

# **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
0.3	28/05/2021	Process clarification	Jason Brewster	Update BIF Reservation process: Clarify process for 2 adults on a booking Add Reservation link to Bookings Sheet	N

Date:28/03/2021

### **Contents**

Conte	ents.		2
1 Ir	ntrod	duction	3
1.1		Purpose	
1	.1.1	Overview	3
1.2	S	Scope	3
1.3		References	
2 P	roce	ess Step By Step	4
2.1	В	Bookings Roster	4
2.2	0	Online Documentation	4
2	.2.1	Bookings Spreadsheet	4
2	.2.2	Membership Spreadsheet	5
2.3	С	Check for Venue Availability	5
2	.3.1	Bridge Inn Fishery Reservation	7
2	.3.2	Add New Member to Bookings Look-Up	12
2.4	С	Confirm Outcome to Member	13
2.5	Ν	lotify Fishery	13
3 O	ther	Requirements	14
4 N	lext S	Steps	15
5 A	ppei	ndix	16
5.1	A	Appendix A – Example Email Responses	16
5	.1.1	Response to Member	16
5	.1.2	Responses to Member (BIF)	17
5	.1.3	Responses to Fishery	18

Version no.: 1.0 Date:28/03/2021

### 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 <a href="mailto:bookings@nuac.org.uk">bookings@nuac.org.uk</a> 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.

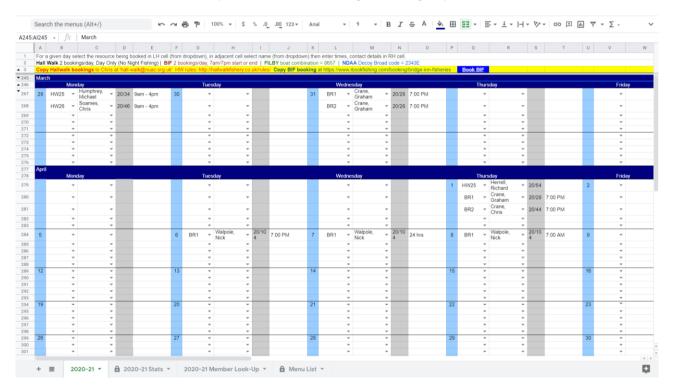
Everyone on the Roster receives these emails and whomever is available soonest will process the booking.

#### 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.



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.

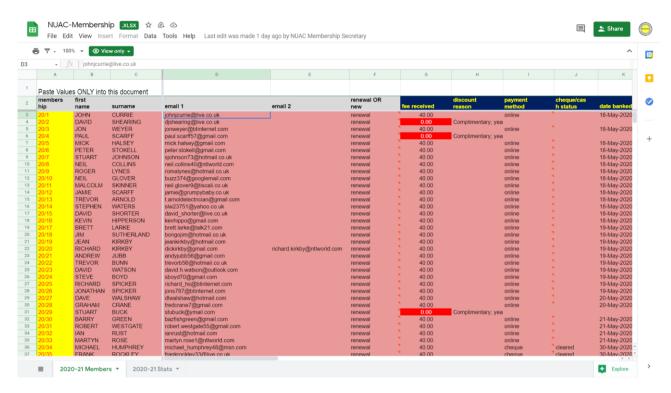
Hall Walk 2 bookings/day, Day Only (No Night Fishing) | BIF 2 bookings/day, 7am/7pm start or end | FILBY boat combination = 8657 | NDAA Decoy Broad code = 2343E

Copy Hallwalk bookings to Chris at "hall-walk@nuac org uk" HW rules: http://hallwalkfishery.co.uk/rules/ Copy BIF booking at https://www.ibookfishing.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.



### 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 (BIFprefixed venue code) 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

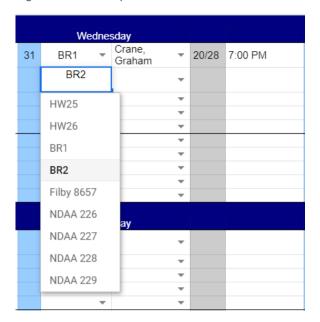
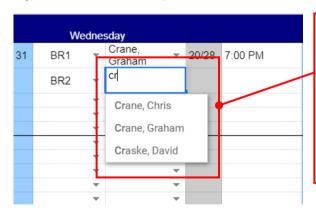


Figure 2 Member Name Dropdown



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

**URN: NUAC.BKGP.2021** 

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)

Version no.: 1.0 Date:28/03/2021

### 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 **Member Name** (First & Surname)

If necessary Set 2nd Person to Member Name (First & Surname)

#### Personal Details

Set First Name to Your First Name

Set Last Name to Your Last Name

Set Address to "NUAC"

Set City to "Booking"

Set Postcode to Membership No(s). of Member(s) ← sourced from Booking spreadsheet

#### **Contact Details**

Set Email Address to Your email address

Set Retype Email Address to Your email address

#### Additional Info

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

Set Voucher/coupon to union0101 or union0202 ← sourced from Booking spreadsheet

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

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. Please add this page as a Favourite & label with date & membership no. (this link is not sent to you via the confirmation email).

Add this link & Reservation Number to Bookings Sheet using the Notes cell associated with this booking. Storing this link in the Bookings Sheet means we can retrieve the Reservation 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.

Page 7 of 18

Figure 3 Reservation Dialogue Start

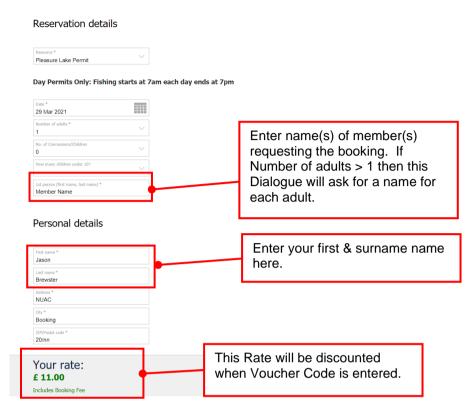


Figure 4 Reservation Dialogue Finish

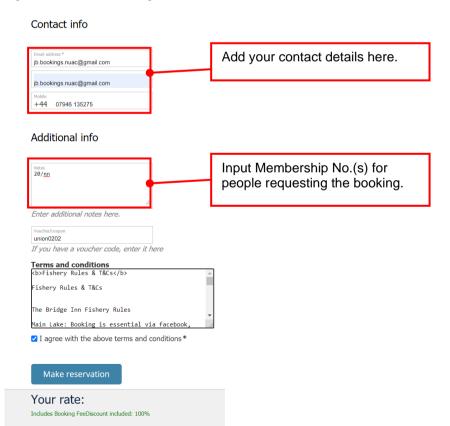


Figure 5 Example of Validation Errors

#### Personal details



Figure 6 Example of Reservation Confirmation

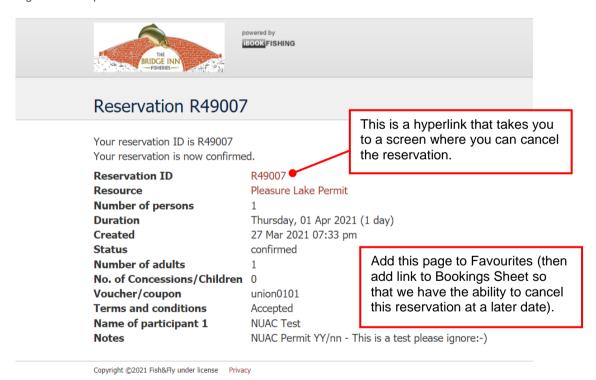


Figure 7 Example of Reservation Update

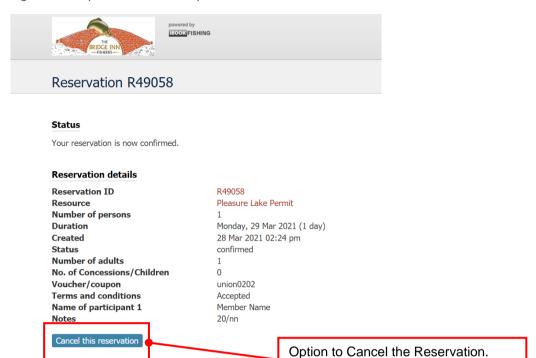


Figure 8 Example of Cancelled Reservation

Notes 20/nn

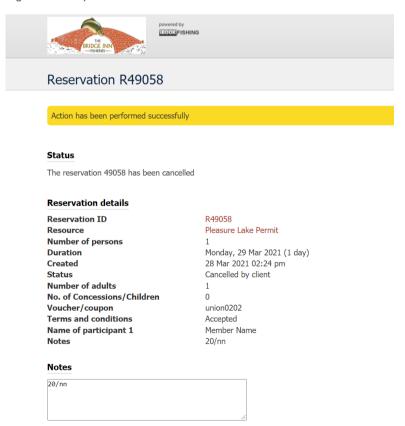


Figure 9 Example of Confirmation Email

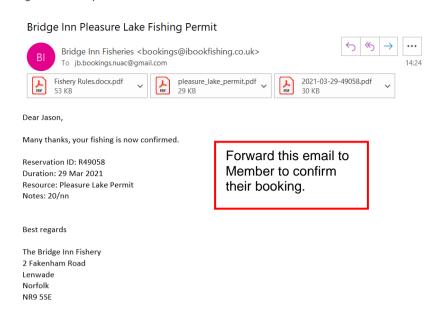


Figure 10 Example of BIF Permit



Permit: 49058 Pleasure Lake Permit

Start Date: 29 Mar 2021 -7am

Booked by: Jason Brewster

No of Full Adults: 1

No of Concessions: 0

Children under 10:

Fisher: Member Name

Swims Booked: 1

Total Amount: £ 11.00

Amount Paid: £ 0.00

Mobile: (44) 07946135275

#### Please Note:

- · All fish must be returned.
- Day Fishing starts at 7am and ends at 7pm.

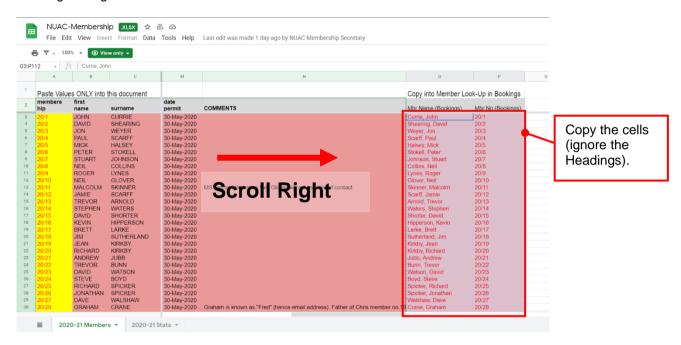


### 2.3.2 Add New Member to Bookings Look-Up

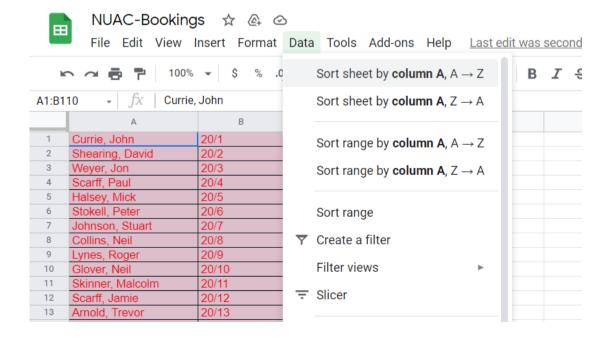
A copy of Member Names & their Membership No's is embedded into the Booking spreadsheet (in Member Look-Up worksheet).

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.



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.



Version no.: 1.0 Date:28/03/2021

#### 2.4 Confirm Outcome to Member

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.

Version no.: 1.0 Date:28/03/2021

## 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.

Version no.: 1.0 Date:28/03/2021

### 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 <a href="mailto:bookings@nuac.org.uk">bookings@nuac.org.uk</a> 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 ②.

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 <<u>membership.sec.nuac@gmail.com</u>>

Sent: Saturday, June 20, 2020 2:48:50 PM
To: Trevor Bunn <
Cc: Bookings <br/>
Cookings <br/>
Cookings @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, < <a href="mailto:revorb56@hotmail.co.uk">revorb56@hotmail.co.uk</a>> 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 28<sup>th</sup> June at Hall Walk Puppy or Long Lake (note Tom's not available). Remember to follow fishery <u>rules</u> 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 humphrey48@msn.com

Sent: 22 June 2020 18:04
To: bookings@nuac.org.uk

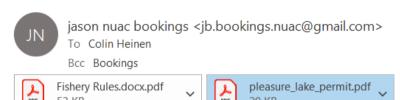
Subject: fishing

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 Member (BIF)

### Fwd: Bridge Inn Pleasure Lake Fishing Permit





**URN: NUAC.BKGP.2021** 

Hi Colin

Booking made, please ensure you have the attached permit with you on Thursday (on your phone or printed out).

Have a good day.

Cheers,

Jason

Jason Brewster, NUAC Bookings Roster, bookings@nuac.org.uk

----- Forwarded message ------

From: Bridge Inn Fisheries < bookings@ibookfishing.co.uk >

Date: Sun, 28 Mar 2021, 22:29

Subject: Bridge Inn Pleasure Lake Fishing Permit

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

Dear Jason,

Many thanks, your fishing is now confirmed.

Version no.: 1.0 Date: 28/03/2021

### 5.1.3 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

; bookings@nuac.org.uk To: 'michael humphrey' <

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