



**PREPARED BY:**  
CNIC N6Q

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8/1/2023

# RecTrac 3.1

## FITNESS/AQUATICS

## SUPERGRID FACILITY

## RESERVATIONS

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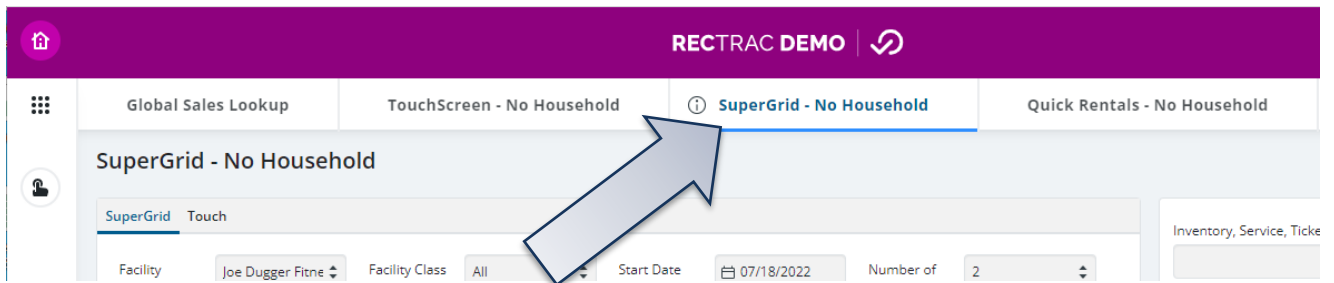
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## Booking Facility Reservations on the SuperGrid

A lot of fitness centers allow patrons to reserve courts/classrooms/exercise rooms etc. for command functions, meetings, PT, personal usage or otherwise. Reservations on the SuperGrid allow for quick reservations without requiring a household. The biggest advantage to using the SuperGrid instead of a piece of paper/whiteboard is this allows reservations to be done online by the customer from their computer/mobile device. Contact CNIC to discuss implementing this at your fitness center.

Step 1. When logged in as a fitness center cashier in RecTrac 3.1, there will be a SuperGrid tab at the top. Click on the tab.



If that tab gets closed, you can reopen it by clicking the 9 dot menu on the left and click on "SuperGrid Processing."



### Menu

- Filter Menu
- Home
  - FAVORITES
    - Activity Rosters
    - Court Reservation Reports
    - Global Sales
  - Processing
    - Court Pattern
    - Global Sales
    - Pass Visit Processing
    - Quick Rental Processing
    - SuperGrid Processing**
    - Touch POS
  - Inquiry



## Booking Facility Reservations on the SuperGrid cont.

At the top of the SuperGrid are some filters. These filters allow you to change what facilities/days/times the SuperGrid is displaying. As they are adjusted, the grid below will adjust automatically.

### SuperGrid - No Household

SuperGrid Touch

Facility Location: Joe Dugger Fitness ▾   
 Facility Class: All ▾   
 Start Date: 07/18/2022   
 Number of Days: 2 ▾

Start Time: 06:00   
 End Time: 21:00   
 Days Included: (7) Sunday, Mo... ▾   
 Profile: JD Courts, Rooms, ▾

## Legend

Facility Location	Allows you to select which building or area where facilities exist. Most fitness centers just have one but others might have multiple buildings.
Facility Class	This is a way to filter by the class/type of facility. Basketball Court vs Racquetball Court vs Meeting Room etc.
Start Date	This defaults to today's date but can be changed to a date in the future to make bookings for future days.
Number of Days	This is how many days show on the SuperGrid. It defaults to 2 but can be expanded to more if need be.
Start Time/End Time	This is the time the SuperGrid starts and ends.
Days Included	Select which days of the week display.
Profile	Profiles can be adjusted so different SuperGrid formats can be used. Most fitness centers will only have one option here.



## Booking Facility Reservations on the SuperGrid cont.

Step 2. Click under the date/facility and to the right of the time the customer is looking to reserve. A green box will display like the example below.

SuperGrid Touch

Facility Location: Joe Dugger Fitness | Facility Class: All | Start Date: 07/18/2022

Start Time: 06:00 | End Time: 21:00 | Days Included: (7) Sunday, Mo...

Additional Controls: Move, Search, Refresh, Details, Player Move

Mon 07/18/2022

Time	JDR-C-NOFFS ...	JDR-C-CARDIO	JDFC-AEROBI...	BCA ROOM	JDR-C-NOFFS ...	JDR-C-NOFFS ...	JDR-C-RACQU...	JDR-C-RACQU...	JDR-C-RACQU...
06:00									
06:30									
07:00									
07:30									
08:00									
08:30									
09:00									
09:30									
10:00									
10:30								Gibson, K 10:30	Gibson, K 10:30
11:00									

Step 3. The green box is the reservation. It can be clicked and dragged to a different time or to a different facility. You can also drag the thicker green bars at the top and bottom to shorten or lengthen the reservation.



## Booking Facility Reservations on the SuperGrid cont.

Step 4. You can double click on the green box to change the date/time directly. Otherwise click Add to Cart.

SuperGrid Touch

Facility Location: Joe Dugger Fitness | Facility Class: All | Start Date: 07/18/2022 | Number of Days: 2

Start Time: 06:00 | End Time: 21:00 | Days Included: (7) Sunday, Mo... | Profile: JD Courts, Rooms

Additional Controls: Move, Search, Refresh, Details, Player Move

Mon 07/18/2022	
06:00	
06:30	
07:00	
07:30	
08:00	07:30 08:30
08:30	
09:00	
09:30	
10:00	
10:30	Gibson, K 10:30
11:00	

Walls, J 07:00-08:00, LAW, A 07:30-08:30, Gibson, K 10:30, Gibson, K 10:30

Add To Cart

Double clicking the green box will bring the below screen up where you can fine tune the date/time of the reservation if necessary.

Event Details

Resource: JDFC - AEROBICS ROOM

Start Date: 07/18/2022 | Start Time: 07:30

End Date: 07/18/2022 | End Time: 08:30

Close | Delete | Add to Cart



## Booking Facility Reservations on the SuperGrid cont.

Step 5. Enter the Name of the contact for the reservation as well as a phone number and any notes that will help others identify this reservation in the future. You can add multiple contacts using slots 2 – 4 if desired. Being accurate with the info entered is important as the search functionality won't work well without accurate date entered.

**JDFC- AEROBICS ROOM: 07/18/2022 at 07:30 to 08:30**

Time Update History

Phone Lookup Member Lookup  
| |  
Check In?

First Name (i) Last Name (i) Phone (i) Pass Code (i) Usage Code (i)  
Joe Smith (555)664-4556 Day Pass - | (0) Sele...

Court Slot Notes (i)  
Command PT

There is no photo on file for this individual

Clear Slot  
Copy Slot  
HH Ticklers  
Balance: (i)

Step 6. Click "Save and Finish" in the bottom right. That will complete the reservation.

Pass Code (i) Usage Code (i)  
Day Pass - | (0) Sele...

There is no photo on file for this individual

Clear Slot  
Copy Slot  
HH Ticklers

Cancel Save and Finish Save

Alternatively, you can click "Save" and the reservation will go into the shopping cart and you can add another reservation, then click "Finish" when all other reservations are done.



## Moving a Reservation

To move a reservation, click the move button in the top left and then select the reservation you want to move. It will disappear. Click the spot where you want to move it to.

Move Search Refresh Details Player Move

Mon 07/18/2022

	JDRC-NOFFS ...	JDRC-CARDIO	JDFC- AEROBI...	BCA ROOM	JDRC-NOFFS ...	JDRC-NOFFS ...	JDRC-RACQU...	JDRC-RACQU...
06:00								
06:30								
07:00								
07:30			Smith, J 07:30 08:30					
08:00								
08:30								
09:00								
09:30								
10:00								
10:30							Gibson, K 10:30 13:30	
11:00								
11:30								
12:00								
12:30								
13:00								
13:30								
14:00								

You will get a confirmation. Click Continue to accept or Cancel to restart the process.

Move players to: JDFC- AEROBICS ROOM on 07/18/2022 at 12:00 to 13:00

ⓘ ? ✕

ⓘ Moving All Slots  
From: JDFC- AEROBICS ROOM on 07/18/2022 at 07:30 to 08:30  
To: JDFC- AEROBICS ROOM on 07/18/2022 at 12:00 to 13:00  
Are you sure you want to move these slots?

Continue Cancel



## Cancelling a Reservation

Step 1. Double click on a reservation OR click the "Details" button at the top of the screen and click on the reservation you want to cancel.

Step 2. Click "Cancel Slots and Finish" in the bottom left.

The screenshot shows a web interface for managing reservations. At the top, there is a text input field labeled "Court Slot Notes" with an information icon. Below this is a section with several interactive elements: a blue button labeled "Phone Lookup", a "Member Lookup" field with an information icon and a search icon, a checkbox labeled "Check In?" with an information icon, and a "First Name" field with a dropdown arrow. At the bottom of the interface, there are two blue buttons: "Cancel Court Slots" and "Cancel Slots and Finish". A black arrow originates from the top-left area of the interface and points directly to the "Cancel Slots and Finish" button.



## Search For a Reservation

If a customer claims they have a reservation but you aren't able to find it, you can use the search function to find the reservation.

Step 1. Click the Search button at the top of the SuperGrid.

Step 2. Adjust the date range at the top of the search screen. Only Reservations within that date range will appear in the search results.

Step 3. Enter the last name of the customer you're looking for in the search box. A partial entry will work as well. E.g. Smi with return any last name that begins with Smi.

Step 4. Click the "Search" button on the far right.

Step 5. Click "View In SuperGrid" in the bottom left and you will be taken to the reservation.

**Super Grid Search**

Advanced Search

Reservation Begin Date \* ⓘ 07/18/2022      Reservation End Date \* ⓘ 07/19/2022

Last Name      Smith

Options    Templates    ( 0 )    Refresh

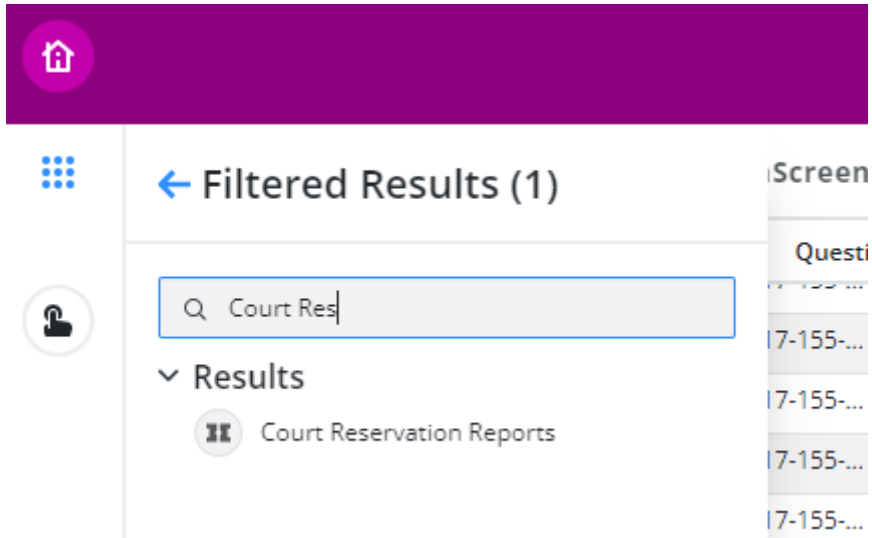
Description	First Name	Last Name	Begin Date	Begin Time	End Date	End Time	File Link Code 1	F
JDRC-NOFFS ZONE COURT ...	Joe	Smith	07/18/2022	12:00	07/18/2022	13:00	NOFFSZone	S

Also in the search results data grid, you can see more details about the reservation. If you scroll to the right, you'll see the user name that made it and the date/time (Transaction Date/Transaction Time) it was made.



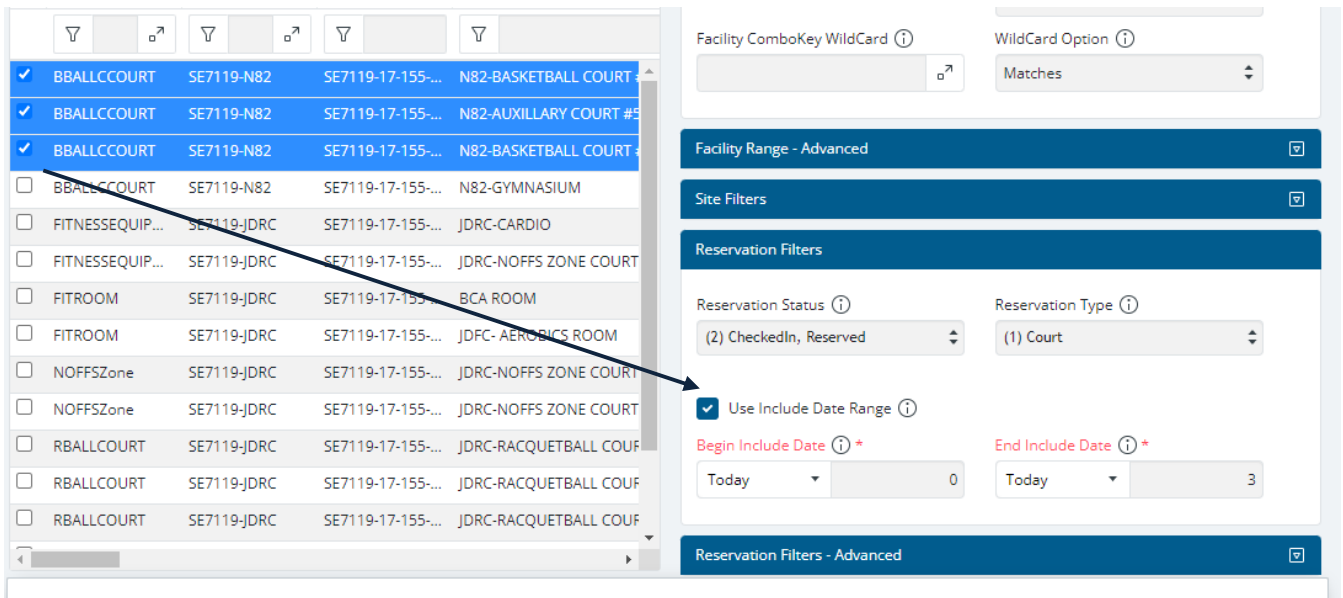
## Reservation Reports

Step 1. In the 9 dot menu on the left, search for "Court Reservation Reports" and select it.



Step 2. In the data grid on the left, select the facilities you want to run the report for by clicking the check box on the left hand side.

Step 3. In the "Reservation Filters" area, turn on the "Use Include Date Range" toggle.





## Reservation Reports cont.

Step 4. You can set the date range to "Today 0" and the end date of "Today 3" and the results will show today's reservation and every reservation for 3 days into the future. Setting it this way will allow you to not have to change the date range each time you run it in the future if you typically run this report for 3 days + Today.

OR

Use "Actual Date" and select the date range you're looking for.

Use Include Date Range ⓘ

Begin Include Date ⓘ \*

Today ▼ 0

End Include Date ⓘ \*

Today ▼ 3

Use Include Date Range ⓘ

Begin Include Date ⓘ \*

Actual Date ▼ 07/18/2022

End Include Date ⓘ \*

Actual Date ▼ 07/21/2022

Step 5. In the bottom left under "Output Template" select "VSI – Daily Court Location Schedule".

Step 6. Click "Process" in the bottom right then click "Continue" and the report will display.

**HINT:** If you aren't getting the results you expect, click "Default Settings" in the bottom right. The settings will be reset and you can reconfigure the report. Also, once you have the settings you're looking for, you can create a report template by clicking the "Report Template" button. See the "RecTrac 3.1 Report Templates.pdf" for more information on that process.

**Note:** This is just one example of a report you can run on your reservations. RecTrac 3.1 has expanded reporting capabilities/customization so if you can't find a report that you like, submit a ticket to the AIMs helpdesk for assistance.