

# Roys Point Marina Instruction Manual

## Back Office Interface:

The back office interface can be accessed by going to [www.royspoint.com/admin](http://www.royspoint.com/admin).

Current user name: “admin”

Current password: “royspoint”

Available links and their purpose:

### 1. Events

- a. This is used to manage marina events.

### 2. Transient Slip Reservations

- a. This is used to manage transient slip reservations
  - i. Available links
    - 1. View Pending
    - 2. View Current
    - 3. View Past
    - 4. Add New Reservation

### 3. Work Orders

- a. This is used to manage work orders
  - i. Available links
    - 1. View Pending
    - 2. View Current
    - 3. View Completed
    - 4. Add New Work Order

### 4. Launch / Haul Out Schedule

- a. This is used to manage launch and haul requests, and the dates
  - i. Available links
    - 1. Manage Dates
    - 2. View Pending
    - 3. Date #1 – text set in Manage Dates
    - 4. Date #2 – text set in Manage Dates
    - 5. Date #3 – text set in Manage Dates
    - 6. Date #4 – text set in Manage Dates

### 5. Gallery Login

- a. This is used to access the login for the gallery site.

### 6. Instructions

- a. This is used to access the pdf of instructions for the back office.

### 7. Log Out

- a. This is used to log out of the back office interface

## **Manage Events:**

The events that are included in the events calendar, located in the “Event Calendar”, under the “Fun Stuff” link on the main website can be managed in the back office interface via the “Events” tab.

The “Events” tab has 2 sections:

1. Add Events – here a new event can be added by filling out the form and clicking “Add Event”, make sure to only click the “Add Event” button once; if you click more than once that event will be added more than once. After the event has been added, click on the “Refresh Events” button below the Current Events heading and the event that you just added will now show up. The website is updated immediately with the new event.
2. Current Events – displays the events currently listed on the website. To remove an event from the website, simply click on “Complete” to the right of the event listed in the back office interface under “Events”. Make sure to only click “Complete” once. To make sure the event has been removed from the website, click on the “Refresh Events” button to display all current events. The event that you deleted should now be gone from the list.

## **Transient Reservations:**

1. New reservations can be created in 2 different ways:

(a) The customer can create a reservation via the website by selecting the “Transient Slip Rental” link.

- Once the customer fills out the form and clicks submit they will be immediately redirected to a page that thanks them for the reservation, and a note that they will receive a confirmation soon.

- An email is sent to management informing them that a reservation request has been made, and to go to the back office interface and approve the reservation if the slip is available at the requested time. Once at the back office, select “Transient Slip Reservations” and then “View Pending” to see the reservation. To approve the reservation, click “approve” on the far right of the reservation. Make sure to only click it once. The reservation will still be there, so click “Refresh All” to update the screen.

- Once a reservation is approved 2 things happen:

1 - A confirmation email is sent to the customer confirming the reservation and thanking them again for doing business with Roys Point Marina. If you had clicked “approve” more than once, more than one email would be sent.

2 - The reservation state is now changed to current and can be viewed in the “View Current” tab under the “Transient Slip Reservations” tab.

- To complete the reservation:

- Once they have come and gone, their reservation can be completed by going to the “View Current” tab under the “Transient Slip Reservations” tab and clicking “complete” on the far right of the reservation. Make sure to only click it once. The reservation will still be there, so click “Refresh All” to update the screen

- Once the reservation is completed 2 things happen:

1 - A thank you email is sent to the customer thanking them for the reservation and for doing business with Roys Point Marina. If you had clicked “complete” more than once, more than one email would be sent.

2 - The reservation state is now changed to completed and can be viewed in the “View Past” tab under the “Transient Slip Reservations” tab.

(b) Management can create a reservation via the back office interface of the website by selecting the “Add New Reservation” link under the “Transient Slip Reservations” heading.

- Once the reservation is created go to “Transient Slip Reservations” and then “View Pending” to view it. Even though management created the reservation the state is set to pending so that a confirmation email can be sent once it is approved. From this point on follow the instruction above to “approve” and “complete” the reservation.

Following are 3 sample emails:

1. Example of the email sent to management as a heads up that a new reservation has been made.
2. Example of the email sent to the customer confirming their reservation.
3. Example of the email sent to the customer as a thank you after their reservation has ended.

## Pat Heytens

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**From:** Roys Point Marina [theheyte@box502.bluehost.com]  
**Sent:** Sunday, February 07, 2010 9:20 AM  
**To:** pat@theheydens.com  
**Subject:** Transient Reservation Request

Mike,

A new transient reservation request has been made by Pat Heytens.

They have requested to arrive on 2010-5-28 and depart on 2010-6-15.

Please visit the back office and confirm the reservation.

Thanks,  
Your Friendly Automated Reminder System  
Roys Point Marina

## Pat Heytens

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**From:** Roys Point Marina [theheyte@box502.bluehost.com]  
**Sent:** Sunday, February 07, 2010 9:20 AM  
**To:** pat@theheydens.com  
**Subject:** Transient Reservation Confirmation

Pat Heytens,

Your transient reservation for Morning Glory has been confirmed for arrival on 2010-05-28.

Thank you for thinking of us and we are looking forward to your arrival.  
If you are unfamiliar with our marina layout and need assistance in docking hail us on channel 16 as you arrive.

Thanks for your business and continued support,

Mike Pospychalla

715-795-5025  
harbormaster@royspoint.com

## Pat Heytens

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**From:** Roys Point Marina [theheyte@box502.bluehost.com]  
**Sent:** Sunday, February 07, 2010 9:20 AM  
**To:** pat@theheydens.com  
**Subject:** Transient Reservation Thank You

Pat Heytens,

I hope you enjoyed your stay at Roys Point Marina, our small marina with a big view.

If we can be of any further assistance, please don't hesitate to let us know.

Thanks again for your business and continued support,

Mike Pospychalla

715-795-5025  
harbormaster@royspoint.com

## Work Orders:

1. New work orders can be created in 2 different ways:

(a) The customer can create a work order request via the website by selecting the “Request Maintenance” link.

- Once the customer fills out the form and clicks submit they will be immediately redirected to a page that thanks them for the reservation, and a note that they will receive a confirmation soon.

- An email is sent to management informing them that a work order request has been made, and to go to the back office interface and view the request. Once at the back office, select “Work Orders” and then “View Pending” to see the request. You can click “view” to view the request. You can then call the customer and discuss the price and time required to do the work requested. You can also add or subtract from the request, add a price, target date and work done by information. Once the new information is added you can save the work order request by clicking on “Update Work Order”. To view your changes you can click on “Refresh Work Order” after you have updated the request. Once you know what the customer intends to do, either cancel the request or order the work; you can go back to “View Pending” and either click on “Cancel” or “Confirm” to process the request. Make sure to only click it once. The request will still be there, so click “Refresh All” to update the screen.

- Once a work order is cancelled 2 things happen:

1 - An email is sent to the customer thanking them for thinking of Roys Point Marina. If you had clicked “Cancel” more than once, more than one email would be sent.

2 - The reservation state is now changed to past and can be viewed in the “View Past” tab under the “Work Orders” tab.

- Once a work order is confirmed 2 things happen:

1 - An email is sent to the customer thanking them for thinking of Roys Point Marina and confirming the target date for the work. If you had clicked “Confirm” more than once, more than one email would be sent.

2 - The reservation state is now changed to current and can be viewed in the “View Current” tab under the “Work Orders” tab.

Once the work is done you can go back to the “View Current” link under “Work Orders” and click “Completed” to complete the request. Make sure to only click it once. The request will still be there, so click “Refresh All” to update the screen.

- Once a work order is completed 2 things happen:

1 - An email is sent to the customer thanking them for thinking of Roys Point Marina and their business. If you had clicked “Completed” more than once, more than one email would be sent.

2 - The request state is now changed to past and can be viewed in the “View Past” tab under the “Work Orders” tab.

(b) Management can create a work order request via the back office interface of the website by selecting the “Add New Work Order” link under the “Work Orders” heading.

- Once the request is created go to “Work Orders” and then “View Pending” to view it. Even though management created the request the state is set to pending so that a confirmation email can be sent once it is confirmed or cancelled. From this point on follow the instruction above to “Cancel” or “Confirm” the reservation.

Following are 4 sample emails:

1. Example of the email sent to management as a heads up that a new request has been made.
2. Example of the email sent to the customer cancelling their request.
3. Example of the email sent to the customer confirming their request.
4. Example of the email sent to the customer as a thank you after their request has been completed.

## Pat Heytens

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**From:** Roys Point Marina [theheyte@box502.bluehost.com]  
**Sent:** Sunday, February 07, 2010 9:24 AM  
**To:** pat@theheydens.com  
**Subject:** Work Order Request

Mike,

A new work order request has been made by Pat Heytens.

Please visit the back office to view the deatils of the request.

Thanks,  
Your Friendly Automated Reminder System  
Roys Point Marina

## Pat Heytens

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**From:** Roys Point Marina [theheyte@box502.bluehost.com]  
**Sent:** Sunday, February 07, 2010 9:25 AM  
**To:** pat@theheyens.com  
**Subject:** Work Order Cancellation

Pat Heytens,

Thank your for thinking of us and allowing us to discuss Morning Glory's maintenance needs.

If we can be of any assistance in the future, please let us know.

Thanks again,

Mike Pospsychalla

715-795-5025  
harbormaster@royspoint.com

## Pat Heytens

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**From:** Roys Point Marina [theheyte@box502.bluehost.com]  
**Sent:** Sunday, February 07, 2010 9:28 AM  
**To:** pat@theheydens.com  
**Subject:** Work Order Confirmation

Pat Heytens,

Thank you for thinking of us and allowing us to discuss Morning Glory's maintenance needs.

We have set a target date of 2010-07-01, to begin the work.

If you are unfamiliar with our marina layout and need assistance in docking hail us on channel 16 as you arrive.

Thanks for your business and continued support,

Mike Pospychalla

715-795-5025  
harbormaster@royspoint.com

## Pat Heytens

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**From:** Roys Point Marina [theheyte@box502.bluehost.com]  
**Sent:** Sunday, February 07, 2010 9:28 AM  
**To:** pat@theheydens.com  
**Subject:** Work Order Completed

Pat Heytens,

Thank your for thinking of us and allowing us to handle Morning Glory's maintenance needs.

We have finished the work and wish to thank your for your buiness.

If we can be of any further assistance, please don't hesistate to give us a call.

Thanks for your business and continued support,

Mike Pospychalla

715-795-5025  
harbormaster@royspoint.com

## **Launch / Haul Out Schedule:**

### 1. Manage dates:

- Dates can be changed by going to the “Launch / Haul Out Schedule” tab and selecting the “Manage Dates” link.

- When in the manage dates page you have 4 dates that can be changed. Pick a date id and enter that in the ID field as 1, 2, 3 or 4. Then enter the date in the Date field with the proper format. Click “Change Date”, and then “Refresh Dates” to see the table to the left refresh with the new date. By changing this date it changes the website in 2 areas: 1 in the links under the “Launch / Haul Out Schedule” tab and in the launch / haul schedule headers on the main website.

### 2. New reservations can be created in 2 different ways:

(a) The customer can create a reservation via the website by selecting the “Launch / Haul Out” link and then “Request this slot” in the table.

- Once the customer fills out the form and clicks submit they will be immediately redirected to a page that thanks them for the reservation, and a note that they will receive a confirmation soon.

- An email is sent to management informing them that a reservation request has been made, and to go to the back office interface and approve the reservation. Once at the back office, select “Launch / Haul Out Schedule” and then “View Pending” to see the reservation. To approve the reservation click “Approve” on the far right of the reservation. Make sure to only click it once. The reservation will still be there, so click “Refresh All” to update the screen.

- Once a reservation is approved 2 things happen:

- 1 - A confirmation email is sent to the customer confirming the reservation and thanking them again for doing business with Roys Point Marina. If you click “Approve” more than once more than one email will be sent.

- 2 - The reservation is moved from pending to the date that the customer had selected.

- To complete the reservation:

- Once the boat has been launched / hauled, their reservation can be completed by going to the correct date link under the “Launch / Haul Out Schedule” tab and click “Completed” on the far right of the reservation. Make sure to only click it once. The reservation will still be there, so click “Refresh All” to update the screen.

- Once the reservation is completed a thank you email is sent to the customer thanking them for the reservation and for doing business with Roys Point Marina. . If you click “Completed” more than once more than one email will be sent.

(b) Management can create a reservation via the back office interface of the website by selecting any date link under the “Launch / Haul Out Schedule” tab. Once in the date you can click on any “open” slot and fill out the form.

- Once the reservation is created go to “Launch / Haul Out Schedule” and then “View Pending” to view it. Even though management created the reservation the state is set to pending so that a confirmation email can be sent once it is approved. Once in the view pending link you will see the reservation. From this point on follow the instruction above to “Approve” and “Complete” the reservation.

Anatomy of the launch haul schedule on the main website:

- In the “Currently Scheduled Slots” area of the main website under the link of “Launch / Haul Out” you will see the 4 day schedule. Within each schedule there are 10 slots. Initially each slot has “Request this slot” displayed to the right; this is where the customer clicks to request the reservation. The text in this area will change in the following way:
  - i. “Request this slot” – default text, means it is open
  - ii. “Pending” – displayed after a customer has requested the slot and before it has been approved
  - iii. “Reserved” – displayed after the reservation has been approved and before the work is done
  - iv. “Completed” – displayed after the reservation is updated in the back office by clicking completed
  - v. “Request this slot” – this is set back to default when the reservation is updated in the back office by clicking reset. This is a utility to reset the schedule for the next round of haul / launches.

Following are 3 sample emails:

1. Example of the email sent to management as a heads up that a new reservation has been made.
2. Example of the email sent to the customer confirming their reservation.
3. Example of the email sent to the customer as a thank you after their reservation has ended.

## Pat Heytens

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**From:** Roys Point Marina [theheyte@box502.bluehost.com]  
**Sent:** Sunday, February 07, 2010 9:30 AM  
**To:** pat@theheydens.com  
**Subject:** Launch / Haul Out Request

Mike,

A new launch / haul out request has been made by Pat Heytens.

They have requested slot 1, on May 10, 2010 - Monday.

Please visit the back office and confirm the reservation.

Thanks,  
Your Friendly Automated Reminder System  
Roys Point Marina

## Pat Heytens

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**From:** Roys Point Marina [theheyte@box502.bluehost.com]  
**Sent:** Sunday, February 07, 2010 9:31 AM  
**To:** pat@theheydens.com  
**Subject:** Launch / Haul Out Confirmation

Pat Heytens,

Your reservation to launch / haulout Morning Glory has been confirmed for May 10, 2010 - Monday.

We reserve the right to process the boats for any given day in a manner that is most efficient for our staff; circumstances that could change the listed order include position in the marina or yard, whether your boat is on a cradle or jack stands, etc. We will make every attempt to honor any requests that you may have.

Thanks for your business and continued support,

Mike Pospychalla

715-795-5025  
harbormaster@royspoint.com

## Pat Heytens

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**From:** Roys Point Marina [theheyte@box502.bluehost.com]  
**Sent:** Sunday, February 07, 2010 9:31 AM  
**To:** pat@theheydens.com  
**Subject:** Launch / Haul Out Thank You

Pat Heytens,

Thank you for allowing us to launch / haul Morning Glory.

If we can be of any further assistance, please don't hesitate to let us know.

Thanks again for your business and continued support,

Mike Pospychalla

715-795-5025  
harbormaster@royspoint.com

## **Gallery Login:**

This is used to access the Admin side of the gallery. Here new albums can be created and pictures can be downloaded; it will open in a new window.

Current user name: "admin"

Current password: "royspoint"

## **Instructions:**

This is a link to the back office instructions sheet; it is a pdf and will open in a new window.

## **Log Out:**

This is a logout button to end the back office session. Once you click "log out" you will be directed to the login page. If you want to go to the main website from here simply click on the Roys Point logo and you will be directed to the main website.