays the Class Details page. On the Class Details page, when you click the **Edit** button

Button	Description
	for a specific record, for example, in the Registrants group, the Group dialog box is available for edit.
Email	Sends an email message to the specified address for the selected registrants, user, or instructor.
Print	Prints a receipt for an item. For example, in the Order History group for a Contact record, you can print a receipt for a paid item.
Refresh	Restores the full list of results or details.
Search	Searches the selected category or group using defined statements. 
Search	Provides a list of available options for a field.
Select	Selects the specified item and displays the details. For example, click the **Select** button to choose an item from a search results screen. 
Add/Summary	Displays a Summary dialog box with details for the selected record. For records associated with payment, the Summary dialog box provides the options for completing payment.
View Attachments	Provides attachments that are available for the selected record.

Create

When you select the Create option for a category, the page displays the data fields to complete within that category.



In addition, the Create pages include the Search, Save and New, and Save buttons:

- Click **Search** to return to the previous page. If there are existing records available, a list of these records displays.
- Click **Save and New** to save the current record and refresh the page to create a new record.
- Click **Save** to simply save the current record and remain on the page.

Use the **Collapse All/Expand All** option to display or hide the individual fields for all data groups on the page.

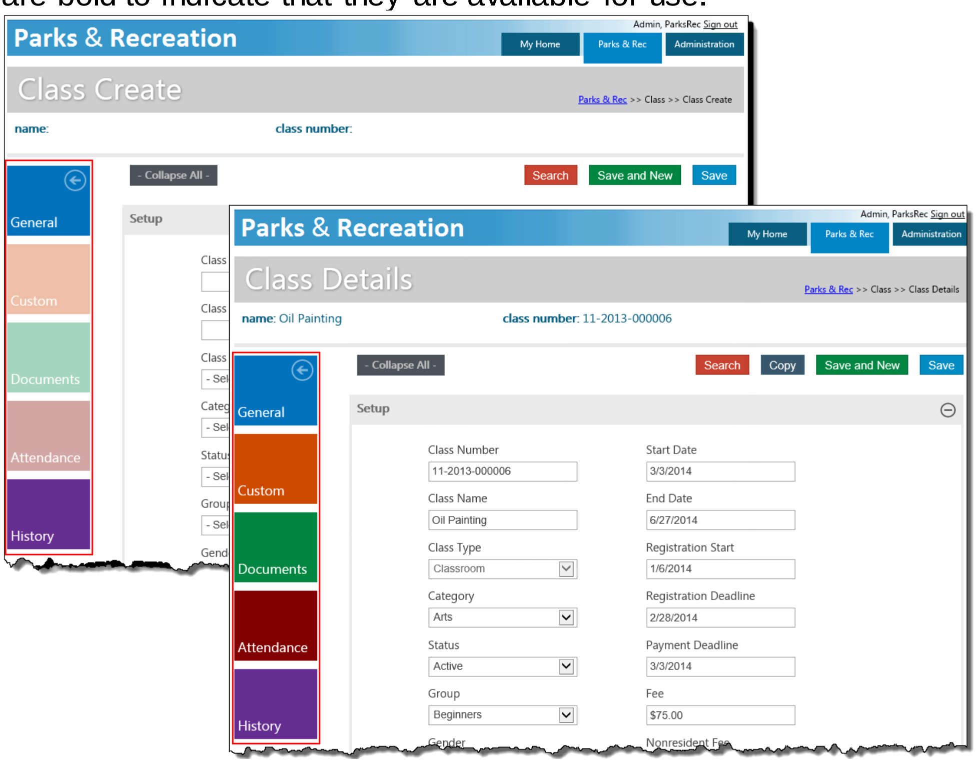
Program Options

Tyler Parks and Recreation includes various options associated with the programming setup and activities. These options display on the Create, Search, and Detail pages, and their availability varies according to the intended page activity. For example, the Attendance option is available for the Class Details page but not the Team Details page.

Program options include:

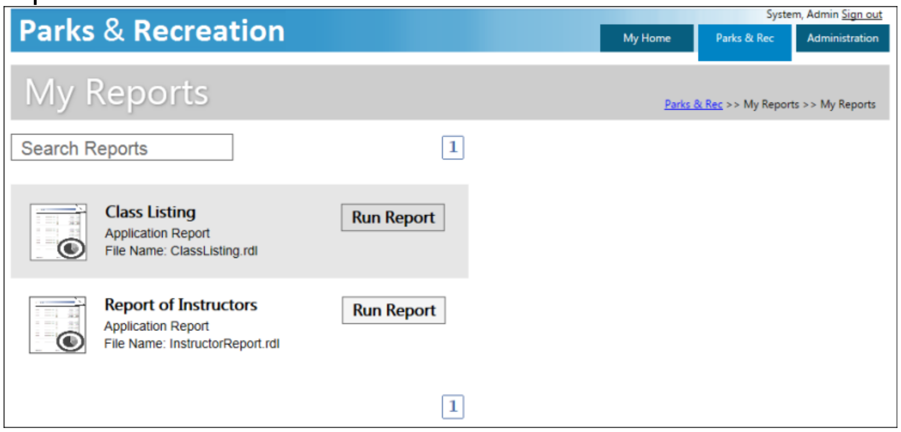
- General—Provides the core details for the selected record. This is the active option when you display a page.
- Custom—Provides access to custom field data. Custom fields are created using the Custom Fields option and assigned using the Custom Fields Layout options.
- Documents—Provides a list of documents that are provided to registrants on the citizen portal or that have been uploaded by participants using the citizen portal. Reports associated with the records may also be available using this option.
- Attendance—Provides a class list where you can indicate if a registrant attended for a specific date. You can export the attendance to a Microsoft Excel spreadsheet.
- History—Provides the history of changes for the selected record.

For Create pages, the colors for these options are muted, indicating that there is no active record for which to store additional information. For Detail pages, the colors for these options are bold to indicate that they are available for use.



Report

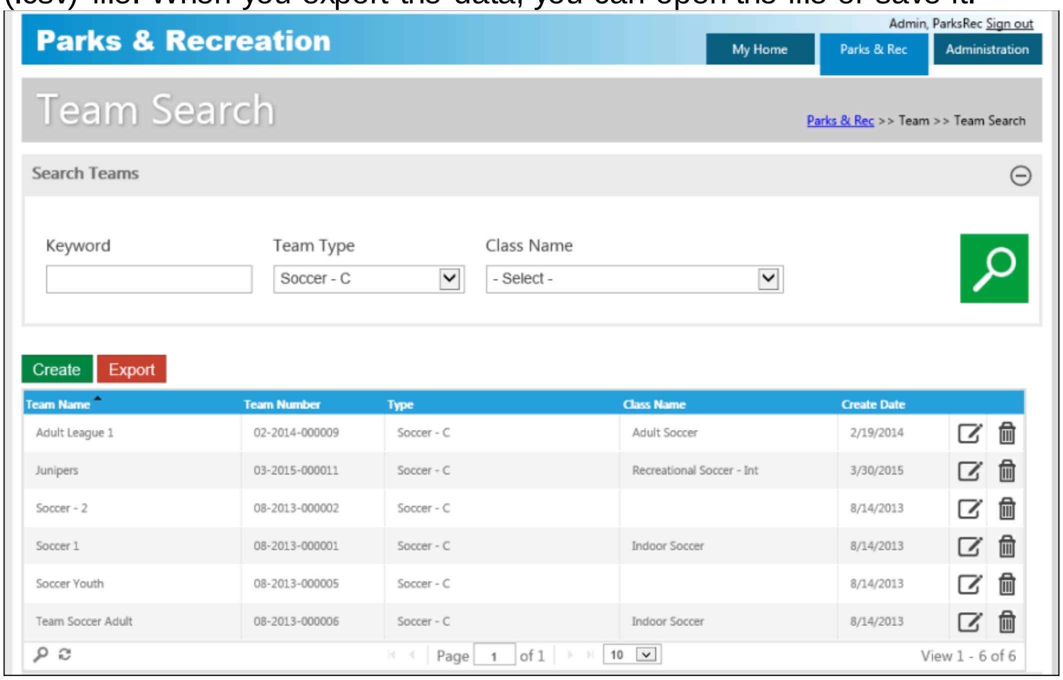
When you select the Report option for a category, the program displays a list of available reports.



Reports are created and maintained using Microsoft® SQL Server Reporting Services (SSRS).

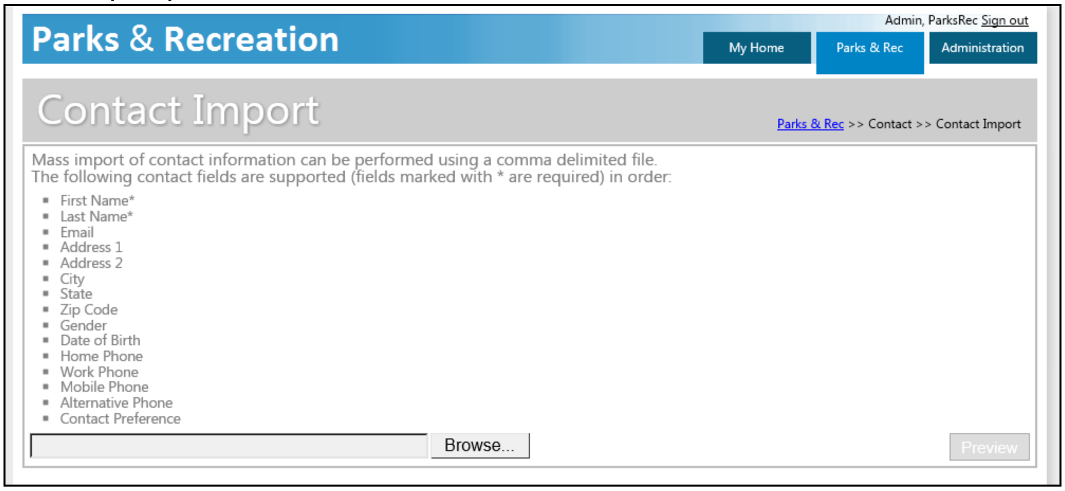
Export

Where available, the Export option exports existing information to a comma-separated values (.csv) file. When you export the data, you can open the file or save it.

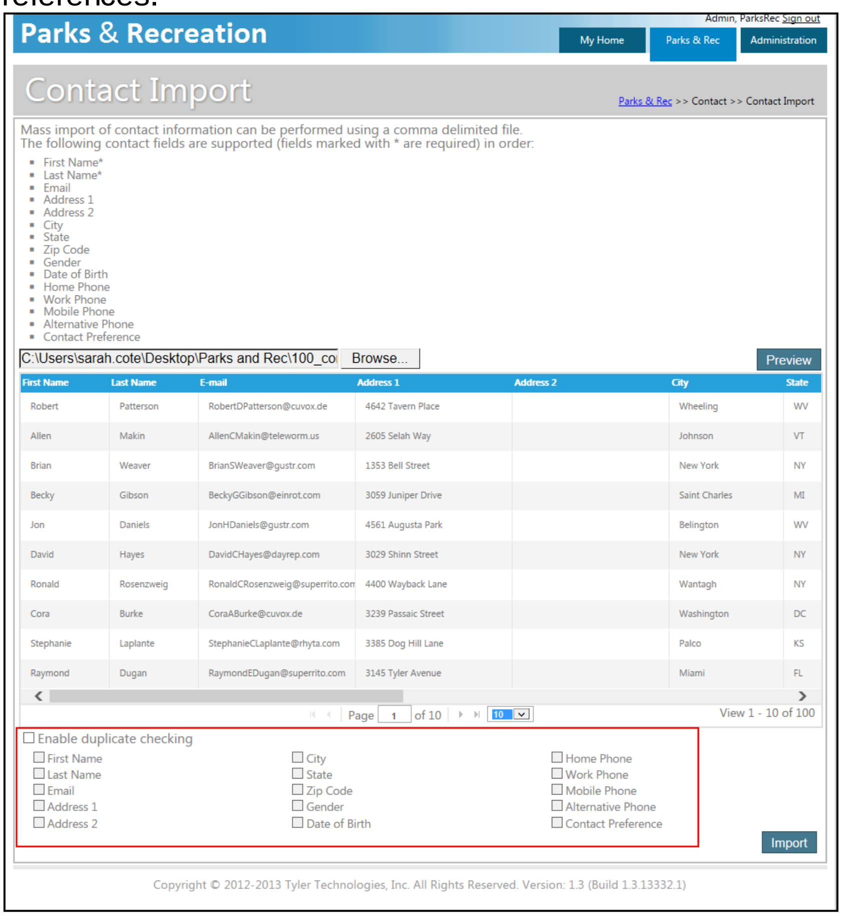


Import

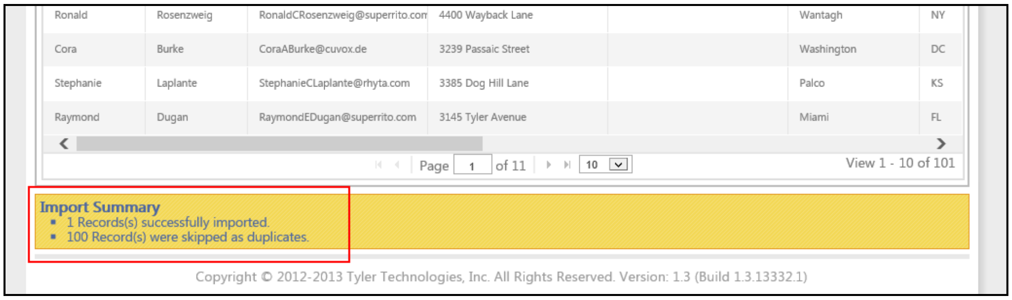
Where available, the Import option imports existing information from a comma-separated values (.csv) file.



After you select the file to import, click **Preview** to view the records included in the file. To enable duplicate checking, which prevents creation of duplicate records, select the Enable Duplicate Checking check box and then specify the fields to use as duplicate cross-references.

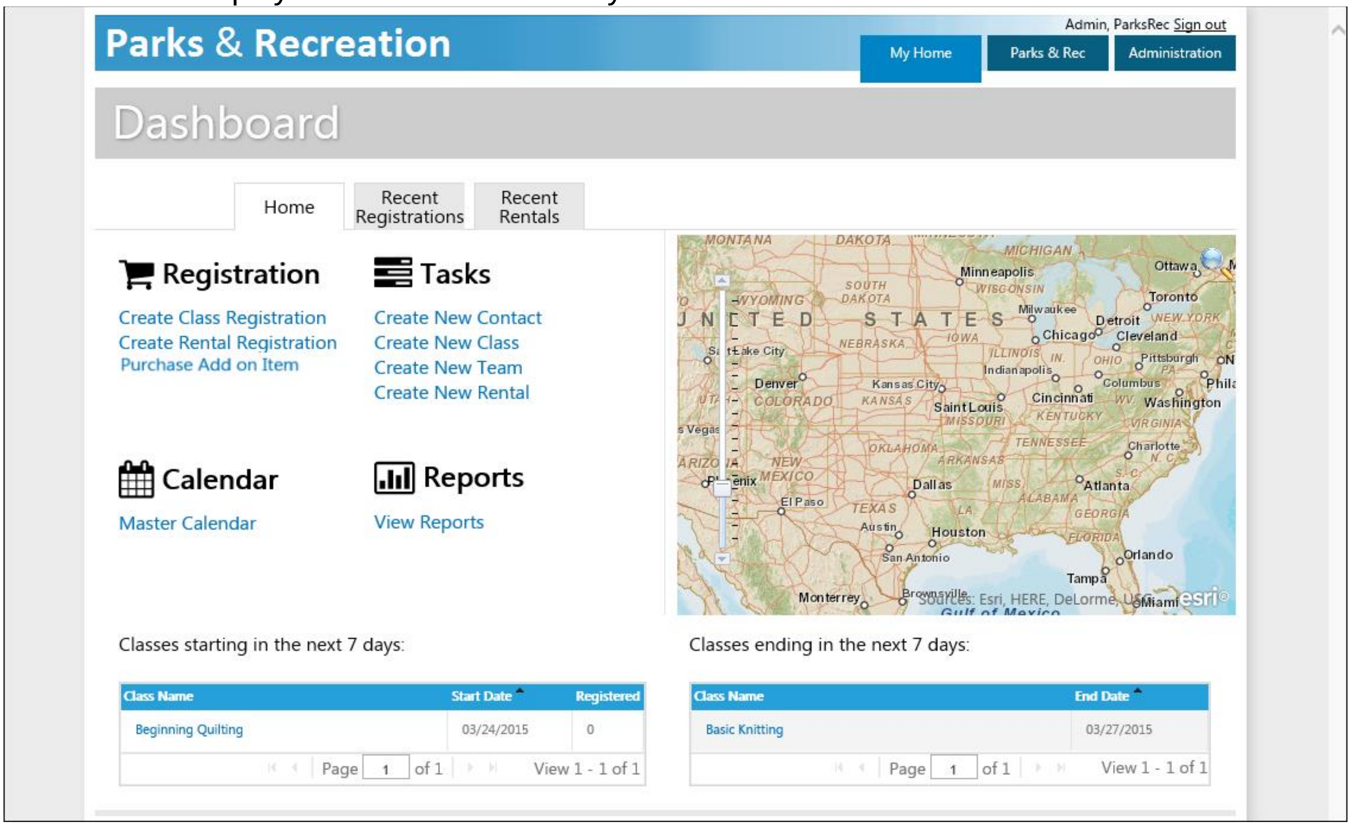


Once you have imported a file, the program displays a message stating the number of records created and the number of records skipped as duplicates.



My Home

The My Home tab is the active tab when you open the Administration pages. My Home provides a map that displays locations for currently scheduled activities, as well as direct links to Registration, Tasks, Calendar, and Reports pages. The Recent Registrations and Recent Rentals tabs display the most recent activity for these areas.



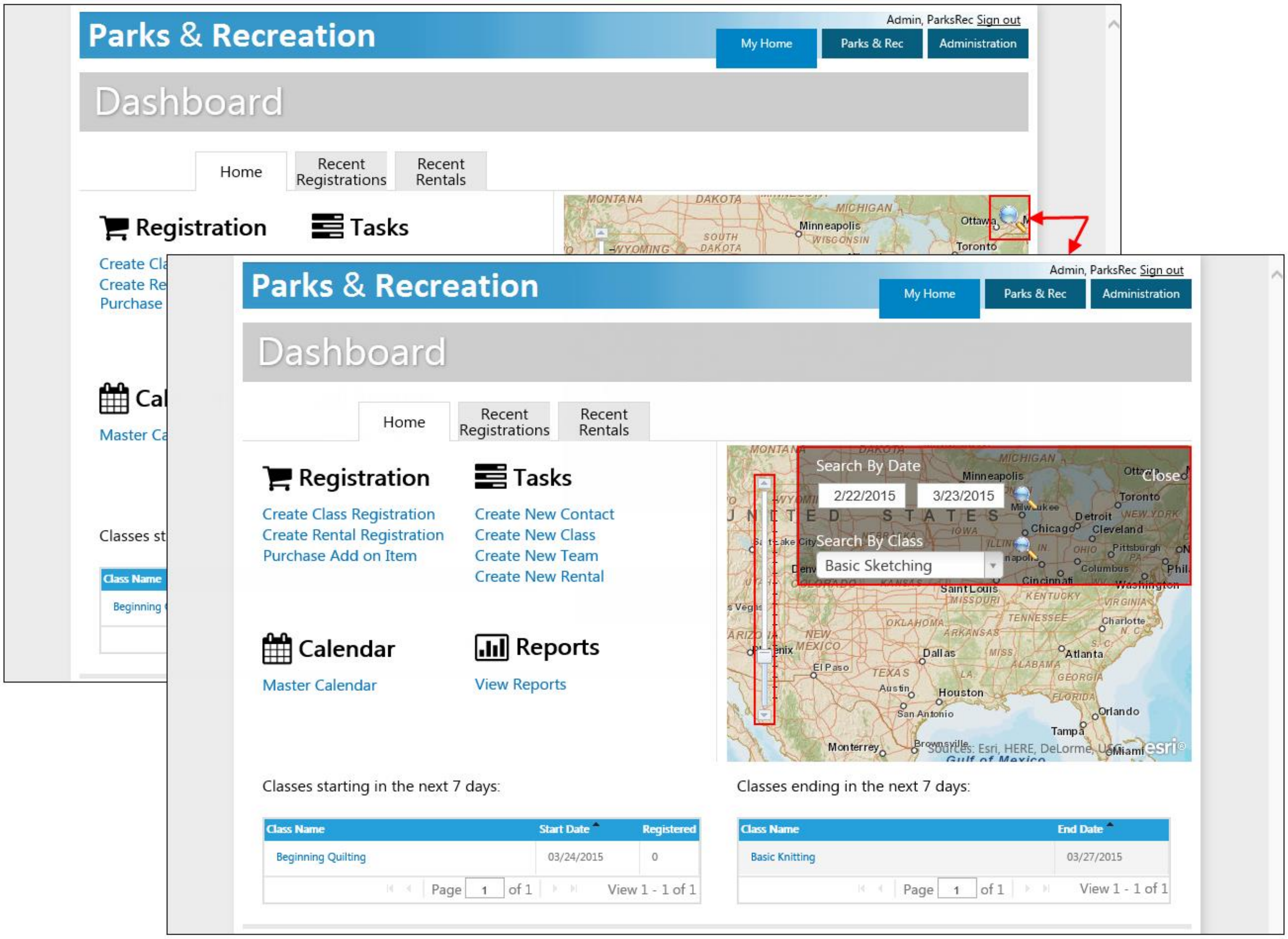
Home Tab

On the Home tab, the Create links in the Registration group open the Create pages for class and rental registrations. The links in the Task group provide direct access to the Create pages for adding new contact, class, team, or rental records.

The Master Calendar link in the Calendar group displays your organization's Rental Activity calendar. In the Reports group, the View Reports link displays the My Reports page.

The Class Starting and Class Ending tables display lists of classes that begin and end within the next seven days; click a class name to display the Class Details page for that class.

On the activity map, when you click the **Search** button, the page refreshes to display the Search by Date and Search by Class options. The default value for the date range is the past 30 days.

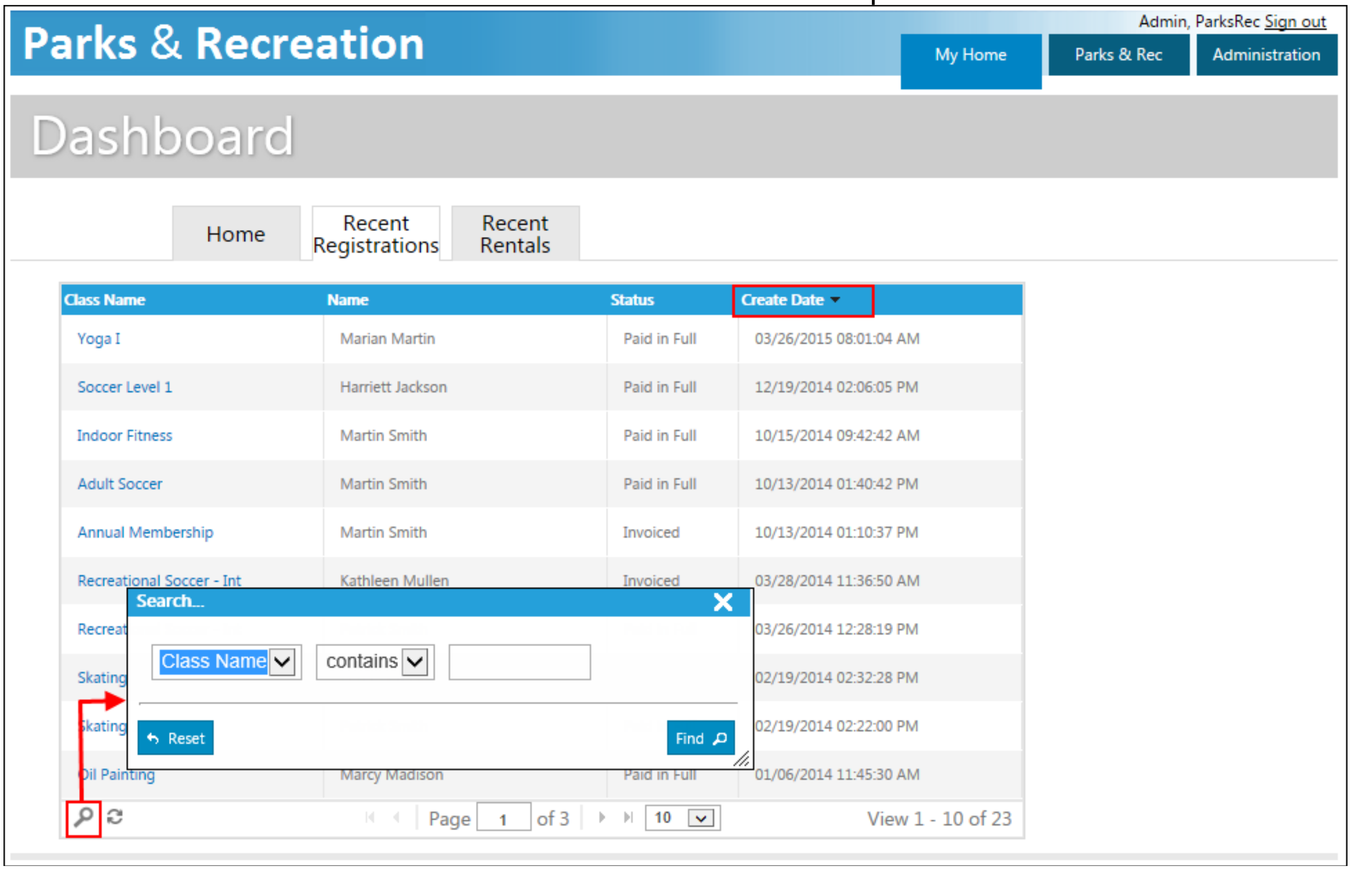


When you use these options to define the date or class criteria and then click the **Search** button for either option, the page refreshes to display the class locations on the map.

Use the zoom slider to expand or restrict the map viewing area. The area of interest and the zoom scale settings are defined using the GIS Settings option on the Administration tab.

Recent Registrations and Recent Rental Tabs

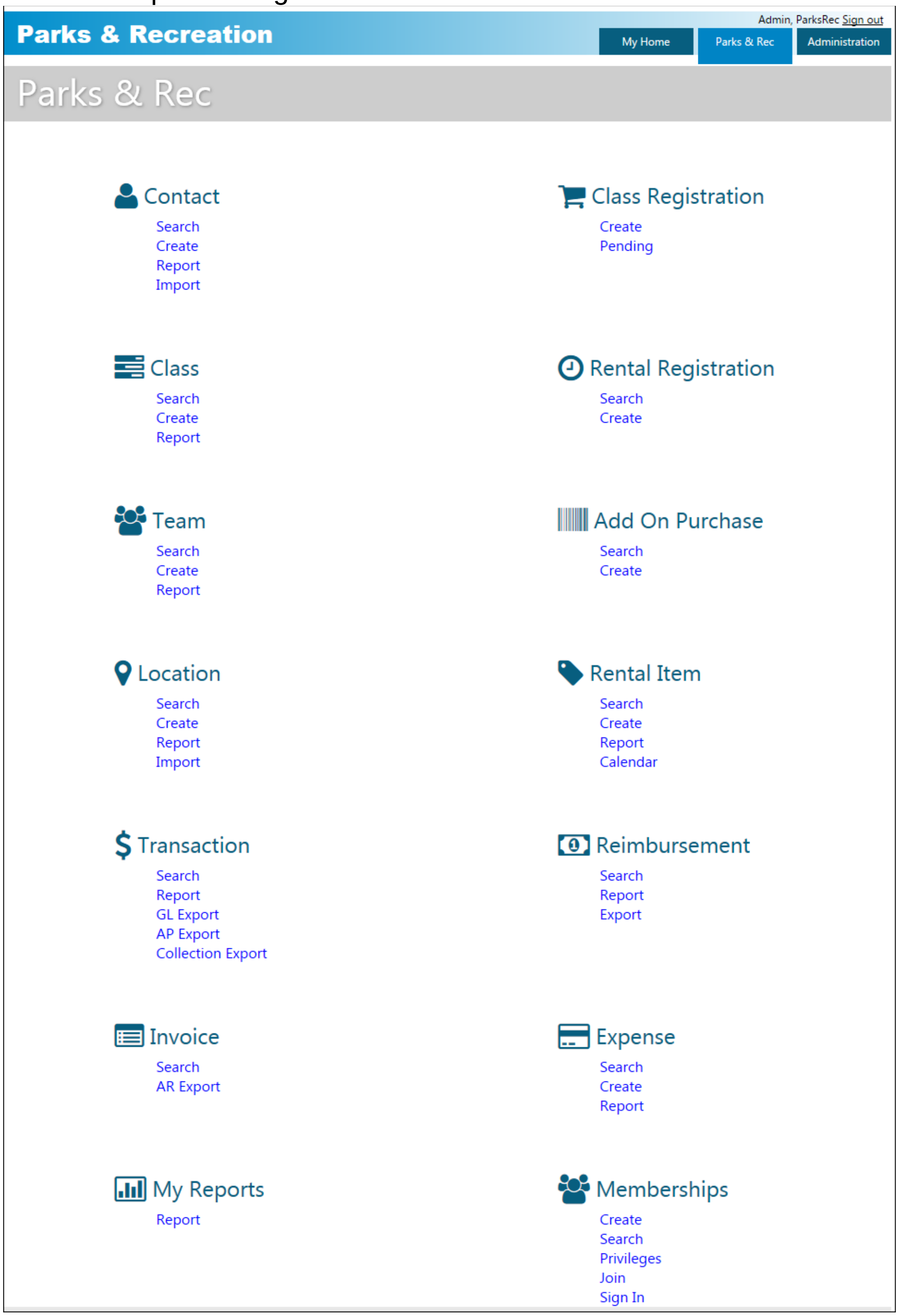
The Recent Registrations and Recent Rental tabs display the recent activity for each category. The Recent Registrations tab displays the last 100 registrations sorted by descending registration dates; the Recent Rental tab displays the last 100 registrations sorted by descending registration dates. On either tab, click the Create Date header to reset the sort order or click the **Search** button in the footer to search for a specific item.



When you click the Class or Rental Item name, the program displays the Details page for that class or item.

Parks & Rec

The Parks & Rec tab provides options for managing your community's activities, including creating class records, maintaining contact lists, managing rentals, and so on. Use the setup programs included on the Administration tab to create records required for Parks and Recreation processing.



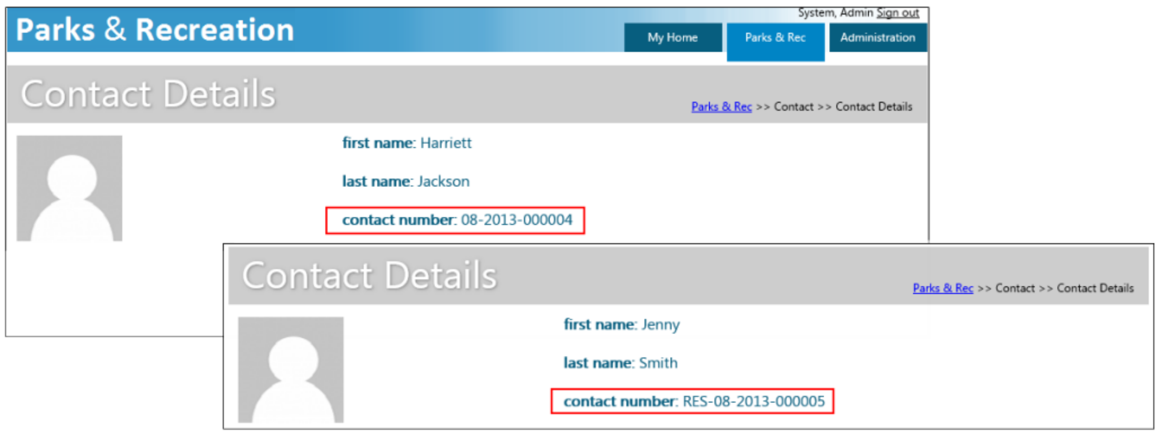
The following table provides a brief description for each category on the Parks & Rec tab. The available options depend on the settings defined on the Administration tab.

Category	Description
Contact	Defines contacts associated with the Parks and Recreation programs. Contacts can be participants, instructors, or staff.
Class	Manages the specific details for a class offering, including type, status, registration details, fees, available times, and so on.
Team	Defines teams of individuals who are related to an activity.
Location	Maintains location records by type and status. This category includes an option for importing location details using a .csv file.
Transaction	Identifies payment and refund records for transactions.
Invoice	Identifies invoices and creates export files.
My Reports	Creates reports of system activity. For a report to be available, you must complete the report setup on the Administration tab and the report must be created in Microsoft SQL Reporting Services.
Class Registration	Allows personnel within your organization to register participants for available activities. This option provides all the registration steps in order of completion.
Rental Registration	Allows personnel within your organization to complete rental transactions. This option provides all the registration steps in order of completion.
Add On Purchase	Manages the purchase process for add-on items outside the class or rental process.
Rental Item	Maintains records for rental item types and provides the status and location of the items.
Reimbursement	Creates an export file of fees or other charges that have been reimbursed.
Expense	Maintains expense records for activities.
Memberships	Provides a membership structure for activities, allowing you to provide services to contacts for set fees for defined time periods (for example, fitness program memberships offered for an annual fee).

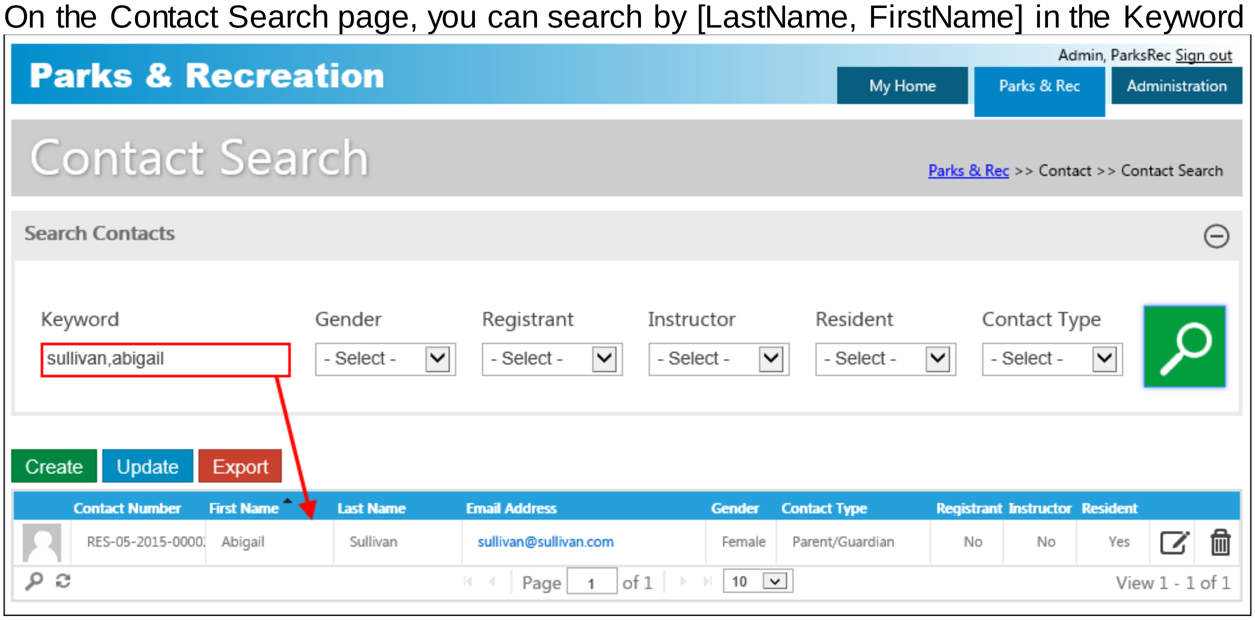
Contact

Contacts are the individuals associated with the Parks & Recreation activities, including participants, instructors, and item or facility renters. When citizens register for activities using the portal, contact records are created. Within your organization, personnel can create contact records for instructors, participants, renters, or staff, and they can assign contact login access.

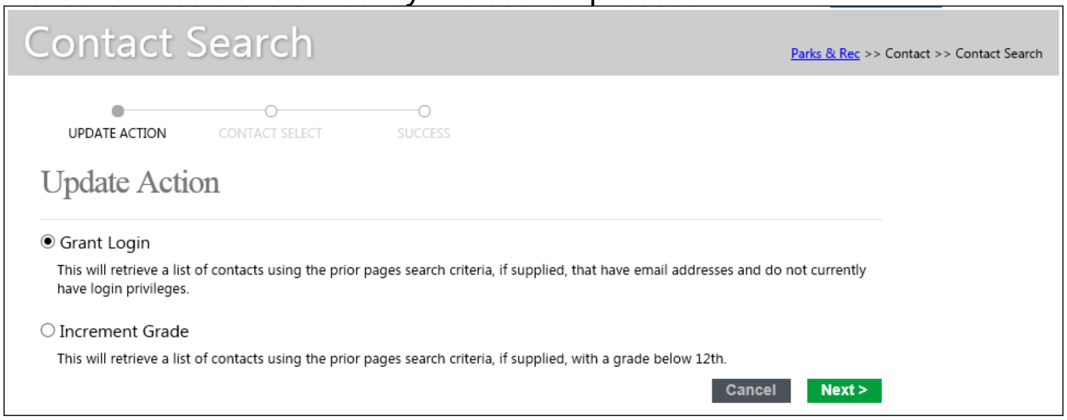
Contact records include a contact number, which is automatically assigned when the contact record is created. The number is comprised for the month, year, and an incremental participant number. If you have defined a prefix for recreation contacts using the Module Settings page of the Parks & Rec. Setup group on the Administration tab, this prefix is assigned to the contact number.



On the Contact Search page, you can search by [LastName, FirstName] in the Keyword field.



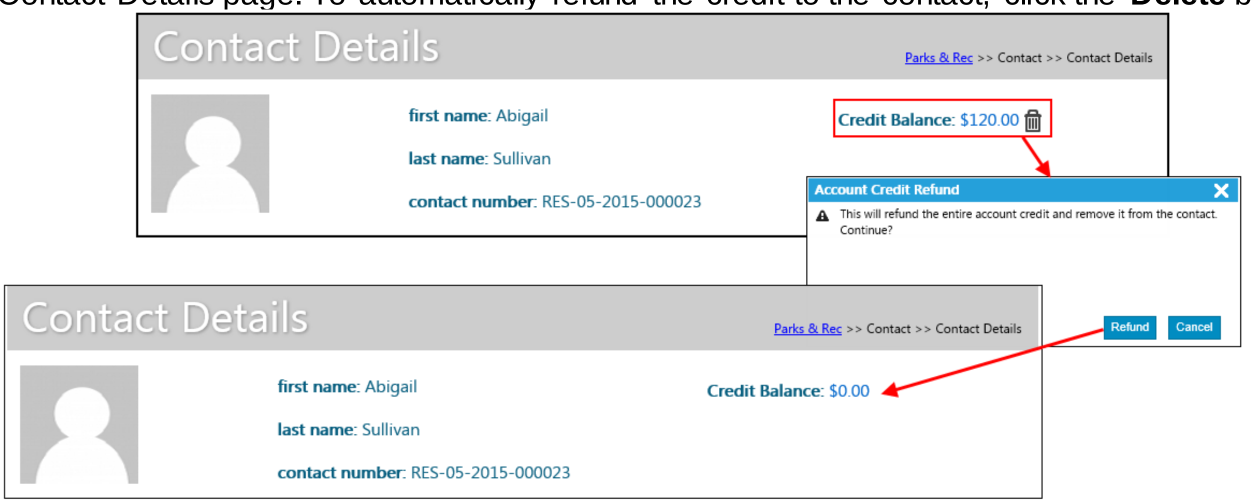
Clicking the **Update** button for search results displays update options that can be applied to the set of records returned by the search process.



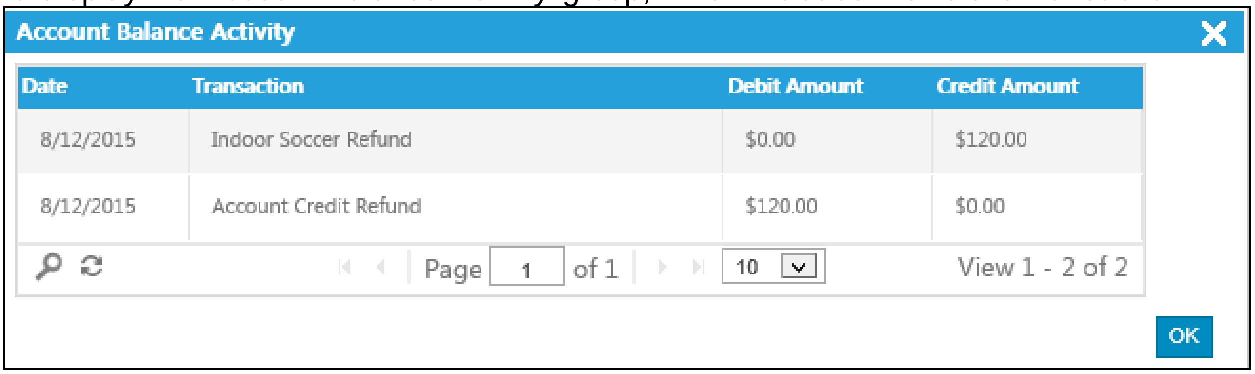
- Grant Login—Narrows your search results list to contacts for whom an email address is listed, but who have no login privileges. Select this option and click **Next**. Then, from the list displayed, select the contacts to give login privileges and click **Update**.
- Increment Grade—Narrows your search results list to contacts for whom a school grade of 12th grade or lower is listed. Select this option and click **Next.** Then, from the list displayed, select the contacts for which to update the school grade to the next grade and click **Update**.

Credit Refunds

If a contact has a credit balance for registration or rental activity, it displays at the top of the Contact Details page. To automatically refund the credit to the contact, click the **Delete** button.

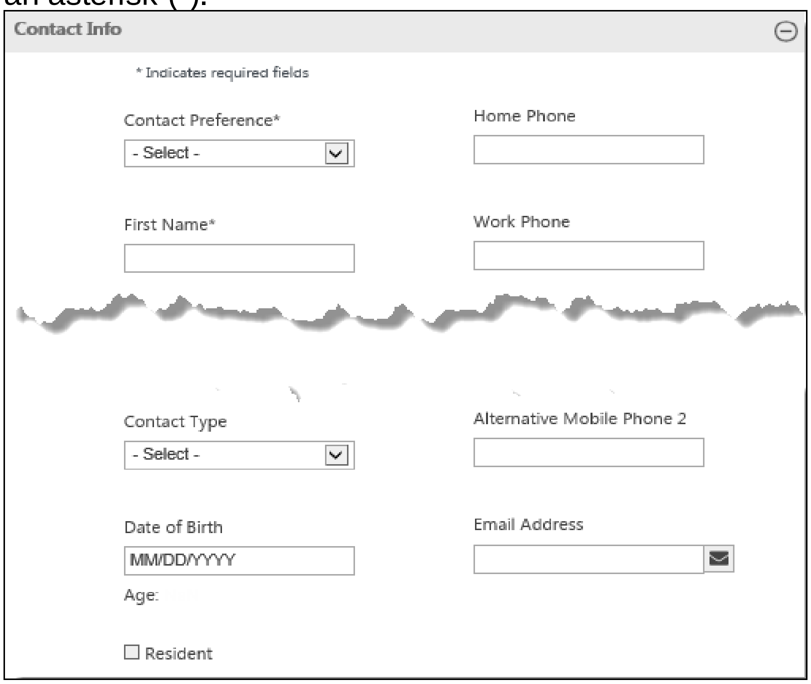


When you confirm the refund, the page refreshes to display a $0.00 balance. Click the balance to display the Account Balance Activity group, which includes the refund transaction.

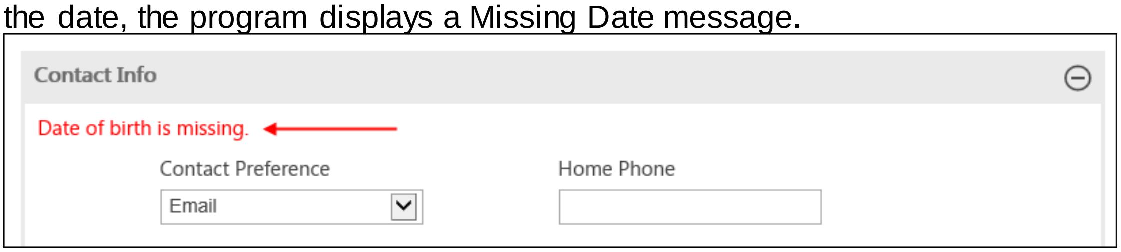


Contact Information

When you are adding or updating contact information, the Contact Info group of the Contact Details page provides the contact's personal information, the type of contact, the contact's preferred communication method, and the type of contact. Required fields are identified with an asterisk (*).



The Date of Birth is not a required field. However, if you select the Registrant check box in the Registrant Info section, you must enter a date of birth. If you save the record without entering the date, the program displays a Missing Date message.

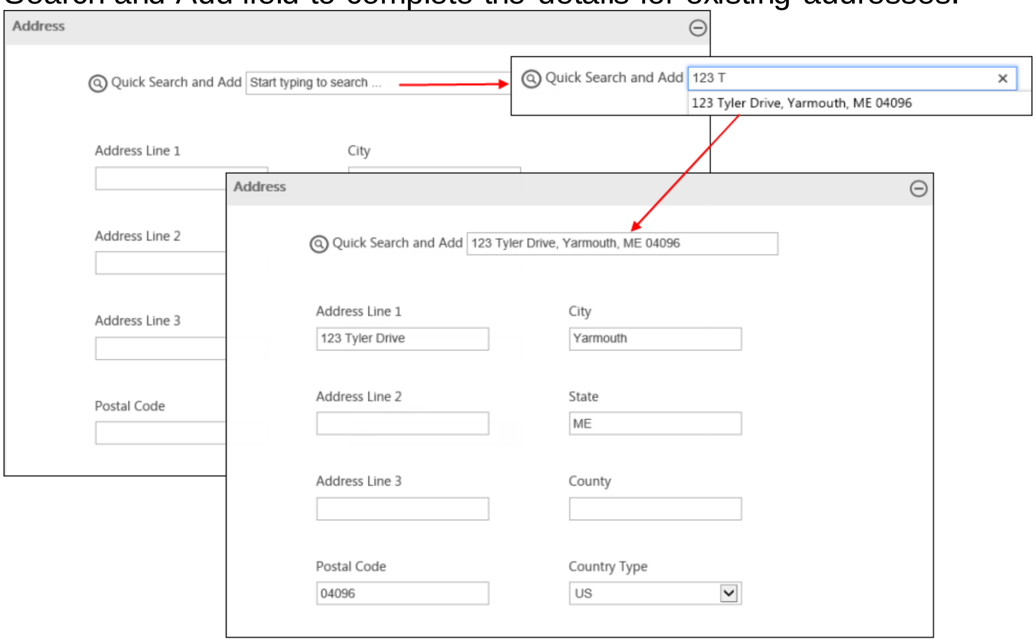


Resident requirements are verified according to the resident city or county entered in the System Settings program. When you create a contact record, the program verifies the value of the city or county; if the information entered matches the value of the Resident City or Resident County field in System Settings, the program identifies the contact as a resident.

If the contact is not identified as a resident, he or she is subject to nonresident fees and charges to participate in activities. To update the Resident check box, select the Override Resident Status check box, and then select the Resident check box.

Address

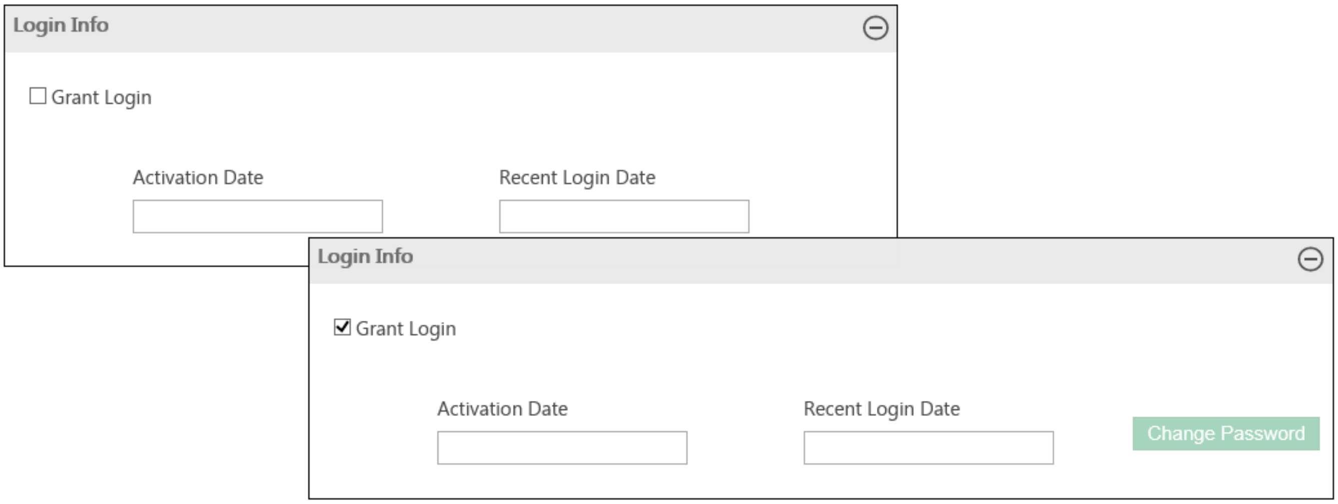
The Address group provides essential address components for contacts. Use the Quick Search and Add field to complete the details for existing addresses.



For example, when you type “123 T” in the Quick Search and Add field, the program provides available options matching the data. Select the correct option and the program completes the individual data fields.

Login Info

Login Info grants login permission to users. When you select the Grant Login check box, the Change Password button is available. Click **Change Password** to send the user an email message containing a login password.

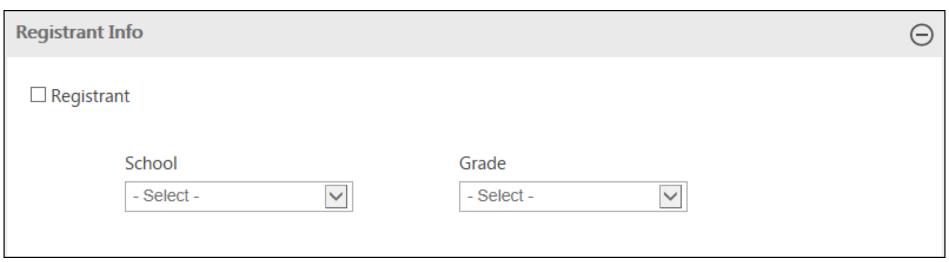


The Login Info fields must be complete for a contact to register for activities using the citizen portal.

Registrant Info

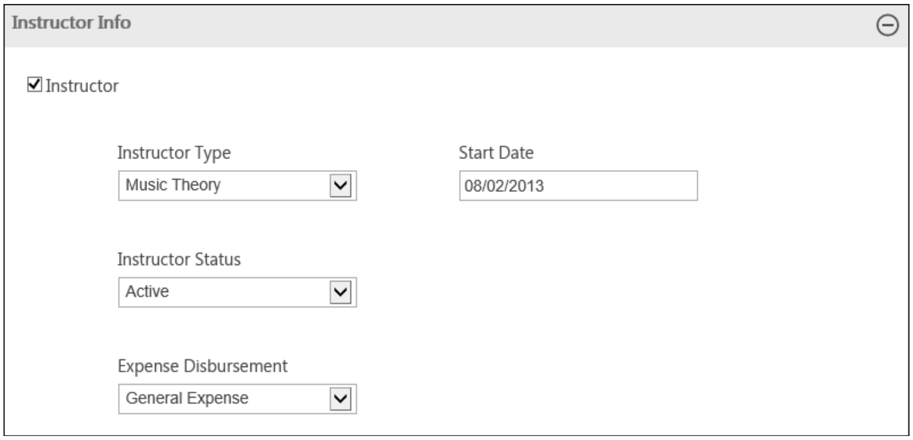
Registrant Info provides miscellaneous details for contacts. The Registrant check box must be selected for a contact to register for activities. However, instructors are not required to also be identified as registrants.

Available schools are maintained using the Schools option in the Parks & Rec Setup group on the Administration tab. Grade list options are system-coded options.



Instructor Info

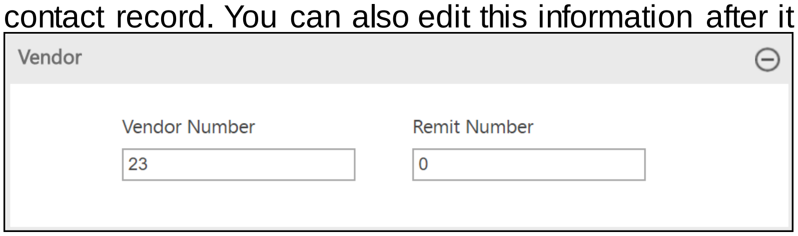
For contacts who are instructors, the Instructor Info provides the instructor type, status, and the expense disbursement type. The list options available for selection are defined on the Administration tab.



If the value of the Instructor Status list is Inactive, the page refreshes to include the End Date field. For the inactive status, you must enter a start and end date.

Vendor

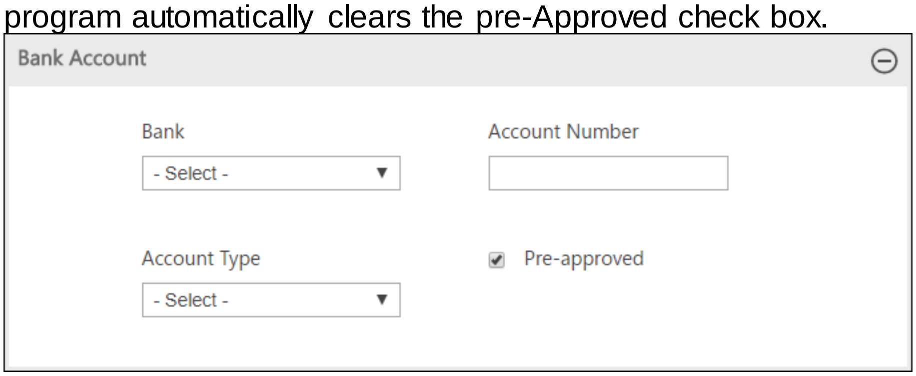
For contacts who are vendors, you can add a vendor number and remittance number to a contact record. You can also edit this information after it has been added.



Bank Account

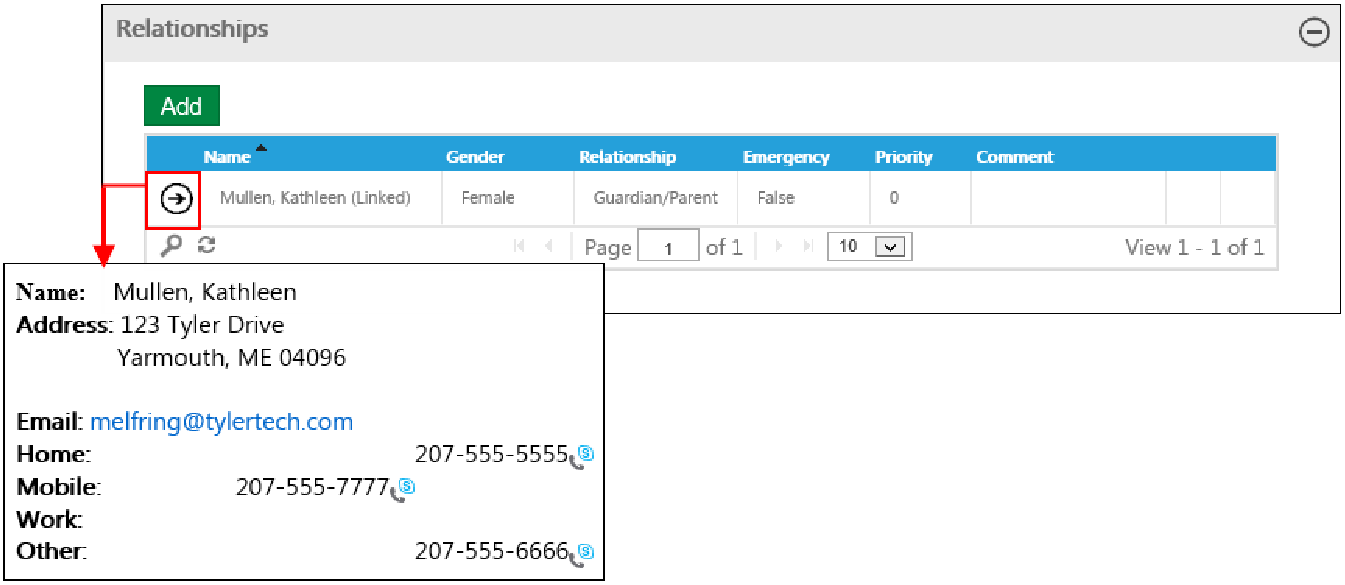
The Bank Account section stores the bank name, account type (checking or savings), and the account number. Available bank names are established on the Administration tab's Cashier Setup pages.

Selecting the Pre-Approved check box indicates that this contact is approved to make payments by ACH, and invoice payments from this contact are included in the ACH files generated. If you change any of the other bank account information for this contact, the program automatically clears the pre-Approved check box.



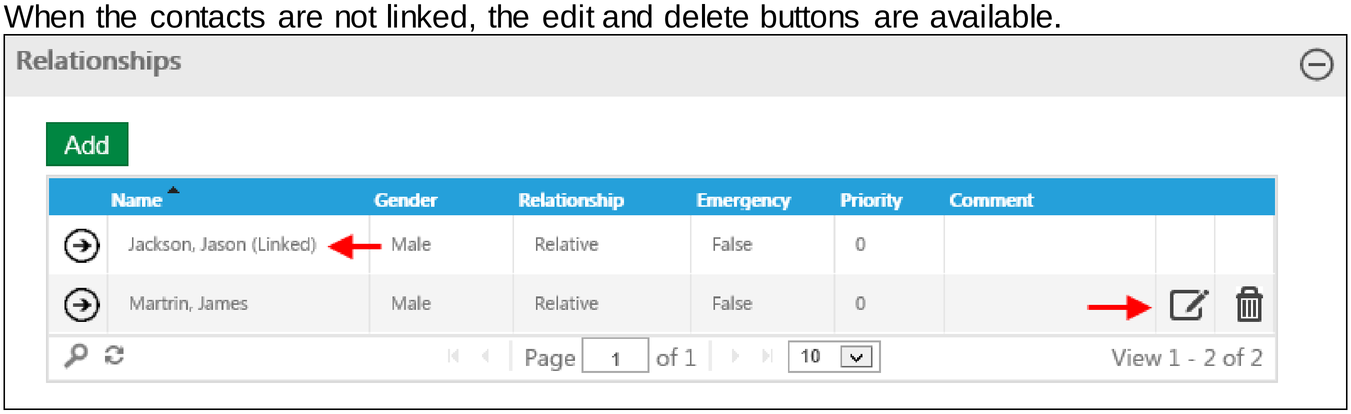
Relationships

Relationships defines connections between contacts, for example, between a parent or guardian and a participant.

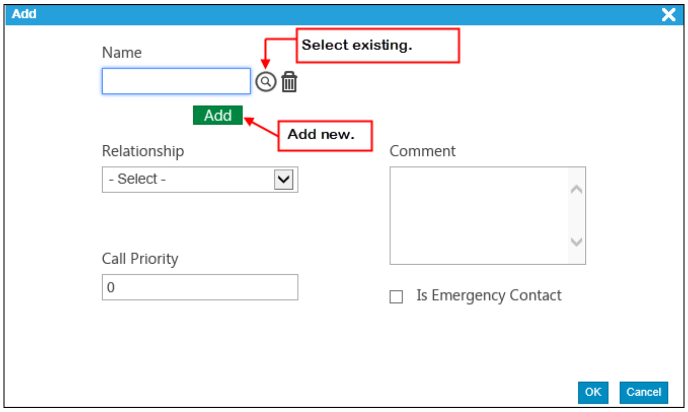


For existing relationships, click the details button to display contact information.

When relationship contacts are linked to the contact, you cannot edit or delete the information. When the contacts are not linked, the edit and delete buttons are available.



To add a new relationship, click **Add** in the Relationships group to display the Add dialog box. Click the search button to select an existing contact for the relationship or click **Add** to add a new contact record.



When you click **Add**, the Name field includes autopopulate functionality. When you type the first few letters of a name, the program provides a list of existing options that match the text entered. The more text you enter, the narrower the list of possible selections. When the list of options provides a matching value, you can stop entering text and click the value to complete the field.

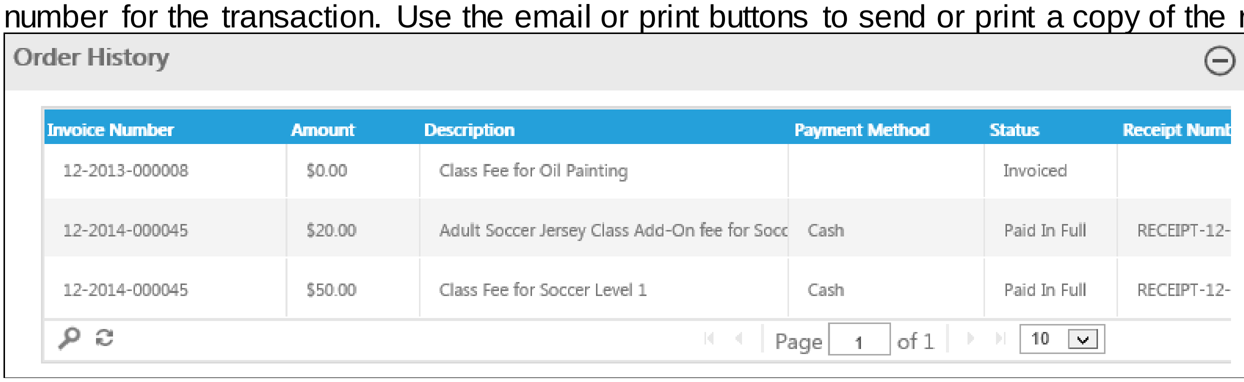
For relationship contacts, the program provides the Billing Address, Relationship, and Confirm screens. Complete the fields, as required, to complete the record.

When you add a new relationship contact, the Same as Parent/Guardian check box is available on the Billing Address screen. When you select this check box, the program completes the contact and preferences information for the new record with the parent/guardian record values.

When you complete the relationship contact add process, the program returns you to the Contacts Detail page. The Relationships group displays the contacts and the relationship type.

Order History

Order History provides a history of class registrations or items that a contact has purchased from your organization. The Status field identifies invoiced registrations; the Payment Method is blank for the invoiced records. For paid items, the Receipt Number field provides the receipt number for the transaction. Use the email or print buttons to send or print a copy of the receipt.



Order History

Invoice Number	Amount	Description	Payment Method	Status	Receipt Numb
12-2013-000008	$0.00	Class Fee for Oil Painting		Invoiced	
12-2014-000045	$20.00	Adult Soccer Jersey Class Add-On fee for Socc	Cash	Paid In Full	RECEIPT-12-
12-2014-000045	$50.00	Class Fee for Soccer Level 1	Cash	Paid In Full	RECEIPT-12-

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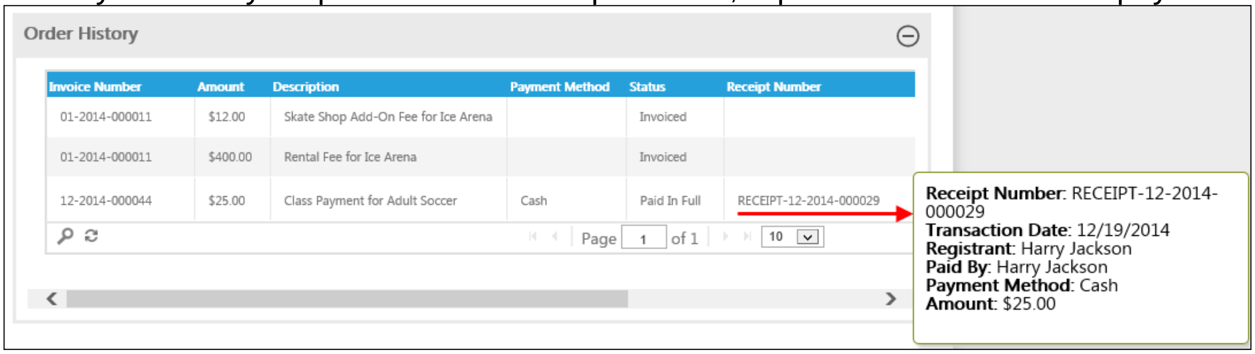
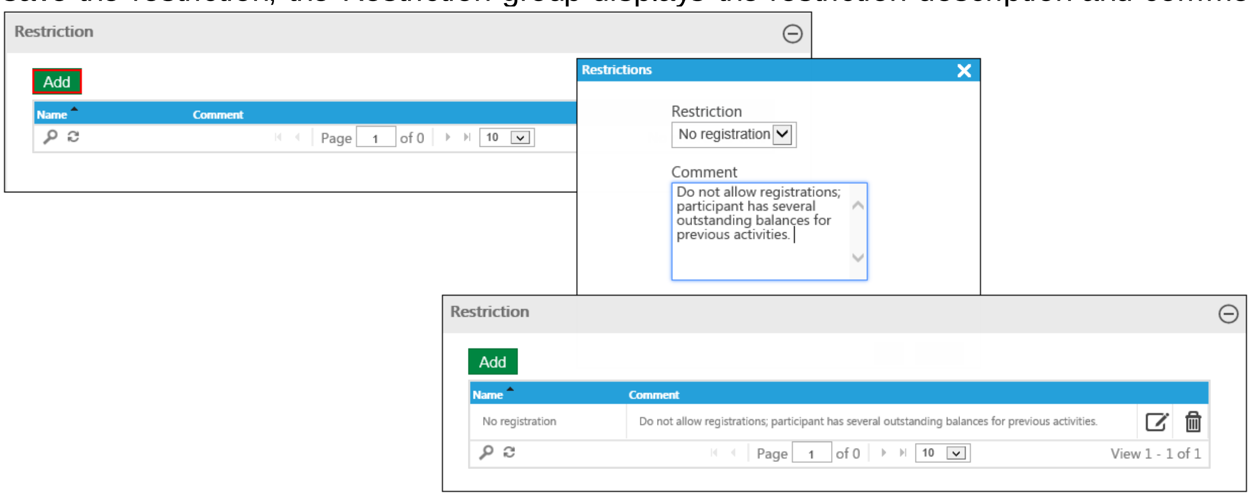
When you hover your pointer over a receipt number, it provides details for that payment.



Restriction

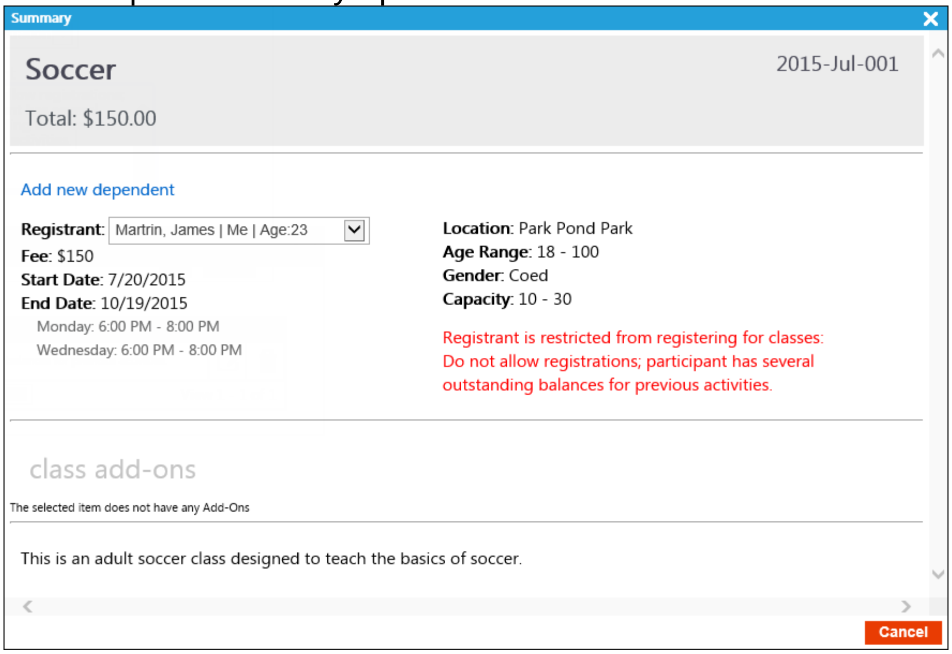
The Restriction group assigns restrictions to contacts. For example, you can restrict a registrant from using a specific payment method, or you can prevent a registrant from registering for a class or renting a facility.

When you click **Add**, the Restrictions box displays. Select the applicable restriction and then add comments, if appropriate, specific to the restriction for this particular contact. When you save the restriction, the Restriction group displays the restriction description and comment.



When you attempt to register this contact for a class using the Class Registration process, the program prevents the registration and displays the restriction comment. In this case, the

Cancel option is the only option available.

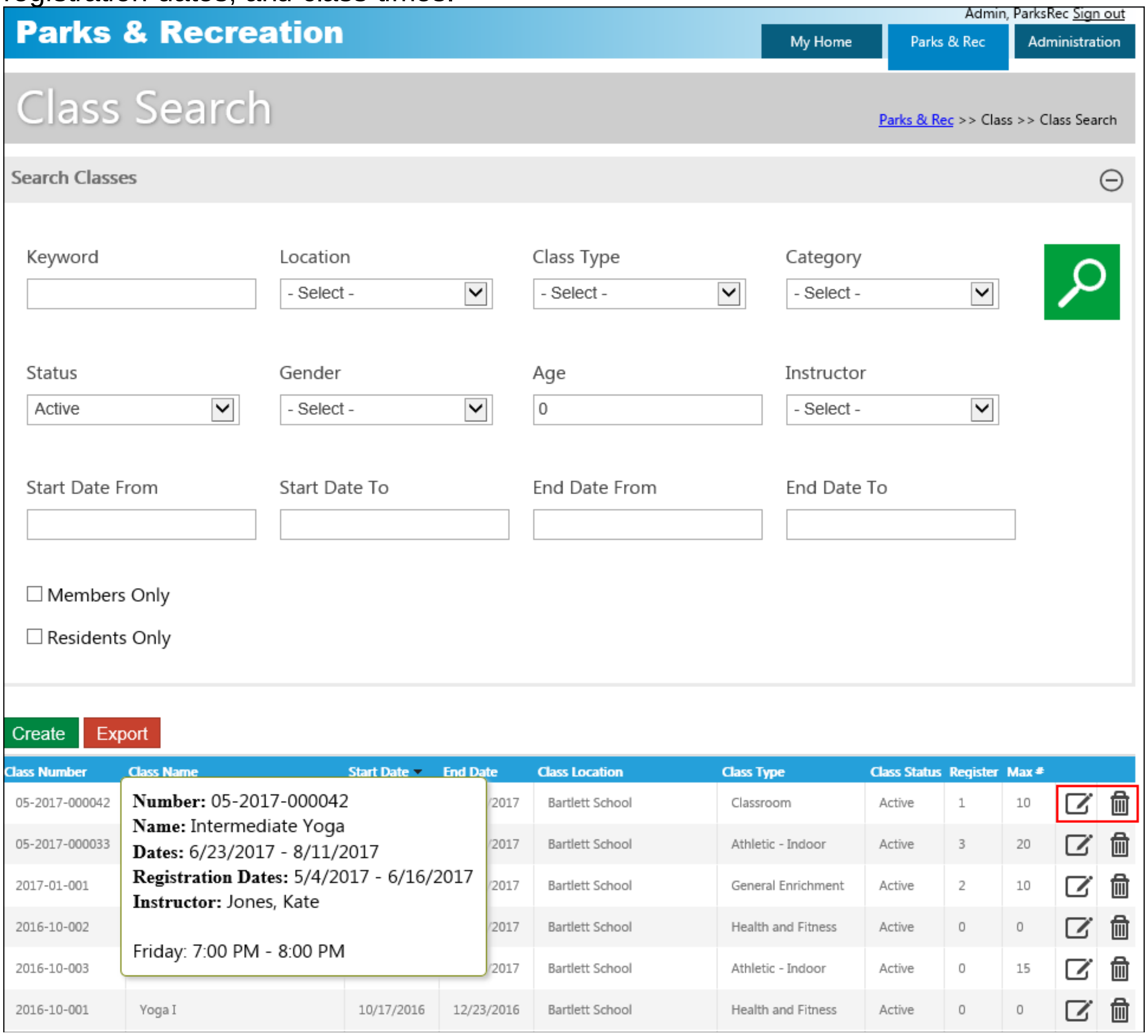


If the contact attempts to register using the citizen portal, he or she encounters the same results.

Class

The Class option manages the specific details for a class offering, including type, status, registration details, fees, available times, and so on. Click the column headers to sort the class results.

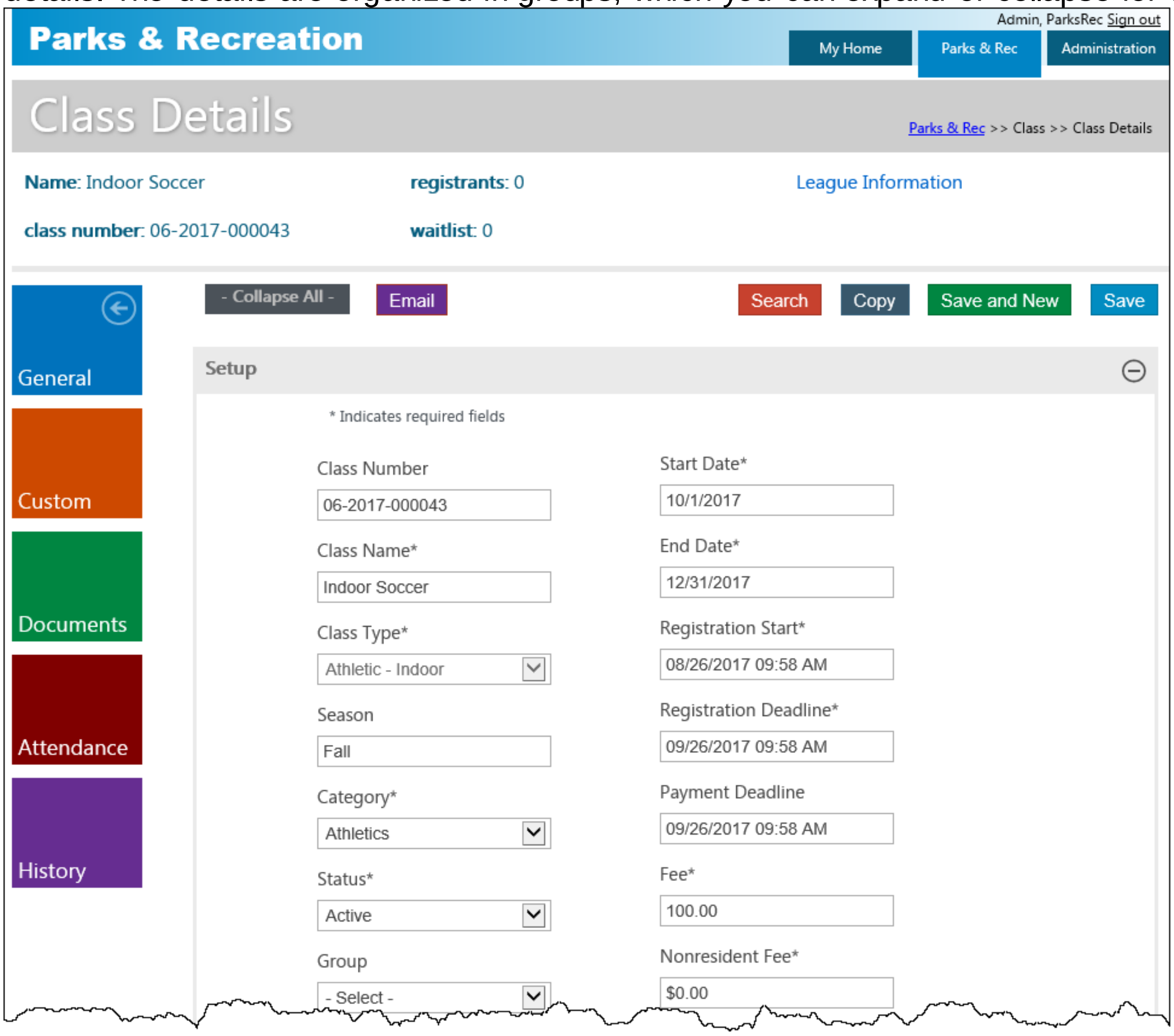
In the search results table, hover your pointer over the class number to view the class dates, registration dates, and class times.



For each class record, the edit and delete buttons are available. Clicking the edit button displays the Class Details page. You cannot delete a class record for which there are active registrants.

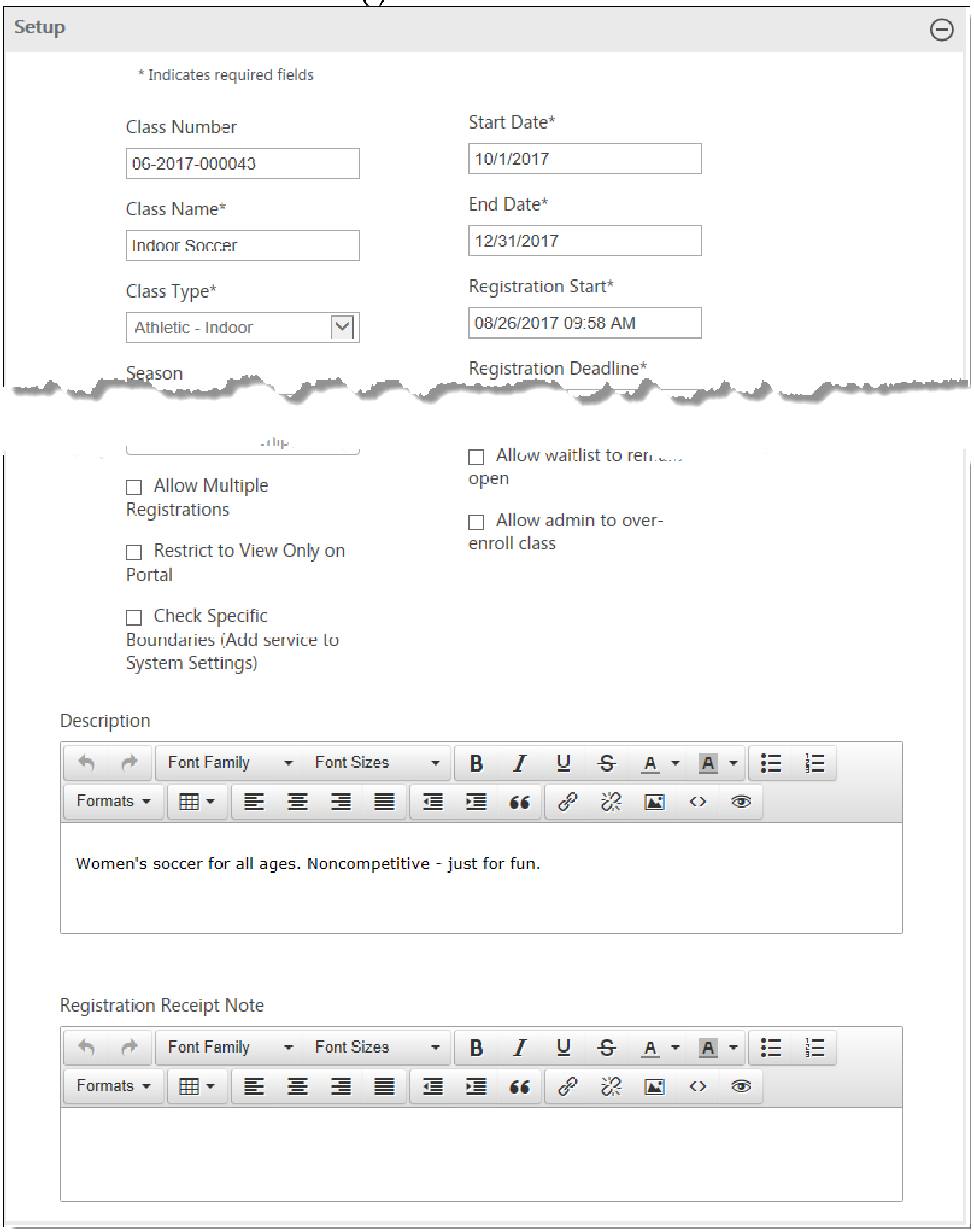
Class Details

The Class Details page provides the class number, name, status, activity, and registration details. The details are organized in groups, which you can expand or collapse for viewing.



Setup

The Setup fields assign a class number, define the class times and fees, specify age requirements, and store the description that is available on the citizen portal. Required fields are identified with an asterisk (*).



Before creating a class, use the Park & Rec. Setup options on the Administration tab to create class type, category, status, group, and location records.

If this class is available to residents and nonresidents, you must enter a fee in the Fee and Nonresident Fee boxes.

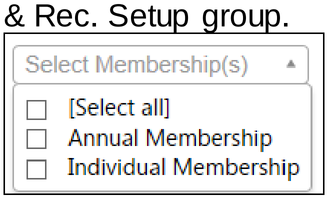
In addition to general class information, the Class Details page provides options for determining registrant requirements and assigning miscellaneous administrative settings.

Field	Description
Registration Custom Layout	Determines the layout template to use during registration. Only those templates for which the Show for Registration check box is selected are available. Use the Custom Fields and Custom Fields Layout options on the Administration tab to maintain customized fields.
Registration Disclaimer	Assigns a disclaimer to the registration process for the class. For example, your organization may have a participation policy that must be acknowledged during the registration process.
Include Disclaimer on Receipt	If selected, includes the selected disclaimer text on registration receipts. The disclaimer notices set up for your organization are available in the Registration Disclaimer list.
Is Special Event	If selected, this check box, along with an uploaded image, causes your organization's citizen portal to include this class in scrolling views. See Display Class Images on the Citizen Portal for more details.
Show on Portal	If selected, makes this class available on your citizen portal.
Restrict to Residents Only	If selected, excludes nonresidents from class registration.
Restrict to Members Only	If selected, displays a notation on the Class Details and citizen portal indicating that the class is only available to registrants with an active membership. As with resident-only classes, member-only classes are not enforced during registrations processed from the Administration page. Use the Select Memberships list to identify the types of memberships required to register for the activity.
Allow Multiple Registrations	If selected, allows a registrant to register multiple times for this class, whether registering through administration or the portal.
Restrict to View Only on Portal	If selected, prevents your organization's citizen portal from displaying the class in the list of classes available for registration. In this case, when a user views the class description, the Add to Cart option is not available.
Check Specific Boundaries (Add Service to System Settings	If selected, enforces registration restrictions according to the specific boundaries defined in the Class Residence Verification Services field in System Settings. This setting works with the residency settings to determine a registrant's eligibility for the class.
Age Calculation Date	Provides the date at which to validate a registrant's age. When you create a new class or update existing classes, the default value for this field is the class start date. When the value of the Class Start Date field is changed, the Age Calculation Date field is automatically changed to the updated class start date.
Minimum/Maximum # of Registrants	Define the class size. Once the maximum number of participants is reached, registrants are moved to a waitlist for the activity.

Field	Description
Minimum/Maximum School Grade	Restrict class availability according to a student's grade level, that is, only students who meet the minimum school grade level can register. Contacts who do not have a specified grade level are allowed to register along with contacts whose grade level meets the minimum.
Allow Waitlist to Remain Open	If selected, causes the waitlist to remain open past the end of the registration period.
Allow Admin to Overenroll Class	If selected, makes the Overenroll button available along with the Waitlist button on the Class Details screen. Using Overenroll allows you to add participants over the maximum number specified without using the waitlist feature.
Description	Stores the class description that displays on the citizen portal. This description should be brief, but designed to serve as a short advertisement for the class. The available formatting options for the description text allow you to set font type and size, add highlighting, and so on. When the text displays on the citizen portal, the formatting effects display.
Registration Receipt Note	Provides notes that are included on the receipt that displays in the citizen portal after registration, on the receipt that is emailed to the registrant after registration, or on an email receipt reprint. The notes display in each class registrant section of the receipt. If multiple class registrations include notes, the notes display with the details for each class on the receipt. If you modify the receipt note text after receipts are initially printed, any reprinted receipts contain the original receipt note. The available formatting options for the receipt note text allow you to set font type and size, add highlighting, and so on. When the text displays on the citizen portal, the formatting effects display.

Membership Classes

If your organization offers memberships and you have defined membership class types, when you are creating class records and you select a class type that indicates a membership, the Select Memberships list is available. Use this field to assign one or more membership periods to the class. Membership periods are defined using the Membership Period option in the Parks & Rec. Setup group.



If you register the same individual for the same membership more than one time, the membership is renewed or extended accordingly. When you complete a family membership registration, all related contacts that share the exact same street address are added to the members. These members are not included on the registrant list; only the payer contact displays here. However, a special condition type 1 is created, which identifies the associated family members.

Once you have created a membership class and have registered individuals for that class, their contact records identify them as members. Members are eligible to participate in all classes, but only members can participant in classes that are restricted to members only.

Registration Period Exceptions (Optional)

When you are creating a class, the Registration Period Exceptions group provides the option for defining early and late registration periods and for assigning fee adjustments for these periods.

Registration Period Exceptions (optional)

Period	Start Date	End Date	Fee Adjustment	Resident Fee	Non-Resident Fee
Early Registration	1/30/2018 12:00 AM				
Late Registration		2/16/2018 12:00 AM			

The early and late registration periods must fall within the defined registration period:

- The time period from the Registration Start Date through the Early Registration End Date is the early registration period and this period will have the early fee adjustment assessed.
- The time period from the Early Registration End Date through the Late Registration Start Date is the standard registration period and will use the standard class fees.
- The time period from the Late Registration Start Date through the Registration Deadline is the late registration period and will have the late fee adjustment assessed.

When an early or late period is specified, a fee adjustment must be added. A class can have any variation of an early or late registration period, but neither is required.

Registrants

For existing classes, the Registrants group provides a list of participants for the selected class. The Status field provides payment status, the Group field identifies the registrant's assigned class group, if applicable, and the Notes field provides additional information provided for the registrant.

Registrants

Export

First Name	Last Name	Status	Group	Create Date	Notes
Jack	Jones	Paid in Full		06/24/2016 11:45:08 AM	
Harry	Jackson	Pending Paymer		06/24/2016 11:41:46 AM	

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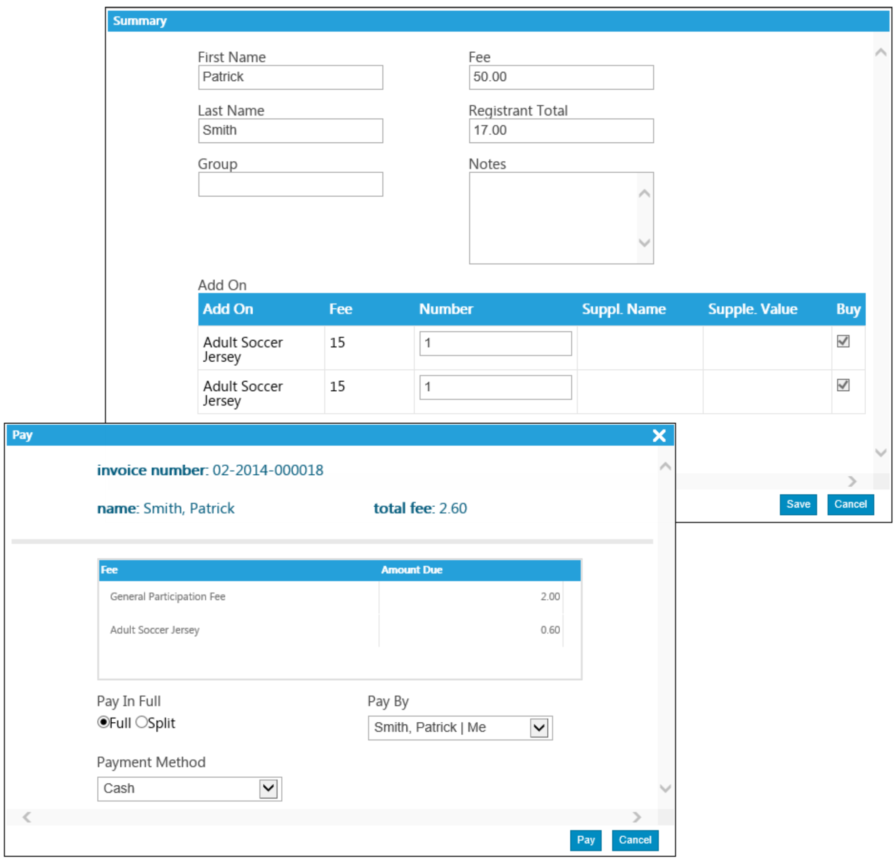
If a registrant has made a partial payment, the entry for the registrant contains two rows: one for the partial payment and one for the total invoice.

When you hover your pointer over the Edit button for an individual registrant, the program displays receipt details, registrant attachments, notes, and custom fields.

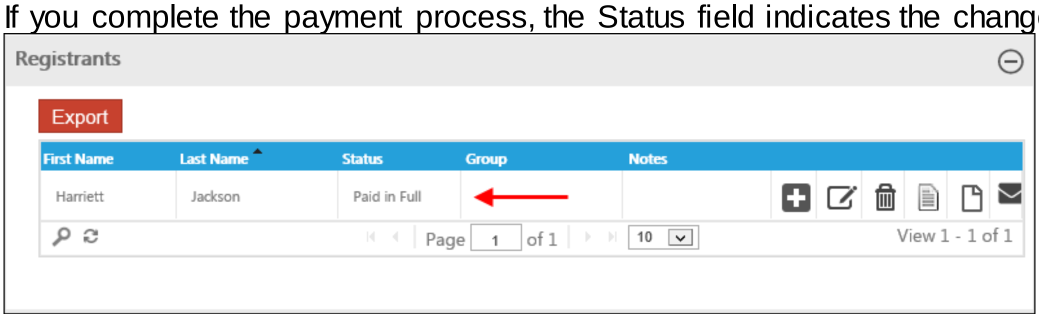
Click **Add** to pay an invoice or purchase an add-on item. When you complete a transaction from this page, the program does not create a new invoice unless the total value of the invoice changes (for example, you add or remove an add-on item or you change your residency status). If the total does not change, the program uses the existing invoice. If you remove a registration, the invoice is deleted.

If you click **Add** to pay the invoice for a registrant who has made a partial payment, only the invoiced amount displays.

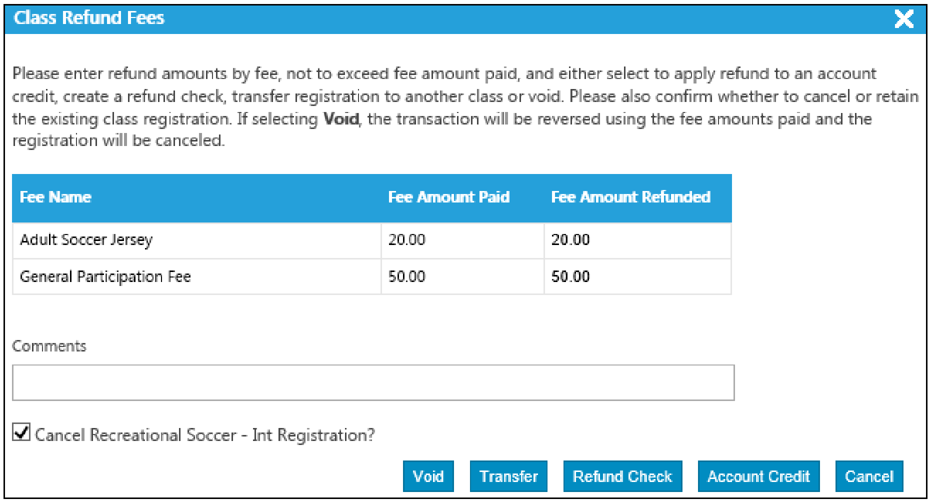
When you click **Save** to close the Summary page, the program displays the Pay details dialog box.



If you complete the payment process, the Status field indicates the change.

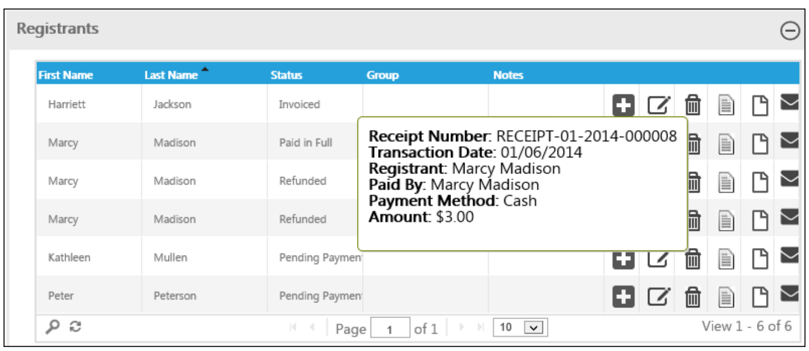


Click **Delete** to remove the registrant from the class and refund payments, if appropriate.



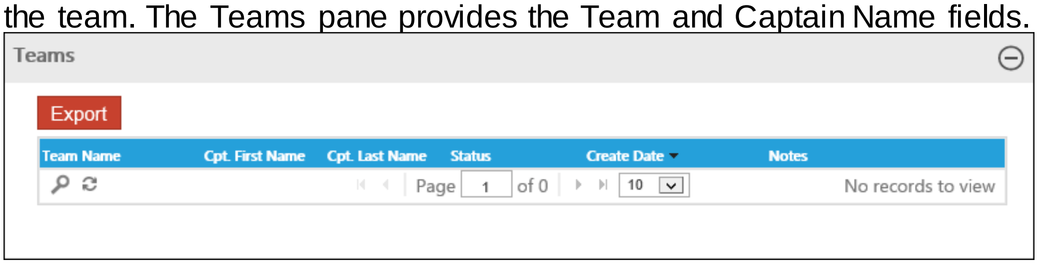
Using the Class Refund Fees dialog box, you can void the transaction, which reverses fee amounts paid and cancels the registration, transfer the registration to a different class, process a refund check, or apply the refund to the participant's account as a credit.

When you hover your pointer over the Status field for a registration that is paid in full, the payment receipt details are provided.



Teams

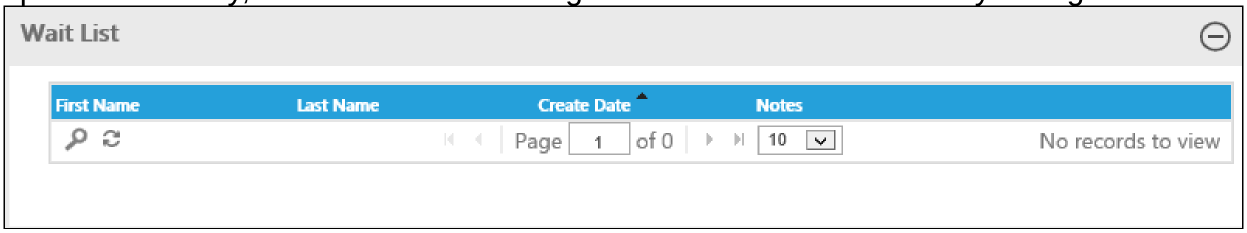
Teams provides the name of the teams participating in a class or activity. The Teams pane replaces the Registrants pane for those classes defined with the Teams class type. In this case, a single registrant (designated as the captain) registers the team, not the individuals on the team. The Teams pane provides the Team and Captain Name fields.



Use the Export option to create an Excel spreadsheet of the teams registered for the selected class or activity.

Wait List

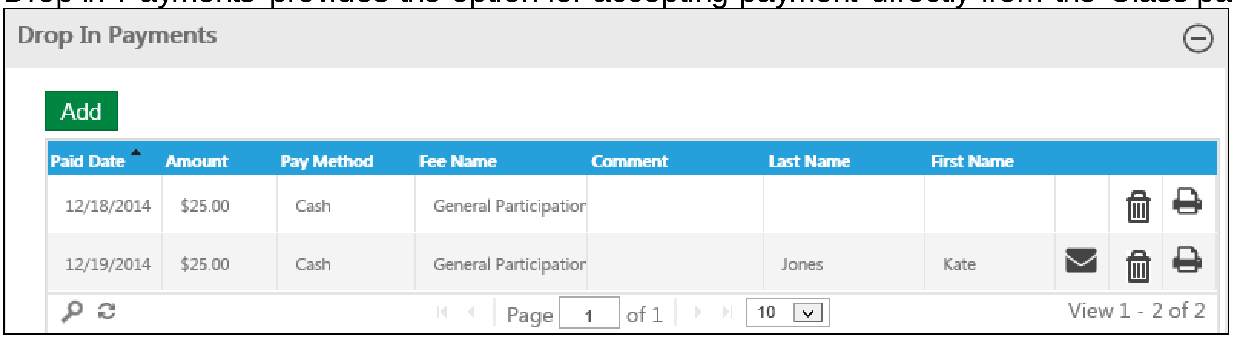
Wait List provides a list of registrants who are not officially registered for the class due to space availability, but who wish to be registered should the availability change.



As space becomes available, use the Wait List group to move contacts to the class registration list. When you do so, the program provides the payment options.

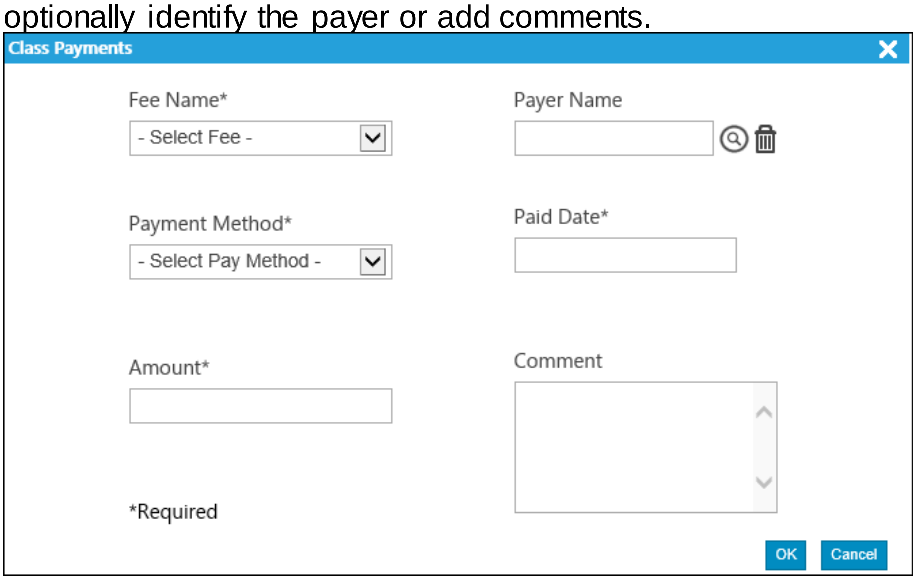
Drop In Payments

Drop In Payments provides the option for accepting payment directly from the Class page.



Once payment is accepted and the record is saved, the print and email options are available for receipt printing or delivery. Printed receipts do not require that the Payer value be entered when you complete the payment details; however, the email option is only available when the payer is identified.

To enter an add-on payment, click **Add.** In the Class Payment dialog box, select the fee name and payment method, and then enter the amount, payer, and paid date values. You can optionally identify the payer or add comments.

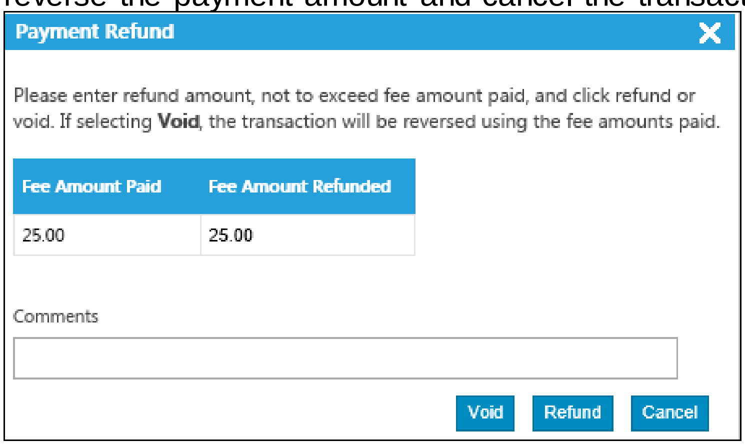


The Payer Name field includes autocomplete functionality. When you type the first few letters of a name, the program provides a list of existing options that match the text entered. The more text you enter, the narrower the list of possible selections. When the list of options provides a matching value, you can stop entering text and click the value to complete the field.

Drop-in transactions are automatically saved. You do not need to save the entire class record for these transactions.

The history of these payments is included in the Class Details record. Additionally, a transaction is added for the payment and is available using the Transaction Search option.

The Delete button for a drop-in payment provides the option for refunding the payment. When you click **Delete**, the program displays the Payment Refund dialog box, which indicates the drop-in amount. Accept the default value, or enter a new value not to exceed the total payment amount. Click **Refund** to complete the process and save the refund record. Click **Void** to reverse the payment amount and cancel the transaction.

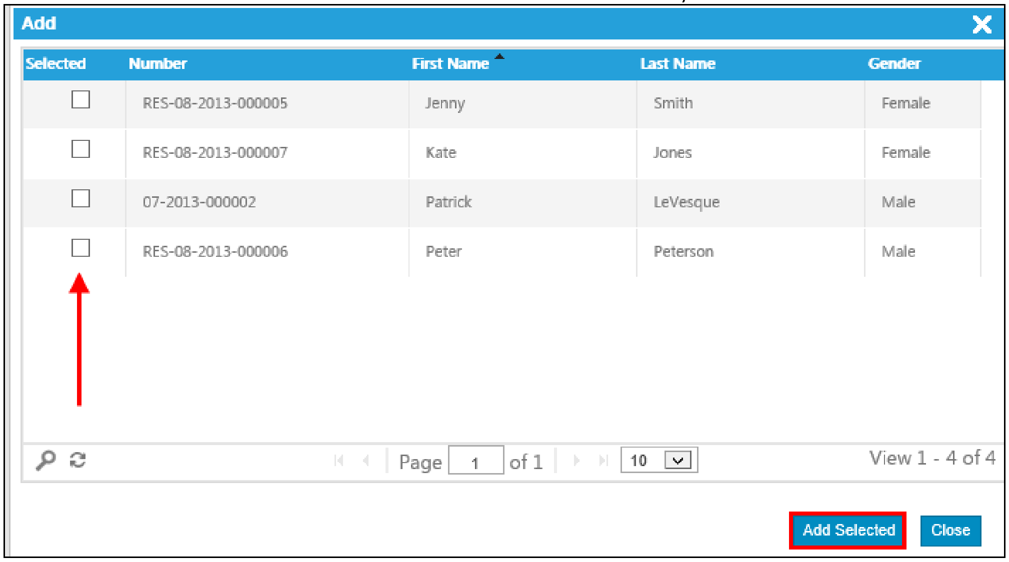


If you select Void, the program displays a confirmation message confirming the void of the entire transaction. If you continue, the action voids the entire transaction and removes all registrations associated with that transaction.

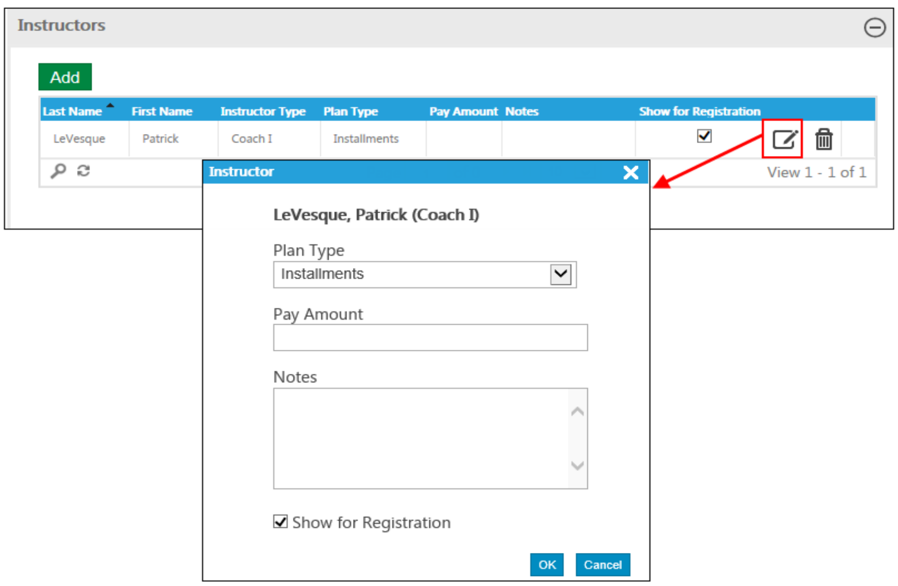
Instructors

The Instructors section identifies the instructors who are associated with the class. Instructors must have active contact records.

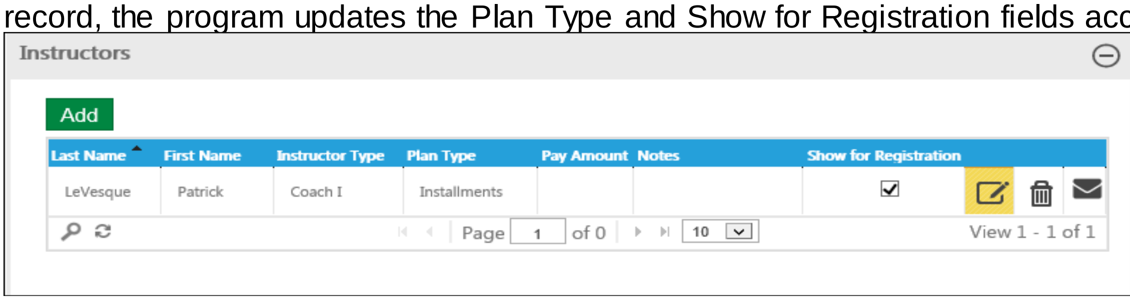
Click **Add** to assign an instructor to a class. From the list of available instructors, select the check box for the instructor or instructors to add, and then click **Add Selected**.



Once you have added the instructor, click the **Edit** button to assign a specific payment plan for the instructor using the Plan Type list.



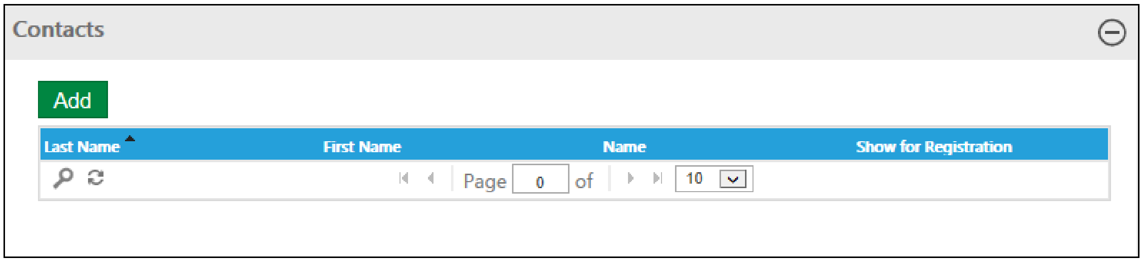
To include the instructor's name with the class details on the Class Registration page and on the citizen portal, select the Show for Registration check box. When you save the instructor record, the program updates the Plan Type and Show for Registration fields accordingly.



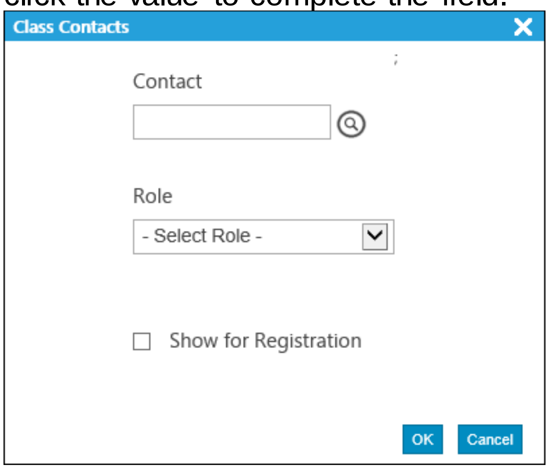
If the instructor record includes an email address, the email button is available. Click this button to create an email message with the To box completed with the instructor email address and the Subject field containing the class identifier.

Contacts

The Contacts section identifies personnel who are associated with a class, such as field staff or monitors. Contacts and contact roles must be defined on the Administration tab.

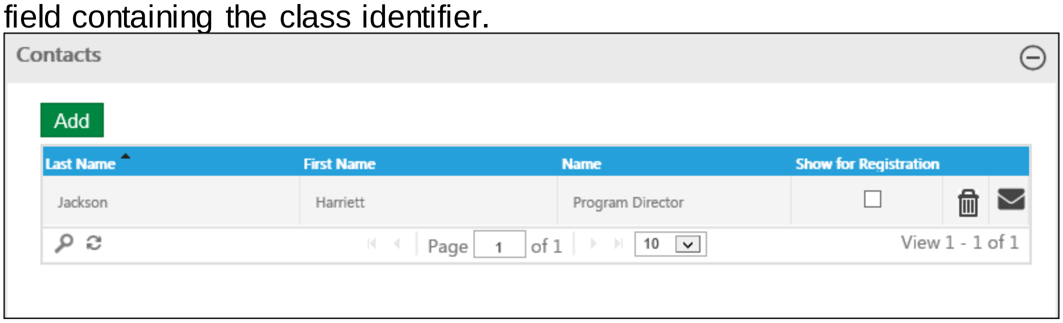


When you are adding a contact, the Contact field includes the autopopulate functionality. When you type the first few letters of a name, the program provides a list of existing options that match the text entered. The more text you enter, the narrower the list of possible selections. When the list of options provides a matching value, you can stop entering text and click the value to complete the field.



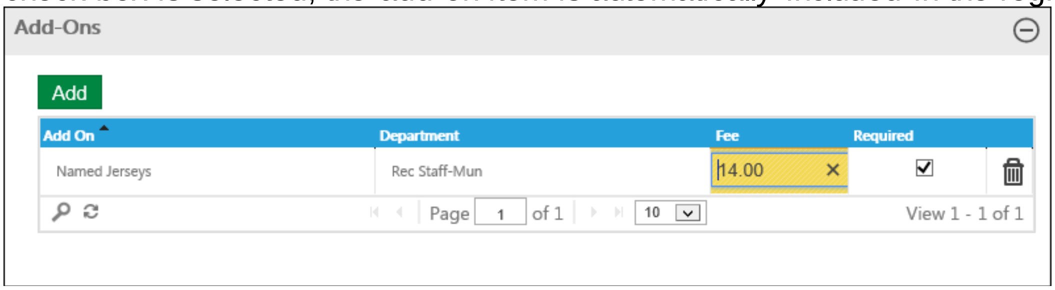
Use the Show for Registration check box to make the contact information on the citizen portal.

If the contact record includes an email address, the email button is available. Click this button to create an email message with the To box completed with the contact email and the Subject field containing the class identifier.



Add On

The Add On group provides a list of items that are available for the activity. When the Required check box is selected, the add-on item is automatically included in the registration.

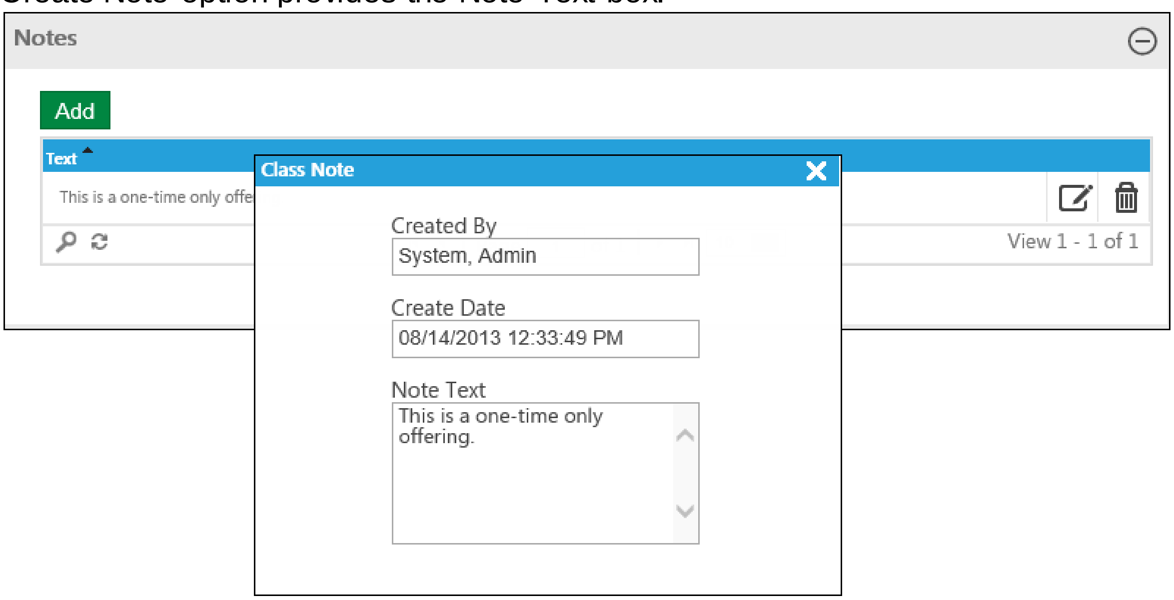


Add On records are maintained using the Add On types option in the Parks and Rec Setup group on the Administration tab and assigned to classes using the Add button in this group.

Add-on fees are assigned when the records are created, but you can adjust the fee amount for a specific transaction by clicking in the Fee field and entering a new cost.

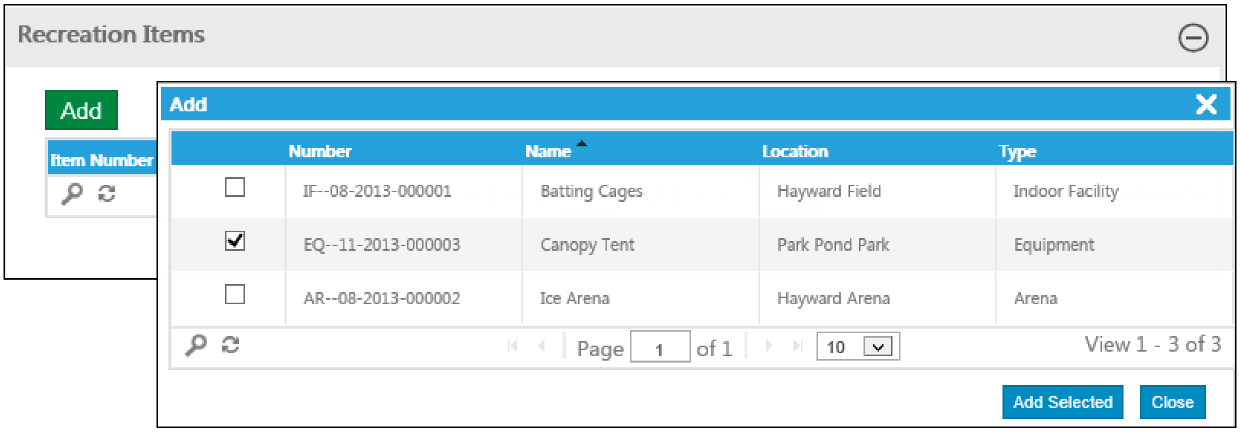
Notes

The Notes option assigns a note to the class. When you click **Add** or the edit button, the Create Note option provides the Note Text box.



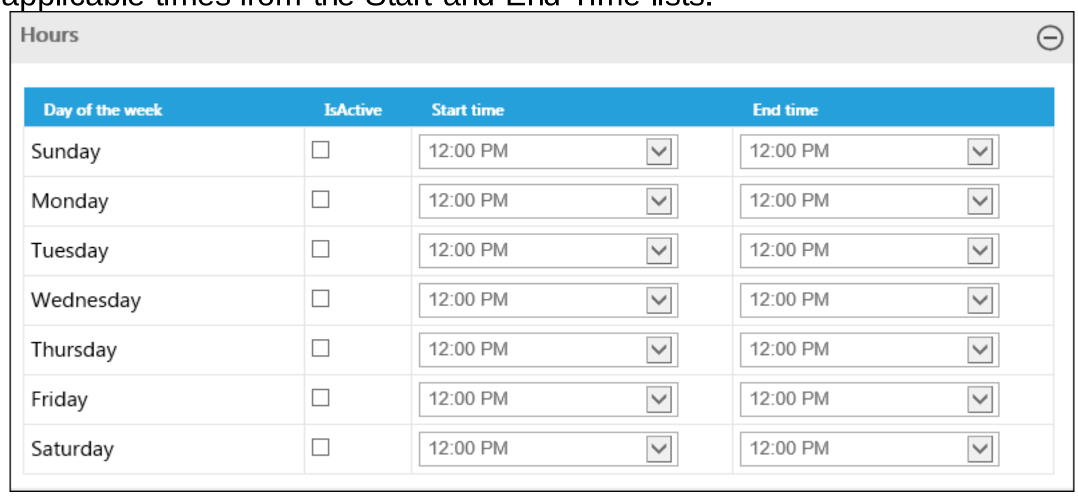
Recreation Items

Recreation Items assigns facilities and equipment to the class record. Using this option when you create or update a class removes the item from rental availability according to the times assigned to the class.



Hours

The Hours table defines the daily schedule for a class. The default value for each day is 12:00 PM to 12:00 PM. To define times, select the IsActive check box for the day, and then select the applicable times from the Start and End Time lists.



When you select a start time, the default value for the End Time field is one hour later than the value entered in the Start Time field.

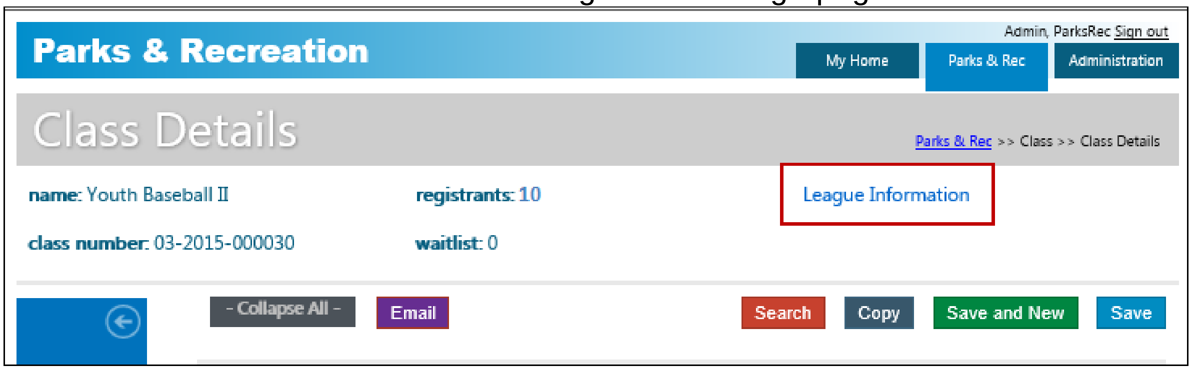
The available time intervals, which can be five, fifteen, thirty, or sixty minutes, are defined using the Time Picker Interval list in System Settings. If you select a start time, you must also select an end time.

Class Detail Maintenance Options

On the Class Details page, there are several options available that allow you to complete tasks and manage details associated with the class.

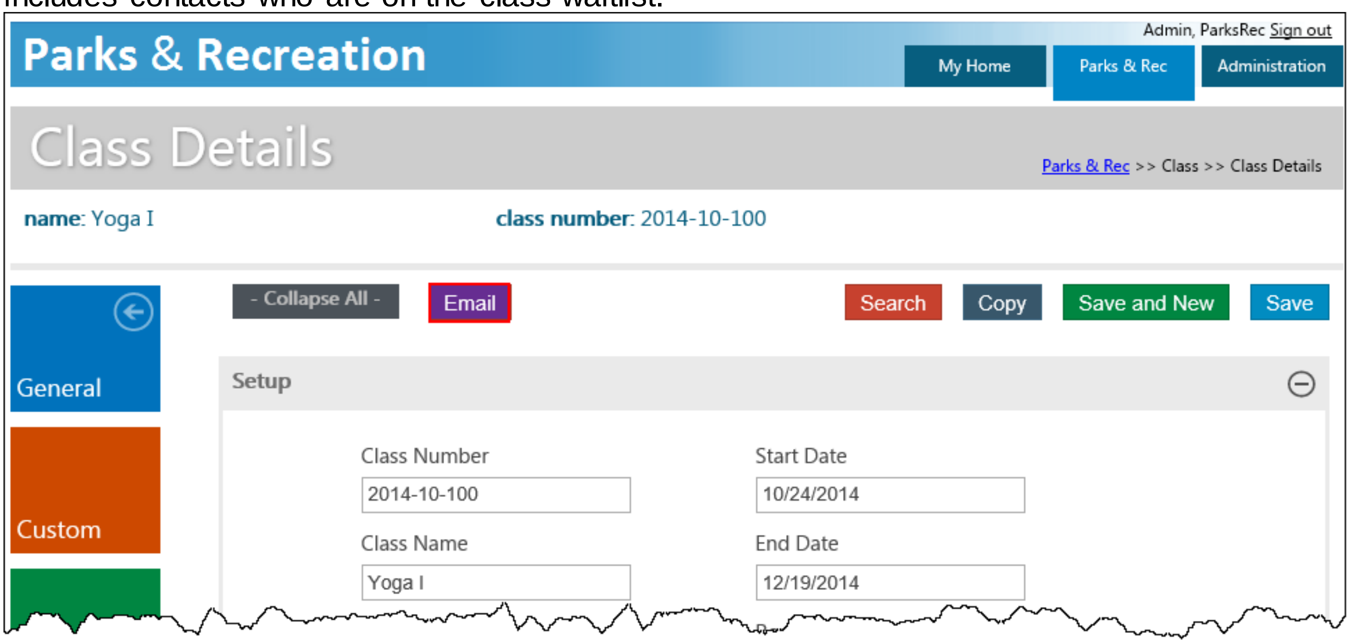
League Information Link

For classes identified as grouped classes, the Class Details page displays the League Information link, which links to the URL for a third-party league administration site. The League Information link is established on the Integration Settings page.

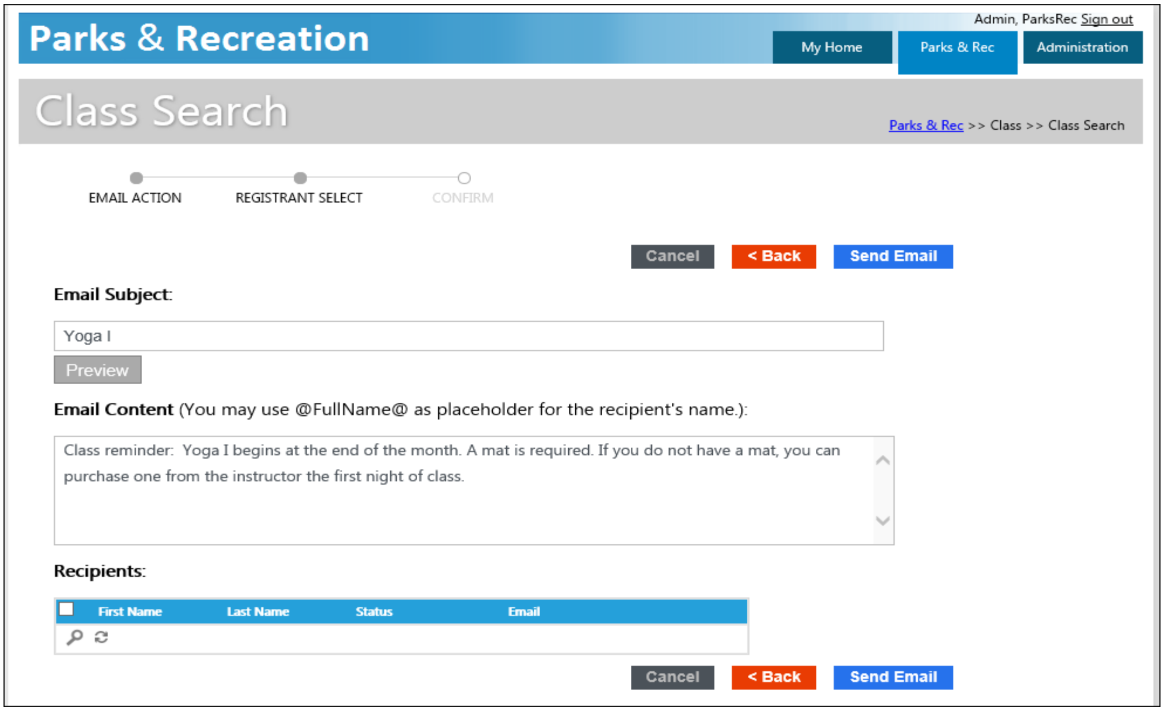


Email

The Email option provides the Email Update page, where you can elect to send a custom email to class registrants who have a valid email address. The distribution list for the class includes contacts who are on the class waitlist.



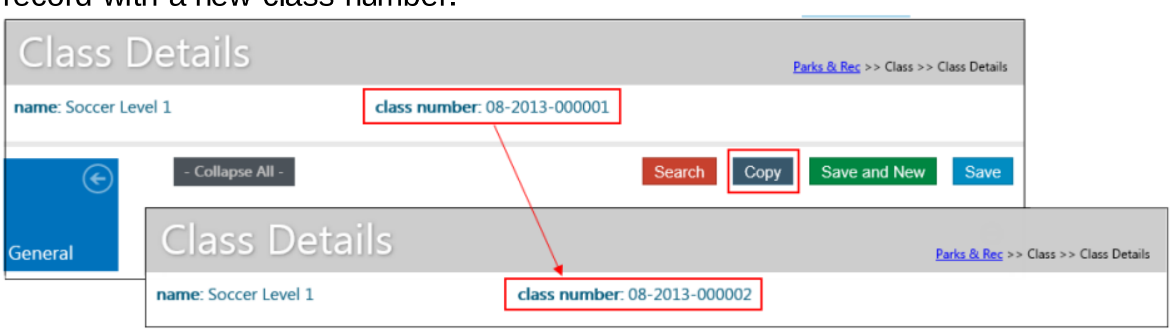
When you select Email, the Email Update provides the option for distributing an email to class registrants who have a valid email address. The Email Update page provides the Email Subject and Email Content fields. The default value for the Email Subject line is the class name, but you can change this. The Email Content field is customizable for each message.



Using the Recipients group, you can select all registrants or individual registrants who should receive the email notice.

Copy

For existing class records, click **Copy** to retain the current class record and create a new record with a new class number.



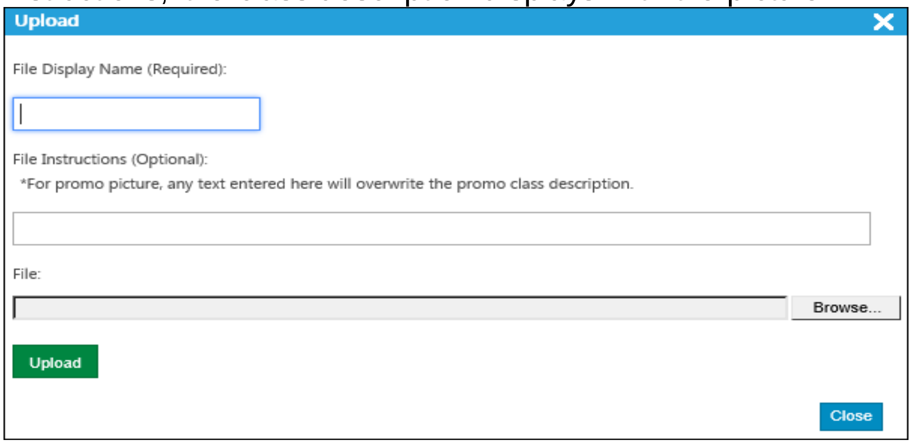
You can update the new record to customize the individual details.

Once you create a class record, you cannot change the class type associated with the class.

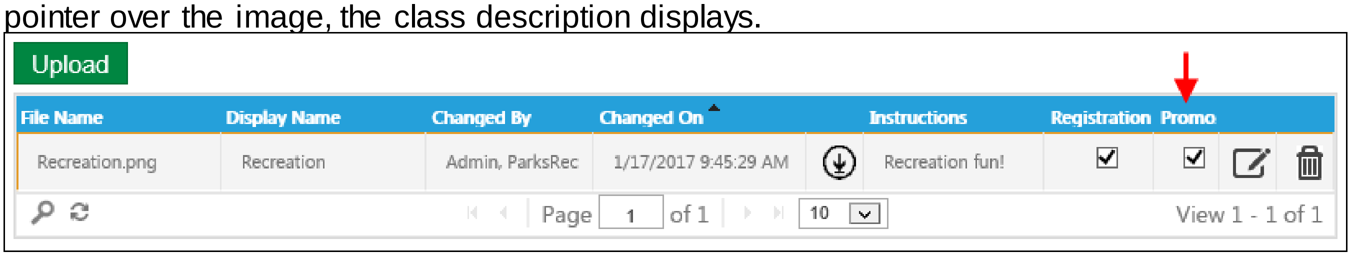
Display Images on the Citizen Portal

The citizen portal provides a scrolling banner that displays up to six images that represent recreation activity offerings. Once you have created class records, use the Documents option to upload a permissible image file to depict the course.

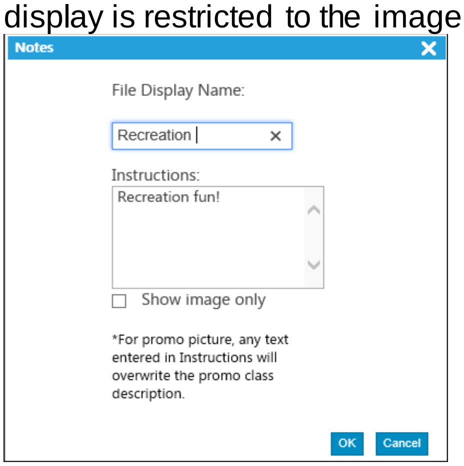
In the Upload dialog box, you must enter a file display name. When you are uploading a promotional picture for a class, you can overwrite the class description that displays on the portal with the picture by adding text to the File Instructions field. If you do not enter instructions, the class description displays with the picture.



After the image uploads, select the Promo check box to identify the image as a scrolling item. When the Is Special Event check box is selected on the Class Details page, and the Promo check box is selected, the image displays on the citizen portal. When a user hovers his or her pointer over the image, the class description displays.



For classes identified as special events, when you upload an image and then select the Promo check box, the Show Image Only check box is available. If you select this check box, the display is restricted to the image only; the promotional text does not display.

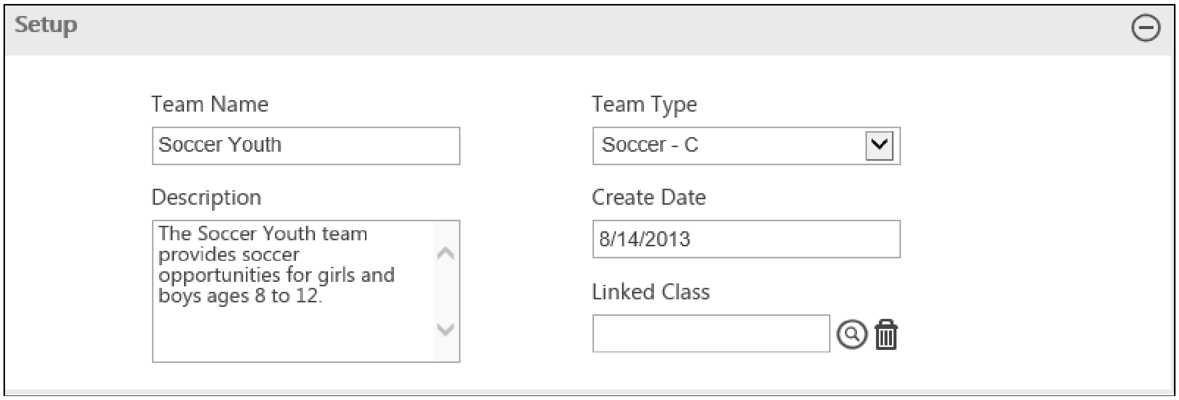


Team

Team defines teams of individuals who are related to an activity.

Setup

The Setup fields describe the team and identify the team type. The Team Type is a required field.



Team types are maintained in the Parks & Rec. Setup group on the Administration page. Each team type is required to have a defined captain role. When you are completing the Team Setup page and you select a team type for which there is no defined captain role, the program displays a message that the record cannot be saved because of the omission in the Team Type setup.

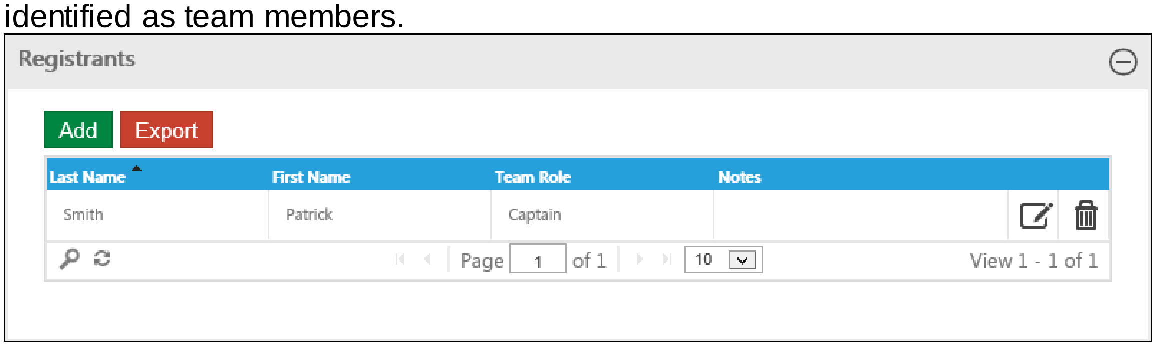
The Linked Class box provides the option for linking a team to a specific class record. In this case, you can update the participant's team role directly from the Registrants group.

Use the **Search** button to find a class or use the **Delete** button to remove an existing link.

To complete the Registrants or Notes details, click **Save** after completing the Setup fields.

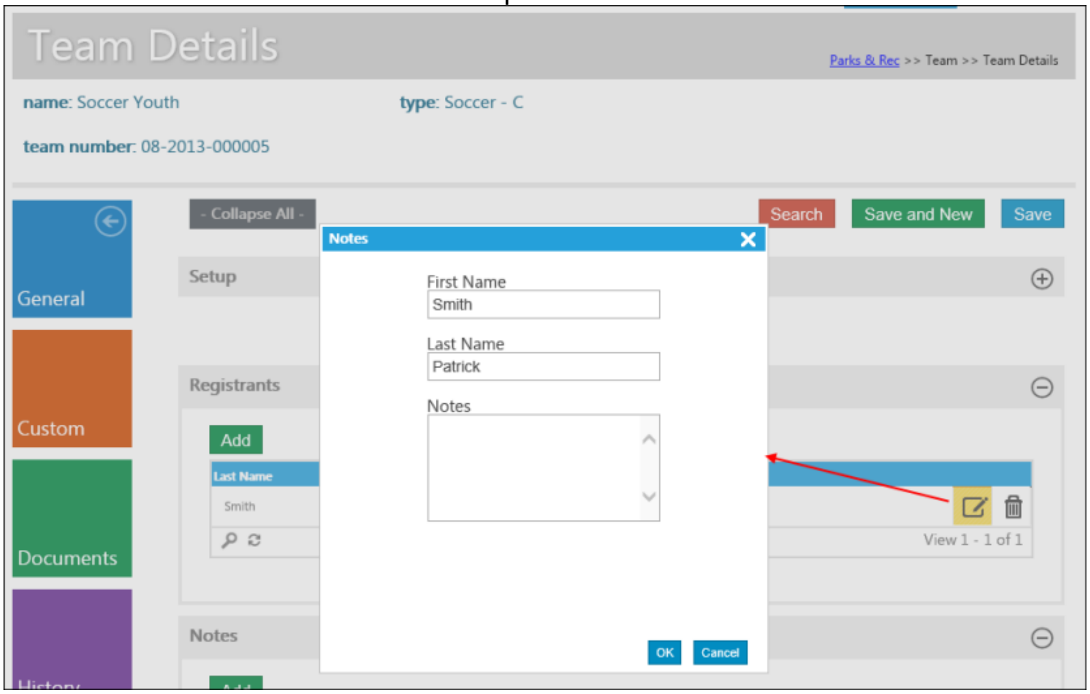
Registrants

Registrants identifies the participants who have registered for the activity and who are identified as team members.

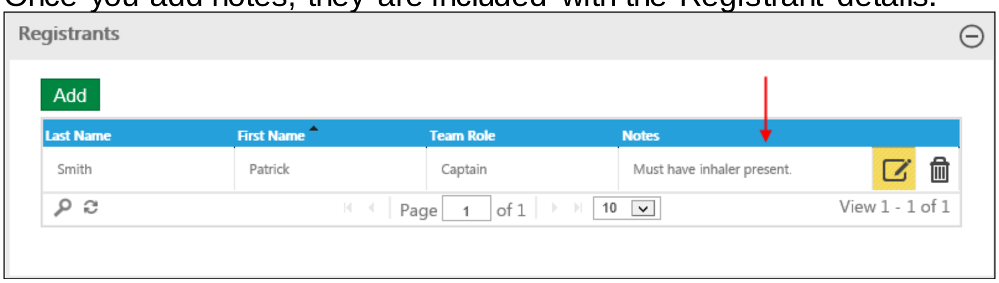


When you add a registrant to a team, the list of available contacts to be added as a registrant is limited to contacts who are registered for the class linked to the team, if the class linked to the team has a class type for which the Class Type Format is defined as Grouped Individuals.

Click the **Edit** button to add notes specific to a team member record.

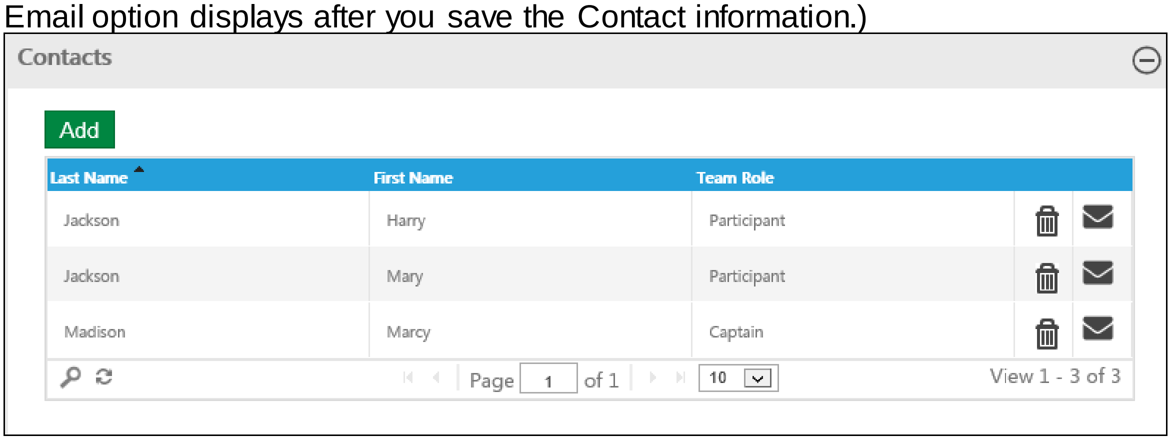


Once you add notes, they are included with the Registrant details.

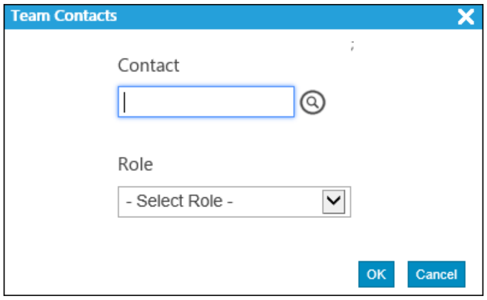


Contacts

Contacts allows you to add contacts to the team and to assign roles to the contracts according to the role types associated with the team type. You cannot add contacts to a new team until you first save the team record. The Contacts table includes the Delete and Email options. (The Email option displays after you save the Contact information.)

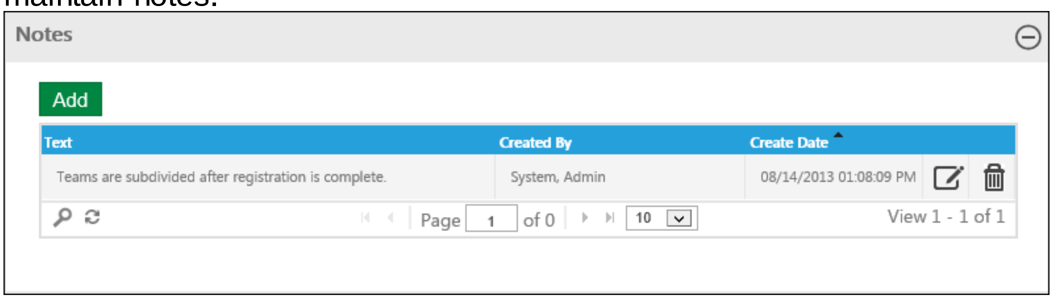


When you are adding a team contact, the Contact field includes autocomplete functionality. When you type the first few letters of a name, the program provides a list of existing options that match the text entered. The more text you enter, the narrower the list of possible selections. When the list of options provides a matching value, you can stop entering text and click the value to complete the field.



Notes

Notes provides additional information for the team. Click **Add** or the **Edit** button to create or maintain notes.

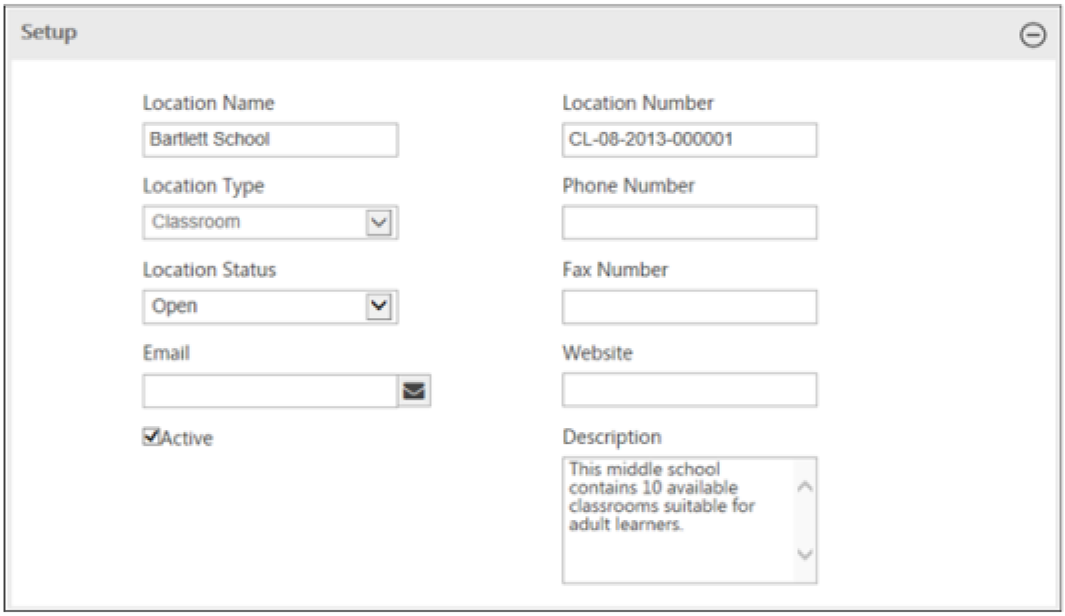


Location

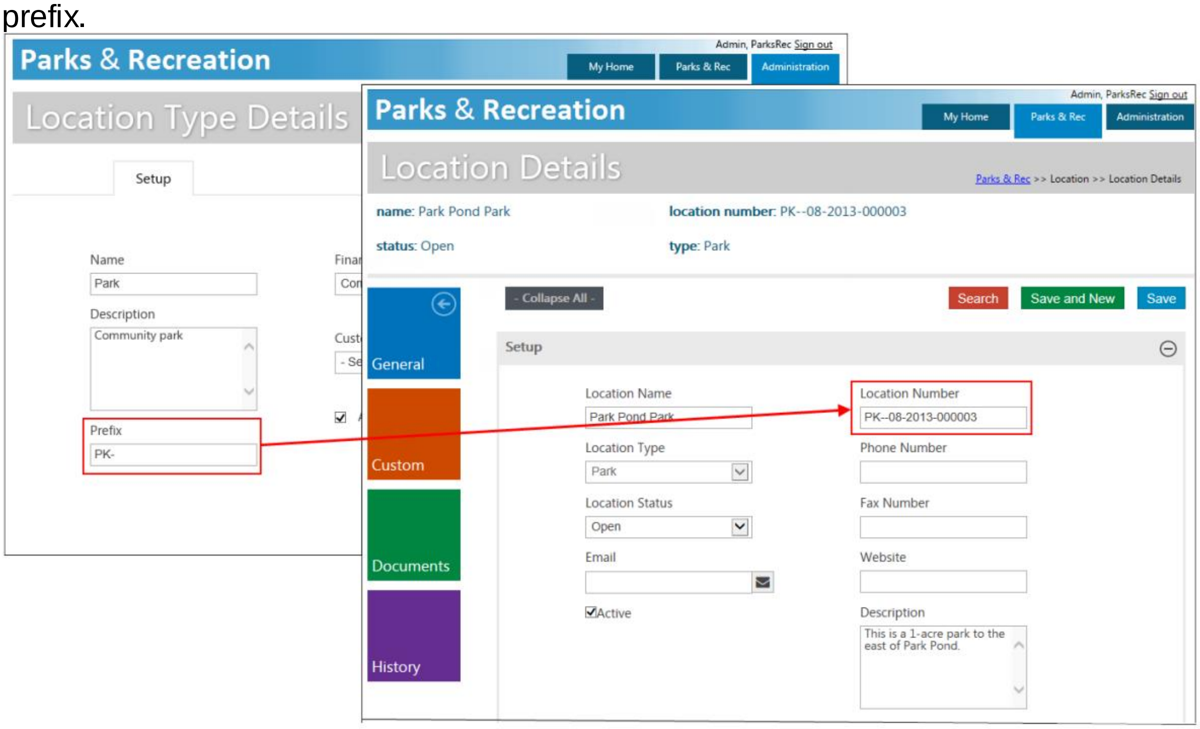
Location maintains location records by type and status.

Setup

Setup fields provide the location profile: name, type, status, and description. Contact information can also be provided for the site.



The program automatically assigns a location number to a location record. If you have defined a prefix for the location type associated with a location, the location number includes that prefix.

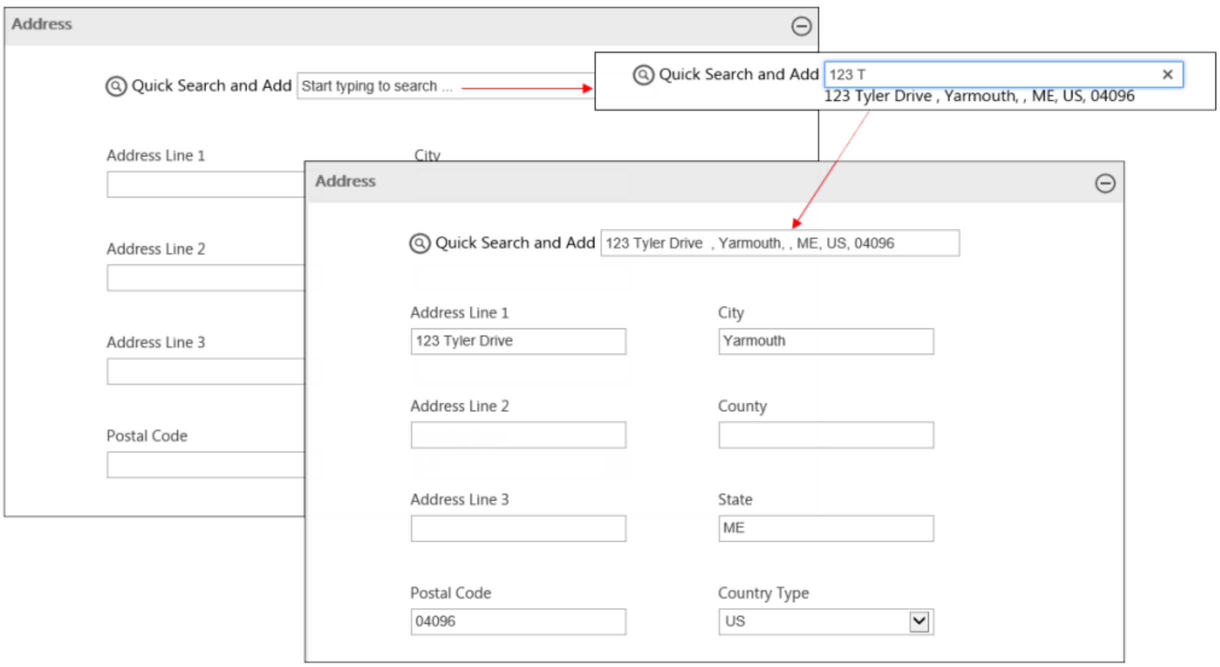


If you clear the Active check box for a location, it remains available to existing activity records, but you cannot assign the location to new activities or classes.

When you attempt to delete a location that is currently being used for a class or rental, the program displays an error message and prevents the deletion.

Address

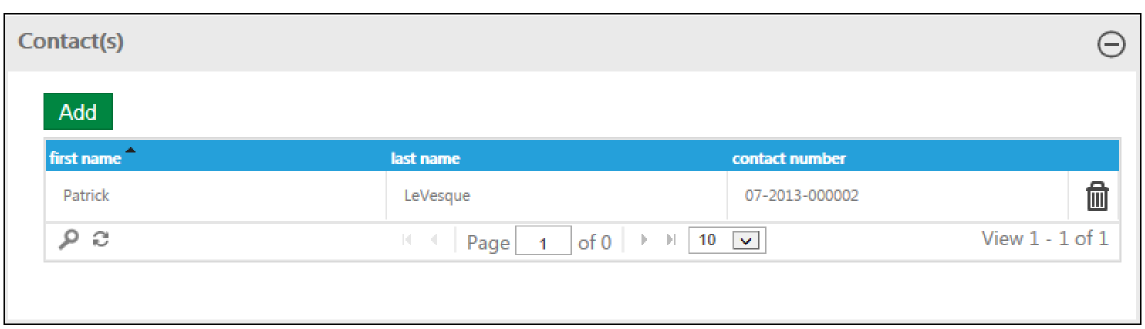
The Address section provides essential address components for the location. Use the Quick Search and Add feature to complete the details for existing addresses.



For example, when you type “123 T” in the Quick Search and Add box, the program provides available options matching the data. Select the correct option and the program completes the individual data fields.

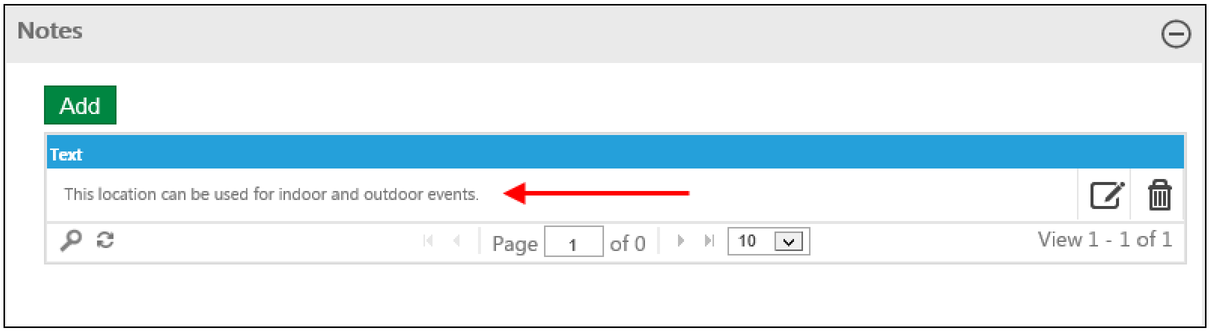
Contacts

The Contacts option provides the name of the individual or individuals responsible for the location.



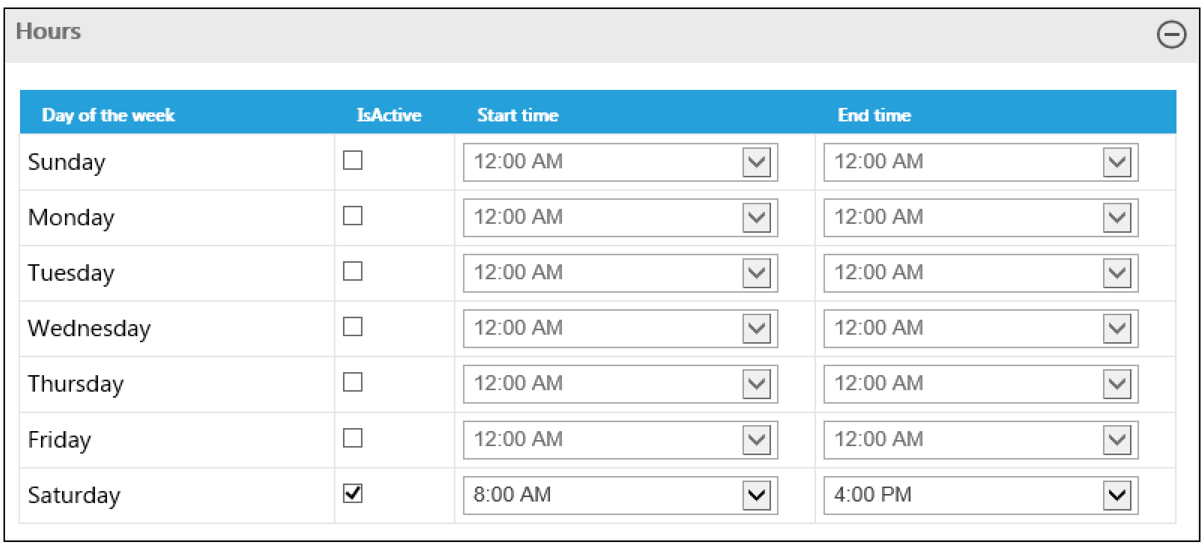
Notes

Notes provides additional information for the location. Click **Add** or the **Edit** button to create or maintain notes. When you save note text, it displays in the Notes section.



Hours

The Hours table defines the daily schedule for a location. The default value for each day is 12:00 AM to 12:00 AM. To define times, select the IsActive check box for the day, and then select the applicable times from the Start and End Time lists.



Hours

Day of the week	IsActive	Start time	End time
Sunday	☐	12:00 AM	12:00 AM
Monday	☐	12:00 AM	12:00 AM
Tuesday	☐	12:00 AM	12:00 AM
Wednesday	☐	12:00 AM	12:00 AM
Thursday	☐	12:00 AM	12:00 AM
Friday	☐	12:00 AM	12:00 AM
Saturday	☑	8:00 AM	4:00 PM

When you select a start time, the default value for the End Time field is one hour later than the value entered in the Start Time field, but you can change this.

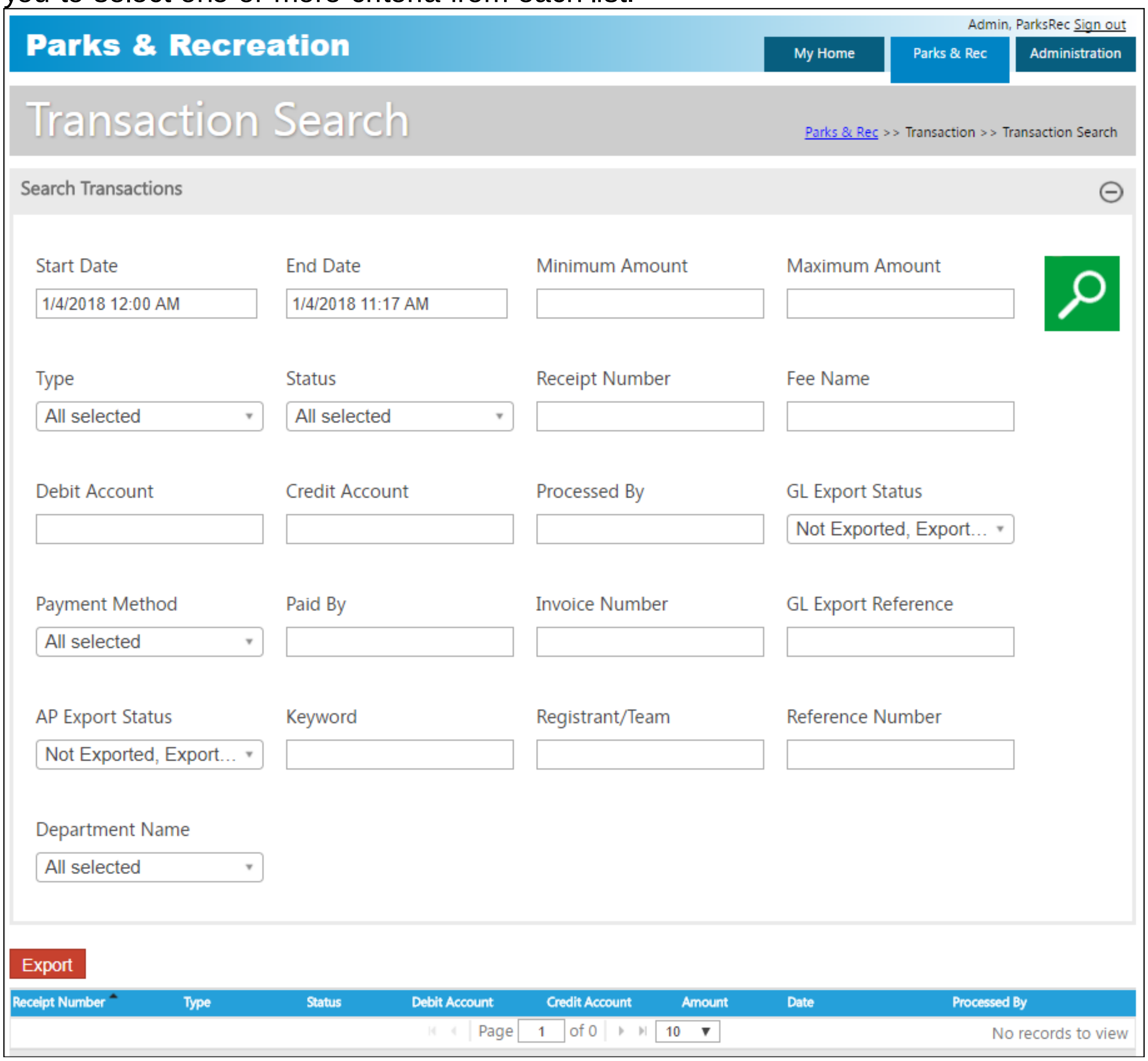
The available time intervals, which can be five, fifteen, thirty, or sixty minutes, are defined using the Time Picker Interval list in System Settings. If you select a start time, you must also select an end time.

Transaction Search

Transaction Search defines transaction records by date, amount, type, status, account, and payment method. You can also search by receipt number, fee name, payment method, invoice number paid by, and general ledger (GL) export reference identifier.

The GL Export, AP Export and Collection Export options create export files for transaction records. These options are available according to User Role permissions.

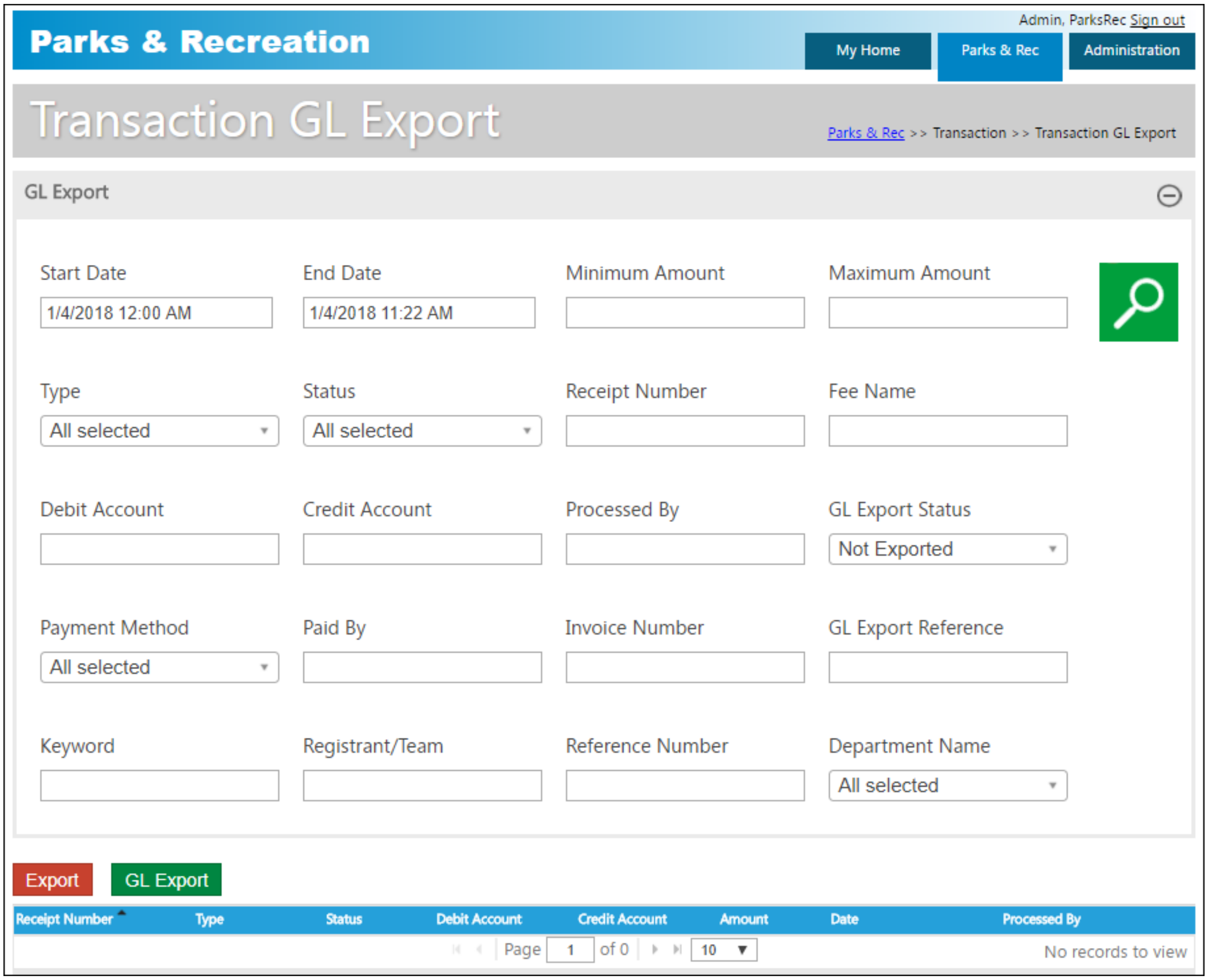
When you display the Transaction Search page, the program automatically searches and displays the current day's transactions. Use the horizontal arrow keys to view all the transaction details. The Start Date and End Date fields specify a time interval for records to include in the search; the remaining search fields provide multiselect functionality, which allows you to select one or more criteria from each list.



Once you have defined a record set, click **Export** to export the records directly to Microsoft Excel.

GL Export

The GL Export option creates a .csv export file, a standard Munis journal import layout file, or a Munis general ledger export file. The type of export file created is determined by the GL Export Settings defined on the Integration Settings page in the System Setup group on the Administration tab.



The Integration Settings page also includes the option of including refunds in the GL export file. When this setting is enabled, GL export files include refund details. If this setting is not enabled, the Type and Status lists do not include Refund options.

The Start Date and End Date fields specify a time interval for records to include in the search; the remaining search fields provide multiselect functionality, which allows you to select one or more criteria from each list.

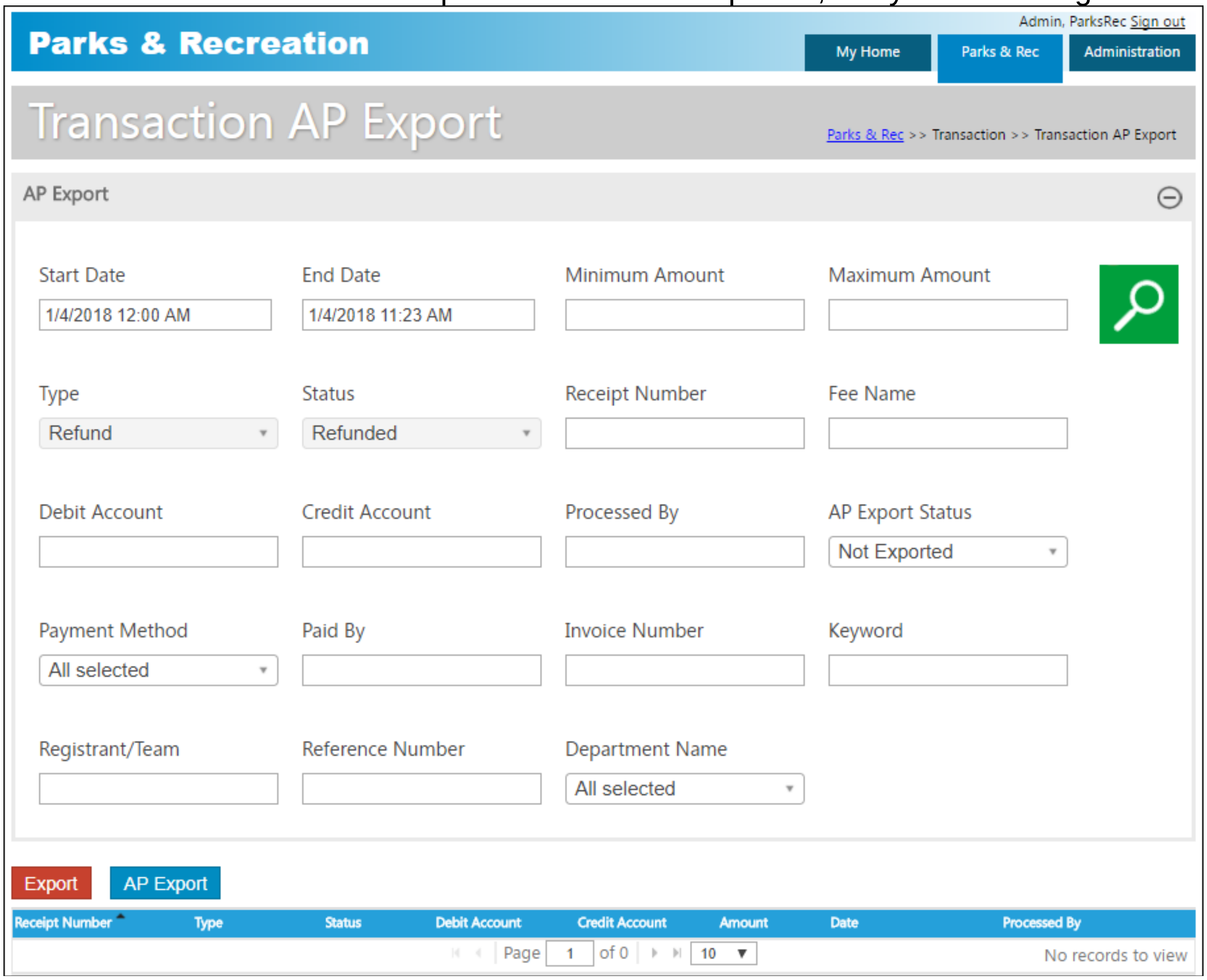
If you try to create a GL export with records that have already been exported, the program displays a Confirmation message indicating that records within the file have been previously exported and you must select Continue Export to complete the current process.

AP Export

The AP Export option creates a .csv export file or a standard Munis journal import layout file. The type of export file created is determined by the Invoice Export Settings defined on the

Integration Settings page in the System Setup group on the Administration tab. Settings on this page also define an AR code or a charge code for which to create a specific export file.

The AP export default type for the Type and Status lists is Refunded and cannot be changed. The default value for the AP Export Status is Not Exported, but you can change this.



The Start Date and End Date fields specify a time interval for records to include in the search; the remaining search fields provide multiselect functionality, which allows you to select one or more criteria from each list.

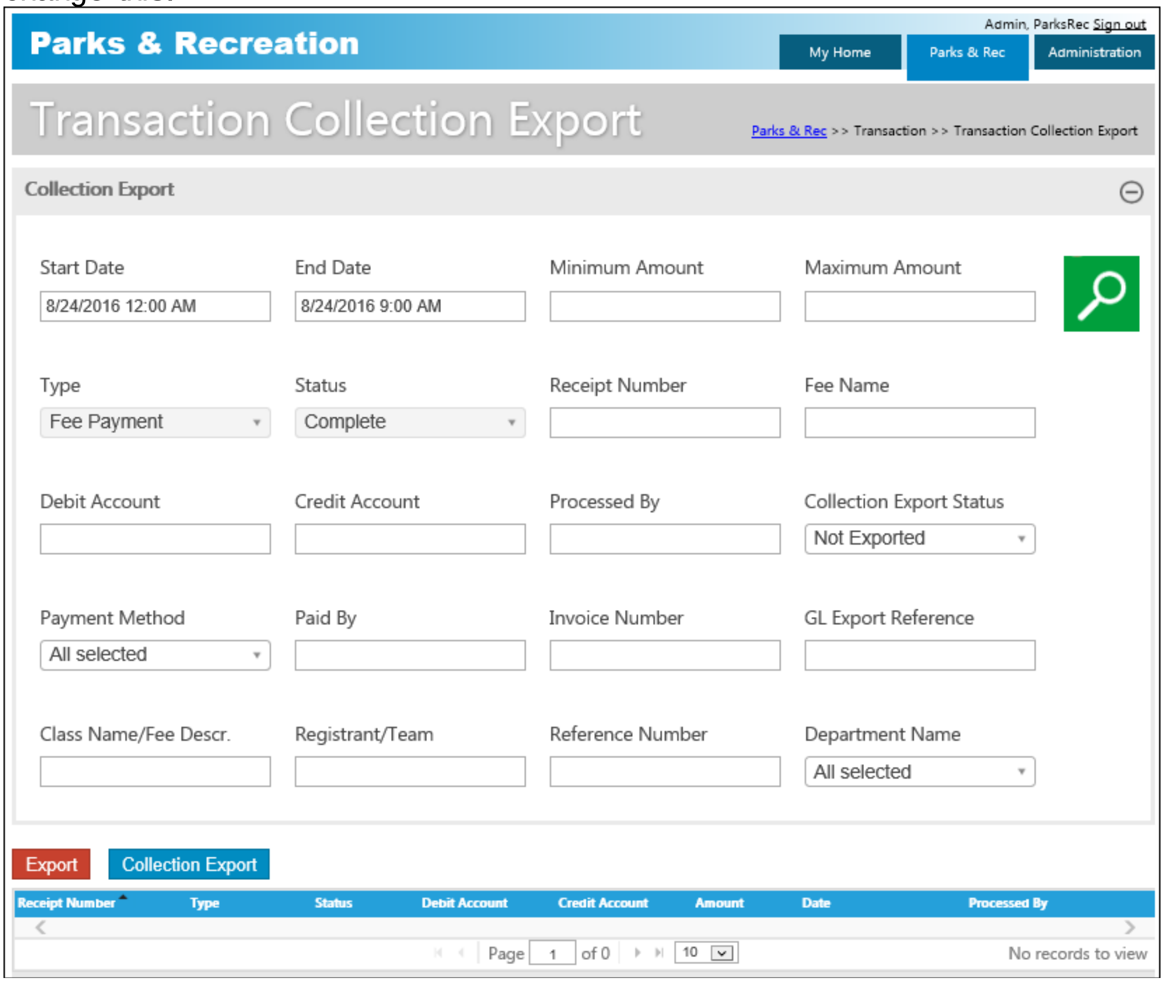
If you try to create an AP Export file for records that have already been exported, the program displays a Confirmation message indicating that records within the file have been previously exported and you must select Continue Export to complete the current process.

Collection Export

The Collection Export option creates a .csv export file or an Incode Financials file. The type of export file created is defined in the Type field in the Collection Export Settings group on the Integration Settings page in the System Setup group on the Administration tab.

The Collection Export option creates a file of Tyler Parks and Recreation payment information that may be used in balancing your organization’s daily deposit.

The Type list is set to Fee Payment, and the Status list is set to Complete; these fields cannot be changed. The default value for the Collection Export Status is Not Exported, but you can change this.



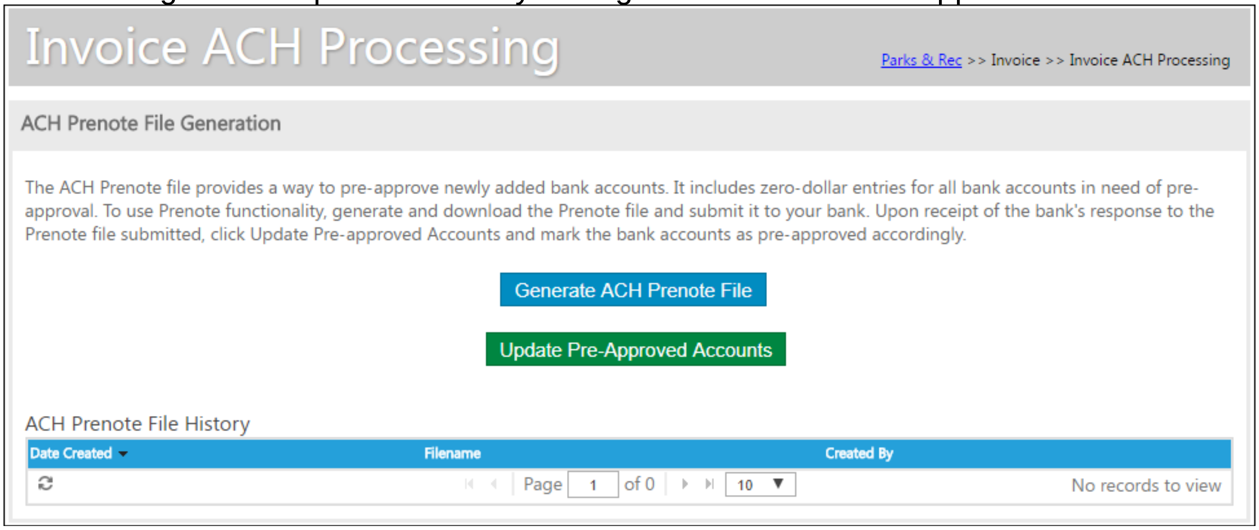
The Start Date and End Date fields specify a time interval for records to include in the search; the remaining search fields provide multiselect functionality, which allows you to select one or more criteria from each list.

Invoice

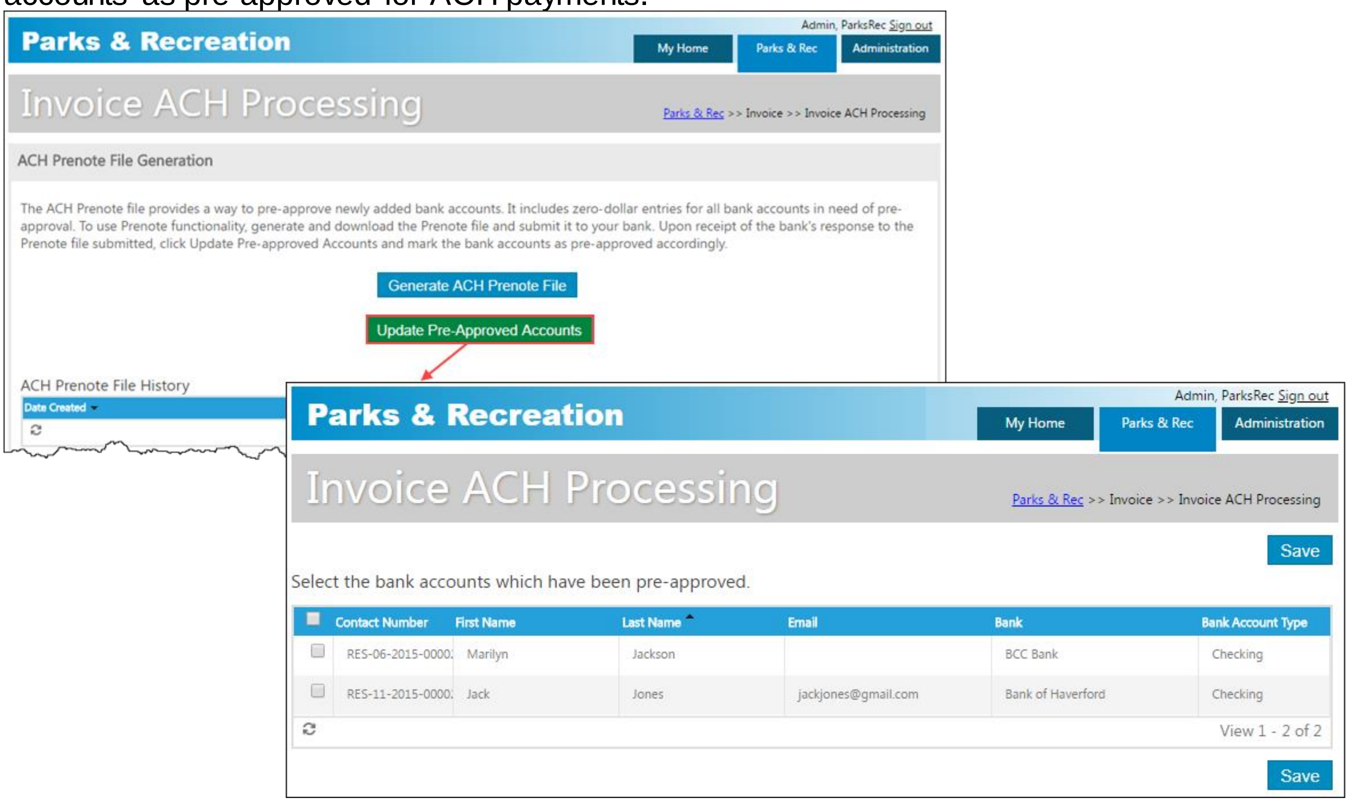
ACH Processing

ACH Processing includes options for processing payments by automated clearinghouse (ACH).

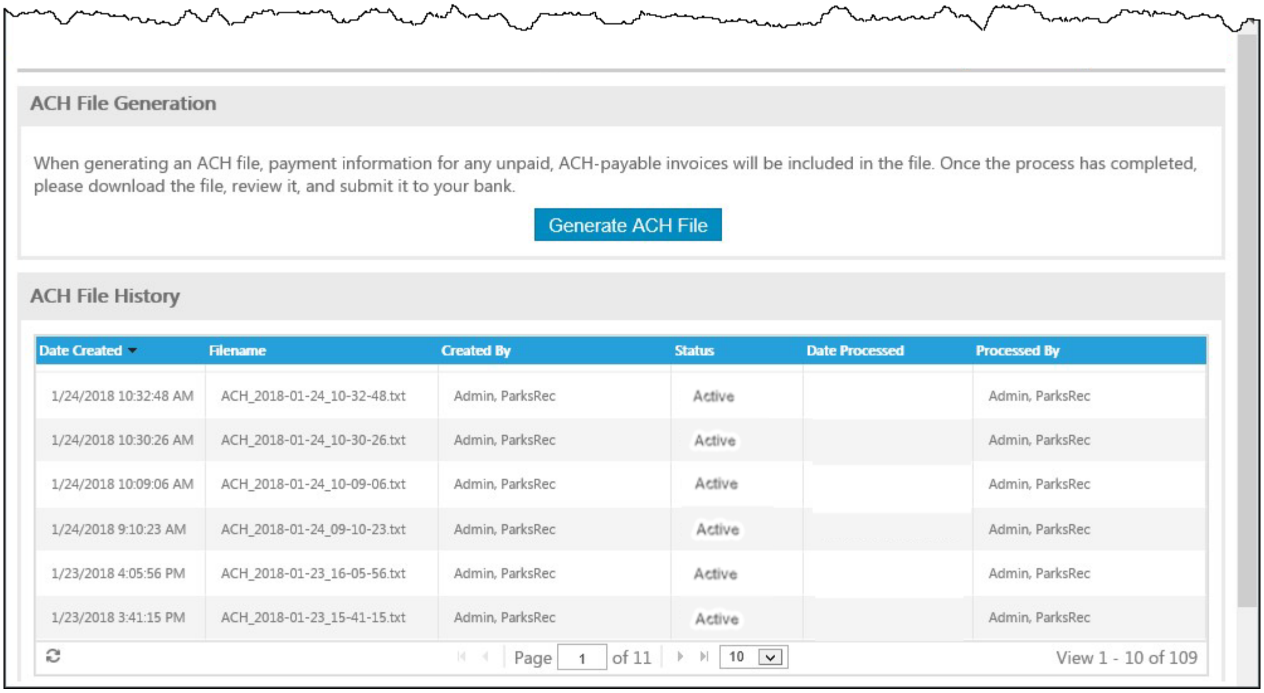
ACH Prenote File Generation creates a file of newly-added bank accounts that must be approved for before your organization's bank can receive ACH payments from them. You can submit the generated prenote file to your organization's bank for approval of new accounts.



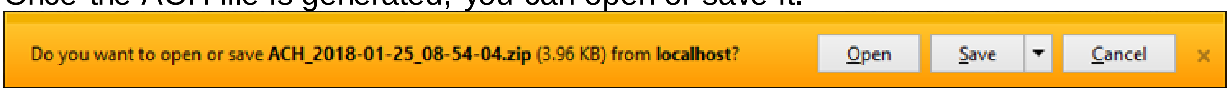
The Update Pre-Approved Accounts option opens a screen that allows you to mark bank accounts as pre-approved for ACH payments.



ACH File Generation displays the list of all unpaid invoices marked for payment by ACH, and creates an ACH file you can submit to your organization's bank.

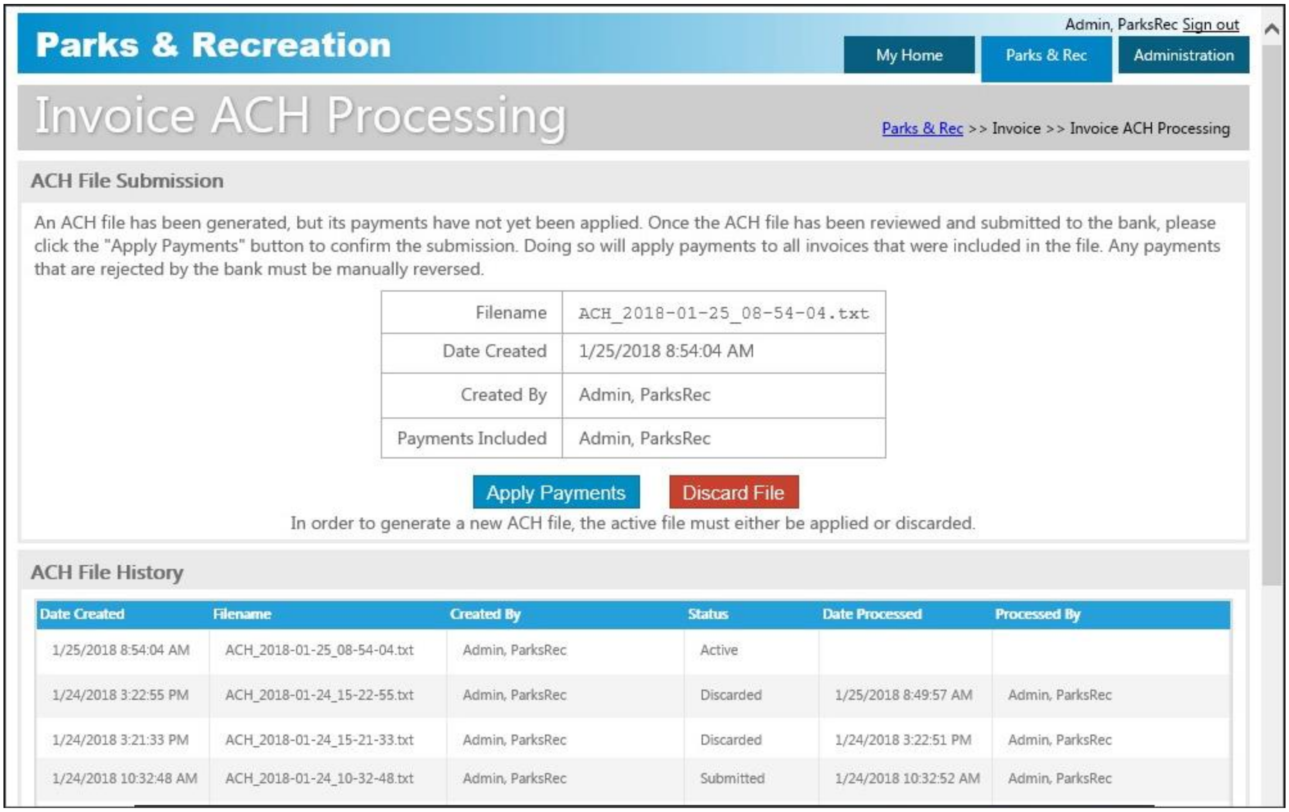


Once the ACH file is generated, you can open or save it.



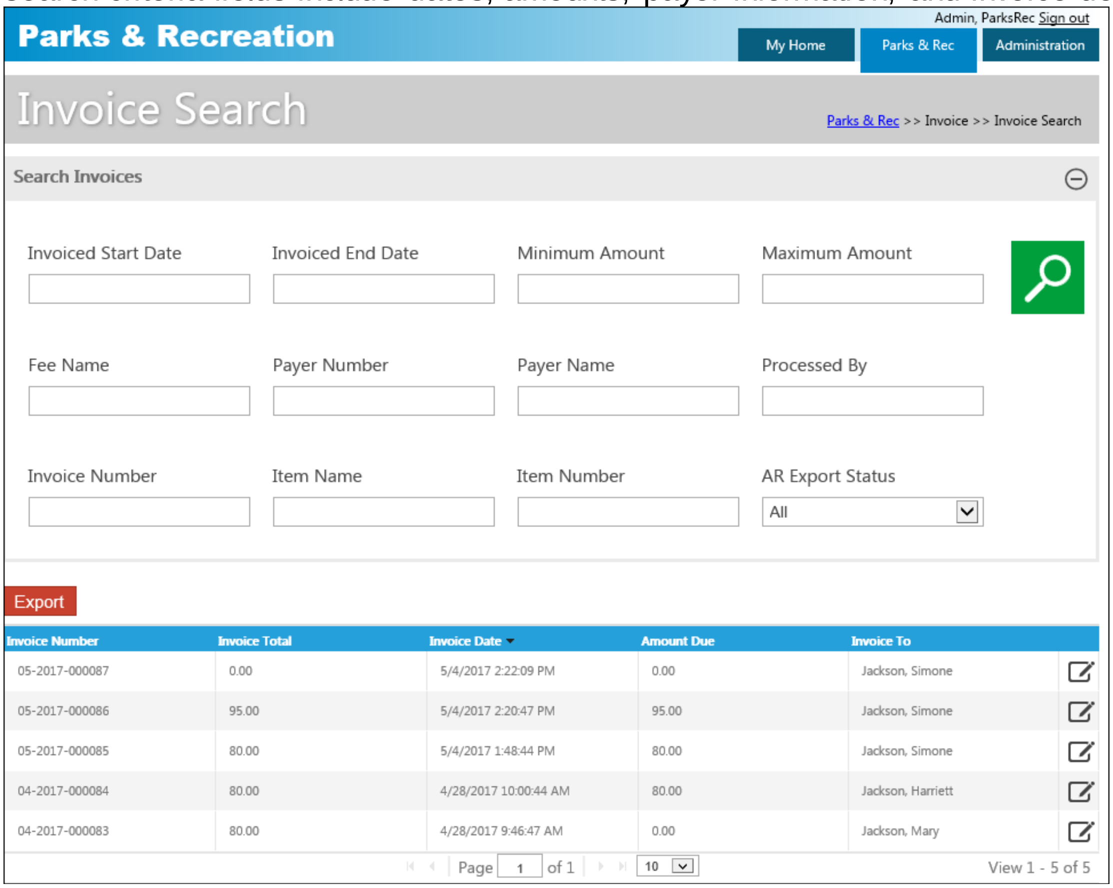
After reviewing the file, you can submit it to your organization's bank.

The Apply Payment button applies payments to all of the invoices that were included in the ACH file.



Invoice Search

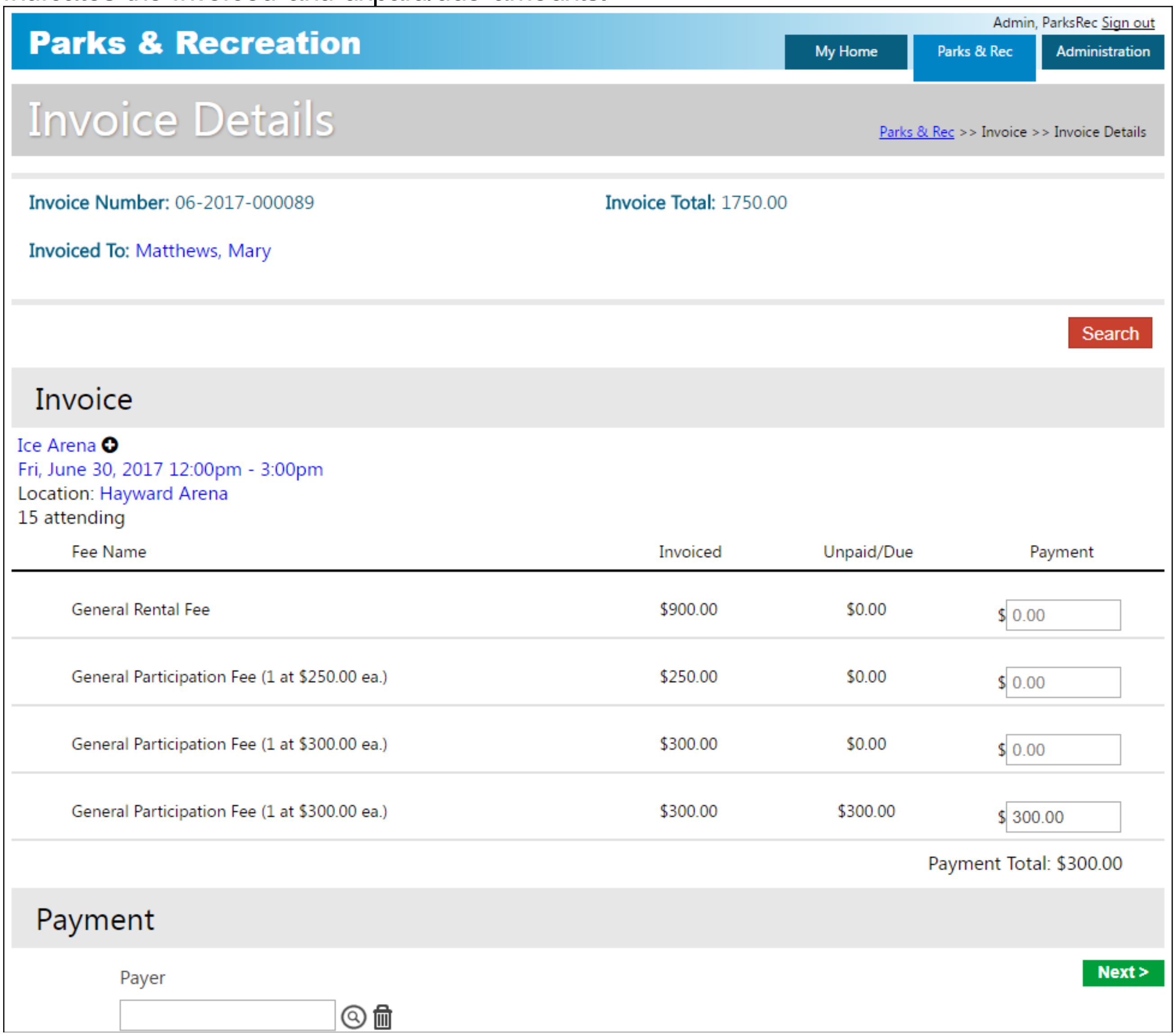
Invoice Search creates a set of invoice records that can be exported to Microsoft Excel. The search criteria fields include dates, amounts, payer information, and invoice details.



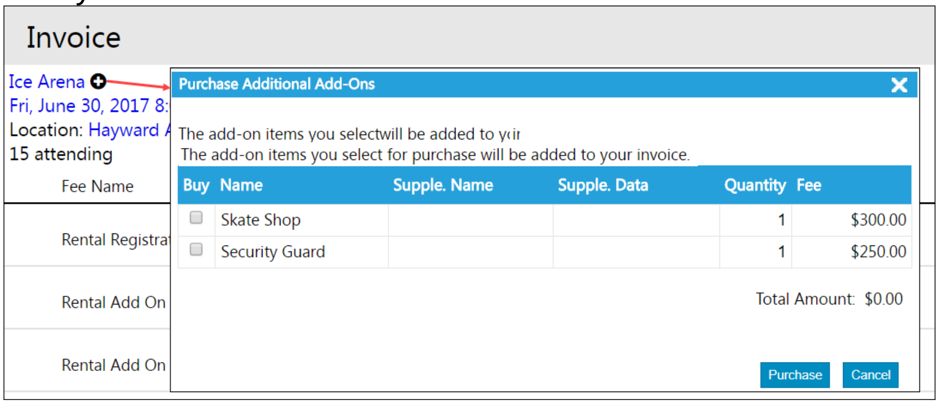
Once you have defined the invoice, click **Export** to create the export file (.xlsx) of the invoice data.

Invoice Details

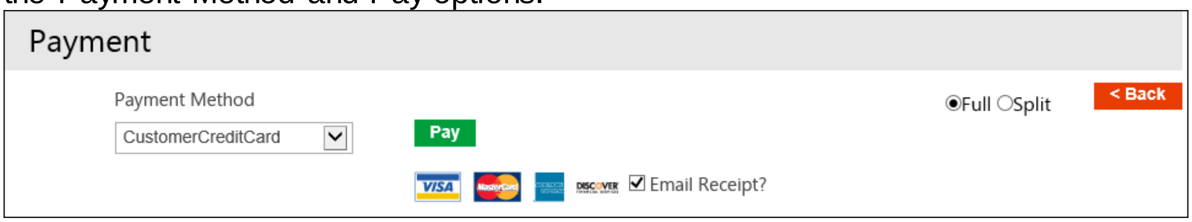
When you click the edit button for a specific invoice, the Invoice Details page displays, and indicates the invoiced and unpaid/due amounts.



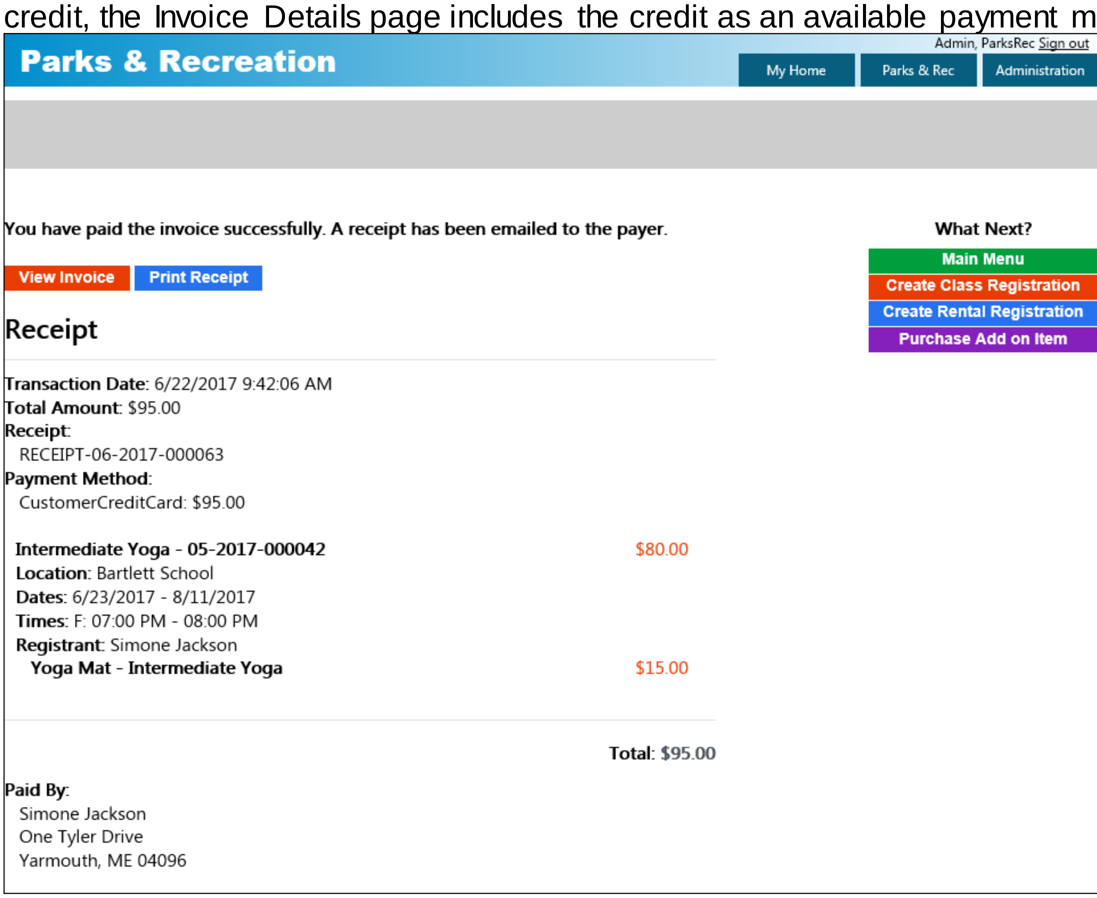
Clicking the + button next to the main item on the invoice opens the Purchase Additional Add-Ons screen, which allows you to purchase additional add-on items available for the class or facility.



To process an invoice payment, select a payer and click Next. The page refreshes to display the Payment Method and Pay options.



When you complete the payment, the program provides the Receipt page, allowing you to view the invoice, print the receipt, or to select another purchase option. When an account has a credit, the Invoice Details page includes the credit as an available payment method.



AR Export

When enabled in Integration Settings, the AR Export option creates the invoice export file in the Munis General Billing Invoice Import File Layout format. When you complete the AR Export for Invoices, you can use the Invoice Import program in Munis General Billing to import and then process the charges.

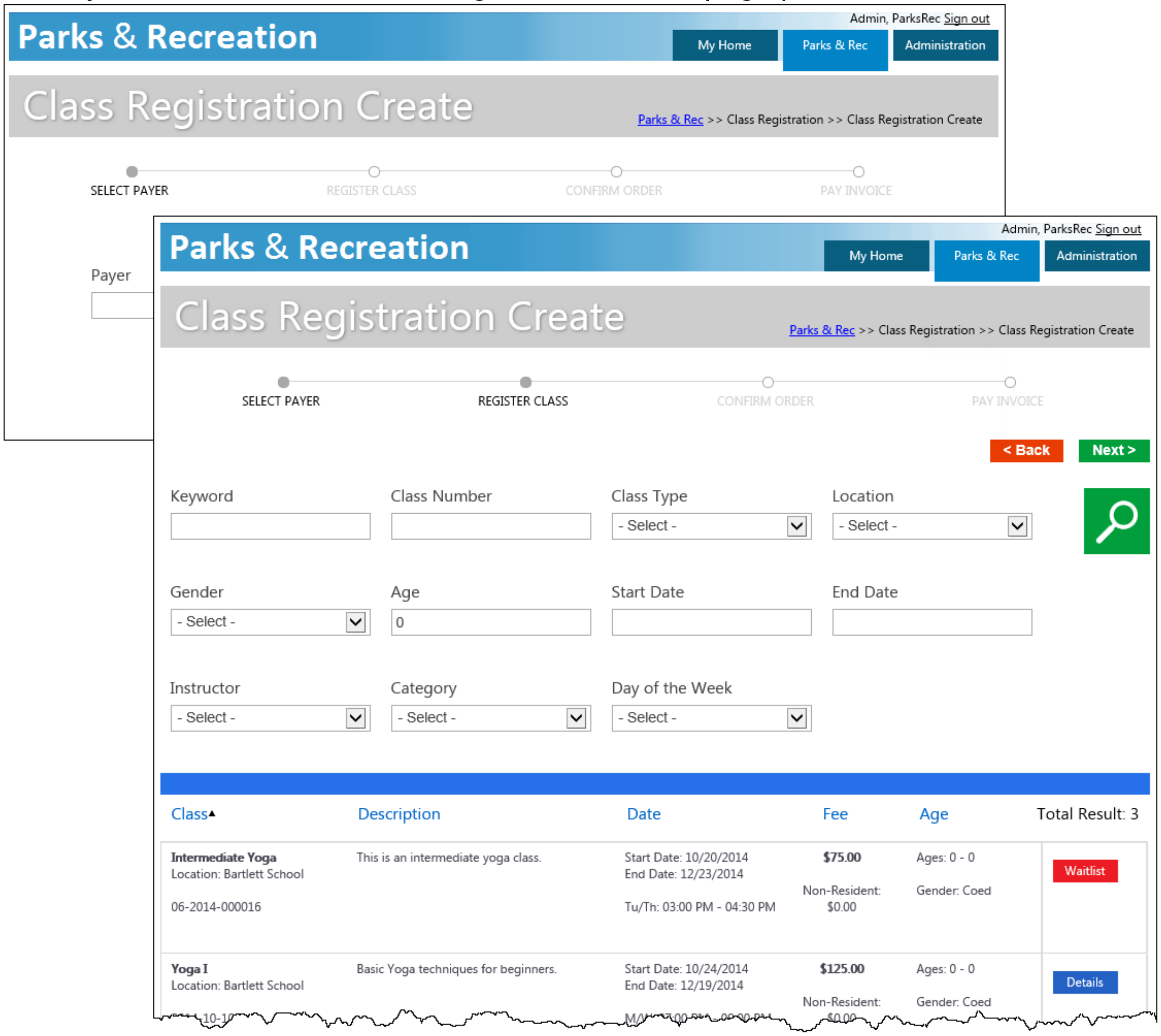
In Integration Settings, if the Charge Code Setting is set to Service–Munis, the export file includes the charge code that was assigned to the fee when it was created.

Class Registration

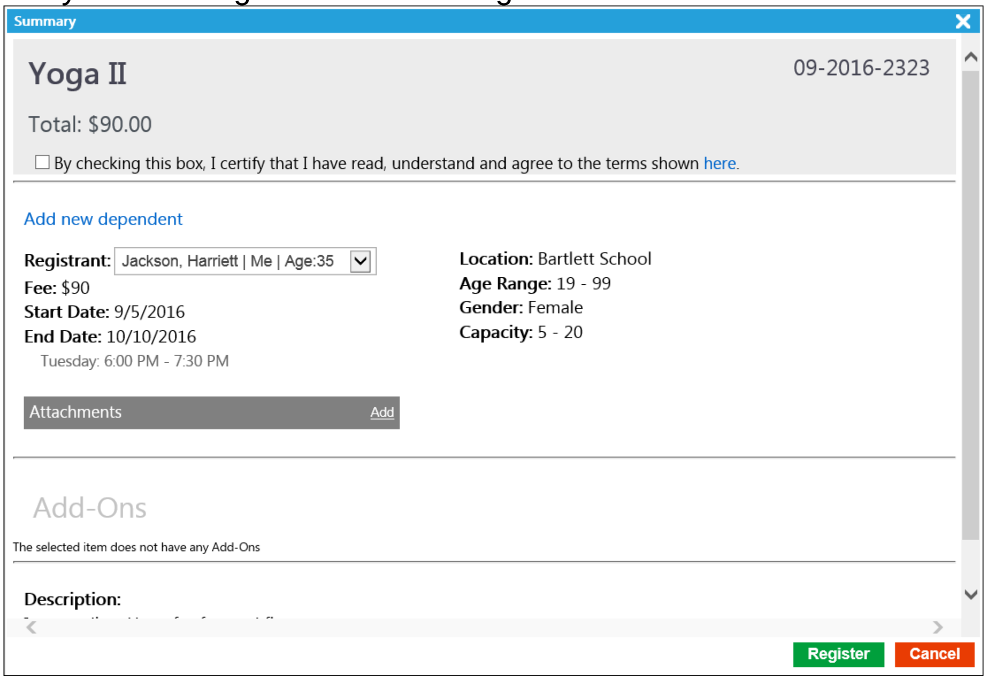
Class Registration allows personnel in your organization to process registrations for community members. Payers are not required to be a registered user; you can select any contact as the payer.

The Class Registration Create page identifies the registrant (payer). Click the **Search** button to select a payer name or manually enter the name. When you are completing the Payer box, you may enter the name in the [First Name Last Name] or [Last Name, First Name] format. After you type at least two characters of the name, the program provides a list of potential matches from which you can select a payer.

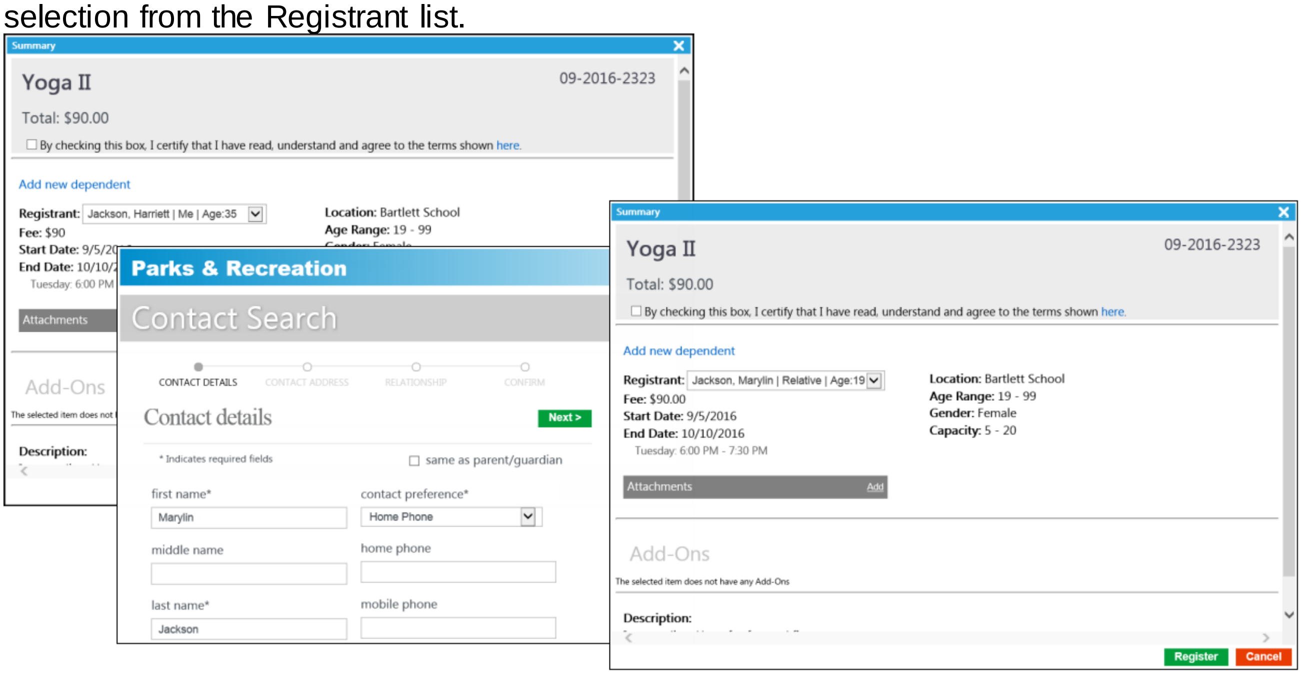
When you click **Next**, the Class Registration Create page provides the class search criteria.



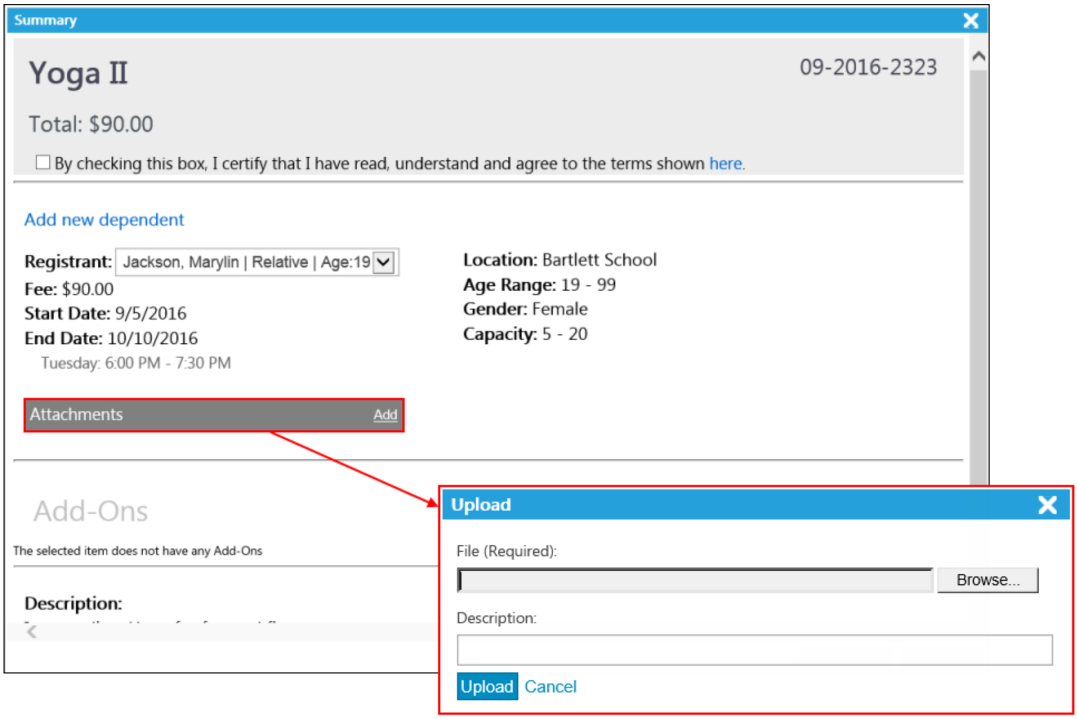
Once you have identified the class, click **Details** to view the Summary page and complete the registration by verifying the registrant and selecting applicable add-on items. If your organization uses the registration disclaimer option, the Summary page includes an acknowledge terms check box, along with a link to the terms. You must select the check box to verify that the registrant acknowledges the disclaimer.



The Add New Dependent option on the Summary page allows you to add a dependent for the selected contact. When you select **Add New Dependent**, the program provides the Contact Detail pages, and then returns you to the Summary page with the dependent available for selection from the Registrant list.



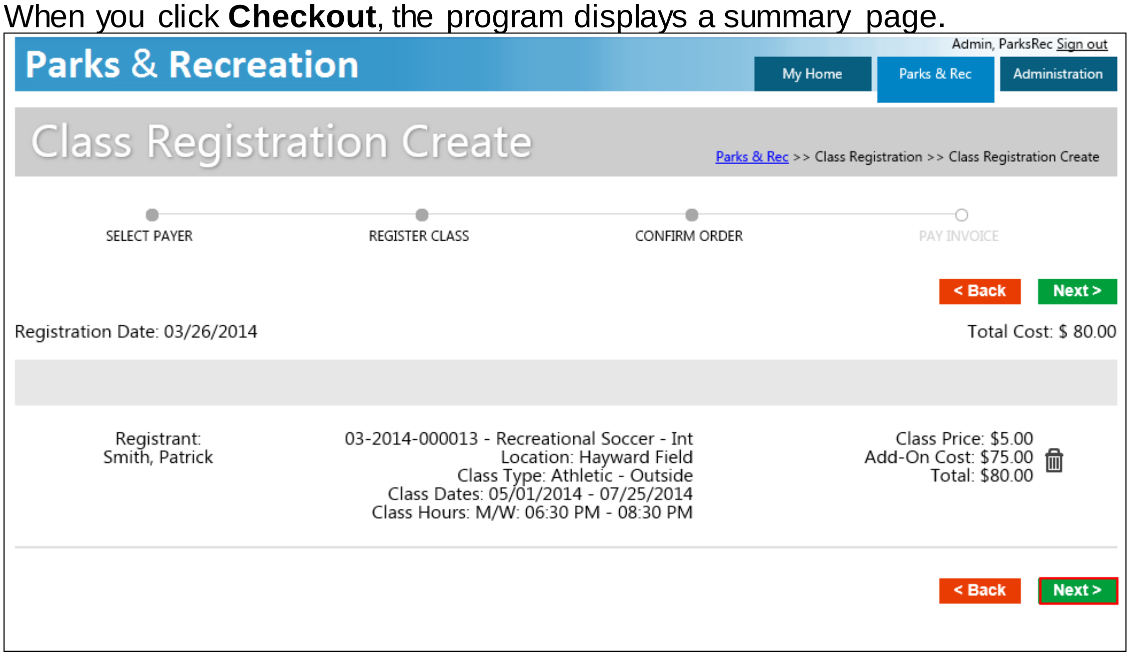
Use the Attachments option to add documents (such as a registration form) to the registrant's record.



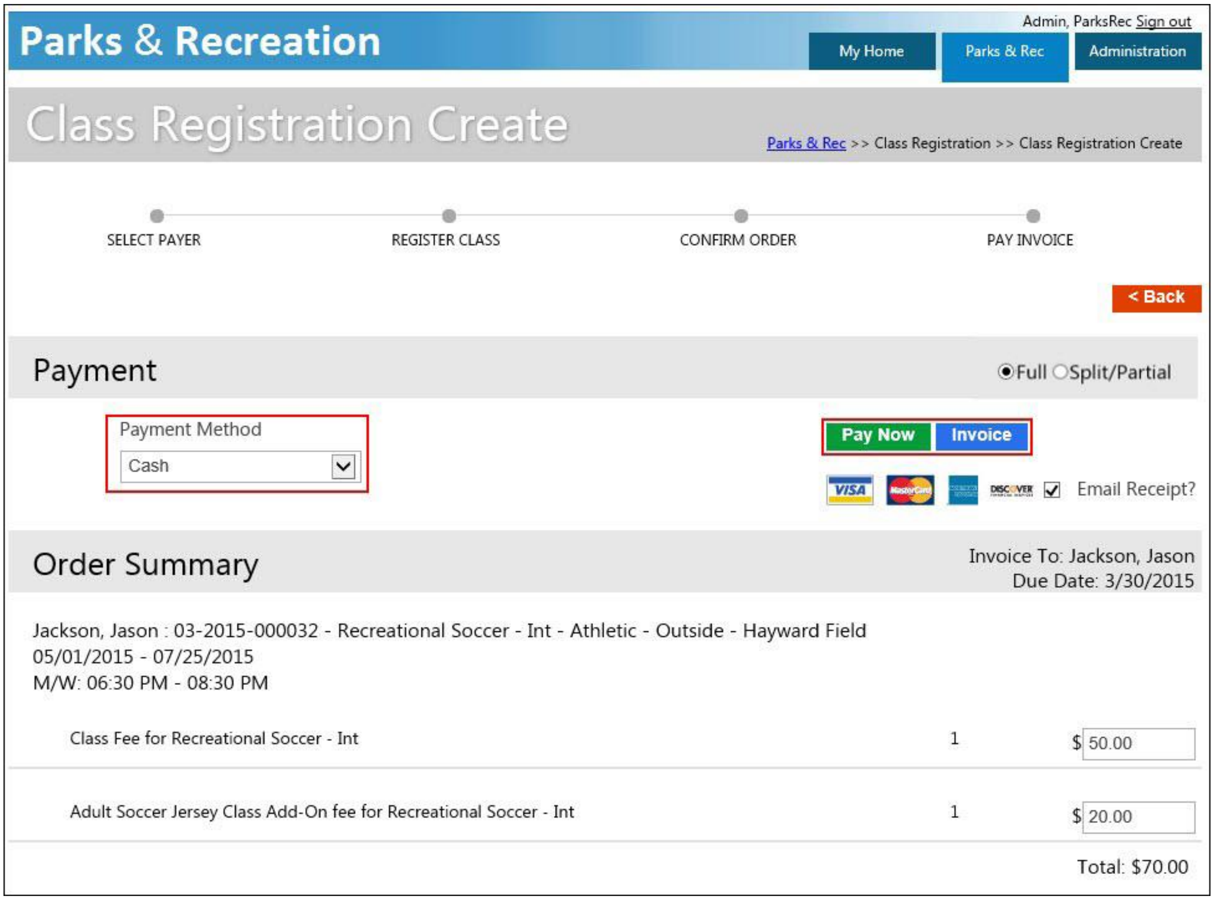
If a selected registrant is already registered in the selected class, the program displays the "The registrant is in class" message in the summary information.

When you click **Register**, the program displays a confirmation box. Click **Continue Shopping** to complete additional registrations or click **Checkout** to complete the current registration.

When you click **Checkout**, the program displays a summary page.



If all the details are correct, click **Next** to continue to the Payment page, where you can specify the payment method and select **Pay Now** or **Invoice**. If account credit is a valid payment method for the class type, the Payment Method list includes the Account Credit option. In this case, if the payer has an account credit available, the credit can be selected as a payment method.



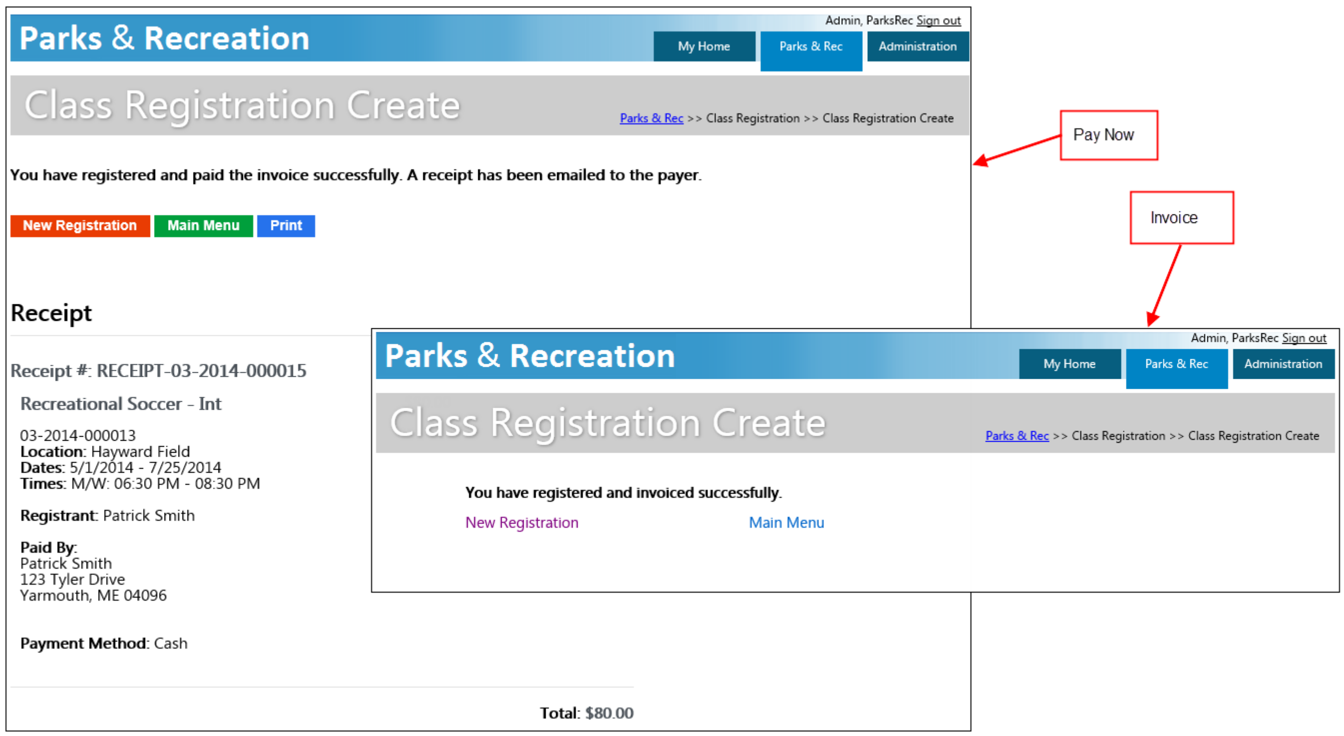
Note: On this page, an administrator can modify any fees associated with the class registration prior to payment.

Split/Partial Payments

In the Payment Group, the Full and Split/Partial payment options are available. If the customer chooses to split the registration fee into more than one payment, select **Split/Partial**. The page refreshes to provide additional payment fields, and the program requires you to confirm that partial payment is being taken. The partial payment is applied to the registration, and any remaining balance is invoiced.

When an account has a credit that is less than the total amount due, the payment type automatically changes to Split/Partial payment so that the account credit can be used. If you select Full as the payment type, the Account Credit option is not available in the Payment Method field. The Full payment option remains available, and when it is selected, the options for Invoice and Tyler Cashiering (if applicable) are available.

If you select **Pay Now**, and the Email Receipt? check box is selected, the program sends a copy of the receipt to the email address provided. It also makes a printable payment receipt available. If you select **Invoice**, the program displays an invoice confirmation.



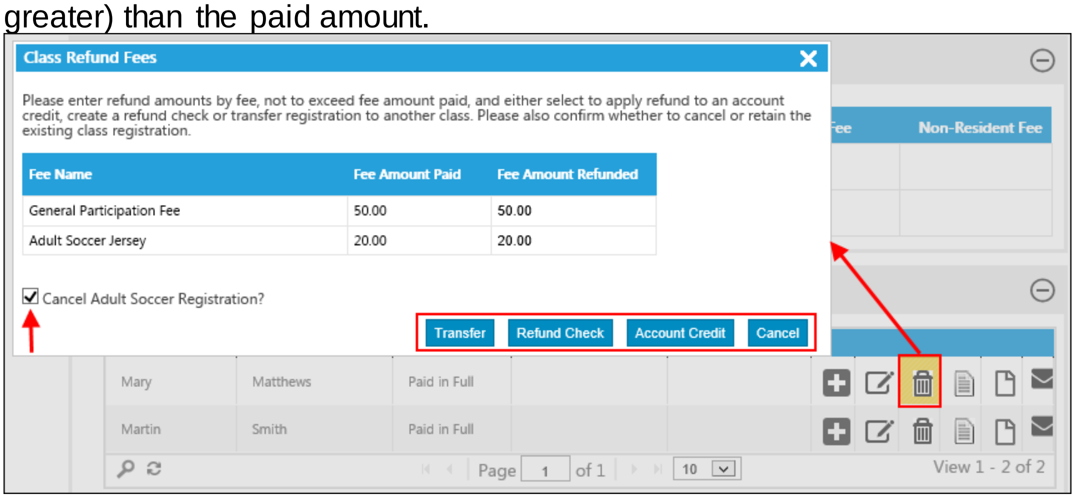
Note: Payment method records with associated general ledger accounts must be available to process payments.

Waitlists

For classes set up to allow waitlists, you can move waitlist registrants to the class registration list as space becomes available. Use the Class Details page to move a contact from a waitlist to a class registration list. When you do so, the program provides the payment options.

Class Registration Refunds

When a customer requests that a paid class registration be refunded and you delete the registrant from the Registrants group on the Class Details page, the Class Refund Fees dialog box provides options for processing the payer's refund. The Fee Amount Refunded displays the fee amount paid for the activity, but you can edit this amount to be less than (but not greater) than the paid amount.



The refund options are:

- Transfer—Transfers the refund amount to a new registration. This option is not available when the Cancel <Class Name> Registration check box is not selected.
- Refund Check—Submits the refund to check processing.
- Account Credit—Stores the credit balance with the contact record to be used for a rental or class registration. This option is only available when the pay method for the class activity is set up to include the account credit processing.

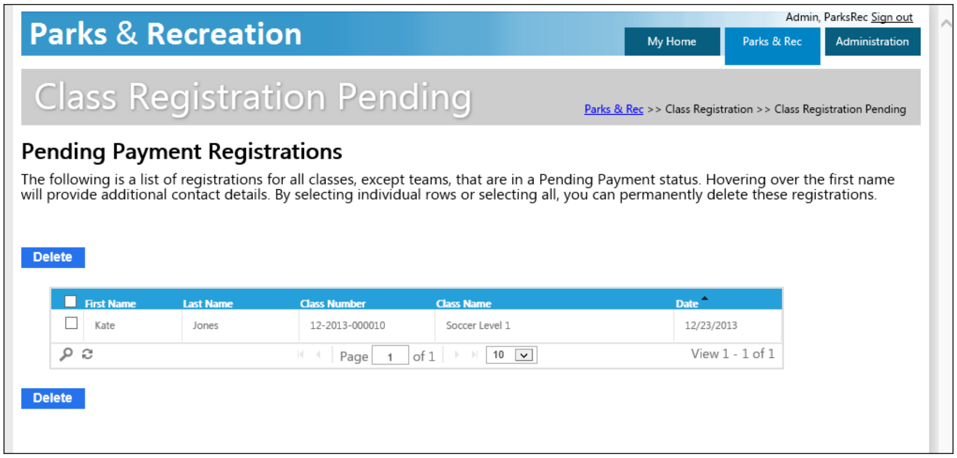
The Cancel <Class Name> Registration? check box directs the program to cancel the registration in addition to issuing the refund. If you clear this check box, the Class Refund Fees dialog box refreshes to remove the Transfer option. In this case, the refund is processed, but the class registration remains active.

When you use a credit to pay for a class activity and the class fee is less than the credit, the activity fee is deducted from the account credit and the remaining amount is refunded. If you register for an activity using the citizen portal and the credit balance is not great enough to cover the activity fee, you can select the split pay option and define the payment amount for the outstanding balance.

Note: If a registrant with a credit balance creates a new registration using the citizen portal and the credit balance does not cover the entire registration fee, the payment page automatically indicates a split payment with credit card tender type specified as the payment method for the remaining balance. The registrant cannot change this; he or she must complete the credit card options to complete the payment.

Pending Registrations

Class Registration Pending provides a list of registrations for all classes for which payment is pending. (Teams are excluded.) The details provided include the registrant's name, the class number, class name, and class date. Hover your pointer over the registrant's name for address and contact information.



To delete one or more registrations, select the check boxes for the registrations and click **Delete**.

Rental Registration

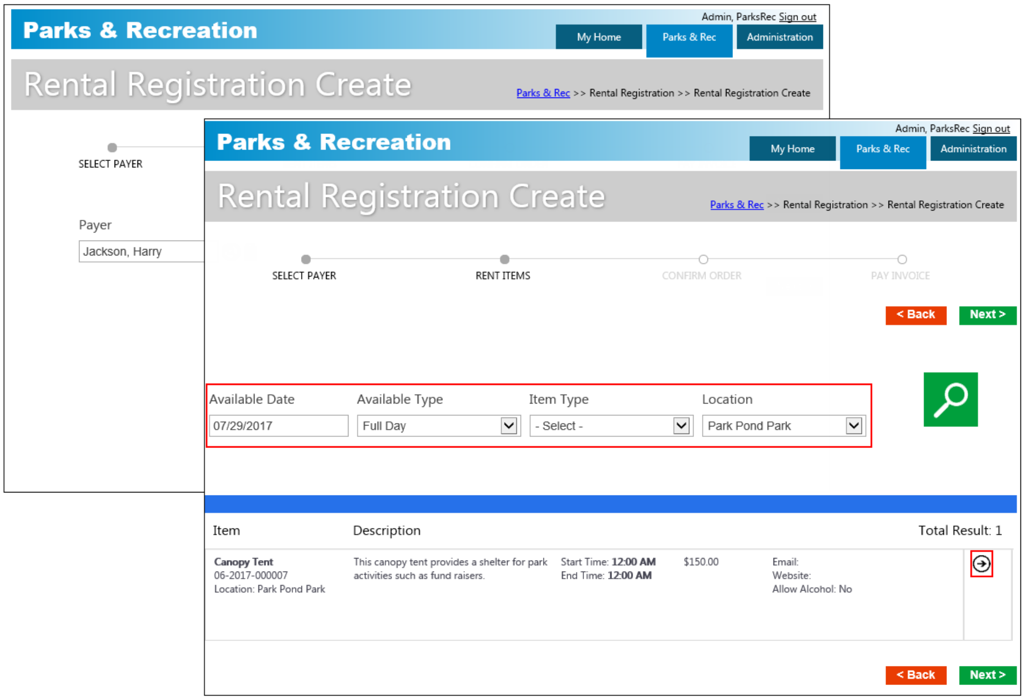
Rental Registration allows personnel within your organization to complete rental transactions. In order to be eligible for rental registration, renters/payers must have active contact records with the Registrant check box selected.

The Rental Registration Approvals page is available for managing the approval process for rental facilities or items for which approval is required.

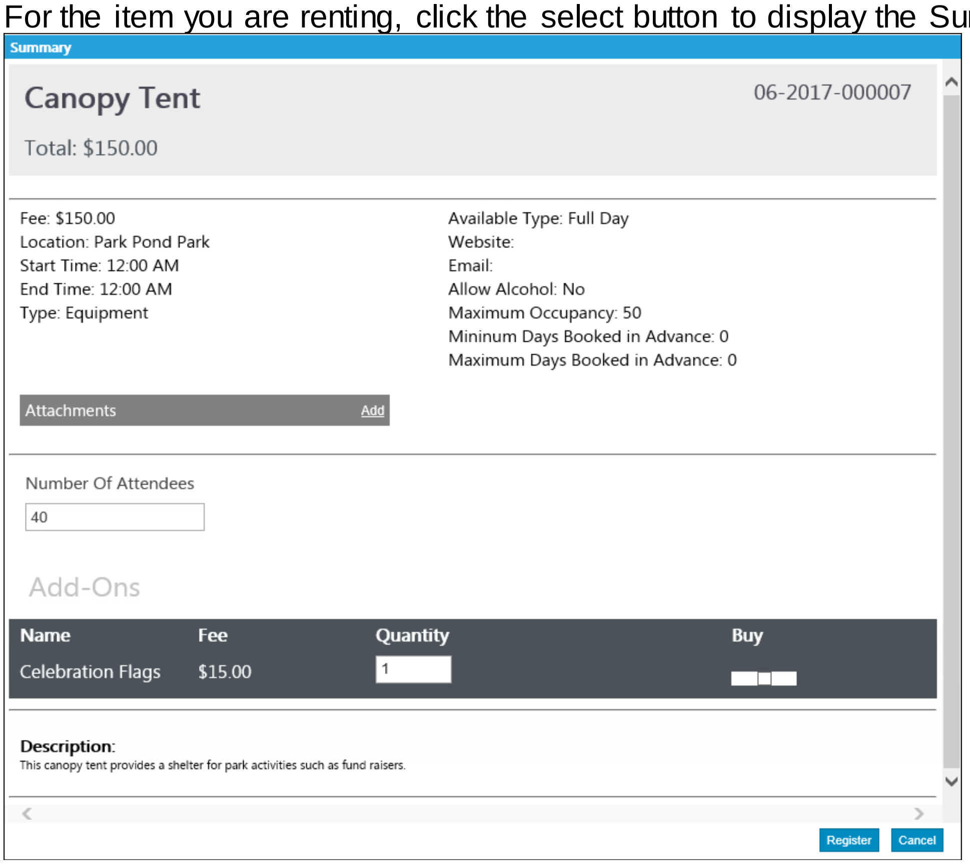
Records for rental items are maintained using the Rental Item option.

The Rental Registration Create page identifies the renter/payer. Click the **Search** button to select a payer name or manually enter the name. When you are completing the Payer box using the last name, first name format, and you have typed at least two characters of the last name, the program provides a list of potential matches from which you can select a payer.

Click **Next** to identify the rental date and item. The Available Date is a required field. Once you have entered the rental item criteria, click the **Search** button to display the items matching the criteria.



For the item you are renting, click the select button to display the Summary page.



On this page, enter any supporting information in the fields provided, add attachments, select any applicable add-ons, and then click **Register** to continue.

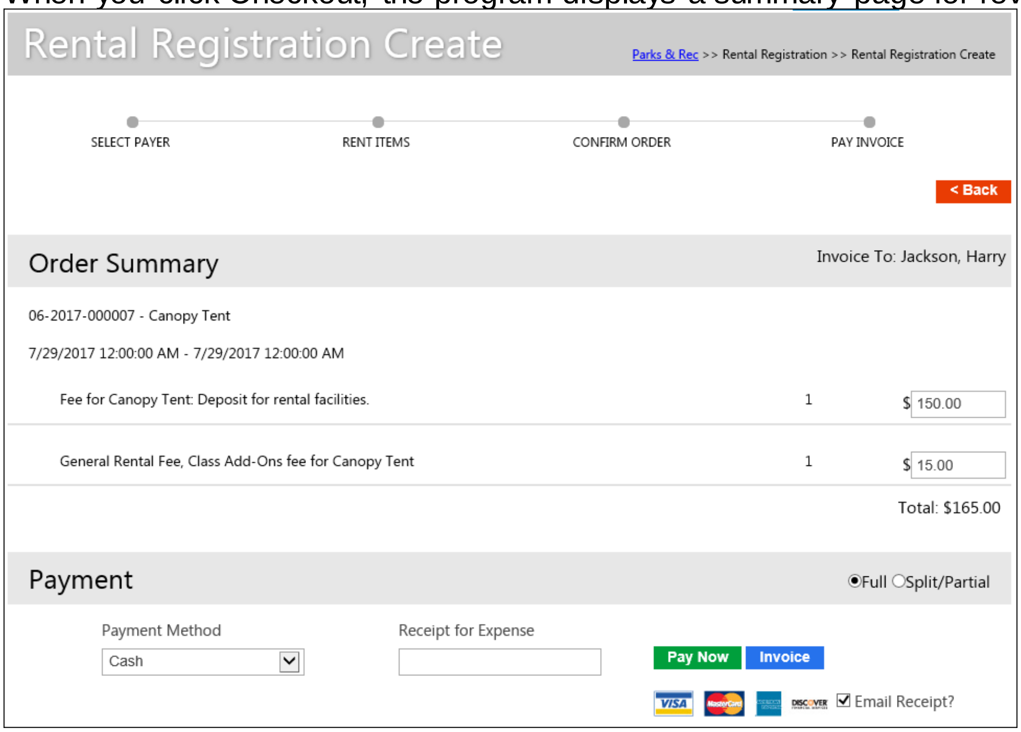
The program verifies that the rental meets the rental item requirements. For example, if you are renting a facility, you must enter the number of attendees and the program verifies that this number is not greater than the Maximum Occupancy number defined for the rental facility.

If an approval is required to rent the facility or item, the registration record is automatically set to a status of Tentative, and the Approval Status is Pending Approval. Rental approvals are managed on the Rental Registration Approvals page.

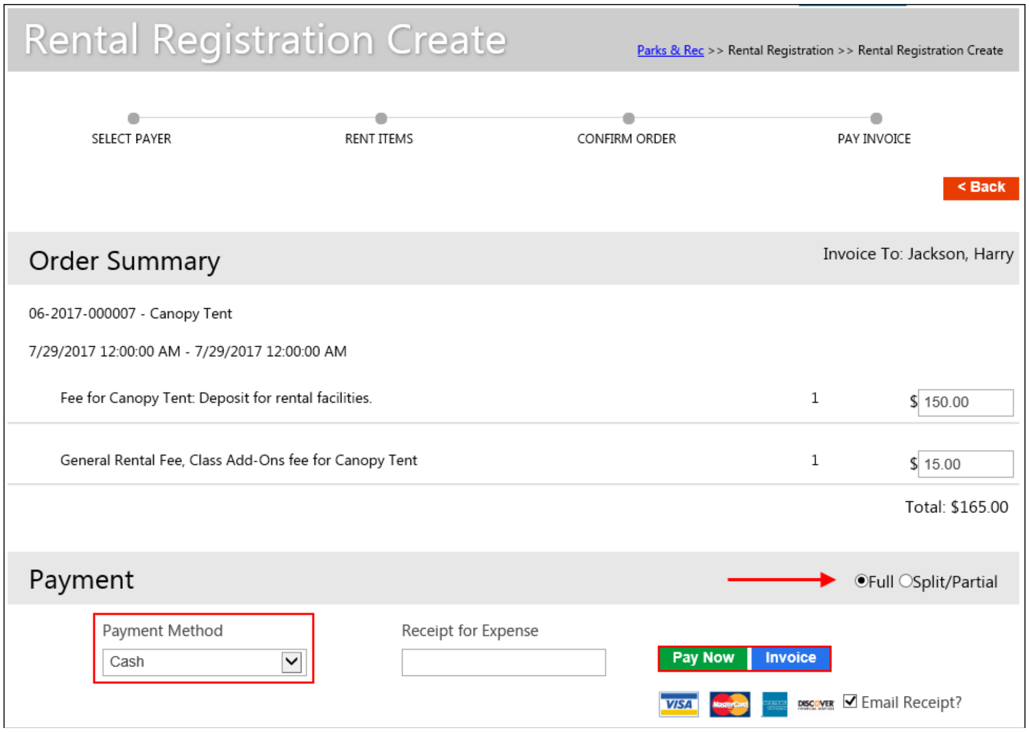
If a registration disclaimer is associated with the rental item, the Summary page includes an acknowledgement disclaimer check box, along with a link to the terms. You cannot complete the registration process until you select the check box to verify that the registrant acknowledges the disclaimer.

The program displays a confirmation message. Click **Continue** to complete another rental registration or click **Checkout** to complete the current order.

When you click Checkout, the program displays a summary page for review and payment.



In the Payment group, specify the payment details and select Pay Now or Invoice. For payment now, select Email Receipt to receive the registration receipt at your designated email address.



The Payment page provides the option for paying now or receiving an invoice for the payment. If account credit is a valid payment method for the rental, the Payment Method list includes the Account Credit option. In this case, if the payer has an account credit available, the credit can be selected as a payment method.

If approval is required for a rental reservation and the approval is at the Pending status, the program does not allow you to accept payment on the reservation.

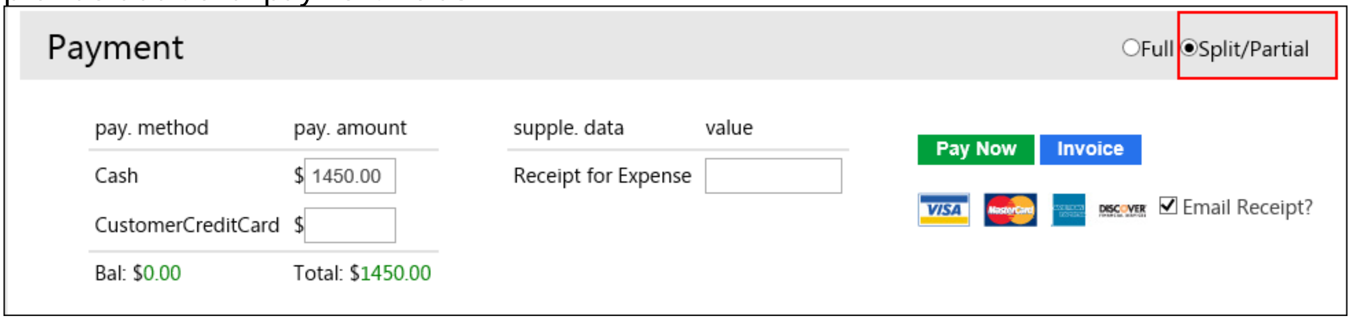
On the Payment page, an administrator can modify fees associated with the rental registration prior to payment.

Click **Pay Now** or **Invoice** to complete the registration. If you select Pay Now, the program displays a printable receipt page; if you select Invoice, the program displays a confirmation page from which you can view the invoice, print the confirmation, or choose to complete other registrations or purchases.

If the rental fees are set up to accept customer credits as payment, the Account Credit option is available from the Payment Method list and you can apply the credit to the rental fee. If the credit amount does not cover the total rental fee, the split payment option is automatically assigned to the payment and you must complete payment processing for the remaining balance.

Split/Partial Payments

In the Payment Group, the Full or Split/Partial options are available. If the customer chooses to split the rental fee into more than one payment, select **Split/Partial**. The page refreshes to provide additional payment fields.

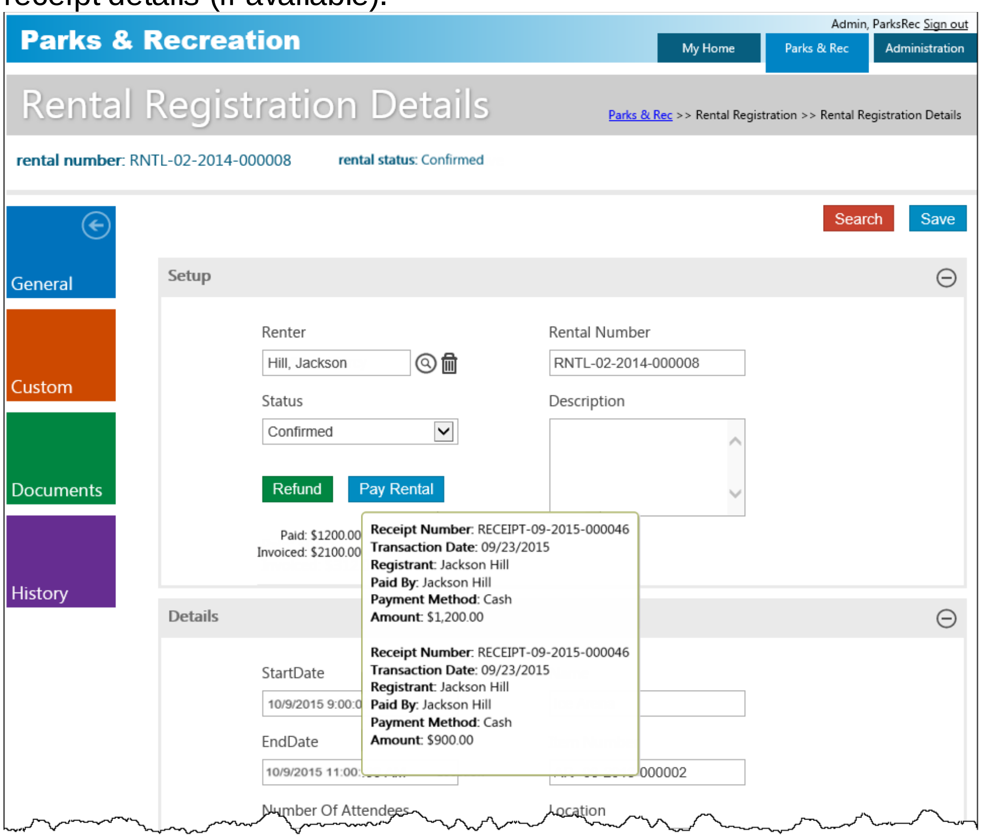


The program requires you to confirm that partial payment is being taken. The partial payment is applied to the rental, and any remaining balance is invoiced.

Rental Registration Details

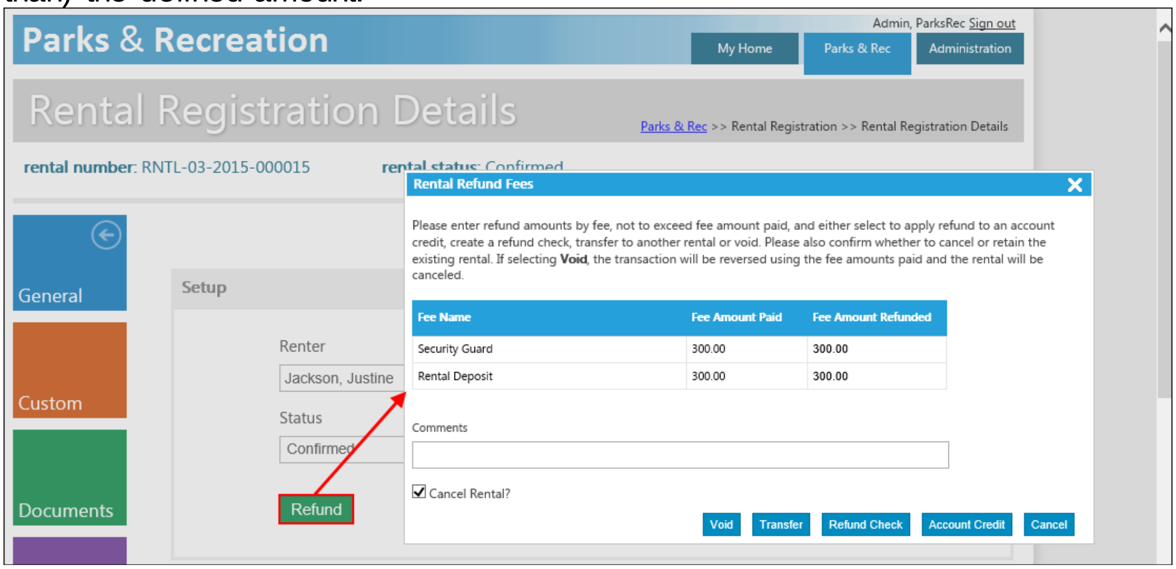
For completed registrations, the Rental Registration Details page provides a summary of the registration, including the rental number, status, and amount paid or invoiced, along with the rental facility or item details. If a renter has made a partial payment, the entry for the rental contains two rows: one for the partial payment and one for the total invoice.

When you hover your pointer over the Amount Paid and Invoiced fields, the program displays receipt details (if available).



To refund paid amounts directly from the Rental Registration Details page, click **Refund** to initiate the refund process. Refund options vary according to the refund permissions assigned to your user role.

When you click **Refund**, the program displays the Rental Refund Fees dialog box, which provides the available refund options. The Fee Amount Refunded field displays the fee amount paid and available for refund. You can edit this value to an amount less than (but not greater than) the defined amount.



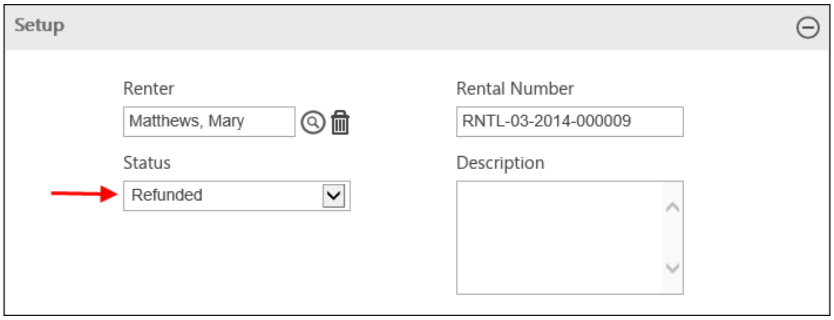
Refund options are:

- Void—Reverses the transaction and cancels the registration. If you select this option, the program displays a confirmation message confirming the void of the entire transaction. If you continue, the action voids the entire transaction and removes all rental registrations associated with that transaction.
- Transfer—Transfers the refund amount to a new registration. This option is not available when the Cancel Rental check box is not selected.
- Refund Check—Submits the refund to check processing.
- Account Credit—Stores the credit balance with the contact record to be used for a rental or class registration. This option is only available if the pay method defined for the fee includes the Account Credit option.

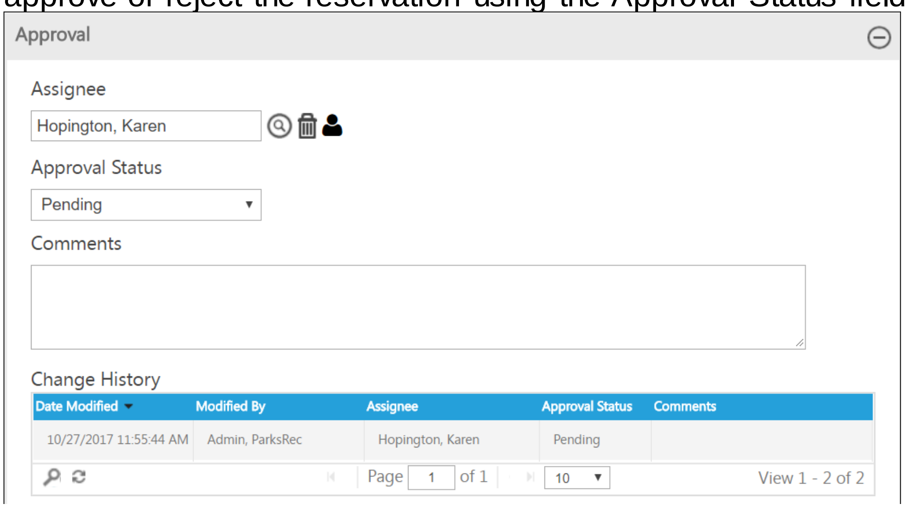
The Cancel Rental check box directs the program to cancel the registration in addition to issuing the refund. If you clear this check box, the Rental Refund Fees dialog box refreshes to remove the Transfer option. In this case, the refund is processed, but the rental registration remains active.

When you use a credit to pay for a rental and the rental fee is less than the credit, the activity fee is deducted from the account credit and the remaining amount is refunded. If you register for an activity using the citizen portal and the credit balance is not great enough to cover the activity fee, you can select the split pay option and define the payment amount for the outstanding balance.

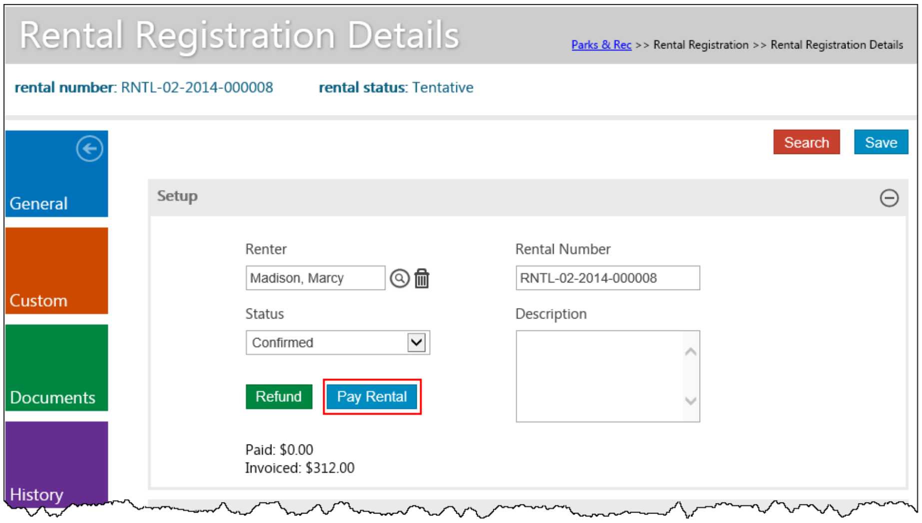
When you complete the refund, the Status field on the Rental Registration Details page resets to Refunded and the Refund button is no longer available.



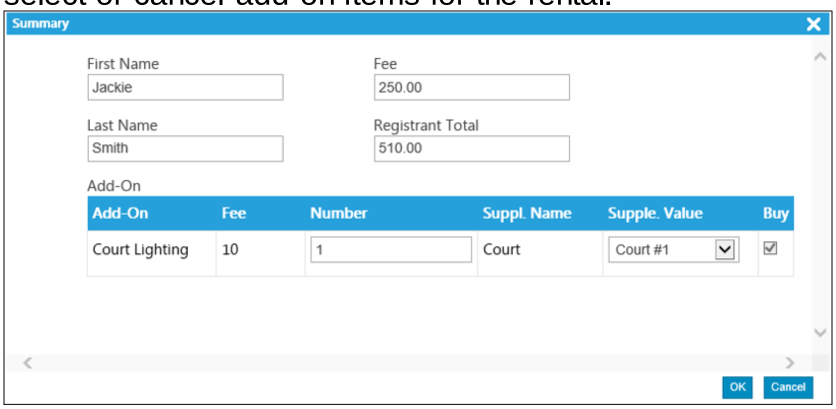
The Approvals section of the Rental Registration Details page allows you to manage the approval process for rentals of facilities or items that require an approval. An authorized administrator can assign the approval process to the appropriate staff member, who can approve or reject the reservation using the Approval Status field.



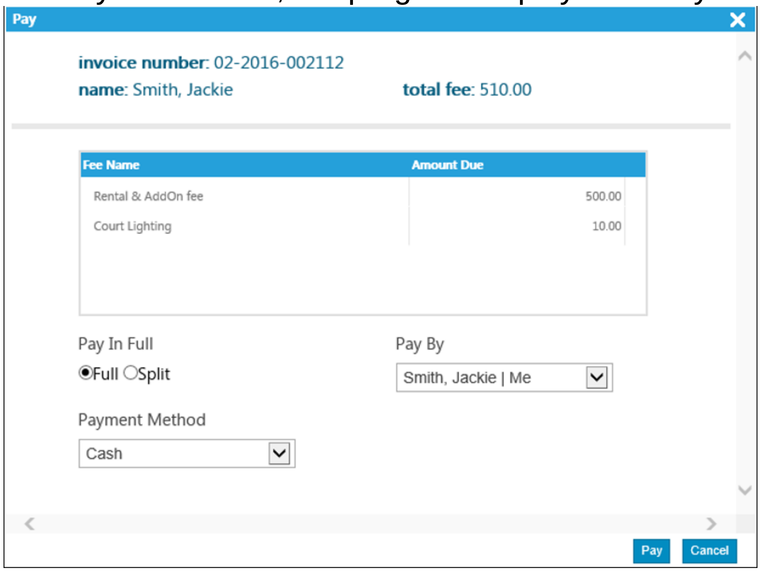
The Rental Registration Details page also allows you to complete payment on a rental. To initiate the registration payment process directly from the Rental Registration Details page, click **Pay Rental**.



When you click **Pay Rental**, the program displays the Summary box, from which you can select or cancel add-on items for the rental.

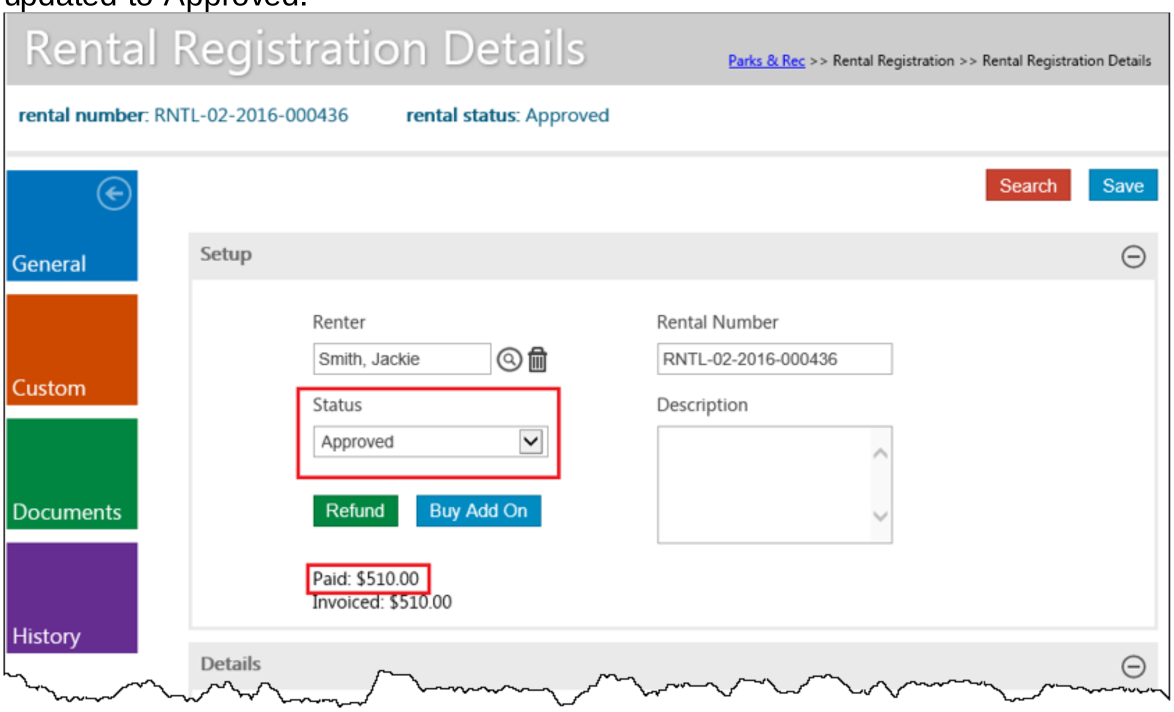


When you click **OK**, the program displays the Payment dialog box.

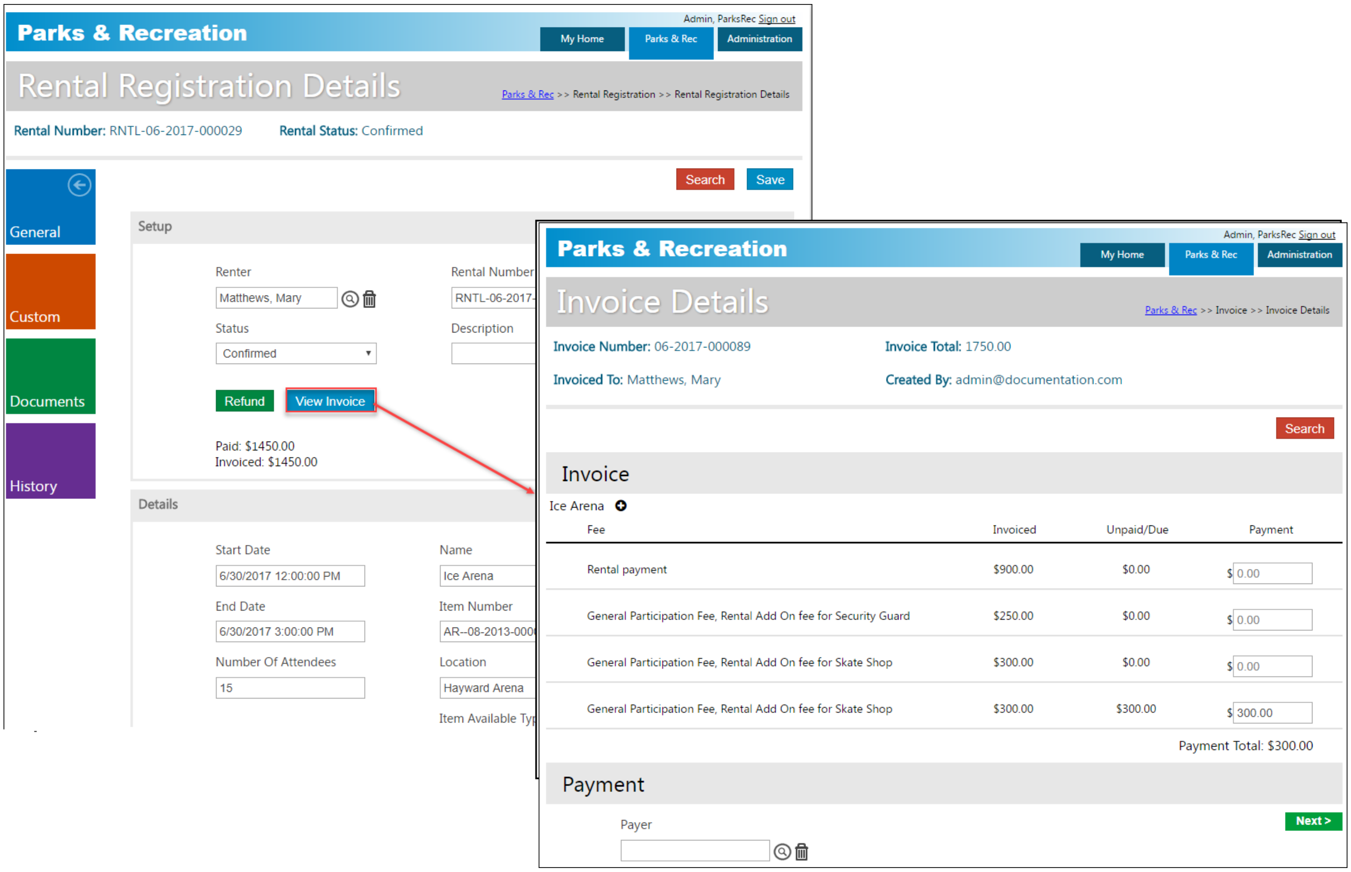


Verify the payment details and click **OK**.

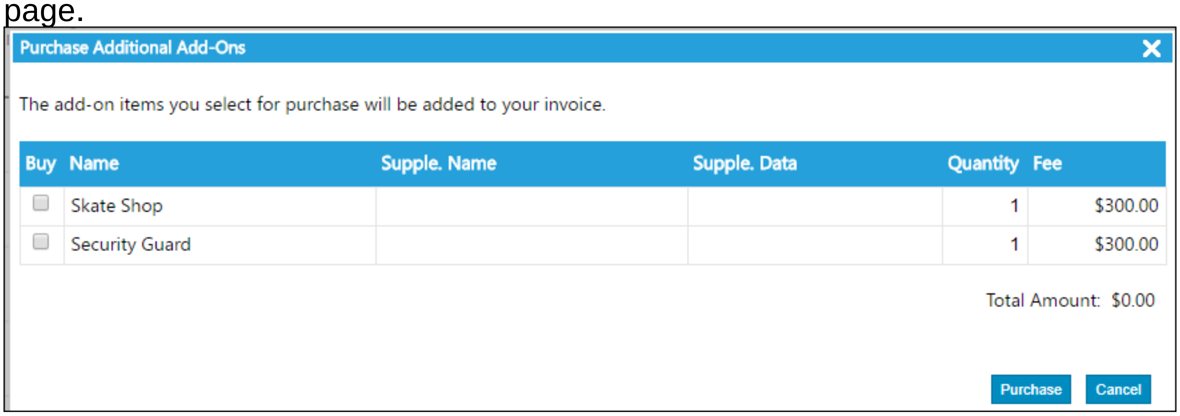
The program returns to the Rental Registration Details page, and the Status of the rental is updated to Approved.



When you complete a rental registration for which you issue an invoice, the Registration Details page provides the View Invoice option. When you click this option, the Invoice Details page displays the invoiced item or items, and allows to you make payments for any outstanding amounts. Registrants can make continuous payments until the invoice is paid in full.

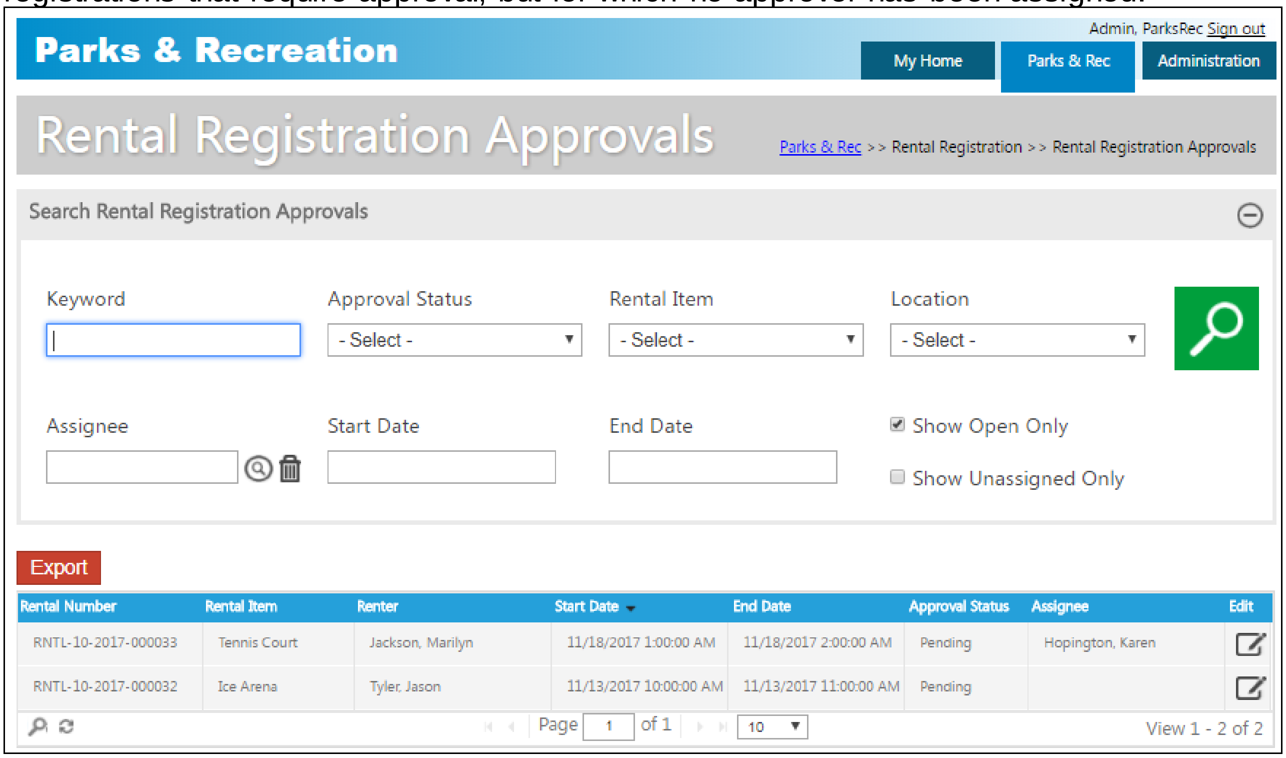


If there are add-on items available for an invoiced item, click the expand (+) button for the item to view the add-on selections. You can process the purchase of add-on items directly from this page.



Rental Registration Approvals

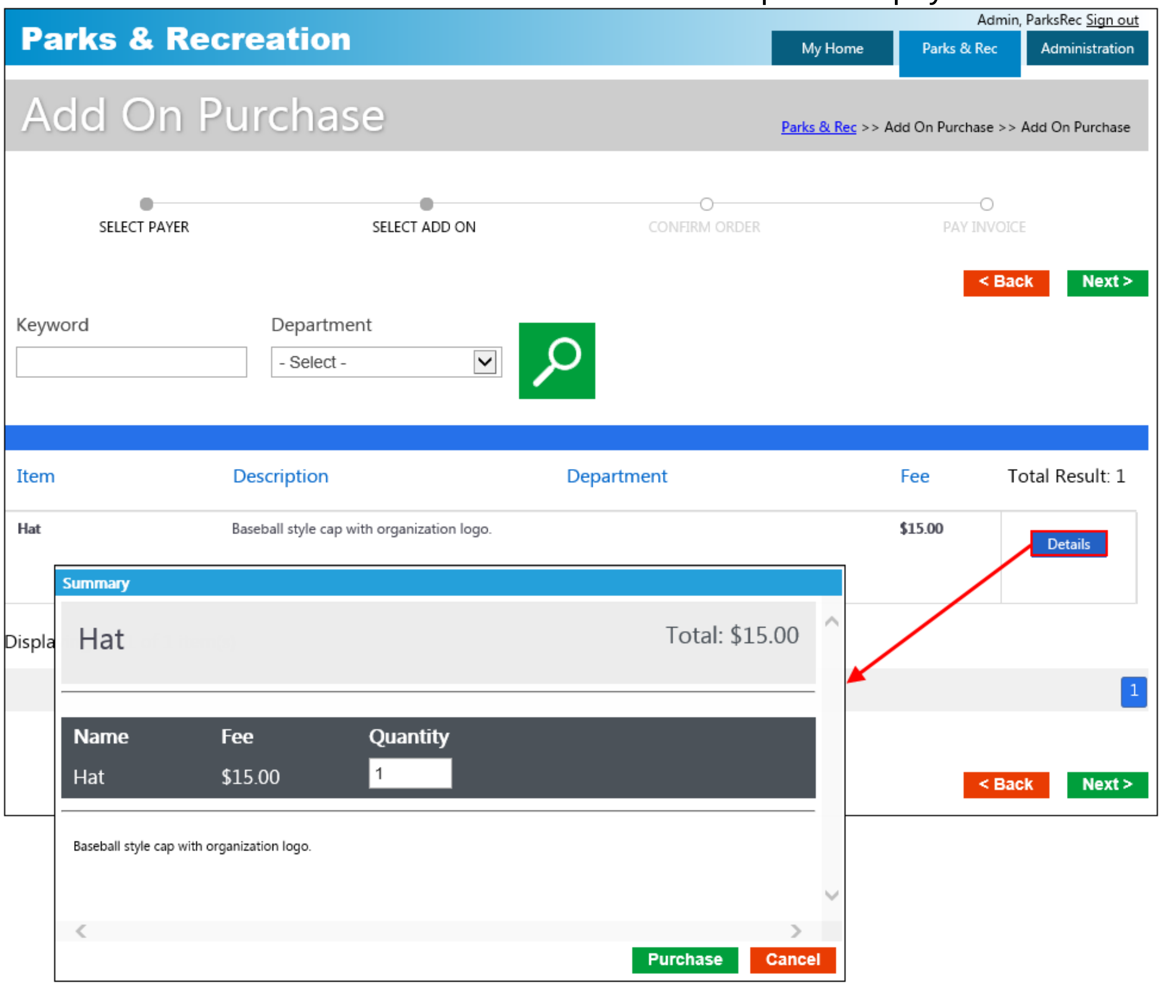
Rental registrations for facilities or items that require an approval are displayed on the Rental Registration Approvals page. Newly-created rental registrations that require approval are automatically set to an Approval Status of Pending. An approval is required for a rental when the Require Approval check box is selected in the Rental Item record for a facility or item.
To make rentals that require approval available on the citizen portal, the Allow Invoicing On Portal option also must be enabled in Portal Settings.
Selecting the Show Unassigned Only option in the search criteria limits search results to rental registrations that require approval, but for which no approver has been assigned.



Clicking the Edit button for an individual rental registration opens the Rental Registration Details. The Approvals section of Rental Registration Details allows staff members to manage the approval process for the rental reservation.

Add On Purchase

Add-on items that have been designated for individual sale can be sold independently of a class or rental. Clicking the **Create** button opens the Add On Purchase process. You can select a payer (this step is optional). After you select the add-on item being purchased, click the **Details** button to add the item to the cart and complete the payment.



To refund an add-on purchase, locate the record for the purchase, and click the **Delete** button. The refund options available for add-on purchases are:

- Void—Reverses the transaction and cancels the registration. If you select this option, the program displays a confirmation message confirming the void of the entire transaction. If you continue, the action voids the entire transaction and removes all rental registrations associated with that transaction.
- Refund Check—Submits the refund to check processing.

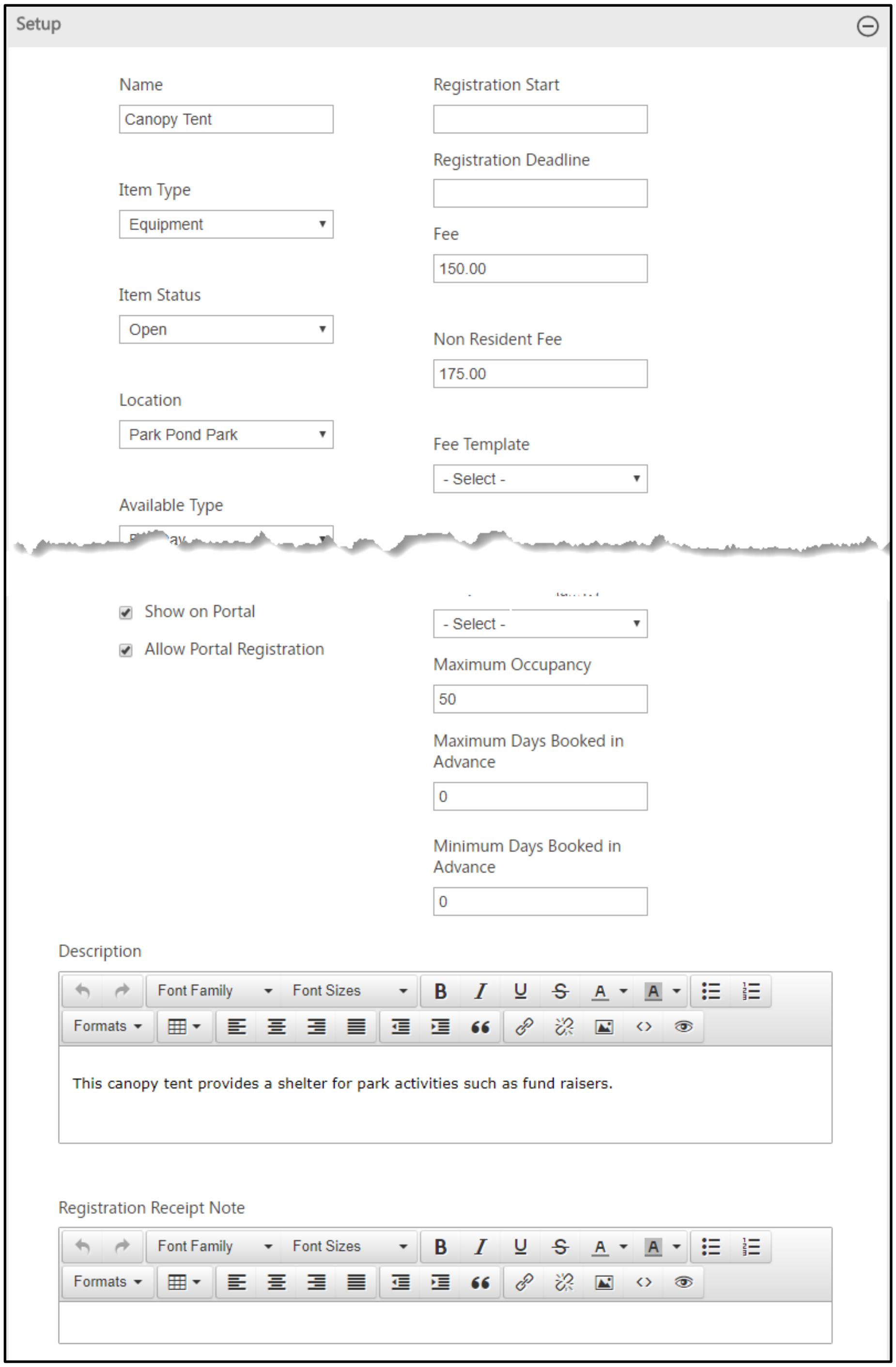
Add-on fees are assigned when the add-on records are created, but you can adjust the add-on fee for a specific transaction.

Rental Item

Rental Item maintains records for rental items, for example, facilities or specialized activity items. Rental item records store the item, location, status, and associated rental fees.

Setup

The Setup fields provide the description, type, location, and associated fees for the item. The Registration Start and Registration Deadline fields indicate when the item is available for rental.



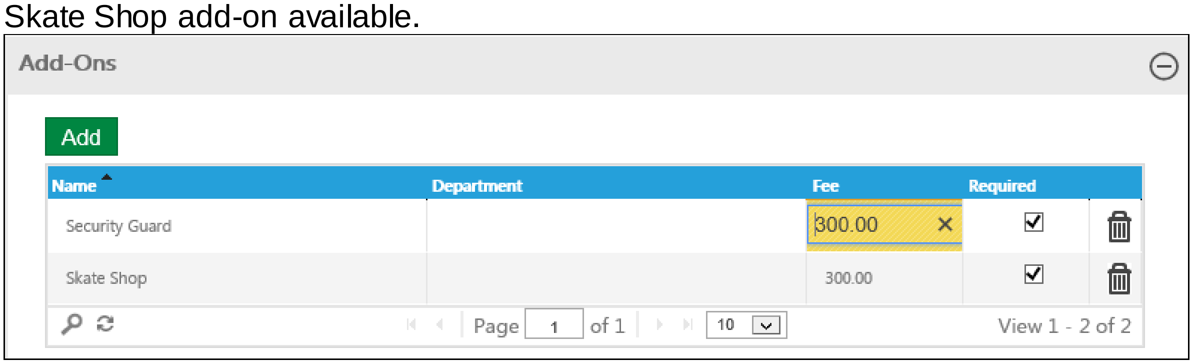
In addition to general rental information, the Rental Details page provides options for determining rental requirements and assigning miscellaneous administrative settings.

Field	Description
Require Approval	If selected, enables the approval workflow process for rental reservations for this facility or item, and requires approval on rental reservations before payment can be taken. Reservations that require approval are shown on the Rental Registration Approvals page.
Include Disclaimer on Receipt	If selected, includes the selected disclaimer text on registration receipts. The disclaimer notices set up for your organization are available in the Registration Disclaimer list.
Active	If selected, indicates the item is currently available for rental.
Allow Alcohol	If selected, indicates that alcohol may be served or consumed at the rental facility. This check box is only applicable to facilities at which it is permissible to serve alcoholic beverages. The default value for this check box is not selected
Show on Portal	If selected, the Browse Facility setting is enabled for the citizen portal, the portal includes this rental item on the Browse Facilities list.
Allow Portal Registration	If selected, registration for the rental item is available from the citizen portal. When you select this check box and a user selects an available date for a rental item, the Register button is available. When the user clicks Register, the facility details are provided for completion (for example, times, number of attendees, and so on). The rental item can be added to the cart, if applicable. Once the registration process is completed, the facility record is updated and the rental status is set to Confirmed.
Financial Group	Identifies the financial source for the rental. For example, customer pay indicates payment is required by the renter.
Expense Disbursement	Identifies an expense disbursement method, if applicable.
Registration Custom Layout	Determines the layout template to use during registration. Only those templates for which the Show for Registration check box is selected are available. Use the Custom Fields and Custom Fields Layout options on the Administration tab to maintain customized fields.
Registration Disclaimer	Assigns a disclaimer to the registration process for the rental item. When you select an item from this list, the rental item details on the citizen portal includes a check box that the user must select to acknowledge the disclaimer. Select the Include Disclaimer on Receipt check box to include the selected disclaimer text on registration receipts.
Maximum Occupancy	Defines the maximum number of attendees that can be included at activities hosted at the rental facility.

Field	Description
Maximum/Minimum Days Booked in Advance	Define the advance rental timeframe for the item or facility. When the rental setup defines minimum days in advance on the rental item, facility rentals are restricted for the rental based on the advance minimum and maximum days. Using the Administration page, you can still rent the facility, but receive a warning message.
Description	Stores the rental description that displays on the citizen portal. This description should be brief, but provide enough detail to ensure prospective renters can be sure the item or facility meets their needs. The available formatting options for the description text allow you to set font type and size, add highlighting, and so on. When the text displays on the citizen portal, the formatting effects display.
Registration Receipt Note	Provides notes that are included on the receipt that displays in the citizen portal after registration, on the receipt that is emailed to the renter after registration, or on an email receipt reprint. The notes display in each rental registration section of the receipt. If multiple registrations include notes, the notes display with the details for each rental on the receipt. If you modify the receipt note text after receipts are initially printed, any reprinted receipts contain the original receipt note. The available formatting options for the receipt note text allow you to set font type and size, add highlighting, and so on. When the text displays on the citizen portal, the formatting effects display.

Add On

The Add On fields assign additional rental items that are required or available to be rented with the main rental item. For example, if you have an available arena rental, you may make a Skate Shop add-on available.



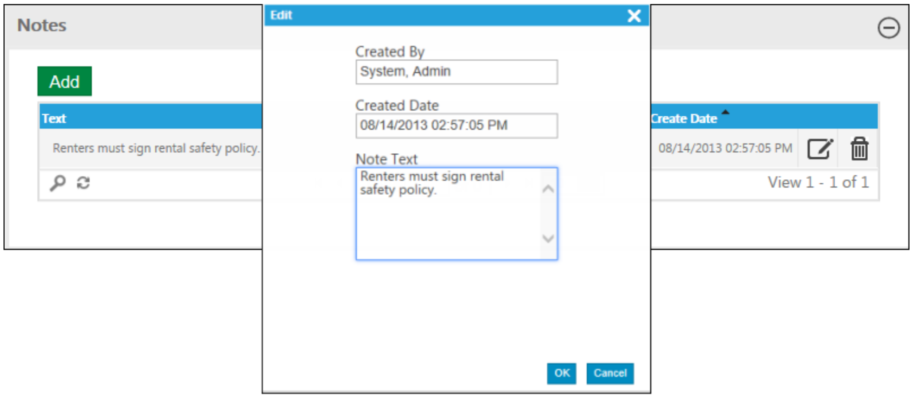
To make an add-on required, select the Required check box for the add-on item. In this case, the Required box on the Details page of the portal displays a default value of one (1) and the user cannot change this. If an add-on item or service is not required, the value of this box is zero (0).

If a rental or class registration is completed using the Tyler Parks and Recreation application, the default value for the Buy check box on the Summary page is selected for required items.

To adjust the add-on fee for the specific rental, click the Fee field and enter the updated cost.

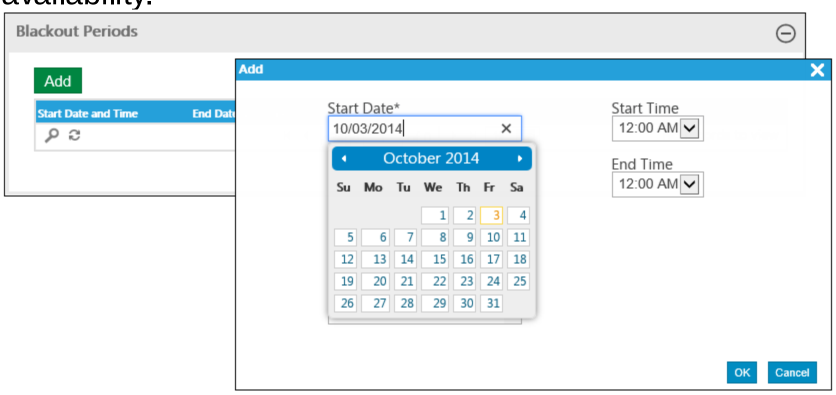
Notes

Notes provides additional information for the team. Click **Add** or the edit button to create or maintain notes.



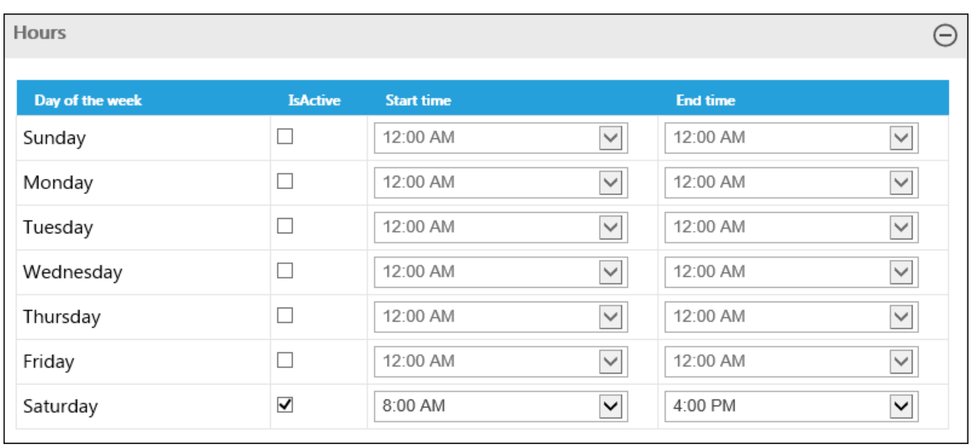
Blackout Periods

Blackout Periods defines times when a rental item is not available. For example, if a facility if closed for repair or cleaning, you can define that time using this option to exclude the item from availability.



Hours

The Hours table defines the daily schedule for a class. The default value for each day is 12:00 AM to 12:00 AM. To define times, select the IsActive check box for the day, and then select the applicable times from the Start and End Time lists.



When you select a start time, the default value for the End Time field is one hour later than the value entered in the Start Time field, but you can change this.

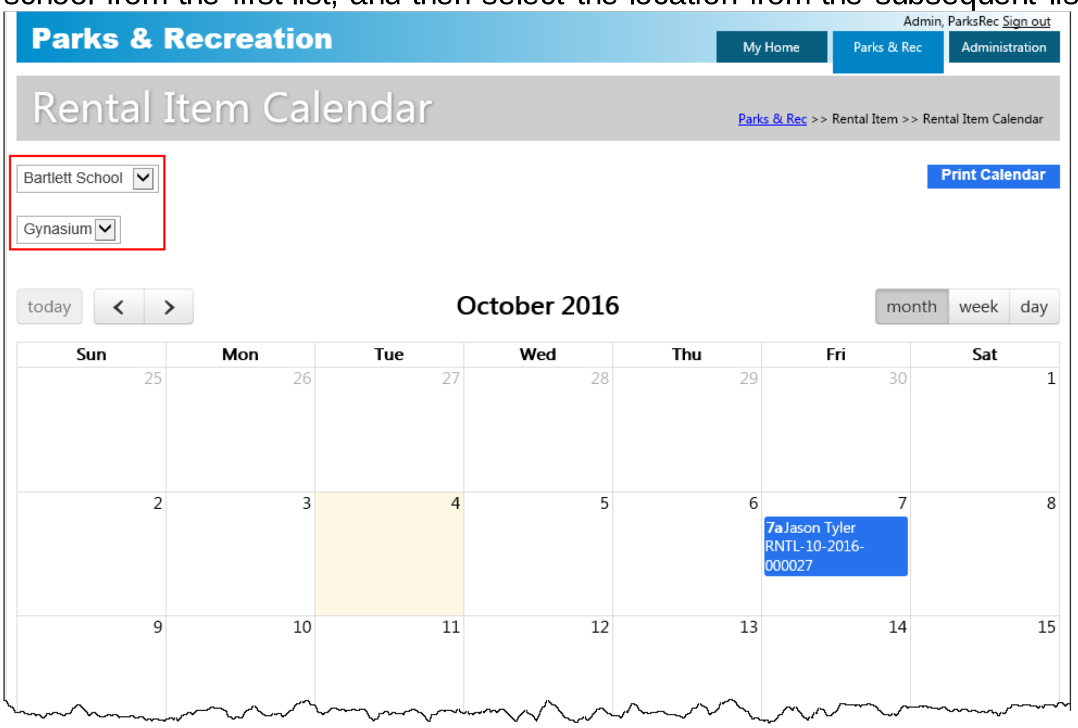
The available time intervals, which can be five, fifteen, thirty, or sixty minutes, are defined using the Time Picker Interval list in System Settings. If you select a start time, you must also select an end time.

Calendar

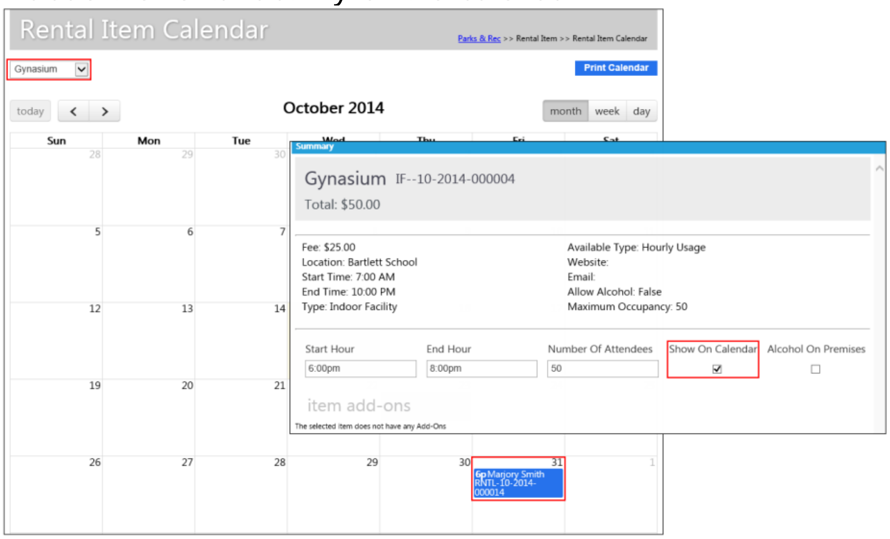
The Rental Item Calendar provides a daily, weekly, or monthly view for active rental registrations. Use the Month, Week, and Day options to reset the timeframe for the display.

Using the filter lists, you can narrow the rental item to a specific item at a specific location. Select the location from the first list, and then select the rental item from the second list. The available options for the second level list are dependent on the location selected in the first list.

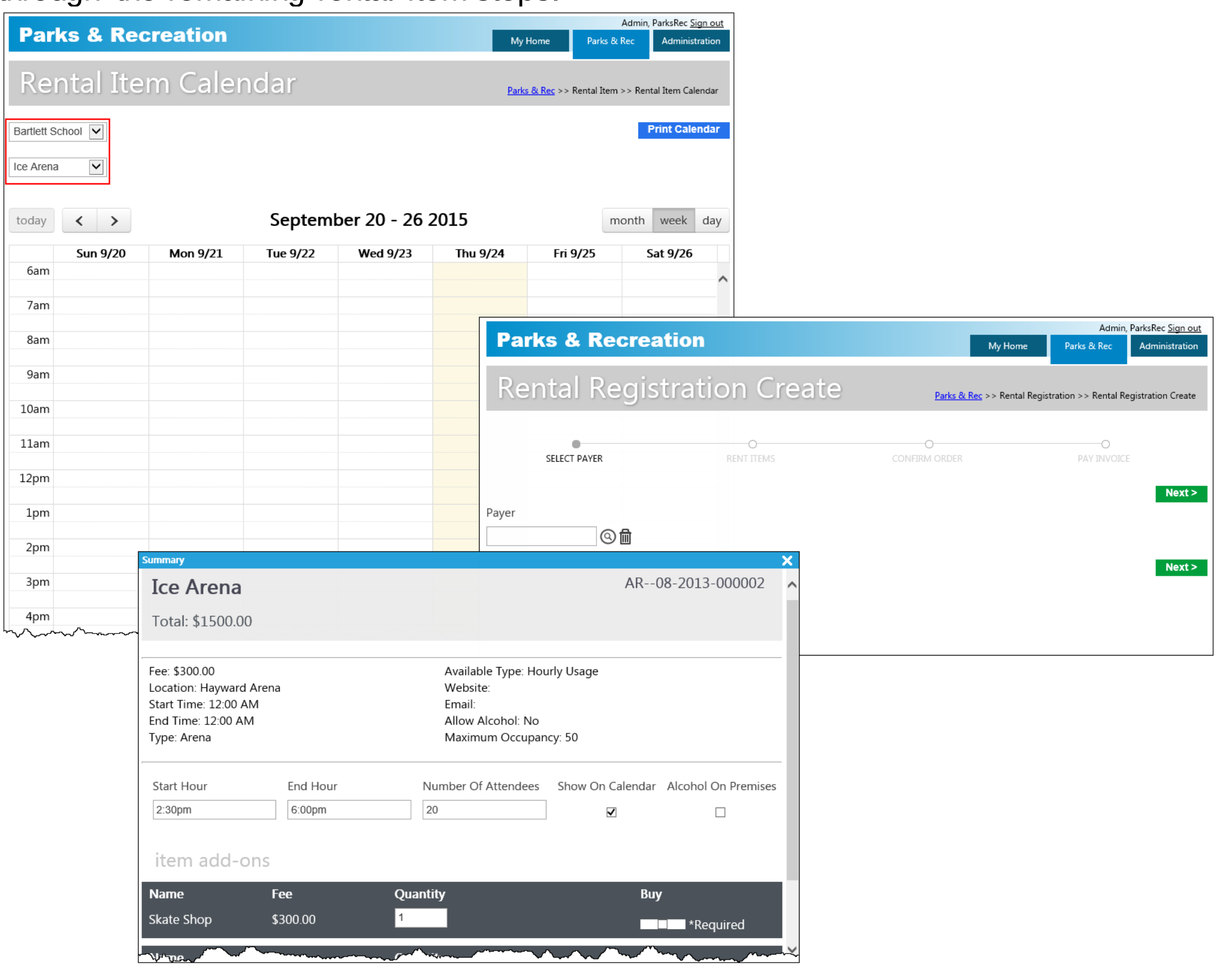
For example, to view only the availability of the gymnasium at a specific school, select the school from the first list, and then select the location from the subsequent list.



When you complete a rental item registration, select the Show on Calendar check box to include the rental activity on the calendar.

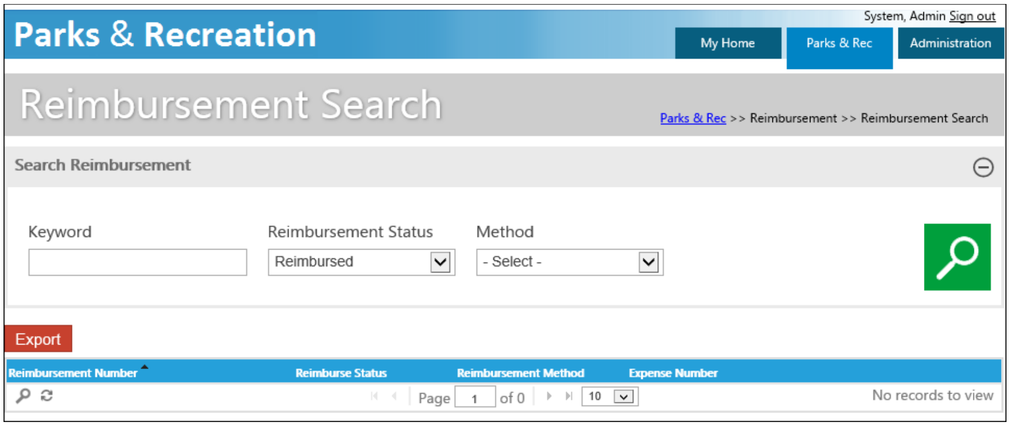


When you specify a rental item, and then select a future time and day, you are automatically directed to the Payer screen, where you can select the rental item contact, and then move through the remaining rental item steps.



Reimbursement

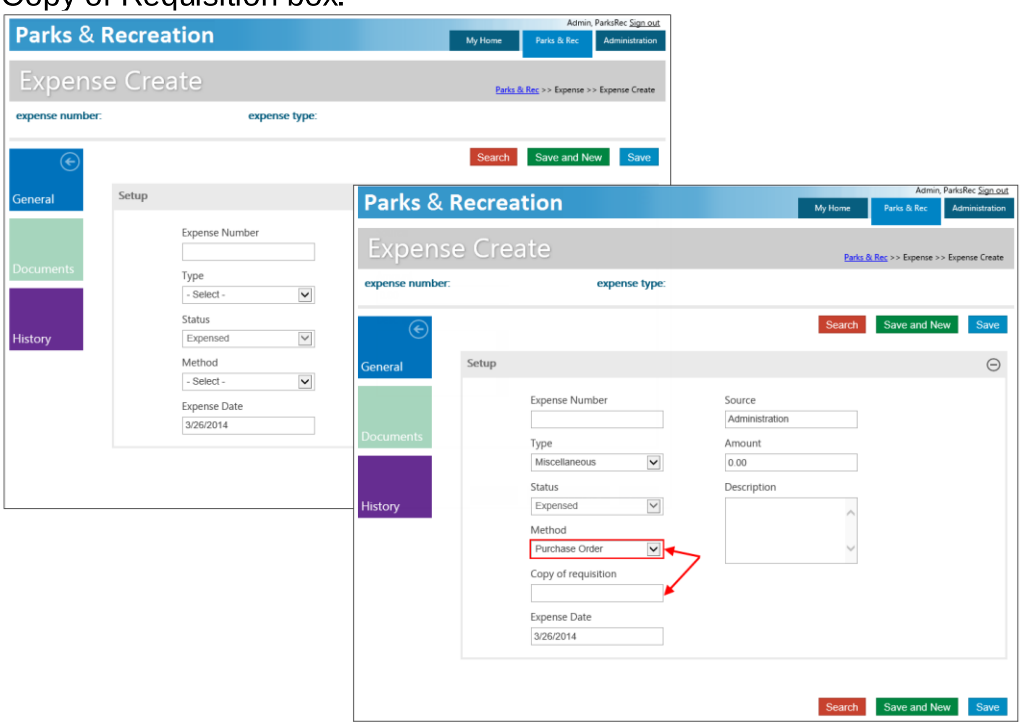
Reimbursement creates a list of records for fees that have been reimbursed. You can create the list by status or method. Once you have created the list, click **Export** to export the details to Microsoft Excel.



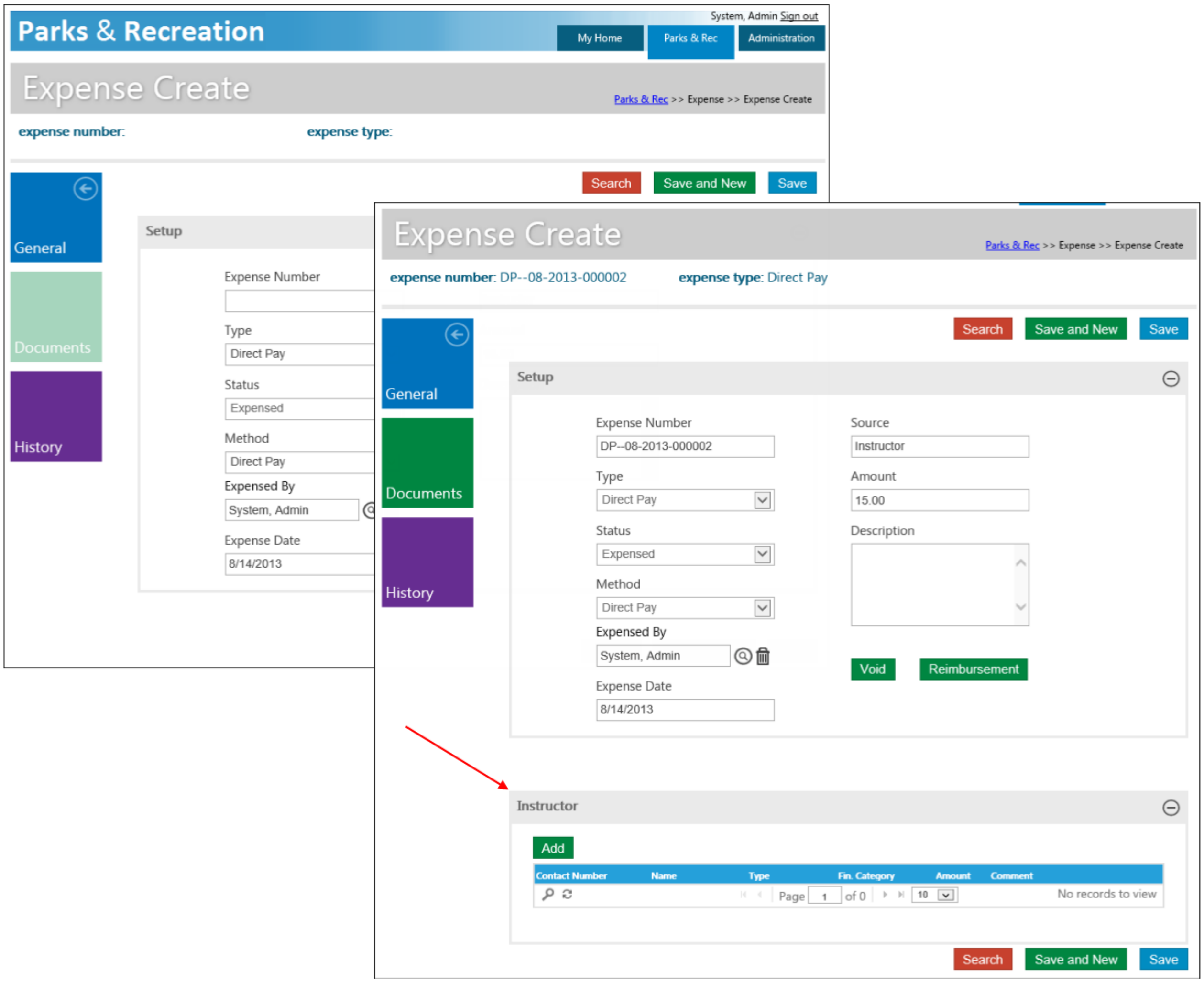
Expense

Expense maintains expense records for activities. The expense record includes the type, status, and method. When you save an expense record, the program assigns an expense number.

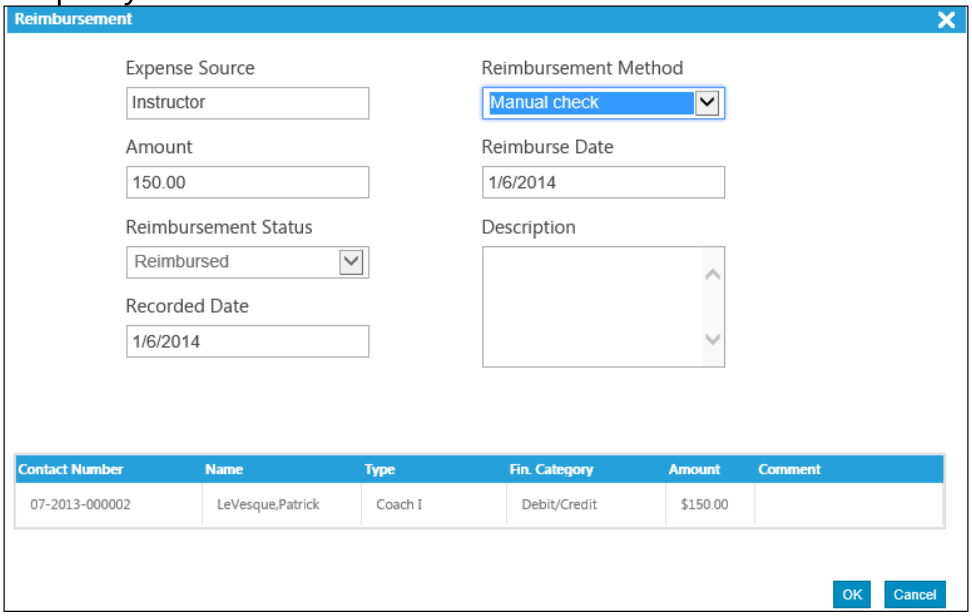
The fields available on the Expense page vary according to the values that you enter. For example, if you select Purchase Order from the Method list, the page refreshes to include the Copy of Requisition box.



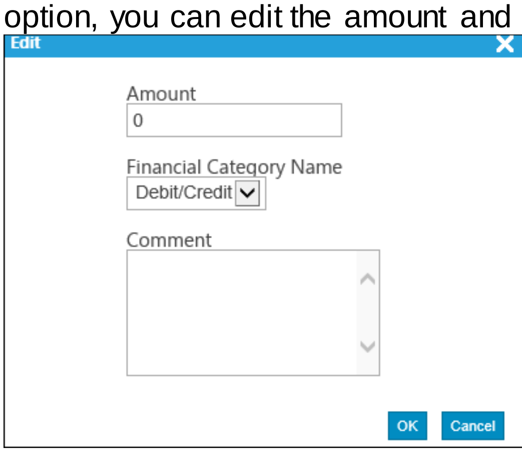
Or, if you create an expense record to pay an instructor, when you click **Save**, the page refreshes to include the Instructor section, which you can use to identify the recipient.



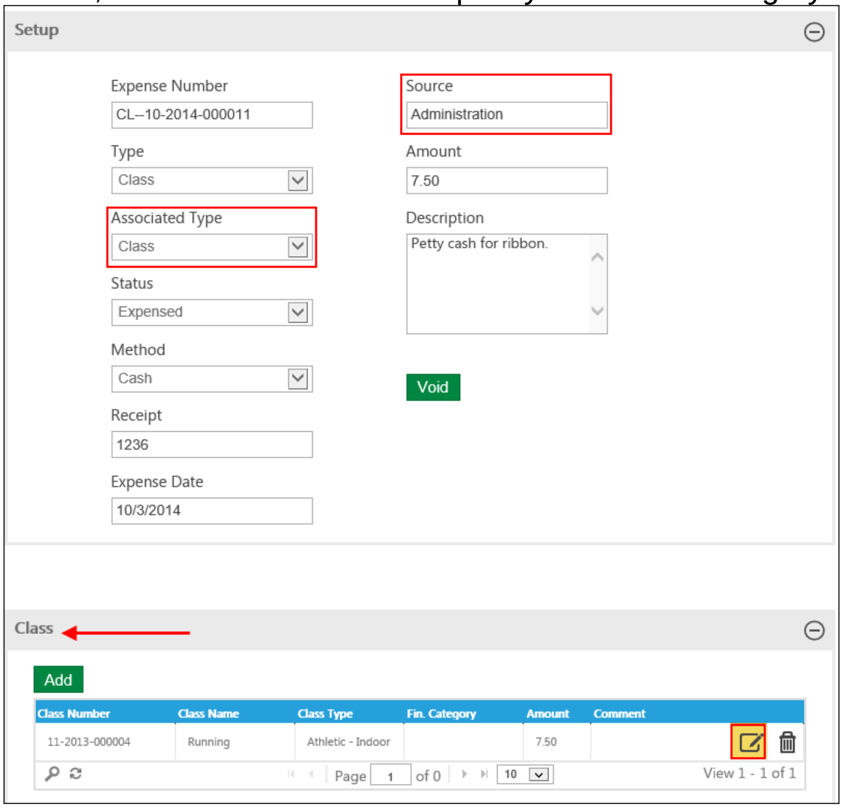
In this case, the value of the Amount field in the Instructor section must match the value of the Amount on the expense record. For reimbursable instructor expenses, click **Reimbursement** to specify a reimbursements method and date.



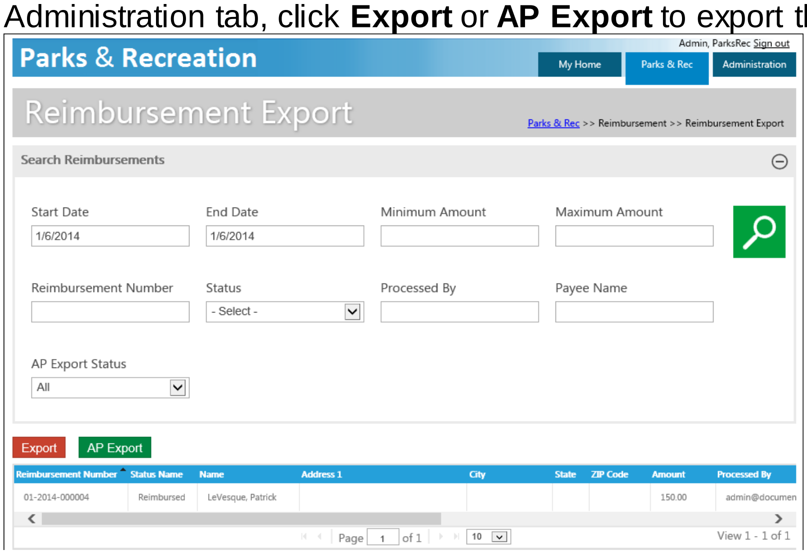
For the Class, Instructor, Location, or Rental Item expense records, when you select the edit option, you can edit the amount and select a financial category name.



For expenses with a source of Administration, the Associated Type list is available. From this list, select the associated expense type: Class, Instructor, Rental, or Location. The associated type group displays; use this to specify the type and then once you have added that type record, click the **Edit** button to specify a financial category.

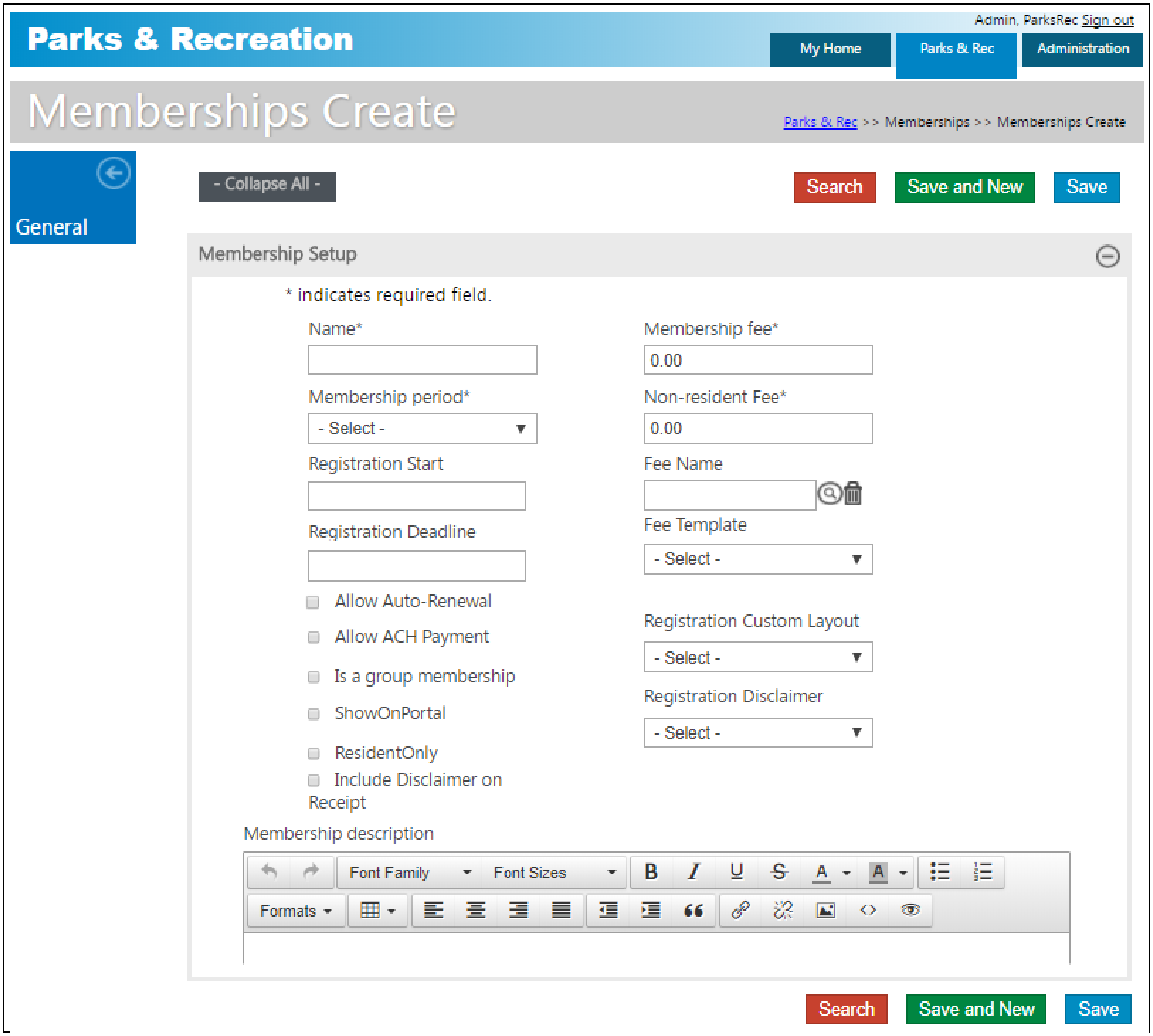


For instructor payments that have a defined expense type that includes a Cashier Expense Source of Instructor and for which the Instructor Type Details defines a Financial Group for instructors with debit and credit accounts to use for exporting payments, you can create an export file of instructor expenses. After you have created an instructor expense reimbursement record, click **Export** in the Reimbursement group on the Parks & Rec tab. Depending on the parameters defined on the Integration Settings page of the System Setup group on the Administration tab, click **Export** or **AP Export** to export the data.



Memberships

Memberships manages available memberships types and membership records for your organization. For example, if your organization provides a fitness membership, registered members can pay a yearly or monthly fee to participate in your fitness programs.

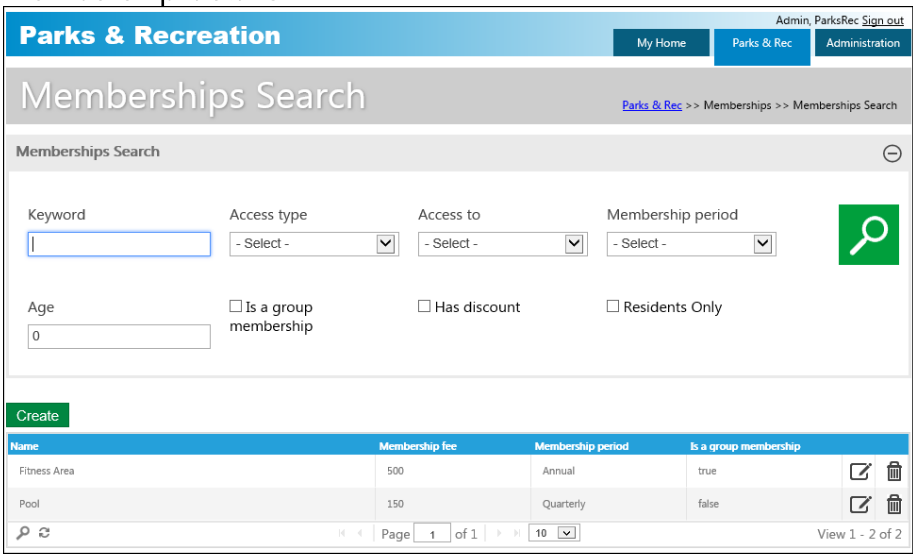


Available membership periods are established in Administration on the Membership Periods page.

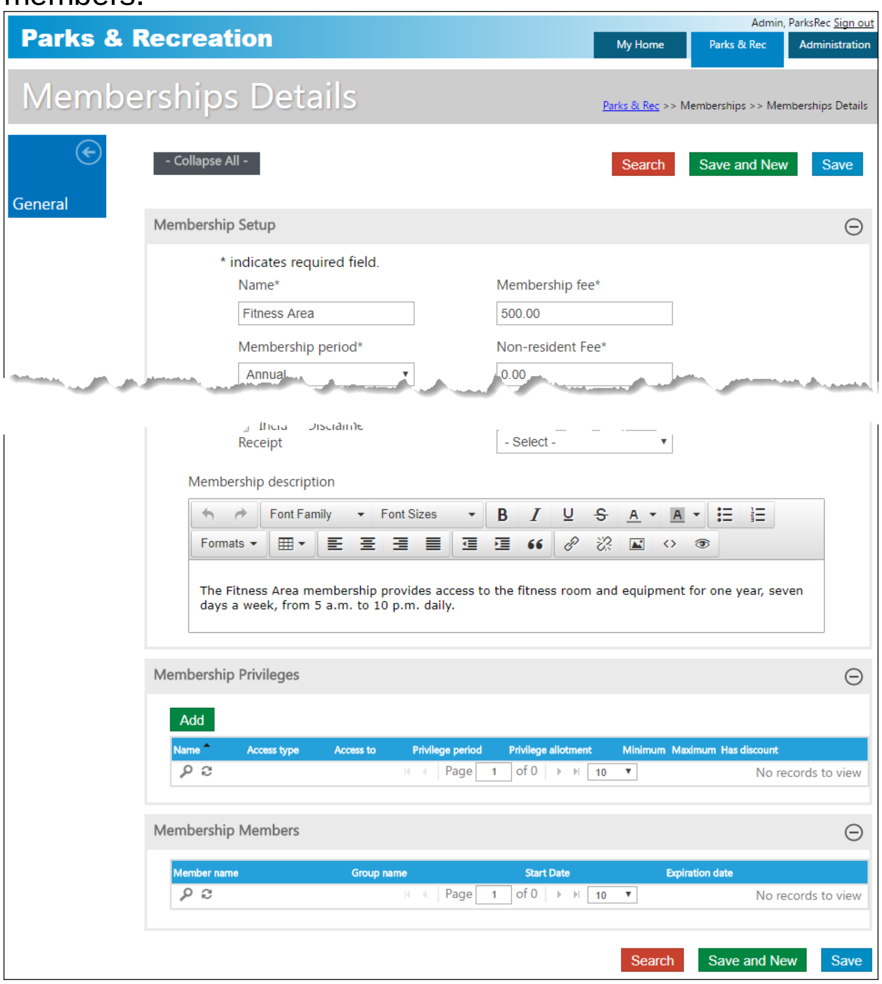
The Automatically Renew check box makes the current membership available for automatic renewal. When this option is selected, the Allow ACH Payment check box is also available.

Search

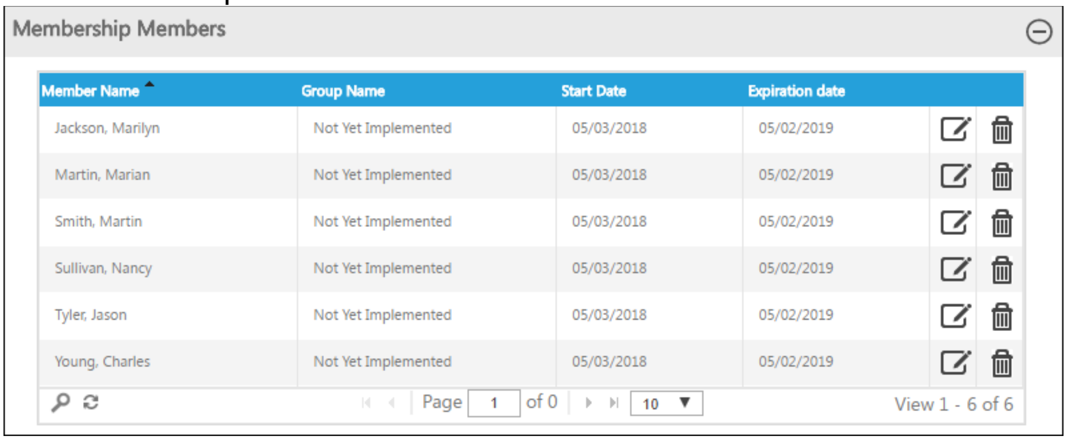
Search locates available memberships according to specified keywords, access details, or membership details.



Click the edit button to review or update the membership details, including privileges and members.



The Membership Members section includes an edit button for each member listed.



Membership Members

Member Name	Group Name	Start Date	Expiration date
Jackson, Marilyn	Not Yet Implemented	05/03/2018	05/02/2019
Martin, Marian	Not Yet Implemented	05/03/2018	05/02/2019
Smith, Martin	Not Yet Implemented	05/03/2018	05/02/2019
Sullivan, Nancy	Not Yet Implemented	05/03/2018	05/02/2019
Tyler, Jason	Not Yet Implemented	05/03/2018	05/02/2019
Young, Charles	Not Yet Implemented	05/03/2018	05/02/2019

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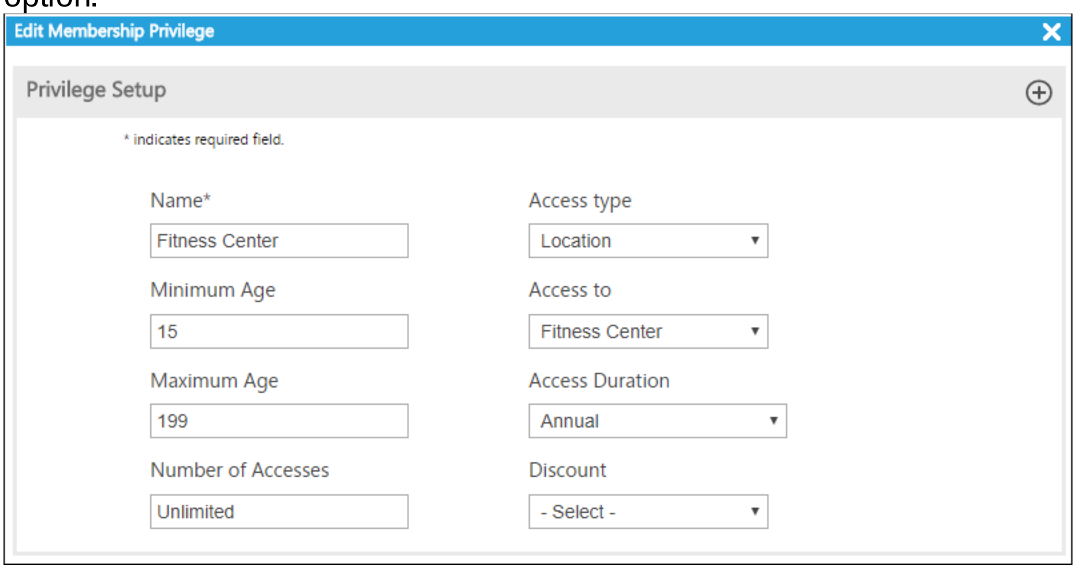
Clicking this button opens the Edit Membership Member screen which displays details about the selected contact's membership, including a member photograph if available, number of times the contact has used this membership, and the number of remaining uses. In addition, the Automatically Renew check box indicates whether this membership is set to be automatically renewed. You can change the automatic renewal setting from this screen.

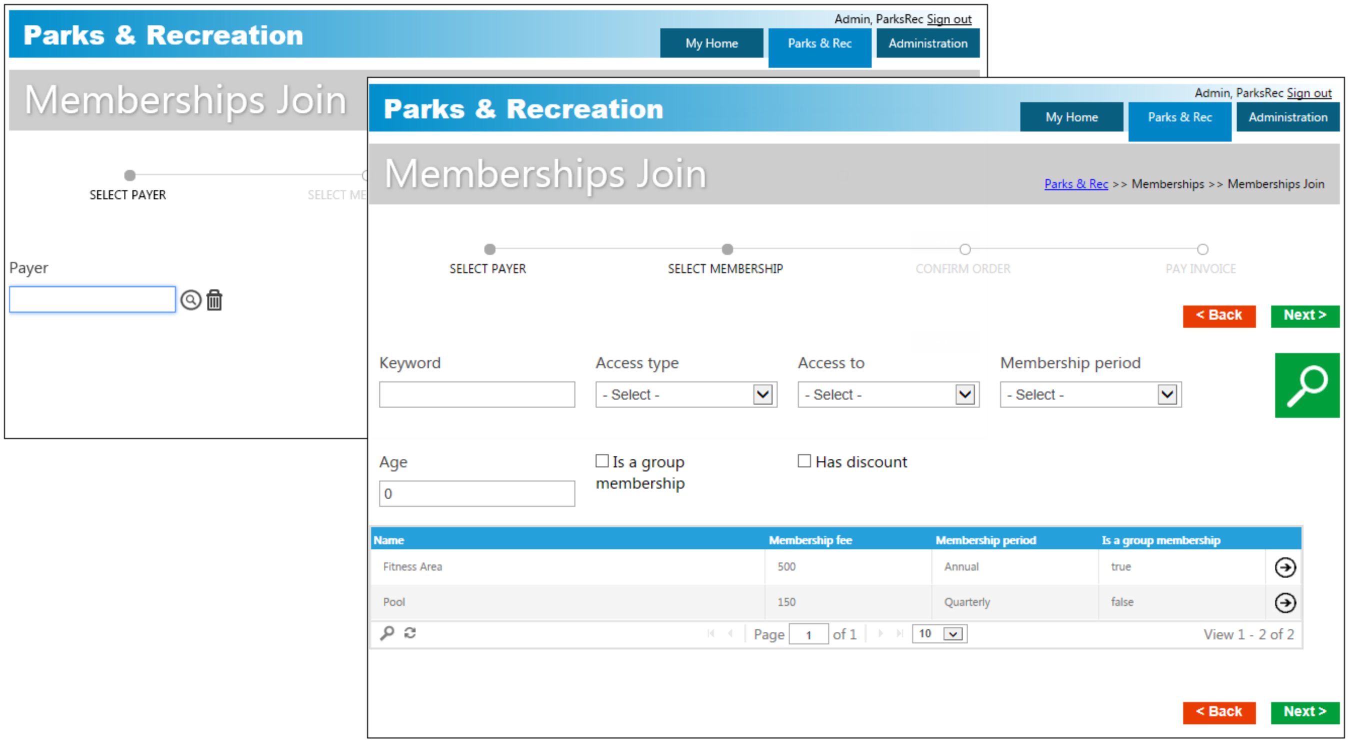
Privileges

Privileges defines the access provisions for a membership. For example, if there are age or location access restrictions for a type of membership, they are defined using the Privileges option.

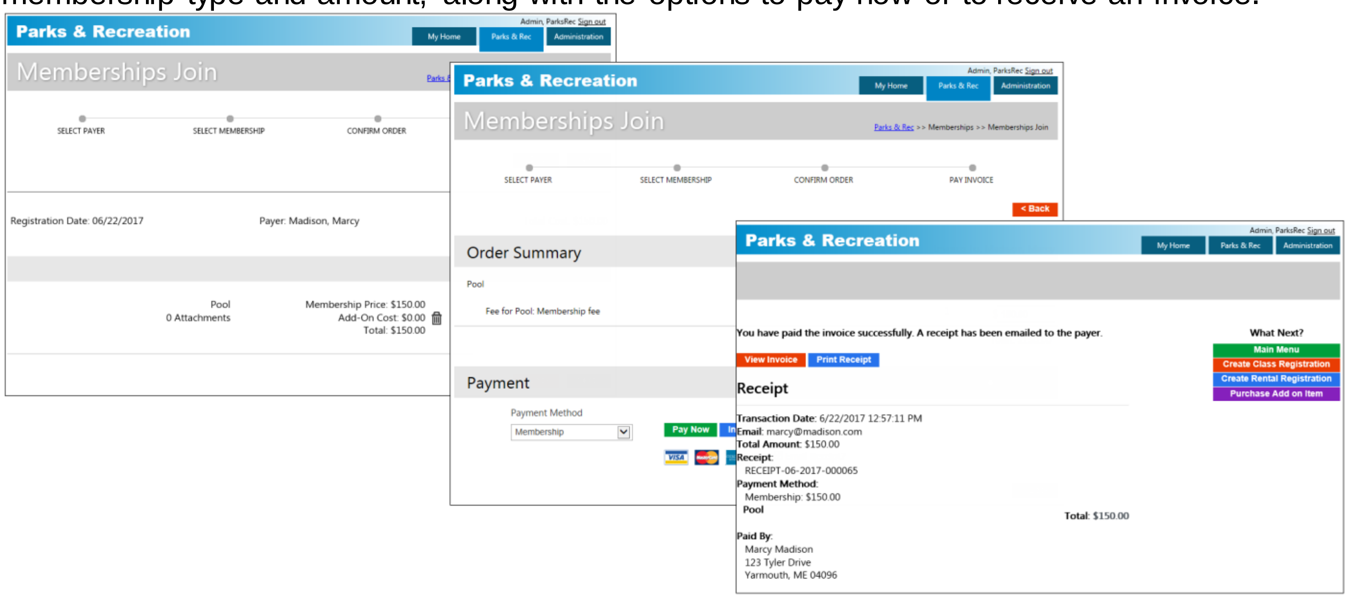


Join

Once memberships have been created, use the Join option to assign contacts to the membership.

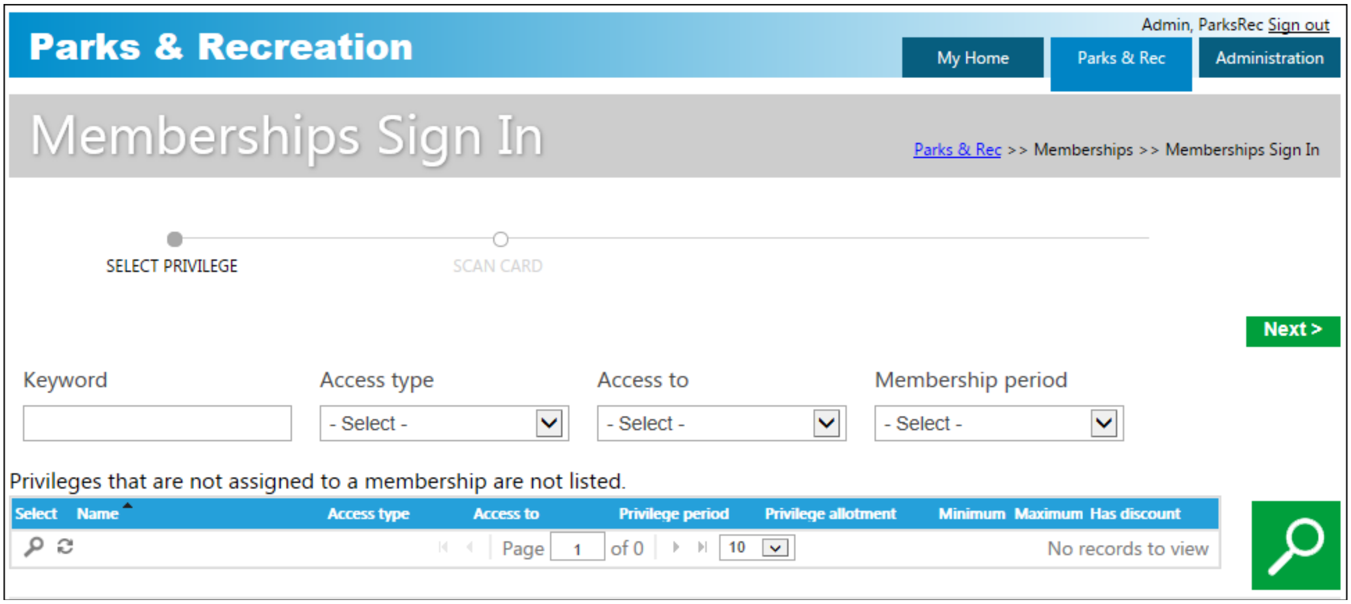


When you complete membership registrations, the Order Summary screen identifies the membership type and amount, along with the options to pay now or to receive an invoice.



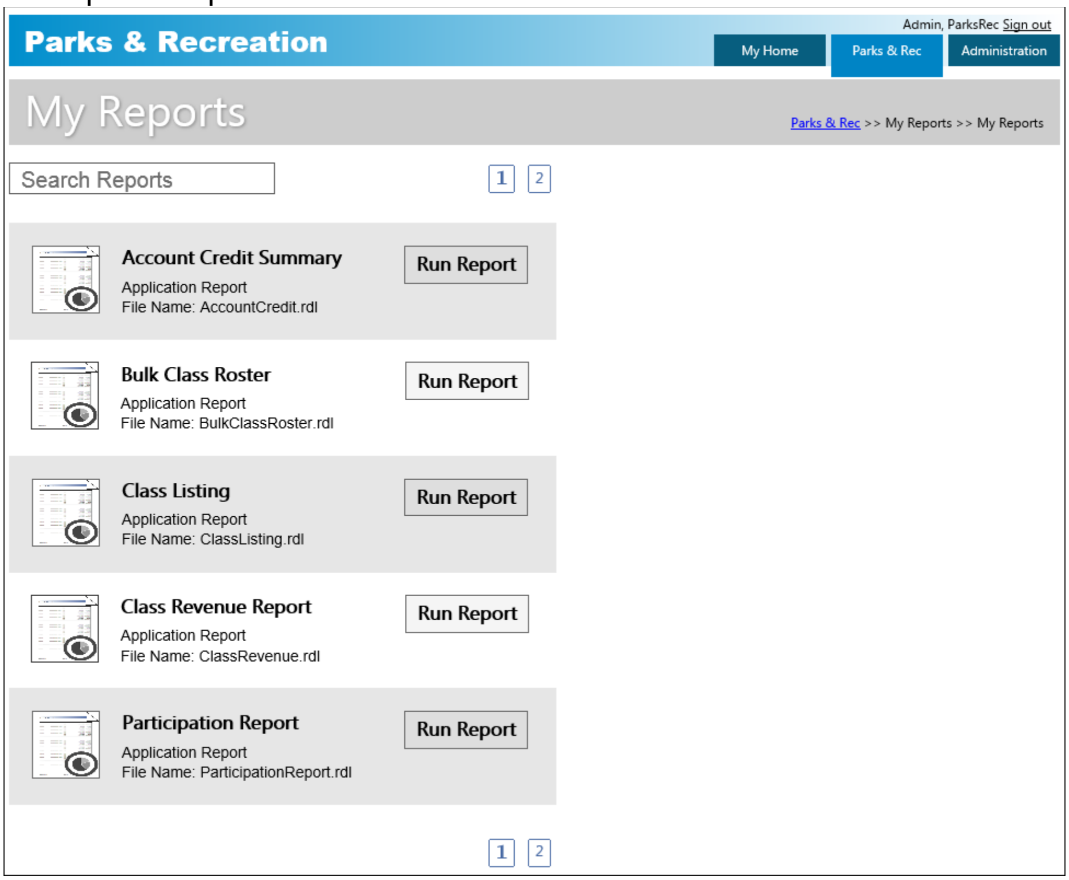
Sign In

For completed memberships, use the Sign In page to review the details.

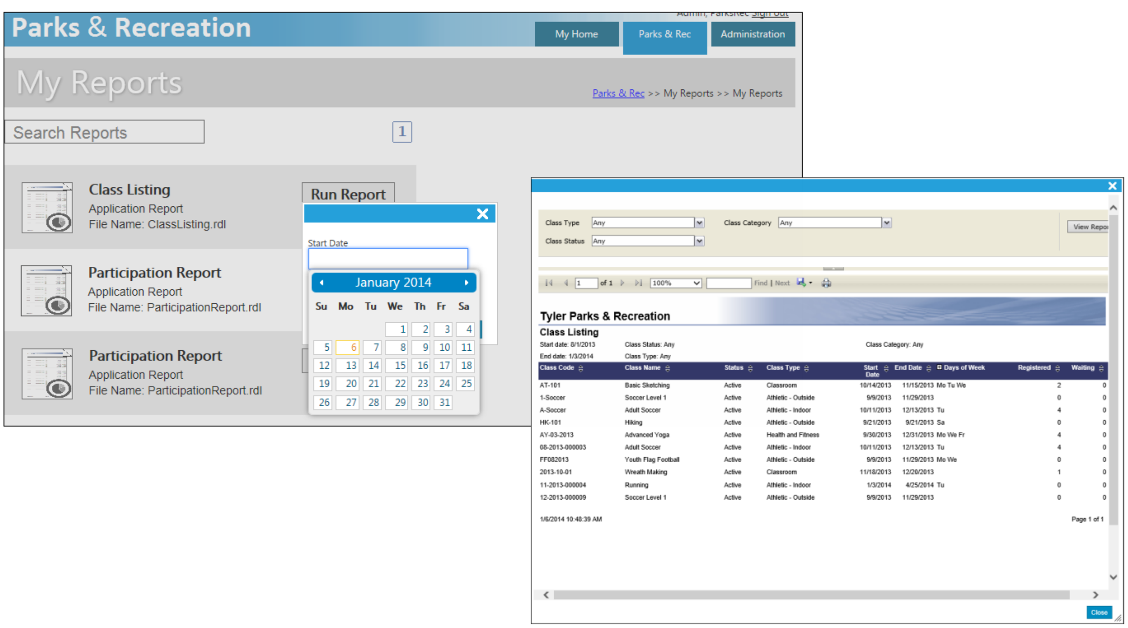

Parks & Recreation
Admin, ParksRec Sign out
My Home
Parks & Rec
Administration
Memberships Sign In
Parks & Rec >> Memberships >> Memberships Sign In
SELECT PRIVILEGE
SCAN CARD
Next >
Keyword
Access type
Access to
Membership period
- Select -
- Select -
- Select -
Privileges that are not assigned to a membership are not listed.
Select
Name
Access type
Access to
Privilege period
Privilege allotment
Minimum
Maximum
Has discount
Page
1
of 0
10
No records to view

My Reports

My Reports creates reports of system activity. For a report to be available, you must complete the report setup on the Administration tab.

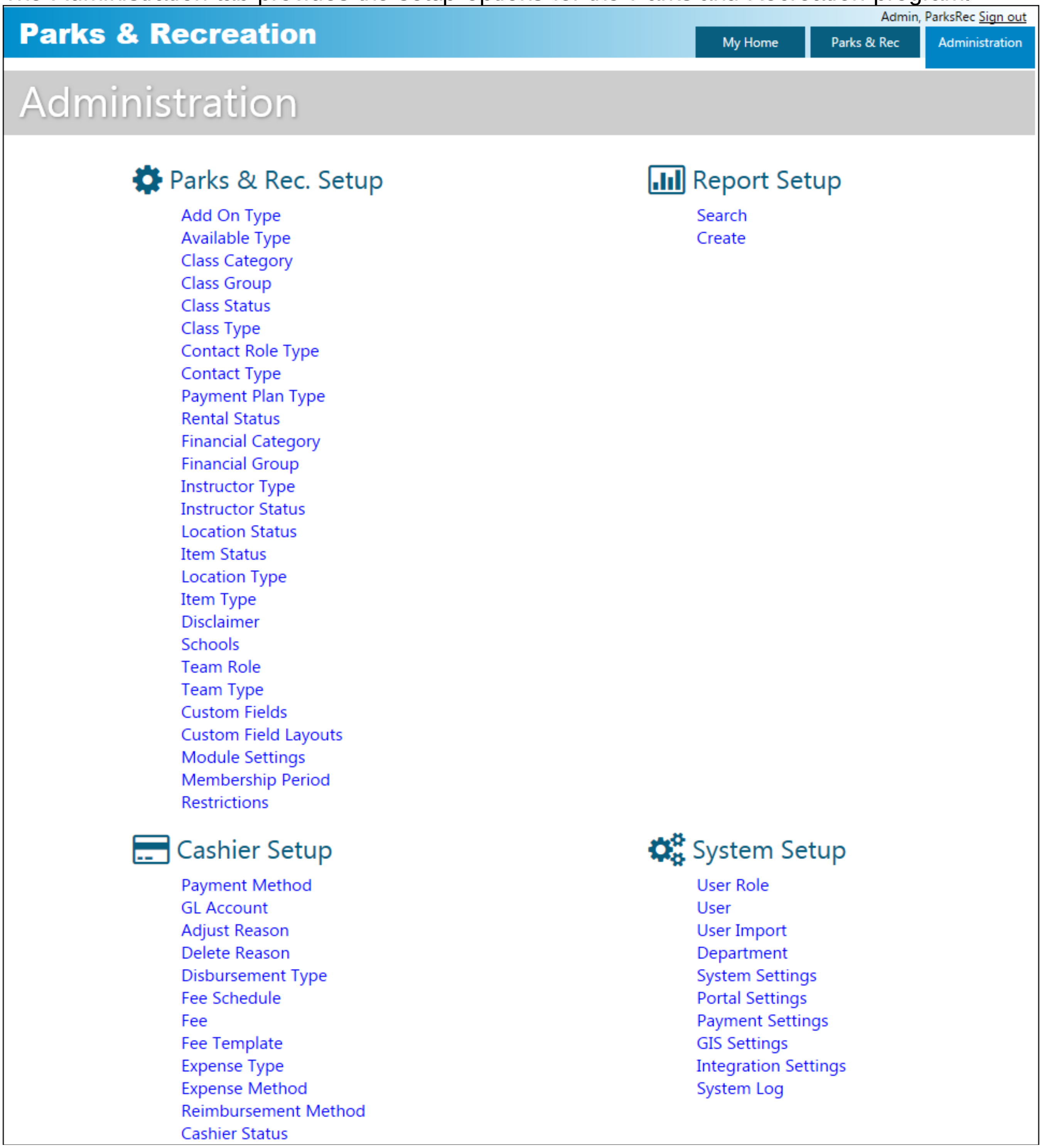


When you click **Run Report**, the program displays the Start and End Date boxes for defining the time period for the report. Once you define the dates, the report displays.



Administration

The Administration tab provides the setup options for the Parks and Recreation program.



These options maintain the key records that support the Parks and Recreation offerings within your community. These settings are required prior to completing the options on the Parks & Rec tab.

For efficiency, you should complete the Administration options in the order in which they are provided. In many cases, settings are based on other settings. For example, in order to complete the Fee page, you must have an available Fee Schedule record.

The following tables provide a brief description for the various setup programs.

Parks & Rec Setup

Category	Description
Add On Type	Maintains records for program extras, such as T-shirts, books, supplies, and so on.
Available Type	Provides time schedules for programs, for example, half-day morning or Saturdays only.
Class Category	Defines user-defined categories for activity offerings. Categories should be determined by your organization prior to completing the setup process.
Class Group	Defines a group of participants within a class or a group of personnel associated with a class.
Class Status	Identifies the status codes available for activities, for example, active, inactive, on hold, and so on.
Class Type	Describes the type of class, for example, classroom setting; the class type includes associated fees.
Contact Role Type	Provides an identity for defined contacts, for example, instructor, bus driver, director, and so on.
Contact Type	Specifies various contact types for your organizations (for example, general staff, coach, program director, and so on).
Payment Plan Type	Creates user-defined payments plans that can be associated with program offerings. Available payment plan types are determined by your organization.
Rental Status	Defines status levels for rental equipment or property.
Financial Category	Defined categories for financial expenses associated with programs.
Financial Group	Maintains groups for program-associated financing.
Instructor Type	Maintains instructor type categories that can be assigned to instructor records.
Instructor Status	Identifies the status codes for instructors.
Location Status	Identifies the status of locations where programs are offered.
Item Status	Defines the status levels for rental locations or facilities (for example, an arena or pavilion).
Location Type	Provides a type definition for program locations.
Item Type	Manages records for items associated with program offerings.
Disclaimer	Manages policy descriptions to associate with programs. The option allows you to require a participant acknowledgement for the policy.
Schools	Maintains records for schools that can be associated with programs.
Team Role	Creates roles to assign to team participants, for example, player or coach.

Category	Description
Team Type	Provides type categories to assign to teams.
Custom Fields	Maintains custom fields to manage additional activity, team, or rental information.
Custom Field Layouts	Provides the display position or layout for custom fields.
Module Settings	Assign custom field layouts, including prefixes, for recreation contact and rental item records.
Membership Period	Defines a period of time for a membership. You can define by number of days or by a range of dates.
Restrictions	Manages restrictions that you can apply to contacts to prevent them from completing processes (for example, class or rental registrations).

Cashier Setup

Category	Description
Payment Method	Defines the accepted payment methods.
GL Account	Maintains general ledger account details for recreation programs.
Adjust Reason	Specifies the reason an item is adjusted. The reason cannot contain more than 20 characters of text.
Delete Reason	Identifies the reason an item is deleted. The reason cannot contain more than 20 characters of text.
Disbursement Type	Provides supporting details for disbursements.
Fee Schedule	Defines the details for a defined period or schedule for a fee.
Fee	Identifies the description, fee amount, and associated general ledger accounts, if applicable. Fees are assigned according to a defined fee schedule.
Fee Template	Provides standard setup details that can be reused when assigning fees.
Expense Type	Categorizes expenses according to defined types.
Expense Method	Defines the methods for managing expenses. Expense methods can require supplemental data (for example, for purchase order expenses, a copy of the requisition would be supplemental data).
Reimbursement Method	Identifies how reimbursements can be processed (direct deposit, check, and so on).
Cashier Status	Maintains cashier status types to assign to charges and fees.

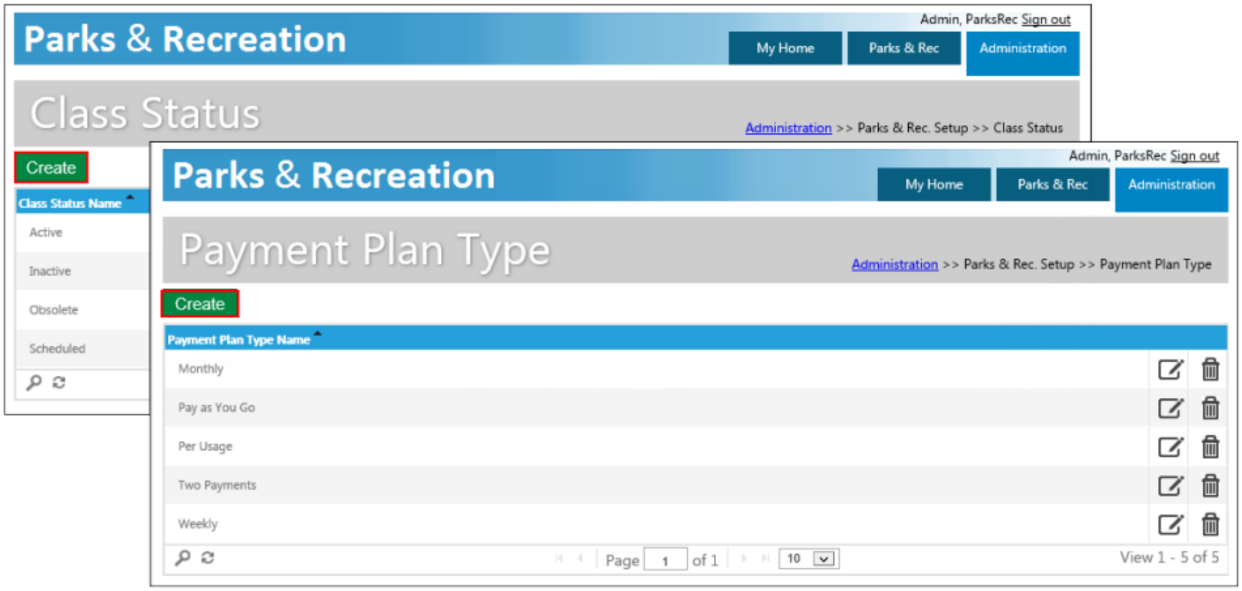
Report Setup

Category	Description
Search	Provides a list of existing reports.
Create	Defines the details for available reports and provides the ability to upload a report and an associated thumbnail image for the report. Reports can be shown or hidden on the citizen portal.

System Setup

Category	Description
User Role	Defines roles for Tyler Parks and Recreation users (for example, administrators, staff, or volunteers). The Rights tab provides the permissions available to assign roles.
User	Maintains records for individual users, who are assigned to established user roles.
User Import	Provides an import option for a comma-separated values (.csv) file containing user records.
Department	Maintains department categories for the organization.
System Settings	Maintains system, email, and report settings for the Parks and Recreation application.
Portal Settings	Maintains the settings for the citizen portal of Tyler Parks and Recreation. Settings include customized logo and background options, as well as messaging specific to your organization or current activities.
GIS Settings	Defines the URL and map details that manage the map display on the main page, including the area of interest and zoom scale settings.
Integration Settings	Specifies the type of export file created for the general ledger (GL) export option in Transaction on the Parks & Rec tab.
System Log	Provides a log for system activity, which can be exported directly to Microsoft Excel.

When you first select a Setup program, the page displays with no records. Click **Create** on each page to define the records needed to manage your organization's Parks and Recreation programs.

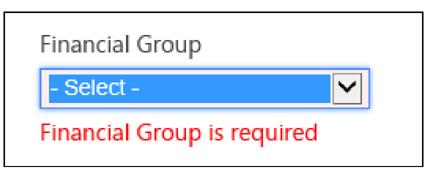


Parks & Rec Setup

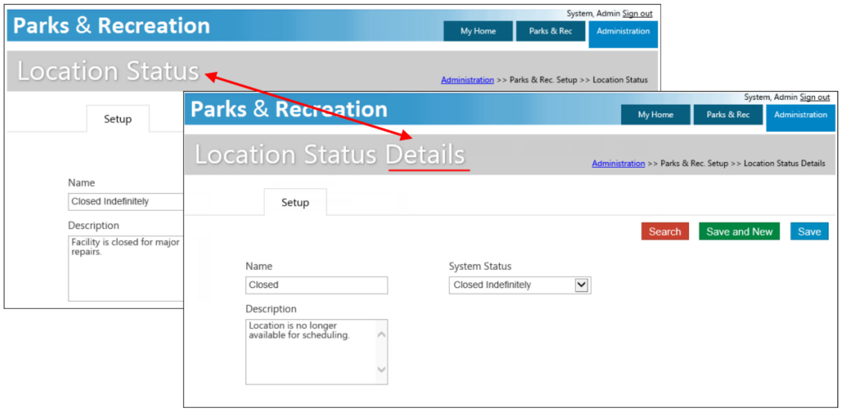
The Parks & Rec Setup group defines the type, status, roles, and other records that are used to process transactions in Tyler Parks and Recreation.

Throughout the setup pages, the Name boxes typically allow up to 20 characters of text.

If you attempt to leave a required field blank, the program highlights the field in red and indicates that you must enter or select a value.



Once a setup record is saved and selected using the Search option, the page is renamed to include “Details.” The fields on the Details page are the same as the fields on the Create page.

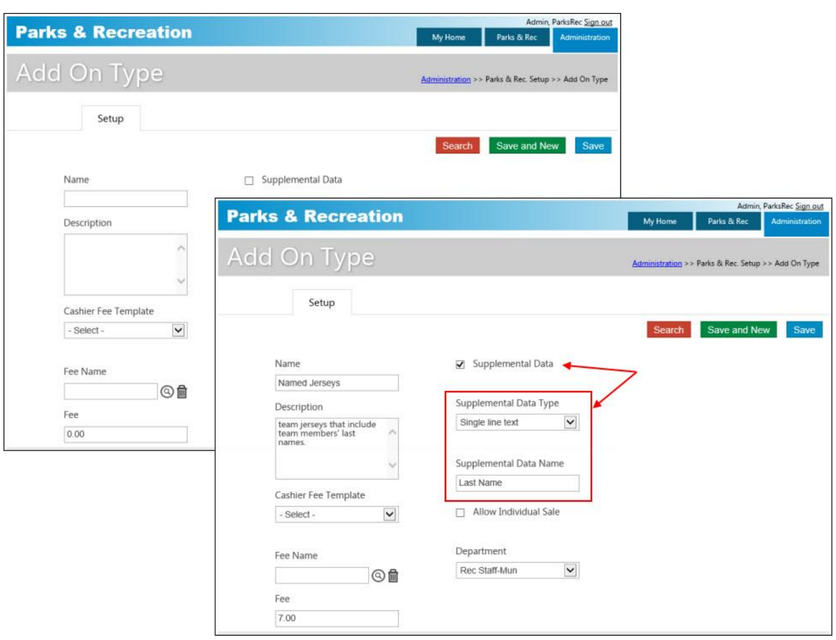


Several detail screens include the System Status list. This status is recognized by the Parks and Recreation application for processing. However, you can create user-defined variations for a status that provides additional details. For example, if the system status for an instructor is Inactive, you can have user-defined definitions that provide more details on why the instructor is inactive (terminated, maternity leave, relocated, and so on). In this case, the system acknowledges that instructor is inactive and is not eligible to be added as an instructor on a class, but the Instructor Info status provides more information.

Add On Type

Add On Type maintains records for required or available program items such as team jerseys, books, or art supplies. Add-on items can also be items such as safety personnel or concession provisions that are available or required for facility rentals.

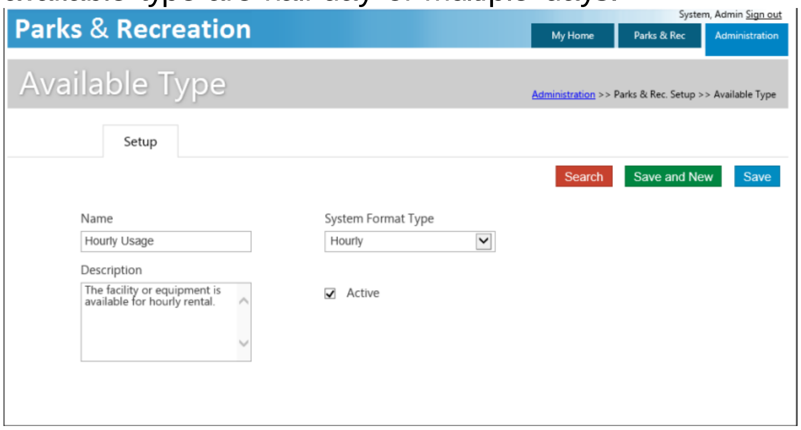
If you select the Supplemental Data check box, you must complete the Supplemental Data Type list and the Supplemental Data Name box.



Selecting the Allow Individual Sale check box allows the add-on item to be sold independently of a class or rental. For items designated for individual sale, you can use the Parks & Rec menu's Add On Purchase option or the Home tab's Purchase Add On Item option.

Available Type

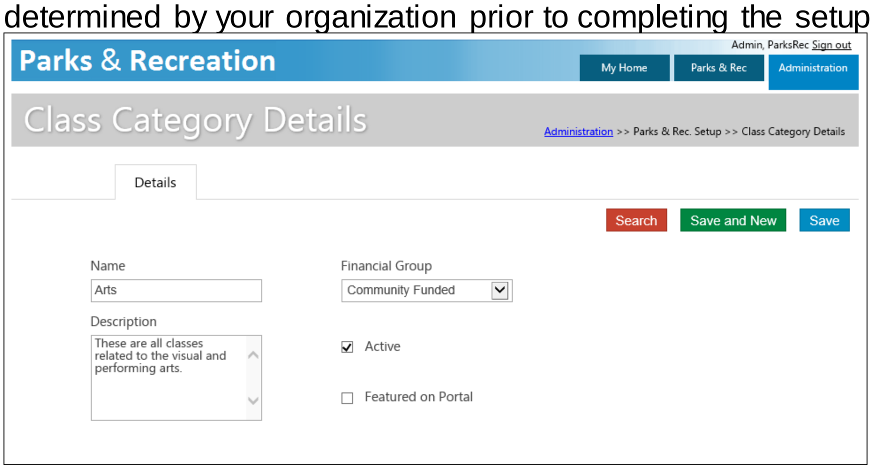
Available Type provides time schedules for programming activities or facilities. Examples of available type are half-day or multiple days.



System Format Type options are not available for update.

Class Category

Class Category provides user-defined categories for activity offerings. Categories should be determined by your organization prior to completing the setup process.

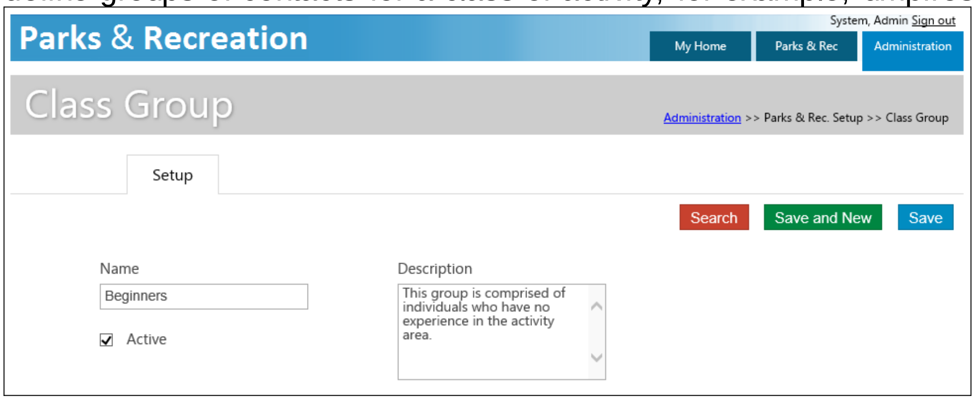


Class categories are displayed in the Activity Guide section of the citizen portal. When a user clicks a category, the list of available classes assigned to that category display.

The Featured on Portal check box causes the category to display in the Activity Guide section of the portal home page. When you select this check box for multiple class categories, the portal displays the categories alphabetically in an enhanced style format.

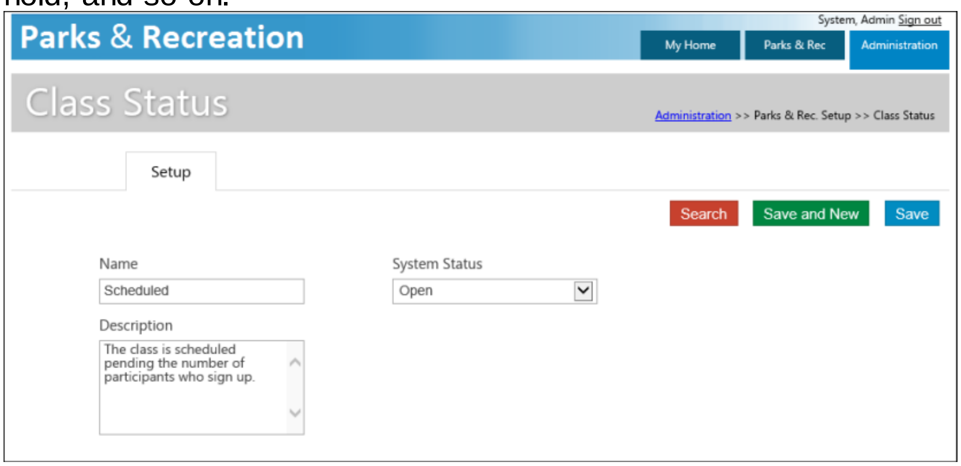
Class Group

Class Group defines a group of participants within a class or activity. Class groups can also define groups of contacts for a class or activity, for example, umpires or referees.



Class Status

Class Status identifies the status codes available for activities, for example, active, inactive, on hold, and so on.

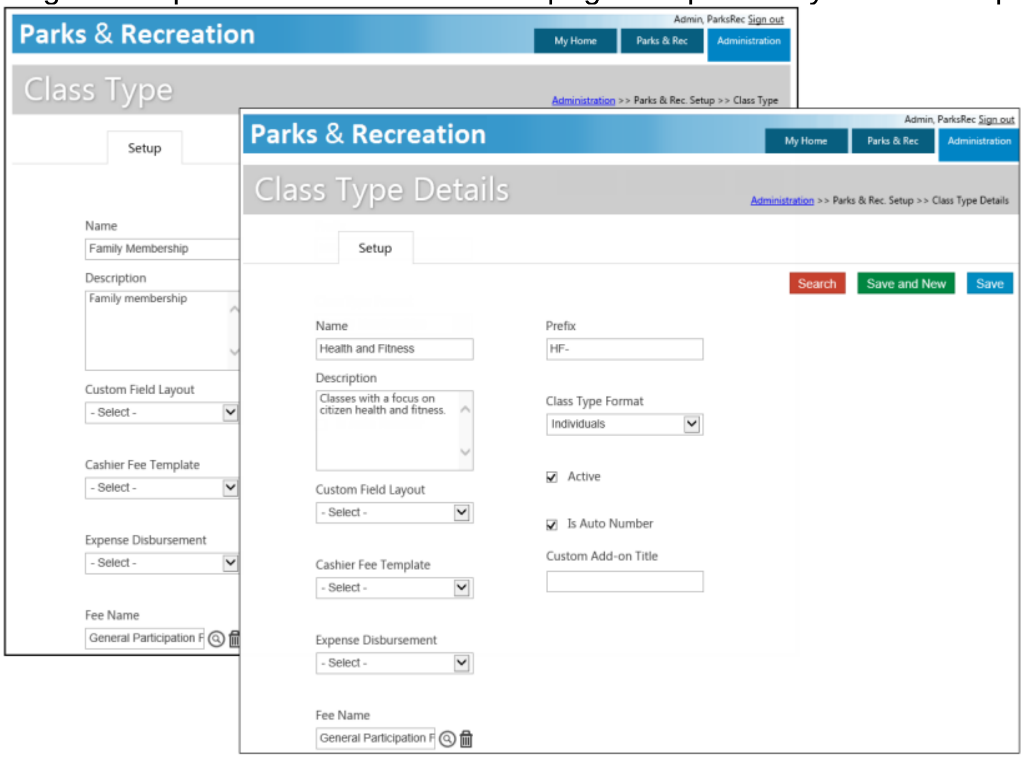


The System Status list options are not available for update.

Class Type

Class Type describes the type of class, for example, athletic, general enrichment, or health and fitness. Class types also define teams, groups, or memberships, such as individual or family memberships. In this case, the Membership Period option in the Parks & Rec Setup group defines membership duration.

On the Class Type Format list, the Team type allows registrants to register an entire team at one time (for example, if a hockey league is made up of individual sponsored teams, the sponsor would register the entire team at one time). The Grouped Individual type allows for individuals to registered individually, and then assigned to a team. For Team class types, the Registrants pane on the Class Details page is replaced by the Teams pane.



If you select a value for the Custom Field Layout list, the program assigns the custom layout to all classes to which this class type is assigned.

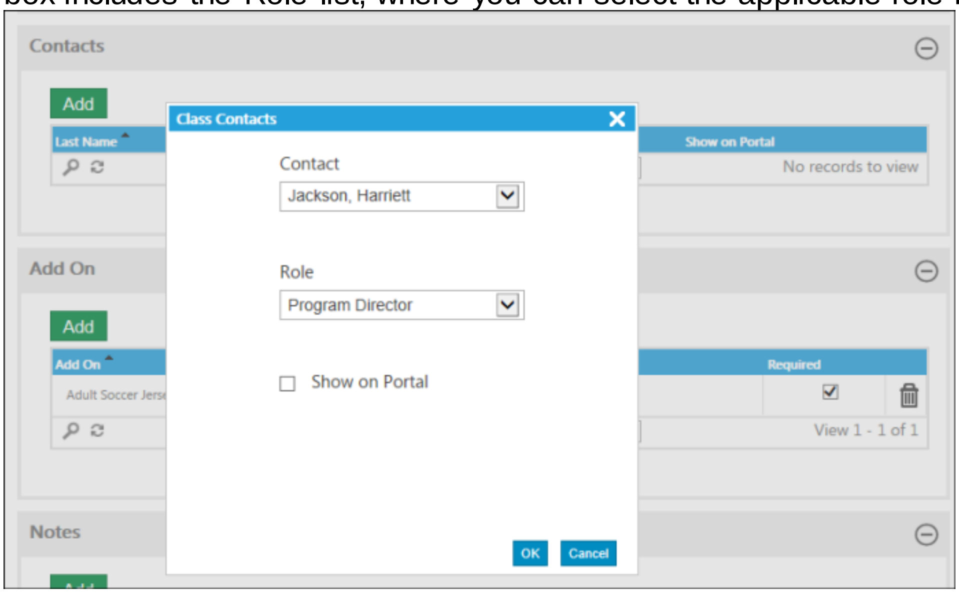
The Active check box, if selected, indicates that the class type is available to be assigned to new classes or is currently assigned to existing classes. The program does not allow you to delete class types that are attached to active class records. If a class type is not assigned to a class that is currently in the registration period and/or within the start and end date of the class, you can inactivate the type by clearing the Active check box on the Class Type record. In this case, once the class is inactivated, the class type cannot be assigned to new classes, but it continues to display on any existing classes to which it is assigned.

The Custom Add-on Title field defines a custom name for the Add On group that displays on the Class Details page for any class associated with the class type. The custom name also displays on the Summary page for administrative or portal registrations. If you do not define a custom name for an add-on, the default label Add On displays on the Class Details and registration pages.

Contact Role Type

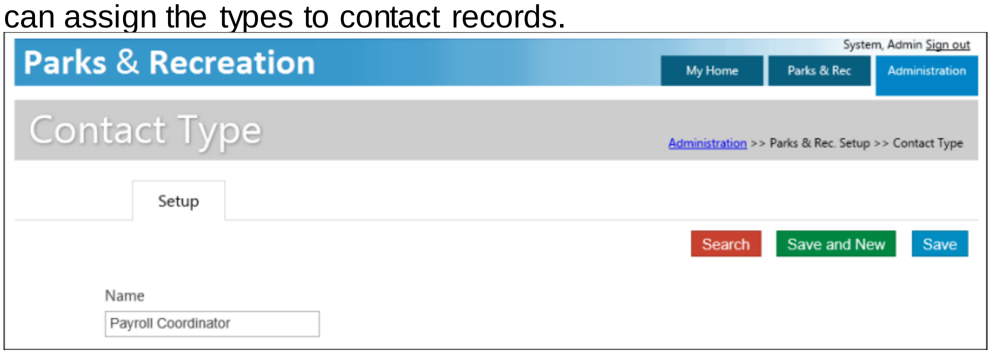
Contact Role Type provides an identity for defined contacts, for example, employee, affiliate, sponsor, and so on.

When you assign contacts to a class or activity and you click **Add**, the Class Contacts dialog box includes the Role list, where you can select the applicable role for the contact.



Contact Type

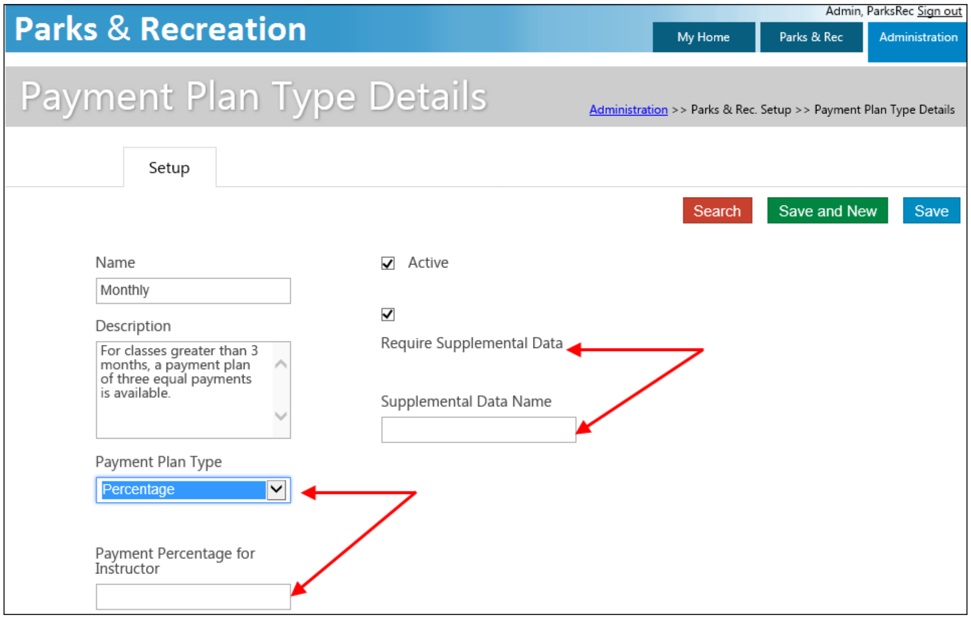
Contact Types maintains contact types for your organization. You cannot delete a contact type that is assigned to an active contact record. Once you have created contact type records, you can assign the types to contact records.



Payment Plan Type

Payment Plan Type creates user-defined payments plans that can be associated with program offerings. Available payment plan types are determined by your organization.

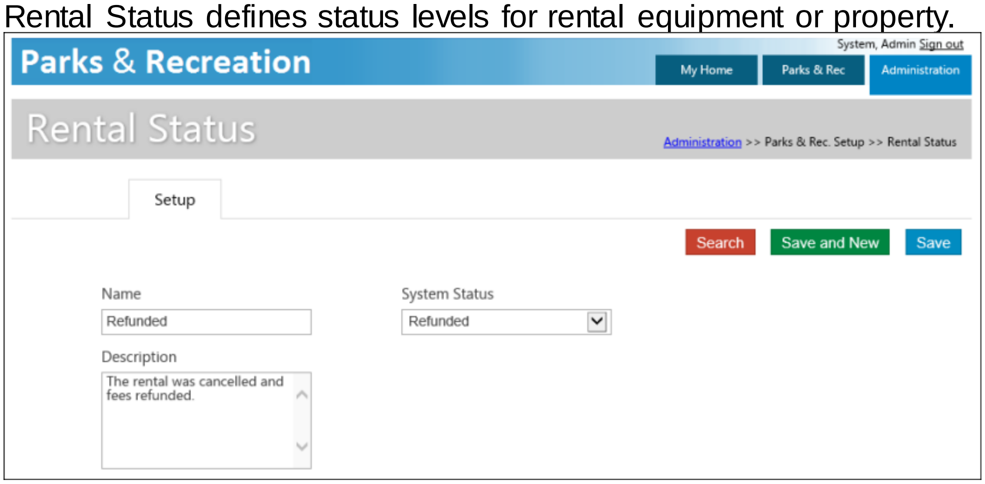
If you select the Require Supplemental Data check box, you must complete the Supplemental Data Name box.



When you add or update a payment plan type, you must complete the Payment Plan Type list by selecting Percentage or Flat Fee. If you select Percentage, the Payment Percentage for Instructor box is available and you must enter a value. If you select Flat Fee, when you are adding an instructor to a class on the Class Details page, you must complete the Amount box on that page.

Rental Status

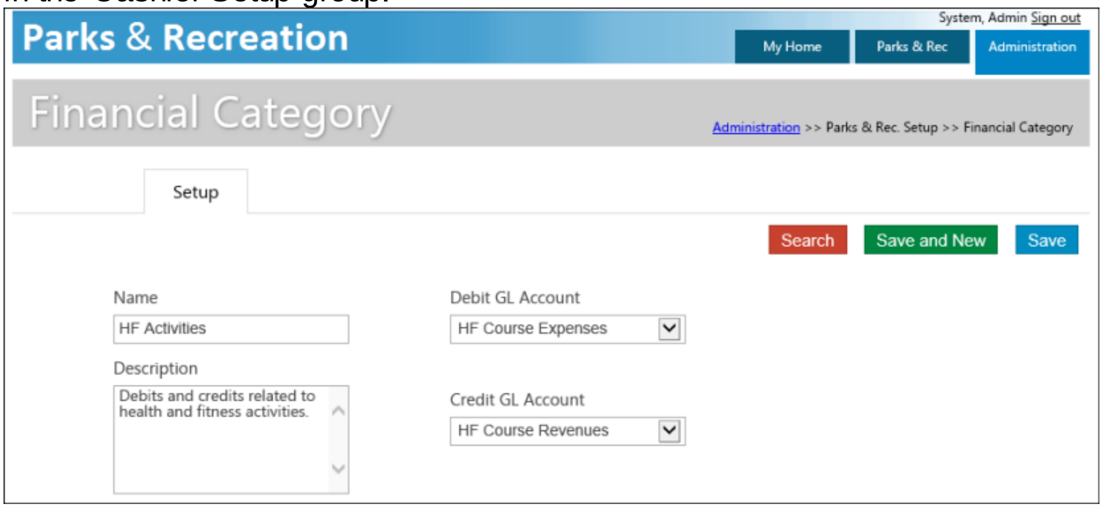
Rental Status defines status levels for rental equipment or property.



The System Status list options are not available for update.

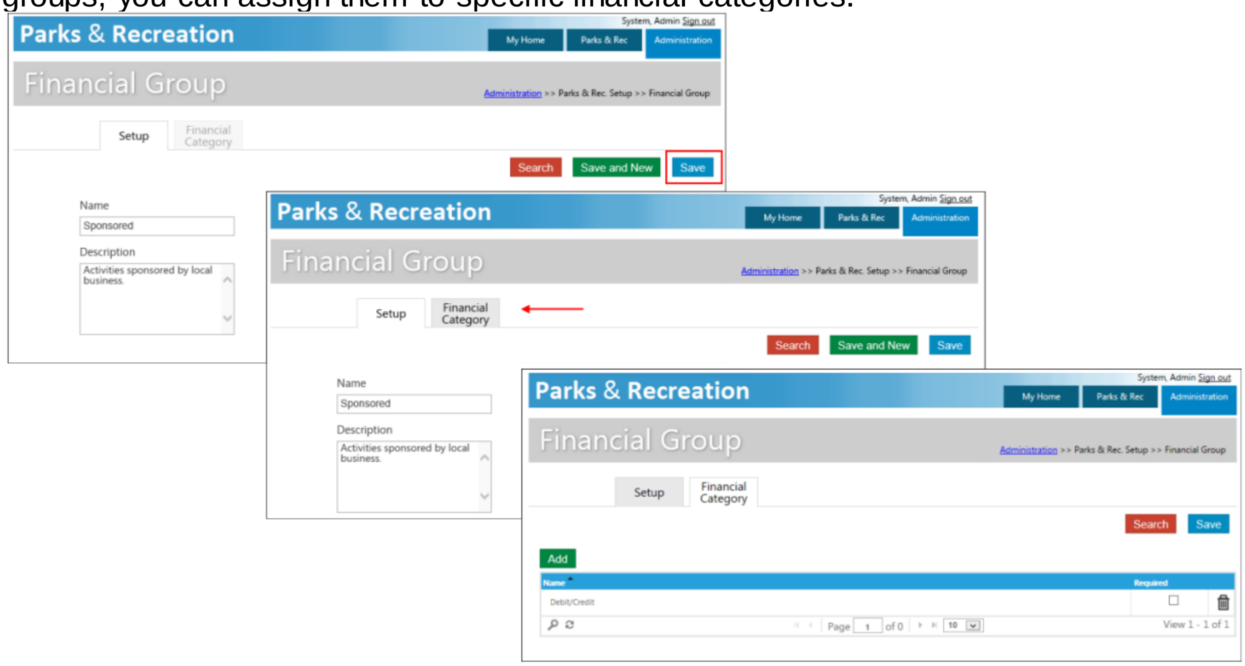
Financial Category

Financial Category defines categories for financial expenses associated with your organization's recreation programs. The Debit GL Account and Credit GL Account lists assign program debits and credits to general ledger accounts maintained using the GL Account option in the Cashier Setup group.



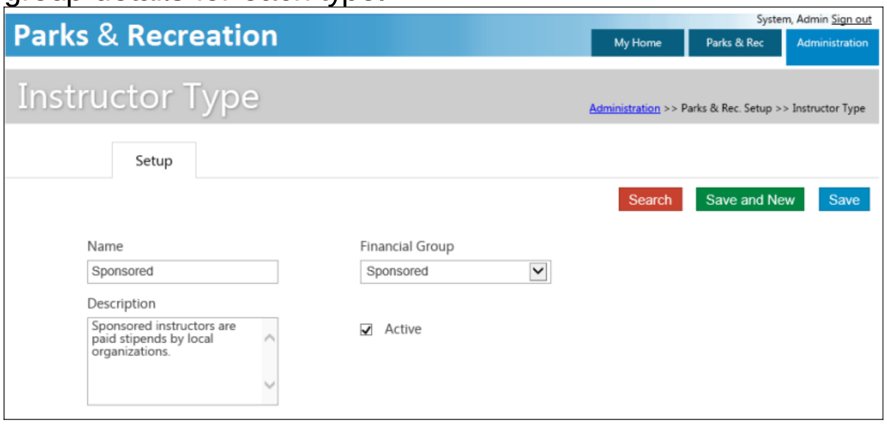
Financial Group

Financial Group maintains groups for program-associated financing. When you create financial groups, you can assign them to specific financial categories.



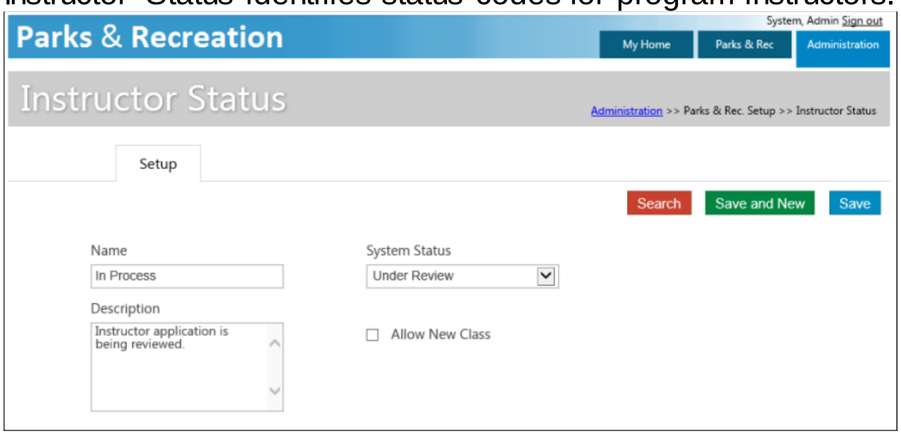
Instructor Type

Instructor Type specifies types for your program instructors, including associated financial group details for each type.



Instructor Status

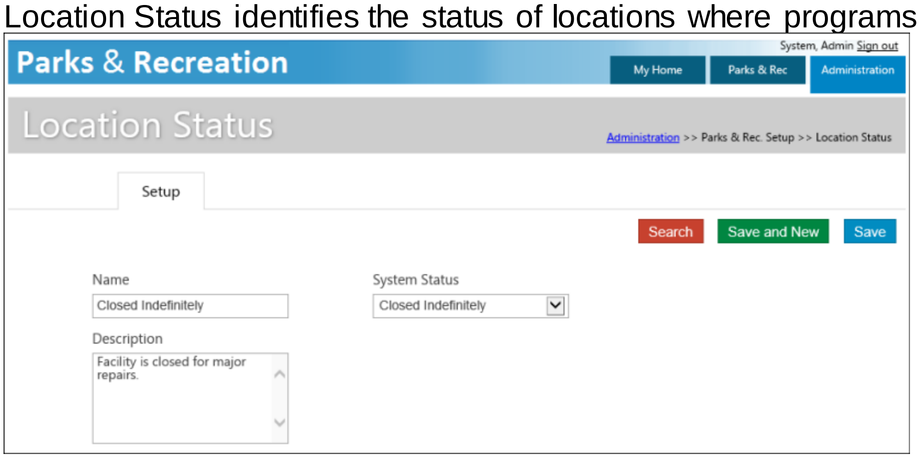
Instructor Status identifies status codes for program instructors.



If the Allow New Class check box is selected, the instructor is available for new class assignments.

Location Status

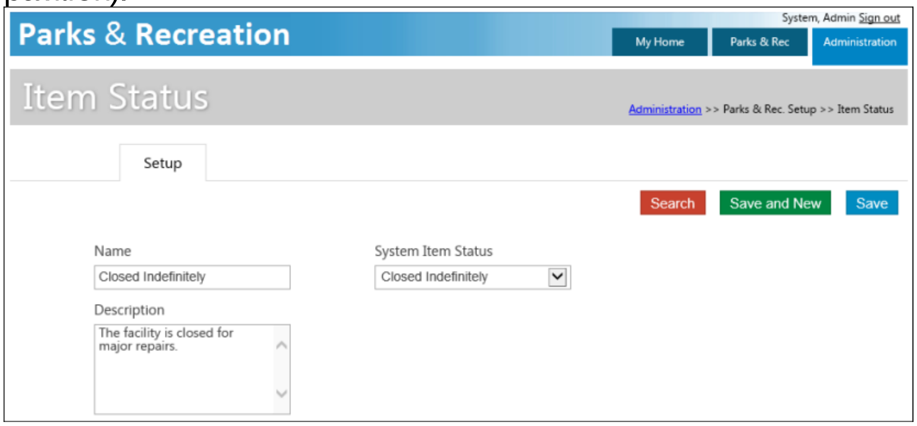
Location Status identifies the status of locations where programs are offered.



Values for the System Status list are not available for update.

Item Status

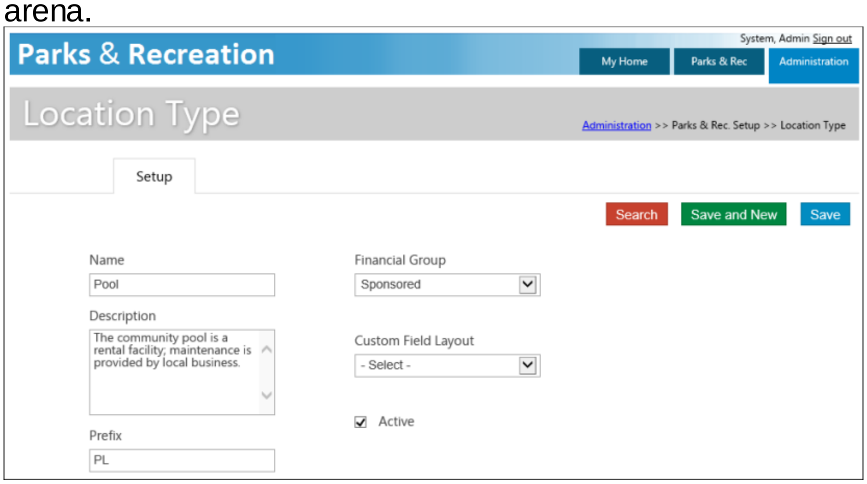
Item Status defines the status levels for rental locations or facilities (for example, an arena or pavilion).



Values for the System Item Status list are not available for update.

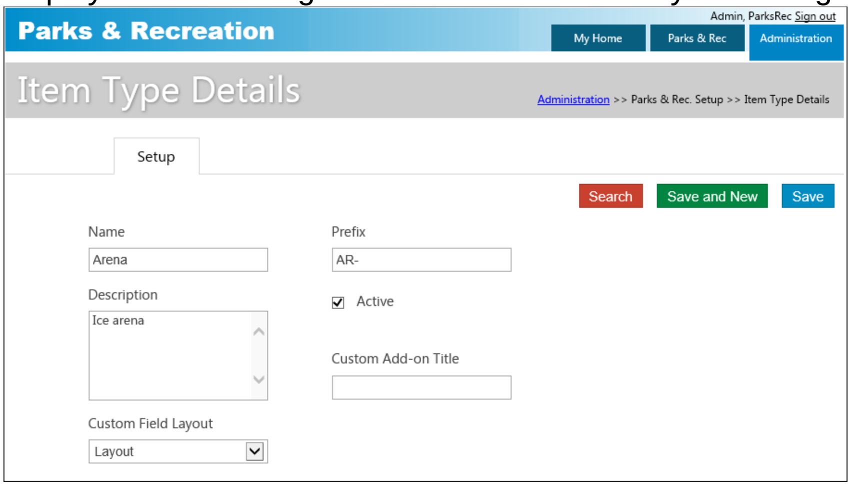
Location Type

Location Type provides a type definition for program locations, for example, a park or an arena.



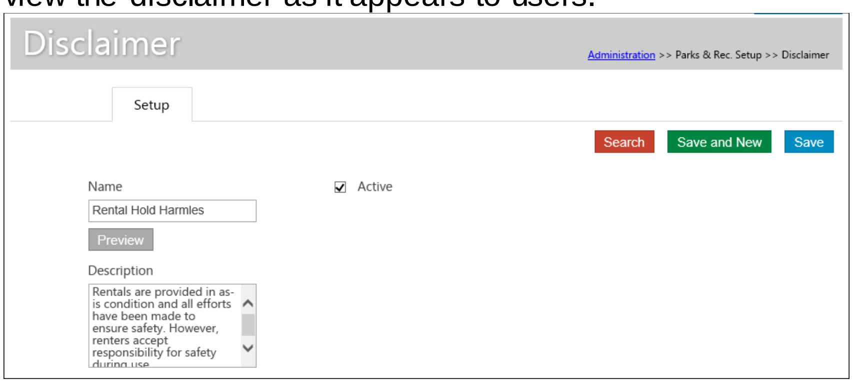
Item Type

Item Type manages type categories for rental item types, such as sports facilities or outdoor venues. The Custom Field Layout list defines the custom fields that can be configured to display on Rental Registration and on the facility rental registration portion of the citizen portal.



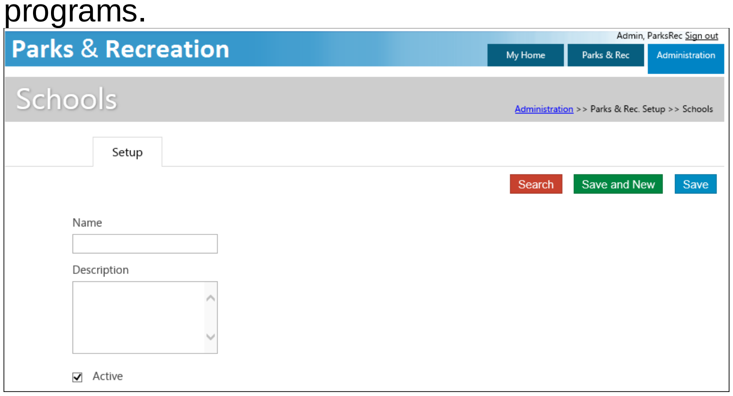
Disclaimer

Disclaimer manages policy descriptions to associate with programs. Use the **Preview** button to view the disclaimer as it appears to users.



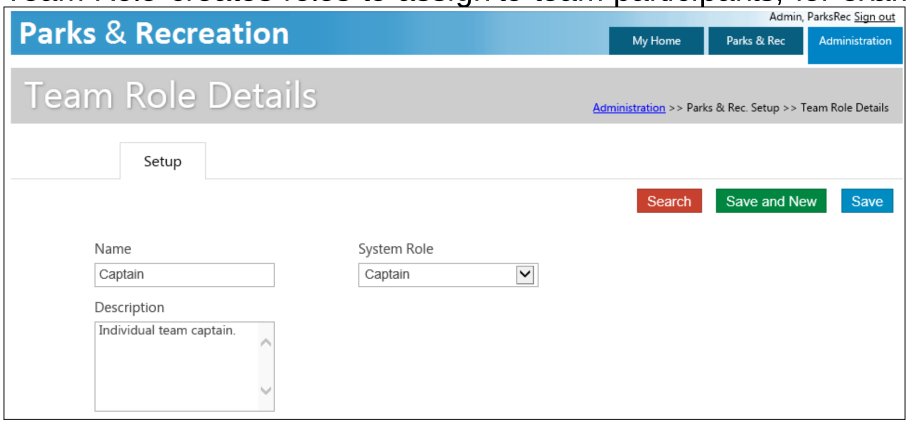
Schools

Schools maintains records for schools that can be associated with your organization's programs.



Team Role

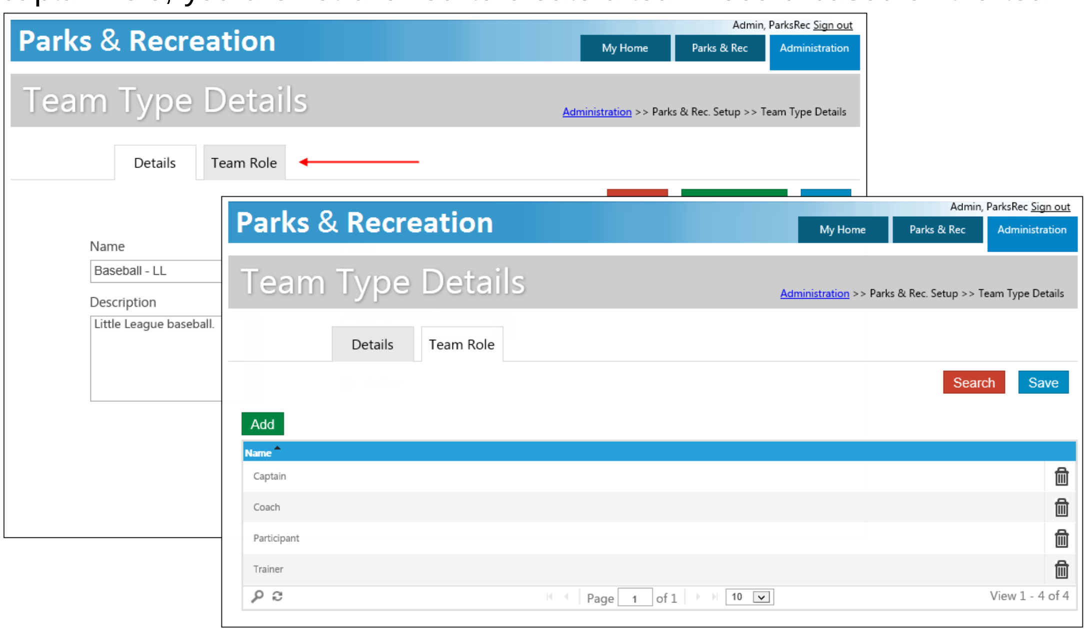
Team Role creates roles to assign to team participants, for example, captain or coach.



Team Type

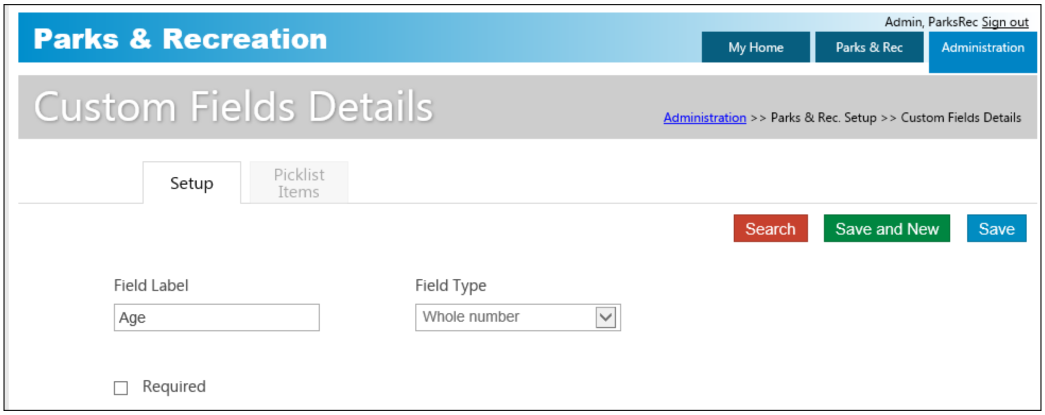
Team Type provides type categories to assign to teams. When you save a team type record, the Team Role tab becomes active. Use this tab to assign roles to the team type.

For each team type, the Captain role must be defined. If a team type does not have a defined captain role, you are not allowed to create a team record based on the team type.



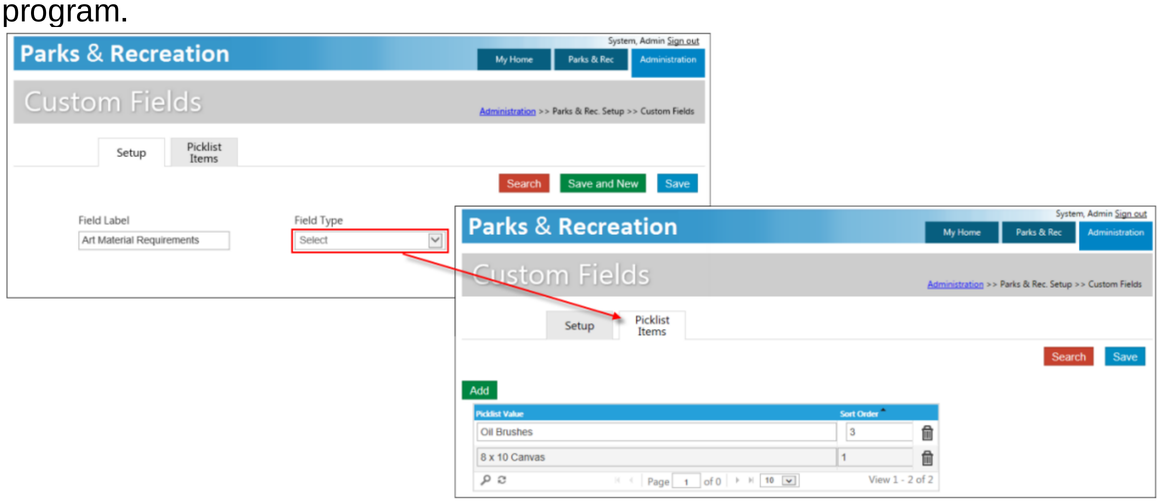
Custom Fields

Custom Fields maintains custom fields to manage additional activity, team, or rental information.



Selecting the Required check box causes the field to be a required value for end-users creating Tyler Parks and Recreation records.

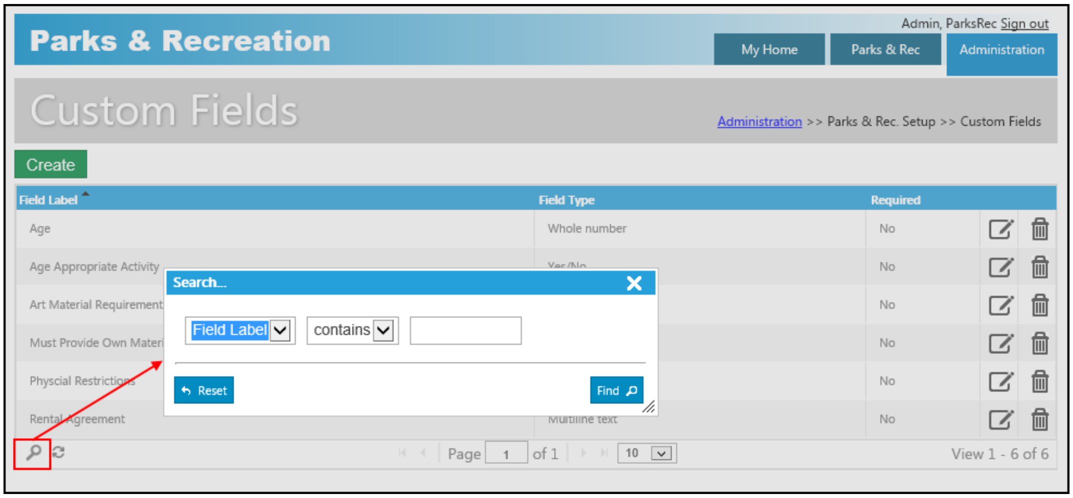
When the value of the Field Type list is Select, the Picklist Items tab is accessible. Use this tab to define the items that should be available from the defined field when it is assigned to a program.



When you create custom fields formatted as lists, the -Select- option is available. Use this option to indicate that a user should select an appropriate option when completing the field. Required fields for which a user selects a blank option will cause a validation error and prevent a record from saving.

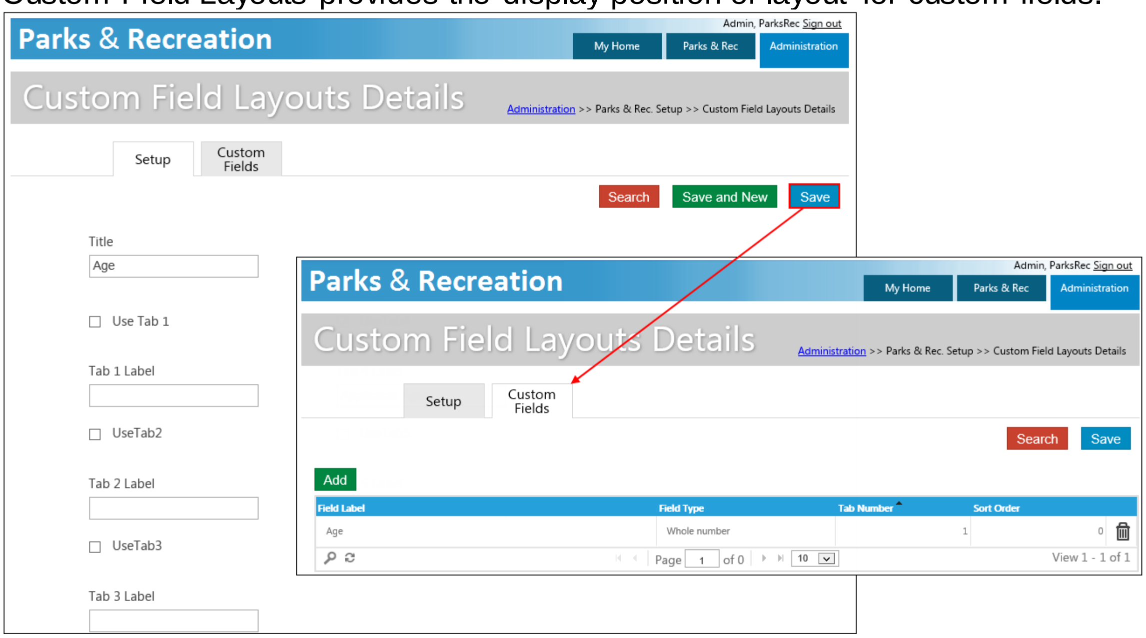
When custom fields are attached to a record type, the Custom option is active on the Details page for records assigned to that type.

The Search option for custom fields allows you to define search criteria using the field type and value.

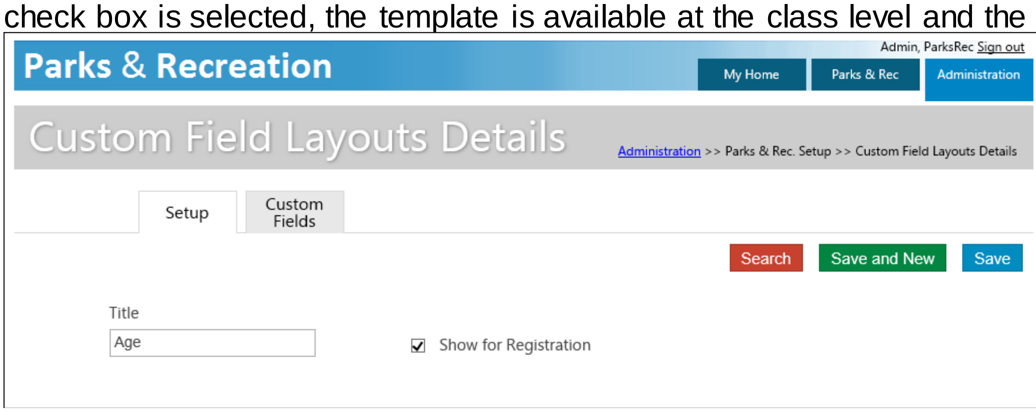


Custom Field Layouts

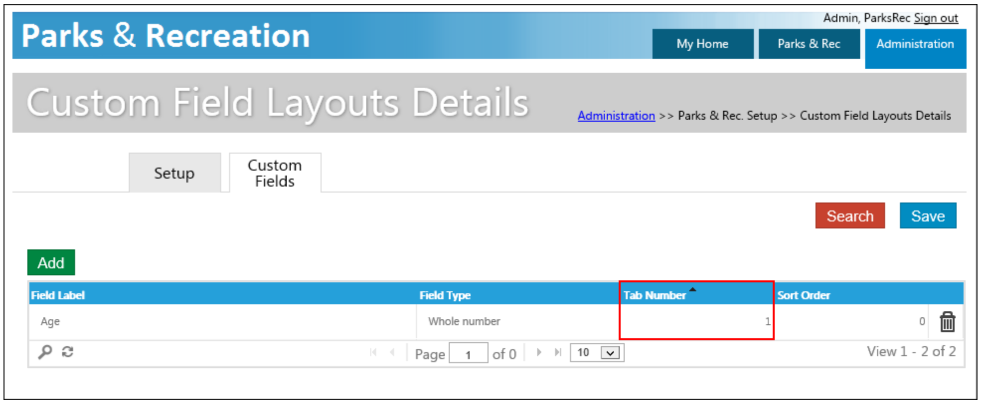
Custom Field Layouts provides the display position or layout for custom fields.



The Show for Registration check box determines whether a template is available. When this check box is selected, the template is available at the class level and the Tab fields are hidden.

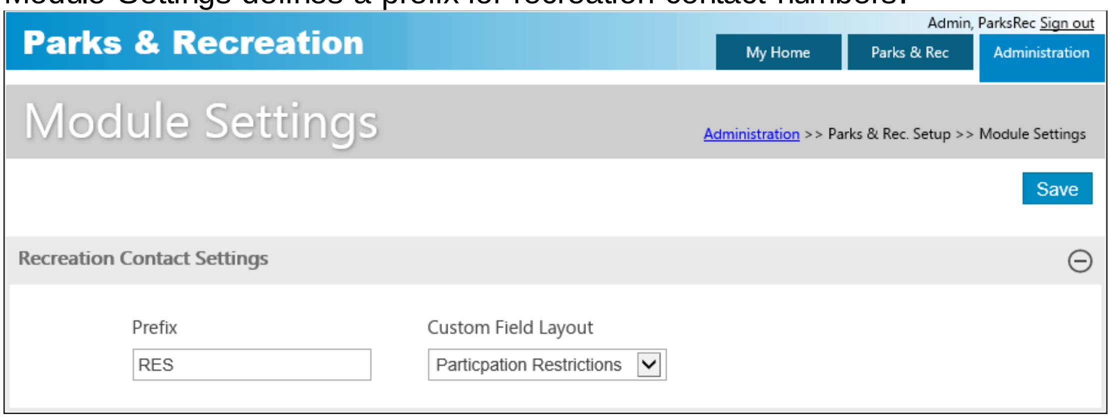


In this case, when you display the Custom Fields tab, the Tab Number field always displays Tab 1.



Module Settings

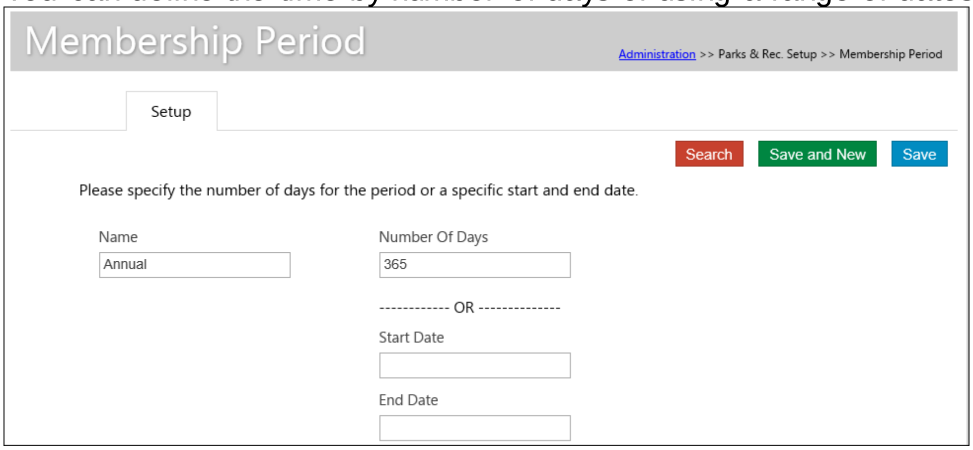
Module Settings defines a prefix for recreation contact numbers.



The Custom Field Layout lists affect what displays for the Custom options for Contact Details. The Recreation Contact Custom Field Layout identifies the custom fields that are displayed in the Custom option for Contact Details.

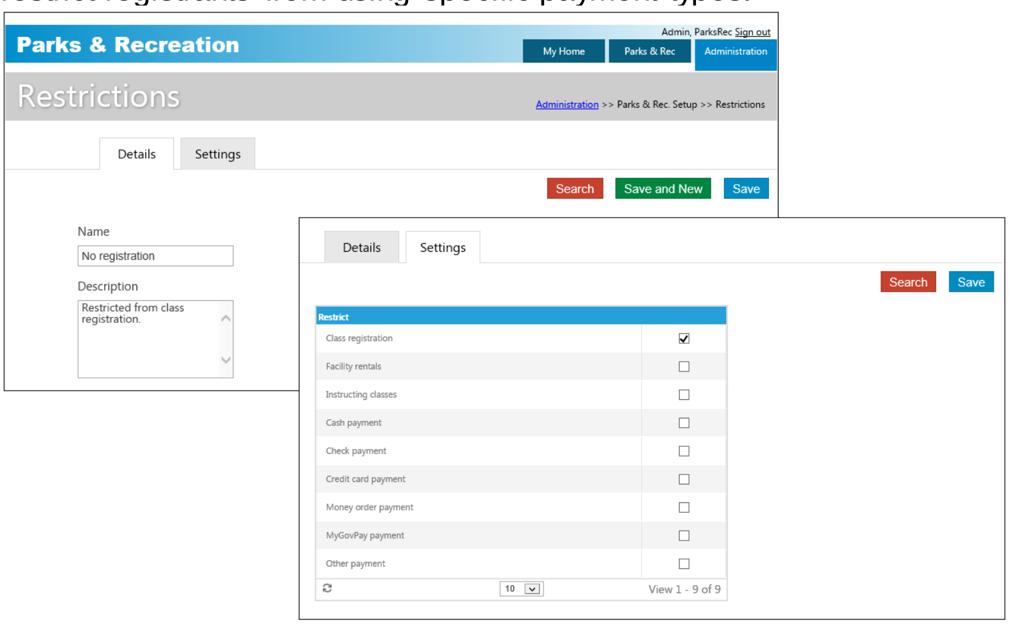
Membership Period

Membership Period defines the duration of memberships, for example, an annual membership. You can define the time by number of days or using a range of dates.



Restrictions

Restrictions manages restrictions that you can assign to contacts, preventing them from completing registrations, renting facilities, serving as instructors, and so on. You can also restrict registrants from using specific payment types.



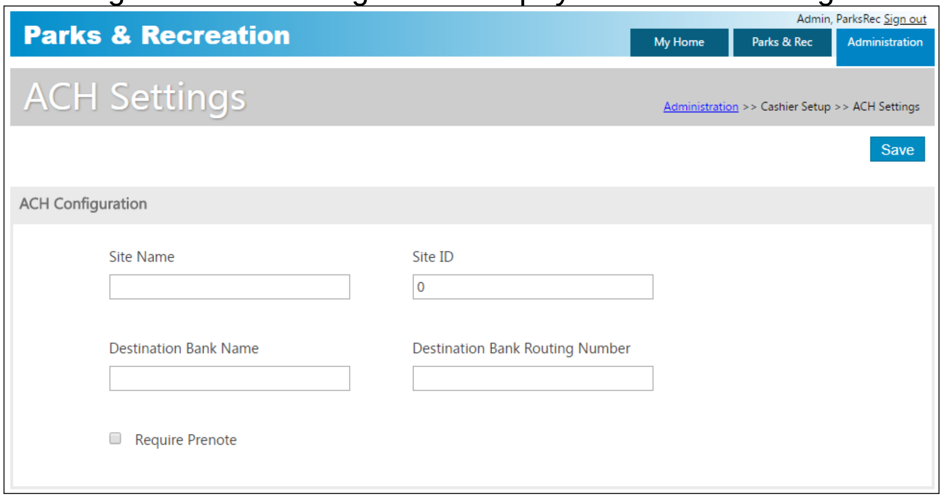
Once you have created restrictions, use the Restrictions group on the Contact Details page to assign a restriction to a contact.

Cashier Setup

The Cashier Setup pages define the accounting settings associated with activities. On these pages, you can define a fee schedule, identify expense types, and establish payment methods for your organization.

ACH Settings

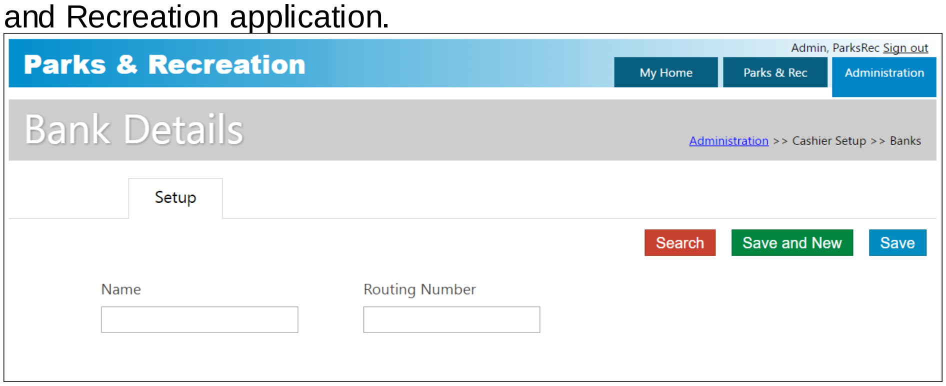
ACH Settings establishes the automated clearinghouse (ACH) information needed for recurring bank draft billing and ACH payments for recurring memberships.



Selecting the Require Prenote check box enables the ACH Prenote File section of the ACH Processing page, and also makes the Pre-Approved check box available on the Contact Details page.

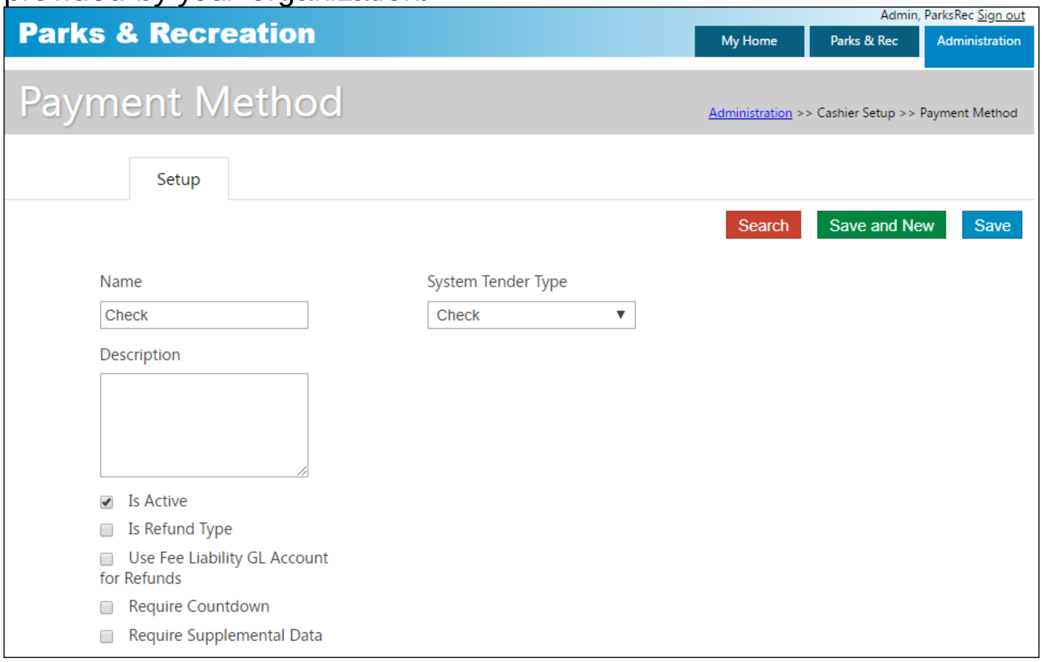
Banks

Banks establishes the names and routing numbers of the banks that are available in the Parks and Recreation application.

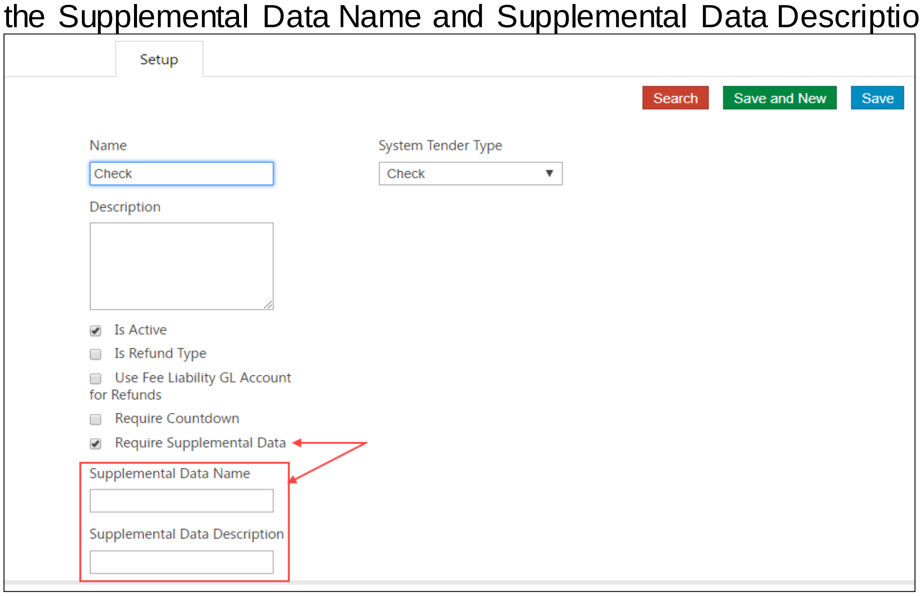


Payment Method

Payment Method establishes the types of payments accepted for activities and events provided by your organization.

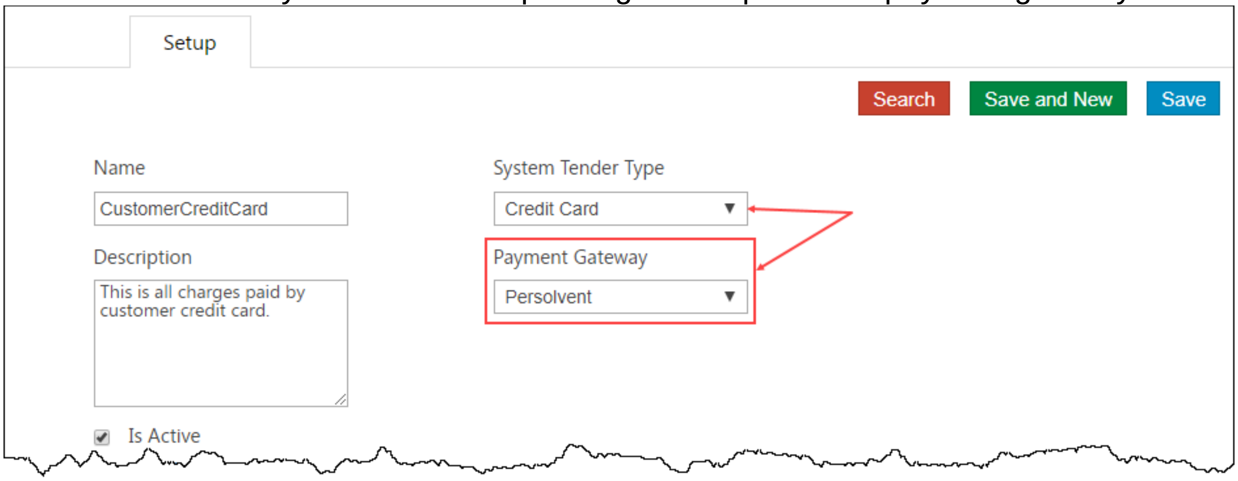


- When the Is Refund Type check box is selected, this payment method can be used to issue refunds.
- If the value of the System Tender Type is Account Credit and the Use Fee Liability GL Account for Refunds check box is selected, the system uses the liability account that is associated with a fee when refunds are issued for that fee.
- If the Require Supplemental Data check box is selected, the page refreshes to provide the Supplemental Data Name and Supplemental Data Description.



If the value of the System Tender Type list is Account Credit and this payment method is set up for all fees associated with a rental item or a class activity, and a payer has an account credit, the payer can use the credit to process payment for a rental item or class activity.

If the value of the System Tender Type list is Credit Card, the Payment Gateway list is available. This list defines the payment gateway to use for processing credit card payments. Additional fields may be available depending on the particular payment gateway selected.

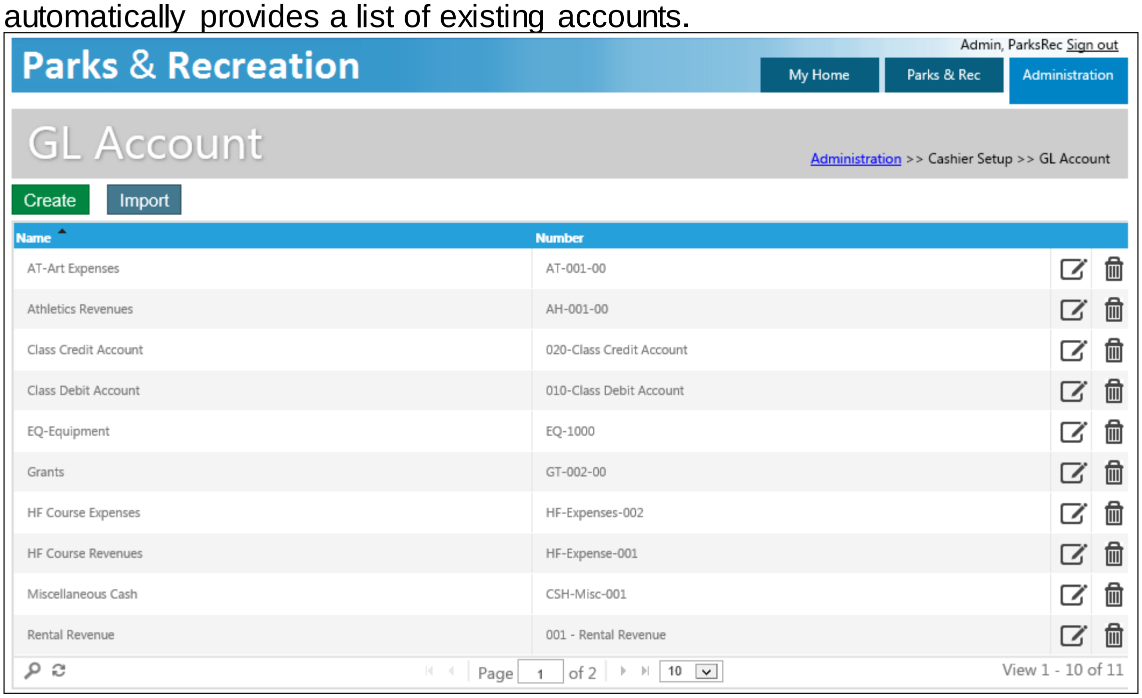


The Require Countdown check box limits the time a citizen can be retained as registered in the class without providing payment. If the registrant does not pay within the countdown period, the class registration is removed and the spot is made available to other participants.

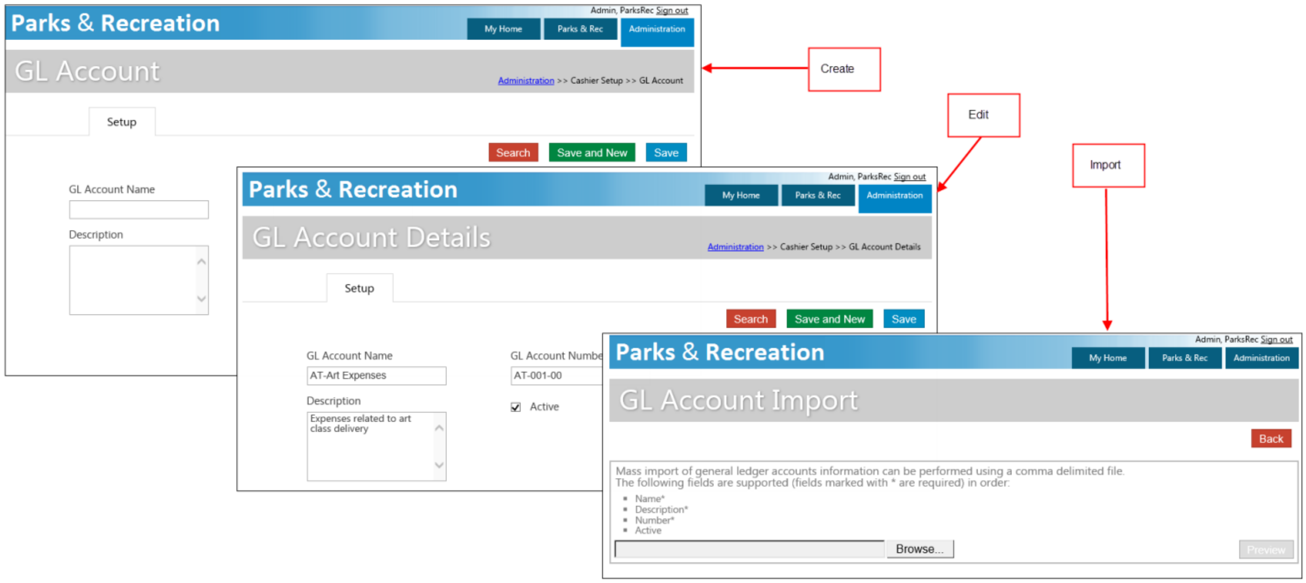
The options for the System Tender Type list are not available for update.

GL Account

GL Account maintains general ledger accounts for tracking expenses and revenues associated with your organization's program activities. When you display the GL Account page, it automatically provides a list of existing accounts.

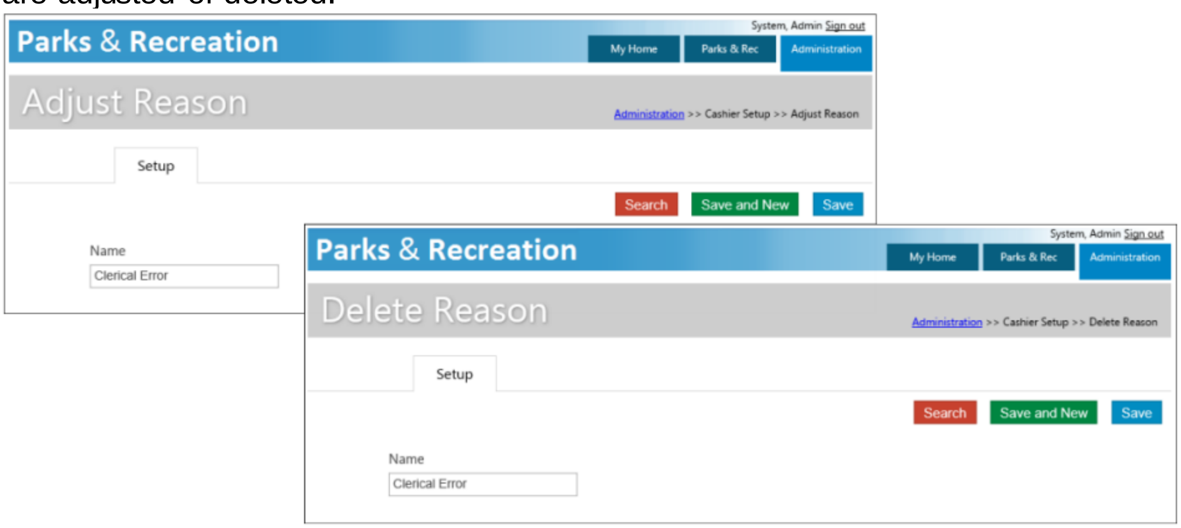


Click **Create** or click the **Edit** button to display the Setup page, or click **Import** to display the Account Import page.



Adjust Reason/Delete Reason

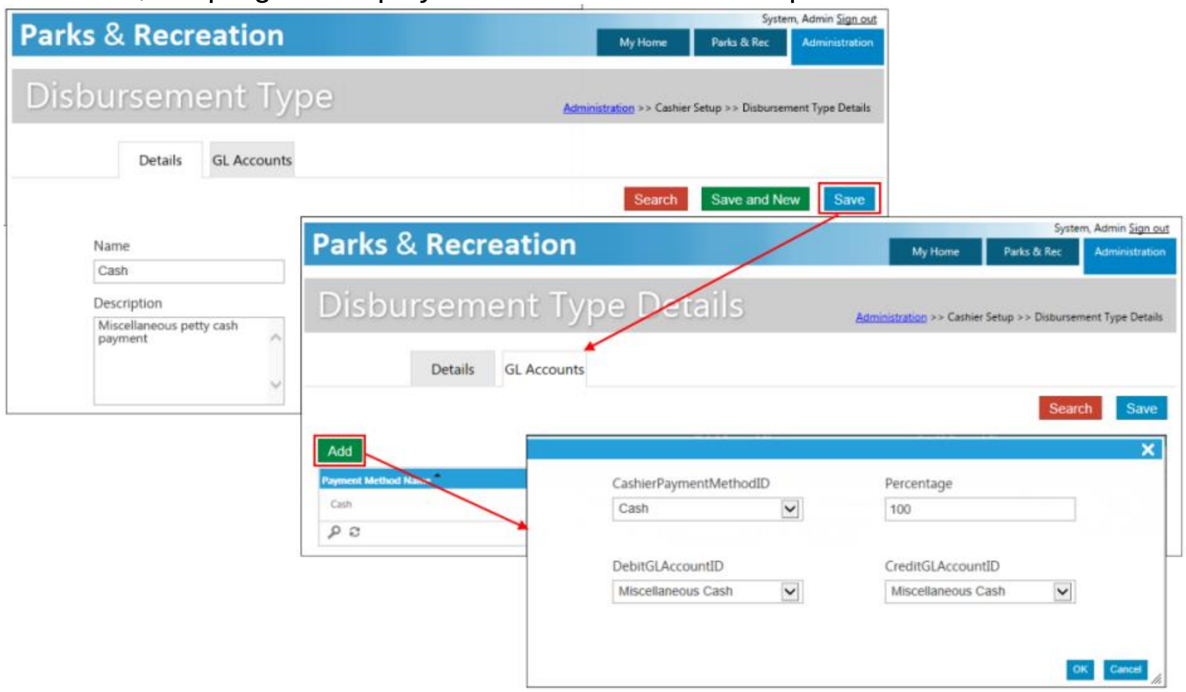
The Adjust Reason and Delete Reason options establish reason codes for transactions that are adjusted or deleted.



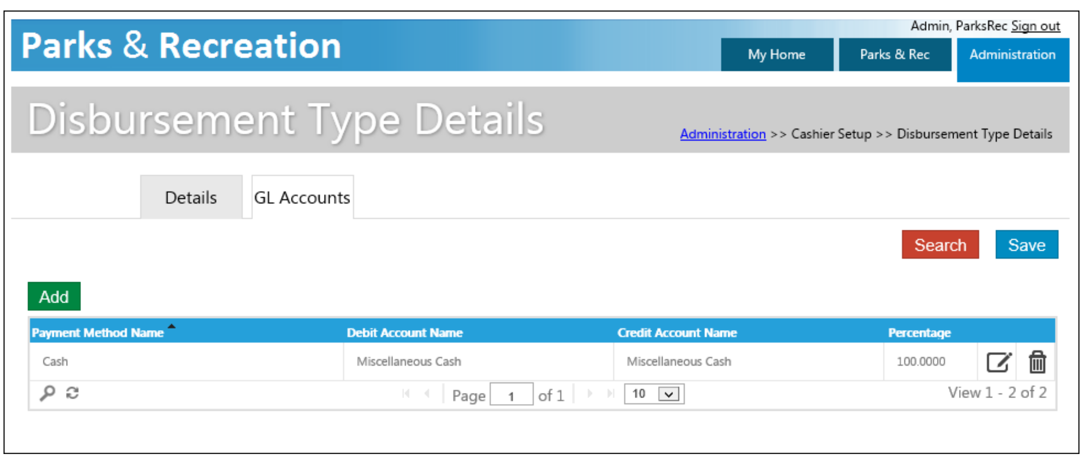
Adjust and delete reasons cannot contain more than 20 characters of text.

Disbursement Type

Disbursement Type maintains type records for recreation program disbursements. The GL Account tab associates specific general ledger accounts with disbursement types. When you click **Add**, the program displays the GL account detail options.



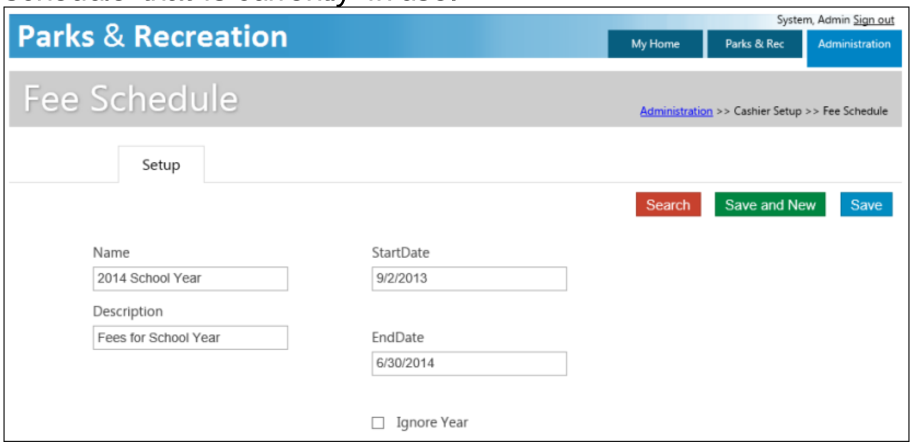
When you create a disbursement type record, you must complete the Name box; if you do not enter a name, you cannot save the record. The percentage amount for a disbursement must equal 100. You cannot save a record if the value is less than 100 percent.



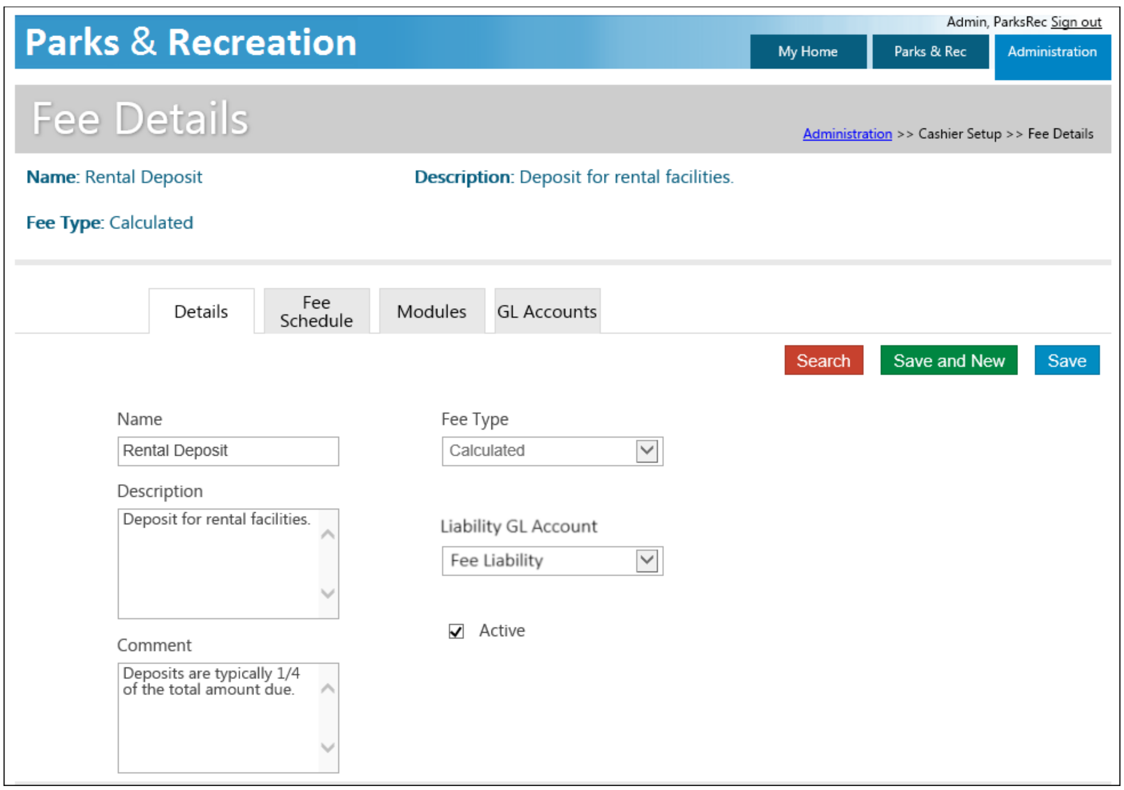
If a disbursement type is not currently in use, you can delete the record. If you attempt to delete a disbursement type that is actively being used by a Class Type Expense Disbursement, Contact Instructor Expense Disbursement, or Rental Item Expense Disbursement, the application displays an error and the delete is not successful.

Fee Schedule

Fee Schedule defines the start and end days for activity fees. You cannot delete a fee schedule that is currently in use.



Fee



Fee maintains the details for activity charges. When you add a new fee or update an existing fee, you must assign a fee schedule and add at least one payment method with general ledger accounts.

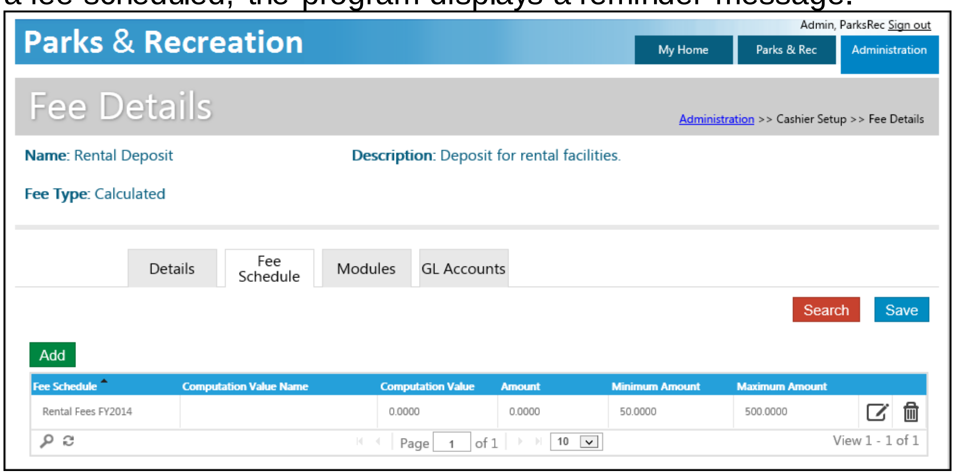
The Liability GL account field allows you to associate a liability account with a fee. In order for the specified account to be used for refunds of this fee, the check box for Use Fee Liability GL Account for Refunds must be selected in the Payment Method Details for the payment method used with this fee.

If you attempt to delete a fee that is currently assigned to an add-on item, class type, rental item, or fee template, the program displays an error message and does not allow you to delete the fee.

Note: Currently, fees must be designated as Recreation Management fees to be assigned to class records or applied to a template, and the only value available for Fee Type is Calculated.

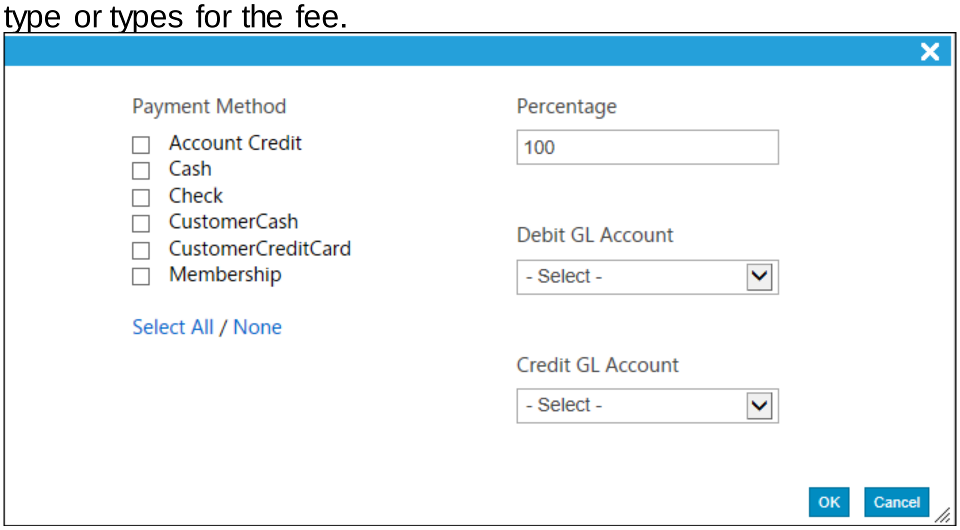
If enabled in Integration Settings, the Charge Code field indicates the Munis AR charge code to associate with the fee. The AR charge code should be a CAT 1 charge code with the Use for Miscellaneous Cash check box selected. When you complete the AR Export for Invoices, you can use the Invoice Import program in Munis General Billing to import and then process the charges.

Fee Schedules are created using the Fee Schedule option. To assign a fee schedule for a fee, select the Fee Schedule tab and click **Add**. If you attempt to save a fee record prior to creating a fee scheduled, the program displays a reminder message.



The Modules tab assigns the fee to a Parks and Recreation module and the GL Accounts tab maintains the general ledger account for the fee.

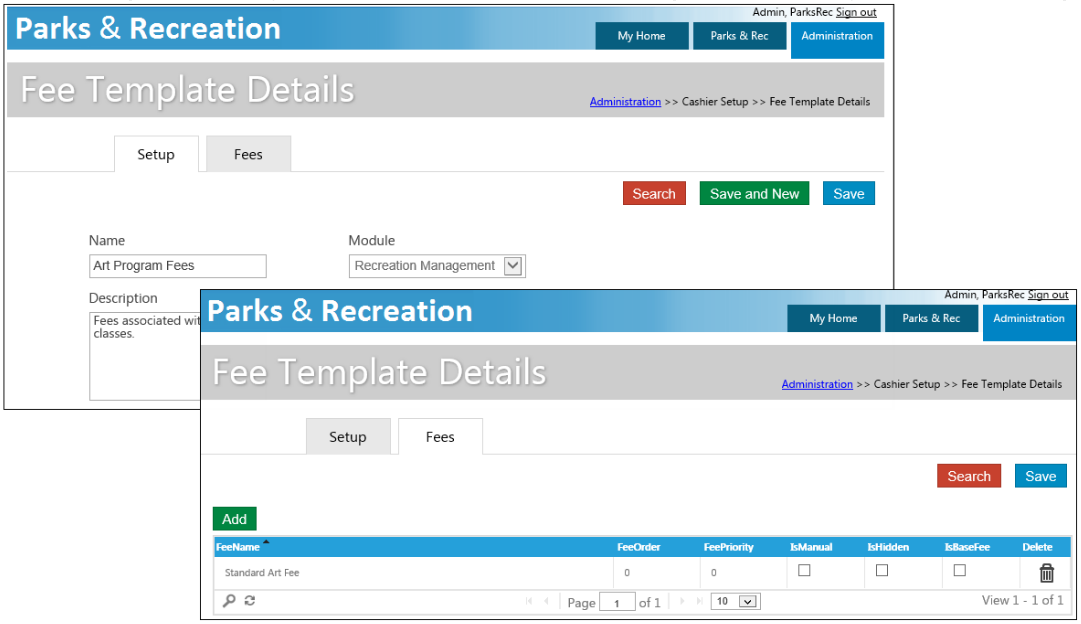
On the GL Accounts tab, the Payment Method check boxes allow you to specify a payment type or types for the fee.



When you add the payment method, the default value of the Percentage field is 100; this field is required and must contain a value of 0.0001 to 100, inclusive. You must assign a general ledger account for each fee associated with a payment method.

Fee Template

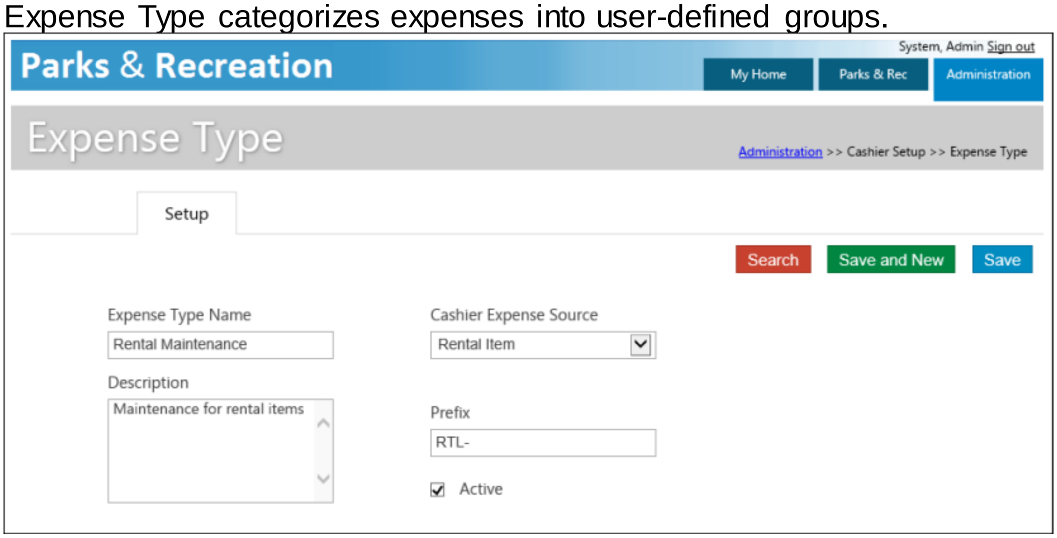
Fee Template assigns associated fees to a template, which you can then apply to an activity.



The Fees tab on the Details page includes the Is Base Fee check box. Use this check box to identify at least one fee on the template as the base fee for the class or rental. This allows payment processing to distinguish between base fees and administrative, add-on, tax, or other fees.

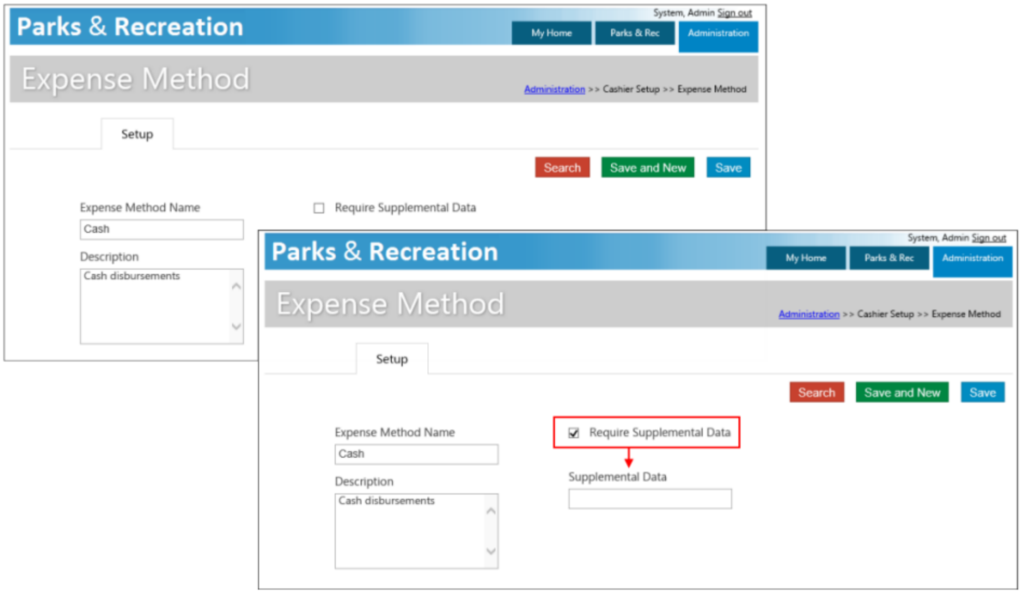
Expense Type

Expense Type categorizes expenses into user-defined groups.



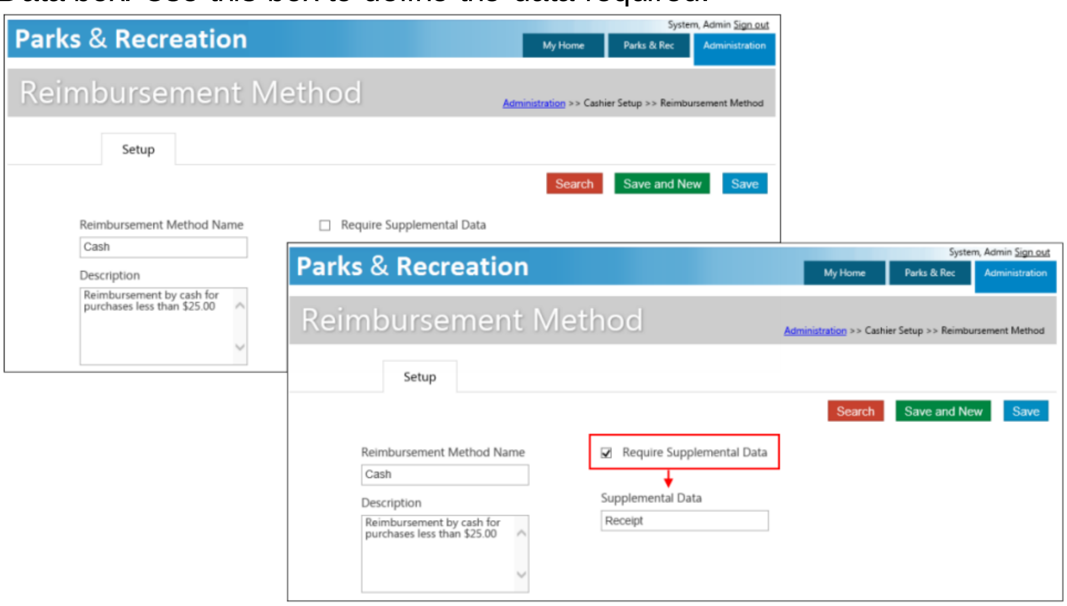
Expense Method

Expense Method defines options for meeting expense obligations. If you select the Require Supplemental Data check box, the page refreshes to include the Supplemental Data box. Use this box to define the data required.



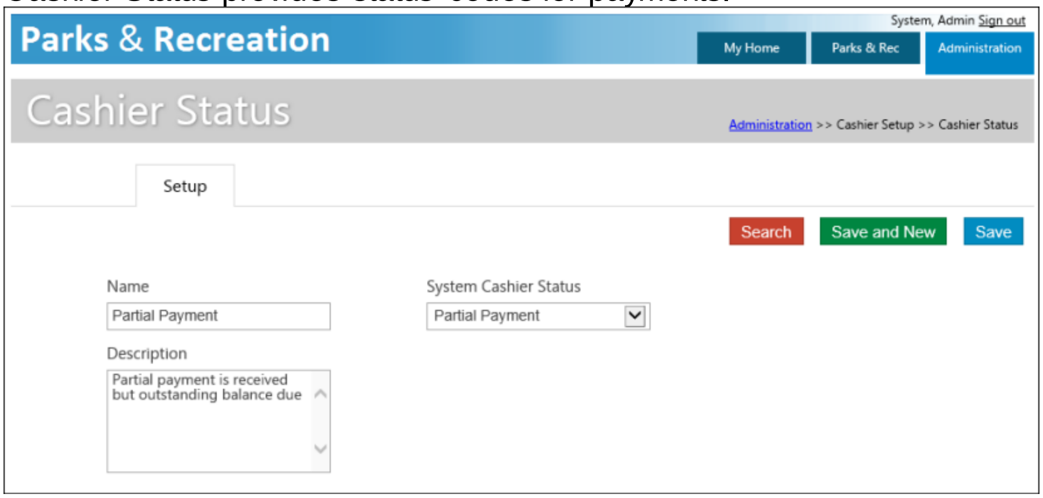
Reimbursement Method

Reimbursement Method defines options for providing reimbursement payments. If you select the Require Supplemental Data check box, the page refreshes to include the Supplemental Data box. Use this box to define the data required.



Cashier Status

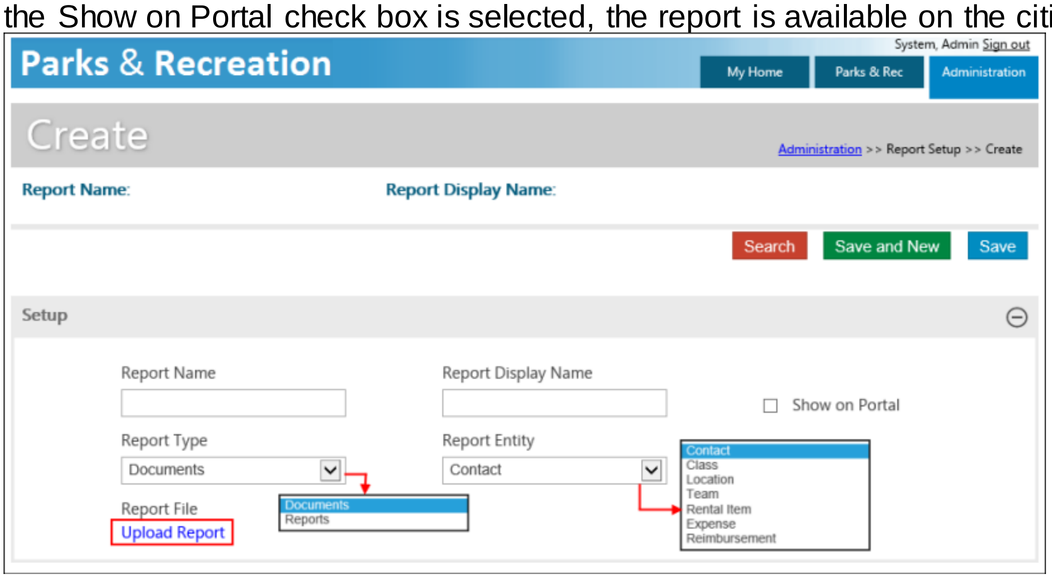
Cashier Status provides status codes for payments.



The values for the System Cashier Status list are not available for update.

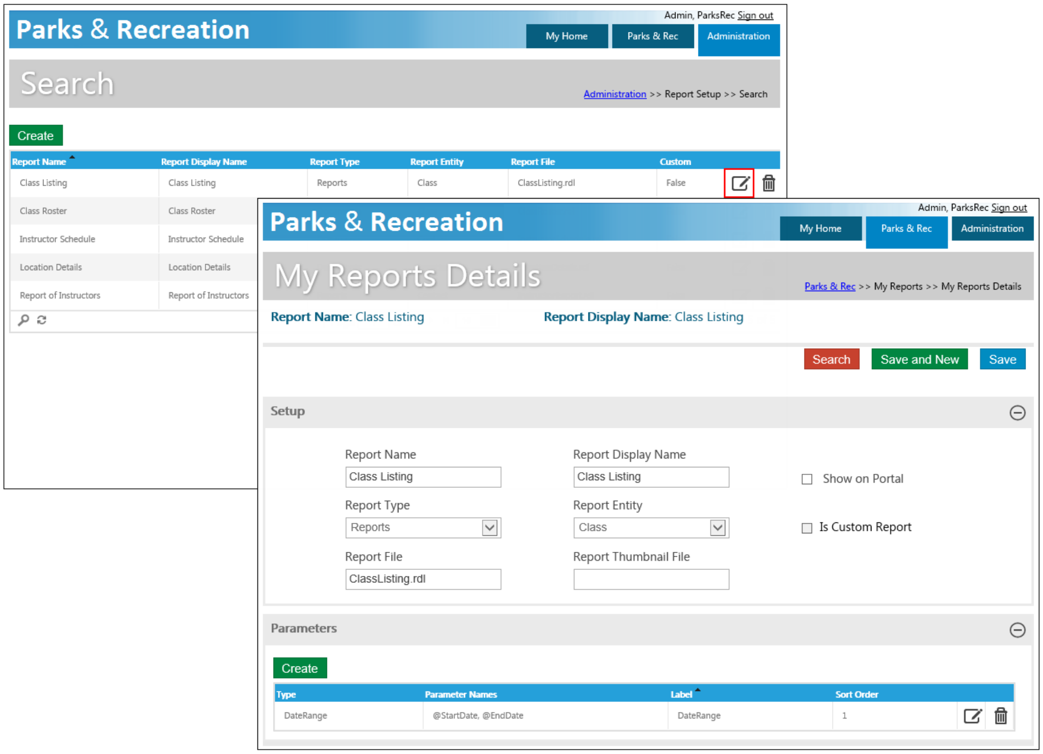
Report Setup

The Report Setup pages define the reports that are available to Parks & Recreation users. If the Show on Portal check box is selected, the report is available on the citizen portal.



Reports are created and maintained using Microsoft SQL Server Report services (SSRS) and made available in Tyler Parks and Recreation using the Create Report option.

Once reports are defined and uploaded, click **Search** to find available reports. Use the **Edit** button to maintain the report details.

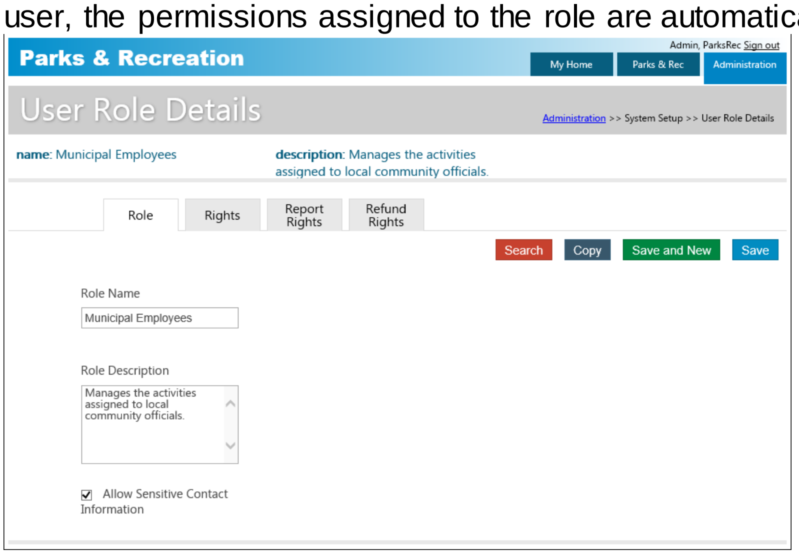


System Setup

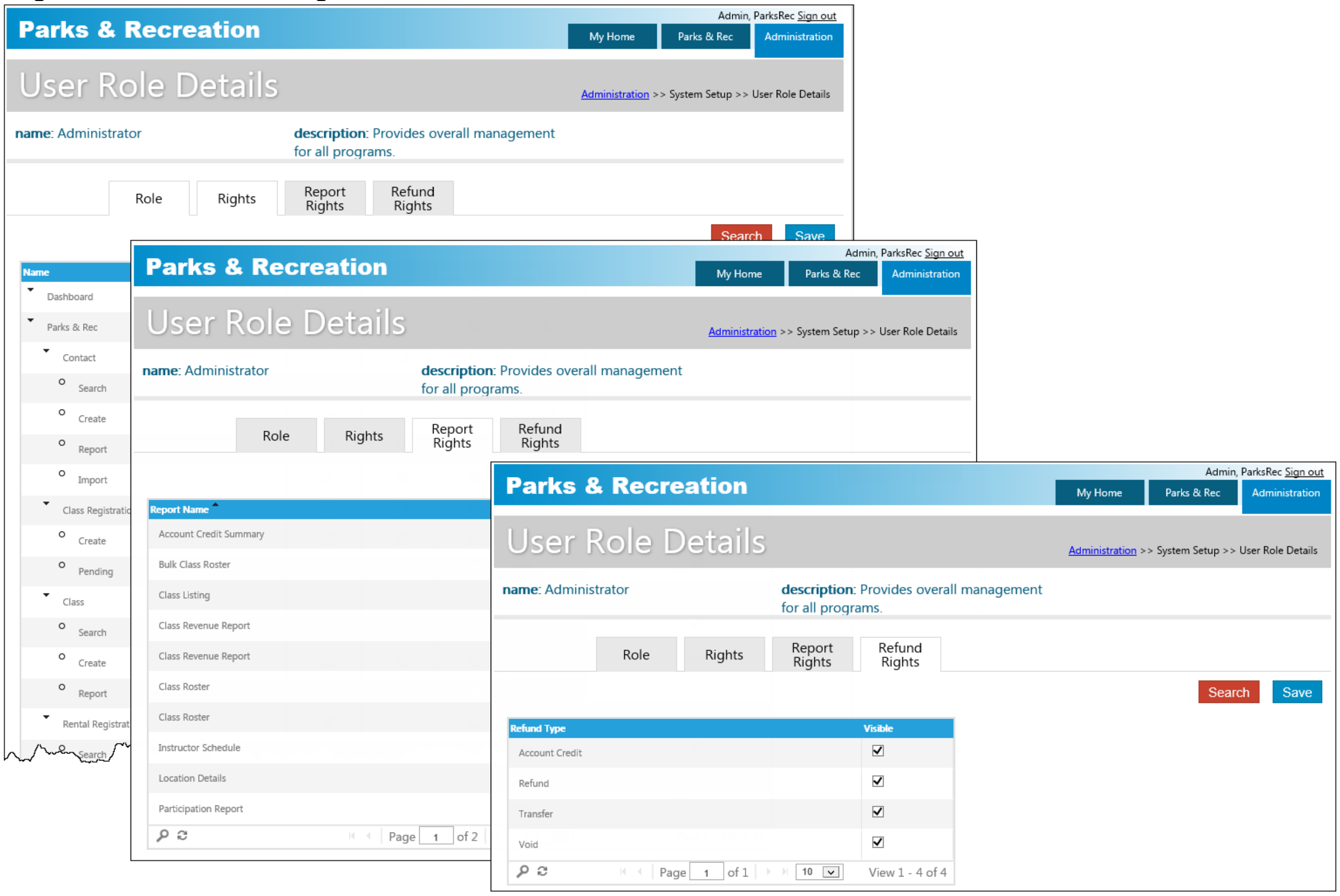
The System Setup pages define the user and user roles for your organization's Parks and Recreation application. It also establishes the settings that manage the look-and-feel of the citizen portal pages.

User Role

User Role maintains roles to which you can assign permissions. When you assign a role to a user, the permissions assigned to the role are automatically assigned to the user.



The Allow Sensitive Contact Information check box, if selected, restricts a user's access to sensitive information in contact records and reports. When you save a role, the Rights, Report Rights, and Refund Rights tabs are accessible.

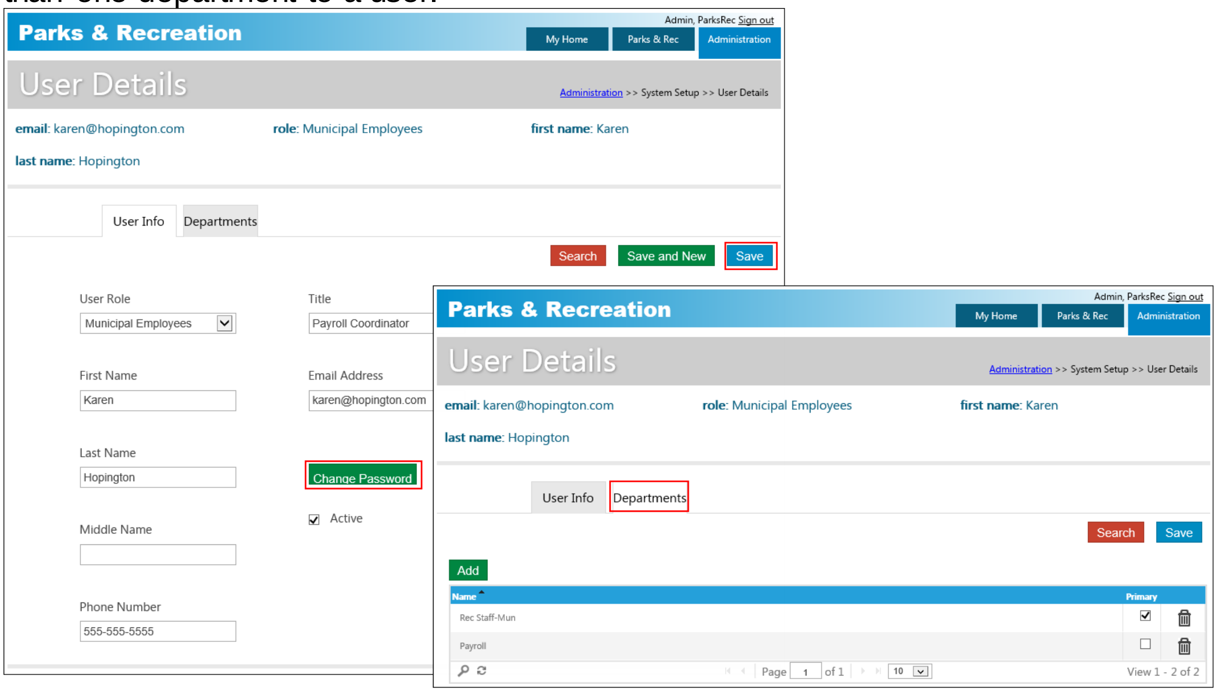


Click **Rights** to assign permissions to the role, click **Report Rights** to specify the reporting permissions available to users who are assigned to the role, and click **Refund Rights** to assign refund permissions to the role.

Refund rights assign permission to issue a refund, transfer, void, or account credit. When a user clicks Delete for class or rental registrations that are paid, only those options that correspond to the user roles permissions are available. If no refund rights have been assigned and a user is deleting a pending payment/invoiced registration, the user can still remove the registrant/rental record as no refund is made. However, if no refund permissions are granted and a registration has been paid, the program displays a message to the selected user that he/she cannot complete the refund process.

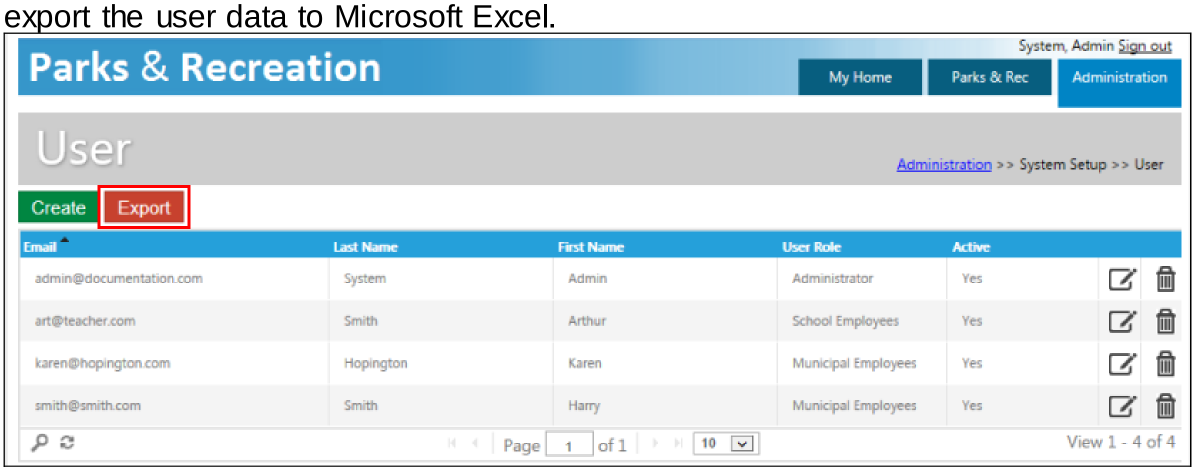
User

User maintains individual user records. Once you create and save a user record, the Departments tab is active and the Change Password option is available. Use the Department tab to assign the user to a defined department. For example, if you created a user record for the payroll clerk, you could assign that record to the Payroll department. The Primary check box indicates the user's primary department. The first department assigned to a user is automatically selected as their primary department, but you can change this if you assign more than one department to a user.



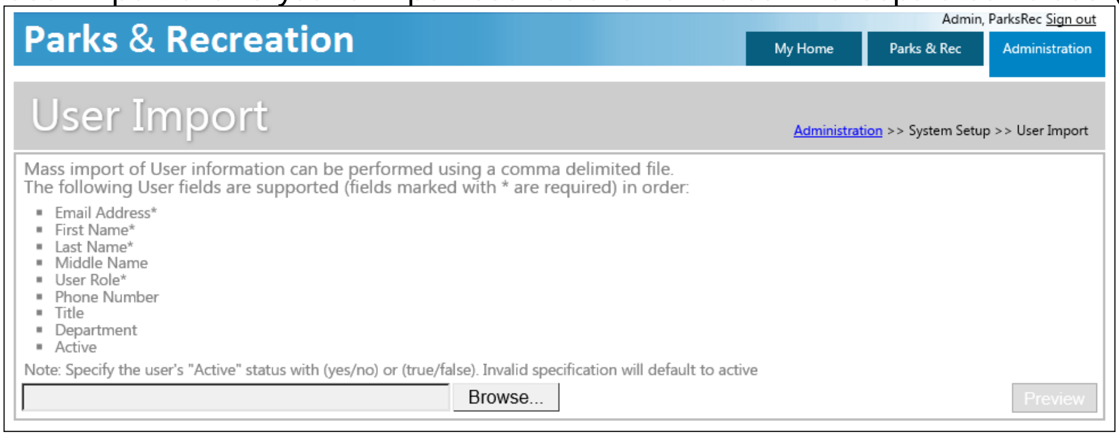
The Change Password option delivers a new password to the user by email.

When you use the Search option to create a list of users, click **Export** on the User page to export the user data to Microsoft Excel.



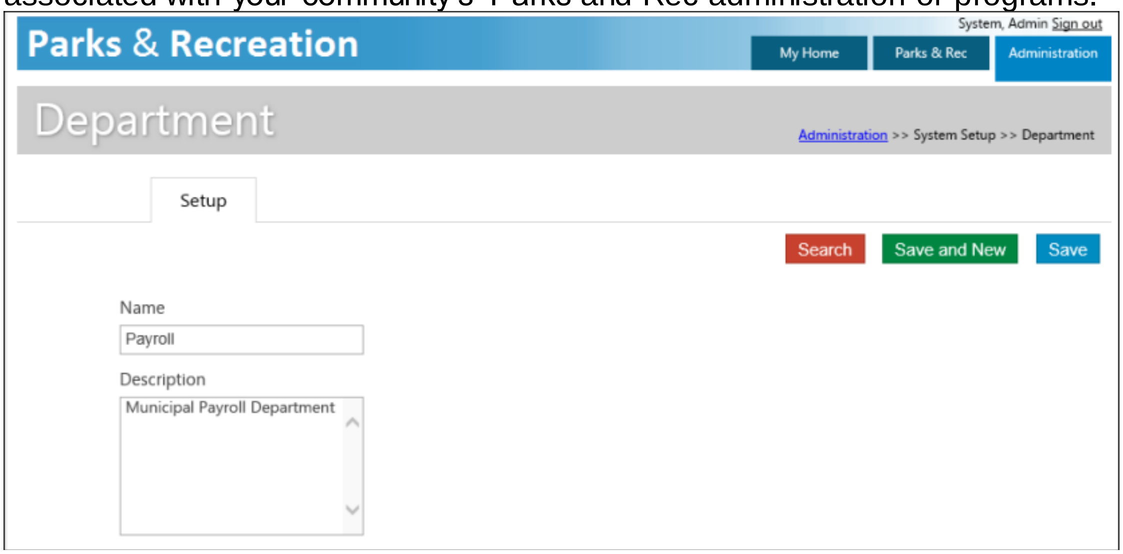
User Import

User Import allows you to import user details from a comma-separated values (.csv) file.



Department

Department manages department records. Use department records to identify personnel associated with your community's Parks and Rec administration or programs.

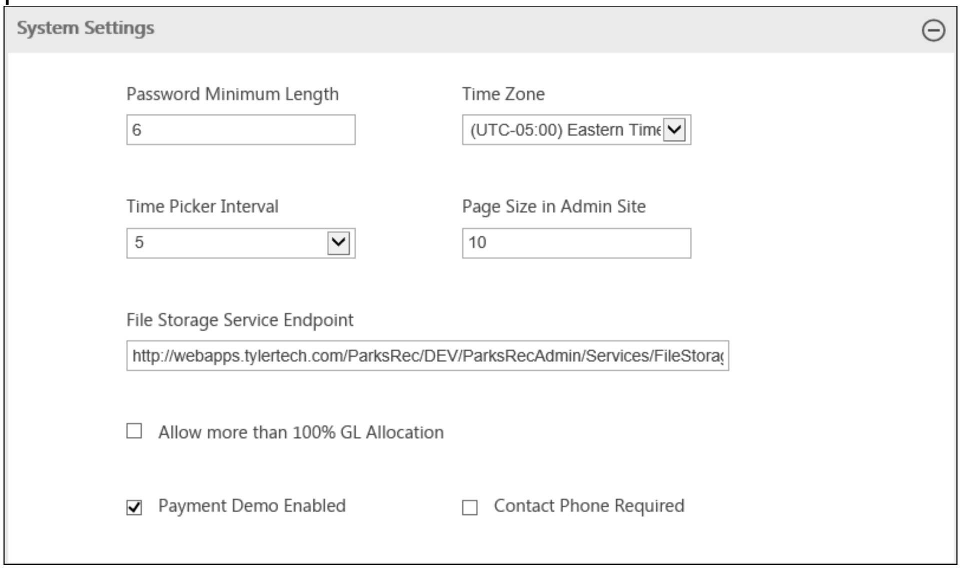


System Settings

System Settings define the parameters for your organization's Parks and Recreation pages, email messages, and reports.

System Settings

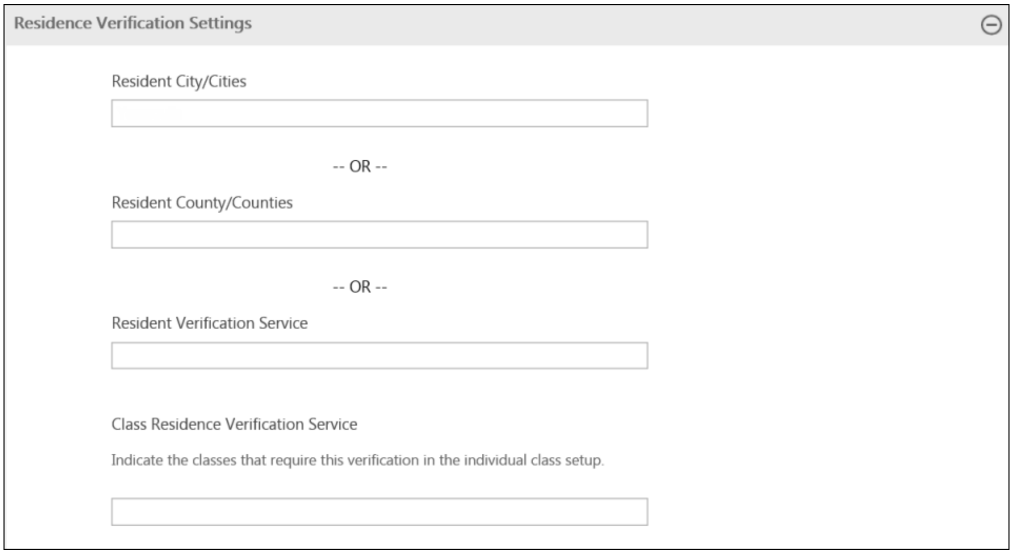
The System Settings fields define the minimum password length, time zone, and service end point values.



Setting	Description
Password Minimum Length	Defines the minimum number of characters accepted for a password.
Time Zone	Indicates the time zone for your organization.
Time Picker Interval	Determines the time intervals for class registrations. The minimum interval is 5, which allows classes to be scheduled using 5-minute intervals. For example, a class can be scheduled to begin at 5:05 or end at 7:35.
Page Size in Admin Site	Assigns the page size for all Administration groups.
File Storage Service Endpoint	Specifies the endpoint URL for your file storage service. If your organization uses Tyler Cashiering for payments, use the File Storage Service Endpoint field to specify the URL for your Tyler Cashiering application.
Allow More than 100% GL Allocation	Directs that on the Fee Details page, you can assign more than 100% from one payment method to more than one general ledger account.
Payment Demo Enabled	Provides a means for Implementation to test payment processing without completing an actual, real-time payment process.
Contact Phone Required	If selected, requires users to enter at least one telephone number to a contact record when they add a new contact or update an existing one.

Residence Verification Settings

The Residence Verification Settings define the resident verification service used for GIS location verification or provides the specific cities that define your organization residency restrictions.



For contact records, the Resident Verification Service field stores the URL for a GIS utility that verifies the contact's residency.

If your organization does not use a GIS verification service, the value of the Resident City/Cities or Resident County/Counties fields determine if the contact is identified as a resident or nonresident. If the user enters a value that that matches the value of one of these fields, the user is identified as a resident. The Resident City/Cities and Resident County/Counties fields accept multiple city or county names, separated by a comma. When a contact record is added or updated, the residency verification checks against all the cities or counties listed to determine residency.

When you add or remove a city or county from the verification settings, the residency status for all contacts is automatically updated. However, if the Override Resident Status indicator is selected for a contact, the residency is not changed based on the values of these fields.

The Class Residence Verification Services field defines a class-level boundary service that works with the Check Specific Boundaries setting on the Class Details pages. If this setting is enabled, it enforces registration restrictions according to the specific boundaries defined in the Class Residence Verification Services field. If you have not defined a residents-only restriction, resident pricing is enforced according to the boundaries. When you register someone for a class using the Administration page, no enforcement is made. When citizens register using the portal, the Class Details page includes the Returning Player check box. If this check box is selected, specific boundaries are not enforced. If this check box is not selected and there is a resident-only restriction, only related family members that are in the specified boundary display in the Registrant list. If a resident-only restriction is not applied to the activity, resident pricing is enforced according to defined boundaries.

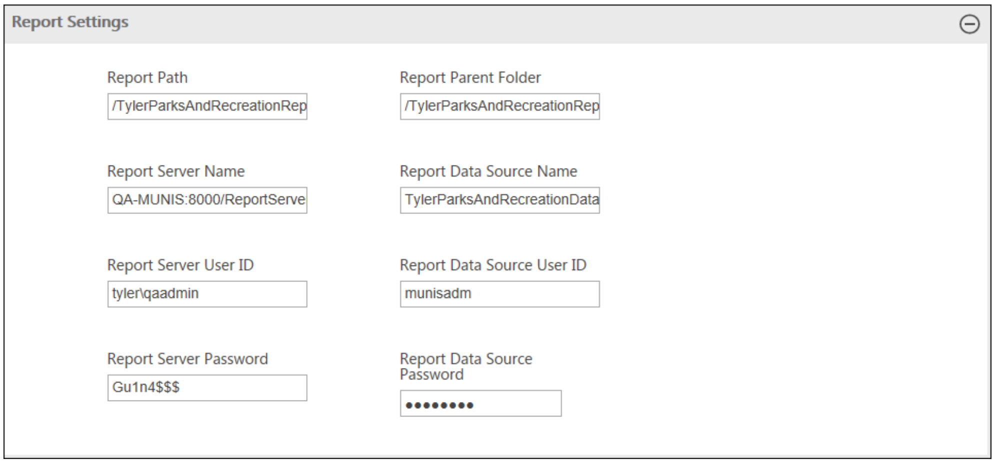
Email Settings

The Email settings define default settings and provides the template text for email notices distributed by your organization's Parks and Recreation department. Use the Test Email To box to verify email distributions.

The New User, New Contact, Change User Password, Change Contact Password Email and Rental Approval Email Templates provide email templates that you can customize using the symbols provided. The templates also include individual formatting options that you can use to vary the look-and-feel of the emails your organization distributes.

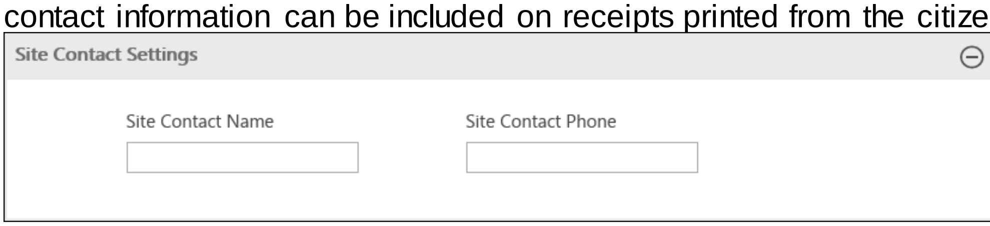
Report Settings

Report Settings define the path, server, and access details for reports.



Site Contact Settings

Site Contact Settings stores a contact name and telephone number for your organization. The contact information can be included on receipts printed from the citizen portal.

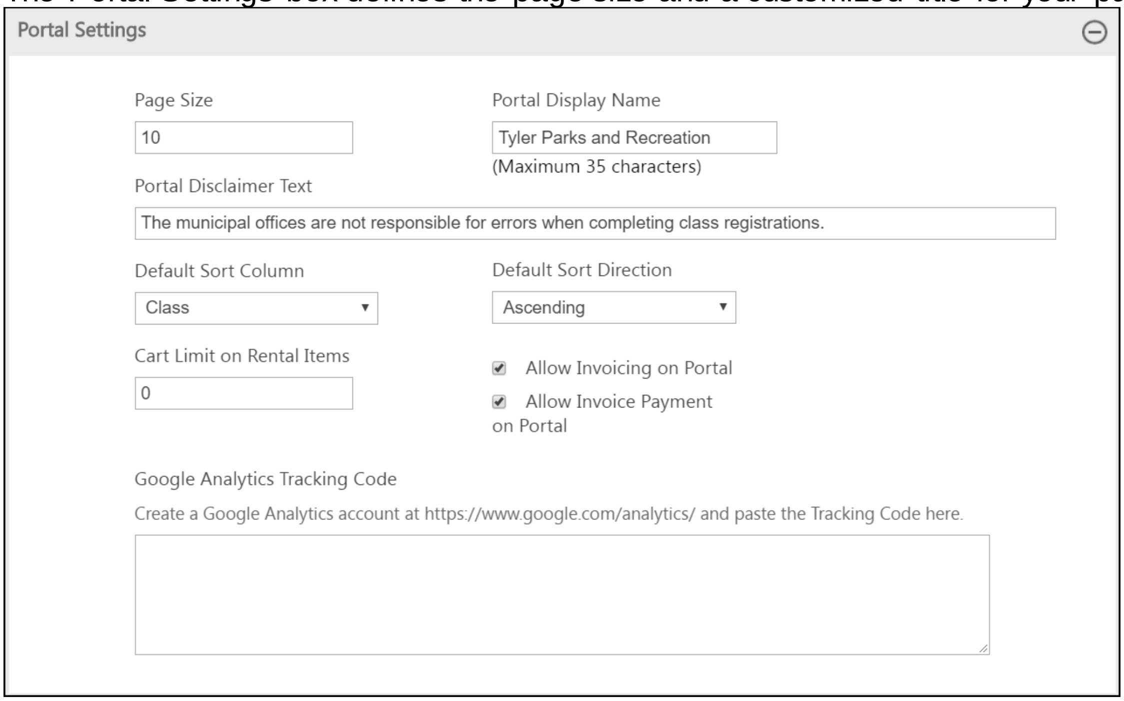


Portal Settings

Portal Settings provides the HTML and layout details that define the citizen portal page. It also designates hyperlink settings, logo, and background parameters.

Portal Settings

The Portal Settings box defines the page size and a customized title for your pages.



The Portal Display Name provides the name that displays in the page banner for your organization's portal page. The Portal Disclaimer Text box contains a waiver statement or terms and conditions that display on the Email page for portal registrations. If you enter text in this box, the Email page includes an Accept check box that users must select to successfully complete a registration. If you do not enter text in this box, there is no waiver text or Accept check box included on the Email page of the portal.

The Default Sort Column and Default Sort Direction lists define the column by which searches on the citizen portal of Tyler Parks and Recreation sort and the sorting order they use. Available columns by which to sort citizen portal searches include Class Name, Description, Date, Fee or Age, and searches can be set to sort in ascending or descending order.

The Cart Limit on Rental Items field defines the number of rental items an individual registrant may reserve at one time.

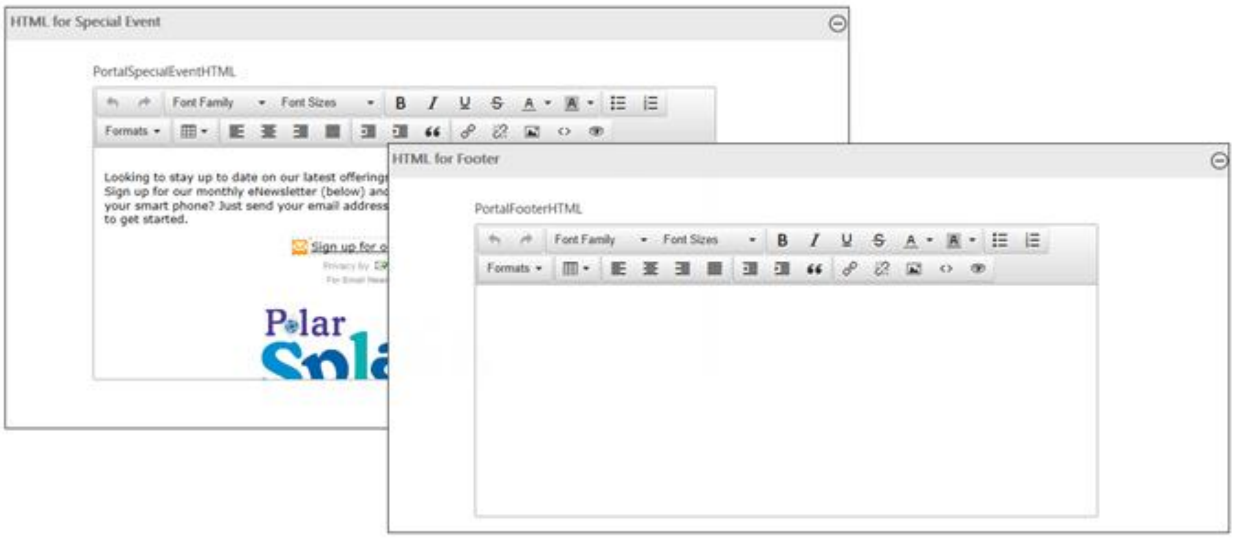
When the Allow Invoicing in Portal check box is selected, citizens completing registration using your organization's citizen portal can request to be invoiced for the registration in place of direct payment.

Selecting the Allow Invoice Payment on Portal check box makes the User Order History page available in the user's profile on the citizen portal, and allows them to pay invoices from the portal.

Use the Google Analytics Tracking Code field to compile usage information for your citizen portal. You must have a Google Analytics™ service account to use this feature.

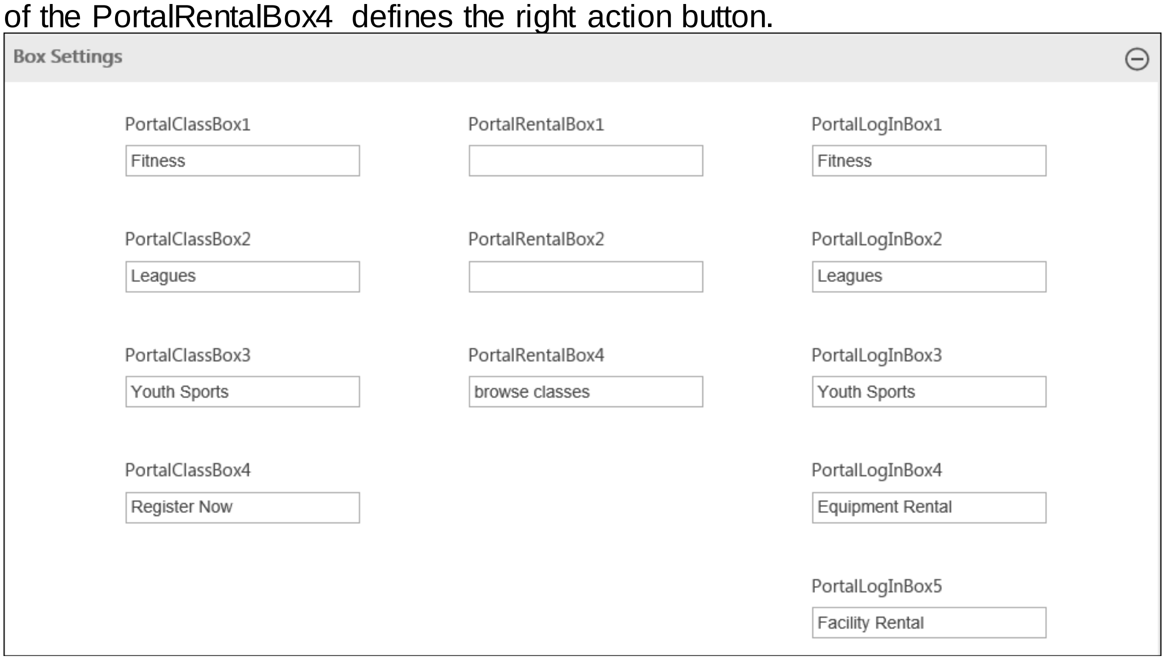
HTML for Special Event/HTML for Footer

The HTML for Special Event and HTML for Footer boxes provide additional text to display on your home page. These options include various formatting tools to create text with a graphic appeal.



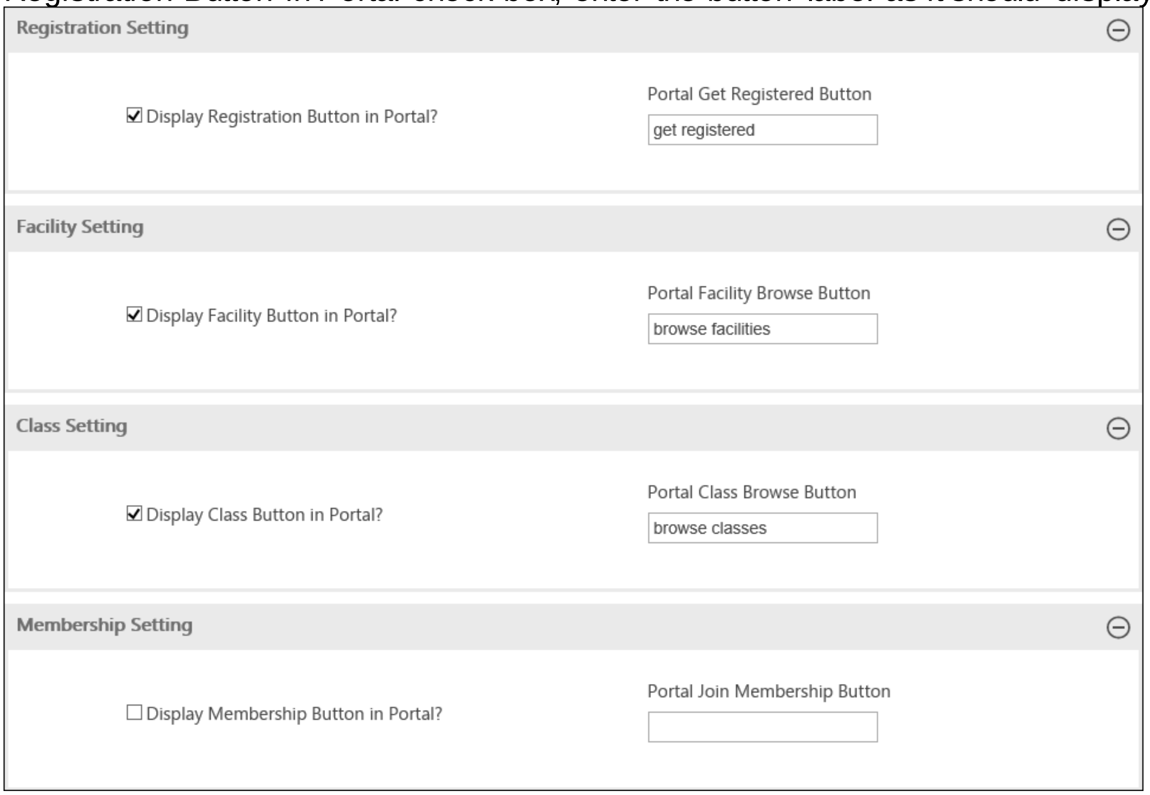
Box Settings

The Box Settings group assigns activities or events that display on the portal sign-in page. Currently, PortalRentalBox fields 1 through 3 and Portal ClassBox fields 1 to 3 are not used. The PortalClassBox4 value defines the left action button on the main portal page and the value of the PortalRentalBox4 defines the right action button.



Registration/Facility/Class/Membership Setting

The Registration, Facility, Class, and Membership setting groups determine if the applicable buttons display in the portal. If you select a Display check box, enter the button label as it should display in the portal. For example, the Setting group provides the Display Registration Button in Portal check box and the Portal Get Registered Button. If you select the Display Registration Button in Portal check box, enter the button label as it should display in the portal.



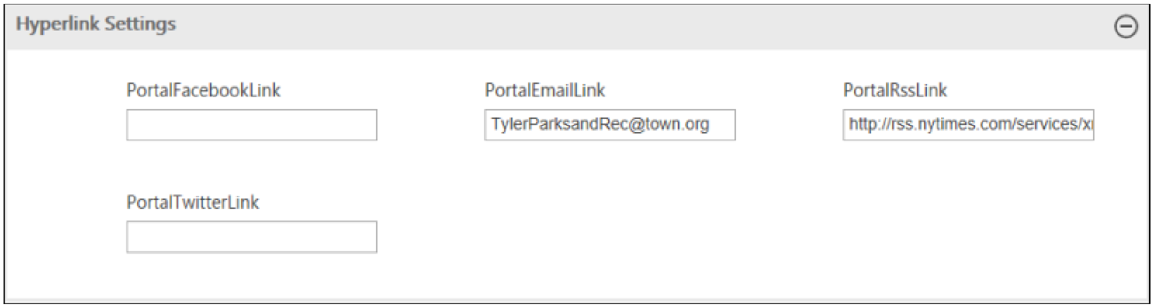
For Facility settings, if you select the Display check box, the citizen portal includes the option for browsing rental facilities. When you select this check box, use the Portal Facility Browse Button box to define the name for the facility option that displays in the portal.

When the Show on Portal check box is selected for rental facilities and the Facility button is enabled, the rental facility is included on the facilities browse list for portal users.

When the Allow Portal Registration check box is selected for a rental item, the Register button is enabled when users review available facility dates. In this case, users can complete the registration process directly from the portal.

Hyperlink Settings

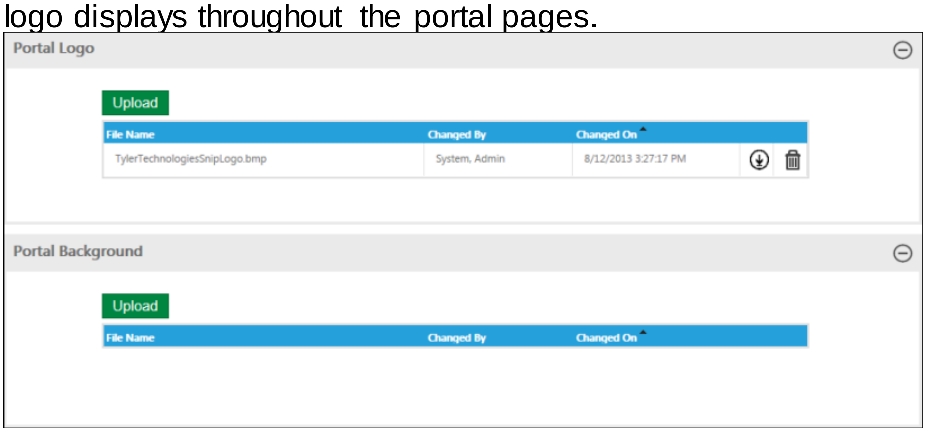
The Hyperlink Settings group assigns hyperlinks to the media bar on the main portal page. Currently, the media bar displays all options, even if you do not provide a hyperlink value. In this case, if a user clicks one of the media options, there would be no system response to the action.



Portal Logo/Portal Background

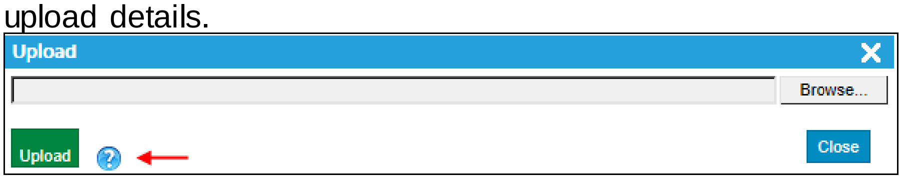
Portal Logo and Portal Background provide the Upload option for customizing images for your Parks and Rec pages. The program accommodates only one file for the logo or background. Before uploading, you must delete any existing files. To view an existing image, click the **Display** button.

The background image fills the entire background of your organization's home page, while the logo displays throughout the portal pages.



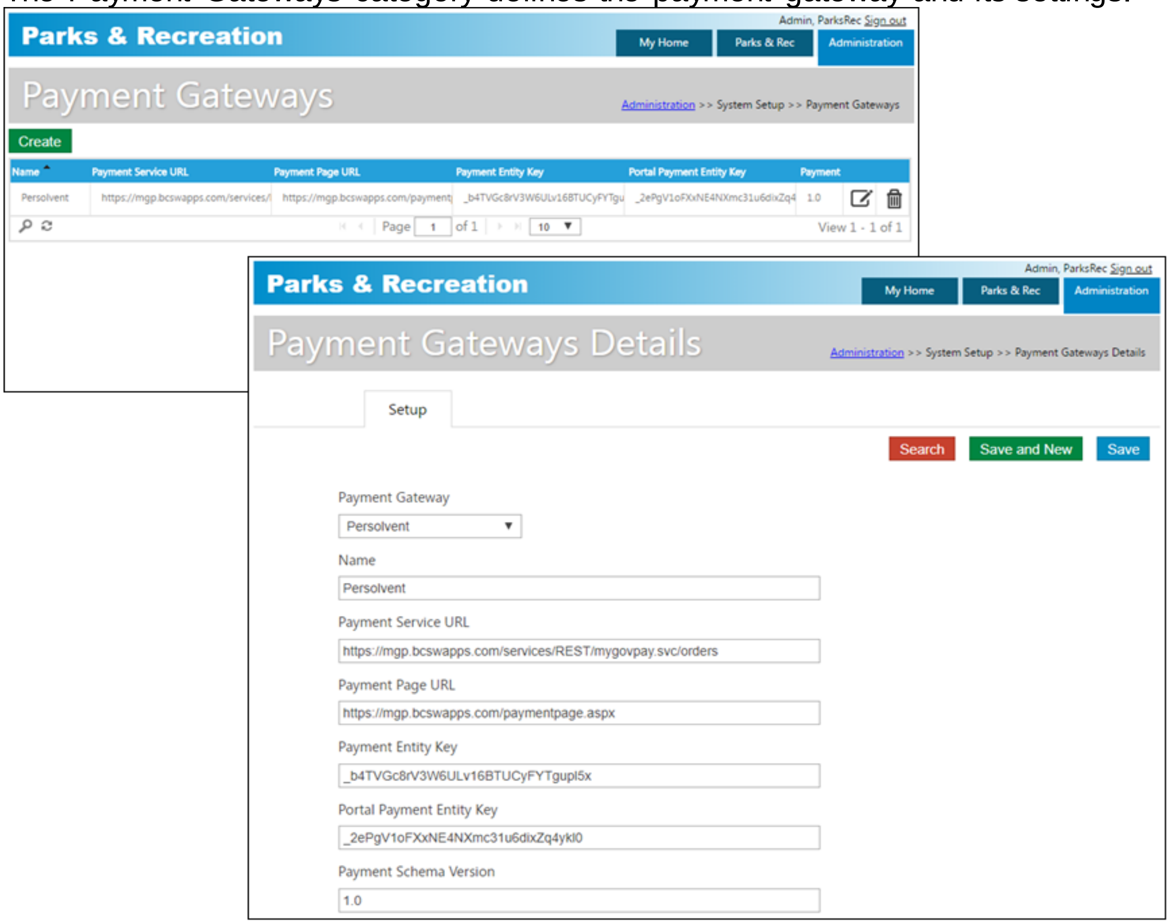
The logo has maximum width and height settings in order to maintain the aspect ratio of the image. If an uploaded image is larger than 230 px by 80 px, it is automatically cropped.

When you hover your pointer over the help button on the Upload page, ToolTips provide upload details.



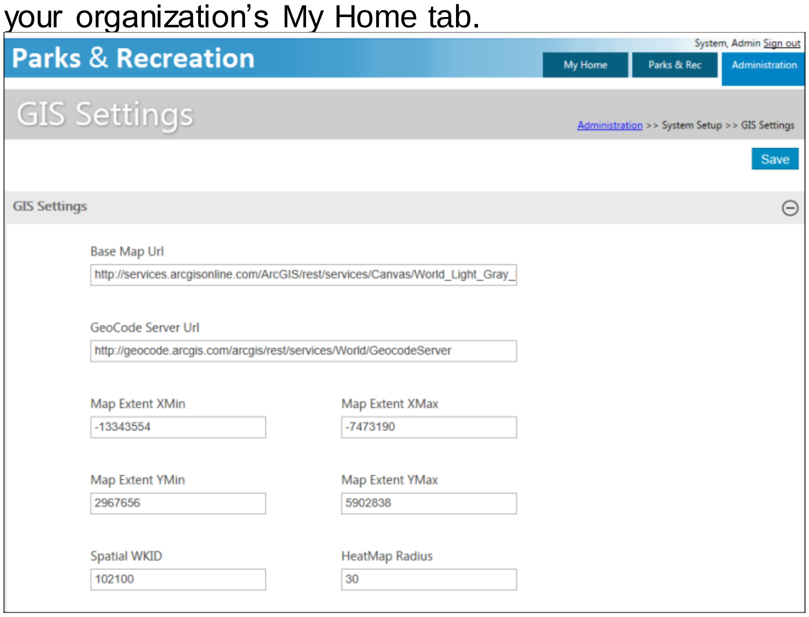
Payment Gateways

The Payment Gateways category defines the payment gateway and its settings.



GIS Settings

GIS Settings defines the map and heat map details that provide visual location information on your organization's My Home tab.



Integration Settings

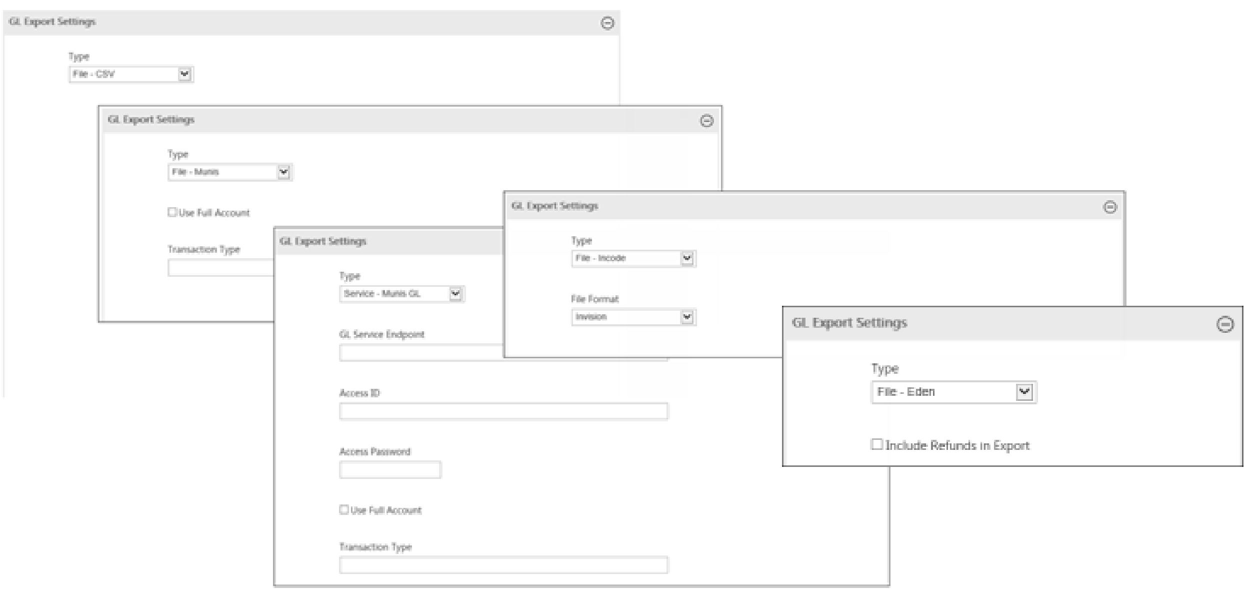
Integration Settings determines the file type for general ledger account export files, the invoice export settings files, and reimbursement export settings created from the Transaction Search page on the Parks & Rec tab.

GL Export Settings

For the GL Export Settings, the Type list determines the format for the export file:

- File-CSV—Creates a standard comma-separated values (.csv) export file.
- File-Munis—Creates a general ledger import file compatible with the Munis Import Journals program.
- Service-Munis GL—Uses web services to create a journal entry in the Munis General Journal Entry/Proof program.
- File-TXT—Creates a text export file. This option applies to Redding, CA, organizations.
- File-Incode—Creates a general ledger export file compatible with Tyler Incode requirements.
- File-Eden—Creates a general ledger export file compatible with Tyler Eden requirements.

The available fields vary according to the type of file that you select.



The current date is appended to the end of export file names. This date is also captured as part of the export reference for the transaction.

For each Munis export type, you must ensure that the general ledger accounts in Tyler Parks and Recreation match valid accounts in Munis. The accounts must be in the same format (that is, org/obj/project or full account). The default format is org/obj/project. Select the Use Full Account check box on either setup page to use the full account format for the export files.

If you select File – CSV, you must specify the file prefix that is used in the export file name.

If you select Service–Munis GL, you must specify the service endpoint for the Munis general ledger in the GL Service Endpoint box, and you must provide the Munis web service user name and password.

For each Munis type, the Transaction type box indicates if the transactions are actual (A) or encumbrance (E).

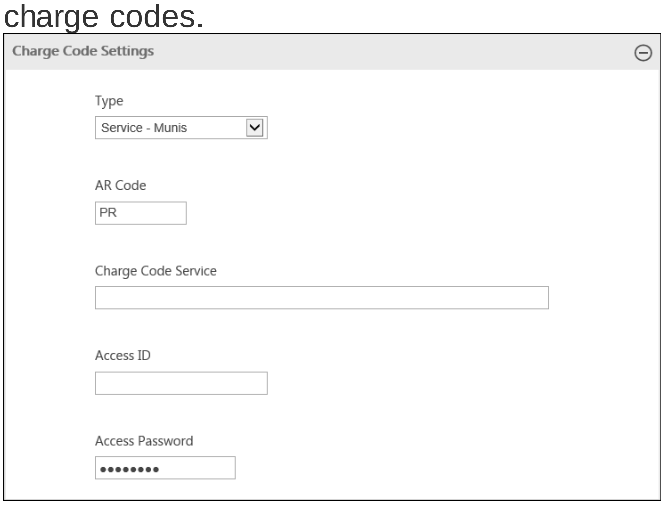
When you select File-Incode from the Type list, general ledger transactions can be exported to a file that can, in turn, be imported into Tyler Incode V.X Financials or Invision file. When you select File–Incode, select the applicable format from the File Format list.

Invoice Export Settings

The Invoice Export Settings group supports the invoicing process for class registrations processed using the Parks & Rec tab. In this group, the Type list determines the type of invoice export to create: File–Munis or File–CSV.

Charge Code Settings

Charge Codes Settings enables Tyler Parks and Recreation fees to be associated with Munis charge codes.

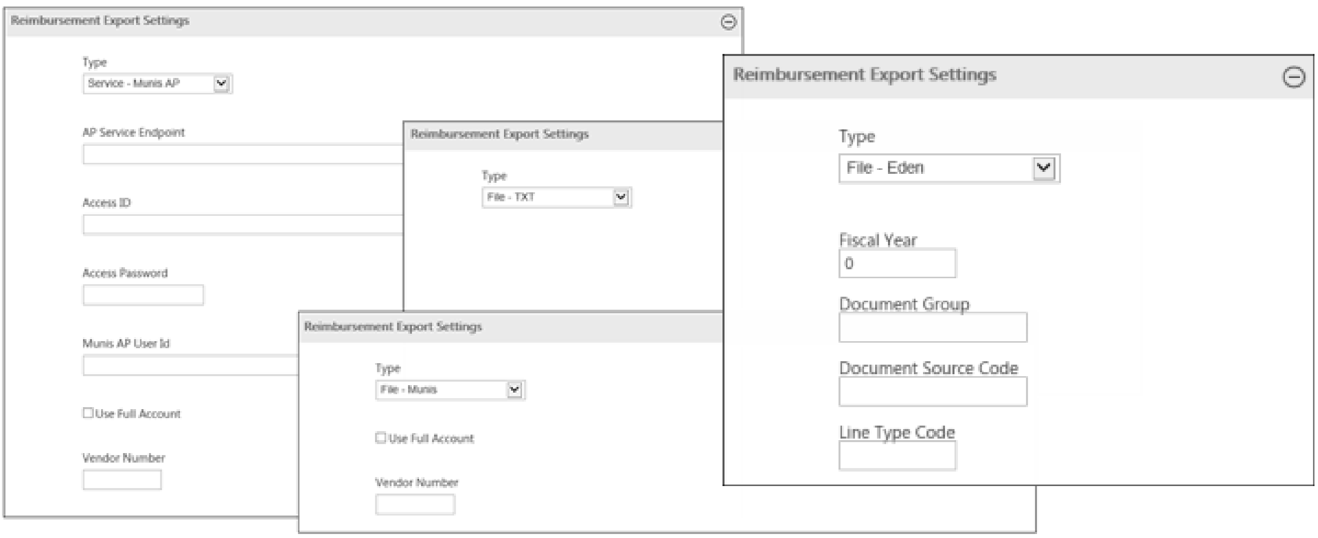


- Fixed–Munis—The AR Code and Charge Code boxes are available. Use the boxes to define the Munis accounts receivable code and charge code for the exported invoices.

- Service–Munis— The AR Code, Charge Code Service, Access ID, and Access Password fields are available. The Charge Code Service field allows you to enter the service endpoint URL, which should be designated as a Munis web service. In this case, the Charge Code field is available on the Fee Details page. This list allows you to assign Munis charge codes to fees.

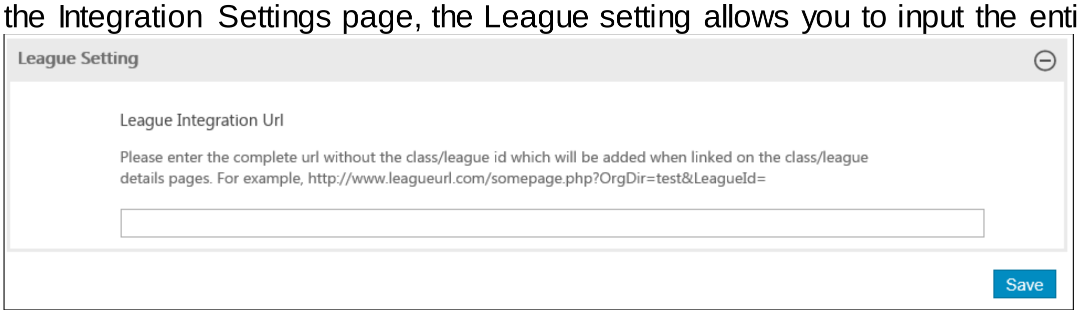
Reimbursement Export Settings

Reimbursement Export Settings defines the reimbursement export files. Settings include File–TXT (Redding, CA specific), Munis flat file for AP Invoice import, Munis Service using AP Invoice web service (V10.4 and higher), and File–Eden, which creates an export file for import to Tyler Eden. The Reimbursements list in Transactions provides the option for exporting instructor payments to accounts payable.



League Settings

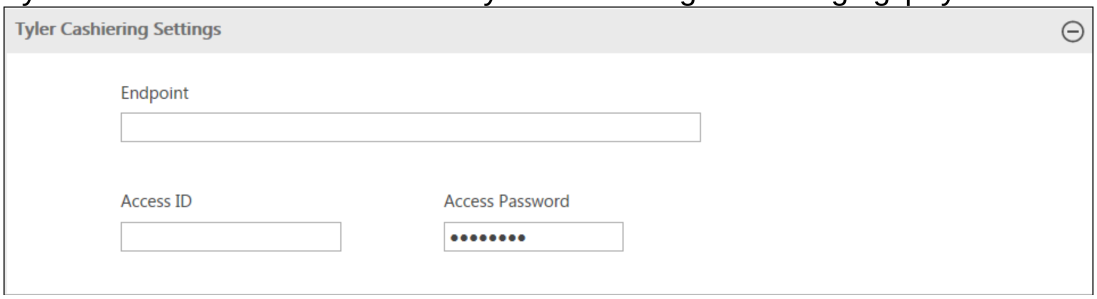
Tyler Parks and Recreation integrates with QuickScores to facilitate league management. On the Integration Settings page, the League setting allows you to input the entire league URL.



The URL does not include the class ID, which will be added when you link the class from the Class Details page for a team event. For example, the initial URL setting will be http://www.quickscores.com/Orgs/PrintSchedule.php?OrgDir=demo&LeagueID=. When linked on Class Details, the class ID is added, making the URL http://www.quickscores.com/Orgs/PrintSchedule.php?OrgDir=demo&LeagueID=6733.

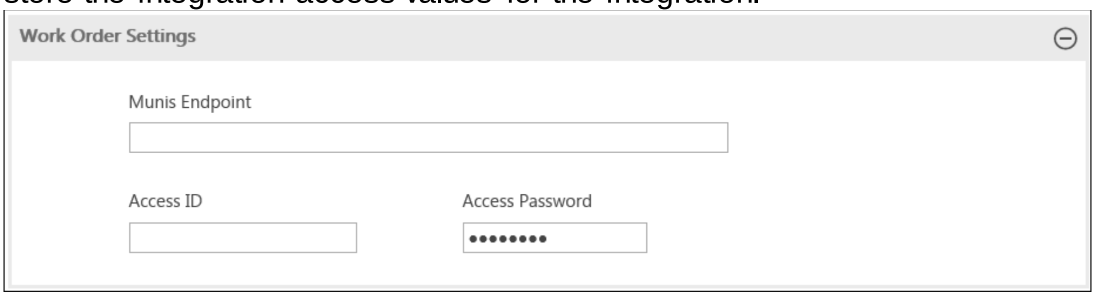
Tyler Cashiering Settings

The Tyler Cashiering Settings provide the endpoint and access values required to integrate Tyler Parks and Recreation with Tyler Cashiering for managing payments and collections.



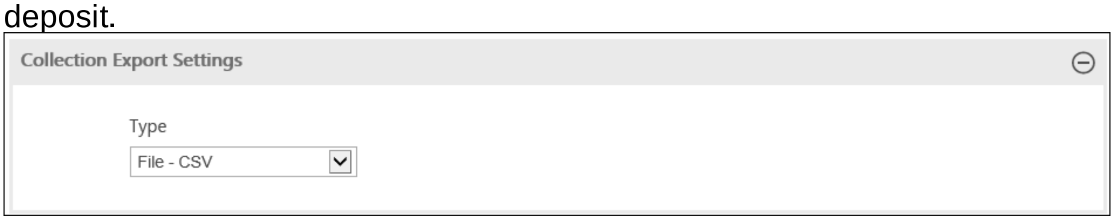
Work Order Settings

Tyler Parks and Recreation integrates with Munis Work Orders to allow you to create work orders related to rental items. The Munis Endpoint, Access ID, and Access Password fields store the integration access values for the integration.



Collection Export Settings

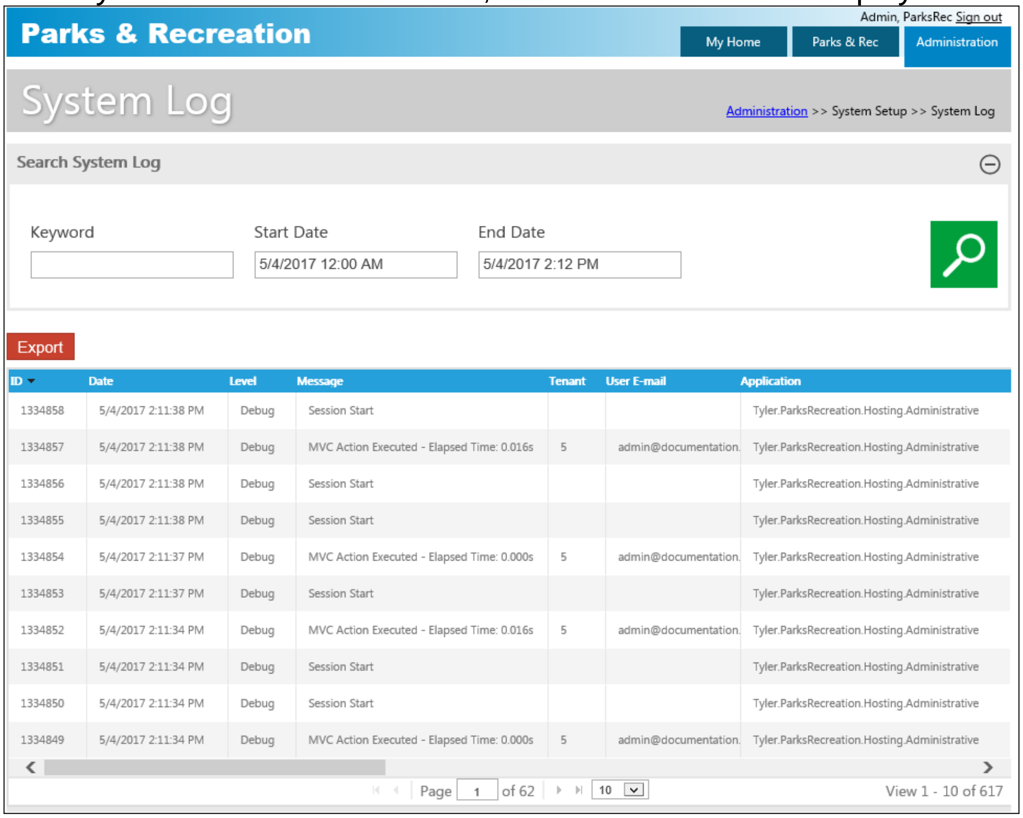
The Collection Export Settings define the type of export file created by the Collection Export, either a .csv file or an Incode Financials file. The Collection Export creates a file of Tyler Parks and Recreation payment information that may be used in balancing your organization's daily deposit.



System Log

System Log provides details for your organization's Parks and Recreation application. Use the Keyword, Start Date, and End Date boxes to define the search criteria for the log results. You can use the Keyword box to search by event ID or user email address in addition to keywords.

When you click the **Search** button, the table refreshes to display the search results.



ID	Date	Level	Message	Tenant	User E-mail	Application
1334858	5/4/2017 2:11:38 PM	Debug	Session Start			Tyler.ParksRecreation.Hosting.Administrative
1334857	5/4/2017 2:11:38 PM	Debug	MVC Action Executed - Elapsed Time: 0.016s	5	admin@documentation.	Tyler.ParksRecreation.Hosting.Administrative
1334856	5/4/2017 2:11:38 PM	Debug	Session Start			Tyler.ParksRecreation.Hosting.Administrative
1334855	5/4/2017 2:11:38 PM	Debug	Session Start			Tyler.ParksRecreation.Hosting.Administrative
1334854	5/4/2017 2:11:37 PM	Debug	MVC Action Executed - Elapsed Time: 0.000s	5	admin@documentation.	Tyler.ParksRecreation.Hosting.Administrative
1334853	5/4/2017 2:11:37 PM	Debug	Session Start			Tyler.ParksRecreation.Hosting.Administrative
1334852	5/4/2017 2:11:34 PM	Debug	MVC Action Executed - Elapsed Time: 0.016s	5	admin@documentation.	Tyler.ParksRecreation.Hosting.Administrative
1334851	5/4/2017 2:11:34 PM	Debug	Session Start			Tyler.ParksRecreation.Hosting.Administrative
1334850	5/4/2017 2:11:34 PM	Debug	Session Start			Tyler.ParksRecreation.Hosting.Administrative
1334849	5/4/2017 2:11:34 PM	Debug	MVC Action Executed - Elapsed Time: 0.000s	5	admin@documentation.	Tyler.ParksRecreation.Hosting.Administrative

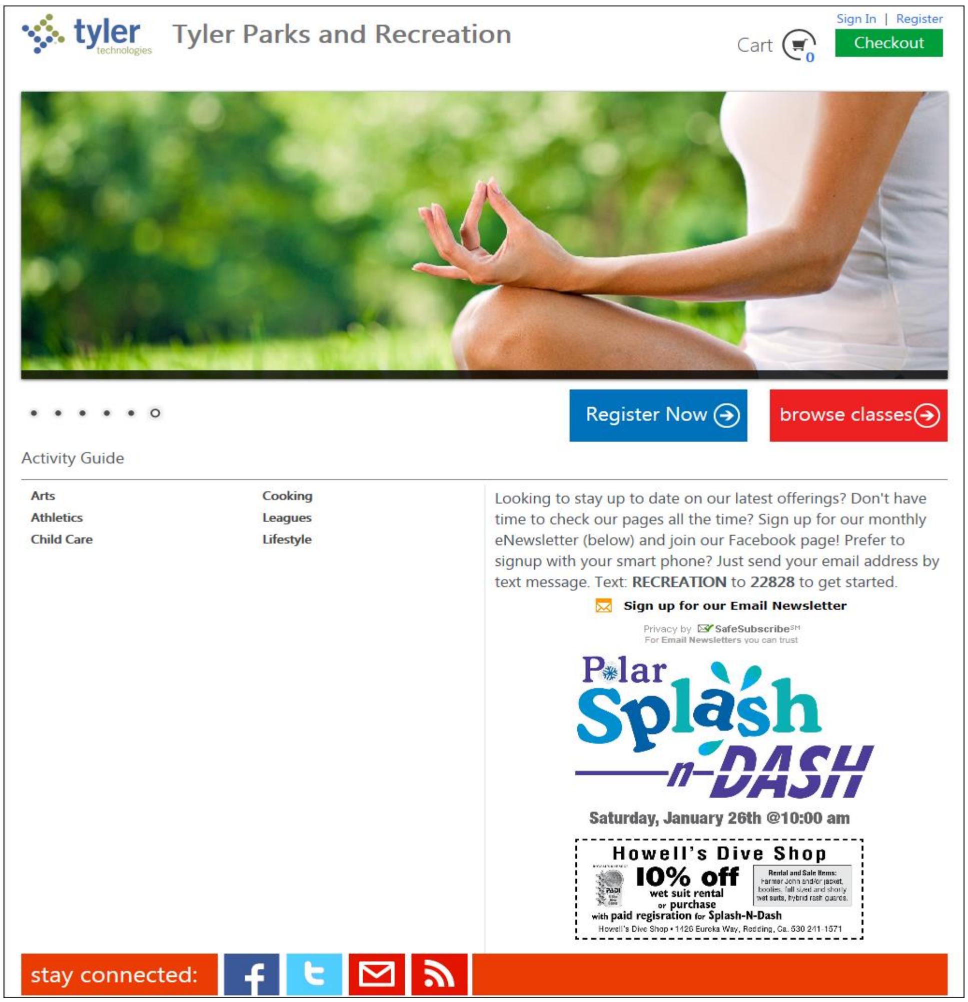
Use the horizontal scroll arrow to view all data for a specific enter. Click **Export** to export the results to Microsoft Excel.

Tyler Parks and Recreation Citizen Portal

Once you have completed the required setup, the citizen portal provides citizen access to the Tyler Parks and Recreation application. The user interface for the application varies according to the settings defined in the System Setup programs.

When you access Tyler Parks and Recreation, the application assesses your browser and displays a message if it detects a browser that does not provide optimal compatibility.

Key components of a citizen-facing page are easy access to the current list of activities, a registration option, as well as a shopping cart with a check out option. Your organization can determine how to present these features and can also customize graphics that display. The following is an example of a citizen portal home page.



On the main portal page, your organization can promote up to six individual activities. The images automatically scroll until a viewer hovers the pointer over the image, which stops the scrolling and allows viewers to read the course description. (See the Class option on the Parks & Rec tab for details on creating the scrolling image option.)

The Activity Guide section of the portal provides links to your organization's defined class categories. Providing this information online creates an environmentally friendly means of offering your activity guide. The available activities are provided according to the Class Category setup option on the Administration tab.

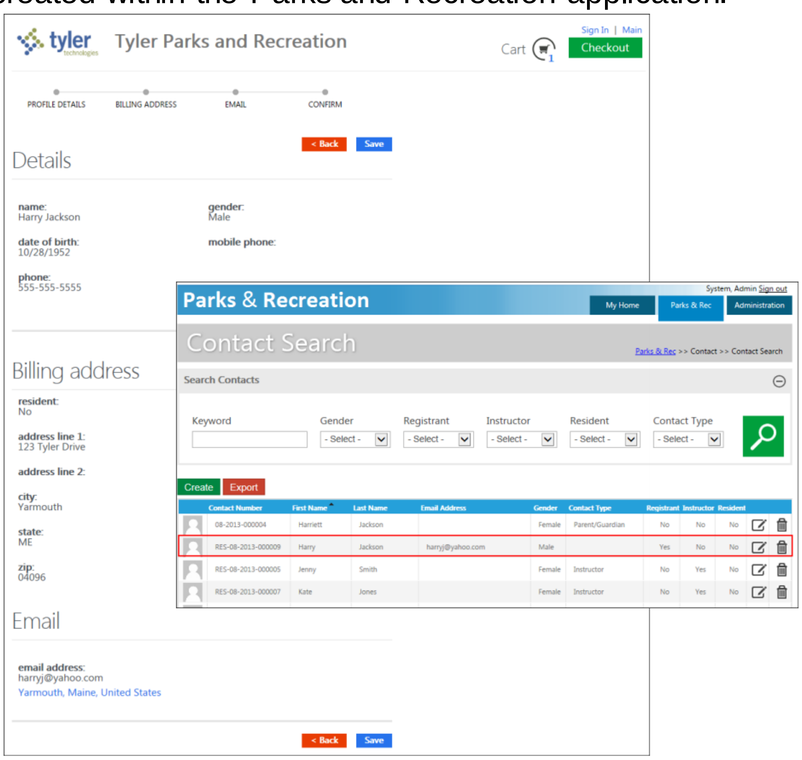
In addition to the Activity Guide section, the portal page footer provides a customizable section where your organization can promote their news and events. These items can include hyperlinks, images, or even a live map with custom features embedded.

The Stay Connected banner provides links to social media and data feeds. Use the Hyperlink Settings section on the Portal Settings pages to define which, if any, of these options to include, along with the appropriate links to each.

The portal page footer provides user-defined information for your organization. For example, you may provide a copyright statement for your application or contact information for your citizen users.

Portal Sign In

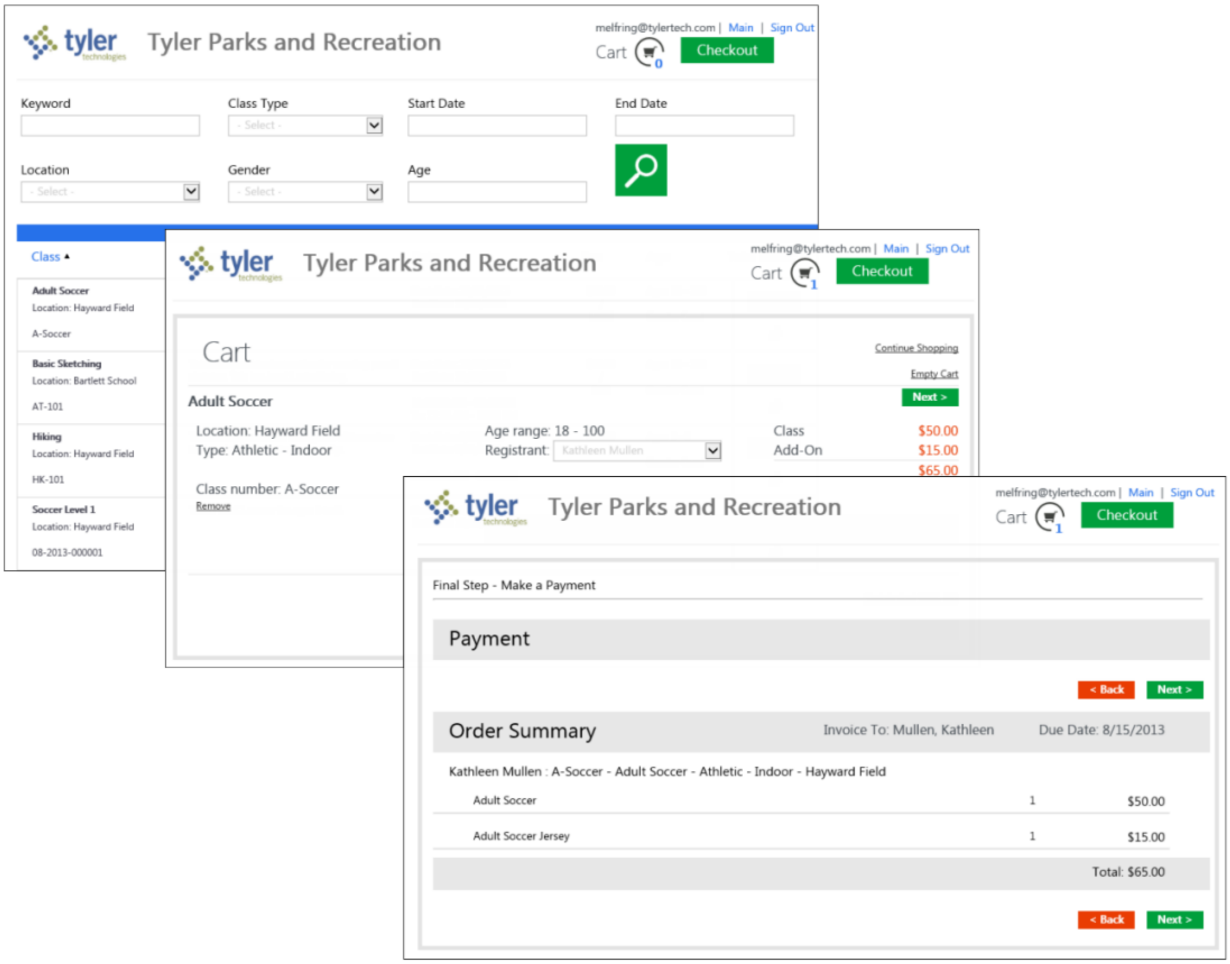
The Portal Sign In page accepts a citizen's user name and password. The Sign Up Now option allows new users to create a contact record. The program prompts the user to complete profile, bill address, and email information. When the user saves the record, a contact record is created within the Parks and Recreation application.



If your organization has configured the portal to allow invoice payments, the user's Profile page provides access to the Orders page. This page lists unpaid invoices and has a payment feature.

Portal Registration

Once users have an active account, they can browse the available activity offerings. When they click **Details** for an activity, the Cart page displays, where they can complete their registration, specify a team, if applicable, and purchase any available add-ons.



Receipts for completed registrations are sent by email to the email address defined and a print option is available.