



Norwich Union Angling Club

Booking Process

How to process member booking requests

VERSION 1.0

Issue date: 28/03/2021

Change History

Version No	Revision Date (dd/mm/yyyy)	Cause of Revision	Last Revised By	Revision Summary	Changes Marked (Y/N)
1.0	28/03/2021	New layout	Jason Brewster	Move content to new layout	N
0.2	27/03/2021	Process change	Jason Brewster	Add BIF Booking, Member Name & No (dropdown & auto-fill), Maintain Member Look-Up	N

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1 Introduction

1.1 Purpose

This document explains the steps required to fulfil a booking request on behalf of a NUAC member. Before reading further please note that there is a roster of people behind bookings@nuac.org.uk and they will be able to provide help and assistance assuming you join the roster.

To help new Roster members become familiar with the process once you join you will be able to shadow bookings for a period of time until you are comfortable with what is expected. During this period you could just create bookings for your own usage.

1.1.1 Overview

- Bookings are processed by a Roster of NUAC members.
- Each Roster member receives a copy of any email issued to bookings@nuac.org.uk
- Whomever is available to process a request at a point in time will check our online Booking system for availability and make the booking on behalf of the NUAC member (as per steps outlined below).
- They will communicate the success/failure of the booking request to the requesting member via email (and copy in the booking roster).
- If booking is a success then they will email the partner fishery confirming booking detail (this step is not required by all our partner fisheries).
- Last season the Bookings Roster fulfilled 334 booking requests from 70 out of 118 members.
- Summer months, July/August, are the busiest with up to 50 bookings per month compared to just 15 bookings during December.

1.2 Scope

1.3 References

This document is based on and/or refers to the following documents:

Doc Ref	Author	Title	Version
NUAC.MBRC.2021	Membership Secretary	Google Drive Copy of Membership List	N/A
NUAC.BKGS.2020	Admin	Google Drive Booking Sheet	N/A

Access to the above documents is granted to everyone on the Bookings Roster.

2 Process Step By Step

The following sections explain each step required to fulfil a booking request.

2.1 Bookings Roster

The NUAC bookings process consists of a roster of members who receive a copy of all member booking requests sent to bookings@nuac.org.uk.

Everyone on the Roster receives these emails and whomever is available soonest will process the booking.

2.2 Online Documentation

Logon onto NUAC's online documentation hosted by Google Drive to access the Bookings & Membership spreadsheets.

2.2.1 Bookings Spreadsheet

There are 4 worksheets in this document of which only the first, which contains current season's booking calendar, and the Member Look-Up are relevant to fulfilling a booking request.

Search the menus (Alt+V)

</

The view of the Booking Calendar has a fixed pane at the top that provides a reminder of the Booking Process.

For a given day select the resource being booked in LH cell (from dropdown), in adjacent cell select name (from dropdown) then enter times, contact details in RH cell.
Hall Walk 2 bookings/day, Day Only (No Night Fishing) BIF 2 bookings/day, 7am/7pm start or end FILBY boat combination = 8657 NDAA Decoy Broad code = 2343E
Copy Hallwalk bookings to Chris at hall-walk@nuac.org.uk HW rules: http://hallwalkfishery.co.uk/rules/ Copy BIF booking at https://www.bookfishing.com/booking/bridge-inn-fisheries Book BIF

2.2.2 Membership Spreadsheet

This spreadsheet contains a list of current members and is maintained by the Membership Secretary. This document is only referenced during the Booking Process when a member is not found on the Booking spreadsheet's Member Look-Up worksheet.

membership	first name	surname	email 1	email 2	renewal OR new	fee received	discount reason	payment method	cheque/cash status	date banked
201	JOHN	CURRIE	johncurrie@live.co.uk		renewal	40.00		online		18-May-2020
202	DAVID	SHEARING	djshearing@live.co.uk		renewal	0.00	Complimentary, yea	online		18-May-2020
203	JON	WEYER	jonweyer@btinternet.com		renewal	40.00		online		18-May-2020
204	PAUL	SCARFF	paul.scarff57@gmail.com		renewal	0.00	Complimentary, yea	online		18-May-2020
205	MICK	HALEY	mick.haley@gmail.com		renewal	40.00		online		18-May-2020
206	PETER	STOKELL	peter.stokell@gmail.com		renewal	40.00		online		18-May-2020
207	STUART	JOHNSON	sjohnson73@hotmail.co.uk		renewal	40.00		online		18-May-2020
208	NEIL	COLLINS	neil.collins40@ntlworld.com		renewal	40.00		online		18-May-2020
209	ROGER	LYNES	romalynes@hotmail.co.uk		renewal	40.00		online		18-May-2020
2010	NEIL	GLOVER	buzz374@googlemail.com		renewal	40.00		online		18-May-2020
2011	MALCOLM	SKINNER	neil.glover9@btinternet.com		renewal	40.00		online		18-May-2020
2012	JAMIE	SCARFF	jamie@grumpybaby.co.uk		renewal	40.00		online		18-May-2020
2013	TREVOR	ARNOLD	t.arnold@btinternet.com		renewal	40.00		online		18-May-2020
2014	STEPHEN	WATERS	slw23751@yahoo.co.uk		renewal	40.00		online		18-May-2020
2015	DAVID	SHORTER	david_shorter@live.co.uk		renewal	40.00		online		18-May-2020
2016	KEVIN	HIPPERSON	kevhippo@gmail.com		renewal	40.00		online		18-May-2020
2017	BRETT	LARKE	brett.larke@talk21.com		renewal	40.00		online		19-May-2020
2018	JIM	SUTHERLAND	bongojim@hotmail.co.uk		renewal	40.00		online		19-May-2020
2019	JEAN	KIRKBY	jeankirkby@hotmail.com		renewal	40.00		online		19-May-2020
2020	RICHARD	KIRKBY	dickirkby@gmail.com	richard.kirkby@ntlworld.com	renewal	40.00		online		19-May-2020
2021	ANDREW	JUBB	andyjubb56@gmail.com		renewal	40.00		online		19-May-2020
2022	TREVOR	BUNN	trevorb56@hotmail.co.uk		renewal	40.00		online		19-May-2020
2023	DAVID	WATSON	david.h.watson@outlook.com		renewal	40.00		online		19-May-2020
2024	STEVE	BOYD	sboyd70@gmail.com		renewal	40.00		online		19-May-2020
2025	RICHARD	SPICKER	richard_hs@btinternet.com		renewal	40.00		online		19-May-2020
2026	JONATHAN	SPICKER	jons787@btinternet.com		renewal	40.00		online		19-May-2020
2027	DAVE	WALSHAW	dwalshaw@hotmail.com		renewal	40.00		online		20-May-2020
2028	GRAHAM	CRANE	fredcrane7@gmail.com		renewal	40.00		online		20-May-2020
2029	STUART	BUCK	stbucock@gmail.com		renewal	0.00	Complimentary, yea	online		21-May-2020
2030	BARRY	GREEN	barfishgreen@gmail.com		renewal	40.00		online		21-May-2020
2031	ROBERT	WESTGATE	robert.westgate55@gmail.com		renewal	40.00		online		21-May-2020
2032	IAN	RUST	ianrust@hotmail.com		renewal	40.00		online		21-May-2020
2033	MARTYN	ROSE	martyn.rose1@ntlworld.com		renewal	40.00		online		21-May-2020
2034	MICHAEL	HUMPHREY	michael_humphrey48@msn.com		renewal	40.00		cheque	cleared	30-May-2020
2035	FRANK	ROCKLEY	frankrockley33@live.co.uk		renewal	40.00		cheque	cleared	30-May-2020

2.3 Check for Venue Availability

Go to the Booking spreadsheet which should open on the current season's Bookings Calendar.

This worksheet shows calendar view of months & days. Within each day there are columns that contain the following data items (in order from left to right):

1. **Venue** – dropdown list of resources that can be booked
2. **Member Name** – dropdown list of member names
3. **Membership No** – auto-filled cell populated when Member Name is selected
4. **Booking Detail** – editable cell to enter details relating to booking e.g. Start/End time(s) and/or contact details of person requesting the booking

You select required Venue & Member Name from respective dropdown list and then phone number (if provided) and times of booking into last cell.

Apply booking rules manually (as per instructions on website) i.e. only 2 tickets per day at Hall Walk Lakes & Bridge Inn Fishery.

If chosen Venue is Bridge Inn Fishery (BR-UNION0101 or BR-UNION0102) then will need to make a reservation with Fishery as per instructions in 2.3.1.

Note that if Member is NOT on dropdown member list in Bookings spreadsheet then will need to update Member Look-Up worksheet as per instructions in 2.3.2.

Figure 1 Venue Dropdown

Wednesday				
31	BR1	Crane, Graham	20/28	7:00 PM
	BR2			
	HW25			
	HW26			
	BR1			
	BR2			
	Filby 8657			
	NDA 226			
	NDA 227			
	NDA 228			
	NDA 229			

Figure 2 Member Name Dropdown

Wednesday				
31	BR1	Crane, Graham	20/28	7:00 PM
	BR2	cr		
		Crane, Chris		
		Crane, Graham		
		Craske, David		

As you type, the entries in dropdown list will automatically be filtered.

Note names are in **surname, first name order** to help identify situations where first name on booking is shortened to the one stated on their permit e.g. Antony to Tony, Richard to Dick. Or they use an alias e.g. Fred Crane is actually Graham Crane (Fred is a nickname)

2.3.1 Bridge Inn Fishery Reservation

If booking request is for Bridge Inn Fishery (BIF) then need to make a Reservation via their Booking system

Scroll to bottom and select **Make Reservation** button

Select Resource from list of Main Lake Permit | Pleasure Lake Permit | River Wensum Permit

Then select **Make Reservation**

Page will refresh, complete requested information as follows:

Reservation Information

Select Start Time from list of **7am** or **7pm** ← Day booking 7am – 7pm

Select Start Date via Date Picker

Select End Time from List of **7am** or **7pm**

Select End Date from Date Picker

Indicate number of Adults from list (Note only **1** or **2** are valid for NUAC)

Set 1st Person to **Your Name** (First & Surname)

Personal Details

Set First Name to **Member's First Name**

Set Last Name to **Member's Last Name**

Set Address to **"NUAC"**

Set City to **"Booking"**

Set Postcode to **Membership No.** of Member ← sourced from Booking spreadsheet

Contact Details

Set Email Address to **Your email address**

Set Retype Email Address to **Your email address**

Additional Info

Set **Voucher/coupon** to **union0101** or **union0102** ← sourced from Booking spreadsheet

Select "I agree with the above terms and conditions" **checkbox**

Notes enter **Membership No.** of Member ← enable Bailiff to x-ref this reservation with Membership No. on their Permit

Select **Make Reservation** ← When you click this button the data you entered is validated and any failures will be flagged via messages under the incorrect data field(s).

If validation succeeds you will be presented with a confirmation screen where you can cancel the booking. Please save this page as a Favourite & label with date & membership no. (this link is not sent to you via the confirmation email).

Storing this link means you can retrieve it if the member wishes to cancel/amend the booking. If you forget to do this or lose the link then you will need to use Facebook Messenger to contact Bridge Inn Fishery and request they cancel the reservation by providing them with the Reservation Id (R prefixed number also referred to as BIF Permit Number in the email confirmation).

You will receive an email containing 3 attachments (Permit with QR Code, Fishery Rules & Invoice); forward this email on to the member to confirm their booking.

Figure 3 BIF Reservation Dialogue

Reservation details

Resource *
Main Lake Permit

Covid Update: Night fishing is allowed from March 29th

Starting Time *
7 am

Start date *
31 Mar 2021

Ending Time *
7 am

End date *
01 Apr 2021

Number of adults
1

No. of Concessions
0

1st person (first name, last name) *
Members Name

Personal details

First name*
Last name*
Address*

Your rate:
£ 21.00
Includes Booking Fee

This Rate will be discounted
when Voucher Code is entered.

Figure 4 Example Error Messages

Personal details

First name *
Jason

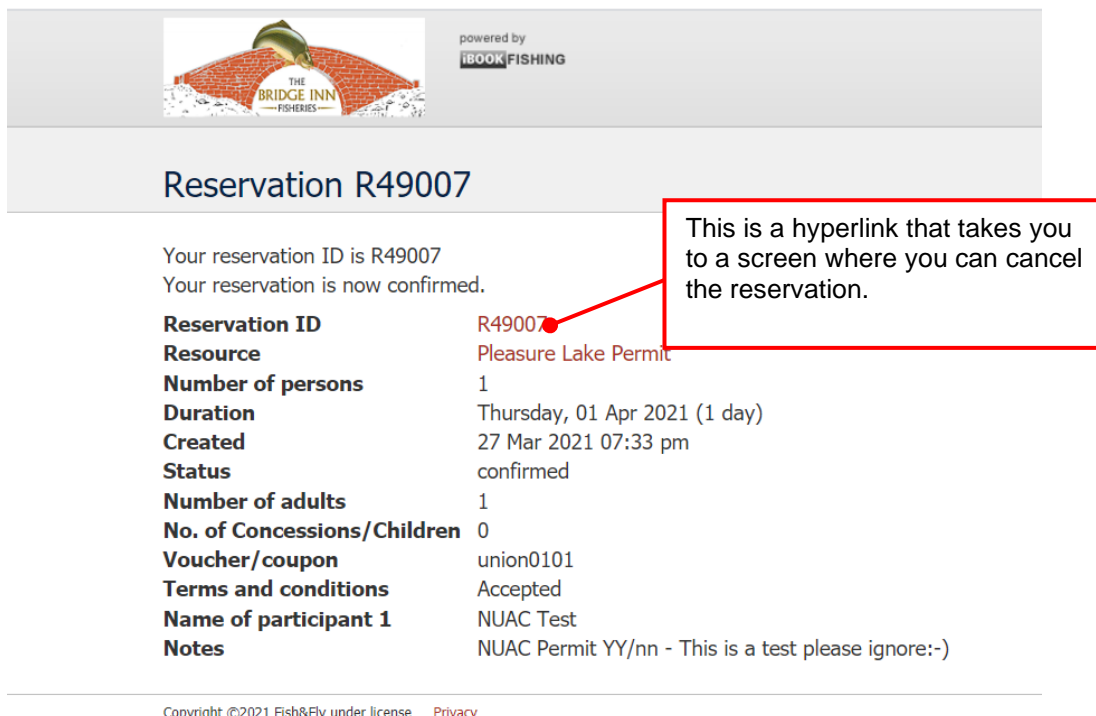
Last name *
Brewster

Address*
Error: Address cannot be empty

City*
Error: City cannot be empty

ZIP/Postal code*
Error: ZIP/Postal code cannot be empty

Figure 5 Example Confirmation Screen

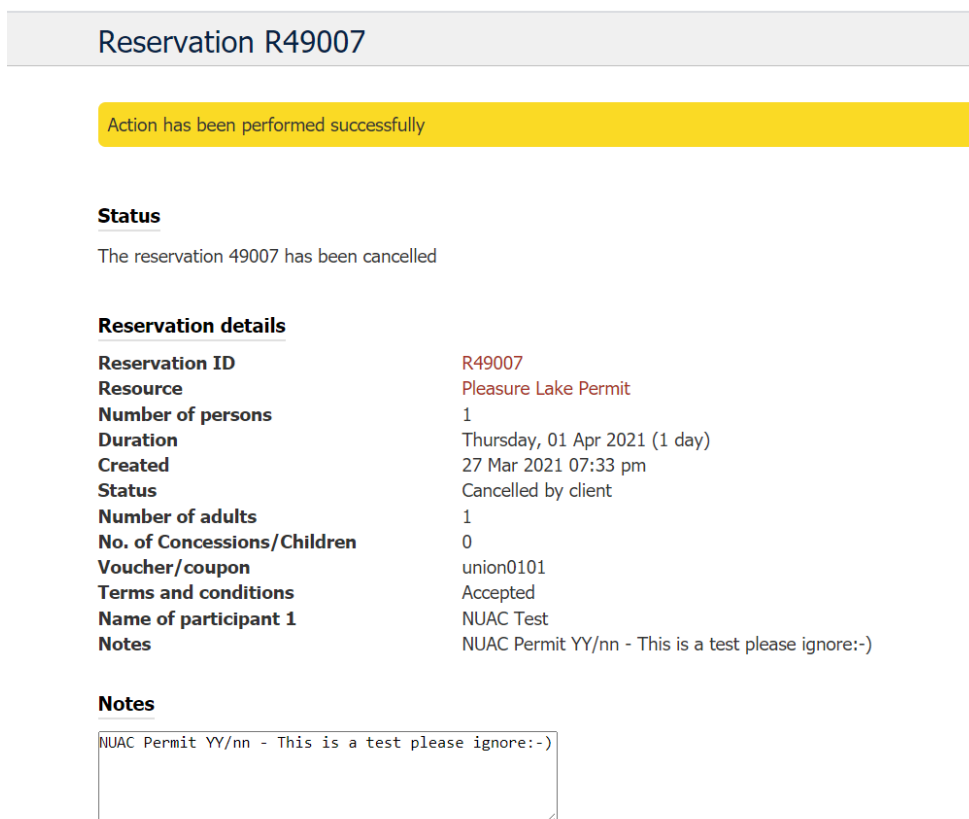


The screenshot shows a confirmation screen for a reservation. At the top, there is a logo for 'THE BRIDGE INN FISHERIES' and a 'powered by iBOOKFISHING' badge. The main heading is 'Reservation R49007'. Below this, a message states: 'Your reservation ID is R49007. Your reservation is now confirmed.' A red box highlights the reservation ID 'R49007' with a red arrow pointing to it, accompanied by the text: 'This is a hyperlink that takes you to a screen where you can cancel the reservation.' Below the message is a table of reservation details.

Reservation ID	R49007
Resource	Pleasure Lake Permit
Number of persons	1
Duration	Thursday, 01 Apr 2021 (1 day)
Created	27 Mar 2021 07:33 pm
Status	confirmed
Number of adults	1
No. of Concessions/Children	0
Voucher/coupon	union0101
Terms and conditions	Accepted
Name of participant 1	NUAC Test
Notes	NUAC Permit YY/nn - This is a test please ignore:-)

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Figure 6 Example Cancelled Reservation



The screenshot shows a cancelled reservation screen. At the top, the heading is 'Reservation R49007'. Below this, a yellow banner states: 'Action has been performed successfully'. Under the heading 'Status', it says: 'The reservation 49007 has been cancelled'. Below this is a section titled 'Reservation details' containing a table of reservation information. At the bottom, there is a 'Notes' section with a text area containing the text: 'NUAC Permit YY/nn - This is a test please ignore:-)'.

Status

The reservation 49007 has been cancelled

Reservation details

Reservation ID	R49007
Resource	Pleasure Lake Permit
Number of persons	1
Duration	Thursday, 01 Apr 2021 (1 day)
Created	27 Mar 2021 07:33 pm
Status	Cancelled by client
Number of adults	1
No. of Concessions/Children	0
Voucher/coupon	union0101
Terms and conditions	Accepted
Name of participant 1	NUAC Test
Notes	NUAC Permit YY/nn - This is a test please ignore:-)

Notes

NUAC Permit YY/nn - This is a test please ignore:-)

2.3.2 Add New Member to Bookings

A copy of Member Names & their Membership No's is embedded into the Booking spreadsheet (in Member Look-Up worksheet).

This Member Look-Up should be maintained as and when the Membership spreadsheet is updated. However this may not happen and you may find that the Member's Name (of individual requesting a booking) isn't available in Bookings.

In this circumstance go to the Membership spreadsheet, scroll to the far right of the worksheet and copy populated cells in the last 2 columns: Mbr Name (Bookings) & Mbr No (Bookings). DO NOT copy the headings though.

NUAC-Membership .xlsx

File Edit View Insert Format Data Tools Help Last edit was made 1 day ago by NUAC Membership Secretary

03:P112 Currie, John

membership	first name	surname	date permit	COMMENTS	Mbr Name (Bookings)	Mbr No (Bookings)
20/1	JOHN	CURRIE	30-May-2020		Currie, John	20/1
20/2	DAVID	SHEARING	30-May-2020		Shearing, David	20/2
20/3	JON	WEYER	30-May-2020		Weyer, Jon	20/3
20/4	PAUL	SCARFF	30-May-2020		Scarff, Paul	20/4
20/5	MICK	HALSEY	30-May-2020		Halsey, Mick	20/5
20/6	PETER	STOKELL	30-May-2020		Stokell, Peter	20/6
20/7	STUART	JOHNSON	30-May-2020		Johnson, Stuart	20/7
20/8	NEIL	COLLINS	30-May-2020		Collins, Neil	20/8
20/9	ROGER	LYNES	30-May-2020		Lynes, Roger	20/9
20/10	NEIL	GLOVER	30-May-2020		Glover, Neil	20/10
20/11	MALCOLM	SKINNER	30-May-2020		Skinner, Malcolm	20/11
20/12	JAMIE	SCARFF	30-May-2020		Scarff, Jamie	20/12
20/13	TREVOR	ARNOLD	30-May-2020		Arnold, Trevor	20/13
20/14	STEPHEN	WATERS	30-May-2020		Waters, Stephen	20/14
20/15	DAVID	SHORTER	30-May-2020		Shorter, David	20/15
20/16	KEVIN	HIPPERSON	30-May-2020		Hipperson, Kevin	20/16
20/17	BRETT	LARKE	30-May-2020		Larke, Brett	20/17
20/18	JIM	SUTHERLAND	30-May-2020		Sutherland, Jim	20/18
20/19	JEAN	KIRKBY	30-May-2020		Kirkby, Jean	20/19
20/20	RICHARD	KIRKBY	30-May-2020		Kirkby, Richard	20/20
20/21	ANDREW	JUBB	30-May-2020		Jubb, Andrew	20/21
20/22	TREVOR	BUNN	30-May-2020		Bunn, Trevor	20/22
20/23	DAVID	WATSON	30-May-2020		Watson, David	20/23
20/24	STEVE	BOYD	30-May-2020		Boyd, Steve	20/24
20/25	RICHARD	SPOCKER	30-May-2020		Spocker, Richard	20/25
20/26	JONATHAN	SPOCKER	30-May-2020		Spocker, Jonathan	20/26
20/27	DAVE	WALSHAW	30-May-2020		Walshaw, Dave	20/27
20/28	GRAHAM	CRANE	30-May-2020	Graham is known as "Fred" (hence email address). Father of Chris member no. 18	Crane, Graham	20/28

2020-21 Members 2020-21 Stats

Return to the Bookings spreadsheet and go to the Member Look-Up worksheet. Paste (Ctrl V) the copied cells from A1 AND then sort Column A into A-Z order.

NUAC-Bookings

File Edit View Insert Format Data Tools Add-ons Help Last edit was second

100% \$ % .0

A1:B110 Currie, John

	A	B
1	Currie, John	20/1
2	Shearing, David	20/2
3	Weyer, Jon	20/3
4	Scarff, Paul	20/4
5	Halsey, Mick	20/5
6	Stokell, Peter	20/6
7	Johnson, Stuart	20/7
8	Collins, Neil	20/8
9	Lynes, Roger	20/9
10	Glover, Neil	20/10
11	Skinner, Malcolm	20/11
12	Scarff, Jamie	20/12
13	Arnold, Trevor	20/13

Sort sheet by column A, A → Z

Sort sheet by column A, Z → A

Sort range by column A, A → Z

Sort range by column A, Z → A

Sort range

Create a filter

Filter views

Slicer

2.4 Confirm Outcome

Reply to member (and CC Booking Roster using bookings@nuac.org.uk so they know request has been picked up).

Confirm if booking was successful or not.

If successful provide links to fishery rules as a reminder that members need to follow them (links as per nuac.org.uk).

For NDAA bookings provide permit number (shown on dropdown item as per Figure 3) plus gate code required for Decoy Broad & River. NDAA gate code shown at top of Booking spreadsheet (as per Figure 1).

For Filby Boat (aka Trinity Broad) provide padlock code shown on associated dropdown item (as per Figure 3) and shown at top of Booking spreadsheet (as per Figure 1).

See Appendix for examples of email confirmations.

2.5 Notify Fishery

If the booking was successful, email fishery point of contact the booking detail; contact details listed at top of spreadsheet as shown in Figure 1. Not all fisheries require confirmation.

For security reasons we don't show members the fishery point of contact email; some people BCC the Fishery into their response to the member, others will forward their member reply onto the Fishery.

See Appendix for examples of email notifications.

3 Other Requirements

As you will have gathered by now to support the bookings process you will need access to the internet and be able to access & run the following software:

You will need to be able to access Google Drive/Google Sheets from a desktop/laptop computer.

Ideally you will also install Google Sheets on your phone/tablet so that you can process bookings when mobile.

4 Next Steps

If you would like to join the Bookings Roster then please email bookings@nuac.org.uk.

Once you have indicated you wish to join the Roster the following will happen:

You will be added to the bookings@nuac.org.uk email forwarder. You will be able to receive bookings and see responses from other people on the Bookings Roster. At this stage you don't have to do anything, you can get a feel for what's involved.

We will also grant you read access to spreadsheets so you can see what they look like. You will receive emails with links to these documents.

Once you feel comfortable with the process then we will give you update access and you can start to make bookings. You could just process your own bookings initially if you want 😊.

You can ask questions of the roster by just emailing bookings@nuac.org.uk.

5 Appendix

5.1 Appendix A – Example Email Responses

5.1.1 Response to Member

From: nuac membership sec <membership.sec.nuac@gmail.com>

Sent: Saturday, June 20, 2020 2:48:50 PM

To: Trevor Bunn <trevorb56@hotmail.co.uk>

Cc: Bookings <bookings@nuac.org.uk>

Subject: Woodbastwick booking

Hi Trevor

Booking made; NDAA permit 226, gate code 2343E.

For future reference please send requests to bookings@nuac.org.uk

Thanks,
Jason

Jason Brewster, NUAC Membership Secretary, membership-sec@nuac.org.uk, 07946 135375

On Sat, 20 Jun 2020, 14:40 Trevor Bunn, <trevorb56@hotmail.co.uk> wrote:

Hi Jason .. sorry it's late notice . Any chance of having a fish on the woodbastwick bank. (DECOY). This e

From: jb.bookings.nuac@gmail.com <jb.bookings.nuac@gmail.com>

Sent: 22 June 2020 18:57

To: 'michael humphrey' <michael_humphrey48@msn.com>; bookings@nuac.org.uk

Subject: RE: fishing

Hi Michael

Booking made for you and Chris Sunday 28th June at Hall Walk Puppy or Long Lake (note Tom's not available).

Remember to follow fishery [rules](#) and the Angling Trust covid-19 guidance (links on the aforementioned webpage).

Thanks,
Jason

Jason Brewster

NUAC Bookings Roster

bookings@nuac.org.uk

Please report catches on [Facebook](#) or e-mail bookings@nuac.org.uk



Please consider the environment before printing this e-mail

From: michael humphrey <michael_humphrey48@msn.com>

Sent: 22 June 2020 18:04

To: bookings@nuac.org.uk

Subject: fishing

I would like to book Hall walk lakes please for 28th june for 2

Member s are Michael Humphrey.chris soames

5.1.2 Responses to Fishery

From: jb.bookings.nuac@gmail.com <jb.bookings.nuac@gmail.com>
Sent: 22 June 2020 18:59
To: hall-walk@nuac.org.uk
Subject: NUAC x 2 @ HW Sun 28th June

Hi Chris
Booking detail below.
Many thanks,
Jason

Jason Brewster
NUAC Bookings Roster
bookings@nuac.org.uk
Please report catches on [Facebook](#) or e-mail bookings@nuac.org.uk



Please consider the environment before printing this e-mail

From: jb.bookings.nuac@gmail.com <jb.bookings.nuac@gmail.com>
Sent: 22 June 2020 18:57
To: 'michael humphrey' <michael_humphrey48@msn.com>; bookings@nuac.org.uk
Subject: RE: fishing

Hi Michael
Booking made for you and Chris Sunday 28th June at Hall Walk Puppy or Long Lake (note Tom's not available).
Remember to follow fishery [rules](#) and the Angling Trust covid-19 guidance (links on the aforementioned webpage).
Thanks,
Jason
