

A person in athletic wear is stretching on a road at sunrise. The scene is bathed in a warm, golden light, with the sun low on the horizon, creating a long shadow of the person. The road has white lane markings and a guardrail on the left side. The overall mood is one of early morning activity and a fresh start.

A NEW DAWN

RELEASE 1.0

CASHLESS OVERVIEW HOW TO GUIDE

JUNE 2020



Cashless Overview

The Cashless module provides a debit account for members. Using this account, members may purchase goods or services without exchanging cash or using their bank card. A member may have a cashless account alongside their standard account or invoicing account. Cashless accounts usually have no credit limit and operate as a debit account where funds are deposited in advance. These funds can be used up as payment for point of sale transactions via Plus2, Gladstone360, Connect, Kiosk or MobilePro.

Features

- Account creation online, at reception or using a kiosk
- Funds may be redeemed against activities, products and services
- Cashless can be combined with other payment mechanisms
- Functionality is supported within Gladstone360, Plus2, MobilePro, Connect, Kiosk and MWS

Operator Benefits

- Save cost and streamline tills/staff
- Increased secondary spend
- Less cash to manage and secure
- Pre-paid customers frequent more
- Avoid 'Covid-19' transmission from handling cash

Member Benefits

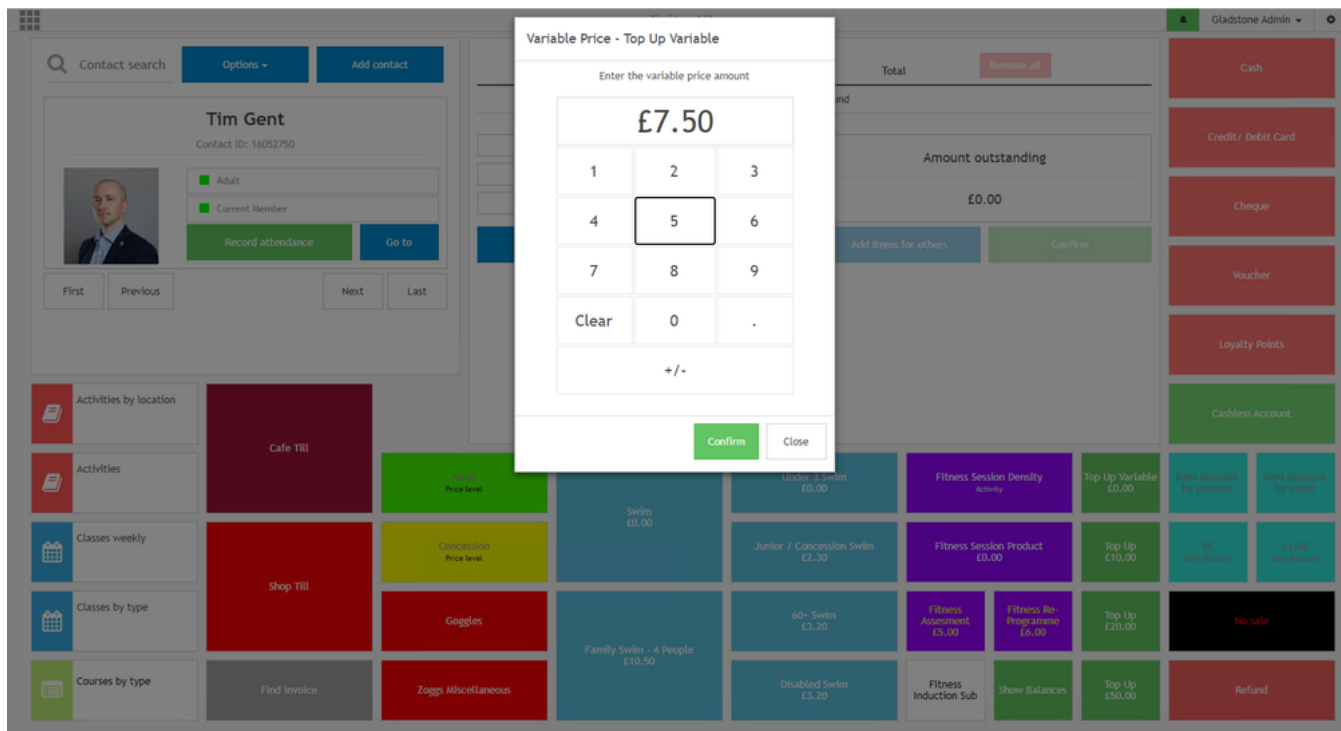
- Convenient and quick
- Top up and check balance functionality at site or online
- Improved centre experience by removing queues
- No need to carry cash or card to site.

Cashless Overview

Gladstone360 POS

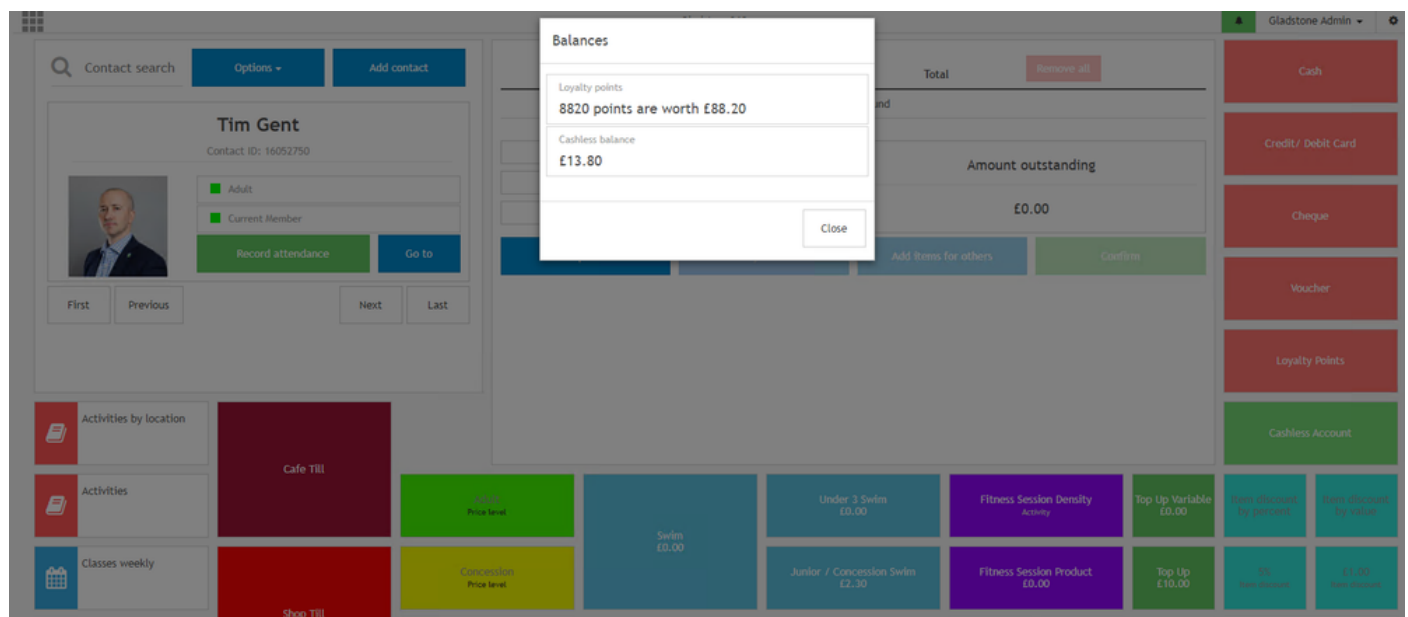
Example below shows Gladstone360 Point of Sale, but can also be used in Plus2 POS.

Member wishes to Top Up £7.50. Variable Product is used allowing User to enter exact amount to be topped up. Alternatively, denomination amount buttons can be configured (E.g. £5, £10, etc).



Complete the transaction as usual (E.g. Card or Cash).

Use **Show Balances** button to display current Member Cashless Balance



Cashless Overview

When purchasing an item, use the Cashless Account Payment Method to pay (providing the Member has sufficient funds in their Cashless Account).

The screenshot displays the Gladstone160 software interface. On the left, a contact search for 'Tim Gent' (Contact ID: 16052750) is shown with options to 'Record attendance' and 'Go to'. Below this are navigation buttons for 'First', 'Previous', 'Next', and 'Last'. The main area features a shopping cart with one item: 'Otter 12/06/2020 at Adult' for £5.50. A summary table shows 'Total due' as £5.50, 'Total savings' as £0.00, and 'Amount paid' as £0.00, resulting in an 'Amount outstanding' of £5.50. Action buttons include 'Add unpaid sales', 'Pay later', 'Add items for others', and 'Pay now'. On the right, a vertical menu lists payment methods: 'Cash', 'Credit/ Debit Card', 'Cheque', 'Voucher', 'Loyalty Points', and 'Cashless Account' (highlighted in purple). The bottom section contains a grid of product tiles such as 'Cafe TII', 'Shop TII', 'Swims', 'Under 3 Swims', 'Fitness Session Demo Activity', 'Top Up Variable', 'Goggles', 'Family Swims - 4 People', 'Disabled Swims', 'Fitness Assessment', 'Fitness Re-Programme', 'Top Up £20.00', 'Zoggs Miscellaneous', 'Fitness Induction Sub', 'Show Balances', 'Top Up £50.00', and 'Refund'.

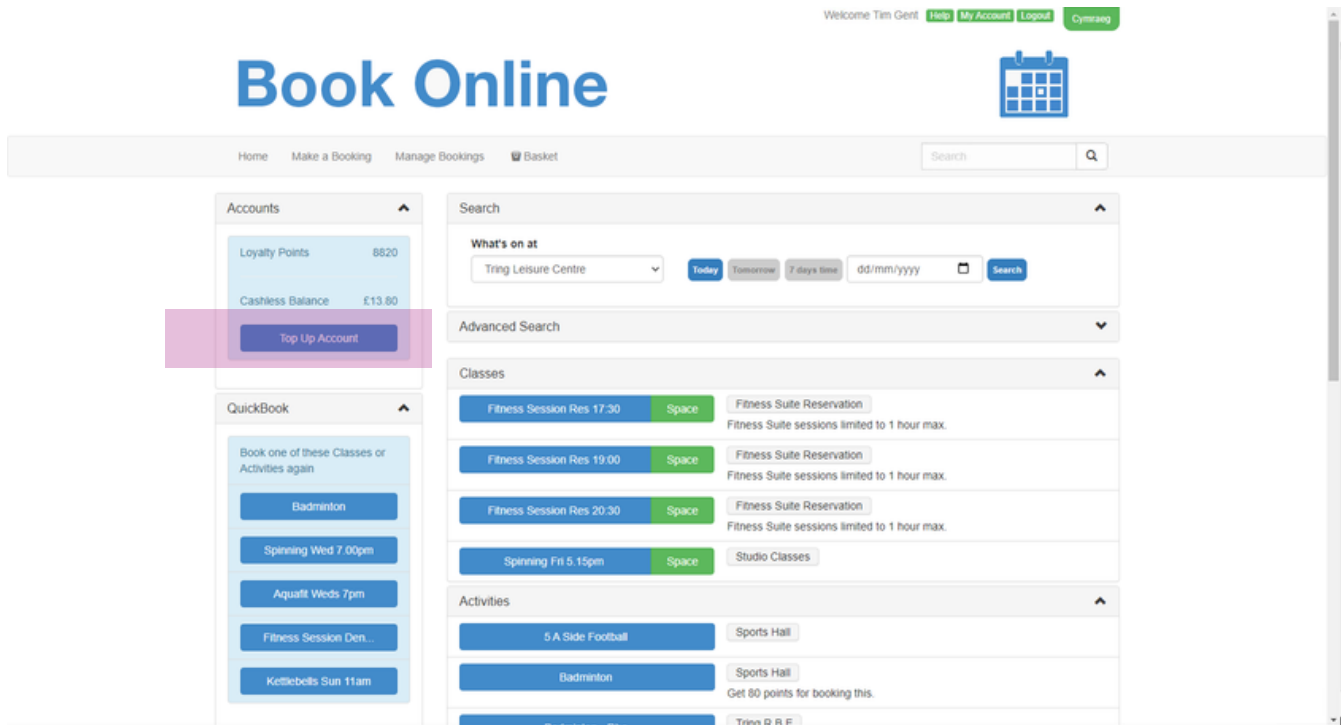


Cashless Overview

Connect

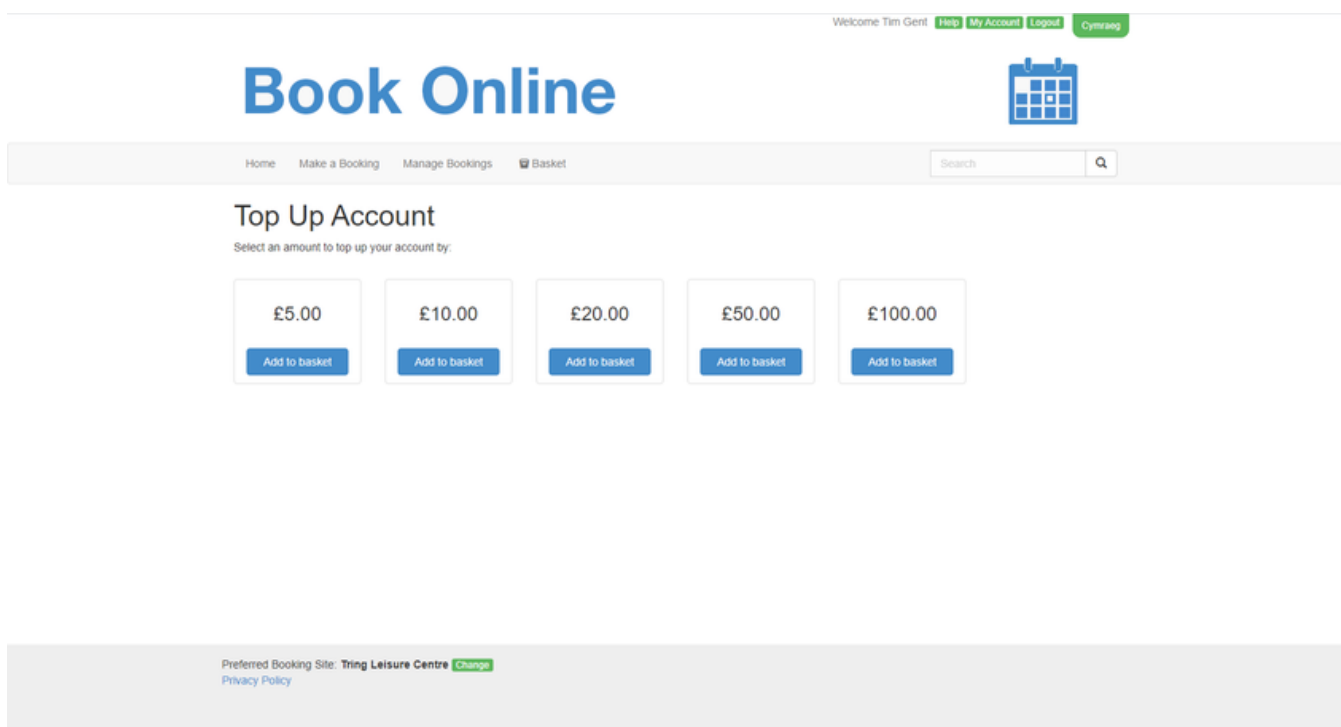
As with MobilePro and Kiosks, members may Top Up and pay for bookings using their Cashless Account.

Members may select Top Up Account from the Connect home page.



The screenshot shows the 'Book Online' website interface. At the top right, it says 'Welcome Tim Gent' with links for 'Help', 'My Account', 'Logout', and 'Cymraeg'. The main heading is 'Book Online' with a calendar icon. Below the heading is a navigation bar with 'Home', 'Make a Booking', 'Manage Bookings', and 'Basket', along with a search bar. The 'Accounts' section on the left shows 'Loyalty Points 6820' and 'Cashless Balance £13.60'. A pink box highlights the 'Top Up Account' button. Below this is the 'QuickBook' section with buttons for 'Badminton', 'Spinning Wed 7.00pm', 'AquaFit Weds 7pm', 'Fitness Session Den...', and 'Kettlebells Sun 11am'. The 'Search' section on the right has a dropdown for 'Tring Leisure Centre', buttons for 'Today', 'Tomorrow', '7 days time', a date input 'dd/mm/yyyy', and a 'Search' button. Below the search is an 'Advanced Search' section. The 'Classes' section lists 'Fitness Session Res 17:30', 'Fitness Session Res 19:00', 'Fitness Session Res 20:30', and 'Spinning Fri 5.15pm', each with a 'Space' button and a 'Fitness Suite Reservation' button. The 'Activities' section lists '5 A Side Football' and 'Badminton', each with a 'Sports Hall' button.

Available amounts are configured within Plus2.



The screenshot shows the 'Top Up Account' page. At the top right, it says 'Welcome Tim Gent' with links for 'Help', 'My Account', 'Logout', and 'Cymraeg'. The main heading is 'Book Online' with a calendar icon. Below the heading is a navigation bar with 'Home', 'Make a Booking', 'Manage Bookings', and 'Basket', along with a search bar. The 'Top Up Account' section has the heading 'Top Up Account' and the text 'Select an amount to top up your account by:'. Below this are five buttons for different top-up amounts: '£5.00', '£10.00', '£20.00', '£50.00', and '£100.00'. Each button has an 'Add to basket' button below it. At the bottom of the page, there is a footer with 'Preferred Booking Site: Tring Leisure Centre' and a 'Change' button, along with a 'Privacy Policy' link.

Cashless Overview

Members Top Up their Cashless Account and Pay by Card.

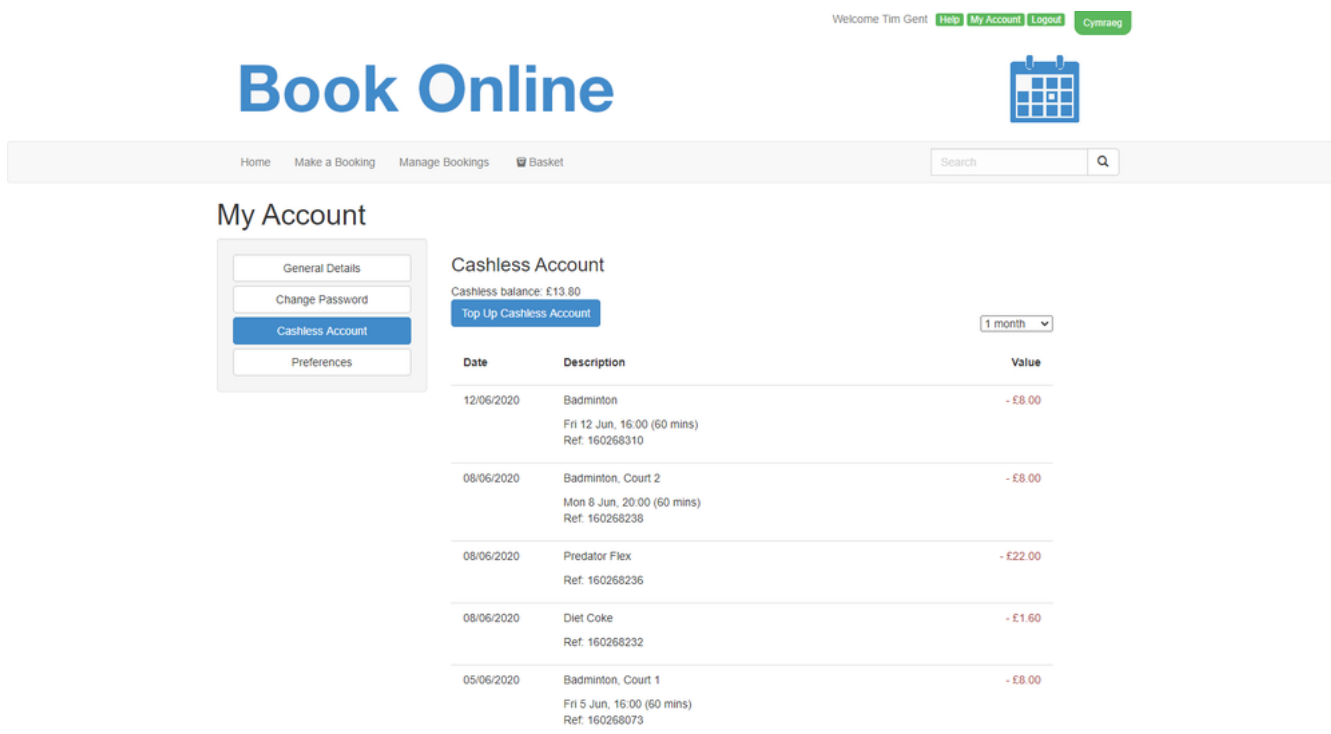
The screenshot shows the 'Book Online' website interface. At the top, there is a navigation bar with 'Home', 'Make a Booking', 'Manage Bookings', and 'Basket'. A search bar is also present. The main heading is 'Book Online' with a calendar icon. Below this, the 'Your Basket' section is displayed. It features three summary boxes: 'Loyalty Points' (8820), 'Total to Pay' (£20.00), and 'Cashless Balance' (£13.80). Each box has a corresponding button: 'Pay with Loyalty', 'Pay with Card', 'Pay with Cashless', and 'Top Up Account'. A table below shows a single item: 'Top Up Account' with a description 'Ref: 160268311' and an amount of £20.00. A 'Remove' button is next to the item. At the bottom of the basket, there is a 'Loyalty Points' section with a text input field and an 'Apply' button. A summary table on the right shows 'Sub total' (£20.00) and 'Loyalty discount' (£0.00), leading to a 'Total to pay' of £20.00. At the very bottom, there is a footer with 'Preferred Booking Site: Tring Leisure Centre' and a 'Privacy Policy' link.

When making a Class or Activity Booking, providing the Member has sufficient funds in their Cashless Account, they may pay by Cashless (or Card where required)

The screenshot shows the 'Book Online' website interface. At the top, there is a navigation bar with 'Home', 'Make a Booking', 'Manage Bookings', and 'Basket'. A search bar is also present. The main heading is 'Book Online' with a calendar icon. Below this, the 'Your Basket' section is displayed. It features three summary boxes: 'Loyalty Points' (8820), 'Total to Pay' (£8.00), and 'Cashless Balance' (£13.80). Each box has a corresponding button: 'Pay with Loyalty', 'Pay with Card', 'Pay with Cashless', and 'Top Up Account'. A table below shows a single item: 'Badminton' with a description 'Fri 12 Jun, 19:00 (60 mins)' and an amount of £8.00. A 'Remove' button is next to the item. At the bottom of the basket, there is a 'Loyalty Points' section with a text input field and an 'Apply' button. A summary table on the right shows 'Sub total' (£8.00) and 'Loyalty discount' (£0.00), leading to a 'Total to pay' of £8.00. At the very bottom, there is a footer with 'Preferred Booking Site: Tring Leisure Centre' and a 'Change' link.

Cashless Overview

Cashless Account details can be viewed from the **My Account** section.



Welcome Tim Gent [Help](#) [My Account](#) [Logout](#) [Cymraeg](#)

Book Online

Home Make a Booking Manage Bookings Basket

Search

My Account

- General Details
- Change Password
- Cashless Account**
- Preferences

Cashless Account

Cashless balance: £13.80

[Top Up Cashless Account](#) 1 month

| Date | Description | Value |
|------------|--|----------|
| 12/06/2020 | Badminton Fri 12 Jun, 16:00 (60 mins) Ref: 160268310 | - £8.00 |
| 08/06/2020 | Badminton, Court 2 Mon 8 Jun, 20:00 (60 mins) Ref: 160268238 | - £8.00 |
| 08/06/2020 | Predator Flex Ref: 160268236 | - £22.00 |
| 08/06/2020 | Diet Coke Ref: 160268232 | - £1.60 |
| 05/06/2020 | Badminton, Court 1 Fri 5 Jun, 16:00 (60 mins) Ref: 160268073 | - £8.00 |

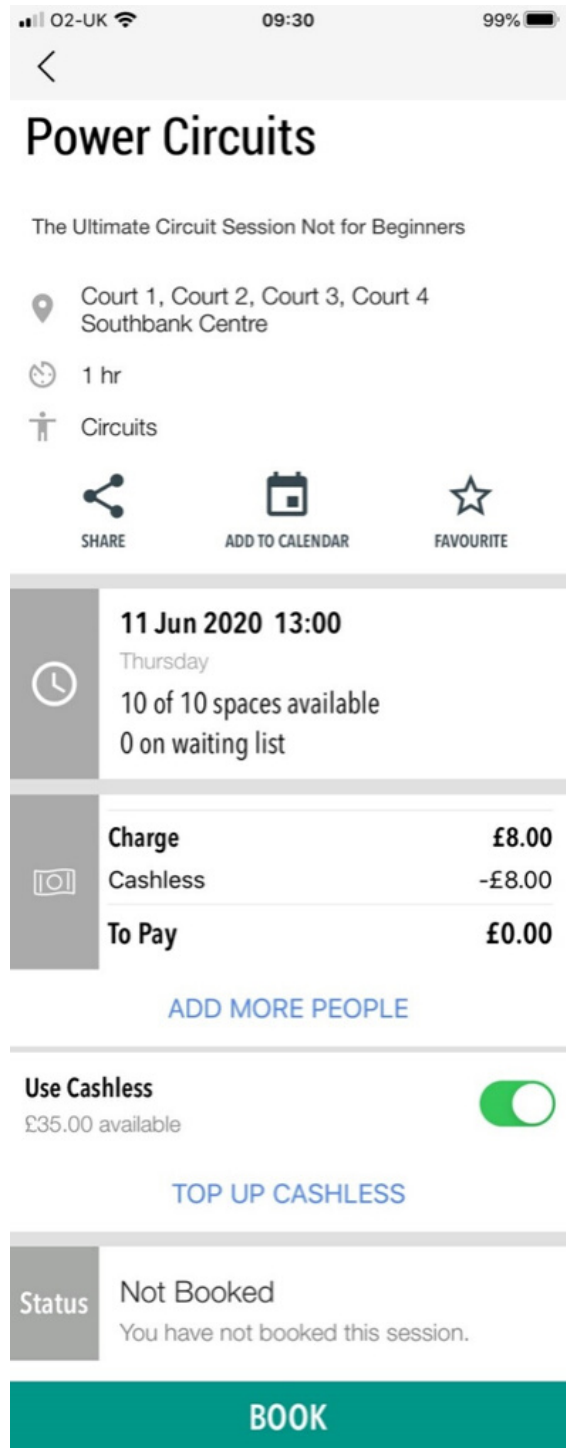


Cashless Overview

MobilePro

As with Connect and Kiosk, Members have the ability to **Top Up** and pay for bookings using their Cashless Account.

When making a Class or Activity Booking, providing the member has sufficient funds in their Cashless Account, they can Pay using Cashless.



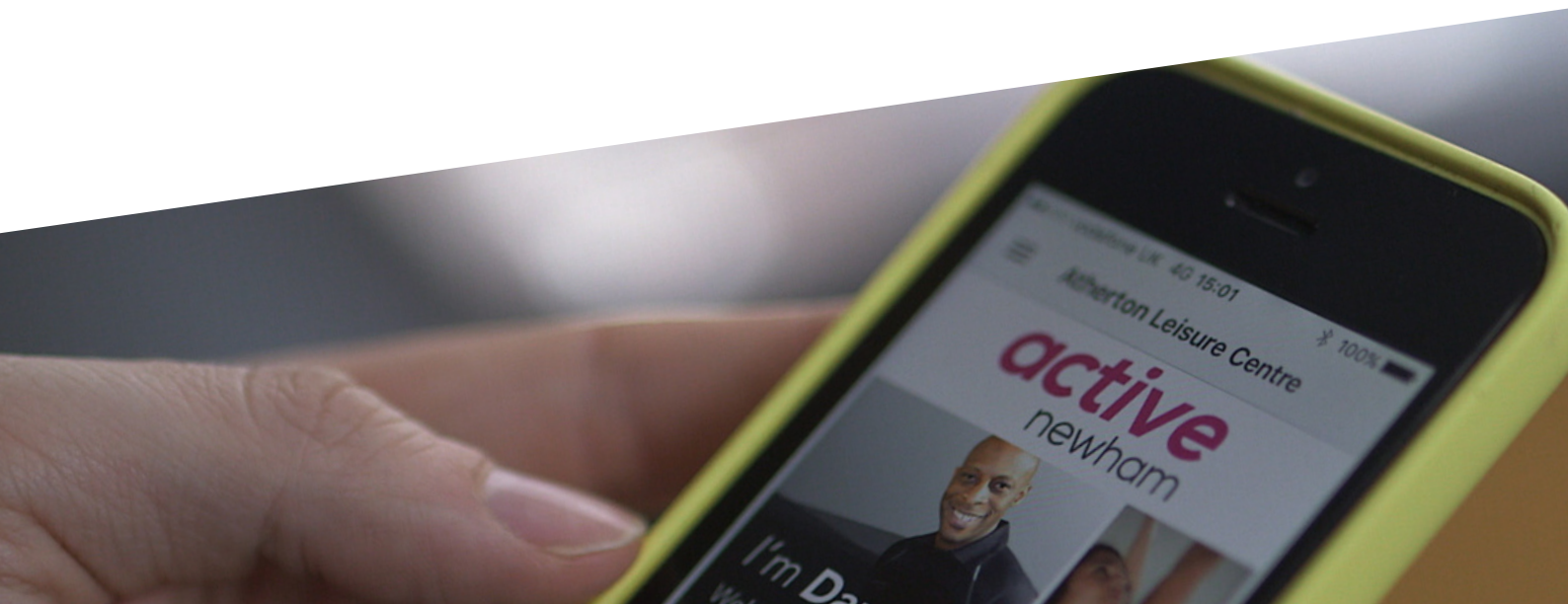
Cashless Overview

Configure Entry Points for Bookings

Each Entry Point must be configured independently. To reconfigure your Entry Point for bookings, follow the instructions below:

The image displays three screenshots from a mobile application:

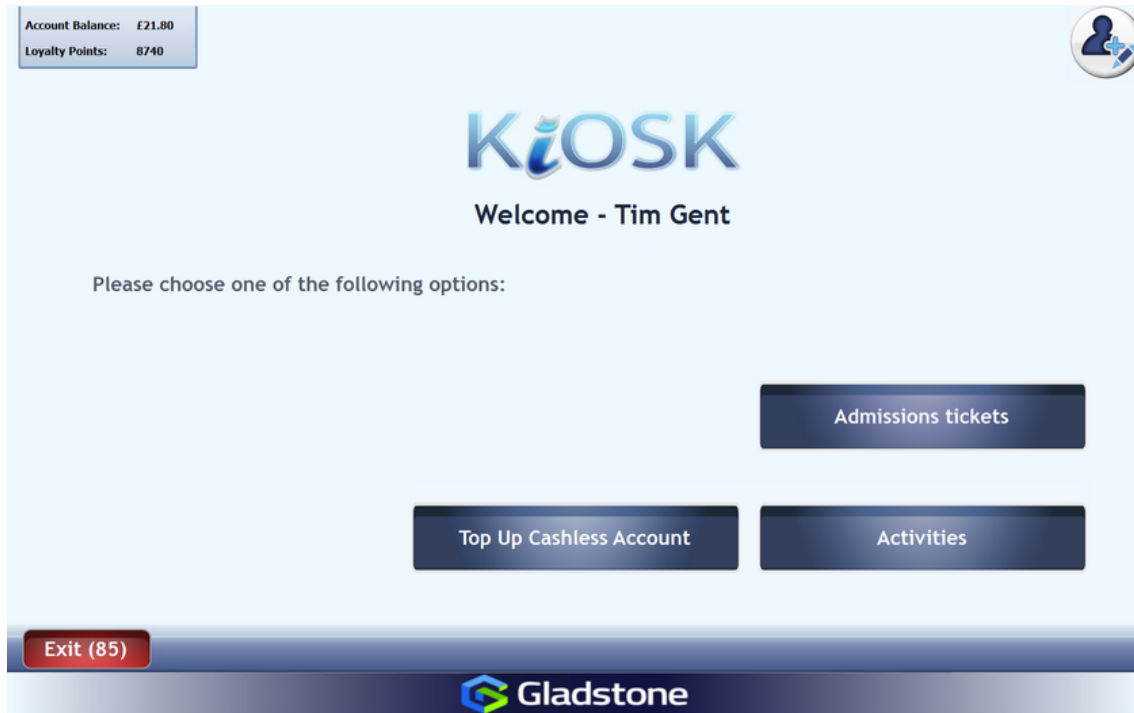
- Left Screenshot:** A 'Close' button at the top left. Below it, 'Current balance' is shown as '£0.00'. At the bottom, there are three 'Top Up' buttons: '£5 Top Up', '£10 Top Up', and '£20 Top Up'. The '£20 Top Up' button is highlighted with a pink background.
- Middle Screenshot:** A booking page for 'Tennis - Hour Session' at 'Southbank Centre' for '1 hr'. It includes options to 'SHARE', 'ADD TO CALENDAR', and 'FAVOURITE'. The booking is for '11 Jun 2020 17:00' on 'Thursday' at 'Court 1'. A 'PICK ANOTHER' link is visible. A table shows a 'Charge' of '£20.00', 'Cashless' of '-£20.00', and 'To Pay' of '£0.00'. A 'Use Cashless' toggle is turned on, with '£35.00 available' shown below it. A 'TOP UP CASHLESS' link is at the bottom. A large green 'BOOK' button is at the very bottom.
- Right Screenshot:** A 'Payment' screen with a 'Cancel' button at the top left. The 'GladstonePay' logo (powered by cardstream) is at the top. The main text asks: 'Would you like to use your stored card ending in 0821 to make this payment?'. There are three radio button options: 'Yes, I want to use this card to pay £20.00.' (selected), 'No, I want to use a different card. You will enter your card details on the next page.', and 'I want to use a different card and change my saved card details. This will overwrite your existing saved card details.' A blue 'Continue' button is at the bottom.



Cashless Overview

Kiosk

As with Connect and MobilePro, Members have the ability to Top Up and pay for bookings using their Cashless Account.

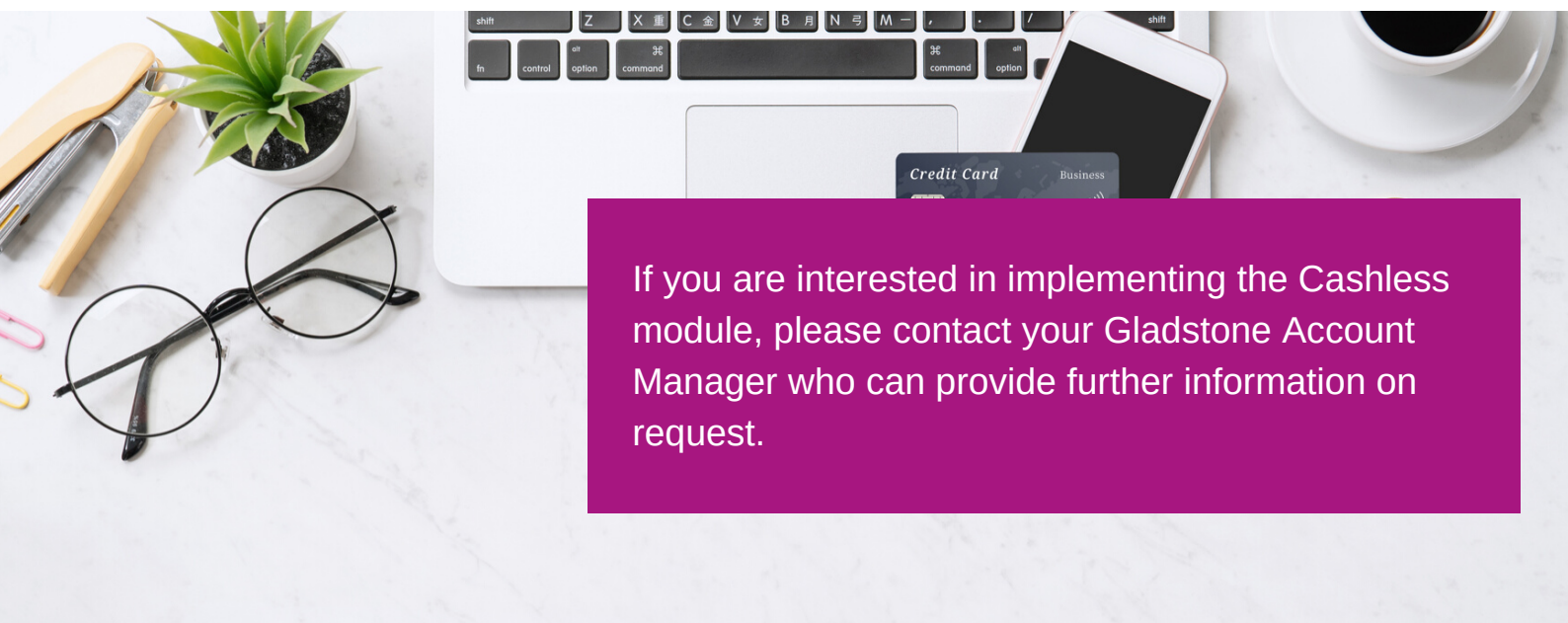
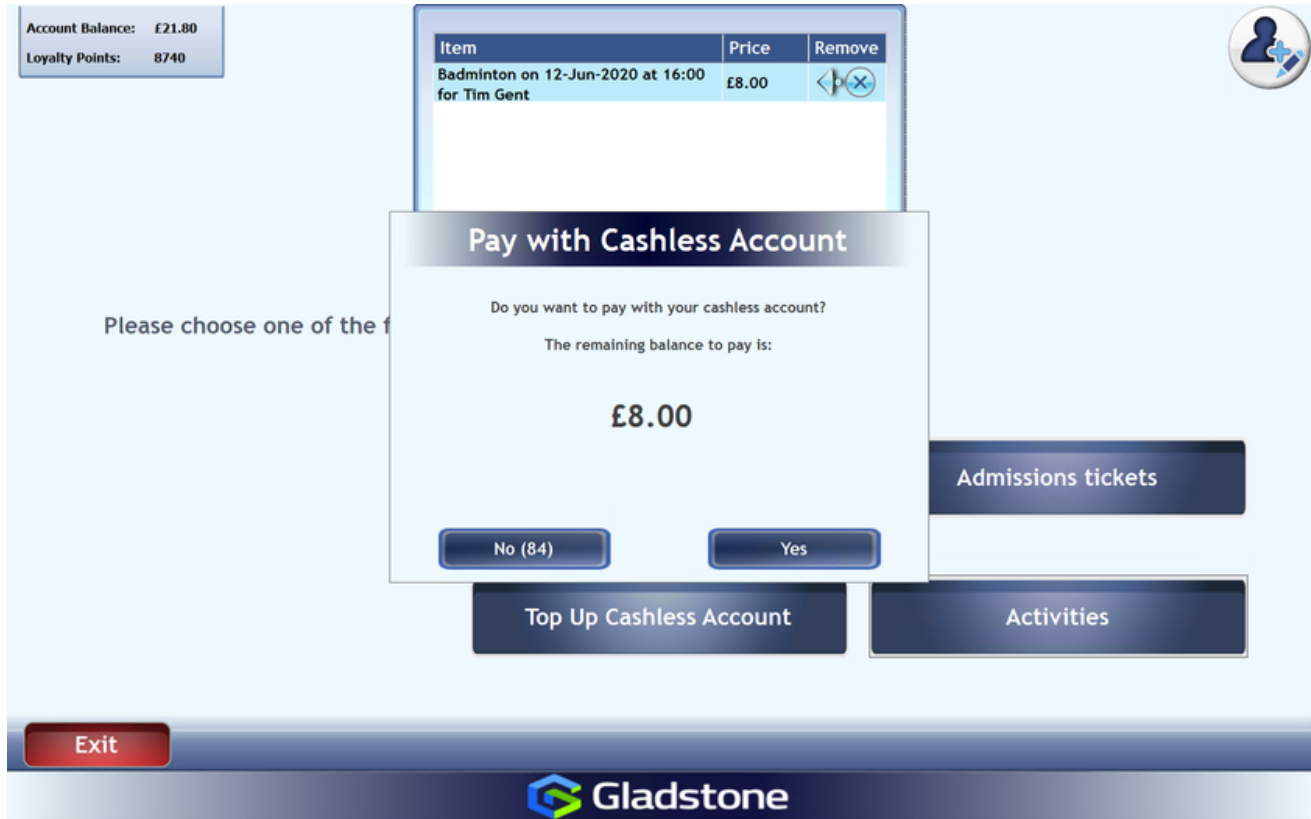


Available amounts are configured using Plus2.



Cashless Overview

When making a Product, Class or Activity Booking, providing the Member has sufficient funds in their Cashless Account, they are given the option to pay with their Cashless Account. Selecting No, would allow the Member to pay using Card.



If you are interested in implementing the Cashless module, please contact your Gladstone Account Manager who can provide further information on request.

**Gladstone
Hithercroft Road
Wallingford
Oxfordshire
OX10 9BT**

**www.gladstonesoftware.co.uk
Sales@gladstonesoftware.co.uk**

