

# Club Speed Online Booking

## *Setup & Troubleshooting Guide*

This guide will walk you through how to install and operate Club Speed's new *Online Booking* web application. This website allows you to create and designate products for purchase online, using the payment provider of your choice, and allows for basic customization. Advanced customization is also possible via the use of our API.

### Overview

1. Installation on the Club Speed Server
2. Summary of Online Booking features
3. Supported Payment Processors
4. How to Configure Settings
5. First-Time Setup of a Heat and Reservation Pairing
6. Creating An Online Booking
7. Advanced Customization
8. Frequently Asked Questions
9. Troubleshooting

### Installation on the Club Speed Server

After your request for the new *Online Booking* application is processed and installation by Club Speed is complete, you'll be able to find it at:

[https://<your\\_track\\_url>.clubspeedtiming.com/booking](https://<your_track_url>.clubspeedtiming.com/booking)

### Summary of Online Booking features

Currently, the new *Online Booking* web application allows you to create **online bookings for single races** to sell online. This is done via the new **Admin** page, where you can **pair heats** currently on the venue calendar **with their associated reservation products**, and then make them **available for the public** to order via the booking website.

In order to place an order via the *Online Booking* website, customers must be logged in to a Club Speed account. They can create an account via the booking page, optionally via Facebook integration, which can be toggled on or off, or retrieve the password to an existing account.

Once a user is logged in and purchases a product (via the payment processor of your choice), they are added to the heat in Club Speed and any other spots they purchased are reserved.

## **Supported Payment Processors**

*Online Booking* orders can be processed by a single payment processor at a time. Processors can be changed and configured in the Admin Panel (see below). Currently supported payment processors include the following:

**[Payflow Pro](#)**

**[PayPal Pro](#)**

**[PCCharge](#)**

**[SagePay Direct](#)**

**[WorldPay](#)**

**[WorldPayXML](#)**

**Dummy**

*(just for testing purposes)*

Please use one of the links above to contact and create a payment processor account.

## How to configure settings

Most settings for *Online Booking* are configured via Club Speed's new **Admin Panel**.

**You can reach it here:**

[https://<your\\_track\\_url>.clubspeedtiming.com/admin](https://<your_track_url>.clubspeedtiming.com/admin)

Log in must be done using an account with administrative access.

Once you're logged in, expand the **Online Bookings** menu on the left-hand side to reveal all the options available to the application.

- **Manage Bookings** – This is the section that lets you pair a heat currently on the venue calendar with a product and mark the combination as available for purchase online.
- **Settings** – This page allows you to select which fields are shown and/or required for the creation of a Club Speed Account. It also lets you globally enable/disable online booking, configure the window of time in which heats can be booked online, how long it takes for an item in the cart to expire, and several other options.
- **Payment Processors** – This page lets you select a payment processor currently supported by Club Speed, and set up the vendor-specific settings. In particular, the “Dummy” payment processor is useful for testing purposes.

**Warning:** While the “Dummy” payment processor is selected, Online Booking is disabled for the general public. It can only be accessed by you via a secret link that will appear in the settings page while the site is disabled. **This prevents the public from purchasing free heats while you're testing the *Online Booking* page!**

- **Templates** – This page lets you edit the templates for e-mails that are sent out during the online booking process, along with other documents.
- **Translations** – This page lets you change the default English words used and gives you the ability to add custom translations in any of our supported languages. You can also change the starting language for the website. In the Settings section, you can enable “Show Language Dropdown”, which will allow users of the website to switch between any languages you've defined in this section.

- **Documentation** – This link will always have the latest version of this document.

Some settings changes take effect only when step1 or step2 of *Online Booking* is refreshed, so they do not have a negative impact on customers in the middle of an order.

## First-Time Setup of a Heat and Reservation Pairing

First, we need to **select a heat** that we'd like to list for sale on the new *Online Booking* page, and then **create a reservation product to pair** it with. Make sure that the heat **supports the maximum number of drivers** you desire for online booking!

Log into [https://<your\\_track\\_url>.clubspeedtiming.com/sp\\_admin](https://<your_track_url>.clubspeedtiming.com/sp_admin), click the Heats tab, and browse until you find a heat you'd like to list for Online Booking. Make note of its **name** and its Points **cost**. (Our reservation product's points will need to be at least equal to the heat's cost.)

Then, click the Products tab, change the product type drop down to "Reservation Item", and click Create New Product.



*Illustration 1: Creating a new Product of type Reservation Item.*

Once the page reloads, enter in all applicable information about the reservation product, and then click the save icon. **Make sure that the points in the reservation product are at least equal to the points required by the heat.**


Web Shop		No
Product Id	312	
Product Type	Reservation Item	
Item Name	20 Point Reservation Product	1. Enter all relevant data for the product.
New Image	Choose File No file chosen	
Price	20	
Price 2	0.00	
Price 3	0.00	
Price 4	0.00	
Price 5	0.00 if price level 2,3,4,5 are \$0, system will always use level 1	
Cost	0.00	
Max. on hand	0	
Is Inventory	<input type="checkbox"/>	
Vendor	None	
Price (Cadet)	0.00	
Taxable	10.00	
Categories	<input checked="" type="checkbox"/> Membership <input type="checkbox"/> Drinks <input type="checkbox"/> Online Packages <input checked="" type="checkbox"/> Super Kart <input type="checkbox"/> Chips & Confectionary <input type="checkbox"/> Merchandise <input type="checkbox"/> Modified Kart <input type="checkbox"/> Ice-Cream <input type="checkbox"/> Bucks Extras <input type="checkbox"/> Rookie Kart <input type="checkbox"/> Event Extras <input type="checkbox"/> Catering <input type="checkbox"/> Tandem Kart <input type="checkbox"/> Gift Cards <input type="checkbox"/> test <input type="checkbox"/> Race Programs <input type="checkbox"/> Uniform	
Enabled	<input checked="" type="checkbox"/>	
Class	--Select a Class--	
Member Only?	No	
Is Special?	<input type="checkbox"/>	
Reservation Points	20	2. Make sure this is at least equal to the number of points that the heat requires!
Web Shop	<input type="checkbox"/>	
<a href="#">Duplicate</a>  <a href="#">Cancel</a>		3. Click the "Save" icon.

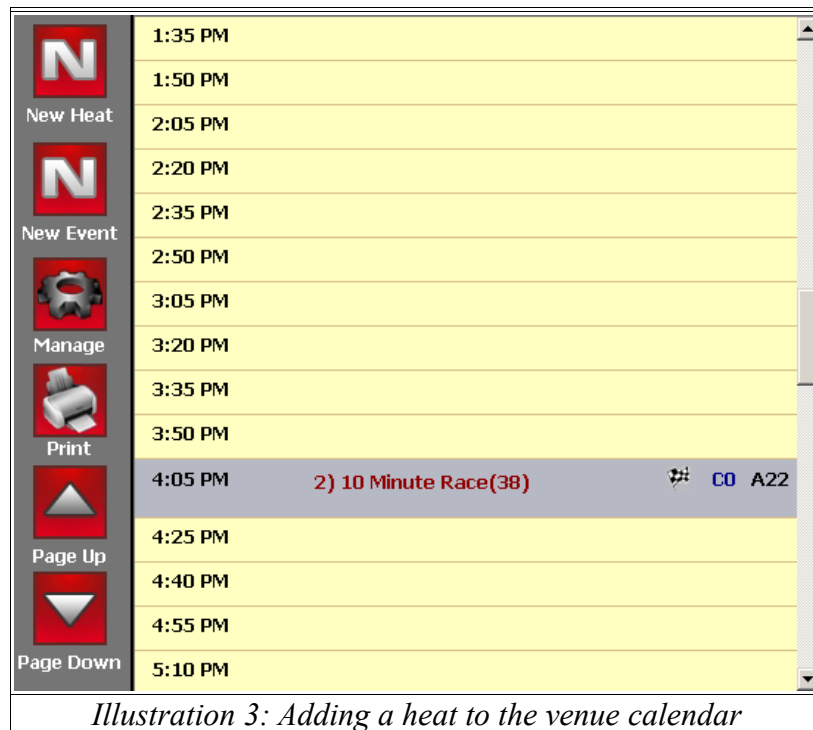
Illustration 2: Creating a Product of Type Reservation Item, Part 2

Once you have a heat type and corresponding reservation product created, you can re-use them over and over to create online bookings. You shouldn't need to follow the steps above unless you're creating additional heats and reservation products.

## Creating An Online Booking

Step 1: Now that we have a **heat** and a **reservation product**, we can pair them together. First, we need the heat to be on the calendar, and then we'll need to use the new Admin panel to pair that heat to its associated reservation product.

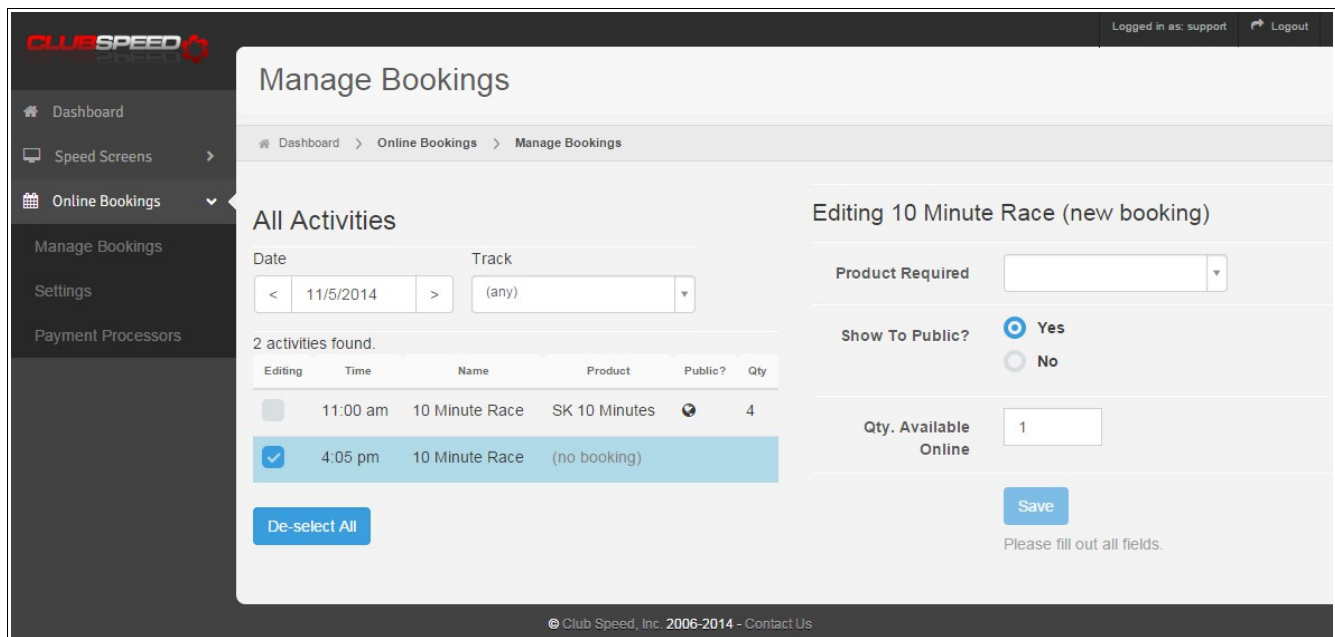
To start, add a heat in the venue calendar via a Club Speed Point-of-Sale Terminal. You can do this by double-clicking a time slot in the venue calendar and then selecting a heat.



*Illustration 3: Adding a heat to the venue calendar*

Step 2: Log into the new Admin Panel and go to Online Bookings → Manage Bookings.

Step 3: Find the heat you just created, and check the checkbox next to it.



*Illustration 4: Selecting the heat to create the Online Booking for.*

Step 4: Select a product to pair with the heat, set the quantity you'd like to make available through *Online Booking* (it must be **less than or equal to the maximum**

**number of drivers** that the heat supports), and click Save.

Step 5: Open up the *Online Booking* page. You should now see the new booking show up in searches!

## Advanced customization

The header image and background image can be changed in the Settings section of the Online Booking tab in the Admin Panel.

Custom CSS and JS can be uploaded from the same section.

To customize other images, please contact Club Speed Support.

**Want even more customization?** – Use our API and build your own booking website! Please contact us for more details.

## Frequently Asked Questions

*How does Club Speed determine which account to use when a booking customer has one or more existing accounts at the track?*

When a user creates an account or logs in via Facebook, we determine behind-the-scenes if they already had an account with a matching e-mail address. If not, we create a new account on the spot. If they had an account already, we just use that one. If the customer had more than one account, we select the account we consider their primary based on a variety of factors, including ProSkill, racing activity, any existing balances, and so on. That account will then be labeled as their primary account.

## Troubleshooting

*I'm Getting a "404 – File or directory not found" page!*

Double-check the URL for any typos. Make sure you substituted <your\_track\_url> for your track's subdomain!

If the problem persists, please contact support at [support@clubspeed.com](mailto:support@clubspeed.com), or via telephone at 877-751-3200.

### *I've reached a "Disconnected" page!*

You may have experienced a temporary Internet connection hiccup. Try returning to the home page.

If the problem persists, please contact support at [support@clubspeed.com](mailto:support@clubspeed.com), or via telephone at 877-751-3200.

### *My number, currency, or date format isn't correct!*

This just a quick settings change! Head on over to the new admin panel and go to Online Bookings → Settings. There you'll find settings for number, dates, times, currency formats.

### *My booking page says it's disabled!*

Check the Settings section of the Online Bookings category in the new Admin Panel and make sure that Online Booking is enabled.

Next, check the Payment Processors tab and make sure that you are not using the "Dummy" test driver. Note that you can still access the site with the "Dummy" payment driver while using the secret link that will appear in the Settings page while it is active.

If the problem persists, please contact support at [support@clubspeed.com](mailto:support@clubspeed.com), or via telephone at 877-751-3200.

### *I'm having another problem not described here!*

First, double-check that the URL for your page is free of typos.

If the problem persists, please contact support at [support@clubspeed.com](mailto:support@clubspeed.com), or via telephone at 877-751-3200.